

## Request for Decision

### Results of the Seniors Perception Telephone Survey

Presented To:	Community Services Committee
Presented:	Monday, May 06, 2013
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Type:	Presentations

### Recommendation

Whereas the Seniors Perception Study is a 20 year follow-up to a survey conducted in 1991; and

Whereas the commissioned telephone survey, approved by City Council, was completed in December 2012.

Therefore be it resolved that the City of Greater Sudbury and the Seniors Advisory Panel share the results of the telephone survey with interested community partners.

### Finance Implications

No financial implications.

## Background

A telephone survey was conducted in December 2012 with seniors aged 55 years and older living in the City of Greater Sudbury. There were 600 residents surveyed, including 50 respondents from each Ward. The majority of questions asked during the interviews were from the original survey conducted by the Regional Municipality of Sudbury in 1991; however, additional questions were added by the Seniors Advisory Panel and the Sustainable Mobility Advisory Panel.

The survey results presented by the Seniors Advisory Panel will be used as a planning tool in the development of a work plan. The results are also being communicated publicly through the Community Services Committee as a way of sharing the information with the community.

This longitudinal study helps with understanding the important issues and concerns of seniors living in Greater Sudbury. As projects and initiatives are being developed throughout the community, the results can be used to support funding proposals, validate ideas and spur discussion.

#### Signed By

**Report Prepared By**

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**Division Review**

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## Highlights:

### Living Arrangements

- There was a 10% increase in home ownership between 1991 and 2012.
- 94% of seniors surveyed in 1991 were satisfied with their living arrangements compared to 84% in 2012.
- Reasons for dissatisfaction included: too expensive (36%), too large (17%) and traffic concerns, maintenance and distance from services.
- There was an 11% increase in weekly assistance with home maintenance from family, friends or others between 1991 and 2012.

### Communication/ Involvement

- The most effective method of communicating with people over the age of 55 in 2012 was reported to be through personal, face-to-face or group meetings. In 1991, the best method was reported to be through television or radio.
- Between 1991 and 2012, there was a 9% increase in participation in clubs, committees or organized activities.
- 37% of all those interviewed in 2012 claimed that they volunteer in the community.
- A total of 37% of seniors interviewed in 2012 have heard of Community Action Networks (CANS) and among those aware of CANS, 6% said they are a member of one.
- A total of 73% of Greater Sudbury seniors surveyed in 2012 said that they feel a sense of belongingness in the City and 92% said a healthy community is important or very important to them.

### Future Concerns/ Outpatient Services

- There was a notable response from seniors in 2012 about future concerns with access to health care professionals, availability of home health care and access to health care services. The primary concern in 1991, similarly, was availability to home health care.
- A total of 54% of respondents in 2012 claimed that they are aware of outpatient services offered in the City but are not using them, 13% are aware of them and are using these services, while 33% are not aware of outpatient services.

### Seniors Advisory Panel/ Seniors Services

- 39% of seniors surveyed in 2012 were aware of the Seniors Advisory Panel and over 80% in both 1991 and 2012 thought the Seniors Advisory Panel is a good idea.
- In 1991, 47% of seniors interviewed were totally satisfied with seniors services (in general) compared to 34% in 2012.

### Transportation

- A total of 88% of seniors interviewed in 2012 have a valid drivers licence.
- Respondents were then asked about what method of transportation that they typically use to travel to various locations on a weekly basis. Most or 82% named a personal vehicle, while other responses included being a passenger in another's vehicle (9%), public transportation (4%), taxis (2%), walking (1%) and Handi Transit (1%).

- Those not using public transit were asked about why they do not typically use it, of which 45% said that the service is not needed by them, 17% cited an inconvenient service schedule, 8% an inconvenient route, 5% no service in their area, 5% preference and 4% that it is too far to walk to a bus stop.