

2010

JUNEAU

Senior Needs Survey



Presented to:

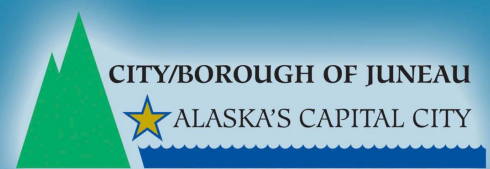
City and Borough
of Juneau Assembly
and the People of Juneau

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...and any others than I have inadvertently missed

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Steven Hamilton, C & S Management Associates, 2011

Executive Summary

Introduction. Beginning in the spring of 2010, the Juneau Commission on Aging conducted a survey of Juneau residents aged 55 and older. This survey was the third in a series of similar surveys conducted at approximately ten-year intervals beginning in 1989. Like prior surveys, the general intent of this survey was to help inform the planning process for service and infrastructure changes in the coming years. This report generally details the analysis of responses to this survey on a question-by-question basis. Emerging in the discussion are considerations along two different dimensions. The first examines the trends of responses over the three surveys (1989, 1998, and 2010). The second takes a more in-depth look at the snapshot of attitudes, situations, and suggestions of the senior population based on responses to the 2010 survey.

In addition to meeting the basic intent of informing the planning process, this survey and the associated analytic process provides other, perhaps less well-known benefits.

- Like the process of planning in general, doing a survey such as this forces all participants to revisit assumptions, review infrastructure, and learn more about what exists and why.
- Since the surveys have been conducted at approximately ten-year intervals the results of this and prior surveys now provide points of comparison for future surveys. This tenacity of inquiry can provide present and future policy makers with valuable insights not only into existing opinions and needs but also of trends over long periods of time.
- Conducting a survey with as much detail as this one brings out a wealth of diversity of ideas and opinions. It does, therefore, have the capacity to help us understand other points of view and perspectives or at least recognize that there are “other points of view.”
- Finally, as noted by at least one respondent in their comments, responding to a survey such as this forces people to think about issues that are sometimes easily put “on the back burner.” Planning for the aging process is not something that most of us relish, however, it is a reality and thinking about the various issues through the filter of a survey such as this can catalyze people to action.

Background and Methodology. The survey was intended for Juneau residents aged 55 and older. 5,000 copies of the survey were distributed with a total response of 1,218. Distribution of the survey was accomplished through multiple strategies including bulk mail, direct mail, web downloading, institutional assistance and outreach, and personal outreach by Commission members and other professionals in Juneau. Respondents returned the surveys by mailing (prepaid postage) and by dropping them off at key locations such as City Hall and the local libraries. The surveys were coded and analyzed and this report generated by C & S Management Associates. This report contains analysis and conclusions. Any recommendations arising from the report, however, will be generated by the Juneau Commission on Aging in a separate document.

Trends: 1989 – 2010. One of the key values of a survey that is part of an ongoing survey effort is that trends can be tracked over relatively long periods of time. In the development of the instrument for this particular survey, care was given to ensure that key questions remained comparable to questions from prior surveys. In those cases, we are able to draw conclusions

about trends in attitudes and situations with one caveat. The target age of respondents has changed over the years since the initial survey in 1989. In the original survey, the target population was aged 65 and older. This dropped to 61 and older for the 1998 survey and to 55 and older for this survey. With that caveat, we are able to identify some trends that are emerging:

- First, there are a number of “trends” that we can likely attribute to the changes in the target population including changes in insurance coverage, employment situation, and income source. The trends in these areas seemed consistent with surveying a population that includes younger respondents.
- High blood pressure and arthritis continue to be the most frequently reported medical condition while high blood pressure, diabetes, and allergies are the fastest growing group of reported conditions.
- Fewer respondents report having relatives in Juneau and, consistent with this, there is a reduced percentage indicating a firm intention to remain in Juneau indefinitely.
- There was an increased number of respondents reporting volunteer activity and engagement in educational opportunities at UAS, Community Schools, and other opportunities.
- A greater percentage of respondents are driving themselves (possibly associated with surveying younger respondents) and an increased percentage reporting utilization of the city bus system.
- For other elements, we saw little change over the course of the last twenty years, although in some cases we noted substantial change between 1989 and 1998 with response patterns returning to 1989 levels in this survey.

Key Issues for Seniors. In addition to examining trends over the last twenty years, we also identified issues that seem to be of greatest concern to seniors in 2010.

- First, there are three clearly identified issues that dominate concerns. While these three might be considered three different issues, they are inextricably connected.
 - **Housing and especially assisted living;**
 - **Health care and medical facilities**
 - **Cost of living; financial concerns**

It is important that these concerns not be considered in isolation as they are interrelated. Access to suitable housing and medical care are both tied inextricably to financial concerns. This is particularly important as we age given that we increasingly have fewer financial options or new opportunities than younger residents might have.

- Transportation concerns focused on three main issues – local transportation such as the bus system and Care-A-Van; the cost of traveling out of Juneau by air or by ferry; and the need/desire for a road out of Juneau.
 - Comments on the bus system and Care-A-Van demonstrated overwhelming support among this population. This support and positive opinion

extended even to those not using the systems at present. Many framed their positive comments in terms of what they will likely need and use in the future. Suggestions centered mainly on geographic expansion and schedules for the bus system and scheduling issues for Care-A-Van.

- Comments and perspectives relative to the cost of traveling out of Juneau were what we might expect – high cost and inconvenience. Again, we can see that this issue is tied back to financial considerations, just as with housing and health care.
- The issue of a potential road out of Juneau is, in some ways, a subset of the airline/ferry issue. For many, a road would provide a preferred alternative to those transportation systems.

Recommendations. While policy recommendations arising from analysis of this survey are left to the Juneau Commission on Aging, we have made several recommendations regarding the survey itself.

- As can be seen in the ability to assess changes over time, there is much value in maintaining a survey presence over the years that uses the same basic questions and approach. With three surveys completed, we recommend that a high priority be given to continuing the survey at appropriate intervals to maintain that ability to track the changes over time.
- We have made some specific recommendations, both in the report and in separate correspondence, relative to the instrument itself. There is a strong argument for maintaining question format and content in the different surveys. This must be balanced, though, with the need to have a question produce valid results.
- Finally, we noted in our analysis of comments from respondents a keen interest in knowing the results of the survey. We strongly recommend the widest possible dissemination of the report to the residents of Juneau.

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I. Introduction, Background, and Methodology

Background. This survey was conducted by the Juneau Commission on Aging and is the third in a series of surveys spaced approximately ten years apart (1989, 1998, 2010). The general intent of these surveys is to help inform the planning process for service and infrastructure changes in the coming years. The survey was initiated in the spring of 2010 with the final responses received in the fall.

Methodology. The survey instrument (included as appendix A to this report) is a combination of questions used in past surveys and a few new ones designed both to capture additional information and to reflect changes that have occurred over the past 20 years.

Target Population – This survey was directed to Juneau residents age 55 and older. Respondents were grouped into one of three age groupings – 55-59, 60- 64, and 65+. In order to facilitate more meaningful age-based analysis, we developed a new age grouping framework (55-64, 65-74, 75+) that provided a more uniform distribution of responses and helped better understand differing perspectives and needs of the different age groups.

Survey Distribution – The survey was distributed to potential respondents in a number of ways:

- Bulk mailing to Juneau residents
- Extensive public awareness and outreach (radio and newspaper) and associated mailing to those requesting a survey instrument
- Collaborative efforts with service agencies such as the Juneau Pioneer Home, Fireweed Place, Tlingit - Haida programs, local physician offices, etc. to get surveys into the hands of potential respondents
- Extensive outreach via groups such as Chamber of Commerce, retired employee groups, etc.
- Surveys placed in service agency/organization waiting areas
- Information and survey instruments placed on CBJ web site
- Surveys placed with Meal on Wheels program, Care-A-Van deliveries, etc.
- Surveys were hand delivered by commission members at various venues

In short, the Commission on Aging used multiple intensive strategies to both inform potential respondents about the survey and to ensure that they had easy access to the survey instrument and the ability to easily submit it.

Survey Collection/Submission. Respondents had a variety of alternatives for submission including postage-paid mailing, dropping off at various locations including libraries and city offices.

Respondents. A total of 5,000 survey forms were printed and distributed. A total of 1,218 responses were received.

Data Entry/Analysis. The completed surveys were processed and analyzed by C & S Management Associates, research and evaluation firm located in Anchorage. This report is the work product of C & S Management Associates and includes question-by-question analysis along

with some general conclusions. Recommendations based on these conclusions will be developed by the Juneau Commission on Aging.

Qualitative Comments. A number of questions were structured to elicit qualitative feedback/comments. We have attempted to categorize and analyze the patterns of these comments. The verbatim comments to these questions are contained in Appendix B. In transcribing comments, we have corrected for obvious spelling errors, although when there was doubt, we adhered to the original spelling. We did not correct for grammar or to provide complete sentences. Where hand written comments were unreadable, we so noted. In most cases, we deleted references in the comments to individuals by name in the interests of privacy. Exceptions to this were generally where respondents cited individuals in certain agencies or organizations as sources of information or help. Finally, we deleted expletives and comments that we considered to be overly offensive. These deletions did not arise from criticism of systems or agencies but rather the use of words that most people consider overly offensive.

Value of the Survey. Having the input of Juneau residents via a survey such as this brings the obvious benefit of citizen participation and the informing of planning processes through the ideas and observations of those most affected. It has, however, some benefits that are often overlooked.

- Like the process of planning in general, doing a survey such as this forces all participants to revisit assumptions, review infrastructure, and learn more about what exists and why.
- Since the surveys have been conducted at approximately ten-year intervals the results of this and prior surveys now provide points of comparison for future surveys. This tenacity of inquiry can provide present and future policy makers with valuable insights not only into existing opinions and needs but also of trends over long periods of time.
- Finally, conducting a survey with as much detail as this one brings out a wealth of diversity of ideas and opinions. It does, therefore, have the capacity to help us understand other points of view and perspectives or at least recognize that there are “other points of view.”

As noted by at least one respondent in their comments, responding to a survey such as this forces people to think about issues that are sometimes easily put “on the back burner.” Planning for the aging process is not something that most of us relish, however, it is a reality and thinking about the various issues through the filter of a survey such as this can catalyze people to action.

II. Question Analysis

1. **General.** In this section, we will examine the responses to each individual question and provide analysis that includes comparison to response patterns from 1998 and 1989 as appropriate. In some cases, we conduct additional evaluation of questions based on age groups. Direct comparison with prior surveys is done where the question was present in the prior surveys and the wording/available responses have not changed substantially. Percentages provided in the tables may not sum to 100% because (1) of rounding and (2) in some cases respondents can select multiple responses. As a matter of convention, the number of “missing values” for each question in the 2010 survey effort is given in the caption for the associated table. For open-ended, qualitative questions, we provide a summary here in the body of the report. A transcript of verbatim comments is contained in Appendix B.

Cover Question “Your age group”

Table 1 - Age Group Representation

Age group	Survey Percentages	CBJ Population Data* ¹
55-59	16%	2,482 (36%)
60-64	21%	1,808 (26%)
65+	63%	2,579 (38%)

* The percentages provided in Table 1 above for CBJ Population Data represent the percentages for each age group relative to the aggregate age range 55 and older. The relevant portion of the Alaska Department of Labor and Workforce Development data file is included as Appendix C to this report.

These results seem heavily weighted to the 65 and older group; however, this should not be surprising given that this group has a far greater age range than the other two. A related issue, though, would be that this age group has members whose needs and situations vary considerably. Put another way, the needs and situations of 65 year olds are likely to be very different from those of an 85 or 90 year-old person.

In an effort to address these points, we used the input from question 35 (“*What is your age?*”) and coded a new set of age groupings – 55 through 64; 65 through 74; and 75 and older. As noted in table 2 below, this produces a better distribution. More importantly, however, it takes into account the likely differences in age groups more appropriately than the initial groups. One important caveat here is that, while the new categories provide a more uniform response distribution among the groups, they do not reflect the population distribution as noted in the CBJ population data. Despite this, the new categories seem reasonable since the intent of stratification is not to weight responses based on the actual population distribution but rather to explore the needs and perspectives of the different age groups. Note also that the missing responses here represent those that did not respond to the age question(question 35).

¹ State of Alaska – Department of Labor and Workforce Development, <http://laborstats.alaska.gov> downloaded February 1, 2011, “Borough and Census Area Estimates by Age and Sex”

Table 2 - Revised Age Group Representation (28 missing responses)

Age group	Survey Percentages	CBJ Population Data ^{2*}
55-64	37%	4,290 (62%)
65-74	35%	1,629 (24%)
75+	28%	950 (14%)

* The percentages provided in Table 1 above for CBJ Population Data represent the percentages for each age group relative to the aggregate age range 55 and older.

HOUSING

Question 1 "Where do you live?"

Table 3 - Question 1 (2 missing responses)

Location	2010	1998	1989
Juneau	38%	32%	42%
Douglas	9%	1%	8%
Lemon Creek	6%	10%	9%
Thane	1%	2%	1%
West Juneau	6%	9%	5%
North Douglas	5%	6%	3%
Valley	23%	24%	17%
Auke Bay & Beyond	12%	11%	14%
Other	1%	2%	N/A

Discussion. In general, there are slight variations over the period 1989 through 2010 but nothing that strikes as a major shift in population centers, Douglas being the exception. In 1989, we had 8% of respondents identifying Douglas as their location and 9% in 2010. In 1998, only 1% identified Douglas. It might be that seniors moved out of Douglas between 1989 and 1998 and then moved back between 1998 and 2010 but the more likely scenario is that the shifts can be attributed to response patterns rather than actual movement.

² State of Alaska – Department of Labor and Workforce Development, <http://laborstats.alaska.gov> downloaded February 1, 2011, "Borough and Census Area Estimates by Age and Sex"

Question 2 “Do you live in a...”

Table 4 - Question 2 (2 missing responses)

Type of Housing	2010	1998	1989
House	65%	60%	59%
Condominium	12%	11%	11%
Fireweed Place	4%	2%	N/A
Mobile Home	4%	7%	8%
Mountain View	4%	2%	N/A
Apartment	10%	11%	17%
I am homeless	1%	N/A	N/A
Gastineau Apartments	1%	1%	N/A
Other	1%	5%	3%

Discussion. There does not seem to be substantial change over the last twenty years. Apartment dwelling is down somewhat accompanied by a similar increase in respondents who report living in a house. This survey added responses for Fireweed Place, Mountain View, and for persons who report being homeless. The responses shown here are proportional to the decreases seen in the “other” category over the past 20 years. At the same time, this survey instrument deleted the category for the Juneau Pioneer Home (some respondents listed this under the “other” category). In summary, most respondents live in houses and this trend is increasing.

Question 3 “Do you...”

Table 5 - Question 3 (8 missing responses)

Ownership versus Rental	2010	1998	1989
Own your own home	76%	76%	73%
Rent	20%	18%	23%
Other	4%	6%	4%

Discussion. This particular measure has shown little change over the past twenty years. In examining the “other” responses, this was primarily given when the respondents indicated living with others, either family or friends.

Question 4 “Do you receive rental assistance from the state or federal government?”

Table 6 - Question 4 (24 missing responses)

Receiving Rental Assistance	2010	1998	1989
No	93%	95%	97%
Yes	7%	5%	3%

Discussion. The percentage of persons receiving some kind of government rental assistance remains quite low but has increased steadily (if only slightly) over the past 20 years.

Question 5 “Do you live...”

Table 7 - Question 5 (5 missing responses)

Living Arrangement	2010	1998	1989
Alone	30%	32%	32%
With your spouse	58%	54%	52%
With adult children	4%	8%	8%
With other adults	4%	3%	5%
With paid caregiver	1%	N/A	N/A
Other	3%	5%	N/A
Adult Foster Care	N/A	N/A	1%

Discussion. There has been little remarkable change in this measure over the past 20 years. We do see more respondents reporting living with spouses and a similar decrease in the number living with adult children (although the two prior surveys merely offered the choice “children” rather than “adult children,” as was specified in this survey). Likewise, the category of “Adult Foster Care” was discontinued after the 1989 survey but a new category “With paid caregiver” was added to the 2010 survey and the responses for each were identical. In reviewing the submitted surveys, we noted two interesting developments, though. First, a fair number of respondents added (both under the “other” category and beside the “with your spouse” category) the notation that they were living with partners or domestic partners. The number of respondents adding that notation might give weight to the need to add “with a partner” as a category in the next survey or, as an alternative, re-word the response related to “spouse” to include both spouses and partners. The second phenomenon noted is that a fair number of respondents selected more than one response. For example, quite a few selected “with your spouse” and also “with adult children.” This would describe a situation that seems to be ever more common of adult children moving back in with their parents. This situation might also include a married couple or domestic partners living together along with a paid caregiver. A possible solution to this would be to allow respondents to “check all that apply.”

Question 6 “Would you like to, or do you need to, live somewhere else?”

Table 8 - Question 6 (24 missing responses)

Desire or Need to Live Elsewhere	2010	1998	1989
No	85%	92%	88%
Yes	15%	8%	12%

Discussion. As with prior questions, the responses have not changed dramatically over the past 20 years. 1998 saw a slight decrease in the number indicating such a desire but that decrease was reversed with this survey. One point that was made in a number of comments inserted adjacent to the check boxes reflected a recognition on the part of people that “want” and “need” were two different things. Some making the comments seemed mildly amused by this ambiguity while others seemed to want a question that was more targeted to “need” rather than just a desire to live somewhere else.

Question 7 “If ‘yes,’ what type of housing situation do you need or would you prefer?”

In examining the specific types of living arrangements desired, a number of distinct categories presented themselves. The responses were generally grouped as follows:

- Assisted living or similar arrangements
- People in rented apartments wanting their own home
- People in houses and condominiums wanting arrangements that might be more accessible or require less maintenance
- People who wanted to move closer to family
- People who wanted to move to warmer, less rainy climates

Many of the respondents framed their comments in terms of future needs. For example, a respondent might say that while their current arrangements are fine, they envision a day when they will need something else (assisted living, less maintenance, greater accessibility, etc.).

Question 8 “Do you have a physical Disability?”

Table 9 - Question 8 (21 missing responses)

Physical Disability	2010	1998	1989
No	75%	73%	83%
Yes	25%	27%	17%

Discussion. The marked increase in the number of respondents who reported disabilities noted between 1989 and 1998 held over the period ending 2010 with little change noted between the 1998 survey and the current one.

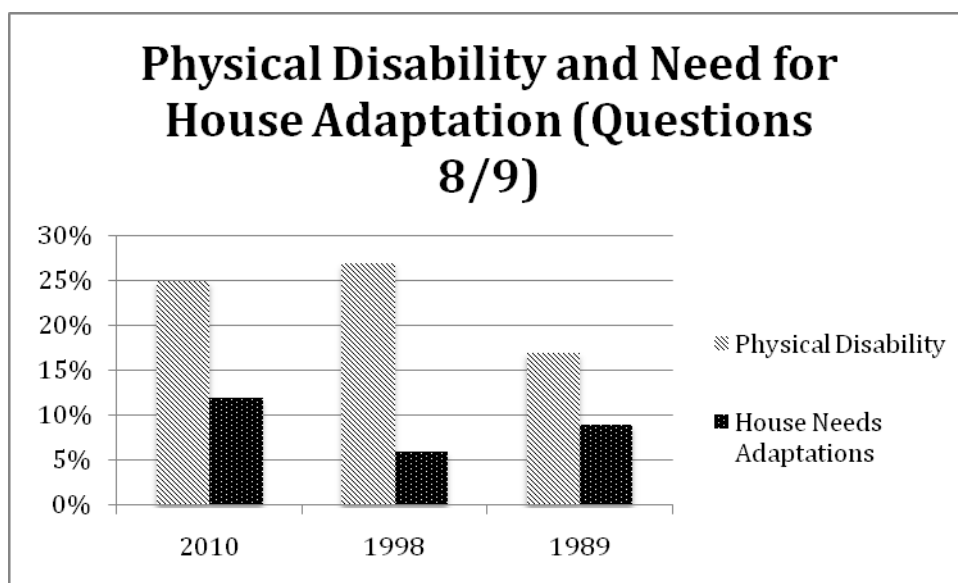
Question 9 “If you have a physical disability, does your house need to be adapted to be made more accessible to you, i.e., for wheelchair use?”

Table 10 - Question 9 (515 missing responses)

Need for Accessibility Adaptation	2010	1998	1989
No	88%	94%	91%
Yes	12%	6%	9%

Discussion. There was a noticeable increase in the respondents who report that their house needs accessibility modifications. The high number of missing responses on this question is due to the fact that those who did not report a disability were less likely to respond to this question. Perhaps a more informative assessment is the percentage of those reporting a disability whose house needs modification. A total of 289 respondents reported a physical disability (question 8). Of those, 87 reported that their house needed accessibility modifications. This means that about 30% of those persons who report a disability also report a need for house accessibility modifications. The 88% - 12% figures shown in Table 9 are relative to the total response set (meaning that a substantial number of people without disabilities responded to this question noting that their home did not need modifications). When we show the results for questions eight and nine graphically together, we can see that there is a trend toward a greater number of people who have disabilities also having a need to have their home adapted.

Figure 1 - Respondents with disabilities and the need for housing adaptation (Questions 8 and 9)



TASKS OF DAILY LIVING

Note: A summary analysis will be provided for questions 10 through 15 at the end of this section.

Question 10 “Do you need help with your personal needs, such as dressing and bathing?”

Need help with personal needs	2010	1998	1989
No	95%	93%	N/A
Yes	5%	7%	N/A

Question 11 “Do you need help with household chores, like cleaning, dusting, or cooking?”

Need help with household chores	2010	1998	1989
No	81%	79%	N/A
Yes	19%	21%	N/A

Question 12 “Do you need help with managing your finances or paying your bills?”

Need help managing finances	2010	1998	1989
No	92%	91%	N/A
Yes	8%	9%	N/A

Question 13 “Do you need help grocery shopping or doing errands?”

Need help with errands	2010	1998	1989
No	85%	88%	79%
Yes	15%	12%	21%

Question 14 “Do you take care of another person?”

Take care of another person	2010	1998	1989
No	87%	93%	83%
Yes	13%	7%	17%

Discussion. The percentages of respondents needing assistance for the various tasks and activities have changed relatively little over the past ten years. The most common needs are those related to routine chores such as cleaning, cooking, and running errands.

Question 15 “If ‘yes,’ what type of care do you provide? What is your relationship to that person?”

This question refers back to question 14, which asked whether the respondent cared for another person. There were just over 100 responses to this question, which was structured for qualitative comment. While the responses varied, the types of care provided broke down into three very distinct groupings:

- Activities of Daily Living – Included in this category were all of the types of activities noted in questions 10 through 14. The responses indicated varying levels of intensity ranging from the “running errands and helping with finances” to almost total care (dressing, washing, chores, etc.).
- Mutual Support – These types of support activities include those areas that we normally expect family members to do for each other such as helping with cleaning, shopping, and “doing their share.” While this may seem similar to the ADL noted in the first item, the nature of these responses seemed to clearly indicate that the support was that normally provided in the course of family life and not due to any disability or unusual need.
- Custody or Oversight – There was a substantial number of responses where individuals reported having custody of children or grandchildren and providing oversight support. Some were very explicit, such as monitoring for substance abuse while other responses indicated a more general level of oversight such as “babysitting.”

Some of the responses were framed in terms not of the support provided but of the condition of the person receiving the care. For example, one respondent wrote “Medical – my son is in college and has no health insurance.” Another respondent noted “Care for husband’s diabetes and chemical dependency.”

The relationship of those for whom care is provided seemed to be concentrated on spouses and partners although there were substantial number of children, grandchildren, and parents noted as well.

HEALTH

Question 16 “Do you have any of the following conditions (check all that apply)?”

Table 11 - Question 16

Health Condition	2010	1998	1989*
High blood pressure	47%	37%	N/A
Heart disease	14%	20%	N/A
Cancer	8%	6%	N/A
Alzheimer’s or Dementia	2%	3%	N/A
Diabetes	16%	12%	N/A
Osteoporosis	13%	N/A	N/A
Stroke	4%	5%	N/A
Arthritis	36%	36%	N/A
Allergies or Asthma	16%	2%	N/A
Chronic lung problems	4%	7%**	N/A
Cataracts	10%	14%	N/A
Glaucoma	7%	7%	N/A
Macular degeneration	4%	N/A	N/A
Other chronic problems	14%	8%	N/A

Notes:

* Data for this question not readily available from the 1989 survey.

** Condition specified as “Emphysema” in the 1998 survey.

Discussion. There were some substantial changes in the responses for some conditions (high blood pressure, allergies, etc.) between 1998 and 2010 while other conditions showed little or no change (glaucoma, cancer, etc.). Overall, high blood pressure and arthritis are the most frequently reported conditions by far (47% and 36% respectively). There is another grouping of conditions that are reported between 12% and 20% of respondents including heart disease, diabetes, osteoporosis, and allergies/asthma. Note that percentages do not sum to 100% since respondents were asked to “check all that apply.”

Responses to the “other” category were quite varied. Some were very specific about the various conditions present (often including a complete listing of conditions) while other responses were more generalized, such as “chronic pain” or “back problems.”

Question 17 “Do you use (check all that apply)?”

Table 12 - Question 17

Devices Used	2010	1998	1989*
Hearing Aid	18%	20%	N/A
Eyeglasses	88%	84%	N/A
Wheelchair	4%	4%	N/A
Hospital bed	3%	3%	N/A
Dentures	21%	40%	N/A
Cane	12%	12%	N/A
Walker	7%	6%	N/A
Another Device	2%	2%	N/A

Notes

* Data for this question not readily available from the 1989 survey.

Discussion. The only notable change between 1998 and 2010 was the dramatic decrease in the number of respondents that report the use of dentures. There was no data available from the 1989 survey with regard to this, but this is an item that might well signal a true difference, given the heightened use of preventive dentistry beginning in the last half of the 20th century. This is an indicator that we might well expect to change even more by the time of the next survey. As with the last question, the percentages do not sum to 100% since respondents checked multiple responses. There was no place on the survey for specification of other devices other than merely checking the box.

Question 18 “Please indicate which of the following you need but cannot afford (check all that apply)”

Table 13 - Question 18

Need but cannot afford	2010	1998	1989*
Hearing Aid	7%	7%	N/A
Dentures	4%	6%	N/A
Walker	1%	0%	N/A
Dental care	7%	N/A	N/A
Eyeglasses	5%	7%	N/A
Wheelchair	1%	0%	N/A
Cane	1%	N/A	N/A
Hospital bed	1%	1%	N/A
Another device	2%	1%	N/A

Notes

* Data for this question not readily available from the 1989 survey.

Discussion. There were few changes between 1998 and 2010 with regard to this question. The percentages, all somewhat low, are highest for eyeglasses and dental related devices and services. This could well be related to the fact that, in many insurance plans, eye care and dental care are options that add cost to the premium (for either employer or the patient). This is likely to

translate into lower coverage rates resulting in individuals having to pay for these services or devices. Note that again percentages do not sum to 100% since respondents checked multiple answers.

The “other device” category was marked by services/devices/materials such as specialized eyesight devices, oxygen, or general statements that respondents could not afford health care in general. These were all reported in very few cases (less than 0.5%).

Question 19 “Are you covered by (check all that apply)?”

Table 14 - Question 19

Third Party Coverage	2010	1998	1989*
Medicare	61%	90%	N/A
SEARHC	9%	7%	N/A
Supplemental Insurance	24%	42%	62%
Long Term Care Insurance	24%	N/A	N/A
Medicaid	11%	14%	N/A
Private/employer Insurance	56%	N/A	N/A
No Health Care Insurance	3%	N/A	N/A
Other Insurance	N/A	31%	N/A
Health Insurance (general category)	N/A	N/A	92%

Notes

* Data for this question not readily available from the 1989 survey.

Discussion. As is readily apparent from Table 14 above, the question related to health care insurance coverage has changed in structure somewhat over the span of the three surveys. This makes exact comparison difficult. However, we can see one very clear change. There is a very high percentage of respondents that reports coverage by employers or personal coverage. This is consistent with the responses that we see later with regard to employment indicating that a greater percentage of the respondents to this survey are still working. The dramatic decrease in the rate of Medicare coverage is an indication of the higher level of participation from people under the age of 65. This seems to be supported also by the response related to supplemental insurance. Individuals that are younger and covered by employer programs are probably less likely to carry supplemental insurance (which is a common occurrence with those covered by Medicare). Since respondents could select multiple answers, the percentages do not sum to 100%.

As noted by one respondent, there is another factor here that should be considered. From an individual’s perspective, being covered by Medicare is one thing. Finding a physician who accepts Medicare patients is quite another due to reimbursement rate issues. This has a ripple effect as well. If a person is covered by supplemental, then Medicare is the first payer. If a physician or clinic will not accept Medicare, then the supplemental

“Re #19: Although I have Medicare and other health insurance, some doctors refuse to take patients with Medicare! That prevents use of any other insurance. And when they don’t take Medicare, government rules prevent them from accepting payments other than insurance. So evaluate answers to #19 with this knowledge!”
(Survey Respondent)

insurance is likely of no value thereby leaving the individual basically “uncovered” despite the fact that they have provided for full coverage. This means that the group who might potentially be “uncovered” is larger than 3% but is situational.

The table below examines the response patterns stratified by age group. The distribution reflected in the stratified responses seems intuitive. Clearly age 65 is the point at which seniors become eligible for Medicare based on age. SEARHC coverage applies to Alaska Natives and the percentages track reported ethnic membership very closely. Private/employer insurance also varies predictably with age group with coverage declining with older age groups. The differences noted within the age groups are statistically significant for all coverage except SEARHC.

Table 15 - Question 19 stratified by age group

Third Party Coverage	55-64	65-74	75+
Medicare	7%	92%	94%
SEARHC	8%	8%	12%
Supplemental Insurance	5%	31%	40%
Long Term Care Insurance	17%	32%	22%
Medicaid	6%	12%	14%
Private/employer Insurance	79%	49%	36%
No Health Care Insurance	7%	0%	1%

Question 20 “How much do you pay out-of-pocket for medication (estimated)” (Respondents were given the option of providing this in monthly or yearly amounts)

Discussion. In this question, respondents were asked for the amount they spent out-of-pocket on medication and were allowed to provide that in either a monthly or annual amount. For analysis purposes, we converted all values to monthly values. This question was not asked on the prior two surveys, so there are no trends to report.

Table 16 - Question 20 (descriptive statistics) (226 missing responses)

Monthly Medication Costs (Out-of-Pocket)	
Mean	\$76.13
Median	\$20.83
Minimum	\$0.0
Maximum	\$4000.0
Standard Deviation	\$230.675

Table 17 - Question 20 (frequency distribution) (226 missing responses)

Monthly Medication Costs Response Patterns*	
\$0 out of pocket	19%
\$1 thru \$49 out of pocket	48%
\$50 thru \$99 out of pocket	13%
\$100 thru \$199 out of pocket	10%
\$200 thru \$499 out of pocket	7%
\$500 thru \$999 out of pocket	2%
\$1,000 or more out of pocket	1%

Notes.

* The ranges of expenses are not equal. These ranges were selected based on response patterns with high percentages reporting the lower amounts and relatively few responses reporting monthly amounts of over \$100 per month.

Discussion. The responses to this question bear some explanation. First, some individuals did not respond at all (leaving all relevant spaces blank) creating what we consider to be missing values. Other individuals entered zeros in the relevant spots or wrote in that they paid nothing out of pocket. From an analysis perspective, these are very different responses. In the case where zeros were entered, we must consider that when we average the costs. A total of 186 respondents (of the 1218 total responses to the survey) indicated that they paid nothing out of pocket for medications. There were 226 that provided no response. This leaves a total of 802 respondents that reported some personal cost incurred for medications. In the cases of missing values, we ignore these, although in more rigorous analyses there are methods of dealing with missing values. We present both a mean and median as a measure of central tendency to mitigate the presence of extreme values that might skew the mean. The high standard deviation reflects the variability in responses. The high mean value compared to the median indicates that the mean is impacted to a large extent by a few extraordinarily high values given. For example, we can see that the high figure provided is \$4,000 monthly, which does serve to raise the mean.

PROGRAMS AND SERVICES

Question 21 “Which of the following programs do you use (check all that apply)?”

Table 18 - Question 21

Services Used	2010	1998	1989*
Senior Center	14%	15%	N/A
Alzheimer’s Support Group	1%	1%	N/A
Home Delivered Meals	3%	3%	N/A
Senior Companions	1%	2%	N/A
Care Coordination	3%	2%	N/A
Home Health Services	1%	4%	N/A
Bridge (Adult Day Care)	1%	N/A	N/A
Respite Care	1%	2%	N/A
Grocery Delivery	1%	1%	N/A
Personal Care Attendant (PCA)	3%	2%	N/A
Legal Services	2%	2%	N/A
Tlingit - Haida Senior Program	2%	0%	N/A
Other services	1%	3%	N/A

Notes

* Data for this question not readily available from the 1989 survey.

Discussion. There are no substantial differences between the 1998 and the 2010 responses to this question. The 1998 report cited a possible explanation for low utilization rates as a lack of familiarity or knowledge about the services. This is a possible explanation for the low rates both in 1998 and 2010; however, there is another possible explanation. It is possible that the need for these services is low when compared to the overall aging population. When we examine the responses to this question alongside the responses for other services needed and for health problems, as well as the number of people still working and who remain mobile and active in the community, it seems that there are some that need these kinds of services but not a substantial number. This also seems a likely explanation if we assume that, if people are in true need of these kinds of services, they eventually learn of them, especially over a period of nine or ten years (elapsed time since the last survey). To be sure, it is appropriate that these programs continue to engage in rigorous public awareness campaigns as well as establishing collaborative relationships with various health and advocacy organizations. That said, we would not expect huge increases in the utilization rates based solely on the communications campaigns. We might, however, assume that as the population of Juneau continues to age, there will likely be increased utilization based on increased need.

Question 22 “Would you use communal meals for seniors if they were available in your neighborhood or apartment complex?”

Table 19 - Question 22 (110 missing responses)

Use Communal Meals (willingness)	2010	1998*	1989**
No	75%	64%	N/A
Yes	25%	17%	N/A

Notes

* The 1998 percentages do not sum to 100%, possibly because the analyst computed percentages based on total surveys completed rather than responses to this question. In the 2010 analysis, we computed the percentages of each based on the total responses to this question.

** Data for this question not available from the 1989 survey.

Question 22(a) “What cost would you be willing to pay per meal?”

Table 20 - Question 22a (716 missing responses*)

Willingness to pay cost	2010	1998**	1989**
\$0	25%	N/A	N/A
\$4	28%	N/A	N/A
\$5	28%	N/A	N/A
\$6	20%	N/A	N/A

Notes

* The missing responses for this question result from a combination of (1) respondents who did not respond to this or the prior question and (2) most of those that indicated that they would not use communal meals (question 22) did not respond to this question given its lack of relevancy for them.

** Data for this question not available from the 1998 and the 1989 surveys.

Discussion. Before getting into the detail of the responses to questions 22 and 22a, we need to identify some conventions and issues. First, there was a relatively high rate of non-response to the basic question. We are unable to say whether this was reflective of a lack of desire to use communal meals (implying a “no” response to the basic question), lack of understanding of the question, or that many respondents just chose not to respond for personal reasons. That said, the percentages indicating “yes” and “no” are percentages of those that chose to respond. Second, questions 22 and 22a are clearly linked questions. Despite the intent, respondents did not always observe this linkage. Some who responded “yes” to question 22 did not respond to question 22a. Likewise, some who responded “no” to question 22 chose to respond to question 22a. Finally, some who responded “no” to question 22 followed up by indicating a willingness to pay \$0 for such a service. These points make the response patterns to this question a bit difficult to use for planning purposes. We can say that 283 of the 1218 survey respondents indicated that they would use communal meals if available. Nearly twice that number indicated a price that they would be willing to pay for such a service. Of those that indicated a price, the distribution seems somewhat even with slightly greater percentages indicating a preference for the two middle values.

If we filter the data and consider only responses to question 22a by respondents who also answered “yes” to question 22, we get a slightly different picture:

Table 21 - Question 22a (using filtered data)

Willingness to pay cost	Filtered Data	Unfiltered
\$0	16%	25%
\$4	31%	28%
\$5	34%	28%
\$6	20%	20%

Discussion. We can see here that the percentages that are willing to pay \$4 and \$5 are more pronounced while a substantially lower percentage report a willingness to pay nothing. This is consistent with the assumption that respondents who report no willingness to use such a program are more likely to report a willingness to pay nothing, if they chose to respond to question 22a (which a number did).

TRANSPORTATION

Question 23 “When you need transportation, do you (check all that apply)”

Table 22 - Question 23

Transportation Used	2010	1998	1989
Drive a car	77%	68%	65%
Ask a relative to take you	19%	22%	23%
Use the city bus	24%	11%	20%
Ask a friend to take you	14%	11%	N/A
Senior Care-A-Van	13%	9%	14%
CBJ Taxi Tokens	4%	N/A	N/A
Take a taxi	12%	12%	13%
Other	4%	3%	N/A

Note – Percentages do not sum to 100% as respondents were asked to check “all that apply.”

Discussion. There are few changes in the response patterns for this question over the past 20 years. The two areas where some change is noted are (1) slightly greater percentages reporting driving themselves and (2) greater utilization of the city bus system. The Care-A-Van responses changed little between 1989 and 2010, although they did dip somewhat in the 1998 survey.

Question 24 “Would you like to comment on the City bus?”

Discussion. There were 541 comments provided by respondents. Since this was an open-ended comment question, responses varied. There were, however, some very definite patterns in the responses. Of the 541 responses, 150 were directed at issues of geographic coverage and scheduling. Of these, the common complaints/observations/suggestions were (1) need coverage further “out the road” with the typical identification of the ferry terminal as a need and (2) the desire to have the bus system run on holidays. There were a scattering of other comments including more frequent runs, earlier and/or later service, and situations where respondents felt that the bus stops were too far from their residence to walk, especially in winter.

“The City bus needs to come out to at least the ferry terminal. I would use it if it did.” (Survey Respondent)

Another 65 respondents described either bad experiences on the bus or bus/system characteristics that they would like to see changed. The common comment was related to overcrowding on the buses, especially at peak hours. Another common complaint was the condition of bus stop shelters and, less frequently, unruly riders.

A total of 88 respondents reported that they had not used the bus or used it so infrequently that they could not comment. At this point, we might also consider that the number of comments totaled less than half of the total surveys submitted. While we cannot quantify the reasons for non-response to this question, it is likely that a substantial number of respondents who chose not to respond to this question did so because they do not use the bus system.

Finally, the remainder of the comments were more general observations and opinions about the bus system overall. The vast majority were highly positive comments. We might add here that even among those who indicated that they did not use the system personally, there was a strong positive attitude and a sense of gratitude that it was available if they did need it.

“Having lived in other cities in the USA, I think the bus system here is great.”
(Survey Respondent)

Additional comments can be found on page 68, Appendix B.

Question 25 “Would you like to comment on the Care-A-Van?”

Discussion. There were 448 responses to this open-ended question. By far, the largest grouping of responses (266) consisted of generalized, highly positive comments. The next largest group consisted of those who reported not using the service (106). Of note here is that within this group, there was a substantial number who expressed very positive attitudes and opinions about the service. Many of these were based on information conveyed to them by friends, family, or acquaintances. The largest set of responses that offered either complaints or suggestions for improvement (58) focused on scheduling and coverage with the primary concerns being the need to schedule in advance and occasions where scheduling arrangements were not met. A very small group of respondents (10) identified cost as an issue and an even smaller group (8) conveyed some unpleasant experience or expressed a more generalized negative opinion.

“They are absolutely AWESOME! The drivers are genuinely caring, work hard to provide service despite substantial diff. in pay from CTA bus drivers and other daily issues they face. Always respectful, helpful, friendly. Outstanding folks to deal with. Provide an invaluable service to seniors and disabled.” (Survey Respondent)

Additional comments can be found on page 82, Appendix B.

RECREATION, SOCIAL, AND COMMUNITY ACTIVITIES

Question 26 “Do you have relatives in Juneau?”

Table 23 - Question 26 (37 missing responses)

Relatives in Juneau	2010	1998	1989
No	30%	23%	26%
Yes	70%	77%	74%

Discussion. In contrast to prior surveys, we see a noticeable increase in the percentage of respondents who have no relatives in Juneau. When we view the current percentage (30%) alongside other questions that inquire as to potential reasons for leaving Juneau or factors that make staying important, this is clearly an increasingly important issue. A number of qualitative responses identified the desire to relocate closer to family as a potential reason for leaving. When we also consider the role that family plays in the care of aging members, this has implications of capacity planning for the future.

Question 27 “If ‘yes,’ how often do you see them?” (Respondents were given the option of providing this in weekly or monthly frequency)

Discussion. This question was the identical question posed in the 1989 and 1998 survey. In the report for 1998, the frequency was reported as about once or twice a week. In the 1989 survey, the responses were reported as:

2-5 times per week – 56%
2-4 times per month – 12%

Of the 880 respondents who answered this question, about 68% responded with a weekly frequency, which averaged 4.12 days (consistent with the 1989 survey but somewhat different from the 1998 survey). The other 32% that responded to this question indicated a monthly frequency with an average of 3.01 days (again consistent with the 1989 survey). In drawing meaning from this response pattern, it seems clear that a large percentage (68%) visit with local family frequently – meaning several times per week. There are, however, those 32% who visit somewhat infrequently (only three days per month) despite the fact that the family lives in the area. This phenomenon appears to have changed little over the past 20 years.

Question 27(a) “How often do you have visitors other than relatives? (Respondents were given the option of providing this in weekly or monthly frequency)

Discussion. This question was new for the 2010 survey. A total of 954 respondents answered this question with about 64% providing weekly frequency averaging 2.38 days. The other 36% reported monthly frequency averaging 2.83 days. This is a similar pattern to what we saw with family contact – a large percentage reporting connection with friends on a weekly basis and a somewhat smaller group having only sparse contact (less than three days per month).

Question 28 “Do you belong to clubs, organizations, or a church?”

Table 24 - Question 28 (25 missing responses)

Belong to Organization	2010	1998	1989
No	28%	21%	30%
Yes	72%	79%	70%

Discussion. Responses to this question have changed little compared to 1989 though we did see a spike in the number belonging to organizations in the 1998 survey.

Question 29 “If ‘yes,’ do you attend meetings or services?”

Table 25 - Question 29 (284 missing responses)

Attend Meetings or Services	2010	1998	1989
No	30%	23%	26%
Yes	70%	77%	74%

Notes – The high number of missing responses is mostly related to the number of individuals that reported not belonging to an organization (a total of 334 answered “no” to question 28).

Discussion. There was a drop in the level of participation in organizational activities in 2010 compared to past surveys.

Question 30 “If ‘no,’ why not?”

Discussion. This question, more than most, resulted in what might be called “pushback” from respondents. To begin with, this was a response that was contingent on a “no” response to question 29 (related to attending services or meetings). Of the 618 “no” responses, only 224 even answered this question. Of the 224 that did answer, the largest single set of responses (70) displayed varying levels of “pushback” ranging from relatively mild responses such as “I just don’t” to more forceful statements such as “none of your business.” The second largest grouping of responses (43) related to scheduling and reflected the busy lives of many people. The next two groupings of responses were health-related and transportation-related (24 and 25 respectively). The remaining 62 responses commented on their participation or provided specific comments on specific activities.

Additional comments can be found on page 93, Appendix B.

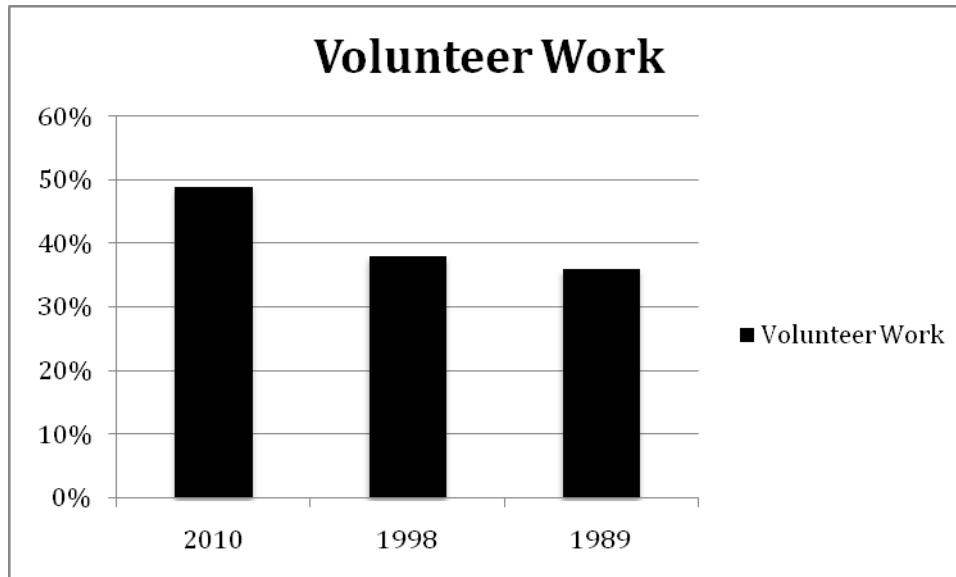
Question 31 “Do you do volunteer work?”

Table 26 - Question 31 (45 missing responses)

Volunteer Work	2010	1998	1989
No	51%	62%	64%
Yes	49%	38%	36%

Discussion. Respondents reported a substantially higher level of volunteerism in this survey compared to prior surveys. This follows a trend of increasing volunteerism noted in the 1998 survey. This is shown graphically in the following chart.

Figure 2 - Percentage of Respondents Reporting Volunteer Work (Question 31)



Question 32 "If 'yes,' where do you volunteer?"

Discussion. There were a total of 549 responses to this question, which was a follow-up to question 31. Most individual responses contained multiple specific volunteer activities. The largest single grouping of volunteerism was related to church or faith activities (131). Other significant groupings included health-related/social organization volunteerism, fraternal organizational activities, environmental and civic activities, business and commerce-related work, and hobby and entertainment-related activities. Responses seemed somewhat evenly distributed across these various categories. A note of interest here is that, in question 31 there were a total of 596 "yes" responses and, of those, 549 specified activities. There were only 47 missing responses here.

Additional comments can be found on page 98, Appendix B.

Question 33 "Do you take classes through (check all that apply)"

Table 27 - Question 33

Taking classes through...	2010	1998	1989*
University of Alaska Southeast	10%	8%	N/A
Community Schools	4%	1%	N/A
Other Organization	7%	2%	N/A

Notes

* Data for this question not available from 1989 survey.

Percentages do not sum to 100% since respondents were asked to check all that apply.

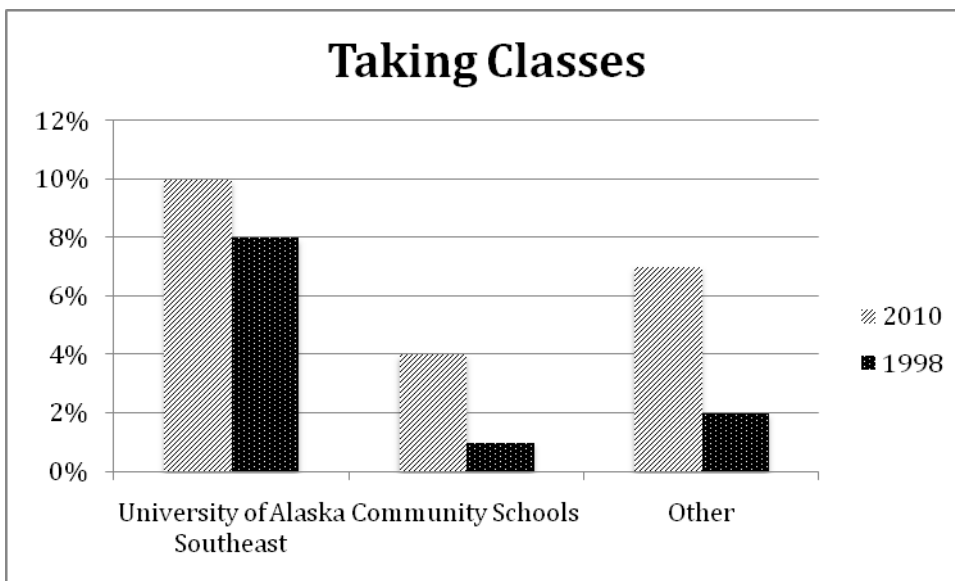
Discussion. We can see that all categories have shown increased utilization since 1998. UAS had a 2% increase while utilization for Community Schools went from an insignificant 1% to 4% over the period and a substantial increase was noted for “other organizations”(2% to 7%). Overall, this is consistent with the general trend that we see from other questions indicating a more active role in the community for respondents. This trend can be seen clearly in figure 1 presented at the end of this discussion.

The following table examines the response patterns for 2010 by age group. It is clear that participation in educational opportunities is concentrated in the two younger age groups. A chi square analysis indicates that the differences are statistically significant at the .05 level.

Table 28 - Question 33 stratified by age group

Taking classes through...	55-64	65-74	75+
University of Alaska Southeast	12%	13%	5%
Community Schools	6%	6%	<1%
Other Organization	10%	8%	4%

Figure 3 - Respondents Reporting Taking Classes (Question 33)



Question 34 “Are you (check all that apply)”

Table 29 - Question 34

Employment Status	2010	1998	1989*
Employed Full Time	20%	6%	15%
Retired	63%	82%	N/A
Self-Employed	9%	N/A	N/A
Employed Part Time	11%	6%	N/A
Unemployed	4%	3%	4%

Notes

* Comparison with 1989 survey is problematic given the differences in the number and wording of allowed choices.

Percentages do not sum to 100% since respondents were allowed to “check all that apply.”

Discussion. Analysis of the responses to this question, at least on the level of analysis conducted here is problematic. Because respondents were asked to check all that applied, we have people checking multiple boxes (retired and employed full time, for example). This, in many cases, brings into focus some definition issues. For example, what does one mean when they say they are “retired?” For some, it means literally that they are retired from the workforce. For others it clearly means that, while they continue to work full time, they are drawing a retirement check from some source. The same is true of “unemployed.” A person may well be of retirement age and even drawing retirement income but, because they are not working (and perhaps would like to) they checked “unemployed.” In this case, we might define “unemployed” as applying to individuals who are not working but are seeking employment. Whatever meaning we draw from the responses will depend heavily on how we choose to define the individual terms. That said, we can see that the number of respondents who report “retired” has dropped sharply since 1989 with an associated increase in the rate reporting employed full time. A potential (and very likely) driver for this change is the fact that in the past two surveys the age ranges started at 61 (1998) and 65 (1989). This is in contrast to the 55 year-old lower end in this survey. As we reach down and include younger respondents, we would certainly expect to see a lower number reporting being retired and a higher number reporting full and part time employment as well as self-employment.

When we stratify the responses by age group, we can see trends that are not at all unexpected. The younger age group has a much higher rate of full employment while, by contrast, the older group has a much higher rate of being retired. The one interesting category is the self-employed group, where the distribution among age groups seems more uniform. In fact, a chi square test shows that, in contrast to the other employment status groups, there is no statistically significant difference in the rates of self-employment among the three age groups.

Table 30 - Question 34 stratified by age group

Employment Status	55-64	65-74	75+
Employed Full Time	42%	12%	1%
Retired	38%	73%	86%
Self-Employed	12%	9%	8%
Employed Part Time	15%	13%	5%
Unemployed	6%	3%	2%

DEMOGRAPHIC INFORMATION

Question 35 “What is your age?”

Table 31 - Question 35 (28 missing responses)

Age Metric	2010	1998	1989
Minimum Age Reported	49	61	65
Maximum Age Reported	101	98	99
Mean Age	69.5	72	73
Median Age	68	73	N/A

Discussion. The noted decrease in mean age is most likely linked to the lowering of the lower end age of targeted respondents. In this survey, the starting age was 55, although as can be seen from the table above, several respondents younger than 55 responded. This is in contrast to the starting ages of 61 (1998) and 65 (1989). We can also see that, for both 1998 and 2010, the mean and median are quite close, indicating that the mean value is not impacted much by extremely low or high values.

Question 36 “Are you...” (Gender)

Table 32 - Question 36 (11 missing responses)

Gender	2010	1998	1989
Female	61%	59%	55%
Male	39%	41%	45%

Discussion. The trend we see coming out of the 2010 survey reflects the same one we saw between 1989 and 1998, that is, higher percentages of females responding than males. This skewing is not consistent with Alaska Department of Labor and Workforce Development population estimates effective July 1, 2009. In those projections, of the 6,869 residents age 55 and older, the percentages female and male are 52% and 48% respectively.³ The following two graphs show, first, the gender trends of respondents since 1989 and, second, the comparison of respondent gender in 2010 with the Alaska Department of Labor and Workforce Development estimates for gender effective 2009.

³ State of Alaska – Department of Labor and Workforce Development, <http://laborstats.alaska.gov> downloaded December 28, 2010, “Borough and Census Area Estimates by Age and Sex”

Figure 4 - Respondent Gender 1989 - 2010

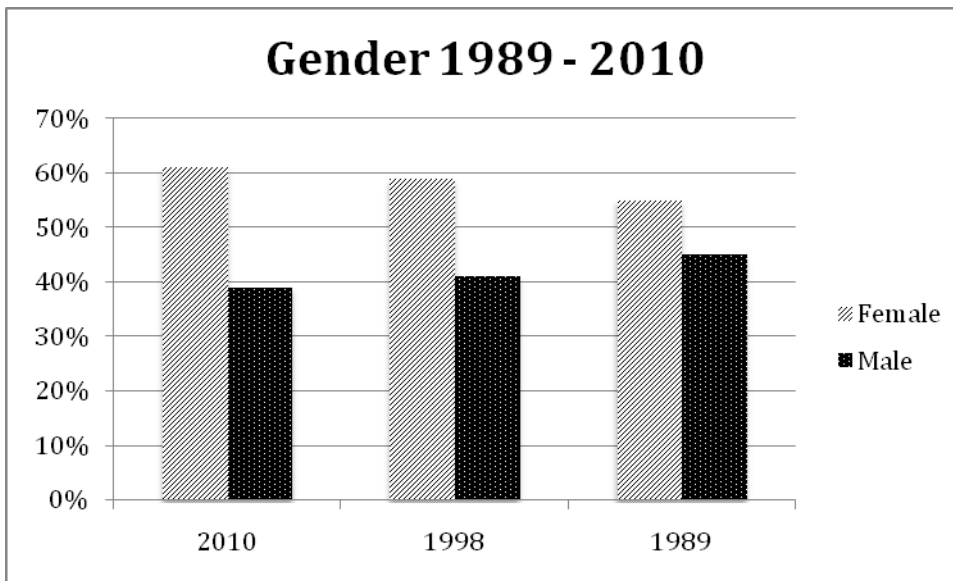
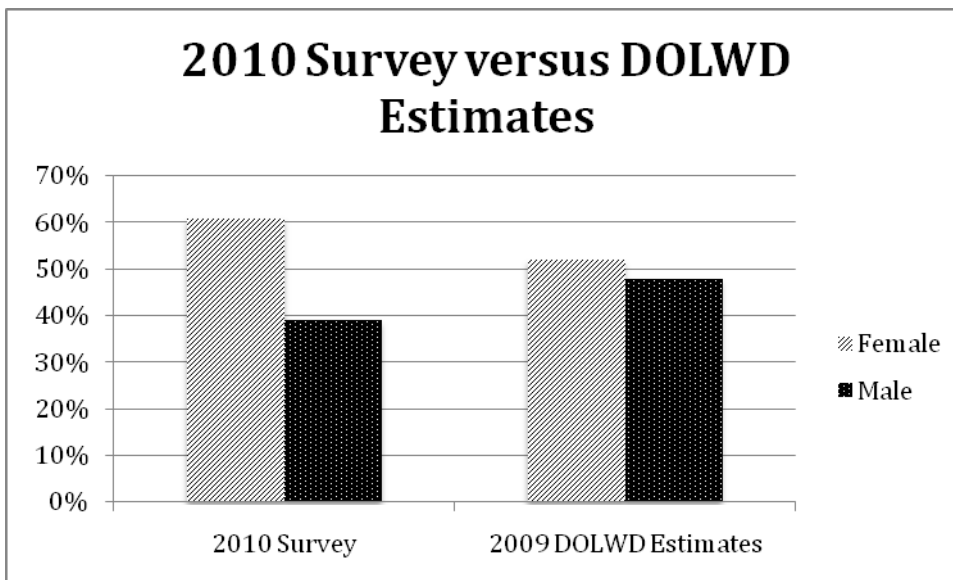


Figure 5 - 2010 survey results compared to DOLWD estimates 2009



Question 37 "Are you..." (Marital Status)

Table 33 - Question 37 (18 missing responses)

Marital Status	2010	1998	1989
Married	60%	55%	60%
Single	22%	14%	12%
Widowed	18%	29%	28%

Discussion. The one change that is notable here is the transposition of single and widowed status responses between 1989 and 2010. The percentage of respondents reporting being single

increased by 10% over this period while the number reporting being widowed decreased by 10% over the period. With regard to the decrease in widowed status, this might be explained, at least in part, by the lowering of the minimum participant age for this latest survey. The logic here is that younger respondents would be less likely to be widowed, all things considered. This explanation, however, does not seem relevant to the increase in those reporting single status. One contributing factor to this might be found in some random comments inserted next to this question by respondents. While they checked “single” status, some respondents noted that they lived with “partners” or “domestic partners.” These kinds of relationships seem to have become more commonplace over the past several decades and this might well account for at least part of this difference. If we assume that this is a factor, the conclusion might be then that the decrease in minimum age of respondents contributes to the decreased in widowed status and this decrease would be accompanied by a corresponding increase in the number of respondents reporting being either married or living with domestic partners.

Question 38 “In which ethnic group do you place yourself?”

Table 34 - Question 38 (31 missing responses)

Ethnic Group	2010	1998	1989**
Caucasian	83%	81%	86%
Black	1%	1%	N/A
Hispanic	2%	0%	N/A
Filipino	1%	5%	5%
Alaska Native	9%	9%	8%
Asian	1%	1%	N/A
American Indian	1%	1%	N/A
Other	2%	2%	1%

Discussion. There has been little change in the ethnic/racial make-up of respondents since the first survey was conducted (although they did not report on as many categories). Caucasians and Alaska Natives make up the two largest groups, although Caucasian respondents are the largest by a significant magnitude.

Question 39 “Is your income through (check all that apply)”

Table 35 - Question 39

Income Source	2010	1998	1989**
Social Security	59%	88%	N/A
Senior Benefits	9%	85%*	N/A
Investments	31%	31%	N/A
Other Retirement	12%	17%	N/A
Military Retirement	4%	3%	N/A
Employment	30%	11%	N/A
State Retirement	39%	37%	N/A
Federal Retirement	10%	14%	N/A
Disability	4%	1%	N/A
Public Assistance	5%	7%	N/A
Other Source	9%	7%	N/A

Notes

* The 1998 survey offered as a choice “Longevity Bonus” while the wording on the 2010 survey was “Senior Benefits.” These terms are not perfectly synonymous, although they are clearly related. This likely explains some of the change noted in this category between 1998 and 2010.

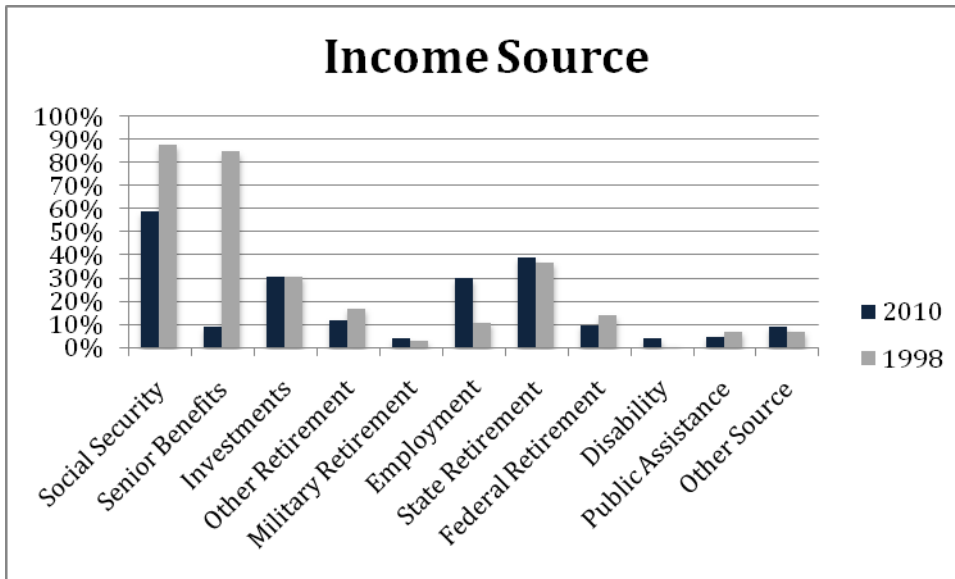
** The 1989 survey report did not include percentages; only ranking by number of responses (discussed below).

Discussion. First, the 1989 survey reported out only the relative ranking of responses based on the number of responses for each. The trend reported is consistent with that reported in 1998. Between 1998 and 2010, where the survey wording was largely consistent, the major changes noted are in the percentage reporting social security and senior benefits. The percentage reporting income from social security dropped substantially. This is consistent both with the decrease in minimum age of respondents and with employment status reported earlier. The changes in the percentage reporting receipt of “senior benefits” or “longevity bonus” can likely be attributed to three distinct factors:

- (1) The decrease in the minimum age of respondents in this latest survey;
- (2) The change in wording from “longevity bonus” to “senior benefits”; and
- (3) The changes in the longevity bonus program over the past decade.

The income source trends 1998 – 2010 are shown on the following chart.

Figure 6 - Income Source (question 39)



The responses for 2010 stratified by age group are presented in the following table. Note that for most sources of income, the differences among age groups are striking (and for the most part intuitive). Indeed, for most a chi square test indicates that the differences are statistically significant at the .05 level. For military retirement and public assistance, however, there is no statistically significant difference in the responses among the age groups.

Table 36 - Question 39 stratified by age group

Income Source	55-64	65-74	75+
Social Security	17%	82%	88%
Senior Benefits	<1%	13%	14%
Investments	17%	40%	38%
Other Retirement	6%	16%	15%
Military Retirement	3%	4%	5%
Employment	57%	23%	6%
State Retirement	35%	45%	37%
Federal Retirement	2%	9%	21%
Disability	7%	2%	3%
Public Assistance	4%	6%	6%
Other Source	11%	10%	8%

Question 40 “Do you plan to stay in Juneau indefinitely?”

Table 37 - Question 40 (48 missing responses)

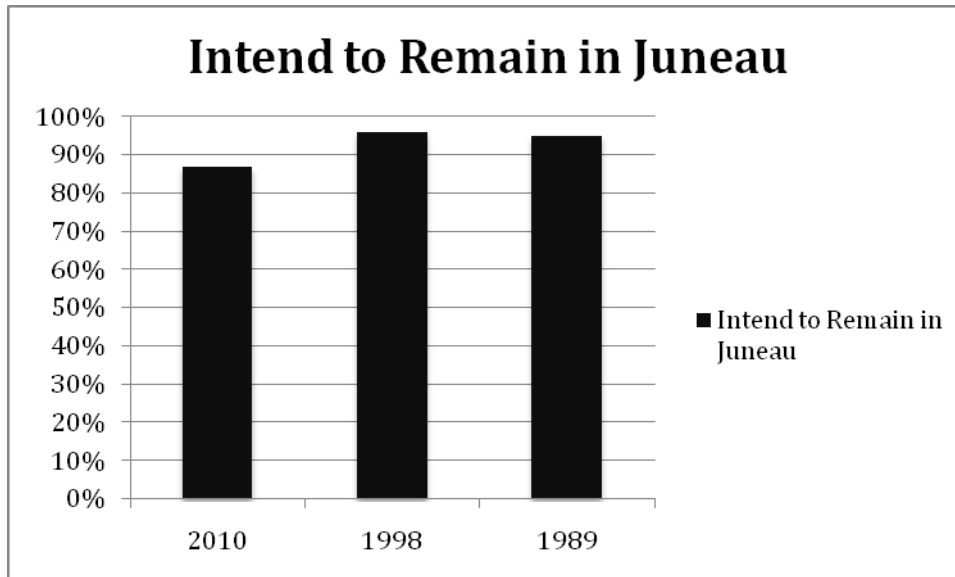
Plan to stay in Juneau	2010	1998	1989
No	13%	4%	5%
Yes	87%	96%	95%

Discussion. While those indicating an intention to remain indefinitely are still in the majority, those responding “no” to this question increased somewhat with this survey. Reasons for not wanting to remain are addressed in the next question although in general the reasons seem to be similar to those given in past surveys. When we stratify the 2010 responses by age, we see less certainty about remaining in the youngest age group with a corresponding increase in the intent to remain as people age. Note that the number of missing responses is greater for the age stratification table. This is because the total number of missing responses in that case includes all non-responses for question 40 as well as the non-responses for question 35, related to age.

Table 38 - Question 40 stratified by age (68 missing responses)

Plan to stay in Juneau	55-64	65-74	75+
No	21%	12%	5%
Yes	79%	88%	95%

Figure 7 - Respondents intending to remain in Juneau (question 40)



Question 41 “If ‘no,’ why not?”

Discussion. A total of 198 respondents offered comments for this question. Of those, the largest grouping related to the high cost of living (80). Weather and family/isolation issues ranked next with 44 and 45 respectively. Housing issues were mentioned by 36 respondents and medical/health care issues by 27. Finally, 14 respondents cited difficulties with travel issues

(high costs, inconvenient ferry schedules, no road out, etc.). It is important also to consider that many of these comments grouped reasons together, such as “high cost of housing” or “high cost of traveling outside to see family.” We have attempted to capture both reasons where given in a single statement. Note that these individual numbers do not sum to the total since respondents often provided multiple reasons.

Additional comments can be found on page 110, Appendix B.

Question 42 “What do you think Juneau residents aged 55 or older need that is not now available in Juneau?”

Discussion. A total of 641 respondents provided comments for this question; many providing several different observations or comments (explaining why the numbers for each category do not sum to 641). By a large margin, the most common comments related to housing. A total of 312 respondents mentioned housing. Of note here is that, of those 312, 180 respondents specifically mentioned assisted living facilities. The other 132 comments related to housing dealt mainly with (1) costs of housing and (2) appropriate access/layout (i.e., handicap access).

“More available “in-home” assistance and assistive living facilities with “graduated” levels of care from simple assistive living in our home to assistive living facility and ultimately nursing home.”
(Survey Respondent)

The next two most common areas of concern were medical (107 comments) and transportation (106 comments). For transportation, the comments tended to break down into those concerned with local Juneau transportation (bus system, Care-A-Van, etc.), those concerned with the cost of airfare (and to a lesser degree the ferry system) in and out of Juneau, and the desire for a road out of Juneau. Not included in this category were comments about transportation infrastructure, such as roads, crosswalks, and bike paths. These were all included in the miscellaneous category described at the end of this section.

“Better bus transportation. Routes have not expanded while community/residential/business/schools have. Routes should be expanded so areas are more accessible.” (Survey Respondent)

Comments about medical care ranged from the more general “better medical care” to specific perceived gaps in service such as cardiology and oncology. This also included concerns about specialty areas dealing with care for mental illness, addiction, developmental disabilities and dementia.

“Home health care. Affordable local health care with doctors that accept Medicare patients.”
(Survey Respondent)

“Medical specialists, such as cardiologist, endocrinologist, oncologist” (Survey Respondent)

The cost of living was mentioned by 98 respondents. It is important to note here that, in addition to these 98, many comments about housing, transportation, and medical care often mentioned cost as an issue. For example, a respondent might list “affordable quality medical care” or “cheaper air fare” as a concern. Here the emphasis seemed to be on

medical care and transportation but the cost aspect was clearly a qualifier. These comments included issues such as sales and property tax issues, cost of utilities, and the general cost of living. A small number of respondents indicated concern for growing city budgets.

A total of 45 respondents provided comments such as “I don’t know” or “nothing.” There were about 100 miscellaneous comments ranging from infrastructure issues to service gaps to weather. Finally, it is worth considering that nearly half of all respondents provided no comments at all. We cannot say whether this means they have no concerns, they choose not to share those concerns that they might have, or they just opted not to answer for other reasons.

Given that many of the comments related to areas of concerns qualified or modified by cost issues, it is fair to compress the major concerns of respondents into three major groups: (1) housing, (2) financial, and (3) medical. It seems, in studying the comments, that ultimately these three issues are the ones that most concern the aging population in Juneau.

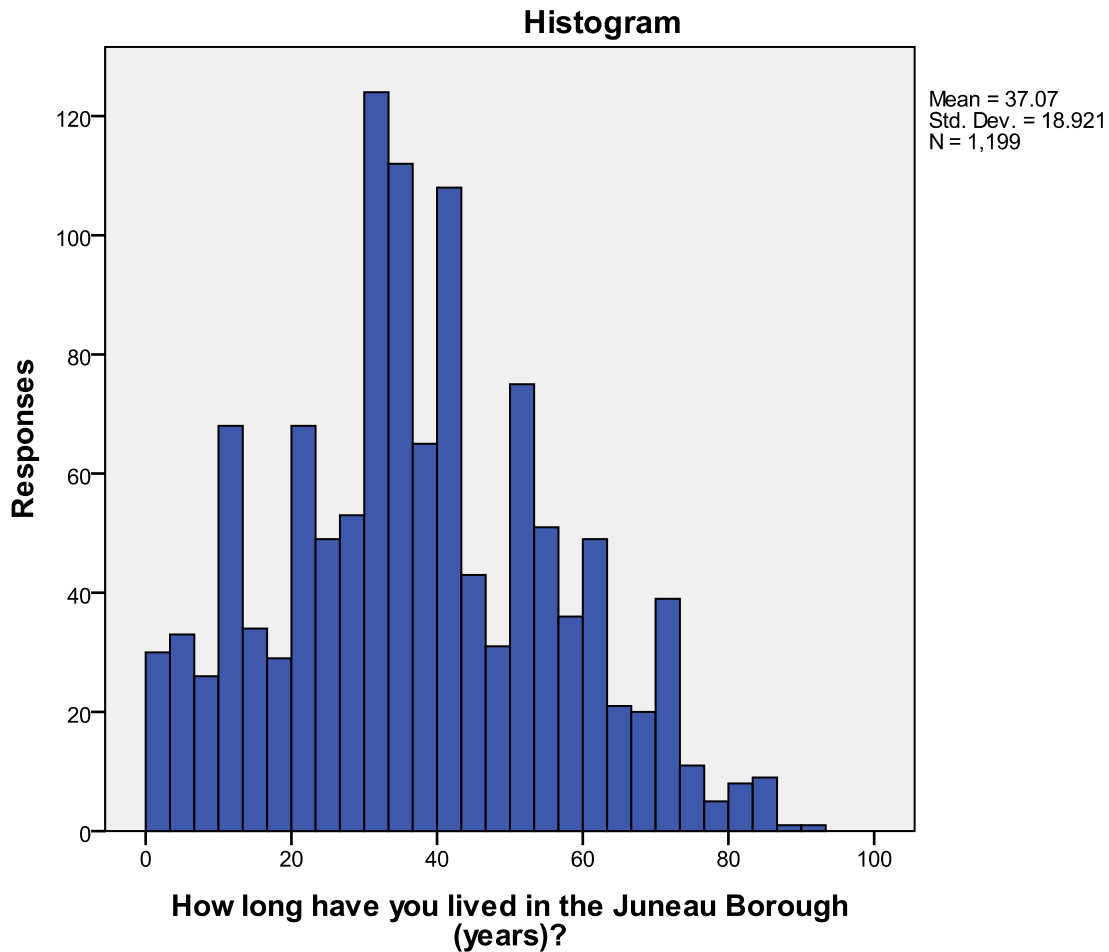
Additional comments can be found on page 115, Appendix B.

Question 43 “How long have you lived in the Juneau Borough?”

Table 39 - Question 43 (19 missing responses)

Time Lived in Juneau	2010
Minimum Years	1
Maximum Years	92
Mean	37.07
Median	35
Standard Deviation	18.92

Discussion. This question, along with the next one, are new in this survey so comparison with past surveys is not possible. As demonstrated by the descriptive statistics provided above, the responses varied widely ranging from those who have lived in the borough for their entire lives to those only arriving just recently and everything in between.



Question 44 “Are you a veteran of the United States Armed Forces?”

Table 40 - Question 44 (20 missing responses)

Veteran of the U. S. Armed Forces	2010
No	79%
Yes	21%

Discussion. Like the previous question, this one is new to this survey and so comparison analysis is not possible. What is informative, though, is that while 21% report having served in the armed forces, only 4% report receiving military retirement pay. The vast majority of seniors currently living in the borough that served in the military did not retire from the military.

**Question 45 “What do you think are the three (3) most important ‘quality of life’ issues facing older residents in the Borough?
(Check your choice of three)”**

Table 41 - Question 45

Factor & Number of Responses	Age Categories	Very Important	Important	Somewhat Important	Not Important
Recreation (562)	55-64	56%	30%	12%	3%
	65 - 74	42%	35%	21%	2%
	75 and Older	25%	40%	29%	7%
	Total	43%	34%	19%	4%
Sense of Community (516)	64 and Younger	54%	32%	11%	3%
	65 - 74	43%	39%	16%	2%
	75 and Older	35%	43%	18%	4%
	Total	45%	37%	15%	3%
Public Transportation (607)	64 and Younger	65%	27%	7%	1%
	65 - 74	60%	36%	8%	1%
	75 and Older	53%	36%	7%	3%
	Total	59%	33%	7%	2%
Affordable Senior Housing (786)	64 and Younger	81%	15%	3%	1%
	65 - 74	73%	23%	4%	1%
	75 and Older	72%	23%	2%	2%
	Total	76%	20%	3%	1%
Services to help seniors continue to live in their own homes (911)	64 and Younger	81%	17%	2%	1%
	65 - 74	77%	20%	2%	1%
	75 and Older	74%	22%	2%	2%
	Total	78%	19%	2%	1%

Table continued on the next page

Table 40 - Question 45 (continued)

Factor & Number of Responses	Age Categories	Very Important	Important	Somewhat Important	Not Important
Availability of assisted living facilities (764)	64 and Younger	74%	23%	3%	<1%
	65 - 74	69%	26%	4%	1%
	75 and Older	71%	23%	5%	2%
	Total	71%	24%	4%	1%
Caregiver support services (603)	64 and Younger	62%	30%	7%	1%
	65 - 74	60%	33%	6%	1%
	75 and Older	55%	38%	5%	2%
	Total	59%	33%	6%	1%
Mental health services for older residents, especially those with dementia (524)	64 and Younger	63%	29%	8%	1%
	65 - 74	56%	35%	7%	2%
	75 and Older	57%	33%	8%	2%
	Total	59%	32%	8%	1%

Discussion. Questions 45 and 46 are also new to this survey so comparison data is not available. This question, along with the next, presents some analytic challenges due to the construction and wording. First, a brief explanation of the question intent is in order. In this question, respondents were asked to perform a two-part response. They first were to select three of the factors (presumably those they considered most important). The second part was to rate those selected factors using the descriptors “Very Important,” “Important,” “Somewhat Important,” and “Not Important.” The challenge arises because respondents were highly inconsistent in responding to this methodology. About one third of respondents first selected three factors and then rated them, as was the intention. Another third selected between four and seven factors and rated them. The final third rated all eight factors. Had responses followed the intended model, we would expect that all ratings (high or low) would be provided for only the three selected factors (again, presumably the most important to the respondent). When individuals chose to respond to more than three, especially when responding to all eight, we begin to see low ratings (not important) show up.

That said, we can draw some meaning from the pattern and number of responses to each. In general, we might assume that those factors that received the most responses would also see the highest level importance ratings and those with the lower numbers would have lower importance ratings. This indeed is what the data tells us. Housing is “hands down” the most important issue relative to quality of life among the factors noted here. Housing is addressed by three listed factors – (1) affordable senior housing; (2) services to help residents

continue to live in their own homes; and (3) availability of assisted living facilities. This is also consistent with comments provided in the qualitative sections and factors affecting decisions to remain in Juneau. These factors all have “very important” responses from over 70% of those responding to the questions. The next tier of factors are (1) public transportation; (2) caregiver support services; and (3) mental health services, all of which show up with 59% giving a “very important” rating. Recreation and sense of community have “very important” ratings by under 50% of respondents. These observations should be of interest to program planners who struggle in a world of scarce resources.

Stratification by age group reveals that the younger age group tends to rate issues as “Very Important” slightly more frequently than the other two groups. That said, however, the only two factors that are shown to have statistically significant differences between age group responses are “Recreation” and “Sense of Community.” While there are obvious differences in the response distribution for other factors, the differences are not statistically significant at the .05 level.

Question 46 “How important are the following to your personal decision to continue to live in the Borough

Table 42 - Question 46

Factor & Number of Responses	Age Categories	Very Important	Important	Somewhat Important	Not Important
Family nearby (1,036)	64 and Younger	44%	16%	12%	28%
	65 - 74	50%	18%	10%	21%
	75 and Older	70%	16%	7%	7%
	Total	53%	17%	10%	20%
Work (852)	64 and Younger	38%	23%	12%	27%
	65 - 74	13%	18%	13%	56%
	75 and Older	9%	11%	11%	69%
	Total	23%	19%	12%	46%
Having lived here since childhood (703)	64 and Younger	12%	11%	9%	68%
	65 - 74	19%	9%	8%	65%
	75 and Older	27%	10%	9%	54%
	Total	18%	10%	8%	64%
Nice place to raise children (760)	64 and Younger	20%	28%	13%	40%
	65 - 74	19%	30%	12%	39%
	75 and Older	31%	29%	11%	30%
	Total	22%	29%	12%	37%
Owning my own home (963)	64 and Younger	45%	25%	15%	15%
	65 - 74	53%	31%	8%	8%
	75 and Older	62%	28%	6%	5%
	Total	52%	28%	10%	10%

Table continued on next page
Table 41 - Question 46 (Continued)

Factor & Number of Responses	Age Categories	Very Important	Important	Somewhat Important	Not Important
Friendly community (986)	64 and Younger	55%	33%	9%	3%
	65 - 74	54%	36%	7%	3%
	75 and Older	47%	44%	7%	3%
	Total	53%	37%	8%	3%
Small town atmosphere (1,001)	64 and Younger	51%	32%	12%	6%
	65 - 74	51%	35%	10%	4%
	75 and Older	42%	41%	12%	4%
	Total	49%	35%	12%	5%
Available support services (931)	64 and Younger	47%	32%	15%	6%
	65 - 74	42%	42%	14%	3%
	75 and Older	48%	38%	11%	3%
	Total	45%	38%	13%	4%
Retirement benefits (899)	64 and Younger	48%	23%	13%	16%
	65 - 74	53%	28%	11%	9%
	75 and Older	48%	34%	9%	8%
	Total	50%	27%	11%	12%
Available medical services (996)	64 and Younger	58%	25%	12%	5%
	65 - 74	63%	28%	8%	2%
	75 and Older	65%	29%	4%	2%
	Total	61%	27%	8%	3%

Table continued on next page

Table 41 - Question 46 (Continued)

Factor & Number of Responses	Age Categories	Very Important	Important	Somewhat Important	Not Important
Climate (910)	64 and Younger	21%	23%	33%	23%
	65 - 74	17%	27%	36%	20%
	75 and Older	14%	26%	36%	25%
	Total	18%	25%	35%	22%

Discussion. This question also presents some analytic challenges as question 45. The intent with this question is that respondents would rate all of the factors using the same descriptors used in the prior question. The responses, however, were similar in construct to those for question 45. Some of the respondents rated only three of the factors. Others rated between four and ten of the factors while the remaining group rated all eleven. In general, individual respondents tended to follow the same methodology they used in the prior question. If they rated only three factors in question 45, they tended to rate only three in this question. Those that rated all factors in question 45 tended to rate all factors in this question. If we look at the physical construct of the questions and the way they are presented, it is easy to see how this confusion arose. We can see from the number of responses, that some of these factors had between 300 and 400 missing responses.

That said, we can see that the having family nearby, owning a home, friendly community, retirement benefits, and medical services are grouped with high levels of importance. Somewhat predictably, work, living here since childhood, nice place to raise children, and climate are at the bottom of the list.

When we stratify the responses by age group, we find the differences more pronounced than those in question 45. Recall in question 45, only two factors of the eight presented were found to have statistically significant differences. In this question, seven of the eleven presented have statistically significant differences:

- Having family nearby
- Work
- Lived here since childhood
- Used to owning my own home
- Available support services
- Retirement benefits

- Available medical services

The response patterns for the different age groups do bear some scrutiny since the patterns are not the same for all of these factors. For example, the older group rates having family nearby as much more important than the other two groups but rates work as far less importance. In general, there is nothing surprising about the patterns, though.

Question 47 “What preparations have you made for long term care (check all that apply)?”

Table 43 - Question 47

Preparations for Long Term Care	55-64	65-74	75+	Total
Advance Directive	36%	39%	29%	35%
Alaska Pioneer Home application filed	2%	35%	63%	31%
Plan to move in with family member	6%	8%	12%	8%
Move Elsewhere	19%	18%	7%	15%

Discussion. Note that these percentages do not sum to 100% since respondents could check all that apply. These choices reflect the previously stated intent by respondents to remain in Juneau as they age. Some comments inserted alongside the Pioneer Home response indicated that they “intended to file an application” (in most cases these respondents also checked the box). We have stratified the responses to this question by age and the differences noted above are statistically significant at the .05 level. We can see that respondents in that transitional age group 65-74 years old are more likely to have an advance directive on file followed somewhat closely by the younger group. The older group is significantly less likely to have an advance directive. By contrast, the older group is far more likely to indicate having filed an application for the Alaska Pioneer Home. They are more likely also to report planning on moving in with relatives as a solution for long term care but far less likely to move elsewhere.

Question 48 “In the Borough, the average cost of assisted living is at least \$5,000/month, whether in the Alaska Pioneer Home or in a private facility. Knowing these current costs, if you needed assisted living would you...”

Table 44- Question 48 (171 missing responses)

If assisted living is needed...	55-64	65-74	75+	Total
Stay in Juneau	39%	53%	74%	54%
Need to move elsewhere	61%	47%	26%	46%

Discussion. A couple of notes are important on this question. First, there were 171 missing responses, which is not consistent with prior questions. We have no way of saying whether this is because they did not understand the question, were unable to select from among the allowed responses, or whether they just chose not to answer for other personal reasons. It is worthy of note also that a number of respondents provided hand-written notes in the margin indicating that they had long term care insurance, which was not provided as a choice. Stratified by age group, we can see that intention to remain in Juneau increases with age, which is consistent with the responses to question 47. The differences are statistically significant at the .05 level.

With these notes in mind, in this question we see respondents a bit more tentative about remaining in Juneau as they age. In question 40, 87% indicated they intended to remain. In question 47, just over 70% responded in ways that tended to indicate that they would try to remain in Juneau. In this question, however, they were informed about the costs of assisted living in Juneau and essentially “re-asked” the question about remaining. We can see that the number indicating that they would remain drops to 54% with the other 46% indicating that they might need to move. The “wild card,” of course is the 171 missing responses. This uncertainty aside, the responses to this question underscore the importance with which respondents view housing and assisted living issues.

Question 49 “Where do you get information about services for older residents?”

Discussion. The most striking thing about responses to this question was that the vast majority reported getting information from multiple sources. A total of 683 respondents provided answers to this question. Of those, the most reported source of information was from organizations and caregivers with 283 respondents reporting receiving information this way. The organizations cited can be divided into three basic groups – service agencies (Catholic Community Services, Southeast Senior Services, SAIL, etc.); advocacy agencies such as AARP; and social organizations such as the Alaska Pioneers Club, Moose, or churches. This category was dominated, though, by service and advocacy organizations.

The next largest grouping was the media with 263 respondents reporting having received information this way. Media cited included television, radio, newspaper, and the web. It is instructive to note here that there is potential overlap with the organizational category. We counted newsletters as media in this case and there could be a legitimate argument that an organizational newsletter should be counted in the organizational category rather than the media category. We chose to categorize these with media since they seemed more consistent than that method.

A total of 209 respondents reported getting information from friends, family, word of mouth, etc. Only 62 reported receiving information from governmental entities and 19 of these identified the Juneau Pioneer Home specifically. Finally, 52 respondents reported that they either did not know where to look for information or had not yet needed to look.

Additional comments can be found on page 134, Appendix B.

Question 50 “Do you use a computer?”

Table 45 - Question 50 (30 missing responses)

Computer Use	2010
No	22%
Yes	78%

Discussion for this question is provided together with that for question 51, which follows.

Question 51 “If so, do you have easy access to a computer?”

Table 46 - Question 51 (158 missing responses)

Access to a Computer	2010
No	11%
Yes	89%

Discussion. The discussion for question 50 is included in this discussion. These questions are new to this survey so comparison with prior surveys is not possible. The high number of missing responses in question 51 is due primarily to the fact that this is a conditional question with responses expected from those who use computers (question 50).

Responses to questions 50 and 51 indicate that a vast majority of seniors are using and have ready access to a computer. Some provided handwritten comments indicating that their access was via the library.

When we stratify the responses by age group, we can see that the older the age group, the lower the percentage reporting both use of a computer and access to a computer. A chi square test reveals that the differences are statistically significant at the .05 level. The number of missing responses in the stratified analysis is different from the basic table since it reflects missing responses both to these questions and to the age question.

Table 47 - Question 50 stratified by age group (52 missing responses)

Computer Use	55-64	65-74	75+
No	7%	15%	49%
Yes	93%	85%	51%

Table 48 - Question 51 stratified by age group (177 missing responses)

Access to a Computer	55-64	65-74	75+
No	7%	8%	23%
Yes	93%	92%	77%

Question 52 “Yearly Income” (Respondents were given the option of providing this as a single income amount or as a combined income amount)

Table 49 - Question 52a (20 missing responses)

Yearly Income (Single)	2010	1998	1989
Under \$10,000	12%	8%	28%
\$10,000 - \$19,999	21%	36%	37%
\$20,000 - \$29,999	13%	16%	23%
\$30,000 - \$39,999	15%	19%	7%
\$40,000 - \$49,999	16%	10%	3%
\$50,000 - \$59,999	9%	4%	2%
\$60,000 and over	15%	6%	2%

Figure 8 - Income Grouping for Single Income (question 52)

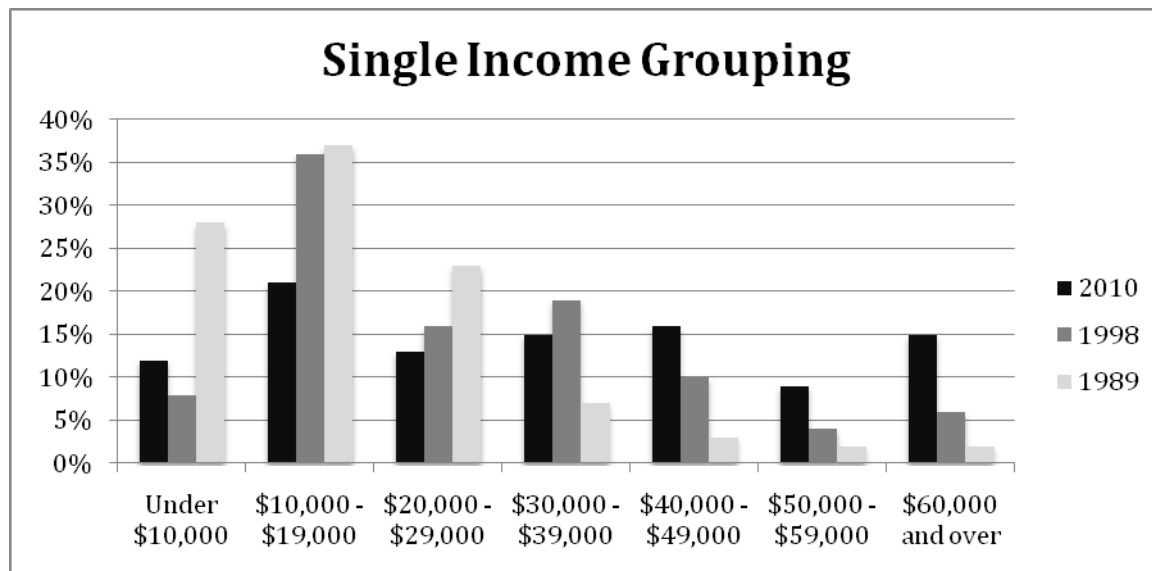
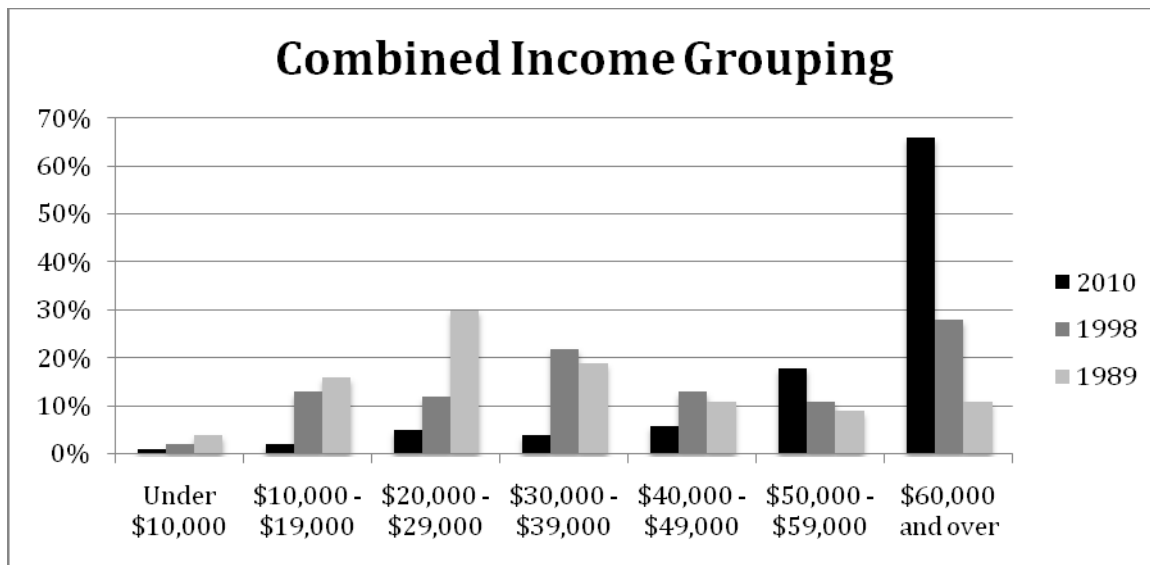


Table 50 - Question 52b (10 missing responses)

Yearly Income (Combined)	2010	1998	1989**
Under \$10,000	1%	2%	4%
\$10,000 - \$19,999	2%	13%	16%
\$20,000 - \$29,999	5%	12%	30%
\$30,000 - \$39,999	4%	22%	19%
\$40,000 - \$49,999	6%	13%	11%
\$50,000 - \$59,999	18%	11%	9%
\$60,000 and over	66%	28%	11%

Figure 9 - Income Grouping for Combined Income (question 52)



Discussion. As with other questions, a few notes about methodology are necessary here. In this question, respondents were asked to indicate their annual income and were allowed to note this either as “single” or “combined.” The missing response figures given in the tables above reflect responses in which (1) the respondent checked either the “single” or “combined” box but (2) did not provide an income bracket response. This might give the impression of a high response rate to this question. However, if we look at the total missing responses, that is respondents who neither responded to the single/combined question nor the income bracket question, we find a total of 229 missing responses. This is not unusual given that (1) respondents often consider this more closely guarded information than some of the other requested and (2) this was the last question in a very long survey. One point of emphasis here is that the categorization of income terminology was “combined” and not “household.” It would be an unwarranted assumption to say that everyone that reported “single income” was reporting the income that came into the household from a single source. For example, we might consider the case of a couple – one bringing in \$40,000 per year and the other bringing in \$30,000 per year. One of the couple might respond to this survey that they had \$70,000 combined income while the other, responding to the same survey, might report \$30,000 in single income. This was apparent in entering data since often it was clear that two sequential surveys were from the same house. One might list a total combined income and the other might either list a single income amount or even leave that question blank. Given this confusion and the number of missing responses, we conclude that the information derived from this data is unreliable for determining level of income for families or individuals. This should not be a source of serious concern since reliable income data is readily available from the U. S. Census Bureau.

We can, however, examine the results reported by respondents compared to responses in earlier surveys since this question has been included in all three surveys. While there are changes in the results over time, the most striking difference is in the number of combined income responses for the bracket of \$60,000 and over. We go from 11% in 1989 to 28% in 1998 and then up to 66% in 2010. A major contributor to this change is undoubtedly the lowering of the youngest age participating in the survey. We went from 65 and older in 1989 to 61 and older in 1998 and then dropped down to 55 and older for the current survey. This is consistent also with the greater number reporting employment income and lower number reporting social security and senior benefits income.

The following tables reflect the single and combined income analysis when stratified by age group. While there are variations in the distribution within each table, the clear difference is a greater concentration of respondents reporting income in the maximum bracket with the younger group reporting this at a higher frequency. The differences for both sets of analysis are statistically significant at the .05 level. In considering these results, they appear to be intuitive if we assume (generally speaking) that people in the 55-64 age group are more likely to be in peak earning years. People in the 65-74 age group are more likely to be in transition between work and retirement and those over 75 more likely to be retired. This is consistent with employment information and income source information obtained in earlier questions. Finally, the number of missing responses here in these tables differ from the prior tables related to income since these reflect responses missing from both the age question and the income question.

Table 51 - Question 52a stratified by age group (28 missing responses)

Yearly Income (Single)	55-64	65-74	75+
Under \$10,000	12%	9%	12%
\$10,000 - \$19,999	12%	22%	27%
\$20,000 - \$29,999	11%	15%	14%
\$30,000 - \$39,999	17%	13%	15%
\$40,000 - \$49,999	17%	20%	23%
\$50,000 - \$59,999	9%	8%	11%
\$60,000 and over	22%	12%	9%

Figure 10 - Single income stratified by age group

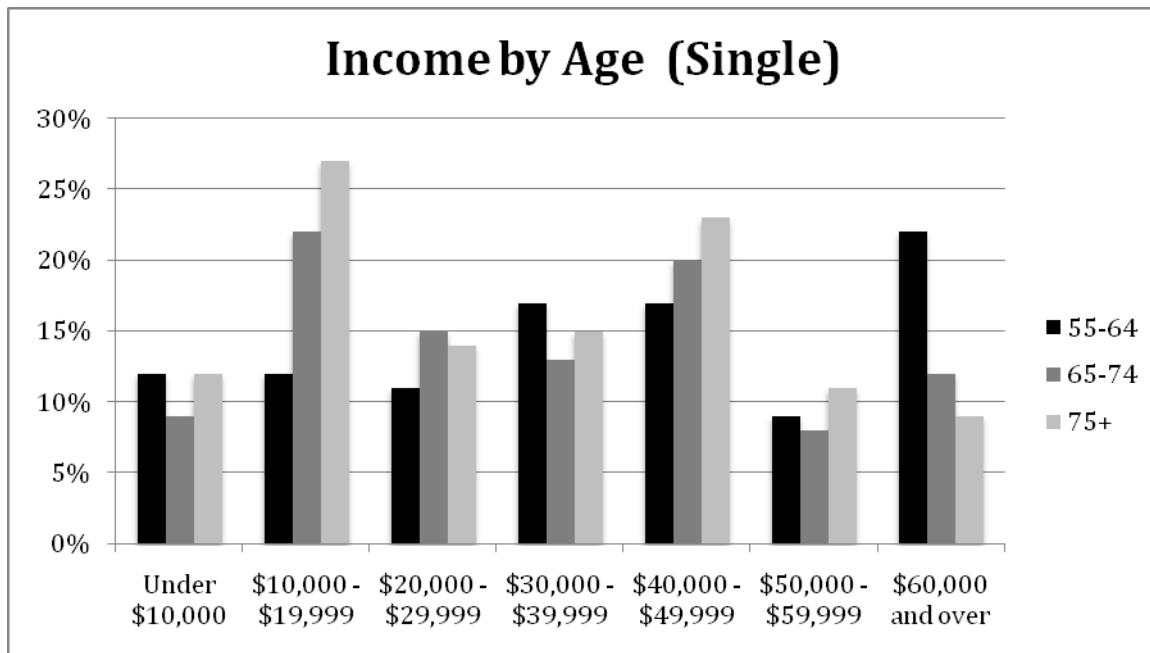
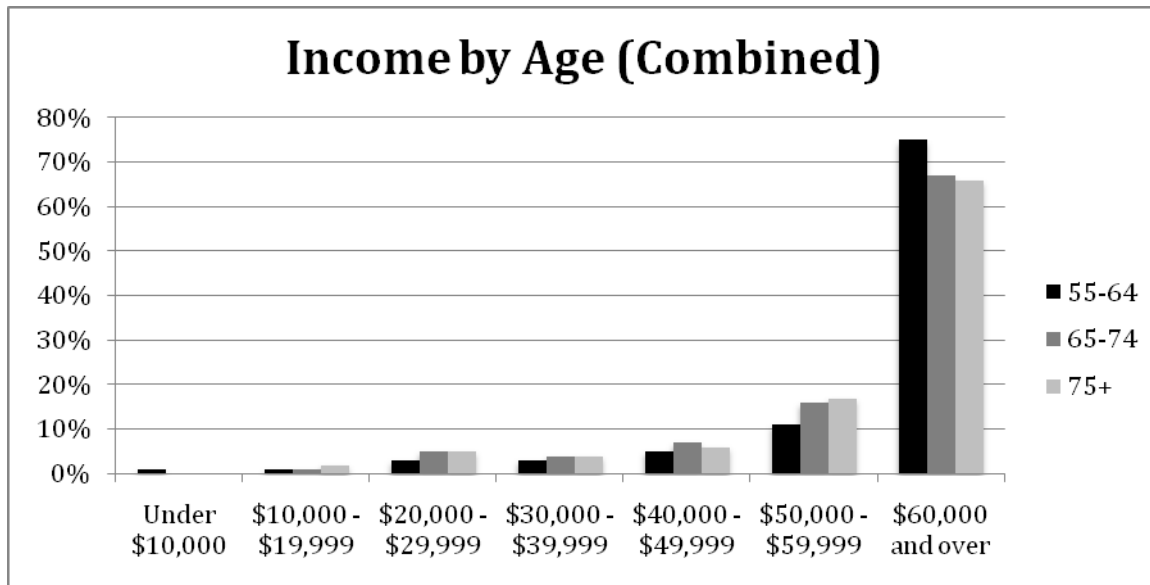


Table 52 - Question 52b stratified by age group (17 missing responses)

Yearly Income (Combined)	55-64	65-74	75+
Under \$10,000	1%	0%	0%
\$10,000 - \$19,999	1%	1%	2%
\$20,000 - \$29,999	3%	5%	5%
\$30,000 - \$39,999	3%	4%	4%
\$40,000 - \$49,999	5%	7%	6%
\$50,000 - \$59,999	11%	16%	17%
\$60,000 and over	75%	67%	66%

Figure 11 - Combined income stratified by age group



Final Question – Additional Comments

Discussion. The responses to this final question reflected, for the most part, trends and issues identified in Question 42 *“What do you think Juneau residents aged 55 or older need that is not now available in Juneau?”* Rather than repeating the analysis that was provided for that question, we have chosen here to focus on responses that either offer a new perspective or that address issues that are more overarching. In providing this summary, we have attempted to remain true to the spirit of the comments, although absolute fidelity is impossible given the range of ideas and thoughts provided.

One of the first things that we notice from reading these comments is that the substantial number of respondents expressed gratitude for the survey and the opportunity to provide input. Some offered suggestions (both general and specific) for improving the survey while others posed questions about how the results might be used and/or accessed by the public. One of the concerns related to methodology that surfaced a number of times is that the target population for the survey (55 and up) was too wide of a range with sets of issues that were very dissimilar. In other words, the concern was that the needs and perceptions of people aged 55-60 were likely very different from those in their 80s.

“I am glad you are doing this survey. Please share the results. As a babyboomer who loves living in Juneau I try to keep myself in good physical and mental shape so I can continue to work and live here. It’s too expensive to live here on retirement income without affordable housing. Cottage housing would be beneficial. Thank you!” (Survey Respondent)

Other variations on the general gratitude for the survey focused on potential use, both personal and public, for the results. Some saw the value of the results as a “springboard” for planning processes focused on some of the key issues, such as assisted living. Interestingly, others noted that just the process of completing the survey forced them to think about aging issues in ways they had not considered before. On the other hand, a number of respondents wondered whether the “tone” of the survey was such that it encouraged a greater sense of “entitlement” and associated reduction in self-responsibility.

“The answers to many questions will change when I retire and am living on retirement income. Also, most people 55-65 do not have the health problems or needs of those over 70--so these results may not be too helpful.” (Survey Respondent)

Finally, the additional comments for the most part reflected a deep sense of concern over the housing, medical, and financial future of seniors in Juneau. Aside from the discussion of whether the solutions should be the responsibility of individuals or whether society has some obligation to seniors in this regard, it is clear that these issues haunt our aging population, and with good reason. These three issues, along with family and human interaction, serve as a foundation for life as we age. We must have suitable housing. We must be able to afford the basics of life. We must have access to health care that is appropriate to our aging process. Some respondents provide more generalized comments in this regard while others provided detailed discussion. In fact, we can see in some comments the concern over all three issues rolled into one integrated comment.

“Your survey has given me and my spouse cause to plan for the ‘what ifs’ of advancing age. Thank you!” (Survey Respondent)

“This is an interesting survey in that it seems to address the needs/wants of what the CBJ can do for me as I age. Am I not ultimately responsible for a lot of this myself rather than relying on CBJ to do it for me? “Entitlement” thinking?” (Survey Respondent)

It is impossible, given the range of ideas and perspectives, to cite all of them here. The additional comments provided for this question, along with all verbatim comments, are provided in Appendix B to this report. While we have attempted to capture the spirit of the comments in all cases, detailed reading of the comments is both instructive and inspiring. We highly recommend that readers of this report take the time to consider the verbatim comments that respondents so kindly took the time and effort to provide.

“This survey is very important and overdue. Thank you for sending it out. Without a doubt, Juneau’s greatest need is an assisted living facility so that residents don’t have to go outside away from families, friends, and their community of choice. CBJ and others have an obligation (ethically and economic) to spearhead the discussion, research, development, and search for a non-profit or for profit company that will build and operate an assisted living facility. This requires good solid data for such a company to invest here. All this can be done collaboratively with other Juneau organizations doing a lot of the work, but CBJ should take the initial lead. Please don’t delay.”
(Survey Respondent)

“We will be retiring within two years. We are not sure if we will stay in Juneau. One of us has cardiac issues and there is not care here and we have to go to Seattle (expensive). When we are very old, stairs will be a problem. Juneau is expensive on a fixed income.”
(Survey Respondent)

Additional comments can be found on page 148, Appendix B.

III. Conclusions

General. We attempted to draw conclusions about individual questions in the various analyses provided in the previous section. In this section, we will attempt to convey the general overarching conclusions that are drawn from the aggregate of the individual question consideration. We do not, in this section, provide any recommendations as this task falls to the Juneau Commission on Aging.

Conclusions.

1. Change in Target Age. Since the first survey in this series (1989), the target age for respondents has been lowered with each survey (from 65+ in 1989 to 61+ in 1998 to 55+ in this survey). This lowering of the target age has the affect of changing many of the response patterns. Issues in which we might expect (and indeed did find) changes resulting from this are income, employment status, health care insurance, etc. This lowering of the target age also requires that policy makers increasingly recognize the stratified needs and perspectives of respondents. In other words, the responses relative to need and opinion of 55-60 year olds could be expected to differ somewhat from those of people over 80.

2. Three Primary Areas of Concern. In considering responses to the various questions in this survey, there were three primary areas of concern that seemed to surface repeatedly.

- **Housing and especially assisted living;**
- **Health care and medical facilities**
- **Cost of living; financial concerns**

It is important that these concerns not be considered in isolation as they are interrelated. Access to suitable housing and medical care are both tied inextricably to financial concerns. This is particularly important as we age given that we increasingly have fewer financial options or new opportunities than younger residents might have.

3. Transportation. Transportation concerns focused on three main issues – local transportation such as the bus system and Care-A-Van; the cost of traveling out of Juneau by air or by ferry; and the need/desire for a road out of Juneau.

(a) Comments on the bus system and Care-A-Van demonstrated overwhelming support among this population. This support and positive opinion extended even to those not using the systems at present. Many framed their positive comments in terms of what they will likely need and use in the future. Suggestions centered mainly on geographic expansion and schedules for the bus system and scheduling issues for Care-A-Van.

(b) Comments and perspectives relative to the cost of traveling out of Juneau were what we might expect – high cost and inconvenience. Again, we can see that this issue is tied back to financial considerations, just as with housing and health care.

(c) The responses and opinions relative to this issue of a road out of Juneau are, in some ways, a subset of the airline/ferry issue. For many, a road would provide a preferred alternative to those transportation systems.

4. Education Classes. There was a substantial jump in the number of persons reporting accessing educational classes through UAS, Community Schools, and other sources. This issue, like others, should also be considered in light of financial concerns. In other words, policy makers might consider how Juneau might capitalize on these very valuable assets while honoring the deep concern the aging population has with costs.

5. Program/Service Utilization. As with past surveys, the programs and services cited in the survey seemed to have relatively low utilization. While a solid communication effort might enhance this utilization, considering this pattern alongside the other responses we conclude that most respondents simply do not need these services or programs. For those that do, they are often vital but low utilization should not be interpreted as indicative of poor marketing or outreach.

6. Living Situation. This issue did not really permeate the entire survey but we do consider it important as a changing trend. We saw the responses and associated comments (often written in beside a check box) that indicate an increased number of aging residents placed back in situations where they support or otherwise have custody or responsibility for younger family members, either children or grandchildren. As residents age and struggle with their own concerns over housing, health care, and rising costs, they increasingly having these concerns amplified as they reconcile these with the additional responsibilities.

Appendices

Appendix A: Survey Instrument

Appendix B: Transcript of Respondent Comments

Appendix C: Extract from Alaska Department of Labor and Workforce Development Census File

Appendix A: Survey Instrument

Beginning on the following page, we have provided the instrument used in this survey. The instrument was reproduced for this report so, although we have attempted to remain true to the layout of the survey, the reader will no doubt notice some slight formatting differences. These differences are due to the difference between the software used to produce the survey for distribution and the software used in generating this report.

Juneau Commission on Aging 2010 Needs Survey for Older CBJ Residents

If more than one older CBJ resident is living in your home, please have each individual resident fill out the survey.

YOUR AGE GROUP: ☐ 55-50 ☐ 60-64 ☐ 65+

May is Older Alaskan's Month. The Juneau

Commission on Aging, in conjunction with the City and population. There are compelling concerns about the ability to provide services. Borough of Juneau Assembly (CBJ), is conducting a survey for the third time in the last 30 years. This survey of area residents will help local officials and providers gain a better sense of what is needed for Juneau's aging population. Times have changed, service delivery options have changed, but on thing remains the same: it is never too soon to plan for a desired future. Juneau's older residents will benefit from completing this survey by defining needs such as assisted living and home-based services.

If you are 55 or older, now is your opportunity to help influence what services could be available when you need them. Changes do not happen overnight. Now is the time to express your views even if you expect to live independently for a number of years to come.

We have maintained questions from the 1989 and 1998 surveys for comparison purposes. We have added a few questions at the end to give people better insights into the choices and challenges in making Juneau your home. We are aiming for at least 1500 responses. Collaboration with the University of Alaska Southeast School of Public Administration will produce an analysis and final report of your responses.

The number of Juneau Borough residents aged 55 and over has more than doubled since 1990. Within the next decade they are expected to become about 30% of Juneau's

Therefore, we urge you to be a part of the solutions we will be seeking. Your opinion can help make a positive difference in your future. Please complete the survey today and mail it, postpaid, so that your views can be counted.

Thank you for your willingness to participate!

Drop off completed surveys at any Library or Senior Center, in the drop box at City Hall, or mail back post paid.

**This survey has been coordinated
by the members of the Juneau
Commission on Aging**

Lorilyn Swanson
Lee Ann See
Anne Schultz
Mary Jefferson
Renee Guerin
Dan Kassner
Bob Thibodeau

If you have any questions about this survey, please call **Lorilyn Swanson** at 586-5000 or **Lee Ann See** at 463-6175.

Housing

1. Where do you live?

- | | |
|--------------------------------------|--|
| ☐ Juneau | ☐ West Juneau |
| ☐ Douglas | ☐ North Douglas |
| ☐ Lemon Creek | ☐ Valley |
| ☐ Thane | ☐ Auke Bay & beyond |
| ☐ Other _____ | |

2. Do you live in a:

- | | |
|---|--|
| ☐ House | ☐ Mountain View |
| ☐ Condominium | ☐ Apartment |
| ☐ Fireweed Place | ☐ I am homeless |
| ☐ Mobile Home | ☐ Gastineau Apts. |
| ☐ Other _____ | |

3. Do you:

- | | |
|--|-------------------------------|
| ☐ Own your own home | ☐ Rent |
| ☐ Other _____ | |

4. Do you receive rental assistance from the state or federal government?

- | | |
|------------------------------|-----------------------------|
| ☐ Yes | ☐ No |
|------------------------------|-----------------------------|

5. Do you live:

- | | |
|--|--|
| ☐ Alone | ☐ With other adults |
| ☐ With your spouse | ☐ With paid caregiver |
| ☐ With adult children | |
| ☐ Other (whom) _____ | |

6. Would you like to, or do you need to, live somewhere else?

- | | |
|------------------------------|-----------------------------|
| ☐ Yes | ☐ No |
|------------------------------|-----------------------------|

7. If "Yes," what type of housing situation do you need or would you prefer?

8. Do you have a physical disability?

- | | |
|------------------------------|-----------------------------|
| ☐ Yes | ☐ No |
|------------------------------|-----------------------------|

9. If you have a physical disability, does your house need to be adapted to be made more accessible to you, i.e., for wheelchair use?

Tasks of Daily Living

10. Do you need help with your personal needs, such as dressing and bathing?

- | | |
|------------------------------|-----------------------------|
| ☐ Yes | ☐ No |
|------------------------------|-----------------------------|

**11. Do you need help with household chores,
like cleaning, dusting, or cooking?**

☐ Yes ☐ No

**12. Do you need help with managing your
finances or paying your bills?**

☐ Yes ☐ No

**13. Do you need help grocery shopping or
doing errands?**

☐ Yes ☐ No

14. Do you take care of another person?

☐ Yes ☐ No

15. If "Yes," what type of care do you provide?

What is your relationship to this person?

Health

16. Do you have any of the following conditions? (check all that apply)

- | | |
|--|--|
| ☐ High blood pressure | ☐ Arthritis |
| ☐ Heart Disease | ☐ Allergies or Asthma |
| ☐ Cancer | ☐ Chronic Lung Problems |
| ☐ Alzheimer's Disease or dementia | |
| ☐ Diabetes | ☐ Cataracts |
| ☐ Osteoporosis | ☐ Glaucoma |
| ☐ Stroke | ☐ Macular Degeneration |

Any other chronic conditions _____

17. Do you use (check all that apply)

- | | |
|---------------------------------------|-----------------------------------|
| ☐ Hearing Aid | ☐ Dentures |
| ☐ Eyeglasses | ☐ Cane |
| ☐ Wheelchair | ☐ Walker |
| ☐ Hospital bed | ☐ Other |

18. Please indicate which of the following you need but cannot afford (check all that apply)

- | | |
|--------------------------------------|---------------------------------------|
| ☐ Hearing Aid | ☐ Eyeglasses |
| ☐ Dentures | ☐ Wheelchair |
| ☐ Walker | ☐ Cane |
| ☐ Dental Care | ☐ Hospital Bed |
| ☐ Other _____ | |

19. Are you covered by: (check all that apply)

- | | |
|---|--|
| ☐ Medicare | ☐ Medicaid |
| ☐ SEARHC | ☐ Private or employer |
| ☐ Supplemental Insurance provided insurance | |
| ☐ Long term care insurance | |
| ☐ I have no insurance | |

20. How much do you pay out-of-pocket for medication (estimated)?

\$ _____ Monthly \$ _____ Yearly

Programs and Services

21. Which of the following programs do you use? (check all that apply)

- | |
|--|
| ☐ Senior Center |
| ☐ Alzheimer's Support Group |
| ☐ Home delivered meals |
| ☐ Senior Companions |
| ☐ Care Coordination |
| ☐ Home Healthy Services |
| ☐ Bridge (adult day care) |
| ☐ Respite Care |
| ☐ Grocery delivery |
| ☐ Personal Care Attendant (PCA) |

- ☐ Legal Services
- ☐ Tlingit & Haida Senior Program
- ☐ Other

22. Would you use communal meals for seniors if they were available in your neighborhood or apartment complex?

- ☐ Yes ☐ No

22(a) What cost would you be willing to pay per meal?

- ☐ \$0 ☐ \$4 ☐ \$5 ☐ \$6

Recreation, Social, and Community Activities

Transportation

23. When you need transportation, do you: (check all that apply)

- ☐ Drive a care ☐ Take a taxi
☐ Ask a relative to take you
☐ Use the city bus
☐ Ask a friend to take you
☐ Use Senior Care-A-Van
☐ Use CBJ Taxi Tokens
☐ Other _____

24. Would you like to comment on the City bus?

25. Would you like to comment on the Care-A-Van?

26. Do you have relatives in the Juneau area?

- ☐ Yes ☐ No

27. If "Yes," how often do you see them?

_____ times per week _____ times per month

27(a). How often do you have visitors other than relatives?

_____ times per week _____ times per month

28. Do you belong to clubs, organizations, or a church?

- ☐ Yes ☐ No

29. If "Yes," do you attend meetings or services?

- ☐ Yes ☐ No

30. If "No," why not?

31. Do you do volunteer work?

- ☐ Yes ☐ No

32. If “Yes,” where do you volunteer?

33. Do you take classes through (check all that apply)

- ☐ Univ. of Alaska SE
☐ Community Schools ☐ Other

34 Are you: (check all that apply)

- ☐ Employed full-time ☐ Retired ☐ Self-Employed
☐ Employed part-time ☐ Unemployed

Demographic Information

35. What is your age? _____

36. Are you:

- ☐ Male ☐ Female

37. Are you:

- ☐ Married ☐ Single ☐ Widowed

38. In which ethnic group do you place yourself?

- ☐ Caucasian ☐ Alaska Native
☐ Black ☐ Asian
☐ Hispanic ☐ American Indian
☐ Filipino ☐ Other

39. Is your income from: (check all that apply)

- ☐ Social Security ☐ Employment
☐ Senior Benefits ☐ State Retirement

- ☐ Investments ☐ Federal Retirement
☐ Other Retirement ☐ Disability
☐ Military Retirement ☐ Public Assistance
☐ Other _____

40. Do you plan to stay in Juneau Indefinitely?

- ☐ Yes ☐ No

41. If "No," why not?

42. What do you think Juneau residents aged 55 and older need that is not now available in Juneau?

43. How long have you lived in the Juneau Borough?

_____ Years

44. Are you a Veteran of the United States Armed Forces?

☐ Yes

☐ No

46. What do you think are the three (3) most important “quality of life” issues facing older residents in the Borough? (Check your choice of three)

	Very Important	Important	Somewhat Important	Not Important
Recreation	☐	☐	☐	☐
Sense of Community	☐	☐	☐	☐
Public Transportation	☐	☐	☐	☐
Affordable Senior Housing	☐	☐	☐	☐
Services to help residents continue to live in their own homes	☐	☐	☐	☐
Availability of assisted living facilities	☐	☐	☐	☐
Caregiver support service	☐	☐	☐	☐
Mental health services for older residents, especially those with dementia	☐	☐	☐	☐

46 How important are the following to your personal decision to continue to live in the Borough?

	Very Important	Important	Somewhat Important	Not Important
Family near by	☐	☐	☐	☐
Work	☐	☐	☐	☐
Lived here since childhood	☐	☐	☐	☐
Nice place to raise children	☐	☐	☐	☐
I am used to my own home	☐	☐	☐	☐
Friendly Community	☐	☐	☐	☐
Small town atmosphere	☐	☐	☐	☐

Available support services	☐	☐	☐	☐
Retirement benefits	☐	☐	☐	☐
Available medical services	☐	☐	☐	☐
Climate	☐	☐	☐	☐

47. What preparations have you made for long term care? (Check all that apply)

- ☐ Advance Directive
- ☐ Alaska Pioneer Home application filed
- ☐ Move in with family member(s)
- ☐ Move elsewhere

48. In the Borough, the average cost of assisted living is at least \$5,000/month, whether in the Alaska Pioneer Home or in a private facility. Knowing these current costs, if you needed assisted living would you:

- ☐ Stay in Juneau elsewhere
- ☐ Need to move

49. Where do you get information about services for older residents?

50. Do you use a computer?

- ☐ Yes
- ☐ No

51. If so, do you have easy access to a computer?

- ☐ Yes
- ☐ No

If you have any questions about services available in the Juneau area, or want more information about any of the services listed in question 21, please call the Juneau Senior Information Office, 907-463-6177

The following information is optional.

The information would be very helpful and useful to us. With this information we could determine how Juneau senior citizens would be affected by any legislation that creates benefits that depend on income. If you are part of a couple, please give us the combined income for both of you and also indicate that it is a combined figure by marking the combined income category. Thank you for all of your help.

52. Yearly Income

- ☐ Single Income
- ☐ Combined Income
- ☐ Under \$10,000
- ☐ \$20,000-\$29,999
- ☐ \$30,000-\$39,999
- ☐ \$50,000-\$59,999
- ☐ \$10,000-\$19,999
- ☐ \$60,000 and over
- ☐ \$40,000-\$49,999

Additional Comments:

Appendix B: Transcript of Respondent Comments

Important Note. In these transcriptions, we have attempted to adhere to the exact words of respondents. There are a few exceptions to this. First, we did try and correct for obvious spelling errors. Where there was a question or doubt, we retained the spelling of the respondent. We did not correct for grammar or to otherwise provide complete sentences. We have deleted comments referring to individuals by name except in cases where respondents cited individuals with organizations as being sources of help or information. Finally, we have deleted expletives and profanity that we considered overly offensive. In all cases where verbatim words or comments were deleted, we noted this in our transcription.

Question 24. *Would you like to comment on the City bus?*

- Bus should go to Tee Harbor.
- Fast, efficient, good ride.
- Don't ride often but they have good service.
- Seats too low for those who have trouble getting up and can't reach cord. I can't do steps either. No Buses!
- Very helpful. I live very close to the bus route.
- Useful.
- Nice to have the option although nearest stop .7 mile away.
- I wish it came down Fritz Cove Road.
- I will use when necessary.
- City stop no longer located so I could use.
- Have not ridden the bus.
- Have never used the City bus.
- Great service.
- Yes.
- Not able to get to one from where we live.
- Excellent.
- I hate the winter schedule when they don't come up here!
- Appear to do a good job.
- Bus is not available for my type of handicap.
- I have to walk a long way to get from my home to nearest bus stop. I would be unable to carry my groceries or other heavy objects uphill to home; 2) Walking to and from far off bus stop would be hard in ice or snow; 3) I appreciate free bus service for seniors.
- Extend bus service.
- Would use bus service if available beyond Auke Bay.
- Need service beyond Auke Bay. Seniors live at mile 25 and beyond. Taxis cost \$80+ round trip.
- Super. Use now and then.
- Just very glad we have it although at this time I don't use it.
- I have the transportation useful for City bus.
- Never used City bus.
- Could use bus on Fritz Cove Road.
- I think they are a very good service.
- Never use it.
- Have not used it often enough to comment.

- It is good service.
- They drive too fast.
- People I know who use it are pleased.
- Do not use.
- Do not use.
- Have not used it.
- Service to and from Douglas is good, but I never bus to the Valley--takes too long and limited route.
- The nearest bus stop is 7 miles from my house.
- Drivers are respectful.
- Takes too long to get from Point A to Point B.
- Good.
- Needs to run after 10 p.m.--more frequently (every 30 or 45 mins.) in evenings.
- Not available.
- Haven't used it.
- I think I'll be going to it soon.
- It is good and comfortable when I need it.
- Courteous, dependable.
- Do not use at this time.
- Ferry terminal, better airport access (early & later), holiday service.
- Bus needs to stop at ferry terminal. Bus needs to function during holidays. Bus needs to always stop at airport.
- Too many tourists in summer.
- Seats are so smooth you slide around on them and feel unsafe.
- It is good but should run on holidays when it is needed the most.
- No experience with.
- Not available out the road.
- I have had good experiences on the bus.
- I don't take the City bus because I am bed-ridden.
- Have not ridden on the City bus yet but I heard it smells bad.
- Good bus service.
- Seldom use it.
- I was left at bus stop. Bus loaded up everyone else. I was in a wheel chair.
- Wonderful service. Wish it came to Auke Rec. area.
- The blonde woman who was driving the afternoon UAS drives away without opening the doors. She makes people stand outside while she sweeps and writes. All the other drivers, or almost all, are kind and thoughtful.
- We need more frequent service and expanded routes.
- Very good.
- More bus shelters with benches. Express times are improved. "Flag down" would save long walk to bus stop. Should provide service Sunday evenings and holidays.
- Looks good.
- We need closer bus stops on Riverside regularly.
- Should be available on holidays when it is normally shut down.
- Excellent!
- Good service for city of this size.
- Don't use.
- Great service--only complaint is unruly drunks and odor.

- Don't know--do not ride.
- The CBJ budget cost for the system is too high for the minimal service it provides.
- Should be available holidays--shorter routes with more transfers.
- Very helpful to seniors to have a free pass.
- Excellent.
- Good.
- It does not go to where Juneauites live: Tongass, Riverside Drive, Auke Bay past DeHart's. I moved from Valley to downtown because the walk from bus stop to home with groceries was too difficult. I am not disabled.
- I like it.
- I know the service is good and I would use it if needed.
- Great service to have.
- Doesn't serve my area beyond DeHart's.
- Good service.
- Even though I don't use it I think it is a very important service.
- Never used.
- Don't (can't) use it.
- I don't use but likely would if I couldn't drive. I think the service is quite good and the fares very reasonable--and free to seniors.
- Good service. Will use when needed.
- Never used it.
- The City bus needs to come out to at least the ferry terminal. I would use it if it did.
- It is not convenient for me as I would have to walk a couple blocks downhill and uphill back.
- I am not sure why they drive so fast. Is the schedule set too tight?
- It gives good service.
- Good service.
- Never use it.
- I wouldn't be a city bus driver because of the abuse they take, especially little kids who run around, beat on the driver (with an adult present)! (kid's sister, mother, sitter)
- In summer it is crowded. I try to use the bus off hours.
- Don't use.
- It stops a half mile from me--too far in the dark and snow.
- Good service.
- Past Auke Bay-Lena would be great.
- Have never used.
- Could use transportation out the road farther than ferry terminal.
- OK--could be better.
- It doesn't come down Fritz Cove Rd.
- Have never been on one.
- Excellent.
- Don't use.
- Excellent service--schedules dictated by driver convenience.
- Most drivers will pass okay.
- Bus service needs to be extended past ferry terminal.
- Don't use it.
- I like it--convenient schedule, usually crowded in the morning but I can find a seat.
- Haven't tried it yet.

- Appropriate schedule--easy for my use.
- Don't use but would if needed.
- Nice to have senior pass--always courteous and helpful.
- The City does not utilize them enough; if you are going to have public transportation, bite the bullet and do it properly.
- Excellent service for my husband to and from the Pioneers Home.
- Am grateful--would be nice to have every 20 minutes, but adding on extra express has helped.
- Very good. They drive too fast.
- Don't use.
- I have lifetime pass but the bus ride is very hurtful. Stop, starts and bumpy. After bus ride I'm hurting too much. So don't use much.
- Very good. Getting very crowded.
- Do not use city bus.
- Never used it.
- Appreciate knowing it's an option.
- It's fine.
- Too many tourists.
- Need more frequent buses, especially N. Douglas Hwy.
- No service to Tee Harbor.
- Do a good job.
- Great.
- Drivers friendly and helpful. Half hour service is good.
- Service is too infrequent for N. Douglas.
- We need the public city bus to come to Thane Road. A small van would suffice. Or, we should be able to ride on the school bus.
- Good service.
- Used rarely but I appreciate its availability, and no pay for seniors.
- Excellent service. Very courteous drivers.
- I do already use the bus. I wish it would go to COSTCO and Home Depot.
- Do not use it but it is good to know it is available.
- Because of my bowel syndrome I have frequent accidents so I don't use this.
- Very good!
- I think we have wonderful bus service.
- Great service, covered by bus stop near my home, nice to have it free.
- Do not use.
- A good service except it should operate on holidays.
- Great service.
- Keep active.
- It isn't available to Safeway or Valley post office.
- Excellent.
- They take care of wheel chair.
- Sometimes buses are too crowded--no respect for elders seating.
- Seems to be improving.
- Good.
- Once I quit driving I will use the city bus most of the time for shopping and entertainment.
- Doesn't service our neighborhood.

- I used transit when I was working and have no complaint with schedule or service.
- Great.
- Works very well although I seldom take it.
- Good.
- Okay.
- I enjoy visiting with tourists and Juneauites while riding. I like the bus that services the airport and UAS.
- Very good service.
- Before my spine problems made it hard for me to walk the (three blocks) to the bus stop without pain, I did sometimes use the bus.
- Excellent compared to other cities I have lived in!
- It's good.
- I would take the bus more often if it weren't so crowded.
- Wonderful public service! Should be expanded, extended at least to ferry terminal.
- Would be more useful if it also went down Riverside.
- Needs to be more to a wheelchair (power chair).
- Not enough routes/scheduled runs. No service on holidays. Bus stops not enough cover for weather.
- In Thane, buses need to come/go in a.m. and p.m. during work hours (for employed seniors).
- Would use "out the road" bus service.
- I'm handicapped and can't sit down. I hurt to stand for little time; the young people just won't let us sit down. If I get hurt I will sue.
- Too crowded, inadequate schedule, especially the express bus--no service for evening classes at UAS.
- Express bus service works fine for my occasional needs--any expansion of public transportation would be great!
- It should go to ferry terminal.
- Great when I rode,, but bus stops now too far away. Care-A-Van and private vehicle now, but I do not trust myself driving due to meds and disabilities.
- Great service, great drivers.
- I like the service.
- Most of the time it is over-crowded.
- Too infrequent--doesn't go to homes.
- I don't use it but glad it's available in case I need it. Good schedules.
- Essential service.
- I wish the city bus came as far north as Tee harbor or at least the ferry terminal. Not cost effective I imagine.
- Drivers are friendly and helpful.
- I'm glad Juneau has this service. Perhaps the buses could extend their routes at least a few times a day, i.e., ferry terminal, glacier, N. Douglas, Thane.
- If I lived in town I would use the bus.
- Bus routes and schedules are inconvenient.
- A+.
- Very good, seat/waiting at stop.
- Need help seeing where it's going.
- Glad that it's there.
- Need better service on holidays and weekends; transit service has gone downhill.

- Good.
- Nice bus drivers.
- I have no problems with City bus.
- Very good.
- Not enough easily accessible bus stops in Valley--Riverside Drive/Safeway.
- Some scary riders.
- Have never used it but will one day I'm sure.
- We need its services continued.
- Very good service but only stops 1/2 mile wither side of where I live.
- Keep the service; I may use it more in 10 years.
- Don't use it.
- Doesn't go frequently enough on N. Douglas.
- It runs very well.
- Having lived in other cities in the USA, I think the bus system here is great.
- I support frequent and convenient bus service.
- Pleasant drivers.
- Don't use.
- Service to the airport is terrible.
- No stops near my residence on Blueberry Hill.
- Not enough shelters at bus stops. People refuse to stop smoking in shelters. The bus driver takes off before I sit down and leaves me falling into a seat.
- Okay, but have never used.
- Great schedule.
- Time to look at increased service and routes.
- Very good.
- They're okay.
- Bus runs regularly.
- Needs more benches at stops; needs 1/2 service at night; need more buses--very crowded.
- Yes, make the bus run on 1/2 hour all day/all night.
- It should run on holidays for people who need it.
- It would be nice to have service to the ferry terminal--so many walkers to the bus station and DeHart's.
- Only use rarely but believe service is good. My elderly father-in-law uses city bus regularly and thinks it's great.
- My nephew mentions often problem people onboard: alcoholism, mentally off; not looking forward to riding buses.
- Great service.
- Yes. It would be great if they ran from 6 a.m. to 11 p.m.
- I don't use it. It does not come out to where I live.
- Not very safe.
- Like the city bus the little I use it.
- Over crowding in summer due to tourists.
- I'm unable to take the bus at all.
- One-half hour service is good.
- Nice drivers. I use the morning bus to work on occasion but afternoon (return) bus stop is too far from residence. I would take it more often if return was closer to home.
- Never used.

- Extend farther out road at least to ferry terminal.
- Have not ridden for many years so don't know any details.
- Friendly and helpful drivers.
- Drivers are excellent; some routes at various times need more than one bus.
- Yes, most of time provide very good service.
- Sometimes runs after 4:30 p.m. are too full. Earlier start-time: Auke Bay at 6:30 would help. Park and ride space at Auke Bay would be great!
- Good transportation.
- Treat me good.
- Insufficient and limited hours, routes, buses.
- An important service.
- Doesn't come close enough to my home.
- It is helpful to me as a back up to my car.
- Inconvenient time.
- I like riding the bus.
- Some of the seats are too close together and don't give enough room to stretch your leg.
- Like the idea that it is an option.
- Don't use it too often but it is great that it is there when we need it. Good service.
- Expect to need to use it when I'm older and can't financially afford a car. Waiting outside in winter with a load of groceries doesn't seem realistic.
- Should go out to ferry terminal in spring/summer months.
- This is an excellent service which has taken me close to my eventual destination.
- As we get older and are unable to drive it is comforting to have good bus service.
- More area coverage--extended hours, holiday transportation (Christmas, Thanksgiving, etc.).
- The city bus is a great service! I use it often and appreciate the excellent service.
- I was once denied a ride on the bus because it was full. My only option was to walk.
- City bus routes need to be extended to Auke Bay ferry terminal.
- Not usable (our area).
- Too hard to get off of--cannot do many stairs.
- Great service, regular half hour important.
- Only positive experiences.
- I am thankful for the bus service.
- They are timely; most drivers are pleasant and helpful. Some passengers make it unpleasant.
- Never use.
- More shelters, more frequent service in evening.
- I'm satisfied with the bus service.
- Good system except for crowded blue line.
- Excellent!
- I have never used the City bus system.
- Service from Douglas is good; the drivers are friendly and considerate.
- Not close to home.
- More often, some drivers need to [be?] nicer.
- I have never used this service.
- Good service.
- Great.
- Use it on occasion and use senior pass.

- I never use it but a lot of other people depend on it.
- Good service for seniors who can easily get around.
- Please add a route on Riverside. More frequent service preferred.
- The bus is hard to get in and out of. I'm slow getting out and always afraid the bus will start before I'm out.
- Like express bus to UAS.
- Thanks for letting me ride for free and it's okay.
- Unknown.
- Drivers need to wait for elders to sit down before driving.
- Sometimes we can't even get on the bus! It is full of tourists. The front section is for seniors!!
- Drivers never tell younger people front rows seniors only.
- It's too far away for me to walk.
- Drivers were very courteous and compassionate to seniors.
- Have never been on it.
- Bus service needs to be extended past Auke Bay.
- Too many people on city bus.
- They're great! It's hard for older folks to walk up and down the steep hills in Douglas to get to bus stops!
- I find them convenient and helpful when I use them.
- Wonderful.
- Too hard to get on and off--will not lower ramp.
- Used to ride- great.
- Nice to be able to use it when needed.
- Handy when I need it.
- It is wonderful. I wish it also covered "out the road."
- Bus stop in town is too far for most seniors to walk to.
- Should still be free for seniors.
- Too far from house.
- I don't use the city bus.
- The drivers are very patient with slow moving seniors.
- I want it there for when I need it.
- I've never ridden a bus in Juneau.
- No, I don't use the bus.
- Hard to climb stairs. Ride only when not icy or snowing.
- Have never taken the bus.
- Good service.
- A good system but sometimes over-crowded.
- Good.
- The service is getting better all the time.
- They're all good to wheel chair people.
- Good service.
- I think I would walk first--any city bus.
- Need bus shelter behind Nugget Mall.
- I have not used it often.
- Thane needs bus or van service several times a day.
- Thane needs some bus service.
- I avoid it.

- Like the bus; drivers are great; bus stops are trashy--"urban blight" makes bus experience seem "seedy," scary, even clean up the Federal Bldg. shelter--it's icky--I expect to get sick after being there.
- Limited use and coverage, hours and geography good otherwise a little high priced.
- More of us should use it.
- Would like the bus to go farther out the road past DeHart's.
- Would like bus service to NOAA facility (Lena Loop) or State ferry terminal.
- For the most part adequate, however, drivers could do a better job removing drunk and disorderly people, including teenagers.
- Don't use it--have my own automobile.
- Fifteen-minute runs, not 30.
- We're very lucky to have such a great system.
- Drivers should have utmost respect for the community members they serve.
- Good service.
- I'll probably use in future; seems like good service.
- Needs to go to the ferry terminal.
- The bus should go to the ferry terminal.
- More seating at times.
- Wonderful service.
- No, don't use it but glad they have it.
- Public transportation is a necessity.
- Never used.
- Not enough people use services.
- Great for the community.
- I've used it in the past--great service!
- Start bus transportation earlier in the morning.
- I have taken the express bus to UAS in the winter for a class; it's safer than a car going in the ditch!
- Too crowded sometimes.
- Good.
- I would use it more if the schedule was more convenient. Too long of wait for bus.
- Just too hard to use. Shift work.
- Need service beyond Auke Bay to Lena Point.
- They are creepy.
- In the future--to extend past Auke Bay.
- Provide service to the ferry terminal!
- More often--easier transfer system.
- Yes, do not raise bus fare.
- Wish it would go further out the road--to either ferry terminal or new NOAA/UAS facility.
- They do a good job.
- Works well, never rode one.
- Bus service should be extended to the airport and to the state ferry terminal.
- Spouse uses bus but routes are insufficient.
- Have never used the CBJ bus system.
- Bus to North Douglas is just 2x a day. Are there plans to increase bus service?
- I like the disability-friendly new buses--no steps.
- No bus service on Fritz Cove Rd.

- For the most part I think the bus system is great, some over-crowding and have to stand sometimes.
- Extend out the road further--at least the ferry terminal.
- Good service.
- Lasts year I took the express bus once to the mall. Zipped right along--had to hang on. Would like the buses to go electric.
- Good service.
- Never used.
- Need more buses during tourist season--locals cannot get seats.
- Service is regular and well published.
- It is vital for a healthy community--will grow increasingly important to me as I age.
- Need more service, i.e., more frequent runs.
- Important!
- Smelly, too small, and intoxicated people--also too crowded at peak hours.
- No experience--no comment.
- Keep them running!
- Very necessary to our community.
- Good service--need to run on holidays.
- I'm glad the city was able to go back to half hour service. Waiting an hour for a bus is difficult.
- I think CBJ bus service is excellent. I would like to see more frequent service to North Douglas because my grandkids live there.
- Long walk to bus route especially in winter.
- Don't take them.
- They are excellent but need to run longer hours and have wider availability.
- Very good.
- Need "operations research" to better use equipment. Need 15-minute service. Need "on-time" service. Need to figure out how to not go to the hospital or jail.
- The bus system is very useful when I need it.
- Haven't even used.
- Often dirty and no one is in control. Been thefts and fights onboard.
- Appears to be good service.
- It is essential!
- Use occasionally.
- It's a great service.
- Would use it but it does not come to my area (past Auke Bay).
- It's a great service.
- Why not use smaller buses for the less populated runs?
- It is great!
- Bus service is unavailable in my neighborhood. I would love to see the system expanded.
- Yes.
- Very difficult to use because I would have to walk up or down hill to a bus stop. Also schedule can be erratic, especially in winter.
- Like bus service.
- Really helped out when Care-A-Van was not dependable for cancer treatment appointments.
- No service out the road.
- They do a great job (in 35 years in Juneau I have never used one).

- Need more bus runs--North Douglas.
- Haven't taken one in over 25 years. They need to run more often.
- Have never ridden on one.
- Build a bus shelter with benches behind Nugget Mall!
- Thirty-minute service is great. Think about hub-to-hub light rail from town to Nugget, right up the express median.
- Not available past Auke Bay; live at Tee Harbor.
- City bus service is wonderful, just need a little more of it.
- I'm very happy we van--for need.
- Not used much.
- Great service!
- Bus was great the times I used it.
- Runs only once an hour--is 2-3 blocks away, challenging to use for grocery shopping.
- Route needs to be expanded (Costco area), longer service--weekends and holidays.
- Should be more frequent.
- Drug test drivers.
- The bus stops are all shabby except the ones downtown. It says a lot about how bus riders are perceived by the City.
- Wish it connected with the Auke Bay Ferry Terminal.
- Should run every day.
- Great service; 1/2 hourly is a great improvement.
- Need service to downtown starting in Valley at 6:30 a.m. to arrive at 7:00 a.m. during the week. Need direct bus to Douglas from Valley.
- Terrific service and schedule. Express buses on weekends would be great.
- Excellent service.
- More public transportation is always a good thing.
- Too hard to get to.
- I am only 63 years old. I have to be 65 years old to be considered a senior.
- Don't use.
- It's great but I wish they had Sunday evenings and half-hour service evenings.
- Not enough stops.
- I live in the Valley and work downtown. I would take the bus to and from work but the times are wrong. Add many smaller vehicles like an airporter; have them run often between 7:00 a.m. and 8:30 a.m. and also between 4:00 p.m. and 6:00 p.m. Run the smaller airporter vehicles all through neighborhoods. It's almost 3/4 mile for me to walk to Loop Road to get the bus.
- No, never used.
- Need more service.
- When lived in North Douglas wasn't enough routes and none on Saturday.
- Later.
- It is ridiculous that the City bus does not ever go to the ferry terminal or glacier. It appears to be political. People either take cabs or they can't afford to. Buses would not hurt taxi business. People just walk and can't believe there is no bus in the state capital. It is bad publicity. No food, no drink, no bus and they have nowhere to be for six hours until their next ferry. Terminal even closes on them too. No advance notice.
- My husband loves to ride the city bus.
- Don't use.
- Great service, especially when increased to twice hourly.

- When used--prompt most of the time and reasonably clean.
- I think the bus system is very good--schedule and clean--customer service.
- Drivers need to wait for passengers to be seated before taking off!
- Excellent service.
- Great service--gets me anywhere I want to go. My eyes are bad so I don't drive.
- Might use it more if schedule was more convenient on N. Douglas.
- Commerce says they stop if you ask for non-stops but they don't. I've seen them drive past people waving because they weren't in the right spot. Change of schedule for bad weather is not announced. Sometimes drivers are rude/angry, but better this year.
- Please extend service to NOAA/Lena Pt.
- I'd much rather have a car; very difficult if you have groceries in winter to haul on bus.
- Needs to run earlier in the morning since I start work at 7:30 a.m. Needs to leave downtown a little later than 4:34 p.m.; when you work until 4:30 it's hard to get there in time.
- Not very convenient.
- Does not run in my vicinity.
- Don't use it.
- Buses are needed and feel there is a good system.
- They always cut their trip short by not going up to 4th St. It's hard when you have bags of groceries to carry up the hill.
- I would use it if I were not able to drive.
- Need a stoplight in front of Federal Bldg. for pedestrians.
- Love it!
- Too much swearing by teenagers.
- Need to run every 1/2 hour ALL day and night. Before I had a car it was way too crowded, packed full of kids going to and from school and tourists, and people trying to get to/from work. Not enough drivers or buses; they told me to add a bus in the morning or evening to help with the crowded situation. Said not enough money for more buses//drivers.
- Good system for a community the size and geographic layout of Juneau.
- (Unreadable)--or be among so many people.
- Wish service were expanded--N. Douglas bus only runs three times a day.
- It runs!
- Great service.
- Looks really full daily.
- Never use.
- We don't ride it.
- Excellent.
- I have to walk more than a half mile to catch the bus and I live on a major thoroughfare in the Valley.
- I am pleased with the bus service but more covered bus stops are needed.
- It's been a wonderful service when I needed it. I haven't ridden it in at least the last 10 years.
- Not available past Auke Bay; I live "out the road."
- Courteous, friendly, clean, safe, affordable BUT not frequent or extensive, doesn't run late.
- Rough ride. Driver stops too fast and jerky. Got thrown to floor. That killed bus.
- It is an improvement to have some in service.

- Yes, I broke my arm on bus last Dec. and the City and Borough of Juneau gave me nothing for pain and suffering and I paid for pain pills.
- I have received good and respectful services.
- Very good service.
- Excellent, friendly service--always on time, especially grateful for the express route.
- I would use one if it came down Fritz Cove Road.
- It is a very friendly, good service.
- Some type of service is needed at Auke Bay ferry terminal to meet the needs of people who can't pay the high price of cab fare.
- Doesn't come out far enough for our use.
- Fourth of July buses available from Valley.
- Haven't used--doesn't come out to Lena.
- It's frequent, friendly, and free for seniors!
- Really a great service.
- City bus is always so crowded--wheelchairs and young mothers with strollers.
- Their bus stops are in the wrong places.
- Good service.
- Schedule seldom meets my needs without inordinate excess time.
- Needs to run on holidays. Transportation routes need expanding. Was better a few years ago when CBJ got award--has gone downhill since then.
- Snow is placed on sidewalk where bus stops. Can't climb over the snow.
- Never use it. Only Care-A-Van.
- Do not frequently use service; appears to meet people's needs during week days but not some holidays.
- Great every time I use it.
- Great service! Free for seniors is major perk.
- I am in favor of frequent bus service.
- Don't use it much but it sure is handy when I need it.
- My experience has been good and buses clean.
- Driver schedules should be set to provide service on holidays so people that need to ride the bus on those days can do so.
- Should run on all holidays.
- Don't use.
- Never taken it; does not service my area.
- No experience using bus system.
- Not a good service for seniors.
- Have never used it but hear it's very good and reliable.
- Comfortable--sometimes rowdy.
- Does not take.
- Have not used.
- Not bad.
- Very good for their services. Thanks.
- High class services.
- Haven't used it enough to comment.
- Doesn't come down Fritz Cove Rd. so cannot use.
- The City bus should come down Fritz Cove Rd.
- They gave a good service.
- Great service. Maybe it could be tailored to meet the needs of Natives--lots ride.

- Sunday Care-A-Van service is terribly lacking. And no holiday service is really frustrating.
- I enjoy the bus rides to town when I do use it.
- Very convenient.
- It should provide regular service to the Auke Bay Ferry Terminal.
- I have never ridden the bus. I do think it is valuable to many people.
- Bus works well. More frequent schedule in Valley, Routes 3 & 4.
- Very good.
- Where I live the bus is convenient and easy to take.
- Good for some people. Stop if too far for us to walk.
- Not available. We are eight miles from closest bus service.
- Very good service.
- It's okay but the younger people never get up for older people. School kids should take the school bus.

Question 25 - *Would you like comment on the Care-a-Van?*

- Care-A-Van should go to Tee Harbor.
- Generally good service.
- Good - when they have schedules that aren't filled already.
- Excellent - almost always can arrange for pickup when needed.
- Very good.
- Will not pick me up to do volunteer work out the road at LOVE, Inc.
- I will use when necessary.
- Have not used this.
- Great for people who need it!
- The best.
- I think there are very good drivers and people and they are always prompt in pickups.
- They are great people and the drivers are good ones; they have always been prompt in arriving.
- Excellent.
- Sometimes wait is long! (So I've heard)
- Great. In-laws used in past.
- Does a good job!
- Care-A-Van is sometimes better than the bus.
- Appear to do a good job.
- Wheelchair available. Driver is courteous and helpful. Door-to-door service for handicap.
- I haven't used it yet but it sounds like a valuable service. Is it able to meet the transportation demands made on it?
- Covered area is too small.
- Need service beyond Auke Bay. Seniors live at 25 mile and beyond. Taxis out here cost \$80+ round trip.
- Neighbor uses and likes.
- Good service. May need more as more seniors choose to stay in Juneau.
- A very good service that may need to increase due to more seniors staying here the rest of their lives.
- Never used Care-A-Van.
- I think it is a great service to have.
- I only used it once and I was pleased with the service.
- It is very good and helps with going to the doctor and grocery shopping.
- All communities should have them.
- Do not use.
- Do not use.
- Care-A-Van is a great service! My mother used it for many years. I will look forward to riding when I can or should no longer driver!
- I'm in favor of it. I'm sure it's a Godsend for people who don't drive.
- It's not easy to make an appointment.
- Appointments must be made a couple of days in advance.
- Good.
- Requires pre-arrangement--you get a bill.
- Friendly courteous service, caring! Easier access, in and out door-to-door service.
- Wheelchair available & drives help & door to door service for the needy.
- Haven't used it.
- I have never used it.

- It is good when I use it. I don't use it much.
- Never used Care-A-Van.
- It is great.
- No experience with it.
- Not available out the road.
- Sometimes they won't take me as a passenger because I am on a wheelchair.
- Best drivers ever! Very courteous.
- Never have ridden one.
- Excellent.
- Excellent.
- Very unorganized. I was forgotten many times. I had to wait 2-3 hours for pickup.
- They have refused one transportation home from hospital after surgery on leg. They were rude!
- Scheduling is too inflexible.
- Don't know.
- I think it will be wonderful when I no longer drive.
- Haven't used yet.
- They are dependable and kind and very helpful.
- A good service, but we don't need it (yet!).
- Looks good.
- Should provide service beyond Capital Transit bus schedule limits.
- A good community service.
- Could be better. They don't always come when you need them, even with proper advance notification.
- Trips should be scheduled so more than one person is transported. Vans I see are either empty or one occupant only.
- Good service.
- Great group--used them a lot in 2009.
- It is handy when I have doctors appointments or hair cuts, (unreadable), etc.
- I'm glad it comes out to Otter Way/Indian Point in Auke Bay, even though at this time I don't use it, I may someday need to.
- Never used it.
- Good service. Will use when needed.
- I do not use this service but have contact with many who do. I've been impressed with the high level of service and consideration of user needs.
- Keep to the right lane on Egan Drive.
- Don't (can't) use it.
- Never used.
- I think this is a very important service and have friends who use it.
- Why do they charge the client when their expenses are paid by the City?
- I will use it if I become invalidated.
- Great service for Juneau.
- I know the service is good and I would use it if needed.
- I have no idea if I am eligible for Care-A-Van even if I needed it.
- Would use it for events (concerts, plays) that run later than Care-A-Van. Any chance for later runs on Fri./Sat. nights? Driving in winter when dark is a problem.
- Haven't used it yet, but may before long.
- Often not available and the amount of time to make reservations.
- Very good service.
- Never used it.

- Cannot get to and from Care-A-Van without assistance, especially going into and out of doctors' offices.
- Care-A-Van does not come out the road past ferry terminal where I live. I've needed it in the past when I couldn't drive and it wasn't an option. I'd like more coverage.
- Never used them but they seem okay.
- My mother (96) uses extensively and speaks highly of drivers. The scheduler speaks too fast and mumbles on the phone, however.
- Never could get Care-A-Van to commit to a pickup until the day before, even if we called a month in advance. Discontinued use due to this.
- Excellent service. Should not be limit when bus service is also restricted by weather.
- Pleasant and helpful.
- Excellent.
- Helps my daughter-in-law immensely!
- Could use transportation out the road farther than ferry terminal.
- Never used but think they are good for people that do.
- Haven't used it yet.
- Helps others.
- Friends who use it say it is too unreliable--often late and takes too long to make a reservation. Pickup is often hours late. And not polite.
- Very helpful.
- Don't use.
- I have used it in past but it can be difficult to schedule. Would be helpful to have someone answer phone. Also, it bothers me to receive a bill even though I paid on that day.
- A senior can spend \$5 each way (\$10) plus \$4 = \$14 at senior center--lunch out at restaurant with [ends here].
- Never use it.
- A very needed and wonderful service. The drivers and office people are very nice and helpful. Thanks for this service.
- Good service, great dispatcher.
- We don't need the Care-A-Van but need a public bus on Thane. Smaller and less costly vehicle should be available to meet the needs of smaller neighborhoods.
- Wonderful for those who need them.
- Excellent.
- Courteous driver helps with carrying in groceries.
- Had foot problems so took van to clinic-home.
- I'm not sure I can get a ride when I need one.
- Appreciate knowing it's an option.
- Arrangements have been made for me.
- Have not had occasion to use this service but would if I needed to do so.
- It's good to have the option, as some day, after I can no longer drive, I may need to use.
- Very friendly. I've used for hospital procedures when not allowed to drive post procedure--when on PT.
- Glad it's available, if ever needed.
- I'm glad it's there. Have not needed it yet.
- Very good service. Drivers are friendly and helpful. The lift is really good for me and my walker.
- Care-A-Van drivers MUST wear a first name tag--NEW drivers, new passengers.
- Wonderful.
- Great service, very helpful.
- Don't use but would if needed.

- Good services when you can get them.
- Haven't tried it yet.
- It's always there if I need it and call ahead first. Drivers are courteous and helpful. I use a walker which they load into the van.
- Never use it.
- Expect to need in future. Would have needed it past three months if my daughter had needed to be away for work elsewhere.
- Senior friends prefer bus--visit with tourists, etc. Care-A-Van is for old people.
- Friendly drivers also helpful.
- Okay.
- Good.
- Terrific!
- I probably won't use it until I get to crippled up.
- Good.
- They're slow.
- Excellent.
- Good service, friendly drivers.
- Excellent service!
- Good work. I would use if I need it in the future.
- The few times I've used they were very helpful and friendly.
- Don't know.
- A good service!
- Do not use.
- Don't use but it is a wonderful service for those who need it.
- Very nice service for those who need it.
- Very good.
- Because of my bowel syndrome I have frequent accidents so I don't use this.
- Great system.
- Do not use it but it is a needed service for many people.
- I will use it when I'm no longer able to walk places or get to the bus.
- Great service for those who need it.
- Great service for those who need it.
- They are absolutely AWESOME! The drivers are genuinely caring, work hard to provide service despite substantial diff. in pay from CTA bus drivers and other daily issues they face. Always respectful, helpful, friendly. Outstanding folks to deal with. Provide an invaluable service to seniors and disabled.
- I know many people who use Care-A-Van and are happy the service is available.
- No personal experience, but have heard horror stories of long waits to be picked up after doctor visits, etc.
- Don't know what it is.
- Does ok.
- Don't use it.
- Have never used it yet. People I know have said it is an excellent service.
- We haven't used it but hear it's very handy.
- Very important when I'm not well enough to drive.
- Hate being billed.
- Juneau is lucky to have this service but we need more than one van on Saturdays.
- Wonderful drivers and service except lack of Sunday services. We miss all late afternoon and all Sunday evening programs (Christmas, Easter). And any Juneau holiday gathering--no services.

- Very good also.
- They do a good job. You need to make appointments and be patient.
- Great service. I do not need it but know of others who need it.
- Important to many.
- They are good guys.
- Long wait.
- N/A yet.
- A Godsend!! Makes my living here possible. The drivers are helpful, pleasant, concerned.
- Refuse to use.
- They have been very helpful and friendly.
- Good idea but \$5.00 a ride is expensive.
- Need more drives, they are always full now. Hard to get rides.
- I believe the Care-A-Van does not go farther north than the ferry terminal. I live at 16 mile-- would probably use it a few times a week.
- Great service to have available.
- Don't use but it is a vital service for those seniors and others who really need it.
- Great program.
- Wonderful.
- It is good for those who can't get out.
- Looks like a great program.
- Good service, caring drivers!
- Have not used it but have noticed how efficient they are.
- Wonderful service which I couldn't manage my life without.
- Yes, they get an A+.
- Not sure it is a good idea to have total on-demand all day for some seniors who abuse the privilege. Should be available for appointments and shopping. Maybe limit number of stops and pickups available to one person each day?
- Not very efficient, takes too long to get an appointment. They are late to pick up or don't pick up at all.
- Need more of them.
- We are very fortunate to have this service in our community. Hope it continues. Elderly in-laws use it occasionally.
- When I broke my leg, Care-A-Van provided excellent service to me.
- Great transportation for daily uses.
- Great service.
- Very good, always on time and very polite drivers.
- Never used -- don't need.
- Great except they're too busy. I can't always get rides with a few days' notice and can't get same-day request rides.
- Scared of van drivers (too frequent stories of sexual abuse).
- Would have a couple of them set up to be able to be used like a taxi, maybe smaller vehicles. Watch the speed limit; they like to speed.
- Care-A-Van is a great help to seniors. It is a shame that they run with only one or two people in them most of the time. They are needed for wheel chairs but perhaps a smaller car or van could be used for just one or two people.
- Easy to schedule a ride.
- Great for when the time comes.
- Great service! Necessary to support senior needs in Juneau.
- In years past, an elderly family member had an appointment to be picked up. Care-A-Van didn't come so she had to call family for transport.

- A wonder service. Glad to know it is there if I ever need it.
- Great feat of organizing.
- It is a wonderful service for those who need it.
- It charges too much--\$5.00 one way. Don't have the money for it.
- Sometimes waiting periods are long and it is hard to get reservation within a 24-48 hour period (without advanced planning).
- Not enough vehicles and routes. Waits way too long. Thoroughly insufficient coverage, especially on weekends, Saturdays in particular.
- Never used it.
- I have not used, however, a friend has. She finds the van useful.
- Never used--probably not eligible.
- Don't use.
- Excellent service by drivers and dispatch: a great help in getting around.
- Good option for seniors. Have not made use of it yet.
- I used it after hip surgery. It is wonderful and helps so many in the community. The drivers are kind and helpful. Excellent community resource.
- I have never accessed the service.
- Don't use it.
- Never use.
- Don't use yet.
- Operate on holidays.
- It is critically important for my transportation to and from the Bridge Day Program.
- Have heard they are not always reliable, i.e., on time.
- Valuable service--sure would use if needed--please keep it.
- They are great.
- Very good.
- Good.
- A good, needed service.
- Good service.
- I don't use it but have friends who do and find it an important service.
- Juneau is fortunate to have such a service and one reason it makes Juneau a friendly place for seniors.
- I have never used so far. By observation it appears to be useful when needed.
- Can't afford \$5.00 so I take the bus.
- Very nice drivers and patient.
- Used a few times--very nice drivers--think they need more in afternoons. Older folks like to sleep in mornings.
- It's great but it would be nice to have more Care-A-Van services/vans.
- Care-A-Van does not service elderly living out the road.
- It worked well for my husband who died in 2004.
- Drivers were very courteous and compassionate to seniors.
- Just fine when I use it, but they should be able to assist seniors when waved down on roadways.
- Don't need it yet but they do a really good job.
- I use it all the time and love it so much; they are all so kind and nice to me.
- No, should not charge too much for elders.
- Used them in past, good service.
- I think it is an excellent option.
- Care-A-Van is an excellent service but can be unreliable, especially after 4:00 p.m. and in the evening.

- Need to expand service so it is easier to get a ride on short notice and can depend on pickup time.
- Have not used Care-A-Van.
- I never use it but a lot of other people depend on it.
- Very useful for some.
- Wonderful--courteous, kind drivers.
- Good for those who need it.
- I do not use at this time but I think the Care-A-Van is very important to the seniors.
- Excellent service the few times I use it.
- Don't use now but they are a very good service.
- Driver slower, be more courteous, maybe smile once in a while.
- This is a much needed service and I would like to see it continue.
- It's a great service. I wish it had expanded hours to cover the need or one or two more vans in service at a time.
- Unreliable--based on our customers who use the service.
- Too limited access and qualifying. Good otherwise.
- Never used it.
- Not used.
- Not flexible enough.
- Good service.
- They're all too busy.
- It's not available for emergencies and it is difficult to know ahead one day in such cases.
- Haven't made use of the Care-A-Van.
- Would try it but can't schedule 24-hours in advance.
- Good.
- Wonderful for those who need it.
- Best service provided for seniors. Good service and polite and care about your welfare.
- Good service.
- It is great.
- I don't have problem with Care-A-Van. They always provide rides when needed.
- Very dependable.
- It helpful too when use it.
- Wonderful service.
- Wonderful service.
- Wonderful for seniors. Necessary and on time. Dependable and polite. Helpful drivers and office personnel.
- Great service from my door to the van.
- They do a good job as much as they can.
- Don't use it much but it is very good, especially in winter. Good drivers!
- They are very good and handy when needed.
- I don't use the Care-A-Van but I think it is a great service. As I grow older I know this will be a service I will use.
- It seems this service would be used more if scheduling were easier. Possibility of more vans? (speaking for friends)
- Good service.
- Don't use it.
- Haven't used. Sometimes they drive too fast.
- Good service.
- A wonderful community service.
- Good for seniors who use it.

- I know nothing about it.
- I got to use CAV about 10 years ago when I could not drive for three months. My neighbor at that time went to bridge and I was allowed to go on his schedule. A blessing. Present drivers take good care of my friends who use their service.
- Need more Care-A-Vans.
- Great service.
- In the future--to extend past Auke Bay.
- As I age and can no longer drive, I hope they are still around and able to do things like take me berry picking.
- Wonderful service!
- Not very timely. Usually have to wait on returns or plan too far ahead--it doesn't work out too well.
- They provide invaluable services; I fear it will not be available should I need a few years from now.
- I think it is a very useful service.
- Excellent.
- My son used services prior to death.
- I think it is an excellent and necessary service. I am fortunate to not need it yet.
- Wonderful service, would like to see expanded.
- Parent I care for uses periodically.
- A good idea!
- Great service; need to run on holidays.
- Very necessary to our community.
- Absolutely needed!
- No experience but I wish their drivers would move out of the left lane on Egan.
- No experience yet.
- One woman driver has a bad mouth.
- It helps elderly and disabled members of our community.
- Never used.
- Great service, have used it for years.
- Only on their schedule, not mine.
- Wait forever for getting picked up to go home. Not having opportunity to get out too many people to pick up, can't get to store, declined rides always on Saturday--even needing things desperately to get at store.
- Have not used--others I know have--had to wait to be picked up.
- I know several seniors who are grateful for the service.
- Very reliable and easy to use.
- Very good service.
- Haven't used it; glad it's there for those who need it.
- Wonderful service--it needs additional funding for more vans and drivers.
- I have never needed to use it to date. I work with people who do and I hear reports of rudeness and people are very uncomfortable when that happens. I know we can have off days, but people using them are vulnerable adults.
- Great service--need to expand.
- Don't let *(Name Deleted)* drive it!
- They are wonderful; helped immensely when my son was no longer able to self-ambulate.
- Have them observe and obey posted speed limits at all times!
- Wonderful service; good services; *(Name Deleted)* is the best.
- Great program.
- I haven't had to use it but have heard favorable comments from those who do so.

- Used in past. Good service. Dependable and good price. Good drivers.
- Don't use.
- Other than I think there are too many, I see them everywhere.
- Care-A-Van is the most wonderful service we have! Couldn't do without them.
- Would like to see service expanded to include area north of Auke Bay.
- Do not use.
- Good service but advance requisite difficult.
- The Care-A-Van is a must. So many seniors rely on a secure and safe transportation system.
- Reserve buses for able-bodied persons. Provide portal-to-portal service for handicapped people.
- Very good.
- Don't use them.
- Yes/good service.
- Wonderful service.
- Hours and days expanded.
- Excellent service, but more drivers and vans are needed; a round trip to Wal-Mart can take three hours.
- A friend said she used it once, gave them \$5 at the time, then received a bill for \$10 more and they said "this is not a taxi service."
- Very good.
- Not used.
- It's too hard to take City bus.
- Have not used this service but I think it's a wonderful service and needs to be continued forever for those in need!
- Wonderful service! But not available to folks beyond Auke Bay.
- Folks who are trying to establish eligibility sometimes have a problem since they need the service in order to get documentation that they need the service.
- Expand service on Sat. and Sun.
- A wonderful service.
- Nice service.
- Do not use them.
- When I used Care-A-Van (CAV) after an operation, it was highly inefficient. Frequently I was the only rider and I notice most of the vans are mostly empty. If riders were consolidated, perhaps more people could be serviced more often instead of being told the vans were unavailable.
- Valuable service for seniors.
- Excellent service. Get more of them.
- I think the seniors have to wait too long to be picked up after being dropped off. Two to three hours is too long to wait.
- I used it three years ago after foot surgery and it was wonderful. It needs to go to Auke Nu Condos just past ferry terminal. There is a man in wheelchair there.
- Don't use it.
- Very good service.
- No, never used.
- Love the guys.
- Thank God that we have that.
- Love it.
- Great service!
- Great service! My parents used it in the past.
- Keep it up.

- Have never used it but what an incredible service for our seniors and disabled. Kudos!
 - Great.
 - Not familiar with it.
 - Not available to “out the road” folks; other family members have available when needed.
- Wonderful service to community.
- Seems like a great service!
 - They are wonderful. My mom used them.
 - They are okay.
 - Never use.
 - We used this for my mother-in-law for years. Fabulous service.
 - It runs!
 - It's a great service to have available for those who need it.
 - Okay (sometimes).
 - Hope it is still there if I need it.
 - We had family members who used Care-A-Van. It is a wonderful, wonderful service.
 - A great service--used it in the past for my elderly mother.
 - They do a great job that is needed in this community.
 - Don't use it.
 - Very useful service.
 - Wonderful, needed service.
 - N/A at this time.
 - So helpful and caring drivers. I have gone along with a friend to her appointments. She uses it often.
 - Driver is very nice.
 - Too expensive.
 - Need more vans on weekends and more dispatcher lines.
 - Have not used.
 - Don't know much about. It seems like an excellent service.
 - It's very excellent. They have respect for elders and they are friendly and sociable.
 - Why can't Care-A-Van volunteer to help us seniors every Thursday to tend to our needs for shuttle about three hours?
 - Haven't used.
 - Book up too often.
 - The service provides a need service for people who don't have transportation to keep appointments and shopping. The drivers provide good on-time response and are very courteous.
 - Excellent, friendly service--great drivers (well-trained and very helpful).
 - Very good.
 - Very nice and I've only used it a few times when and where the bus doesn't go.
 - My 88 senior friend prefers to ride city bus or with family/friend--she says “Care-A-Van” is for “old people.”
 - So far haven't used it.
 - Very helpful and much appreciated.
 - High class services.
 - Care-A-Van drivers are so kind and good to be [ends there].
 - Good.
 - Have never used it.
 - They try!
 - No experience.
 - It's a wonderful service; I plan to make use of it when I no longer drive.

- Need more--service is unreliable.
- Good service to have for those that need it.
- No knowledge.
- Have never used it.
- Do not use but appears to provide good service.
- Yes! I think more of the disabled should use it because at around 6:00 or 7:00 p.m. and 4:00 p.m. it is packed with workers heading home.
- Good.
- Never used.
- Very helpful.
- Great program.
- Excellent.
- Care-A-Van is a big help for me to get to appointments, as it is difficult for me to get to the bus and stand and wait.
- It is a valuable service as long as it is not an abused privilege.
- Wonderful daily service; kind, pleasant drivers and dispatchers. A big thank you to all of them.
- Have not yet needed but will when can no longer drive.
- It's very good at picking up to get me someplace, the return trip is less secure.
- Good service.
- Good service.
- Excellent service.
- Very good.
- Good service.
- They are fine.
- Service is excellent.

Question 30 - *If “no,” why not?*

(Refers to question 29 – *“If ‘yes,’ do you attend meetings or services?”* – organizations, clubs, or a church)

- Can't afford transportation. Can't use the bus - it's usually too full anyway. Need help getting around.
- Attend church locally, not a member.
- Seldom because I am too deaf to participate.
- Too difficult.
- Have plenty of friends that stop.
- Don't have my church here--I get tapes, DVD, magazines.
- I have been very ill since last Sept./Oct. I was in the hospital for 9 days.
- Because our church sends tapes, CDs & magazines.
- No longer interested.
- Not a believer. Don't like crowds.
- No transportation.
- Busy.
- They are too late at night (7:30).
- No time!
- Attend church on holidays.
- Belong to Pavitt's health club and enjoy the company of children and relatives.
- Don't want to - bus too far from church.
- Handicapped.
- Not interested.
- None of your business.
- I am bedridden and going out is very hard for me.
- Inability to hear.
- Seldom go now - deaf.
- Too costly and hard to travel.
- No need.
- The cost.
- Moose and eagles.
- I'm usually not involved.
- Church is far out the road.
- Haven't found the right group. My friends are enough for me for now.
- Don't know anyone.
- Busy working or too tired.
- Not in town.
- No time.
- Can't.
- Generally too busy with work and other responsibilities.
- Not interested--too busy.
- I would love to see a yoga at the Valley Senior Center. I would go if it had those classes. Town is too far from Auke Cove.
- I just don't.
- I've paid my dues when I was younger.
- I am involved in music, co-founded fold music club. Also frequently meet with musicians.
- Too busy and I travel.

- No need.
- Just don't.
- Like to stay at home.
- I do not enjoy the activities. I do not drive at night so some meetings are impossible.
- Don't want to.
- Agnostic.
- Not interested.
- Lack of transportation, assistance and do not know others in the area.
- Transportation issues.
- Haven't tried it yet, just stopped driving.
- Happy with community events.
- Hard to sit-stand.
- Been there - done that.
- Too old.
- Just not the type who joins groups. I visit family and friends occasionally. Otherwise, I'm a home body. Summer I sometimes go outdoors and camp.
- Not interested.
- I have just moved back to Juneau after living in Washington for 3 1/2 years.
- Because no longer have a car.
- Cannot walk; I live in the Pioneer Home.
- Work shift precludes attending.
- Too busy living life: hiking, skiing, dog walking, gardening, friends, and working.
- Not interested.
- I don't walk well.
- When convenient.
- Not enough time-yet.
- Don't care to.
- Isn't an organization that has requirement meets.
- At this point I am not the joiner type and do not believe in the commercial religions.
- Some luncheons are becoming too expensive--\$20 on up.
- Fractured sacrum (past 3-4 mos) plus spinal degenerative problems that are permanent.
- Relatives unavailable for respite care.
- Not interested.
- Not interested. Prefer to be on my own.
- Hard to get around.
- Got too easy not to go to church. Went faithfully for years!
- Hard to have enough energy or days I feel good enough to want to. My partner has RA, but still works and takes care of me. It takes time for him to recuperate Sat./Sun.
- Just don't.
- No need.
- Personal.
- Not interested.
- I work full time. Not really a "joiner" type. Maybe when I retire--three years from now.
- No rides to get there for wheelchair.
- Can't drive in the dark.
- I have a full life as it is.
- Very limited due to lack of [unreadable] availability, i.e., leave for church 9 a.m., church begins 11 a.m.--over at 12:30 --not home until 1:45 - 2:00 p.m.--exhausting.
- Usually every week [this was to a yes answer].
- They don't suit me.

- Don't want to use my free time attending meetings or services.
- Not Christian.
- Working.
- Work/commute full time--solitary activities--musician/writer--visit with friends--potlucks--travel, etc.
- Don't want to.
- Don't have the time.
- Not in good shape health wise at the moment.
- Not interested or my personal belief or business.
- Lately it has been sporadic because my husband just died suddenly and I am dealing with those issues. I am going through all the extra stuff left from him and finishing some house construction.
- Don't have time.
- Many people do not appreciate the value of volunteer labor.
- My life is too busy and I'm not partial to belonging to groups except for short term w/specific goals.
- They want donation and I don't have it.
- Work, friends.
- Been too busy lately but may join again sometime in near future.
- No in the last three months, bad back pain--waiting surgery latter part of August, 2010.
- Most of these groups are Christian one way or another. I'm not.
- Alaska Club--tennis once a week.
- Do not like to go out at night.
- I fall asleep in church and my family decided it was better to leave me at home.
- Health.
- Other interests.
- Don't want to.
- They don't meet regularly.
- At 92, do not have energy or health problems.
- Anti-social.
- Travel too much.
- Hard to get out of the house in the evening, especially in the winter when it is so dark. We need the highway lighted from Brotherhood Bridge to the UAS campus.
- Too busy at home.
- No visitors due to renal valve, prone to infection.
- Have not been involved much since retirement.
- No ride.
- Church is not my social system. Why this question?
- Don't go out at night.
- Health.
- Interrupts with my fishing.
- Not interested.
- No interest.
- Don't want to!
- I can't hear.
- Health.
- Not interested.
- Been unable to find a group that I am interested in.
- None of interest.
- Don't want to drive at night out past Auke Bay to my house.

- No time.
- Not sure.
- Not interested.
- I have to try to keep up on a clean house and maintenance.
- Personal choice--took my turn!
- Don't want to.
- Not interested in going to meetings--had plenty of that while working.
- Just joined Moose.
- I do not make time.
- Does golf club count?
- Organized religion is the bane of mankind.
- Memorial services.
- Church people are hipercricke [?] family they don't care about no one.
- No comment.
- Difficult to get out.
- It's complicated; church either bothers me or it's okay; I'm fickle that way.
- Informal gatherings without schedule.
- Can't get around well. Care-A-Van does not provide service well to go anywhere or get home within decent time. All day waiting to get ride home. I need a riser toilet or can't go long from [home?].
- Have family and friends.
- I attend many cultural events and I get together with former colleagues who are retirees.
- Visit others' homes; don't like to pay membership.
- Haven't found any that interest me.
- Do not care to.
- I work hard!
- Conflicting activity.
- Don't want to.
- Not social.
- I'm uncomfortable.
- Not enough energy to work full-time and also have a social life.
- Not interested enough to attend meetings but I go to the Moose Lodge frequently.
- All they want to do is get drunk.
- Transportation for wheelchairs is limited.
- Too busy working and caring for our home/garden.
- Just tired when I get home from work and don't want to go out again.
- I go when able to go.
- No parking at the Catholic church.
- Time.
- More involved with statewide organizations (small book group in Juneau).
- Lack of interest.
- Personal choice.
- Too busy being caregiver.
- Busy with personal and business activities.
- Why?
- I don't know where to go.
- Too late.
- Don't have the energy.
- It is usually too boring but I wish it was more stimulating.
- Not interested.

- Too busy.
- I'm not very social--have a very small circle of friends.
- I hang out downtown.
- Art related--attend related concerts, openings, etc.
- Too busy; interference considering my daughter's addiction.
- Not in this area.
- I tried it. I'm not a joiner.
- I have friends through work, plus many I've met in my 30 years in Juneau.
- Sick of meetings; used to work for Legislature.
- I don't want to. I am not comfortable in group settings. Would rather be alone!
- Need more time; working 5 - 6 days a week.
- We attend church once in a while.
- Not a joiner.
- Don't always feel social.
- No meetings at exercise club.
- Work.
- Busy.
- Been there, done with meetings. Attend some services occasionally.
- Not much of a social person.
- Limited by transportation.
- I'm a loner.
- Have too much pain.
- Working full-time.
- I'm happy the way things are.
- Forget to go.
- Work takes my time.
- Not interested.
- I am not a joiner.
- Have no need.
- Transportation.
- No transportation or someone to accompany me.
- Don't want to leave the spouse.
- No Sunday Care-A-Van available. Limited vans on Sunday means long hours for the riders on board or having to leave very early.
- I am plenty busy.
- Back problems and walking (balancing).
- Need escort, too difficult to prepare, health problems.
- Work.
- Not able to attend due to health condition.
- I have so much to do--take care of myself, my home, maintenance.
- Too busy trying to keep up with house.

Question 32 - If “yes,” where do you volunteer?

(Refers to question 31 – “Do you do volunteer work?”)

- Church, Salvation Army, P.E.O., Pioneer’s Home.
- Resurrection Lutheran Church.
- Church, Friends of the Library.
- On my own.
- Episcopal Church - Valley.
- 1) JCVB volunteer; 2) Parent Navigator for Fetal Alcohol Spectrum Diagnostic Clinic; 3) Surrogate Parent for J.S.D.
- JCVB.
- Cruise ship terminal; Centennial Hall; Love, Inc.; Lutheran Resurrection Church.
- Meals on wheels in the Valley, Auke Bay.
- Meals on wheels; Boys & Girls Club when it was in operation.
- BRH - Hospital Guild; Transportation for others.
- Music events.
- Not out in public.
- NARFE, AARP, church, Masonic.
- Not well enough--it’s all I can do to take care of my husband and house.
- BBBS--mentoring program in school.
- Pick up garbage.
- Juneau Citizen Patrol, assisting JPD.
- 1) Meals on Wheels; 2) Church of the Holy Trinity; 3) Gold Street Quilters; 4) Program to deliver food boxes to families with young children.
- Church when asked.
- Public service groups.
- Ravenstail Weaver’s Guild; help a friend with macular degeneration who lives at Mile 25.
- Caregiver for friend I live with.
- SAIL, Inc.; Zach Gordon; other boards/foundations.
- Juneau Community Foundation; KTOO Legacy Foundation; other boards.
- Glory Hole.
- Turning the Tides.
- RPEA, church.
- Church, Meals on Wheels, Love, Inc.
- Glory Hole.
- JCVB, Camp Damp.
- City Museum, Visitors Association.
- Gastineau School.
- Zach Gordon Teen Club, Southeast Alaska Land Trust.
- Church, Glory Hole.
- Church.
- Church.
- Church, musical performances, elections, BBBS formerly.
- My own business (counseling services - pro bono).
- Territorial Sportsmen.
- For various social organizations: Senior Center, Visitor Center, Telephone service.
- Church, Glory Hole.
- Recycle.

- Juneau Pioneers' Home, St. Paul's Catholic Church, Gastineau Humane Society.
- KTOO, Planetarium, JACC
- Marie Drake Planetarium, KTOO
- JCVB, Gastineau School, taxing (?) friends/neighbors.
- KTOO FM, Perseverance Theater.
- Lodge.
- Church.
- Friends of the Library; Cancer Society Daffodil Delivery; Auke Bay School (Mrs. Jones' class).
- JCVB; Friends of the Library bookstore.
- Church.
- St. Vincent de Paul.
- Friends of the Library bookstore.
- Symphony, Jazz Classics, Perseverance.
- Ward Air; help friends in need.
- Helping friends and neighbors.
- Church, Gold Rush, neighbors.
- Friends of the library bookstore; Headstart Families; Glory Hole cooking; occasional school programs, i.e. Sea Week and State museum programs for children.
- City Museum--On Board Greeter.
- Church musician; widowed persons facilitator; NARFE; RPEA; Glory Hole; Rainbow Girls; Hospice.
- When someone asks me for help.
- On my own.
- CBJ City museum.
- Various activities around town.
- Pioneers Home; St. Vincent thrift store; lead some hikes for Parks & Rec's weekly hikes.
- City Museum.
- Mining museum; Juneau city museum.
- Set Nordic track winter at Mendenhall Campground.
- St. Vincent's.
- City Museum.
- Tutoring in students' homes--word of mouth referrals; recently volunteered for literacy program.
- Chamber of Commerce.
- Glory Hole.
- Moose, Eagles.
- Territorial Sportsmen; Juneau Yacht Club; CBJ board.
- Boards.
- Sew quilts for AWARE and foster care children. Master gardening advice and labor as I see a need or am asked.
- Senior Center.
- At my home--folding brochures for Alaska Right to Life. Various church activities.
- Moose Lodge.
- Free volunteer, home health care.
- Elections, marching band, etc.
- Rotary Club.
- Cancer Society.
- Pick up roadsides.
- Drive for several seniors.
- Juneau Golf Club.

- Hospital, Salvation Army, etc.
- Hospice and home care, CASA.
- League of Women Voters, Glory Hole, schools, Master Gardeners.
- Church, employee organization [unreadable].
- Glory Hole, (past) city museum, apartment building, state museum.
- Church.
- Senior Center.
- Church.
- Meals on Wheels, various activities, and groups at church.
- AWARE, JCVB, church, political (sometimes).
- Red Cross, Juneau Ski Patrol, State museum in the past.
- Amazing Bookstore.
- Alaska Folk Festival, JCVB.
- Friends of the Library.
- Airport, JCVB - Visitor Center, AOPA/Alaska Airmen's Assoc.
- Lions Club, Territorial Sportsmen, Ducks Unlimited, Juneau Shooting Sports Foundation, Friends of the NRA.
- I would if there was transportation bus or something from Tee Harbor.
- Church, League of Women Voters.
- Daffodils for Cancer, TSI/AOC fundraiser.
- Diocese of Juneau.
- Food bank, Visitor Bureau, church, school.
- Mt. View apartments.
- Church.
- Health committee.
- Juneau Senior Center.
- Church.
- Glory Hole, church.
- Goldbelt, UAS, Douglas Island, Indian Assoc.
- At church.
- Salvation Army. Plan to do more when I am settled--moved back 7-1-10--so it takes time to move and settle in.
- Trail Mix, Southeast Roadrunners.
- Pioneers Home, bridge, Glory Hole.
- Visitor [unreadable] summer only.
- In a variety of ways as "experiential expert" on brain disorders (esp. FASD); caregiver of disabled adult child and two grandchildren in own home!
- Alaska State Museum, ANS Camp 70.
- St. Vincent De Paul.
- Taking a break from it.
- Church, cancer functions.
- Church and special functions.
- Church.
- Church.
- Juneau Church of the Nazarene.
- Museum and ship greeter.
- At Bartlett Regional Hospital, Juneau Visitors.
- Friends of the Library.
- State library, Fishermen's Memorial Board, church.
- NAMI Juneau Board, Planning Commission CBJ, Alaska State Museum, Eagle Wings Church.

- Amazing Bookstore, Resurrection Lutheran Church.
- Hospice, Helping Hands.
- Salvation Army, prison.
- Senior Center, community clean up days, etc.
- UAS, Juneau School District.
- Counseling center, church.
- Bartlett Hospital.
- Grandchildren care.
- Civic boards.
- Visitors Bureau.
- I take some of my older friends shopping, banking, and to coffee almost every day.
- Quilting.
- Visitor Bureau (JCVB - kiosk), City museum, Chapel by the Lake, Capital City Quilters.
- Friends of the Flags.
- RPEA, Fil-Am.
- Hospital gift shop.
- Independent projects, e.g., litter pick up, Beaver Patrol in Mendenhall Rec. Area, contributed Empire column.
- I did earlier until husband got worse plus my own disabilities--National Senior Service Corp.
- Storytelling with grandchildren or school.
- Church.
- Church and various organizations.
- CBJ.
- Juneau People for Peace and Justice, Hospice, KTOO.
- Juneau Visitors Bureau, church.
- Boy Scouts, Amateur Radio Club, NCADD, other from time to time.
- Perseverance Theater, regional church organization.
- Gastineau School.
- Church, Boy Scouts, school, etc.
- Highway cleanup.
- City museum, Kiosk, church.
- Red Cross, ski patrol, Boy Scouts, help neighbors.
- I am a Pioneer--call on people's homes to do Bible Education.
- Rotary, CBJ Affordable Housing Commission, Alaska Committee.
- Hospice, AWARE, PFLAG.
- USCG Auxiliary, Civil Air Patrol.
- Church.
- AAS Council, various community events.
- Mt. View - IT tech.
- Pioneer Home.
- USCG Auxiliary, Civil Air Patrol.
- Juneau Peoples Power Project.
- Juneau Symphony.
- Downtown.
- Seadogs, JYFL, Helping Hands.
- Fire/EMS.
- Pioneer Home.
- Capital Kennel Club, Capital City Soccer League, Wildflower Court (through UAA).
- St. Vincent DePaul, Adopt-a-Highway.
- Juneau Convention Visitors Bureau, JD City Museum, Juneau Urban Forestry Partnership.

- School nursing.
- Alaska State museum, Lutheran church.
- Just retired after [? unreadable] years at Douglas Senior Center and now volunteer at Centennial Hall for the summer.
- Church, Glory Hole, elections (until this year--"retired"), NARFE Projects.
- Amazing Bookstore.
- AARP, DSP, church.
- Church, plan to help on FASD programs, Methodist camp.
- Methodist camp, Northern Lights United Church, Glory Hole.
- Community board, child's school.
- Senior companions, Wildflower, church, Mt. View.
- St. Brendan's.
- Camp 2 ANB, T&H Elders program, St. Nicholas Russian Orthodox Church.
- Airport, cruise ships, talk to people.
- Recycle for other people.
- JCVB.
- Pioneer Home, Wildflower Court, see other people.
- Amazing Bookstore.
- At my church and with Eagle River United Methodist Church.
- Marching band.
- With a friend for Goldbelt proxies.
- Juneau Rotary Club, Salvation Army, Glory Hole.
- Friends of the Library bookstore, Housing 1st Board.
- Make a lot of things for AWARE shelter and community, make quilts for them and pillow cases.
- Church, union.
- United Way, church, Rotary.
- St. Vincent De Paul, women's basketball, Rotary, church.
- Church, lots of daycare play group, gardening assistance.
- For friends and causes I believe in and occasionally pick up litter where I walk my dog.
- Giving people rides who don't drive.
- Church.
- I was volunteer to Douglas Indian Assoc. Board and SEARHC Board of Directors and a T&H delegate.
- Hospice.
- Juneau Alliance for Mental Health, Inc.
- In past: Habitat for Humanity; SEAK-Ed Center; women's health forum.
- Symphony.
- Juneau Senior Center.
- Food bank, pick up litter, host visitors from out of town, elementary school volunteer.
- Church.
- KRNN radio.
- Chapel by the Lake.
- Juneau Raptor Center, Rotary, Gardening.
- Special Olympics Juneau.
- Discovery SE, Convention/Visitors Bureau, various others.
- Civic, Chamber.
- Help cook or whatever at services or wherever needed.
- Genealogy center.
- 4-H.
- Church-sponsored activities, CBJ Board.

- PEO, exercise classes.
- Perseverance Theater.
- JAMHI Board of Directors, Advocate for people with FASD, mental illness, etc.
- Discovery SE, Big Brothers.
- Douglas Island Bible Church.
- Me - prisons and probation offices; Wife - public library.
- Friends of the Library.
- Pioneer Home, church, ESA.
- St. Paul's.
- Work with elders, Hospice volunteer.
- Recently I was secretary of Master Gardeners. I did some equestrian 4-H but stopped: circumstances. I may get back on my feet soon.
- JCVB.
- USCG, CPOA, USCG Women's Assoc.
- Church.
- Friends of the Library Bookstore.
- Cancer Society, Salmon Derby, TSI and others.
- Friends of the Library Bookstore.
- Meals on Wheels, Hospice.
- ANB, SEARHC.
- JCBJ.
- Genealogy Library "on-line", Alaska Genealogy reference, Friends of the Library; JYS (gardening assistance).
- Moose Club 700, Employer support of the National Guard & Reserve.
- JCVB, church.
- Rotary Club projects.
- Wildflower Court.
- Drive spouse to volunteer work.
- Friends of Admiralty Island, JAMHI.
- Service Club.
- Salvation Army.
- AARP, church, transporting neighbors to church occasionally.
- Church, shop for a 95-year old lady.
- Jazz & Classics, [unreadable] pre school, grade school.
- Had to give up Glory Hole due to spine problem.
- Friends of the Library.
- Gastineau Channel Historical Society, Salvation Army, ADF&G Hunter Education, Territorial Sportsmen Scholarship Fund, DIPAC.
- Not physically but financially--all of family.
- Hospital guild, church.
- Help with Hospice tea.
- Dredge Lakes beaver patrol twice a week, Alaska Wildlife Alliance.
- Community music activities.
- Amazing Bookstore, church--quilting for Lutheran World Relief, Methodist Campground.
- I sew costumes for local groups--chorus, dancing, schools.
- Glory Hole once per month.
- Glory Hole.
- Civil Air Patrol.
- Gardens.
- Methodist Camp; for 3-4 years visitors bureau; neighbors.

- CCS special events.
- Church and family.
- Friends of the Library.
- Glory Hole, Garden Club.
- Visitor Center - summer months.
- State museum; Foundation for End-of-Life Care.
- KTOO (KRNN).
- JCVB, City museum, others!
- Friends of the Library once a week.
- Salvation Army, Mustard Seed thrift sales, Juneau Douglas Little Theater, Juneau Senior Center, sometimes at Lemon Creek MH Sec. Prison.
- UAS--PITAAS--local schools (elementary & middle).
- NAMI, Pioneer Home.
- Church, hike leader.
- Friends of the Flags; JREA.
- SAIL, Buddhist Peace Fellowship.
- Diocese of Juneau, church office-2 hrs/wkly.
- Wetlands Review Board.
- JAHG; Jazz and Classics.
- JCVB; JAHG; Jazz and Classics.
- Harborview School.
- Bartlett Bazaar gift shop (winter); Jensen-Olson Arboretum Board; CBJ Senior Center Advisory Board.
- Meals on wheels.
- JVCB.
- No time.
- CCFR, firefighter.
- Alaska State Museum.
- CBJ committee, Thane Neighborhood Assoc.
- Thane neighborhood Assoc.; Theater in the Rough, JDHS.
- Currently too busy but I like the idea, at some point.
- Wildlife protection group.
- DV Against Native Women Program; ICWA hearing Committee.
- Gastineau humane Society.
- Help with boats or cars whenever anyone needs help.
- Will soon volunteer at hospital.
- When someone needs me.
- City Museum, Visitor Bureau, State museum, AARP, etc., etc.
- Senior centers in Juneau, church.
- Salvation Army, Visitors Center, Hospital Guild, City Museum.
- Cathedral of the Nativity.
- Church.
- Monthly service - Pioneer Home; church.
- Friends of the Library, church, Love, Inc.
- Cruise ship terminal during tourist season; help with senior paper mailing; help with Inside Passage paper at Catholic church mailing.
- Friends of the Library bookstore.
- State Museum, Cathedral of the Nativity, Harbor View School.
- St. Vincent, JVA.
- JYFL, Glory Hole, Cathedral.

- Occasionally I am asked to edit writing projects and I do so as a volunteer.
- To recycle and wherever I can to help other people.
- Church, COOP church council, Territorial Sportsmen Scholarship Fund/Derby.
- Friends.
- Grateful Dogs of Juneau.
- CBJ Assembly.
- Church activities, work-related activities.
- Rotary Club projects.
- Eaglecrest.
- CCFR Hazmat team.
- JCVB.
- Juneau-Gastineau Rotary Club; JDHS Internet Club, Faculty advisor.
- Church, Pioneers Home.
- WFC, Pioneers of Alaska, miscellaneous.
- Chapel by the Lake.
- SE Senior Services; JEDC; Catholic Community Services; Rotary; United Way.
- Glory Hole.
- Do my own volunteering once to twice a week.
- Rotary Club, church.
- Visitor center; aboard ship; City museum; Meals on Wheels.
- State museum, Salvation Army.
- Girl Scouts, church.
- Northern Lights Church; Juneau Economic Development Council; Northwest Commission on Colleges and Universities.
- Church.
- Church, Meals on Wheels.
- Condo association; church newspaper; Pioneers of Alaska.
- At my church, telephone answering, road clean-up.
- Church, radio station.
- D.A.V.
- At my condo complex--maintenance, board president, help neighbors.
- Big Brothers/Big Sisters.
- Friends of Recycling and other environmental causes.
- Big Brothers, Rotary functions, church.
- Gardens/grandparents, nieces, children.
- Church, Juneau State Parks Advisory Board, Retired Public Employees of Alaska.
- Church.
- Gastineau Humane Society; Grateful Dogs of Juneau.
- At church.
- Manicures for a couple of friends; one at Wildflower Court, the other in her home. Not an "official" volunteer.
- Moose Lodge.
- Church and Glory Hole; Trail Mix occasionally.
- Juneau Mining Museum; Visitors kiosk by library.
- Northern Lights United Church; Trail Mix; Glory Hole.
- Trail Mix.
- JCVB; Auke Bay School; Bartlett Reg. Hosp.; babysit grandchildren.
- Wherever.
- Bartlett Reg. Hosp.
- Meals on Wheels; City museum.

- BB/BS; CBJ Parks & Rec.; JSD.
- Plan to in schools.
- I sub in the Juneau School District. Although I am a certificated and “retired” (from full-time) teacher I get a small/modest per diem rate.
- Treadwell Historic Society; Citizens Pro Road; various service organizations.
- Science Fair mentor and judge; high school and university.
- JCVB.
- ESA functions; Pioneer Home.
- Cub Scout program; Juneau community garden; Territorial Sportsmen.
- Rotary.
- Political functions.
- Church and school.
- Juneau Visitors Bureau; Juneau Symphony; Arts & Humanities Council; Juneau Jazz & Classics.
- Elections; litter free.
- DAV--outreach; litter free Juneau; Golden North Salmon Derby.
- W/spiritual education for children, 1x week; 1x week w/scripture study with two senior citizens.
- Rotary volunteer activities.
- Friends of Recycling.
- JCVB/kiosk; State museum gift shop.
- Boy Scouts; Master Gardeners.
- Sealaska Celebration; church.
- HBV School.
- I help a lot with my daughter who has a mental health disorder and with her 4-5 children (one goes to OR most of year).
- Knights of Columbus; Glory Hole.
- Church.
- I'd like to see when I get back to Juneau if Vance Sanders can use me. I have multiple myeloma diagnosis and currently in Anchorage to end of July at Hickel House by Providence Cancer Center Treatment.
- Church.
- Pioneer Home.
- Schools, Glory Hole.
- Church litter clean up.
- Douglas Senior Center.
- Church, community.
- Red Cross; Storis Museum; Knights of Columbus.
- JCVB.
- Church, HNCJ.
- Senior Center in the Valley.
- Visitors Center.
- Airport--JCVB.
- Food bank.
- Alaska State Museum; City Parks & Rec.
- Juneau Urban Forestry Partnership; Boy Scouts; Juneau Clean Air Coalition.
- CBL; LOVE, Inc.
- Holy Trinity food delivery; Glory Hole; Alaska Folk Festival; perform in benefit concerts, help organize concerts, teach music.
- Unless picking up trash on North Douglas, singing at Wildflower Court on a relatively regular basis for the residents is considered volunteer work.

- I belong to ESA-OES and Moose, and volunteer at their functions.
- Civil.
- Capital City Fire/Rescue, officer; Healing Hand Foundation Board; Boy Scouts of America Board; SE Avalanche Center Board.
- Mendenhall Flying Lions.
- Voting registration; president of two organizations; member of several.
- Civic groups.
- Chapel by the Lake.
- Love, Inc.; Low Vision; Chapel by the Lake.
- AEYC; Polaris House; STAR; Reach; Church of Jesus Christ of Latter Day Saints.
- Through church.
- JACC, symphony.
- Litter free, church.
- Civil Air Patrol.
- AARP Community Council; ACS [unreadable] for Life; ESA/AT Chapter; AARP Tax-[unreadable] Program; church.
- GHC.
- Helping Hands.
- Salvation Army; Glory Hole.
- Juneau Golf Club; Salvation Army; PEO.
- Juneau Raptor Center; Yagoos, High School.
- Local nonprofits x3.
- Wherever I can when I can.
- City Museum; schools; kiosk.
- Johnson Youth Center.
- Glory Hole; Juneau Youth Sailing.
- Schools; senior center; DIPAC.
- Help a senior friend couple times a week; no official volunteering.
- Church, KTOO, Juneau Jazz & Classics.
- APOC.
- Coordinator for Widowed Persons Program; Retired Public Employees Assoc.; RPEA Community Council; Community Resource Network; Master Gardeners; Juneau Garden Club.
- ANB Camp 2; Douglas Ind. Assoc.; Native organizations; Comm. Council; Tlingit & Haida.
- Church and Salvation Army.
- Helping Hands.
- At ferry terminal.
- Contra dances; cook at Glory Hole; community garden.
- Through the church; I work with high school youth board; Glory Hole; give someone a ride to church.
- Fourth of July float; cancer; Auke Bay School.
- Veterans of Foreign Wars; American Legion.
- Glory Hole; music organizations.
- Juneau Yacht Club; Chapel by the Lake.
- City museum.
- AWARE.
- Love, Inc.
- Gastineau Rotary; Holy Trinity Church; Juneau Symphony.
- Bartlett Board; CCS board; JWAC board.
- Litter free; Daughters of the New Moon various performances; Pioneers Home; Wildflower Court; Friday in the Park.

- Alaska Health Fair.
- Church.
- Union.
- ASM, UAS.
- Last Chance Mining Museum.
- St. Paul's, various schools.
- Rotary, church, community.
- Church.
- Juneau Symphony Board.
- JCVC; Juneau Symphony; Master Gardener.
- Would like to but only in the community I live in.
- Glory Hole; Litter Free; church.
- Hospice/Home Care of Juneau; Juneau Pioneer Home; Shambhala Center.
- Church.
- Friends of the Library Amazing Bookstore--20 hours per week.
- Serve on board of many local and State non-profit organizations.
- Chairperson for Daffodils for Cancer Society: Dec - April.
- ANB, Filipino, Sealaska, T&H.
- JSO related, church.
- Schools, condo assoc.
- Cancer Connection.
- JPD, CCFR, ASDF.
- Recycling, Litter Free.
- Non-profit board.
- Symphony, Arts Council.
- Two non-profit organizations where I am on the Board of Directors.
- CBJ committee.
- JCVB.
- Congregation Sukkat Shabm; various arts organizations; Vensen-Olson arboretum board.
- One day a week for a friend (85) who needs to get things done. Daily when I see someone who needs assistance.
- Church.
- Amazing Bookstore; Hospice.
- City museum.
- Church, JCVB - airport, Amazing Bookstore.
- Mt. Roberts Tram, theater host.
- Family childcare; meditation counseling.
- Friends of the Library bookstore.
- Not at present--finishing up court cases as Guardian Ad Litem--soon available as a volunteer.
- Love, Inc.; church; Hospice occasionally.
- Alaska State Museum.
- ESL tutor--SE Alaska Regional Resource Center.
- Church; JCVB - airport.
- Pioneer Home; Garden Club occasionally.
- Juneau Senior Center.
- Juneau Convention Bureau; Juneau Senior Center.
- Senior Center; Catholic church downtown.
- Juneau Senior Center; ceramics, exercises.
- Juneau Pioneers Home to visit and feed my wife the evening meal daily.
- Douglas senior lunch.

- Douglas Senior Center.
- AK Com. Services.
- Meals on Wheels.
- Friends of the Library; Meals on Wheels.
- DIPAC; church; CBJ committees; industry groups.
- Church.
- Love, Inc.
- Juneau Senior Center; Mt. View.
- Friends of the Library; Big Brothers/Big Sisters; KTOO; Sons of Norway.
- Until recently Lemon Creek Correctional Center (Bible study).
- JCVB.
- Theater--arts; Glory Hole; Rotary projects.
- Juneau Urban Forestry Partnership; various clean-ups.
- Juneau International Folkdancers; teaching substitute.
- Master Gardener; Rotary.
- In service clubs; church; Lodge; Chamber; and other organizations.
- St. Brendan's Church; Pioneers Home.
- JCVB.
- Previously--JD Museum and JCVB for 15 years.
- Friends of the Library.
- Church.
- City clean-up and on frequent walks to the glacier, I carry a "litter bag."
- Various outdoor programs and 12-step recovery sponsorship.
- Gruening Park Community Garden; KTOO.
- We pick up litter along bike paths when we go for walks (frequently).
- Mendenhall Glacier; Montessori classrooms when school is in session.
- As one of Jehovah's Witnesses I volunteer my time to teach Bible principles to make lives better.
- Civil Air Patrol, church.
- Wildflower Court; Pioneer Home; Mt. View; telephone.
- Hospital Guild: make Christmas socks for December babies.
- Church, Methodist Camp at Eagle River, Glory Hole.
- Too old.
- Bridge.

Question 41 - If “no,” why not?

(Refers to question 40 – “Do you plan to stay in Juneau indefinitely?”)

- I would like to stay but it may get too expensive.
- Limited medical care.
- Family and home in CA.
- Weather.
- When I get older I have two sons I can go to.
- Health issues and no relatives near.
- Want to live closer to other relatives in WA.
- Affordable senior living eventually (lack of); expensive travel costs out of Alaska from Juneau.
- Limited medical facilities.
- When I can’t drive I’ll have to leave.
- Need road out of Juneau.
- Need a real golf course.
- I will not be able to pay property taxes, lights and oil on my home with the amount I will get with Social Security. I will not have enough to feed myself.
- It is too expensive to live here if I weren’t working.
- Costs.
- Cold makes my body hurt.
- Cost of living.
- Travel is too costly.
- Dark, wet, expensive, travel limitations.
- Eventually, health care will require a more [ends there]
- I think that when my husband or I need more specific medical attention we will move to Portland. We may move when we cannot live in our house any more.
- Family in Ketchikan.
- Juneau does not have affordable assisted living facilities.
- Too expensive; climate is terrible.
- Move elsewhere.
- I will move when my son moves.
- High cost of living.
- My husband does not want to stay here indefinitely.
- If I do not get subsidized housing I cannot remain in Juneau.
- Depends on community changes: services, transportation, health, family, etc.
- 1) It’s way too expensive to retire here; (2) poor medical services.
- Might eventually want to live near children. I like to leave in fall/winter.
- Moving to warmer climate.
- If not, because we could not afford it.
- I need medical care I can’t get in Juneau.
- Independent and assisted living homes.
- Not sure the winters and snow removal is too kind to these old bones. I may continue to stay in my Tenakee Springs cabin.
- Unknown.
- This was a “yes” but it always depends if I can afford to continue with Juneau costs.
- Lack of suitable housing for seniors--expense of existing facilities.
- Looking for independent housing for seniors.
- Part-time. Snowbird: south (Oct. - Dec., Feb. - Apr.)

- Family elsewhere.
- Probably health issues and medical care availability.
- Going to Sitka to the Pioneer Home in a couple of years.
- Winters are getting too hard and children live south.
- I'm not looking forward to more (big city ideas) two-hour parking on the street free. Services cost more because we are landlocked. Lack of reasonable electricity, trash, property tax.
- Too expensive health care.
- Weather, cost of living.
- Depends on rent of trailer.
- We did at one time, but my health is such that we may be forced to move south for accessibility to specialists and easier access to grandchildren and grown children.
- Too wet.
- Cost of living too high. Too difficult for a non-driver to get to UAS or other classes. Lack of winter maintenance of sidewalks, parking lots, etc. makes getting around hazardous.
- May become a snow bird someday.
- Climate.
- When I retire I will not be able to afford the cost of living in Juneau.
- Too cold/snowy.
- Too expensive. Need to care for mother who will not move here. May come back--just renting my house.
- I have no desire to go anywhere else right now, but if I were to become ill or disabled, I might want to be in a climate that would allow me to be outdoors more easily.
- When I retire I will go south to be with my family.
- Too expensive housing costs; sidewalks too low a priority for snow removal, inadequate mass transit.
- As we age in Juneau there are less options for help and medical and housing.
- Cost of living is far too high, particularly heat and soon electric.
- Maybe move to cheaper SE Alaska town if I can find cheaper housing.
- Are in the process of making decisions for retirement. Will very likely be in Juneau for at least part of the years, but not sure how much.
- Would be more likely to continue making Juneau our home base if graduated care facilities were available. In near term, after retirement, may travel some and then return to Juneau to stay if appropriate housing is available. Weather and expense of getting to Seattle are other negatives for spending retirement years in Juneau.
- Cost of living: utilities, CBJ water, sewer, waste; not a great choice of assisted living facilities.
- Lousy weather--sick of the winters here--plan to spend 4-5 months south.
- Weather, move closer to family.
- Except for travel.
- Considerations for moving: high health costs; limited assisted living facilities for elderly.
- When I retire I want to live closer to my children. They both live in the lower 48.
- Too costly.
- Leave when family leaves.
- It depends on if I can afford to keep my house and property, financially and physically.
- No sun!!
- Long winters.
- High cost and limited availability of middle-income housing and other costs of living relative to pay/income scale in this community.
- If I move it will be because I can't negotiate icy streets, sidewalks, and hills.
- Eventually will move closer to family and better weather.

- (Yes) unless costs of airfare, property taxes or goods and services become unmanageable. Ferry service is becoming too expensive.
- Will not be able to afford my own housing (haven't ever been able to do that in Juneau).
- As we get older we need to closer to some of our children.
- Medical care.
- Cost of living is too high; housing is real bad; Juneau is isolated from everywhere.
- Medical care.
- Climate.
- Not sure right now.
- Winters too cold, wet, icy & snowy. Hard to have to walk 1/12 mile to bus in bad weather, or face driving.
- Maybe.
- I wish I could move!
- Juneau is not senior friendly. They don't plow the sidewalks and while there is tax exemption, there is no affordable housing.
- Our children live south.
- Family all live elsewhere.
- We would move south closer to family if we became disabled.
- Medical, I may have to move back to Anchorage because my special meds are hard to obtain at SEARHC Hospital.
- Too many Greenies. Too many people in charge who think they know what is good for me and then force it on me.
- Too cold.
- Dislike weather, isolation, and there is so little to do.
- Cost of living may drive us out of Juneau.
- Depends if I can afford to live here and whether I can obtain affordable health care that I need.
- No family here any more--all moved away.
- Insufficient medical care and lack of transportation options when we're no longer able to drive.
- Seven months in Juneau--five months in sunshine.
- Grandchildren and relatives live in WA--we will move there.
- Home in GST.
- Children have moved outside for work. Young people don't have work options due to low salaries and high cost of living in Juneau.
- Provided the cost of living does not continue to grow beyond our means.
- Children living elsewhere.
- When I get real old (80+) I'll have to move to where my kids live for some help.
- Nothing to do; can't drive out; no singles clubs.
- Lonesome.
- Weather, isolation, cost of transportation. 30+ years is long enough.
- Too expensive.
- Not a good place to retire; not enough services.
- I heard rent is going to go up. Food, gas, etc., has gone up; electricity gone up.
- Will relocate after retirement from the State.
- Too expensive. Weather is brutal.
- If I can afford it.
- Weather.
- Too expensive to retire here.
- Move closer to family when no longer need to work.
- I have lived here for six years and have no friends to hang out with; have lots of acquaintances; people my age seem to be raising grandkids and it's just hard to be alone and live in Juneau.

- Too costly--want to be closer to full service hospital (cardio in particular) and more choices and road access.
- If my husband's health declines and we can't get VA care.
- Too expensive and bad weather.
- Rain.
- It costs too much to live here. The people here want too much from you to live here.
- We'll leave when daughter and family leave.
- No one-level complex; no facility with meals other than Pioneer Home and Wildflower; no other assisted living.
- To live near children in Wash.
- Need more senior assisted living facilities.
- If I can no longer drive I will move south to a retirement center that provides meals, transportation, activities, social functions.
- Live in Calif. during winter.
- Health issues -- cardiac.
- Cost of living.
- Winters are not friendly.
- At least until age 70.
- Can't predict the future, but I do plan to be here for many more years.
- Depends where the kids end up.
- Because I like to travel and the ferry system sucks and there is no road.
- Property tax and cost of living may drive us out. Property tax alone is 1 1/2 months of retirement.
- Housing costs are too high.
- Because there are no options for affordable assisted living and adequate medical care coverage. These two issues are forcing a decision to leave.
- If I can I would like to relocate--because of family problems.
- Move to Hawaii.
- Family.
- Only as long as it is economically feasible.
- Cold, damp weather; unhospitable city government; overpriced health care.
- I would like to. Can't afford it.
- Until we sell our home.
- Too expensive.
- Cost of living will probably drive us out of town.
- Too expensive to live--housing.
- Want to move south to be closer to family.
- Too expensive to live here when we retire. Weather issues. Expense to travel to and from Juneau is exorbitant.
- Cost of living.
- It is getting too costly overall.
- Weather and cost of living.
- Am not from Juneau.
- Can't afford housing if I don't work and I will retire.
- Ice in winter--afraid of falling; too expensive to leave Juneau and I like to go on a couple of short trips per year. Would like a road to drive out of here.
- Only if I can continue financially.
- Cannot afford to live here.
- Winters are too dark and icy, making walking dangerous. Hard to find affordable maintenance for home.

- Won't be able to afford to stay here when I retire. Housing is too expensive and hard to find.
- 1) Too rainy; 2) Alaska is becoming too "right wing."
- Quite far from son and my siblings. The winters are too long.
- Will move for better job and lower cost of living, but I love Juneau.
- The cost of living is stifling and getting worse, i.e., AEL&Ps 22.1% rate hike, with another to follow. I don't know how I can continue to meet financial demands for basic services and needs.
- At some point I know we won't be able to cope with snow shoveling and home maintenance. We'll move south near our children.
- Unless our child moved back, I would need to leave to afford assisted living.
- Kids will move and we'll follow.
- Because I can't afford to buy my own home here, and I'm tired of living in my tiny little apartment, which is all I can afford.
- Cost of living too high.
- Not sure if I will move. May move to WA state to be near relatives.
- Don't know.
- Costs rising! Expensive for all services and utilities. Cost of leaving town.
- Cost of living here and local taxes. Excessively expensive to either fly or take ferry for vacations.
- Need more sun.
- Family out of state.
- Family obligations keep us here now. Plan to spend part of year outside. No reasonable assisted living options available.
- High housing costs and grocery prices.
- I would not live in Juneau if UAS was not available.
- Not sure if health issues come up. Children in Seattle will want us closer to them.
- Outdoor lifestyle; permanent fund; elderly tax assistance (sales, home).
- Not sure; have problems with cold weather.
- (Why go anywhere else except to travel?)
- [Yes] But not if medical needs occur--our children are in Seattle area and will want us to move closer to them.
- Children in other place.
- My relocate to be closer to family--for better weather--for city offerings.
- Enjoy my home in Tenakee Springs, Alaska.
- Seasonal preference is to leave sometimes for 2 - 3 months.
- Not sure we can support ourselves when we need more elder care like assisted living.
- Need warmer weather; want to be closer to family.
- Cannot afford to retire in Alaska. Juneau rents too high. Other expenses too high.
- The cost of living is so high!! I just recently got a hot water heater. I was without one for 2 1/2 years. Every day I heated hot water to bathe, wash dishes, and sometimes for heat. I have spilled pots of hot water on me. I couldn't afford to buy a hot water heater. My daughter bought one from Home depot but then we couldn't have it installed for six months.
- Too expensive. Can't find rental for elderly--one bedroom rent too high. A lot of these housing won't help if you're on SSI; I was told I have to be living in a car or street before I can get help.

Question 42 - What do you think Juneau residents aged 55 or older need that is not now available in Juneau?

- Cheaper travel costs on ferry and Alaska Air.
- Assisted living facility.
- Assisted living facility! Not a nursing home, but a complex for those who want to live as independently as possible for as long as they can, but with various levels of assistance. If we expect to keep our core of elders in the community then we must make it possible for them to live here!
- Assisted housing for all elders.
- It is good to me for the climate.
- Easy transportation to stores, church, medical appts.
- Not enough assisted living.
- Continuing care facilities. Bus service beyond Auke Bay.
- 1) More affordable independent and assisted living opportunities; 2) expanded bus route in the downtown area, service on holidays; 3) better street and sidewalk clearing in icy and snowy conditions. Winter walking in town is sometimes dangerous; 4) reinstate longevity bonus for low income seniors; 5) public restrooms open year-round (not just in tourist season).
- More wheelchair accessible trails.
- Housing easily accessed.
- Affordable housing.
- More senior apartments.
- Better health care for chronic diseases - more money to help out.
- Can't think of anything.
- Heart and lung specialists.
- Can't think of anything.
- Computer training.
- Better planning for activities. We need someone with fresh, new ideas. Better security, especially at Mountain View.
- Second crossing to Douglas. Build the road towards Skagway. Golf course in West Douglas.
- Nothing for the elderly.
- 1) Better hospital care for cardiac patients; 2) a road out of Juneau.
- More assisted living options; more in-home on-call nurse availability.
- Road to Juneau, to Haines, or Skagway.
- More sunshine.
- Affordable housing; better health care/providers; affordable heating oil.
- Housing.
- Just to be left alone.
- Availability of assisted living facilities; caregiver support service; mental health services for older residents, especially those with dementia.
- More assisted living options. More home care availability.
- Assisted living facility; small homes that care for older citizens; Care-A-Van service to Tee Harbor.
- Assisted living.
- Affordable quality housing; more medical care.
- Affordable housing and affordable health care; change some zoning laws as cottages can be built around small greenbelts for seniors.

- Affordable assisted living facility: 1) live on your own-meals provided; 2) assisted care; 3) care until death.
- A list of people willing to take a walk when the sun is shining, have lunch together, see a movie, go to a performance.
- Retirement facilities; rentals; large activities; progressive care.
- Retirement facilities w/extensive (unreadable) and progressive care.
- Macular degeneration clinic and care and treatments.
- More Care-A-Van.
- Transportation to ferry at Auke Bay and back - buses or vans.
- Reliable people to hire for odd jobs; recycling assistance (taking to center).
- An assisted living complex.
- Consideration and understanding.
- Security in Alaska Housing (cameras & security, personnel walk-throughs). I don't feel safe out of my apartment--door is always locked, mentally unstable--drug people selling drugs in our building.
- More entertainment.
- More Care-A-Van, more drivers.
- Money.
- Community. We are all lumped together as old or as seniors. I would like cheaper travel opportunities as a group. Small health club that isn't so expensive and focuses on issues of aging. Empowering activities.
- Lower taxes-- sales and property; lower fuel costs; lower electrical costs; low cost medical; low cost dental; low cost glasses.
- More assisted living facilities so they don't need to leave home and families for assistance after a stroke or illness. More activities -- senior swimming. Affordable housing. More choices for medical care.
- Bus service needs to improve.
- Recreation/movies; discounted air/ferry travel.
- Light rail/inexpensive homes.
- More (for 65+) discounted services to be promoted, such as learning to kayak, basic boating skills, things to get people outside and more active (and with other seniors).
- Rapid transportation to Valley and back.
- Nothing for the old.
- Community and social interaction via computer, tailored to local and near/distant family communications. Borough-wide wi/fi access; income-assisted internet services; computer-assisted shopping and senior services.
- A real golf course.
- Recreation facilities in Mendenhall Valley.
- A road out of Juneau!!
- Need to encourage walking by plowing sidewalks; encourage biking by cleaning bike paths.
- We need more in home services so people can remain in their own homes as long as possible. Help with bathing, medication supervision, shopping, etc.
- I feel well taken care of. There are so many programs already available for senior citizens and I wouldn't hesitate to ask for help if I needed to. But what about the people who aren't capable of seeking help physically or mentally!
- Nothing.
- Exercise, exercise, exercise facilities at reasonable cost. Pavitt health and the Alaska Club charge over \$1450.00 per year for two seniors. Next year we will not be able to afford it. The City could save money on other projects if you considered subsidizing a senior program at these two health facilities.

- Less taxes -- property especially.
- Bus service all day Sunday. A residence for alcoholics that allows them to imbibe but is well-monitored--as in Seattle and now proposed in Anchorage.
- More MEN. (emphasis in original)
- Help with housework; help with medication.
- Affordable assisted living facilities.
- Grocery delivery.
- Not sure -- I am really not familiar with the available services.
- So far Juneau has had support when I needed it. it's important to have enough doctors for the elderly. I haven't found myself in any position that help hasn't been offered. I don't know what the future holds, but I think Juneau as a community takes care of those in need.
- More assisted living homes.
- Health club - where we don't have to pay membership.
- Road out of town.
- Decrease in taxes (property).
- Better bus service regularly scheduled on other streets.
- Legal assistance to establish a trust. Easier eligibility for heating assistance (a \$4,000 fuel oil bill that I am unable to get paid off).
- Upscale senior housing.
- Upscale senior housing.
- More nursing homes and assisted living homes. Place for independent living seniors to get three meals per day, have services (on-call) at independent senior housing.
- More bike and walking trails.
- Assisted living facilities.
- Senior housing and facilities.
- Don't know.
- 1) Yoga classes at Valley Senior Center; 2) bus service to ferry terminal or at stop at Glacier Highway and Otter Way.
- Independent housing arrangements.
- Assisted living facilities, i.e. independent living (condos, e.g.) with the ability to move into total assisted living.
- Good exercise programs at local clubs. Technology assistance.
- Lower cost emergency transport.
- A Gerontologist.
- Meals on Wheels.
- Nothing I can think of--Juneau does good job with elders.
- A retirement home in the Juneau area that we seniors, with no extra income besides Social Security and some senior benefits, can afford.
- Lower cost housing. Pioneers Home, etc. are becoming too expensive even to consider.
- Retirement housing for those needing some help but can still take care of themselves. Group housing for those needing more care.
- More information or what is available to seniors.
- Housing, low cost transportation.
- Cheaper "Pioneers Home" costs--@ 2-3 thousand/mo.
- Sponsored activities. Something to do.
- Learn to dance.
- Affordable assisted living. State needs to bring back winter season pass for seniors on ferry system.
- Free access to CBJ boat launch ramps. It now costs \$90/year of \$15/day to launch a skiff to go fishing, hunting, or subsistence gathering for seniors. I think seniors 65 and older should get a

lifetime free pass too use CBJ boat launch ramps. This would only cost CBJ \$3,000/year for seniors. Also long term care low cost living facilities.

- More low income housing according to many of my friends.
- A road out of here--otherwise it is too expensive to leave Juneau.
- Affordable senior housing; medical specialist.
- Reduce the CBJ budget by eliminating unneeded "services" for seniors.
- Assisted living.
- I think you're doing a nice job but I don't have any hard issues yet! Thanks.
- Road out of town.
- 1) Improved Care-A-Van coverage; 2) low cost exercise options: pool, health club, etc.; 3) free/low cost lunch in the Valley.
- Personal care attendants. Affordable handyman persons. Reasonably priced errand attendants, shoppers, house cleaners. Companionship!
- Maybe a larger bed capacity at the Pioneers Home in Juneau.
- Easier walking trails and access to beaches.
- More income-adjusted senior housing.
- One-level condos!
- I am fairly new here but seems very good.
- Greater opportunities and facilitation support for volunteer activities.
- Although I don't need transportation, I know of seniors living on Fritz Cove who don't drive and need help with this even though there is Care-A-Van maybe if city bus would go down Fritz Cove at least once or twice a day would help them.
- Quality assisted living.
- Assisted living facility. Extended public transportation.
- Affordable housing; affordable care facility for those leaving their homes not like we already have but still mobile, just don't want home/lawn, etc. etc.
- Cheaper utilities, housing, AUS internet service and all the service the prisoners and welfare get, a place to put a person's grass clippings.
- Cheaper homes when no longer able to care for yourself. Prisoners get housing, food, entertainment, schooling, etc. Seniors that have worked all their life should receive the same. Place to put grass clippings.
- 1) Communal housing for seniors, such as CO-housing; 2) assisted living complex.
- I fear falling and wish there were streets with parking that were kept clear of ice.
- Affordable Pioneers Home or assisted living.
- Cardiology, angiography. Perhaps the town is too small for that level of medical services.
- Bus services for caretakers so they can meet their employment obligations early in the a.m. (6:00 - 7:00 a.m.)?
- There are good services in Juneau but need better promotion of available options. Need to get people involved.
- I think you are doing a pretty good job. The only thing I see a bigger need for is perhaps a larger Pioneer Home.
- More education programs: languages, history, cooking. UAS has senior waiver but it is still expensive--with fees, etc.
- Senior cluster or cottage housing--small units on kept grounds.
- A less expensive old folks home located in town.
- Quality assisted living facilities.
- Senior housing with sport club facilities like JRC. Housing near town--with decks and some garden. More assisted living near town.
- Reasonable housing, assisted living.
- Lower airline prices, better shopping, larger COSTCO, better restaurants.

- More activities at senior centers, classes, special meals, discussion groups, painting, yoga, Tai Chi.
- Cheaper airplane transportation to visit grandchildren. Assisted living facilities that have graduated services.
- Energy credits for utilities--AEL&P, CBJ, GCI cable TV, and Internet usage!
- Better airline fare from Alaska Airlines. It is difficult for other people on fixed income to travel.
- Affordable assisted living place similar to Pioneer Home since it is usually full. Meals provided at the Fireweed would be a draw to moving into it in the future.
- More assisted living.
- Independent and assisted living homes.
- A feeling of community and support. Too many seniors live alone and do not get out or take advantage of what is available to them.
- Help with chores even though income is a little too high.
- Easier access to Care-A-Van, flexible rides.
- More assisted living places, more nursing homes.
- 1) More affordable housing options; 2) free case management services; 3) more reliable Care-A-Van service.
- Affordable, safe housing.
- Have lived away for several years - at a retirement community. At that place it was easy to get help on home repairs and jobs like that. Moving furniture, odd jobs that need to be done at home.
- Not sure all that is available.
- Affordable assisted living.
- Geriatric medical and physicians.
- Pacemaker services.
- Affordable housing.
- Short of doctors and nurses.
- There are MANY of us raising grandchildren and/or adult children with brain disorders and other disabilities. We are not supported and are physically and financially exhausted.
- Gerontologist, endocrinologist.
- Assisted living facility.
- More handicapped accessible housing, handicapped parking spots in apartment parking areas. More handicapped parking spaces downtown, close to drugstore, theater, restaurants, etc., so don't have to walk a long way to get to things. We seniors like to get out and do things also.
- Lifelong learning classes (they have them in Fairbanks, why not here?). They are excellent! Ask UAF!!
- Nice to have a courtesy parking pass for Centennial Hall on Fridays for organ music at noon.
- Seniors do very well with the services available in Juneau.
- Don't know.
- Assisted living facility.
- Retirement community housing that can phase one into assisted living. Assisted living--short and long term. Recreational activities aimed at seniors who may not drive in winter. Keep people active.
- Smaller financial obligations.
- Another home or expanded Pioneers Home.
- Senior respite services for higher functioning.
- 1) Congregate living facilities; 2) an information center to help us find services we need to maintain our home and can no longer do ourselves (such as cleaning out the rain gutters, maintaining our landscaping, reasonably-priced computer repair, etc.).
- Respite care on sliding scale. Assisted living. Rehab facilities for short term recovery.

- Assisted living for all who need it.
- Foster grandparents--it was a good program.
- Assisted living facility for singles and couples (not [unreadable]).
- The check for over 65 years of age that is no longer available.
- Large adult size tricycles to ride on the sidewalk or bike lane with basket for shopping, exercise, sightseeing with a partner, leader, or ?
- Geriatric medical doctors and care.
- Lower airfares.
- Assisted living housing (affordable) and in-home assistance.
- Lower price assisted living homes.
- Assisted living bldg.
- More affordable housing.
- Rent home that's affordable.
- Assisted living. Exercise classes. In buildings such as Fireweed: classes in arts or crafts, painting. Talented volunteers to teach and grants to keep things rolling, or small charges to users.
- Condo-type housing on one level with easy access to public transportation.
- One level condos with elevator in the Valley.
- Less City intrusion. Cardio unit at the hospital. Cheaper long-term care facilities. More police presence in the Valley, especially around Floyd Dryden and the park at night.
- Assisted living.
- Better bus service!
- Independent and assisted living housing with medical benefits and meals.
- Nothing.
- Someone should take a look at the level of income that state and federal governments use. I have Miller trust in order to have Medicaid for my husband and me. State allow \$1272 one person over that you are not eligible for any program, i.e., food stamps. I barely make it on \$1272--rent, car repairs, clothing, pay bills, etc.--economy up and down.
- More options for assisted living when needed.
- More trails, a new arts center building, light rail.
- More home care choices--assisted living.
- Lower priced assisted living homes and more of them.
- We should make another attempt to solve the assisted living lack of options in Juneau. Problem is making it "pencil out."
- Help with information about housing, handling mail, bills, etc. Help with organizing is very important as I get forgetful.
- A new set of Alpine skis and boots.
- Don't know. I am perfectly satisfied as is.
- Therapeutic and other pets: 1) support from landlords to have pets and yards (dogs) that are fenced (w/small kennel on side for safe/warm place (dry) while owner is at work; 2) viable housing once 64/65 without long wait list; 3) affordable bed/couch/furniture source--even if employed. most places are not furnished.
- Assisted living.
- Assisted living and supportive housing options; more senior housing (independent living) for all income levels; senior housing not shared with mentally disturbed/addicted individuals; more of a full-service senior center with many more classes, activities, etc.
- Assisted living--would consider "retirement community" setting self-contained "condo-cottage" with rec/meeting area, garden boxes.
- Free things you can do in Juneau. More.

- 1) No snow berms across driveways in winter; 2) senior parking in town 1 1/2 - 2 1/2 hours; 3) longer time to cross on foot at signals; 4) free licensing of dogs; 5) reduced water/sewer fees.
- Pool in Valley for aquasize (exercise in water).
- Lower utility rates; access to more medical specialists (i.e. Rheumatology, Pulmonology, Cardiac, Neurology); lower housing rates; better ability to travel outside of Juneau at a reasonable cost.
- More in-home services; more specialty doctors, especially cardiology.
- Don't know by personal experiences, but medical care seems to be reason seniors have to go south/north most often.
- Cheaper housing available.
- Assisted living facility.
- More low income housing.
- More in-home services; more internists and a cardiologist.
- Better bus service; better medical/dental care.
- More facilities such as Fireweed Place for independent seniors. Also assisted living in graduated stages, such as Pioneer Home. These need to be affordable for those of us living primarily on SS.
- Juneau is very user-friendly with lots of activities of great variety. I can't think of any. I don't know how well the hospitals and clinics provide medical care. But appropriate medical services need to be provided.
- Assisted living.
- More affordable housing for low-income folks. Less expensive way to travel out of Juneau--a road would help.
- A good department store.
- Better eateries/cheaper; respect.
- Alaska Native culturally relevant elder meal site that serves native foods. Cultural sensitivity workshop to train service agencies native protocols.
- A more central area for senior care information--library--somewhere that is accessible. More care coordinators.
- Lighted freeway (Egan). Difficult to see in dark during storms (rain-snow). Safe bike paths downtown, Thane, bridge.
- I do not know unless it is more low cost housing.
- An assisted living facility.
- Lower rent.
- Cheaper rent.
- More apartments with less expensive rent for seniors.
- More Sunday Care-A-Vans available.
- Residential housing/living; affordable housing.
- Assisted living; care coordination office at library in Valley and not on a hill with no parking in downtown Juneau.
- It keeps getting better and more helpful.
- I have no idea. If people take advantage of whats.
- Affordable housing of "all sorts."
- Senior housing and senior care facility.
- Recycling pickup; assisted living housing; most clothing outlets geared toward teens.
- Assisted living housing. Clothing stores not for teenagers -- but seniors. Recycling pickup.
- Single's group. Dance group for singles.

- Meals delivered to people with disabilities, help with chores, help with PCA services, respite, help with misc. A phone number to call if a disabled person needs help with anything through a volunteer service where people sign up to help.
- Not sure.
- High density housing with lower rent.
- More reliable motorized services.
- Juneau is pretty accessible for disabilities and has good services for seniors. More room in Pioneer Home? Long term care not so cost prohibitive. More funding for Juneau Hospice & Home Care.
- Lower gin prices.
- Nothing.
- 1) Snow berm removal for all driveways; 2) beeper signal on crossings more roundabouts for safer traffic flow; 3) more ramps for wheeled carriages [unreadable]; 4) make downtown a plaza with car access on the periphery.
- Cheaper transportation to see medical professionals in Seattle.
- Medical specialists, such as cardiologist, endocrinologist, oncologist.
- Access to alternative energy--low-cost--solar/wind; better public transit (more routes); expansion of Juneau Pioneer Home (big waiting list for size of community).
- Cardiologist, cancer treatment center.
- Poor lighting on streets in winter, i.e., Engineers Cutoff entrance to UAS, uneven/ice-coated sidewalks downtown Juneau.
- Grants or assistance in paying for new washers and dryers or hot water tanks, etc., as I own my condo.
- Housing with access to lower levels of assisted care, and graduated care so additional assistance is available as needs increase with age. We don't have children, so will not have family to do for us what we currently do for our elderly parents on a day-to-day basis, so need to live where we can pay others to provide those services as we need them in coming years.
- Cheaper transportation such as light rail between Valley and downtown. More efficient housing such as "co-housing" opportunities: www.cohousing.org. Railroad connection to the rest of the state.
- Progressive care options/facility. Options for varying levels of home assistance that are easy to access.
- Don't know.
- Low-cost health care clinic; lower cost rental units; help to purchase small place to live.
- More assisted living.
- Property tax relief; financial incentives to stay; reduced rent or low interest/subsidized mortgages; wider bus coverage.
- I think they need more recreational areas. Not to pay so much for gym memberships.
- 1) Affordable housing; 2) medical, so we don't have to travel.
- Assisted living.
- Haven't given this any thought.
- Assisted living.
- 1) Better bike trails; 2) larger police department with expanded public relations focus.
- Good low-income housing, not a broken down trailer. Affordable independent living apartments/houses.
- If considered a senior at 55 why do we not [get] our senior tax exempt card then, not 65?
- Too expensive housing costs, sidewalks too low a priority for snow removal, inadequate mass transit.
- Recreation; more doors that have levers instead of small knobs; levers are easier to open than knobs for a person with osteoarthritis.

- Adult entertainment for us that don't have tweens and twenties, nudist camp/colony that's heated.
- I am not very well informed about services for older people or gaps in services....don't know!
- Safe bicycle paths.
- Roads so we can drive over to Douglas from the Valley, and a road so we can be connected to both north and south roads!
- Lower house taxes.
- More handicapped places that don't have stairs.
- Affordable housing and access (walking distance or transportation) to groceries, PO, bank, etc.
- Medical (cancer care). Ways to stay active and social. Trying to find volunteer opportunities or affordable classroom courses is nearly impossible. Need a volunteer page on CBJ website or a volunteer "directory" to connect people to need.
- 1) Reasonably priced assisted living services; 2) reasonably priced conservatorship services (to handle finances); 3) better bus service--like "old" system of flag stops close to home--more frequent times.
- Better bike paths, more walk-only areas downtown.
- More bus transportation, home care services.
- More varied housing that doesn't require going up steps.
- Need senior housing apartment complex in Switzer Creek area and Lemon Creek area.
- Yes.
- There are a large number of grandparents taking care of children with FASD (adopted in our case) and also raising their grandchildren (with FASD) without support services or respite or financial assistance, as well as a lack of understanding, care and compassion by agencies and society in general. Our finances are depleted and we are exhausted. There is an acute need for support and services for so many.
- A. A low-cost, long-term care facility; B. A free pass for senior citizens to use the CBJ launch ramps. The \$90 annual fee is way too much for seniors (age 65+) to pay. Give us a break and encourage seniors to use the ramps.
- Don't know.
- Increased Care-A-Van schedule with more vehicles, routes, and greater frequency.
- Nothing.
- Single level housing options. No taxes on groceries.
- Affordable decent housing.
- Less expensive medical such as nurse practitioners, reduction in cost of utilities.
- Tax exempt at 60 or 62 not 65, especially for those on fixed incomes.
- Cheaper health care; more buses at peak hours; earlier start time for buses; financial help for persons with a catastrophic loss of income.
- Radiation treatment.
- Assisted living retirement homes.
- Less services and lower taxes.
- More assisted living facilities, particularly with graduated care. Some facilities where almost no care is needed--food and transportation only--and some with activities of daily living assistance--wash clothes, etc.
- Social activities coordinator.
- Cheaper long-term care.
- 1) Assisted living facilities; 2) support from CBJ.
- Better transportation especially on Saturday and holidays.
- Senior housing for couples.
- Specialty doctors such as cardiologists, allergists.
- I don't know.

- Additional assisted living.
- More access to concerts, plays, and other activities at much lower cost.
- Less expensive assisted living.
- More assisted living facilities; rapid transit system, or a street car system.
- I think we're unusually well-provided for.
- More senior housing.
- More senior housing.
- Reliable transportation if unable to drive, i.e., post-surgery, etc.
- When the time comes, a gate off the Gastineau Bridge, at the top. Opps.
- We need affordable housing; rent is way too high compared to everywhere else.
- Facilities providing adequate, appropriate, and increasing levels of care from minimal required to full nursing care.
- Assisted living facilities are really needed in Juneau, also more apartments like the Fireweed.
- That medical care which is not available here.
- More retirement homes and assisted care facilities.
- 1) Stay-at-home or residential assisted living care helpers; 2) level entry homes and condos for wheel chair residents.
- Level entry condos--one story.
- More sunshine.
- Handicap access hard to open doors from a power chair or a walker.
- More assisted living.
- More housing for people who cannot do for themselves or it is very difficult for them.
- Affordable housing. Health club that is affordable. Community on neighborhood level for cards, activities, computer bank, exercise equipment, meals and other stuff.
- Social settings geared for ages 55+ to meet some of the "younger" seniors.
- Bus service/Care-A-Van available to all elderly in Juneau Borough.
- In Douglas--a gear and drug store, a small Care-A-Van like a station wagon would be easy to get in and out.
- Help with staying independent as long as possible.
- I haven't needed any services to date so can't comment. Spend at least half the year traveling.
- A break in airfare, more vans for Care-A-Van and drivers; better lighting along the highway; help with paying for heating (energy in general).
- Nothing.
- Clothing.
- As in other communities, Care-A-Van should stop and pick up seniors when they are waved at on the streets.
- More handicapped parking.
- Rental assistance and affordable housing assistance for seniors with disabilities.
- I enjoy my friends.
- Not sure.
- Repeal of the government pension offset and Windfall Elimination Provision so seniors will receive all Social Security benefits they are due.
- I have not needed any senior services to date so don't really know what is lacking. I think Juneau does a good job taking care of its seniors.
- Free disposing of grass clippings, cheaper housing for paying senior citizens, cheaper utility bills for seniors.
- Assisted housing semi-independent.
- A four-step facility going from total independence to some help, to Hospice to total help, i.e., nursing home.

- Better bus service, more frequent and better access, especially in the Valley. More assistance with shopping--provided by store owner or volunteers.
- More housing and shorter wait times to get into it. The time you have lived in Alaska should count on list for housing.
- A free place to put grass. More help with utilities.
- Don't know.
- Less expensive senior living and health help.
- Not sure right now.
- An assisted living facility with a dining room and a rec. room. Haines has an A.L. facility, and they are a much smaller city than Juneau. Build one and more seniors will stay in Juneau.
- Don't know.
- Assisted living facilities; affordable housing.
- Housing, not in an old folks home or apartment but independent living.
- I live in a mobile home owned by private sector (run by Wrights Services). It is quite a challenge to live independently to remove snow, mow the lawn and pay for garbage removal; garbage removal should be included in Juneau. Seniors should be protected in being harassed by landlords.
- Lower taxes on houses and food. A tax break!! would be great, also better hospital, heart doctor and better care.
- Assisted living that is affordable for elders. More wheelchair accessible taxis.
- A road connecting Juneau with the rest of Alaska.
- A better hospital.
- Advocate on the Assembly.
- Need more sub-acute and acute rehab beds locally.
- A way for older people to be included in the lives of younger people, like a version of Big Brothers/Little Sisters (or whatever it is called). Easier ways for older people to attend events, like plays, sports events, music--logistic and physical help for that.
- More ways to connect with people/community. Additional services that allow elderly to stay in own homes.
- More housing; there's long list for apartments and homes.
- More low-cost housing.
- More senior housing to include assisted living and choices in communal living. Each housing complex should have its own van....7/24!
- More rental units of 1-2 bedrooms.
- Warm winters!
- Affordable non-income-based housing.
- Just about everything if they don't have family who really care.
- More senior housing, more Care-A-Van.
- Assisted living.
- More special housing for levels of ability.
- Rehab center and assisted living plus another nursing home.
- Housing.
- More understanding at SEARHC Hospital. In special case.
- Assistant care facility with good meals.
- Assisted living, respite care, care coordination, adult protective services.
- Heart facility.
- Heart care.
- Covered place to walk in bad weather besides malls and stores.
- It is [a] great place.

- Better medical facilities for veterans. Low cost exercise facilities (waiting for Valley swim pool).
- Assisted living housing.
- More assisted living such as the Juneau Pioneer Home.
- Generally speaking, more information about what is available, e.g., a newsletter.
- More assisted living.
- More Pioneer Home space available.
- Assisted living; retirement homes.
- Retirement living where one can live independently but have the lawn mowed, etc.
- Affordable housing to maintain, not just to rent or purchase. 20+% increases looming in electrical bills are daunting. Garbage costs are a future unknown; property taxes can increase alarmingly for folks on a fixed income.
- Electricity that is given at a discount.
- Group home dementia care; assisted living options.
- Better public transportation that is more reliable.
- Radiation therapy for cancer treatment.
- More medical specialties such as good dermatologist, more gynecological specialists, urologist.
- Exempt from paying garbage, sewer, water.
- I'm thinking.
- Help for homebound.
- Assisted living, more nursing care.
- Housing and more assistance at home.
- Assisted living facilities; low cost senior housing.
- Additional medical care specialties (e.g., oncologist).
- Assisted living places; in-home care.
- Tax relief.
- Assistance with rent, food, clothes, electricity, gas, to help get back into the work field. Bus transportation; more hiring of Native people and not hiring white people only or their family only.
- Better health care--not enough specialists. A road out!!! More stores, clothing and specialty stores.
- Bus/Care-A-Van service past Auke Bay; meals delivered.
- Better public transportation; more police coverage--crime is up--no longer safe here; better hospital than Bartlett; more accessible walking trails.
- Sales tax exemption on food and basic life necessities such as electricity, water, sewer, etc.
- High bandwidth internet connection that is more affordable to help us stay "connected" with the world. Affordable gym for exercise.
- Background check on seniors should not be necessary to move into an apartment for seniors.
- More assisted living options.
- Better bus transportation. Routes have not expanded while community/residential/business/schools have. Routes should be expanded so areas are more accessible.
- More housing.
- Reduced utility rates such as electricity--perhaps a low rate for amount of usage and regular rate for the rest of the bill. Reduced local phone service (not cell, not TV); reduced water/sewer. These should be income dependent.
- Senior activities, seniors clubs, singles groups.
- Public awareness of services and benefits available to seniors in Juneau/Alaska, e.g., property tax relief, bus passes, sales tax relief, fishing/hunting licenses, etc.
- Seniors are treated very good.

- Retirement income/high cost of living; getting around in bad weather.
- CBJ should focus more on the quality of life issues (clean air, costs of basic necessities, environment...) instead of catering to the needs of outside interest and expecting the citizens to pay the bill.
- Nothing. Need to eliminate sales tax exemption and replace with needs based exemption.
- Supported living arrangements, affordable housing, decent retirement income.
- Better services for blind.
- More bike paths.
- Unknown.
- Better transportation; easier access to specialized doctors.
- It is available.
- Better winter maintenance of sidewalks; organized senior activities in addition to senior center, e.g. dances that would bring in younger people too.
- More card games, movies for grownups; respect; peace and quiet.
- Enforcement of handicap parking violations!
- More assisted living options.
- Better transportation.
- A lot lower houses to live in.
- Stand-alone Hospice facility.
- Better bus service; higher RE property tax exemption.
- Good medical services.
- Heating cost subsidy.
- More assisted care facilities.
- Don't know.
- Less red tape in health care, dental care, eyewear care.
- More assisted living facilities.
- Center for community will not provide transport to get out of the house with caregivers. Care-A-Van making getting out of the house to store or doctors not an all-day deal. Turned down a ride keeps me house-bound without groceries or people contact.
- Activities for those between 55 and 65--the "magic" age around here.
- (see question 48) We need to be able to remain here without it costing \$5,000 (\$60,000/yr) month. Home health care. Affordable local health care with doctors that accept Medicare patients.
- Medical care for disabled veterans.
- Nothing.
- Free or low cost fitness areas.
- A book mobile or home delivery service from library.
- Sales tax exemption for all 55+ older.
- Affordable nursing home or assisted living care.
- I think people my age need to not live alone in Juneau.
- Better access to medical care and more affordable housing for fixed income seniors.
- Train from downtown through Mendenhall Valley and Lemon Creek to Auke Bay Ferry Terminal and airport.
- Assisted living.
- To be more responsible and not expect everyone else to pay for their needs.
- Cheaper airfare; better medical.
- Competitive airline travel!
- Some 55+ sports leagues--hockey, basketball, soccer, softball, volleyball.
- Gates on the grader blades to keep the snow berm out of my driveway.

- This is a small thing but I would like to see Landlord Tenant Act address this: tenants over age 55 may have a washer/dryer on the small floor or may be allowed to use the hookups in their apartments. [This problem gets worse as my knees get worse.] Needs: 1) hydraulic lift seat at pool; 2) 30-40 unit assisted living facility; 3) volunteer program for able-bodied citizens to adopt seniors (something like BB/BS).
- Alzheimer's care--latter stages.
- Co-housing; assisted living; expanded bus/Care-A-Van routes.
- Affordable medical services.
- More senior homes and home health programs.
- Care for elders with dementia.
- Oncologist and chemo for me that is unavailable in Juneau. Cheap but good dental. Better *(expletive deleted)* cheaper hospital. Better doctors who can properly diagnose. Did not know I had cancer until I came up here to Anchorage.
- Senior community center that provides: computers, senior learning/classes, exercise, meals, central advice and assistance available.
- Lower cost on medical and other goods.
- More buses that kneel; to catch the bus and get off where you want, not where they are allowed to pick up and deposit; put in bus area.
- A highway to Haines and or Skagway enabling economical group and family transport.
- Assisted living housing; cardiologist; dermatologist; nursing homes; affordable home health care and general care.
- Eighteen-hole golf course.
- Assisted living on a bigger and better scale than is currently available.
- Transportation; assisted living facilities.
- Longer bus service, wider routes; more affordable assisted living and independent living; more and better pedestrian access, especially in winter; year-round public restrooms; reinstate the longevity bonus for low incomes.
- Swimming pool in Valley; bowling in Valley; more places to eat.
- Progressive retirement community; apartments/condos; assisted living; nursing care.
- Universal health care.
- Affordable senior housing and help making their homes safe: ramps for wheelchairs, bars in the shower and by toilet.
- Nothing.
- Assisted living community or much larger Pioneer Home; 55 beds is not near adequate.
- I can't think of anything. Juneau is the beset place I know of to be a senior.
- Home assistance--we can pay for those cutting our yard, some housework and soon, snow clearing.
- I would like to see a paved walkway into the Valley Senior Center. There are lots of places in need of walkway repair. I do hope the new pool will have water aerobics and water walking for seniors.
- Retirement complex with meals without stairs, with elevators, activities, social functions in-house; united medical help.
- More options for assisted living if choice is to remain in own home.
- Lower cost of living.
- Adult learning at UAS. I would happily pay for a weekend course on something interesting. Many universities reach out to seniors with seminars, etc., but I was told UAS doesn't have the staff.
- Cheap senior housing or assisted living places.
- Competitive airlines; affordable AMHS fares.
- Affordable housing; better access to pool and more programs at pool for elderly.

- Road to Haines or Skagway.
- 1) A decent hospital that won't kill me and doesn't give kickbacks to doctors for useless tests;
- 2) back to basics City-Borough government that provides decent roads, police and fire protection (we have terrible streets and we pay too much for them).
- Juneau is where kids grow up and the parents move away. Keep taxes low.
- More senior housing; more frequent Care-A-Vans; more long-term care facilities.
- Retirement community, assisted living.
- Computers and internet access. Grocery sales are focused on bulk buying (qtr pork loin, etc.). Single seniors must pay top price and cannot store bulk purchases, no storage room or freezer.
- Assistant housing.
- Improved long-term care opportunities in lieu of aging population.
- Transportation to and back from resident without having to wait all day. Help with getting a job.
- Housing for active seniors who just are ready to give up yard care, may want to travel but have a house to maintain. Perhaps a place with graduated steps--duplex, etc., for independent people--meals if needed move into assisted care or nursing care as needed all on the same campus.
- Low income housing; retirement community.
- Housing for seniors.
- Better hospital; more city benefits--utilities.
- Expanded transportation; assisted living.
- Reasonable, affordable assisted living options.
- Graduated assisted living from apartment living unassisted to full nursing care.
- Transportation may be the biggest issue as I age. It's eight miles from home to bus route at Auke Bay--may become difficult to have help in that area at a later time.
- Cheaper way to travel out of town and more convenient. The ferry is cheap but not reliable.
- ROAD.
- I don't really know.
- 1) More beds/rooms at the Juneau Pioneers Home. It is too small. 2) More private assisted living homes in Juneau. 3) A reduction in cost to live at Wildflower. It is shockingly expensive.
- Light rail hub-to-hub from town to Nugget Mall.
- Valley swimming pool and fitness center.
- I am very grateful because I depend on others to help.
- Assisted living facility that is income based or cost effective. SS years.
- Assisted living facility but, even better, would be affordable home aid.
- Reinstate the longevity bonus.
- Not sure--haven't thought about it too much. Probably affordable living. Swimming pool.
- Better housing; lower utility costs.
- Quality assisted living; more affordable retirement center which has levels of care; affordable medical where needed; BRH needs heart care; if you have a heart attack here, you are sent elsewhere; stroke center.
- Outdoor parks.
- Tax exempt status on food! Grandfather in on surveys when homes were purchased in 60-70s and 80s (lack of this has severely impacted older residents who have been sued or land taken by "new accurate surveys"). Metered water and sewer (one person household pay same as eight people households!! Only pay what you use would help seniors.)
- Sunshine.
- Assisted living complex; more Care-A-Vans.
- Better transportation; more assisted living; more independent living housing; increased funding to caregiver service program.

- Gradual community where you live until you die.
- Affordable housing.
- Some good housing limited.
- Not enough individual disability housing.
- Assisted living; retirement homes.
- Housing.
- Affordable nursing care.
- More available “in-home” assistance and assistive living facilities with “graduated” levels of care from simple assistive living in our home to assistive living facility and ultimately nursing home.
- Jobs so that they can be useful and feel useful. Just because we are older we still want to participate in helping ourselves and our communities.
- Affordable housing.
- Better medical care. Lower grocery costs; cheaper gas prices; lower housing costs; lower taxes on homes; lower airfare rates.
- More of all the great services like meals; senior centers, and Care-A-Van.
- Housing options--more assisted living type options, especially in neighborhoods. Cottage housing development in Juneau/Douglas would be a great investment in providing housing and community options. Increased independent living for seniors as this demographic is expected to increase significantly in Juneau over next few decades.
- A road out.
- More assistance with home repair and maintenance.
- Mental health support and assistance for depression.
- Internet access and technology coaching--not in the public library where undesirables monopolize the computers and create a menacing atmosphere in the men’s restroom. Instruction on Skype and videoconferencing could mitigate any isolation from distant family members.
- Assisted living; more services “out the road.”
- Sunshine, less rain.
- Senior citizen boat ramp.
- Senior type living that is affordable.
- Casinos.
- Parkinson’s Disease support group.
- Specialist health care.
- Less expensive housing.
- Affordable housing; more stores for shoes and boots and clothes; a road out so wouldn’t have to drive through Canada; better and more doctors to operate and go to here without having to go to Seattle or elsewhere.
- Make sure Care-A-Van continues, Hospice continues, sales tax exemption continues. Make sure the medical community provides for 55+ older, especially those on Medicare. Need a nursing home so that there is not a long waiting period.
- More assisted living options.
- More availability and options for living in accessible apartments or assisted living.
- Accessible, safe walking areas.
- Companions on out of town medical trips and more affordable meals--unavoidable or unexpected expenses.
- Better transportation. Put in a monorail system. Affordable senior housing.
- Better communication with others our age with needs. Wish there was a way for those in need to call a central number for information.
- Take deduction/break on property. Now need to wait until 65. It should be age 60.

- Affordable housing.
- Smaller, affordable housing.
- Assisted living at a reasonable cost.
- Recreation activities during the day, especially in winter months, i.e., bowling, swimming pool, and social clubs and classes/work shops. Dancing?
- A sales tax reduction for 55-64 year olds.
- Co-housing within walking distance of services/grocery, etc.
- I haven't looked into it but I surmise Juneau could use more assisted living facilities.
- Rides to places and help carrying in groceries/necessities.
- Reduced bus fares at 55 not 65. Lower cost housing. Some sort of grant/purchase program for autos. Land for purchase under the state's current programs.
- Grocery delivery.
- Skilled nursing care. Traveling shot-giving and pill-pushing nurses.
- Generally, I think Juneau's seniors have a lot of services and tax relief.
- Better bus routes, more discounts, more affordable and decent housing.
- Assisted living facilities; more social activities; better transportation.
- Seems to meet my needs.
- Assisted living where a person can stay at home with family or friends living with them. More senior housing--another Fireweed Place.
- Pioneer Home needs to be enlarged. People who could help learning more about computer use.
- More senior housing. More room at Pioneer Home or other such homes. Perhaps geriatric doctors. More support for in-home services such as cleaning and other life skills.
- Better public transportation like community buses.
- We need more assisted living facilities.
- A lot more low cost apartments--downtown or on or near the bus routes.
- I don't know.
- Senior housing (affordable) just for seniors--not homeless younger people!
- Would be nice to have lifelong learning program at UAS or other place--quality academic or interest courses.
- Assisted living program.
- As before mentioned, assisted living center with apartments, minimum care and meals provided.
- Home visits.
- Assisted living help; ability to stay in home or small group home.
- I just cannot think of anything right now.
- 1) Bigger and better senior complex with spa and exercise room, sitting a reading room; 2) adult only trailer/mobile park for year-round living.
- A 55+ assisted community; a cardiologist; a geriatric specialist.
- Assisted living. A central information center easily accessible--Mendenhall Library on bus route--too many agencies not coordinating together.
- Larger retirement housing.
- Free downtown parking--no time limit. Parking exemptions when/if meters are installed.
- Tlingit & Haida exercise program needs a new van to pick us up, take us seniors for a little car ride, then shopping, then they drive us home. Care-A-Van helps seniors but after exercise program we like to spend time together and go for a car ride.
- Less age discrimination; cardiac care.
- Reasonably priced way out of town, i.e. single source airline very expensive and marine highway both slow and expensive--with summer over-crowded.
- Better medical care.
- Assisted living--small group housing.

- I don't know.
- Competitive airline rates; ferry is still expensive when you consider stateroom, food, transportation to and back from ferry "ports."
- More assisted living homes/places that are affordable but quality.
- I don't have an idea right now.
- Assisted living services be low level of Pioneers Home (Staples, MN is one I'm familiar with). Some in Lower 48 have apartment type facilities where in-home services and meals are available as needed. The cost without meals or services begin at maybe \$900 a month. Full services might be \$2,000 or more.
- Cheaper airfares.
- Better senior citizens transportation benefits getting in and out of Juneau.
- More housing for seniors. You say you have that but it's 1/2 filled with mental patients. It's not right seniors have to put up with them--sorry my opinion. I know they have to live too.
- Reinstate free courses at UAS--only for 100 credit/no tests.
- Reduced fare for the ferry system.
- Exemptions from sales taxes on food, medical and rent at age 55. Exemption from non-commercial property taxes on real estate valued in excess of \$200,000.
- Questions: are there 1) home care providers for the elderly? 2) more retirement homes planned like the Pioneer Home if they will be needed?
- Cardiology Dept. at the hospital with a cardiologist.
- Can't think of anything.
- More books in the library!! this is better than classes for continued lifelong learning.
- Veterans Home.
- An assisted living facility!
- Expansion of home care options for those who wish to remain in their own homes rather than move to an institution if daily nursing help needed.
- Assisted living care facilities that are affordable. Wildflower Court and the Pioneer Home costs are beyond what many people can pay.
- A program, especially for 65+ to find residence and financial help when needed. Living off SSI doesn't do it.
- I suggest businesses donate services and in exchange negotiate a possible tax break for services. Similar to my grandkids football/cheer when they seek donations to support their team. Maybe have a non-profit group like Love, Inc., make phone calls on behalf of (example) myself and ask they donate \$5 - \$10 per business till the targeted goal is reached. The one time I did go to the doctor for my burns, the doctor said I had 2nd degree burns and I only went because my wife made me as she noticed something wrong with me. I did not want to worry her so I never told her previously what happened to me.
- 1) A place to regularly gather, to socialize, visit--like the ANB Hall, with simple snacks, activity, speakers, support to each other; 2) computer classes given by high school students, one-on-one, for student credit (South Central Foundation has such a program for elders in Anchorage). It would open a whole new world.
- More senior care in the homes. People that can stay within the home (24-hour care).
- Physical rehabilitation center to stay between hospital and home. Bartlett refers to Petersburg, Sitka, Wrangell. Why not Juneau?
- Transportation from out the road to obtain commercial services, shop, etc. May become difficult as my wife and I age, or should one or both be unable to drive--we would have to move.
- More assisted living places.
- Better sidewalks.

- Put in the new parking plan. Senior parking. Not HC parking but a few parking spaces for “free” for seniors. I probably could get a HC parking permit but why? Free senior parking downtown--“BIG DEAL.”
- More senior housing with graduated levels of assistance as needed.
- Think the City tax break is great.
- Wifi tower.
- More reasonable assisted living housing, plus more reasonable personal care.
- Less government regulations--lower taxes and municipal utilities.
- More sunshine.
- Possible food shopping services or errand services in winter for elders with disabilities or generally fragile.
- In our current situation we have no great need; however, in the years ahead that could change. There seems to be a lot of services available for seniors.
- As stated, transportation expanded. Some local businesses also are not handicap accessible (nor area many business places restrooms).
- More small (six-person) assisted living facilities.
- Education in living sustainability.
- Assisted living facilities.

Question 49 - *Where do you get information about services for older residents?*

- Lunches.
- I don't.
- AARP.
- Daily news, public radio.
- Have not looked yet.
- SE Senior Services newsletter.
- Relatives, State of Alaska.
- From Family.
- Health fairs, Pioneer Home Senior Center.
- Radio, Gastineau Channel Senior News - OPAG - Catholic Community Services.
- Senior Center.
- I have access to info as a primary care provider in Juneau.
- Senior Center, newspaper, friends.
- Unknown.
- Do not know.
- Health Fairs.
- Senior Center.
- Haven't sought info.
- I haven't needed any info.
- At the coffee shop.
- Friends.
- Word of mouth.
- Radio and TV.
- Senior info. office.
- Check the phone book.
- In-house newsletter.
- Newspaper, TV newscasts.
- Haven't looked - yet!
- Senior newspaper.
- Social services, care givers, Senior Center.
- Senior news.
- Newspaper, Radio, TV.
- Ask, look online, read.
- Newspaper, Senior Center, AARP, any place I can get it.
- CBJ.
- Online and RPEA.
- Other seniors, Senior Services.
- Other people.
- T&H elders.
- If I need it I know of several sources such as CCS - Senior Services (or call an expert such as Lorilyn Swanson!).
- State of Alaska, Medicare.
- Senior Center, RPEA.
- Newspaper, radio, AARP, neighbors/friends.
- Tlingit & Haida.
- RPEA, Catholic Community Services.
- Juneau Empire.

- Senior Center monthly newsletter.
- Everywhere.
- Church, Catholic Community Services, Pioneers Club.
- Older Alaskans newspaper Anchorage.
- Email from Senior Services.
- Friends, internet?
- I don't know.
- Senior Center.
- Word of mouth at Curves for Women.
- Radio.
- Email.
- Pioneers Home.
- Newspaper.
- Online, newspaper, AARP, public notices.
- Senior publications.
- Friends and literature from organizations and solicited material.
- Newspaper - Juneau Empire.
- AARP, 360 North "AARP Alaska"
- Juneau Empire, KTOO.
- Senior Information Office, Southeast Senior Services, newspaper, friends.
- I really do not get much info. Wish there was one place to get info.
- At work and on the internet.
- Family.
- Pioneers of Alaska.
- Newspaper and Social Services.
- Health and Social Services, Cornerstone Home Health.
- Senior Services at senior center and Alaska Commission on Aging.
- Radio, newspaper.
- Newspaper, radio, TV, word of mouth.
- "Senior Voice" publication, AARP, Catholic Community Services.
- Word of mouth.
- Other older residents.
- Newspapers, TV, radio, word of mouth.
- AARP publications, RPEA - newsletters, chapter meetings; State - Retirement & Benefits newsletters; Borough - senior services.
- I don't but, if i did, it would be via computer, word of mouth, radio, and newspaper.
- AARP AK newsletter; AK ret. teacher newsletter; word of mouth; phone book/computer search.
- I haven't looked for it--suppose I'd use newspaper and ask CBJ for referrals.
- Newspaper--senior publication; word of mouth.
- AARP, networking with friends.
- Retired public employees of Alaska.
- From older residents mostly.
- From other people.
- Other people.
- Wife.
- I find info very limited.
- Catholic Services.
- Catholic Community Services.
- Don't.

- From other people.
- Brochures and word of mouth.
- Pioneers of Alaska, friends, radio, newspaper.
- OPAG
- News media, Alaska Pioneers Club.
- Network, newspaper, newsletters.
- From senior advisors.
- Newspaper.
- Newspaper, friends.
- NARFE.
- Nowhere.
- OPAG, AARP.
- From friends.
- AARP.
- Wife.
- Newspaper, other seniors, radio, senior center.
- Library.
- Adult children and TV.
- Senior Center, caregivers, support group and meetings.
- TV, radio, newspapers, magazines, people I work with/meet at social functions, libraries, senior centers.
- City of Juneau, Pioneer Home, other seniors.
- Newspaper, TV, AARP, word of mouth.
- Senior Voice, AARP, old friends.
- From my daughter or son.
- Nowhere.
- CCS, Senior Information Center.
- Haven't used services.
- Radio.
- Word of mouth mostly.
- AARP, Juneau Empire, radio.
- Friends, SAIL, radio, newspaper, Hospice & Home Care.
- Newspaper and radio.
- News, Retired Alaska Public Employees.
- Newspaper.
- Radio, newspaper, word of mouth, etc.
- Newspaper.
- My daughter knows.
- From friends and my mother.
- Radio, my son.
- AARP, State of Alaska Retirement & Benefits.
- Reading.
- Mt. View Senior Citizen facility; staff from AK Pioneer Home.
- JAMHI, GP, Catholic services, the web, etc.
- Not sure.
- Newspaper and mail.
- From my wife.
- Friends and family.
- Catholic Community Services.
- All my friends are old. I talk to them.

- Senior Center.
- ?? I would probably call the Office of Aging first and get help from them to find other agencies.
- Senior newsletter.
- From friends.
- Through people visiting.
- Newspaper, radio.
- Talking with parties, using the various options, and Maria Donlevy [uncertain of name]
- My daughter.
- Senior Center, Pioneers Home.
- Don't.
- Online.
- Family, JAMHI staff.
- Here and there, care coordinators, friends, family, I'm still finishing things out.
- Paper, internet.
- Empire.
- Friends, family.
- AARP.
- Mt. View office.
- Here at Smith Hall or Polaris House.
- Caregiver, doctor.
- I try to contact people on the phone and get no help/assistance.
- Newspaper.
- Friends, newspaper, AARP.
- Senior Center.
- Radio, internet.
- Alaska Pioneer Home.
- Radio, Pioneer Home, friends, church.
- Radio, newspaper, organizations.
- Senior Voice.
- Senior newsletter, Juneau Senior Services, State retiree organization, newspaper.
- Juneau home facility.
- Newspaper, KTOO, KINY.
- Web, friends, state gov't.
- Not in one place--PSAs, poster ads.
- Newspaper (Juneau Empire), Southeast Senior Services newsletter.
- Word of mouth.
- Internet, word of mouth.
- AARP.
- Newspaper.
- Newspaper and radio.
- Phone book, Department of Labor (older Alaskans).
- Southeast Senior Services.
- Wherever it is available. I have all my faculties.
- From other senior residents. Paper, meetings.
- Have not looked.
- Word of mouth.
- CCS, Southeast Senior Services.
- Newspapers-Juneau, Ketchikan, Senior Voice, radio: KINY.
- Literature, other people.

- Senior Voice, Am retired CRN and have list of and am acquainted with available services currently.
- Online.
- Juneau Empire.
- Word of mouth.
- AARP, CCS/senior services needs.
- Newspaper and online.
- Newspaper and friends.
- SEARHC, SAILS, Empire, word of mouth.
- Other programs like ANS, T-H, SEARHC.
- Word of mouth.
- Parent used services--Pioneers Home.
- Word of mouth.
- Computer website.
- Senior centers.
- JPH.
- Pioneers Home, etc.
- Senior information office.
- From talking to friends and neighbors.
- Senior lunches, T&H exercises.
- Senior information office.
- Online.
- Online and media.
- Everywhere.
- Reading and news.
- Senior Voice, paper from Anchorage.
- Don't know.
- We haven't inquired.
- Senior Voice, Juneau Empire, KTOO/KINY, AARP, magazines, etc.
- AARP newsletters, word of mouth.
- Radio, newspaper, Senior Voice, AARP.
- Need one central place for info.
- Senior information center (run by Catholic Community Services).
- Affordable rents.
- Phone book, TV, radio, mail (flyers).
- CCS.
- Media/posters.
- Health fairs/advertising for senior related events; older friends; local paper.
- Nowhere.
- Web.
- Don't really pay attention to this right now.
- CBJ; AARP.
- Commission on Aging.
- Southeast Senior Services.
- Friends, web.
- Web.
- Catholic Community Services.
- AARP, SAIL, online.
- Radio - KTOO.
- Internet and friends.

- AARP.
- Don't know.
- Other seniors.
- Senior Services.
- Look in phonebook, start calling, and hope I can find someone who has a clue.
- Phonebook, TV, radio, mail (flyers).
- Senior Center if needed.
- Senior Center.
- Senior Center.
- Don't know.
- Newspaper.
- Newspaper, radio.
- AARP magazine and information; Juneau Senior Center newsletter; NARFE magazine; call to Borough office.
- Family and agencies.
- Blackboard, word of mouth.
- Each office directs to another.
- Senior Service info.
- Senior Center.
- Senior service agencies, phonebook.
- Commission on Aging.
- Mail.
- Not sure; Juneau Senior Information Office.
- Friends, organizations, relatives, media, flyers.
- Fireweed manager, Senior Center.
- Senior news, paper.
- Other people.
- Friends, people who work with seniors.
- Tlingit/Haida elderly services program.
- Ask.
- Word of mouth.
- Friends and family.
- Didn't.
- Television, internet, newspaper.
- I don't get any.
- Newspaper, radio, mailings.
- Seems to be available in local papers, TV, online, in variety of service organizations, etc.
- Senior Services.
- Ask Southeast Senior Services, and a lawyer friend who works with seniors.
- Word of mouth, Southeast Senior Services.
- Catholic Community Services.
- Newspaper.
- I haven't gotten information directly from anyone. I have observed Pioneer Home and Care-A-Van.
- CCS, SE Senior Services, online, attorney, doctor.
- Lots of places.
- T&H.
- Word of mouth, church, and friends.
- Word of mouth.
- Wildflower Court, H&SS.

- Doctor's office, library.
- Internet.
- Senior Center, CCS, Pioneer Home.
- I do not know where this information is located.
- Word of mouth.
- SE Senior Services, Hospice & Home Care.
- Senior Services, CCS.
- Have researched options quite a bit in process of caring for elderly in-laws.
- Computer.
- Pioneer Home.
- Radio, TV.
- Juneau Empire.
- I work with older adults.
- Media.
- KINY.
- Capital City Weekly.
- Media, experience with friends and family.
- CCS, SESS.
- Support group meetings and senior center.
- From senior service information.
- Reduce taxes so i don't need "services" provided by the government.
- Word of mouth.
- Senior Services.
- Media.
- CCS, SESS.
- Have not looked for any.
- Word of mouth mostly.
- Friends.
- CCS, phone book.
- We do speak with each frequently and are all college (and beyond) educated.
- Radio, newspaper.
- Newspaper, public radio, posted signs, mail.
- Friends.
- My job.
- Online.
- Juneau Empire; Juneau Senior Information Service.
- Newspaper.
- I don't know.
- Go on internet.
- From CBJ websites and State websites; mostly from other seniors.
- General conversation here and watching very elderly parents in WA state.
- None.
- Listening to others, RPEA, NARF, AARP.
- Listening to other senior citizens, NARFE meetings, REPA, AARP.
- Word of mouth.
- I have some expertise in the area.
- Catholic Community Services, Center for Community.
- Caregiver.
- Radio, newspaper.
- Senior lunch.

- Reading newspaper, SSS newsletter.
- Word of mouth, print media, radio.
- Catholic Community Services.
- Senior Center.
- Word of mouth.
- CCS.
- Alaska AARP State Office & via Marie Darlin; AARP Capital City Task Force Coordinator; Juneau Senior Center; Partnership associations w/SAIL and SESS.
- AARP, AK REA.
- SE Senior Services.
- Juneau Senior Services.
- Friends, word of mouth.
- State of Alaska on the computer.
- Juneau Commission on Aging and other seniors.
- Word of mouth, local paper.
- Don't.
- Commission on Aging.
- SESS Senior information office; eldercare-gov.
- Media, senior center.
- Senior services.
- CCS, newspaper.
- AARP.
- News.
- SEARHC.
- CCS.
- SAIL.
- Well informed.
- News.
- Media.
- Word of mouth, AARP, JREA.
- Juneau Retired Educators' Association meetings, AARP bulletins & announcements, word of mouth.
- Senior Center care coordinator.
- Local news, CBJ website, Medicare website.
- Paper.
- Word of mouth.
- Senior Center in Juneau.
- I collect information for seniors from many sources and there's a great deal available.
- Newspaper/radio.
- Care coordinator and other professional people who help me; newspapers; Senior Voice; church; DHSS.
- Senior Center; computer; other seniors.
- AARP.
- SESS, Juneau Empire, TV, radio.
- Senior Center bulletins, and w.w.net.
- Different people.
- Different places and people.
- Newspaper.
- Friends.
- Word of mouth.

- Have no such information.
- Radio, word of mouth.
- Newspaper, AARP meetings.
- Juneau Empire, radio, Pioneers of Alaska, friends.
- SAIL.
- Health fairs, online Empire.
- All over the place.
- Belong to senior council--many info given us.
- Friends.
- Fireweed Place has several activities to attend thanks to Lauralyn and TJ Duffy.
- Senior Center, Fireweed Place office, word of mouth, other seniors.
- Word of mouth or ASH who may know.
- Talking to our leaders.
- From daughter.
- Meeting, senior information, my manager.
- Senior paper.
- Nurse for 38 years.
- Pamphlets, newspaper, bulletin boards.
- Senior Center.
- CCTHITA.
- Well-known state and local services. Same through T&H, exercise group, AARP, etc.
- T&H.
- Senior services, SAIL.
- Where I live, Tlingit & Haida, ANB.
- I don't.
- Not sure.
- Juneau Empire, KTOO (FM).
- Web.
- CCTHITA elders program.
- Newspaper.
- KTOO.
- CCS.
- My daughter worked with State Division of Vocational Rehabilitation, SAIL, and other non-profit groups.
- Don't.
- Newspaper and radio.
- AARP, Internet.
- Employment.
- RPEA.
- RPEA.
- Newspaper articles and retired newsletters.
- Websites.
- Talking to other seniors.
- I get my news/public services info from the radio (KTOO) and internet (KINY); I never see/hear any public service info for seniors.
- I don't know.
- RPEA Trivette & Miller; JREA (Marie Darlin); Senior Voice; Juneau Empire.
- Friends.
- Internet.
- Douglas Library.

- Juneau RPEA has provided information. I don't know of any other resource for information.
- From friends.
- I don't, and have no idea where to find them.
- KTOO-FM.
- Public sector.
- Internet.
- Senior Center.
- Agencies, news.
- Friends, Senior Voice.
- Alaska Commission on Aging; Alaska Pioneer Homes; Senior Center; Senior Care Program.
- Word of mouth.
- Newspaper, news.
- Several sources.
- From friends.
- Word of mouth.
- AARP, Senior Services Newsletter.
- SE Senior Services; Pioneers of Alaska; miscellaneous individuals.
- SAIL, CCS, Widow/widower group.
- Newspaper, websites, mailing from organizations we belong to, radio, TV.
- Internet, word of mouth.
- Catholic charities.
- AARP.
- Senior Resource Center, T&H CC.
- Family and friends.
- Talking with others. Does Juneau have a pamphlet explaining all the options in our community and phone numbers and addresses?
- AARP and church affiliates.
- Senior Information Office--CCS; Senior Voice newspaper.
- City & Borough; State of Alaska.
- Newspaper; AARP.
- Word of mouth, newspaper.
- CCS.
- Friends/family; newspaper.
- Have not needed to.
- AARP, Juneau Empire, word of mouth.
- From care coordinator.
- My care coordinator at CCS.
- Family and friends.
- Friends.
- Newspaper, Center.
- Newspaper, radio.
- Newspaper, word of mouth.
- Newspaper, word of mouth.
- Word of mouth, media.
- Don't yet.
- Ask friends.
- Newspaper; Senior Services; friends--word of mouth.
- Good question--I would like to know the answer!
- From friends who work for SE Senior Services.
- Internet.

- Online.
- AARP, Capital City Weekly.
- Friends.
- Internet.
- Cap. community.
- Not sure.
- Other elders.
- Friends.
- Other people, paper.
- RPEA; Pioneer of Alaska; other organizations, Moose, none from City and newspaper.
- Friends, newspaper, doctors' office, senior center.
- Word of mouth, radio, newspaper.
- CCS and newspaper.
- Websites, mail, newspaper.
- Old friends, AARP.
- Any place I can get it.
- Senior Services.
- Have used Hospice and St. Ann's.
- Senior Center and Senior Center newsletter.
- AARP.
- State of Alaska.
- State of Alaska, Senior Services.
- Word of mouth, newspaper.
- TV, news, radio, my wife, and friends.
- Call Juneau Senior Information Office.
- Iowa--where my Dad lives.
- Haven't yet tried to get info.
- Ask friends to compare.
- Talking with people.
- RPEA, NEA, AARP.
- AARP, etc.
- Kodiak Senior Center.
- Newspaper, AARP.
- Internet--State web presence.
- AARP.
- Call around.
- Senior Center; the Bridge; word of mouth.
- When the time comes for me to need information I will go and look for it.
- Friends who have older relatives.
- Newspaper; friends.
- Don't know--phone book?
- Other seniors.
- Senior Services.
- Juneau Empire, Senior newspaper.
- Don't and don't know.
- Talking with doctor, friends, paper.
- Wife push me around in wheelbarrow.
- From friends.
- Senior Center; AARP.
- Internet, Senior Voice, RPEA.

- Through my work.
- Center/seniors.
- At Fireweed; on internet; Juneau Empire.
- Internet.
- Newspaper.
- Care coordinator; Cornerstone.
- Mother was at Wildflower for four years.
- Senior Voice.
- Newspaper.
- When I get “old” I’ll ask.
- Friends, newspaper, radio.
- Friends.
- SE Senior Services; computer (web).
- Newsletters, community involvement.
- Radio, newspaper, and friends. From this survey I heard about “taxi tokens.”
- In the newspaper.
- Mountain View Senior Center.
- SE Senior Services; personal physician; Juneau Public Health Center.
- Senior Services, Catholic Community; Pioneer Home.
- From other people.
- Newspaper, radio, internet.
- Haven’t looked!
- Paper, word of mouth, church.
- T&H Elder Caregiver Council.
- SE Senior Services.
- Juneau Senior Center, AARP.
- CBJ, SOA.
- CBJ.
- CCS, CBJ.
- AARP.
- From reading paper, books, ads.
- Senior Services (i.e. Mary Lou Spartz and Julie Dyer.
- RPEA.
- From other residents.
- Internet.
- AARP.
- Online.
- Radio, newspaper, bulletin board, friends.
- Mt. View.
- Media, doctor.
- Newspaper, Capital City Weekly.
- Websites.
- Newspaper, radio, friends.
- Filipino Community, Inc., church.
- Doctor’s office.
- Internet, RPEA.
- AARP and I worked for the State H&SS.
- SE Senior Services.
- State Assoc. Retired Teachers; friends; newspaper.
- Newspaper, other, friends.

- Care coordinator, word of mouth.
- AARP.
- Internet, newspaper, word of mouth.
- Senior Voice, AARP, RPEA.
- Health Care Fairs; knowing people and the community.
- T&H, and online.
- My parents (84 & 85) and online.
- Online.
- Haven't sought this information--don't feel old.
- Juneau Senior Information Office.
- I took care of my mom for nine years.
- My wife.
- Newspaper and word of mouth.
- CCS, United Way, AARP, and Community Resource list I maintain for Juneau Job Center/DOLWD.
- I don't get info.
- Senior Services.
- I don't know of any such information.
- Don't.
- TV, radio, senior center, programs, newspapers, word of mouth, clubs, etc.
- Read newspapers, listen to KINY, PCA, care coordinator.
- Senior newsletter.
- Newspaper, bulletin boards.
- Radio, newspaper, community bulletin boards, word of mouth.
- Phone book, Senior Service Center.
- Tlingit & Haida, exercise program.
- Management at residence.
- Senior Journal; AARP.
- Friends, family.
- I call agencies--CCS, Senior Center, Fireweed Place, T&H Central Council.
- CCS, SAIL, Hospice, Senior Center.
- Social Security.
- Soc/Services.
- Newspaper, pamphlets.
- Newspaper, word of mouth.
- Printed material.
- Newspaper, Widowed Persona support group, AARP.
- Word of mouth, previous knowledge of services.
- Word of mouth.
- Friends, word of mouth, radio, newspaper.
- SE Senior Services.
- Juneau Senior Center.
- Senior Services, SAIL, Senior Center.
- Widowed Persons support group.
- Senior Center.
- Mt. View.
- I don't.
- Friends.
- Senior Services, husband, other seniors.
- Widowers group and Senior Voice newspaper.

- Nowhere.
- AARP.
- Newspaper.
- My doctor; senior and caregiver resource center; church.
- Senior Services; Juneau Empire, friends.
- SAIL; CCS; friends; news media.
- News sources, spouse.
- Internet; friends; newspaper.
- I haven't needed any yet.
- Phone book and friends.
- Through community activities.
- I don't know.
- Reading and research.
- Start with information office at CBJ office in town.
- Senior Care Information Center and from friends.
- Word of mouth, CBJ & State, info. mailers, Internet, news media.
- Internet, talking with others.
- Senior newsletter, church.
- CBJ; AARP.
- Haven't checked.
- All over; Senior Center a good source.
- News: newspapers, TV news, other news information.
- Juneau Senior Center; other senior citizens.
- Newspaper; computer; word of mouth; from friends.
- Senior Center.
- Locally.
- CCS; Senior Information & Caregiver Resource Center.
- CCS.
- Others.
- I don't.
- Mostly RPEA.
- Radio, newspapers.
- Friends, media.
- Word of mouth, senior center, call the service and request info be mailed to me.
- Friends and relatives.
- Calls, friends, etc.
- SAIL.
- Friends.
- Internet.
- My wife via her friends.
- Don't -- unless imparted by other seniors.
- Friends.
- Radio, Senior Voice, and other newsprints.
- Friends and relatives.
- Word of mouth, news articles, friends.
- Newspaper and online.
- Pioneers Home.
- Senior Center.
- JPH.
- JPH.

- Pioneers Home.

Additional Comments

- Thank you for taking care of the senior citizen people.
- The City and State give lip service to older adults and to children but the reality is very different. The latest example was the Gov./Denali Kid Care. To allow 2,500 children health care because of 13 abortions in two years is unconscionable. Similar stupid decisions are made routinely regarding seniors.
- Thank you. Hope this helps in your dealing with needs.
- A light rail system would be ideal. We need to protect the Marie Drake Planetarium to encourage interest in the sciences.
- Juneau needs to focus more on needs of residents versus tourist - diversify our economy - provide opportunities for young people.
- Thirty-five years ago I had debilitating back problems, the symptoms of which were treated by MDs and chiropractors. But never the real cause. For 15 years I suffered with severe pain. Then an old man convinced me to exercise my back slowly three times per week. After three months I started regular 3 times/wk exercise and never looked back. Now at 73 I boat by myself and pull crab pots 25-50 lbs. by hand. If exercise were easy, I'd be a piper. But it isn't! It's hard, but the quality of life is worth it! So, keep up your good work for those who have not learned that aging need not be debilitating.
- Need more inexpensive land to build home (\$50k to \$60k).
- Thank you.
- Single most important need is property tax relief.
- Because my partner and I cannot marry, I will sustain the loss of her income when she dies and my single income is less than half of hers.
- Question #46 was confusing. It seems to assume the decision has been made to live in Juneau indefinitely. We choose to live here for now, but may need or desire to move later because of the lack of the factors listed.
- I am fortunate to have several grown children living in Juneau and by God's grace I am well cared for.
- Love your self. Love your neighbor. Love your God.
- It appears the Alaska Native elderly are the most overlooked and are not aware of many services they seriously need, and probably do not even have access to this survey. Also, the "street" people who are turned away from the Glory Hole need more resources.
- Continuation of senior tax exemption is a large incentive and free bus transportation and senior meal services. The Glory Hole for indigent residents.
- I have Section 8 housing assistance and would like to know if there is assistance for living in the Pioneers Home.
- Thanks for collecting this information. i hope it leads to enhanced services and considerations for senior citizens.
- This survey is very important and overdue. Thank you for sending it out. Without a doubt, Juneau's greatest need is an assisted living facility so that residents don't have to go outside away from families, friends, and their community of choice. CBJ and others have an obligation (ethically and economic) to spearhead the discussion, research, development, and search for a non-profit or for profit company that will build and operate an assisted living facility. This requires good solid data for such a company to invest here. All this can be done collaboratively with other Juneau organizations doing a lot of the work, but CBJ should take the initial lead. Please don't delay.
- Assisted housing needed now for elders.

- I need help designing and building affordable handicap access to my home. Currently, I walk down 75 steps.
- Have bus route go to COSTCO since they take food stamps in COSTCO, bus route would help. Care-A-Van are sometimes too busy.
- I love living in Juneau and the people. But us with health problems that can't really do too much, there not that much to do.
- We don't have enough medical services for chronic health problems.
- Juneau is a wonderful place to live and retire. Please don't screw it up.
- Seriously: Better Meals on Wheels, most meals questionable. In-house security. I don't feel safe at night outside my apartment. Crazy drunk people - drug activities and prostitutes. Safety for all seniors.
- Thanks for all your efforts.
- Build the road to Juneau and another channel crossing.
- Thank you all for doing this. We are very fortunate to live in Juneau with all senior benefits.
- The importance of remaining in my home surrounded by wildlife and family--my most important consideration. Squirrels/eagles/ravens.
- Participates in talking book program from state library.
- I suspect that those with the highest needs (social/economical/mental health/physical) will be less likely to complete this survey resulting in a distorted assessment of community elder needs. Better, I think, a sample/interview survey.
- If you think I have any money you will be right after it any way you can get it.
- Could not afford to live here for long if needed \$5,000 a month for care. That would be more than our monthly income combined for just one person. How would the other live? I'm hoping to die in my sleep before I need that kind of care.
- #46. Long time friends.
- Affordable services needed to remain in my own home. Sales tax exemption needs to remain always. Parking spaces needed for those who don't qualify for a disabled space, i.e., icy walking conditions at businesses.
- Some of the questions are flawed: if #22 is "No," then 22(a) is irrelevant and should have a "N/A." #45 is nonsensical. you want only three categories cited and only if important. So, how can any be less than important? #46 should have several N/As. #48 needs a third category.
- The tax exemption for seniors is a major benefit and a factor whether we move away or not.
- I would like to have an exercise room where we don't have to pay to participate, either at the Senior Center or somewhere we can go to visit one another.
- Travel out of town by ferry and air....inconvenient and costs too much!!!
- I was able to qualify for the Gov't Affordable Home owner program, both first and second mortgage modifications which reduced payments by about 50% and set 1! interest rate for 5 yrs, then 2% for 5 yrs, etc. (max 5%), BUT application process was long, arduous, repetitive, and problematic. Only extreme persistence finally paid off. My understanding is that many people gave up and funding only partially used.
- I love Juneau and hope I never have to leave.
- Thank you!
- If my husband passes before I do, I would lose a lot of our income. It may make it difficult to live here.
- As for use of a computer--my knowledge of it is quite minimal except for email and some games. Because of personal business losses several years ago, I lost my personal retirement savings plus accrued wages to pay debts of the business. The savings I have left is disappearing as it is needed to pay my monthly expenses, along with my Social Security.

- Seniors in Kodiak get one-half off on boat launch ramp fees. Why not a free pass for Juneau? Let's encourage seniors to get out--not stick them with more fees. Where can we get a list of all discounts for seniors in Juneau?
- 1) If elders and disabled children lived with their grown children or parents, it would reduce the tax burden. Also, three or more generations per household would help the younger ones learn that aging is natural and what to expect. 2) Health care costs could be reduced if caregivers had offices in their own homes. Many doctors do not need large equipment.
- The best thing for everyone in this community is lower taxes and fewer social services.
- I currently live in a house with three floors, with one bathroom upstairs, and laundry and food storage in the basement. I intend to remain here for a long time, but if my health fails, I will need to find another single-level home. Hopefully, there will be one available that I can buy then. In the meantime, I try to stay fit by gardening on my slope and climbing my home's many stairs daily.
- Now I will get on Pioneer Home list! Thanks, Joy C.
- Wellness classes in the community: exercises, mental/memory fitness, stroke support group.
- I think that people that are on fixed incomes should be considered more when rate hikes/increases are requested by the CBJ and AEL&P. Isn't AEL&P asking for a rate increase to pay back one of their two holding companies?
- I appreciate the friendliness of the staff at Mt. View and the staff at Alaska Pioneer Home.
- I think things like Eaglecrest should be self-supporting similar to the marinas. Why should I pay for someone else to go ski? They don't pay for my boat slip.
- Juneau, Alaska is a great place to live.
- Why no questions about access to and for use of local businesses to indicate contributions to local economy?
- Think they need more than one electric shopping cart in Super Bear.
- Need for resource to find help for home care.
- Juneau is fairly senior-friendly. I would be willing to pay city sales tax to keep the status quo. I love Eaglecrest, swim pools, free bus, libraries.
- Care-A-Van needs to add smaller cars to the fleet.
- The biggest help to seniors would make Juneau's work situation better for young people returning from college. Less senior services would be needed if young family members returned to Juneau after advanced education. Cheaper housing? etc.??
- Thank you for all your work with the survey!
- Care-A-Vans are fine but are not flexible for quicker services. You shouldn't have to wait hours for pickup or delivered to a destination. Smaller vehicles with shorter time for pickup and delivery with the longer vans for handy-capped individuals with wheel chairs. Why not three sizes of vehicles? Cars, mini-vans and the large Care-A-Vans.
- Economy is poor for adult college grads living at home doing part-time work with no benefits or taking further schooling at UAS. If we would like to keep our children in Alaska, there must be good jobs for them.
- I do love Juneau. I hate the rocks and salt on the streets in the winter, in general the way freezing surfaces are handled. Returning after an absence of many years, I am disappointed in increased Gov't control and the influence of environmental extremists and anti-vehicle movements, i.e., priority of pedestrians and bikers. Bunk! Streets are for cars and efficient traffic movement should be a top priority.
- As long as I am physically able, I will try to do my part to improve and maintain my surroundings.
- I hope some assistance will be available and not used up. When I see the abuse people demand when they're [unreadable] section 8 status or are on SS disability, our federal gov't. really needs to overhaul the system. Retirees living in Juneau area really have a unique situation--great

conveniences--lucky people who have priority status should be able to live with \$500 - \$1,000 per month.

- I would have preferred to answer this online. This seems like a poor use of paper.
- Increase in facilities for long term care.
- More opportunities for seniors to remain active physically/recreation. Eaglecrest is great--senior programs. need transportation options mid-week to Eaglecrest and campground for XC skiing. We need to stay active physically and mentally. Companionship--maybe a senior singles group, with many activities; options to avoid isolation. Keep seniors involved in community. Help match seniors to tourism jobs (not subsidize at work). Many don't realize opportunities. Help find organizations that will accept donations--household goods, clothing, etc., as we downsize. (Through non-profits, churches, etc.)
- Spouse is still self-employed.
- Thank you for doing this survey. I am not sure about some available because I have not needed them. Although our income is sufficient for our needs, we still have a long-term mortgage due to an extensive remodel, and we are paying for care of my mother.
- Support services available if (1) disabled; (2) poor; (3) native. Too many of us fell through the cracks.
- No road please--would negatively impact quality of life in Juneau. Need to reduce dumping of trash in the area.
- I wish more employment for Southeast communities, makes it a burden for elders.
- I feel reasonably priced housing is essential for being able to stay in Juneau!
- Thank you for doing this survey.
- I moved back because of the family here and the knowledge of the town and what is available--a home town feeling and what is available for help--and the people here.
- I appreciate what this community does to old people.
- Thanks to all of you putting this together to help people who LOVE living here stay HERE.
- Bus services good. But think it is close to over loaded, very expensive city for retired people.
- Expense of housing is a real burden. We need housing for our caregiving (separate space for us from our three intense needs people who live with us). Cost of food and transportation. Cannot keep up our "pace" much longer but no seeming options for their well being.
- Everything goes to Medicaid: cost of care, except \$75.00/month, which is disgraceful.
- While this will be useful to you, it might be interesting to see a report: 1) what you learned; 2) what you are going to share with participants; 3) what effects this will have in your grants programs; and 4) how you are going to manipulate the information.
- We desperately need a community health center/clinic here, though AK DHSS tells me Juneau cannot meet the present criteria in the federal regulations. Then those criteria need to change. (Natives can go to SEARHC, homeless can go to Front St. Clinic), but everyone else--such as my daughter (age 51) and many others who have work only seasonally and never have health "insurance" have no access to health care. Even a sliding scale would help, and community health centers offer that. Almost nobody else does.
- I appreciate this effort to update seniors services and expectations. Number one need: assisted living facilities (like Wildflower Ct.) available for all seniors (whether they are totally disabled or not).
- In the future my children, three in Alaska, want me to be with them (to live). In Anchorage, Wasilla, or here or in Texas, I might have to leave Juneau if I become ill.
- I enjoy yearly holiday dinners by Coast Guard in Dec. Senior theater events! Thank goodness for senior exemptions like sales tax, auto licenses, free concerts, lectures, hikes, reduced fees, pool, etc., bus--public schedule every 30 minutes greatly improved over the old one-hour schedules. Noon meals at center or served to your apartment home. However, basic services rise: trash, electricity, water/sewer, are eating up funds coin operated.

- Social Security.
- Gas prices and air travel prices are unusually high without hope of change. Just wish I could travel to visit relatives in lower 48 without a price burden. An assisted living facility is dearly needed here in Juneau also.
- Saw lovely, affordable assisted living facilities in Seattle--preferable to Pioneer Home.
- Juneau has nothing to offer retirees regarding independent and assisted housing facilities. Anchorage, Fairbanks, and other cities have available facilities, even Haines. It is truly a shame.
- Dire need of housing, like Mt. View or handicap homes or apartment. Very, very needed.
- Need more specialized doctors here--to save my husband. We were medivaced to Anchorage and I need specialized surgery of my eye either in Anchorage or Seattle--causes stress on our children when they can't be with us or see us--added a lot of cost, money we didn't have. Had to go without meals even if we had Medicaid--no coverage weekends.
- I don't yet need "services" for the elderly. So the really important reasons for liking Juneau are the location (scenery & wildlife) and the cultural offerings, and a long list of friends. As long as my retirement system works (it is under threat!), I can afford to stay here.
- The senior citizen benefits available here help to offset the high cost of living and the very high cost of getting in and out of town. We often travel to Washington and the east coast for family reasons and it is getting to be a real burden. If we move in the future, it will be the out of state travel costs that make the difference and cause the move.
- Thanks for doing this survey. I am sure it will help.
- Please keep senior benefits: no sales tax; reduced property tax; and free UAS classes, because that's one of the reasons I stay in Juneau!
- Would like to see condos, apartments, with common areas, elevators, two-bedroom, two-bath units located in the Valley.
- I would be willing to work on the assisted living issue.
- Doesn't know annual income. Had to work for a long time, finally got her social security and deceased husband's social security.
- Juneau does have nursing care but they do need more, especially as the older population rises. Maybe the bus route could alternate between Lemon Creek and the COSTCO/Home Depot road.
- Our income [unreadable] according to our corporation and sociality.
- I love it here!
- Need lower utility costs and lower harbor fees. Make housing more affordable.
- I am concerned about living in Juneau on \$1100 per month.
- Thanks for doing survey. I'm not getting any younger...should be thinking about these issues!
- I'm in the fortunate position of having family in town. My arthritis keeps me from doing general maintenance inside and outside my home, but the family's help in those areas makes it possible for me to stay in my home. If they move away, I would need in-home help, which i could not afford.
- Great idea to do survey. I should think it would be useful to survey annually or semi-annually. Thanks! I appreciate the Juneau Borough's senior tax exemption category. If the road north gets extended it would help the economy of Juneau and maybe attract more businesses to move to Juneau. I think the Borough should support strongly the building of the road north.
- We have a great variety of cultural/recreational activities offered in Juneau. This makes it such a wonderful place to live. I have a friend who needs to be in the Pioneer Home but they don't have her on a priority list and it makes it very hard for her because of her physical limitations. She is on oxygen 24/7. Perhaps they need to expand the home.
- \$14,172.00 a year! Seniors should get more to live on. Help us seniors get more to pay our bills; it's very hard to pay ours. I have to pay one bill and not another just to get by for that month. The next month I pay the one I didn't pay the month before. Can't live on such a small

monthly income. Help us please. I only get \$17.00 a month in food stamps. We need more due to the high cost in Juneau for food.

- 1) What and how are these statistics going to be used? 2) Who are going to be using or have access to the results? 3) Why are there no questions re elder abuse and neglect? 4) Will this survey be used to increase funding to senior programs Native and non-Native or just programs?
- Assisted living facilities down south begin at 2500 and go up--Juneau is very high. There are very few people who can afford to private pay for long term care. I hope the new government health plan will cover long term care.
- The end.
- Juneau is a good place to grow old--available services and general attitude.
- Less costly living for seniors.
- We need less expensive assisted living facilities and less expensive apartments for seniors.
- I continue to work because I cannot afford to retire. I have back problems, but not chronic, and i don't know what I'm going to do about retirement! Housing is scary.
- I consider myself fortunate to afford an/or be able to make my own choices at this time. I try to plan for things in the future should I not be physically able to care for myself. There must be "affordable" options or who knows?
- Good survey.
- The City tax breaks on housing and sales tax is an important item to keep retiree in Juneau. Very important to many people. Retirees have many assets. We are not all poor, or below \$60,000/yr. Juneau does well to cater to keeping the retiree assets from moving south. Forty years ago, everyone moved south to retire--taking retirement incomes with them.
- Doing okay.
- Thanks for asking!
- It would really be nice to have beeper lights or audio signals that tell you when to cross intersections. Amsterdam has long beeps for waiting to cross and short loud beeps for crossing intersections. This leaves no questions for me or other pedestrians on when or when not to cross busy intersections. Also, when snow plows leave berms it would be extremely helpful to have a smaller plow truck to push berms to the edge of the driveway! less heart attacks would occur.
- Berm removal in front of driveway.
- Keep reduced property taxes for seniors--good incentive to keep seniors in Juneau.
- Thanks for reading.
- Would love to have a complex in Juneau that offers nice condos or apartments connected to or next to units with minimal assistance available, and another section with more assisted living, and on to a full nursing care unit. My mother lives in such a complex in Madison, WI, and it is fantastic.
- Thank you for doing the survey, and for making it easy to complete and easy to mail in.
- With so many "boomers" (many of whom are state or federal employees) in Juneau that will be retiring very soon, I think it would be good to have a community forum that focuses on what services are available locally, the financial benefits of remaining a resident, plans for the future, etc.
- I would like to see a community health and dental clinic based on income. I cannot afford to use CBJ Hospital for eye surgery, it is almost 1/2 the price to fly to Seattle and have it done, but I have to save up first. Cataract surgery. Bartlett + Dr. = 10 to 12k. Seattle Cataract Center = 5 to 6k (airfare included).
- I know very few aging adults who feel they can afford to remain in Juneau. The cost of living is far too high and now electricity is about to take a big jump. So much for cheap hydropower!
- I can't afford to live on my income. This makes it awkward to socialize with others who can afford recreation classes, eating out, clubs with dues, bowling.

- I think there should be more activities for older people. Medical is also a major part of concern. Retirement will be a question; it is very expensive living here. I know when and if we retire we will probably have to sell our home, because we won't be able to afford it with all the utilities.
- I love Juneau. I hope to spend the rest of my life in Juneau. I very much appreciate our city assembly and state legislators. Thank you too, to everyone involved with this survey.
- I would like to see more independent living homes or apartments/condos that are affordable for fixed incomes. Also, as good as Care-A-Van is, so many times the elderly are left waiting, sometimes for hours at doctors' offices. perhaps smaller vans or cares would be more affordable so a large fleet could be maintained.
- More education; cable rates service; lower food cost citywide; reduced rate for flying to Seattle or Anchorage for doctor visits and surgery; tax exempt card at 55 and not 65. This survey is pointless in my 50s when tax card not available.
- I feel isolated from my family. Alaska Air charges exorbitant rates because they have a monopoly. Encourage other major airlines and build the damn road already.
- This is an interesting survey in that it seems to address the needs/wants of what the CBJ can do for me as i age. Am I not ultimately responsible for a lot of this myself rather than relying on CBJ to do it for me? "Entitlement" thinking?
- In Europe and in the lower 48 states, I've seen retirement communities where older people can move into cottages and smaller homes and retain their independence. Some even provide bus service to grocery stores for those who no longer drive. Wonderful life before you end up needing to be in a nursing home. In Juneau it seems like older people struggle to stay home because their option is a nursing home environment. In terms of home size, independence and finances, Juneau offers very limited options and there seems to always be a waiting list for even a nursing home bed.
- More volunteers to help seniors with figuring out health options and insurance (Medicare, etc.) options/bills and to advocate for those rights. Many seniors have difficulties arranging out of Juneau health care travel and needs/services and often pay too much. Also airport needs elevator to the tarmac from boarding the stairs are ridiculous!! And to the plane for outside boarding.
- 1) Please keep senior citizens' tax exemption and property tax exemption. 2) please advocate for senior energy assistance for middle income seniors. 3) please get University of Alaska senior free tuition (on space available) back to the lower age.
- Need bus service on Sundays and holidays.
- Expensive housing, food, etc. Need housing that will accommodate our son and grandchildren in which they can be separate yet next to us so we can caregive yet have our own space.
- Our taxes, CBJ fees (sewer) electric rates continue to increase as well as food costs and other expenses, while income does not change.
- 1) Hospital services are poor. Patients are discharged too quickly and with insufficient discharge planning. Those without insurance have no sliding scale options for payment and are often forced by this fact to discharge themselves too early. Note, however, that premature discharges of uninsured or insufficiently insured are often prematurely discharged not by patient choices. 2) Insufficient funding for Care-A-Van and municipal bus line.
- Thanks for doing this.
- Without our combined income and medical insurance it would be difficult to live here. A major illness or loss could seriously reduce our ability to make it on our own. Long term care is "too" expensive.
- I am currently struggling to keep afloat, using a small fund of money received after selling off a piece of extra property. Did not have time to wait around for price it should have gotten, so took lower price. I may have to sell my own home and at that time, plans will be made for what to

- do, where to go, and so on. Husband used up life insurance to live on when unemployed, could not pay back or keep up payments. He died overseas.
- Mt. View needs to revert back to senior housing; the residents are vulnerable/at risk to the younger residents, among whom are drug dealers, partyers, etc., who open the door to shady characters and scare the seniors. None of that happens in the high rent district inside Fireweed Place.
 - Thank you for doing this survey. As a caregiver for elder parents I've come in contact with caregiver services and myself needed assistance from Care-A-Van. These services keep our community healthy. They are needed and appreciated.
 - At the present i am in good health at 86. How long always is a question. We live here year round. Inflation is our problem. No raise in retirement benefits are beginning to eat our budget. There is inflation. Go to the stores. Buy gas.
 - It is essential that the CBJ recognize that are seniors are (1) not all rich and own RVs; (2) provide needed services to others and particularly tourists; (3) to ensure the mental well-being and physical health safe walking facilities are necessary. The CBJ Assembly has publicly stated that they do not want Juneau to be a retirement community. Are you going to expel all seniors here now? Who is going to greet people off the cruise ships?
 - We live fine right now, but if we had additional cost we would have to have help or move to where we could afford to live.
 - Annual income is from Miller trust and Social Security. I am no longer able to complete surveys--these answers were supplied by my daughter.
 - Re #19: Although I have Medicare and other health insurance, some doctors refuse to take patients with Medicare! That prevents use of any other insurance. And when they don't take Medicare, government rules prevent them from accepting payments other than insurance. So evaluate answers to #19 with this knowledge!
 - Need more affordable senior living places: homes, institutions. Whatever happened to the "cottage homes" that were talked about a year ago?
 - The tax breaks, permanent fund, free transportation and other senior benefits make it possible for us to stay living here and we appreciate it.
 - Whenever I apply for anything I get turned down.
 - This survey is an example of how aging people are treat: condescending, like children, etc. Take a look at the human assets people over 55 can contribute and get a clue about how to treat us. We are grown ups with a brain, experience I am offended by these kinds of disempowering surveys.
 - I would like to see S.E. Senior Services receive maximum support and funding because of their outstanding assistance and outreach to the seniors of Juneau.
 - The senior sales tax exemption is an important factor in remaining in Juneau.
 - Priorities: Find a way to provide an assisted living facility here. Push for expansion/renovation or a new Pioneer Home. The one we have now cannot accommodate the demand. Off-leash dog park. Expand Care-A-Van services.
 - Bus system always trying to raise fares for all. Seniors need the discounted fares; they worked hard to survive in Juneau. Discounts to school children (6-12 grades) should be full fare this will make bus transportation plenty of money. Also bus drivers need to inform children (all) to keep their language clean, no swearing. At times the language is so dirty it's like watching HBO.
 - Thanks for all you do.
 - We support house prisoners for nothing; well-fare people do not hardly pay any so i feel if we can support those people I feel we that the state and city can do more for the senior citizens.
 - We need something more than the Pioneer Home~ Transitional housing.
 - Being a disabled vet should count more toward housing and being tax free.

- I am fortunate to be in good health and have a good retirement income. The tax benefits are very good. i sometimes forget the sales tax--sort of on purpose. But it's important for many others. Recreation opportunities and friend [unreadable] are great. Thanks for the survey.
- My main concern is the pending need of an assisted living facility. At the current rate of \$5,000 a month, I don't think we could afford to stay in Juneau. This worries me.
- Neither my husband nor I are covered by any State plans or retirement. I am very tired of services being tilted toward those with Tier 1 benefits.
- I have Medicare Rx extra help. Otherwise, I would not be able to manage my multiple prescriptions which are in hundreds of dollars!
- Elders need to feel respected, not just another category of CBJ "services." Start having a "respect our elders" celebration one day a year with media recognition (not tea, or coffee and donuts) for our outstanding elders of all cultures.
- I disagree strongly with income-based benefits; it's too discriminatory.
- Need a local support group for Mac computer users and how to clean up garbage. How to find out about grocery service. Thank you.
- If light bill increases will move out of Juneau. Will vote to move the Capital. Will campaign to family/friends to move.
- I strongly believe that any program that stresses preventative health issues. I believe veterans need more supportive services--medical especially. Thank you for excellent bike paths and walking trails!
- My husband and I decided to retire in Juneau because of the town, medical services, low crime rate, tax considerations for 65+; we have fixed our house so we can stay in it with an elevator, fixed bathrooms and kitchen. In the future we will need help with our yard, and snow removal.
- Is \$5,000 per month charge at the Alaska Pioneer Home? Letters from them quote higher.
- I am worried about Social Security income.
- Many I know and have worked with over the last 26 years have retired and moved down South. All have stated it is too expensive to retire in Juneau. We spend enormous sums to maintain home and car in this harsh climate; the fuel and electrical bills are high here. It's too expensive to travel out by jet or ferry!
- Thank you for your interest and consideration.
- I was the primary caregiver for my wife for the last six years of her life.
- Affordable housing continues to be the most important issue for a broad array of age groups in Juneau.
- Free copy at library to make copies of paperwork.
- Thanks for holding a survey and please continue to do so in future years.
- If the cost of food, gas goes up, rent should go down for seniors.
- My husband is 20 years older. When he dies my income will drop to about \$24,000. This year I learned of the senior property tax reduction to 4% of gross income. That will make a huge difference for me. As retired PERS, I am limited to the number of hours I can work part-time w/o benefits for a PERS employer. I wish the limit was higher. Babysat for nine years and now wish I had paid Social Security tax on wages. Will take a huge hit on SS benefits because of SBS.
- Good questions. Great services already provided to seniors in Juneau; other towns like Anchorage or Honolulu should follow.
- Thanks for being concerned about seniors. I'd like to see the property tax exclusion on the first \$150,000, not be dependent on receiving the PFD. We have an RV and are gone a lot (Juneau weather is not conducive to an active retiree in fall and winter).
- A healthy youthful community is important. Our youth need to be smart and vibrant to have a good community so they will stay in Juneau.

- Stop adding services that the public has voted against and expecting us to pay for them. Instead, provide the services available to all citizens to maintain a clean environment for all (more recycling, enforcing clean air and water standards, etc.).
- This is another give me, give me, want want, let someone else pay surveys.
- No defined retirement income for State/PERS workers will have a big effect on the future of Juneau. Limited salaries for young people won't allow Juneau to maintain its standard of living and growth. High taxes and low wages aren't a good trend.
- Juneau is a small town with a city's amenities. I love to hunt, fish, hike, bicycle, garden, and cross-country ski. I plan to live here until I die and then have my ashes scattered on top of Douglas Island.
- Don't penalize a Juneau senior just because they have earned money by not providing us the services that we also need. Make available to us all types of services that would enable us to stay in our homes, even if we have to pay for it. I would pay for an excellent assisted care facility if one were available. The needs of all seniors need to be treated equally, not just the most needy.
- The answers to many questions will change when I retire and am living on retirement income. Also, most people 55-65 do not have the health problems or needs of those over 70--so these results may not be too helpful.
- Make streets wider not narrower, e.g. lower Main St. and 12th St. sidewalks can be wider if on one side only. Stop wasting public dollars subsidizing and promoting tourism, e.g. excessive downtown street cleaning, but neglecting other sidewalks and bike paths.
- I am glad you are doing this survey. Please share the results. As a babyboomer who loves living in Juneau I try to keep myself in good physical and mental shape so I can continue to work and live here. It's too expensive to live here on retirement income without affordable housing. Cottage housing would be beneficial. Thank you!
- Affordable assistance/assisted living is so important. Without it folks either must rely on Medicaid or move out of the state where it's readily available. Too much discrepancy in what homes in Alaska charge and other states!
- If I opt to use the Pioneers Home Juneau would be my last choice--senior citizens don't like shared bathrooms!
- The economic times are such that we have two college graduates (nearly to mid 20s adult children) living at home with us. We love our children and are concerned for their futures in Juneau. Loss of State jobs to other parts of the state, City hire freezes--jobs with no benefits (health/dental) for their health care.
- Question 45 doesn't make sense!
- Many seniors need to have their homes equipped with handle bars in bathrooms, stair railings, etc. A state program to help with that would be nice.
- Haven't needed senior services yet.
- I would like to see a return to more boarding houses for seniors, sort of like dorm life for elders with share communal facilities done in a homier way: the old-fashioned way that was common before the 1960s. One could have privacy in their own room as well as have shared time and communal responsibility for the common area.
- Some seniors have more than these figures and if I did not live in my house and have an apartment, my income would be lower and the apartment gives a good tax deduction so for now more of my money stays with me. This will not always be true when I move or have to move in an assisted living facility.
- Question #48. The cost is comparable to quality services elsewhere. My preference is to stay here as long as family is here, but I would probably choose a private facility over the Pioneer Home. I'd have a hard time justifying \$5,000+ a month and not have my own bathroom. That's

the main reason my mother-in-law went to Seattle. It's a common complaint I hear from many seniors.

- Need road out of Juneau; need airline competition; docs all charge the same high price-greedy; computer access too expensive, same with TV and phone-all greedy; all utilities are too expensive.
- Health care and cost is out of sight. My husband works and half goes to Incs. We won't be able to make it if he can't work. We would be homeless without Medicare. Not much of a future!
- You need to ask more questions about VA benefits, medical care and disability compensation and if VA is providing enough services in Juneau.
- Putting 65+ as one category is inaccurate record keeping; 65-year-olds generally have different needs from 75-90 year olds.
- 1) Families cannot afford the ferry; 2) City debt service cost is excessive. If Assembly does not have cash they should not build costly projects until they can pay cash for them. (See property tax bills.)
- All seniors who cannot drive a care, enjoy retirement community living, because no cooking, no meal planning or shopping, everyone same age group, no babysitting, no home maintenance, or monthly costs, or taxes. Note: the Seattle area has over 25,000 retirement facilities managing entrance to death--at [unreadable] costs.
- I have plenty of help from my children. I don't worry very much about anything with their help everyday. Thanks though.
- Juneau is a vibrant community with many activity options such as the Parks & Rec. Wednesday and Saturday hikes.
- No privately operated facility for middle class to upper class available in the Juneau area. Seattle area has a vast selection available varying in cost and options.
- We are lucky in many ways. We're self-sufficient, have a grown son and his family here, and we have the money to travel. I love downtown Juneau's ambiance, size, and energy. It's important to me that tourism is controlled so that our city is not consumed by it. First and foremost, Juneau is the capital city, a major hub in SE Alaska, and a beautiful place to live. Don't let us become Ketchikan. Don't sell our soul to tourism.
- Hardship property tax allowance is too generous.
- Thank you.
- Taxes, fees, and utilities matter. We have great services here but it costs us.
- Before having to retrain I was making \$15/hr; starting at \$9/hr worked over 10 years to get to \$15/hr. Now I want a job and \$13/hr at least. I do not know how long my body will hold out but I will need shelter based on income eventually. I need to work until 70 years of age before receiving full benefits of SS, if it's enough or if it is still there.
- I'm very grateful for all the things available for our use--thankful there are people who care, willing to share their help.
- Need affordable assisted living options in Juneau.
- Your survey has given me and my spouse cause to plan for the what ifs of advancing age. Thank you!
- Juneau has been a good home for me and my family but is getting too big for what it has to offer. I will always call Juneau my home but without a road to and from Juneau I will be spending most of the rest of my life out of town.
- Found this survey at Family Practice waiting room.
- Some concerns over hospital costs here and medical services. Also travel costs. Recent hospital services weren't covered by Wells Fargo because they were over customary--not happy!
- I'm in my early 60s and don't see myself as needing senior type services for a while yet.

- Next survey please use an age group of 55-64, 65-74, 75+ up; there is a very different need between 65 and 75+ up.
- We're old and screwed.
- City needs to encourage seniors to stay in Juneau (see suggestions on p. 5) and also do more inclusive CBJ activities for seniors.
- We will be retiring within two years. We are not sure if we will stay in Juneau. One of us has cardiac issues and there is not care here and we have to go to Seattle (expensive). When we are very old, stairs will be a problem. Juneau is expensive on a fixed income.
- I need to get off the streets. I do not choose to live like this.
- Property tax is the biggest single burden on the retired resident.
- Perhaps your cut-off age should be 70 instead of 55, as most of us at 55-65 are still working. This seems to be geared to those who are well beyond 65.
- More affordable senior community housing.
- Alaska is for the vigorous, as Jack London suggested. I hope we don't let our advancing decrepitude suck all the oxygen out of the room and deprive the young people of the opportunities that Alaska held for us when we were young. Let's not be an insatiable parasitical generation of "takers." I want the young people to look back on our generation with gratitude, not resentment.
- Need affordable assisted living in Juneau.
- Please stop raising the cost of living via bond measures and taxes and utilities! We know so many older people who have to move because it is too expensive to live here and to travel out. Thanks for hearing us!
- Need to cut back on City and Airport employees and costs.
- Good survey. I do feel strongly on more nursing home availability so that a person does not have to go to Seattle, Anchorage, or elsewhere, especially when they have lived here a long time.
- No one can afford \$5,000 per month for assisted living and the cost of nursing home care is even more outrageous; these issues should be included in health care reform.
- Thank you for taking this survey.
- It would be great to know if/or a list of all boards that are available to possibly serve on or volunteer for. I think there are a lot of people our age who would love to help others in our community.
- Retired after almost 30 years in Alaska education. Moved to Juneau because of performing arts community.
- Paying property taxes on a fixed income is a concern. We built in 1974; I worry we will be forced out because of taxes. I don't think anyone should pay sales tax on utilities. We also need CAMP SITES.
- Land needs to be freed and developed. Start a program to help seniors purchase home or condo. Great place to live, I use trails for hiking but I'll move for better work and lower costs. Juneau should be ashamed of itself for its inflated micro-economy. It stems from the Gold and merchandizing history; this town needs to break this greed and the percentage millionaires hold. I pray the Capital is moved.
- Additional long term care facility. More condo type homes with elevator or single level so could be snow bird either reside when non longer able to travel. Would allow new generation to remain in Juneau.
- Senior lunch is good. "Long live the Pioneers of Alaska."
- Encouraging the construction of cottage housing of 1200-1400 would be a helpful action by CBJ. Thank you for asking.
- Was a bit of a challenge to accurately answer a number of questions as I felt that the survey was geared to people older than myself. I do see a great need for senior housing, which would be affordable and city-wide services be they medical, caregivers, or recreational.

- Hope to stay at home as long as I can--to keep mobile, keep my mind active, never to give up. I would like to live in a place like Fireweed. I like the activities offered in the building--a reason to get out of the apartment, be more social--live independently.
- The taxi tokens and good bus service are greatly appreciated, as is the discount on property tax. The need for future senior housing is very critical in my opinion. Also, the continuing in-home services and it's continued funding.
- If lights increase, will move out of town--out of Juneau area. Will move whole family out. WILL VOTE TO MOVE THE CAPITAL.
- Juneau needs a medical heart specialist and a cancer specialist. We need another Pioneer Home or an addition to the one we have. The Pioneer Home we have is a nice place but in the future it will not hold 30% of Juneau's population.
- I appreciate the breaks on property tax and sales tax.
- I appreciate SAIL and use it off and on when elders come to visit.
- At this point my (rather feeble) mind is blank.
- The City of Juneau needs to start a commission to look into building assisted living--if not the CBJ then perhaps a non-profit can be persuaded to go forward with a project. It is needed but it MUST be affordable and accommodating--like down south.
- Need another Pioneer Home.
- We need an economy to sustain jobs to retain our youth, and compassionate programs to allow our aged to remain in our community.
- No more surveys.
- We have too many rules, codes, etc. for big city mentality. I pay all my own bills, take pride to help others, resent \$500 mammograms at Bartlett Hospital when I can get same for \$0 in CA if I were a resident there or other places. I plan to become a "snowbird" so I can travel, see relatives, enjoy warmer climate, and get a handle on reality--what is really going on outside our small city-big town.
- There needs to be a central site or location that lists everything for seniors that can be applied for to ease financial burdens that we face.
- Housing and internet; assisted living available greatest [unreadable] for seniors.
- Living in Juneau is expensive. Tax breaks and senior assistance provided by CBJ is critical. The cost of transportation in and out of Juneau is too high.
- I just like to see a decent place for elders. Nursing homes are fine if you are there, but some of us just like to have our own apartment nice and take care of. No one likes to live with our kids. Just want to have respect in our old age.
- We renewed our mortgage to remodel the house and will pay on it until we sell our house where my wife's mother lives. The taxes, and maintenance on both houses stresses our yearly income but our mother needs a place to live.
- Only recently have I returned to full-time work and I did so because of the rise in cost of living. Juneau is expensive. When my income was less than \$40,000, I had little beyond heat and light. Unexpected emergencies (which we all have) depleted reserves. Also, I am capable of doing home repairs, but many single, older women aren't. Women could stay longer in their homes with an annual maintenance overview and support.
- Well, it was an easy enough form to fill out!
- Long term health care is not affordable and can lead to loss of one's own home and assets. Our regional hospital and local clinics should have cancer and other dread disease diagnostic facilities. Seniors should also have access to affordable legal services regarding health care providers' ability to seize private property to cover long term health costs.
- I am an Alaskan, born and raised. I like Juneau.
- This is not an easy issue to deal with. As our population gets older they will increasingly need more attention and help. The federal government botching the SS program has created a huge

problem. Universal health care an ever bigger problem. It cannot be sustained. Communities need to start now encouraging the younger generation to plan on providing much of these requirements themselves when they get older.

- At this point, I am surviving in reasonable health. Age and age-related health problems I cannot determine at this point. So needs of future problems aren't what I dwell on.
- Negotiate with businesses to see what they would be willing to do for seniors with disabilities/seniors.
- My close family (daughter, grandsons) live out of state. Two nieces live in Juneau and I'm grateful for that, but my challenge is such a feeling of isolation; the simply sharing of life's ups and downs from which we gather strength and humor from each other. No simple visiting-- everyone busy, absorbed in their own activities. No programs that I'm aware of that offer mental challenges and opportunities., Do they exist? Interaction with young children-- storytelling, sharing life experiences--being a giver instead of predominately a receiver.
- Small boat owner. Need to fix Auke Bay boat launch and parking.
- Libraries in Juneau are great. I do not find the town very friendly. Bureaucracy makes it more difficult to live well these days. Without work I could live in rural SE Alaska so long as health allows. Without work I would not live in Juneau.

Appendix C: Extract from Alaska DOLWD Census File

The following is an extract from the State of Alaska Department of Labor and Workforce Development "Borough and Census Area Estimates by Age and Sex" (2009). The entire file can be viewed and downloaded at <http://laborstats.alaska.gov>.

Juneau Borough				
July 1, 2009				
Age	Total	Male	Female	Total
0-4	2,124	1,106	1,018	2,003
5-9	2,121	1,145	976	2,339
10-14	2,062	1,070	992	2,541
15-19	2,345	1,215	1,130	2,321
20-24	1,730	823	907	1,686
25-29	1,788	877	911	1,929
30-34	1,896	969	927	2,357
35-39	2,074	1,031	1,043	2,788
40-44	2,290	1,157	1,133	2,993
45-49	2,647	1,350	1,297	3,041
50-54	2,715	1,349	1,366	2,473
55-59	2,482	1,262	1,220	1,456
60-64	1,808	960	848	916
65-69	992	497	495	580
70-74	637	296	341	504
75-79	373	143	230	367
80-84	293	102	191	248
85-90	181	48	133	115
90+	103	19	84	54