



JCOA PLANNING WORKGROUP COMMITTEE AGENDA

March 12, 2024 at 3:00 PM

Zoom Webinar

<https://juneau.zoom.us/j/82442177751?pwd=Y4xxvhXb6L2fFmL2lDkWD9aTw9H1wn.1>

Or Call In: 1-253-215-8782 Meeting ID: 824 4217 7751 Passcode: 111520

Please note, this Zoom link is different from Regular JCOA meeting Zoom link

A. CALL TO ORDER/ROLL CALL

Present:

Absent:

Others Present:

B. AGENDA TOPICS

1. AKDOLWD Data Request for Review & Discussion

Data Request based on the Age Friendly Community Planning Eight Domains Document in this packet

2. JCOA Media Plan for Review & Discussion

Ensuring JCOA's message is clear and consistent with identified senior values. See Draft Medial Plan and 2020 Senior Survey for reference.

C. NEXT MEETING DATE

Regular JCOA Meeting - March 19, 2024 @ 3pm via Zoom

JCOA Planning Workgroup Subcommittee Meeting - March 26 @ 3pm via Zoom

JCOA Planning Workgroup Subcommittee Meeting - April 9 @ 3pm via Zoom

Regular JCOA Meeting - April 16, 2024 @ 3pm via Zoom

JCOA Planning Workgroup Subcommittee Meeting - April 23 @ 3pm via Zoom

D. CHAIR CRAIG'S NOTE TO JCOA COMMISSIONERS

Our next SubComm meeting will be entirely focused on the questions we wish to pose for AKWOLWD. Please see the 2020 Survey and PPT provided last week to the SREC for reference points, as well as our messaging draft. Take a look at the questions under each of the AARP Age Friendly Community Planning Eight Domains and add questions you think are relevant.

Thank you so much for your efforts,

Deborah Craig

E. ADJOURNMENT

ADA accommodations available upon request: Please contact the Clerk's office 36 hours prior to any meeting so arrangements can be made for closed captioning or sign language interpreter services depending on the meeting format. The Clerk's office telephone number is 586-5278, TDD 586-5351, e-mail: city.clerk@juneau.gov.

AKDOLWD Questions

This data gathering exercise is intended to provide information that focuses on both the Eight Domains of Livability, as well as focusing on the positives of aging. There are an array of surveys that look at senior deficits and this strategy is hoping to find areas where there are benefits to seniors living in a community, as well as identifying potential gaps.

Juneau specific questions:

How many people over age 55 live in Juneau currently and what is forecasted for the future of aging in Juneau?

- Outdoor Spaces and Buildings (places indoors and out for people to gather)
 - What percentage of seniors are members of gyms or local health clubs?
 - What percentage of seniors use local facilities Eaglecrest, the pools, skate rink? (passholders, day use, etc)
- Transportation
 - What percentage of seniors own automobiles?
 - What percentage of seniors use the bus system (bus passes)?
 - What percentage of seniors use Senior oriented transport (CareAVan)
- Housing
 - What percentage of seniors own homes and pay taxes?
 - What percentage of taxes are a component of CBJ's senior tax relief?
 - What percentage of seniors live in low income housing?
 - What percentage of seniors are homeless?
- Social Participation
 - What percentage of seniors are volunteers in any organization?
 - What percentage of seniors participate in financial support of Perseverance, the symphony, Juneau Jazz and Classics, Theater in the Rough, etc?
- Respect and Social Inclusion
 - What percent of seniors participate in jury duty?
 - What percent of seniors are represented on the Juneau Assy and associated boards and commissions?

JCOA QUESTIONING STRATEGY REGARDING EIGHT DOMAINS OF LIVABILITY
FEBRUARY 2024
POSSIBLE ADDITION TO MONTHLY MEETING AGENDA

Section B, Item 1.

- Work and Civic Engagement
 - What percentage of seniors are employed full time?
 - What percentage of seniors are employed part time?
 - What percentage of seniors engage in contract or temp work?
 - What percentage of seniors pay CBJ Sales Tax on self employment?
 - What percentage of seniors employ people in their homes or businesses?
 - What percentage of seniors are former State of AK Employees (have addl insurance, receive the 10% COLA, etc)
 - What percentage of seniors receive a PFD (i.e. spend enough time in Juneau to be eligible for a PFD)
- Communication and Information
 - What percentage of seniors own smart phones, tablets or computers?
 - What percentage of seniors own landlines?
 - What percentage of seniors indicate in previous surveys that they have difficulty getting local information?
- Community and Health Services
 - What percentage of seniors have adequate insurance from age 55 to 65 at which time they qualify for Medicare?
 - What is the impact of Medicare on healthcare providers financially?
 - What percentage of seniors have both Medicare and additional insurance coverage?

JUNEAU COMMISSION ON AGING MESSAGING WORKGROUP SPRING 2023

Section B, Item 2.

JCOA WORKSHEET for February 13, 2023 JCOA Workgroup Meeting

Attendees: Linda Kruger, Kimberly Adkison, Jennifer Garrison, Ann Stepetin, Deborah Craig and guest Lynda Giguere (Media Consultant), Ibn Bailey (briefly)

BUILDING A MESSAGE – WHAT DO YOU WANT YOUR AUDIENCE TO KNOW ABOUT WHO YOU ARE AND WHAT YOU ARE TRYING TO DO?

What message does your audience need to hear to help you achieve your goal? Use this worksheet to develop a compelling message to drive your audience to take action to help you get from A to B.

GOAL

What do you want to have happen?

Short Term Goal: Create an Office of Aging - Hire a Coordinator facilitate the ongoing Age Friendly Community planning and implementation.

Long Range Goal: Develop a Juneau Age Friendly Community Plan that takes into consideration and serves all ages while providing community members security and options for aging in place.

DECISION MAKER / AUDIENCE

Decision Makers: Who can help make it happen? CBJ Assembly, City Manager, Juneau Legislators

Audience: Seniors/residents of Juneau, Legislators, SAIL (ADRC), CCS, Juneau Community Foundation, AMHT, SREC, Tribal Groups, Rotary, Chamber of Commerce, AK Air, Fred Meyers, Costco, BRH, (add to this list)

Lobby Assist? Individuals we know who may be willing to go to bat for this effort. Who are the people in the community who can advocate for us even if they are not a member of the JCOA.

VALUES

What does your audience care about, what are the values you share with them?

WE love Juneau – how can we stay here?

REVIEW the 2020 and the 2022 Senior survey data to ensure our values are connected directly to the data we already have that tells us what seniors value. Use their words that represent the issues that Seniors think are important – housing, medical care, Support Services, affordability, recreation, volunteer opportunities – highlight how the things that Agers value and how we can help resolve those issues by not just looking at just the obstacles but how can we turn these around to become goals and objectives for resolution.

OBSTACLES

What are the obstacles to our being able to resolve some of these issues? Although we represent 25% of the population, we have very little representation in the actual resolution process to add quality of life. Example: Housing is not just unaffordable but frequently our housing lacks the capacity to allow us to age in place (Age Friendly). Seniors own larger homes but would move to smaller, more age friendly domiciles if they existed, thus opening up real

estate for the younger generation. Juneau's demographics are unusual in that while we talk about a younger generation exodus, the cohort that is dipping is the 40-60 year olds who are also a major contributor to providing caregiving as employees or family members.

Example: Seniors are major contributors to recreational and social activities in the community. We contribute monetarily to the Swimming Pool, gyms, Symphony, Eaglecrest, Juneau Jazz and Classics, etc. (List more) and we volunteer as workers or major contributors to facilities (Wrestling Building, Track House, etc).

SOLUTION

What is the solution? Greater representation of large segment of population who want to make life better for all and since we are ALL AGING, will ultimately represent everyone in the community as they age. Age Friendly Community Planning that is accommodating of all age groups.

CALL TO ACTION

What would you like your audience to do? Support an office of aging to facilitate proactive planning.

YOUR MESSAGE

Aging – so cool, everyone is doing it.

We love Juneau, how we can stay here.

Office of Aging: People will care because of the value it will bring to the community.

Now bring together your shared values, compelling threat, simple solution and call to action in a single message.

VISUAL MESSAGE

Describe the visual that will accompany and reinforce your written message.

Member Comments at end of meeting:

- Keep message that we are all aging but we want to have people of all ages as part of this process – we're all going to be elders some day. It applies to all.
- Have a two sentence message that covers the holistic idea.
- We need to be thoughtful – not rush it, look at the data, be creative.
- Great start for coming up with good product.

*Aging!
So cool,
everyone is
doing it!*



Juneau Commission On Aging

Juneau Commission On Aging

Part of a national, state and municipal system

- National Council on Aging
- Alaska Commission on Aging
- Juneau Commission on Aging

Our mandate is to advise the Juneau City and Borough Assembly on actions and policies to improve the quality of life for seniors (aging residents).

JCOA is CBJ specific but many benefits in Juneau frequently extend to the entire region.



Juneau Commission On Aging

Busy in the background since 2017 reauthorization by CBJ

- **2020 JCOA Senior Survey – CBJ commissioned and funded a survey every decade to discern status and priorities of seniors (1989, 1998, 2010, 2020)**
- **2022 JCOA were founders of the Southeast Regional Eldercare Coalition, gleaned start up funding and wrote a grant resulting in funding for the SREC Project focused on Eldercare Workforce Issues**
- **2022 CBJ joins the AARP Age Friendly Community Network**
- **2023 City Wide Listening Sessions in partnership with AARP to glean updated information from Juneau seniors about priorities**
- **2024 JCOA Develop a multi year plan of priorities using AARP Age Friendly Community Planning as a model for future action**

Juneau Commission On Aging

Changing the view of aging in community to one of strength



- Many still need services to be able to age in place
- Juneau has many organizations providing excellent services
- Better coordination among providers is a SREC Project goal
- JCOA continues to advocate for improved services for a all

**WHILE ALSO EMPHASIZING A STRENGTH BASED
APPROACH TO THE BENEFITS OF HAVING A
COMMUNITY THAT CAN AGE IN PLACE**

Juneau Commission On Aging

What we learned from 2020 Survey

2020 Seniors are healthier, wealthier and have better insurance than previous survey years

- **28.7% of Juneau residents are 55 and older**
- **84% own their own homes and pay taxes**
- **80-90% (depending on age) drive their own cars**
- **63% volunteer in the community**
- **95% over 65 have Medicare Insurance**
- **66% over 65 have State of Alaska Retirement**
- **40% have Long Term Care Insurance**
- **42-46% (depending on age) take continuing education classes (UAS/CS)**
- **72 – 84% (depending on age) recreate weekly (walking, hiking, swimming, gyms, skiing)**



Juneau Commission On Aging

Priority: Creating Age Friendly Community

Develop an action plan specific to Juneau using the well- established AARP model of Age Friendly Community Planning emphasizing the benefits of keeping seniors in the community

- **Examples from what we heard from surveys – seniors want:**
 - **Age Friendly housing options - congregate housing is last resort**
 - Accessible housing that allows aging with minimal assistance
 - Housing that is minimalistic yet functional (Tiny Houses, congregate communities)
 - NOTE: Seniors will move from bigger homes if options are available opening up housing
 - **More recreational and social activities emphasizing health**
 - Recognition that seniors are healthier and living longer than in the past and need access to age friendly activities (pickleball, walking, hiking, skiing added to survey this year!)
 - Development of a Senior Center that is comprehensive: shared meals (Italian/ Mexican/ Asian food “nights”), learning and training opportunities, affordable social activities and recreation. “Zach Gordon Center for Seniors”

Aging! So cool, everyone is doing it!



Juneau Commission On Aging

We'll keep you posted on Age Friendly Community Planning!

2020 Juneau Senior Needs Survey

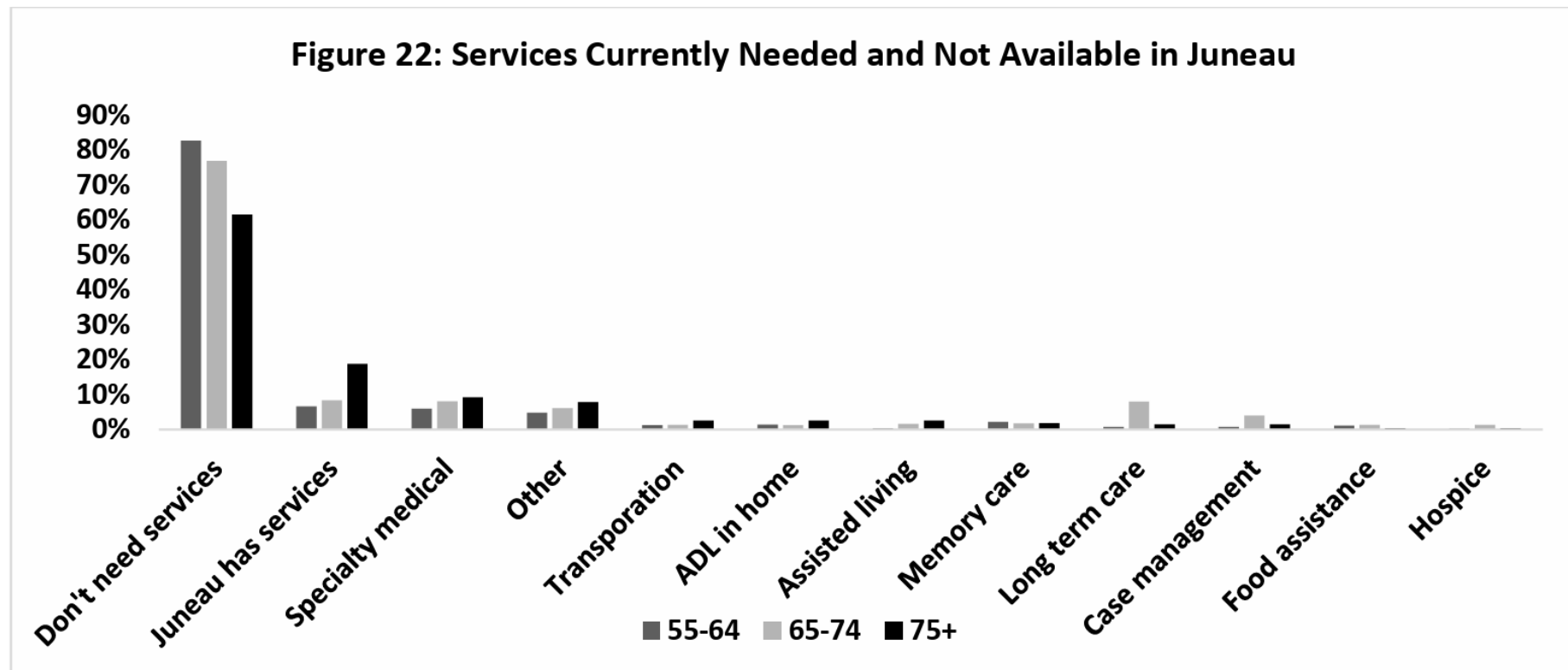
Figure 13a: Senior Use of Available Services

Service Used	Use	Service Used	Use
Alaska DMV	87%	Juneau Retired Teachers Association	3%
City and Borough of Juneau	83%	Alaska Legal Services Corporation	3%
Alaska Marine Highway	77%	Meals on Wheels	3%
State of Alaska Fish and Game	67%	Front Street Clinic	2%
US Social Security Administration	57%	Hospice and Home Care of Juneau	2%
America the Beautiful Senior Pass	46%	Alzheimer's Resource of Alaska	2%
University of Alaska Southeast	36%	Alaska Commission on Aging	2%
Catholic Community Services	9%	Pioneer Home	2%
Care-A-Van	9%	Polaris House	2%
Central Council of Tlingit and Haida	8%	Disability Law Center of Alaska	2%
Southeast Alaska Independent Living (SAIL)	8%	Trillium Landing	2%
US Department of Veterans Affairs	7%	Cornerstone Home Care	2%
Alaska Housing Finance Corp.	6%	Wildflower Court	2%
Alaska Division of Public Assistance	6%	Center for Community	1%
Juneau Senior Center	6%	COMPASS Home Care	1%
Alaska State Library Talking Books Center	6%	Senior and Caregiver Resource Center	1%
Juneau Job Center	5%	AWARE, Inc.	1%
Food Bank of Alaska	5%	Douglas Senior Center	1%
Alaska Food Stamp Program	5%	Alaska Network on Domestic Violence and Sexual Assault	1%
National Active and Retired Federal Employees	4%	Reifenstein Dialysis Center	1%
Fireweed Place	4%	MASST Program Coordinator	1%
The Learning Connection	4%	The Bridge Adult Day Program	0%
Juneau Alliance for Metal Health, Inc. (JAMHI)	4%		

PROGRAMS AND SERVICES

Question 22: Which Services Do You Need NOW but Are Not Able to Get in Juneau? (Select All That Apply)

This is a new question for the 2020 survey. Overall, 76 percent of respondents did not now need any of the services listed, and another 10 percent reported they get all the services they need in Juneau. Although all service options received low percentages, specialty medical was the most often selected service to be needed now but unavailable in Juneau. When separated by age group, there was a decreasing percentage of respondents who did not need any of these services, from 83 percent to 61 percent, with increasing age cohort. In other words, the percentage of respondents who got all the services they need in Juneau decreased as age increased.





2020

Juneau Senior Survey



Completed by the Juneau Economic Development Council in partnership with the Juneau Commission on Aging. This survey was funded by the City and Borough of Juneau.



Edited: May 2021

We would like to acknowledge all the organizations and individuals that were instrumental in the implementation of this survey, especially those who worked to distribute this survey around the community. We would also like to acknowledge that the decennial Juneau Senior Survey takes place on the lands of the A`akw Kwáan and T`aaku Kwáan people who have resided here since time immemorial.

City and Borough of Juneau Assembly

Mayor Beth Weldon
 Maria Gladziszewski
 Carole Triem
 Alicia Hughes-Skandijs
 Loren Jones
 Greg Smith
 Wade Bryson
 Michelle Bonnet Hale
 Christine Woll

Juneau Commission on Aging

Emily Kane - Chair
 Kathleen Samalon
 Justin Jones
 Paul Douglas
 Susan Warner
 Linda Kruger
 Carol Ende
 Jan Beauchamp
 Jennifer Carson
 Christine Woll

Other Organizations and Businesses

1st Impression Hair Salon
 Alaska Legal Services
 Alaska Native Brotherhood Hall
 Alzheimer's Association
 Art Such Camera Shop
 AWARE Inc.
 Care Coordination Resource of Alaska
 Centennial Hall
 Compass Home Care
 Cornerstone Home Care
 Devil's Club Brewing
 Dimond Park Aquatic Center
 Downtown Business Association
 Filipino Community Hall
 Fireweed Place Senior Apartments
 Foodland IGA
 Friends of the Library Bookstore
 Gastineau Behavior Human Resources
 Heritage Cafe - Downtown and Mendenhall Mall locations
 Housing First Inc.
 Island Pub
 Juneau Alliance for Mental Health, Inc.
 Juneau Arts and Humanities Council
 Juneau Job Service

Juneau Parks and Recreation senior hiking group
 Juneau Public Libraries - Juneau, Douglas, and Valley locations
 Learning Connections/Mature Alaskans Seeking Skills Training
 Little Mermaid Hair Salon
 Mendenhall Mall
 Moose Lodge
 Nugget Mall
 Pioneer Home
 Polaris House
 Rainbow Foods
 Safeway
 Salvation Army Church
 Sandpiper Cafe
 Senior Center
 Smith Hall
 Southeast Alaska Independent Living
 St. Vincent de Paul charities and shelters
 Super Bear IGA
 TIDES LLC.
 Tlingit and Haida Central Council
 Veteran Services
 Western Auto Marine
 Wildflower Court

Special thanks goes out to all of the seniors who took the time and spent the effort to respond to this survey.

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Executive Summary

Introduction

Beginning in the spring of 2019, the Juneau Commission on Aging conducted a survey of Juneau residents aged 55 and older. This survey was the fourth in a series of similar surveys conducted at approximately ten-year intervals beginning in 1989. Although the members of the JCOA are local volunteers, CBJ allocates a budget for the creation, analysis, and distribution of the survey. The 2020 Senior Needs Survey budget was \$23,809. As in prior years, the general intent of this survey is to provide data to the Juneau community and assist the City and Borough of Juneau in making informed decisions when planning for senior services and infrastructure changes in the coming years. This Senior Needs Survey was the first to collect responses electronically. There were 1,845 survey responses, 256 of which were manually entered from hard copy surveys. Note that this survey was conducted from June through November in 2019, before the COVID-19 pandemic.

One benefit of conducting these surveys is it prompts participants to revisit assumptions, review organizational structures, and learn more about the valuable services that already exist. 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 as you will see in the details of this document. Thus, we hope this survey can provide present and future policy makers with valuable insights not only into existing services and gaps in services but also of demographic trends over long periods of time. Providing real-time data to inform policies that improve the lives of seniors residing within CBJ is the purpose of our efforts.

Background and Methodology

This report generally analyzes responses question-by-question. The discussion examines the trends of responses over the four surveys (1989, 1998, 2010 and 2020) and takes a more in-depth look at the snapshot of attitudes, situations, and suggestions of the senior population based on responses to the 2020 survey open-ended questions.

In addition to meeting the basic intent of informing the planning process, this survey and the associated analysis provides other, perhaps less well-known or understood benefits. Conducting a survey with this much detail elicits a wealth of diverse ideas and opinions.

The City and Borough of Juneau (CBJ) and its assembly, which commissions this survey every 10 years, are motivated to keep seniors in Juneau and in their homes when desired and feasible. Seniors contribute enormously to CBJ's economy. They also provide an immeasurable number of hours of volunteer support and creative problem-solving experience to non-profit organizations.

Demographics

The most notable difference in results from prior surveys is the number of respondents living in "Downtown Juneau" compared to the number living in the Valley. The Valley has seen a dramatic increase in its senior population while Downtown Juneau has seen a sharp decline in its senior population over the past 10 years.

Compared to results in 2010, there is a shift in the last decade toward more home ownership and less rental. Seventy-six percent of respondents now live in houses compared to 65 percent in 2010. While the majority of respondents, 84 percent overall, own their home, seniors ages 75 and older show a transition away from home ownership. Juneau Commission on Aging * Juneau Economic Development Council

ownership to rentals. This further supports the idea that younger seniors are aging in place in the homes they purchased in the Valley when they first moved to Juneau.

Eighty percent of respondents have lived in Juneau 20 years or more. Almost one quarter, 24 percent, have lived in Juneau 31 to 40 years, and 22 percent have lived here 41 to 50 years. There are few that move to Juneau as seniors. The majority of seniors in Juneau have aged in place having grown up here or moved here for work.

In 2020, just under half of all respondents, 46 percent, indicated that they have executed an advanced directive. Sixty-three percent of respondents provided estimated household income, with 44 percent of these seniors indicating income over \$100,000 and 11 percent indicating income under \$50,000.

Findings

Four themes came up consistently in the analysis of this survey of current CBJ seniors (ages 55 and older), all relating to how Juneau's senior population feels about their ability to continue to live in Juneau – to age in place.

1. Housing and in-home care
2. Specialty medical care
3. Cost-of-living
4. Support Services

It is important to note that topics that don't come up frequently can still be important to address. For example, about 7 percent of respondents reported they cannot afford dental care. While that means the majority of seniors are not in need, having 7 percent of seniors not able to afford dental care is not ideal. Lack of dental care will likely create requirements for more expensive procedures in the future, increasing the burden on government programs and nonprofits.

Housing and In Home Care

Housing was the most mentioned topic in this survey and is a pivotal issue when making the decision to stay or leave Juneau. Availability of affordable assisted living housing, affordable independent senior housing, and services to help residents continue to live in their own homes were identified as the top senior priorities that need work in Juneau.

The increase in fees at the Pioneer Home was unanimously condemned. Respondents indicated they could not or would not be able to afford the fee increases and will have to find alternative housing and care elsewhere, more than likely outside of Alaska. Having affordable housing that can accommodate the needs of seniors is absolutely essential for them to continue living in Juneau. It is important to note that the survey questions did not specifically ask about the fee increases at the Alaska Pioneer Homes meaning those seniors who shared their opinion likely felt strongly about the increased fees and are not necessarily representative of the survey population.

The greatest percent, 29 percent, anticipated a need for a more accessible/lower maintenance home, a need that could be met by adaptations to one's current home as opposed to living elsewhere. Although Juneau's senior

population was not knowledgeable of many nationally growing alternative housing programs (Integrated Resident Communities, The Village to Village Network, etc.), the “Tiny Home” concept showed the most familiarity with 13 percent saying it would be a good fit in Juneau. Affordable senior independent housing was the top answer for Question 45 “What do you think Juneau residents aged 55 or older need that is not now adequately and/or readily available in Juneau?”

Specialty Medical Care

The need for medical services outside of Juneau is spread among many medical conditions, but the greatest stated need among this age group was for cataract surgery. (Note: since the survey data gathering was closed, in December of 2019, a monthly visiting ophthalmologic surgeon now rotates to Juneau who provides this service.) Dental care and dentures, hearing aids and eyeglasses were mentioned more than the other services, such as wheelchairs, likely because Medicare and many insurance plans do not cover these services.

Respondents were asked if they have ever gone without medication because it was unaffordable. Only two out of 1,665 answering this question said that was the case. Very few seniors have been denied medical or other senior services. Written comments indicated a problem finding providers who accept Medicare or Medicaid patients. Over 60 percent of the 63 explanations about being denied health care services were about providers not accepting Medicare or Medicaid.

A few of the medical needs that respondents felt they couldn’t get or couldn’t get at a quality level include long term pain management, respite care, rheumatologist, urologist, dermatologist, internist, periodontal care, ophthalmologist, and allergist. A shortage of physicians trained to deal with and treat senior citizen’s medical and mental health problems was identified. In-home elder care, including managing, scheduling, and administering medications, was also identified as a need.

Cost-of-Living

Forty-eight responses identified the cost of living in Juneau as an issue in the additional comments question. The costs of health care, local taxes and housing were the most mentioned expenses, with the lack of affordable housing being the most mentioned concern.

The cost of travelling to and from Juneau is important to seniors, especially to those with family out of state or who need to go out of state for specialized medical care. The Alaska Marine Highway System is used by a large percentage of respondents (77 percent) and is highly valued by Juneau’s senior community.

The reduction of the senior sales tax exemption from all purchases to just “essential” items was strongly condemned. There were 66 responses that addressed this topic, nearly all of which voiced support for keeping or expanding the senior sales tax exemption to all purchases. Some respondents expressed a feeling of betrayal when the sales tax exemption was reduced to “essential” purchases. While most responses indicated support for a full reinstatement of the exemption, some provided more specific suggestions such as adding phone/internet bills to the list of exempt purchases by seniors. Responses also indicated that one of the problems with this change is it impacted all seniors, including those who have already done their financial planning and counted on the full exemption. Several respondents pleaded for the city to leave the senior property tax exemption at the current level or raise the deducted amount. It is important to note that the topic of sales tax exemptions was not mentioned in the survey questions. This means those who mentioned this topic

are likely those who felt strongly about it and do not necessarily represent or summarize the views of Juneau's senior population.

Support services

"Which of the Following Services in Juneau Do You Use?" was a new question in the 2020 survey. Forty-six percent of the respondents said they don't use any of the services listed. AARP is used by 25 percent of all respondents; CBJ pools are used by 24 percent; and CBJ Parks and Recreation programs are used by 19 percent.

Results show that more than half of all respondents use five Juneau agencies: State of Alaska Division of Motor Vehicles, CBJ, Alaska Marine Highway, State of Alaska Fish and Game, and the U.S. Social Security Administration. The America the Beautiful Senior Pass and UAS are the next most selected.

The percentage of respondents that use one of the Senior Centers located within CBJ dropped significantly from 14 percent in 2010 to 5 percent in 2020. The Valley has seen a dramatic increase in its senior population while Downtown Juneau has seen a sharp decline in its senior population. The closure of the Valley Senior Center and decreased population around the Juneau Senior Center (located downtown) likely had some influence on the decrease in usage of senior centers. Douglas has its own senior center and the Douglas Island population has stayed relatively flat since 2010.

Thirty-four percent of all respondents were interested in attending a community meal in 2020. In 2010, only 25 percent were interested in using a communal meal service. Comments indicated that seniors were interested in not only a meal service, but also in the opportunity to get out and socialize with other seniors. Furthermore, seniors 75 and older were much more interested in this option than younger seniors, 42 percent compared to 29 percent. Sixty-one percent of the respondents said they would be willing to pay between \$5-10.

About 34 percent of the respondents use the city bus system. Overall, for the seniors who ride the bus, not enough protection from the weather at bus stops, no place to sit and no service beyond Auke Bay rose to the top as unmet needs. However, looking only at seniors 75 and over, the greatest need was for bus stops to be closer to their homes.

In 2020, respondents were asked how often they do volunteer work. Only 37 percent report never doing volunteer work, compared to 51 percent in 2010 and over 60 percent in prior surveys. There appears to be a trend of increasing rates of volunteerism over the decades. Only small differences are seen in rates of volunteer work across age cohorts.

Seniors from ages 55 to 74 ranked nature/outdoor opportunities as the most important aspect of the decision to live in Juneau. By far, all age groups chose walking as their preferred activity. Winter safety (slipping and physical snow barriers) was identified as an issue.

Question 45 of the survey asked "'What do you think Juneau residents aged 55 or older need that is not now adequately and/or readily available in Juneau?'"

Reading and understanding the responses provides an insight into the diversity of needs of Juneau's senior community. Some of the stated needs are easier to address than others. Hundreds of write-in comments were submitted, with a sampling provided here and additional comments provided in Appendix 1.

- gym-activity access, weight trainers, pickleball

- financial planning and assistance
- more medical care housing options than Wildflower Court or Pioneer Home
- Senior retirement complex with separate 1 or 2-bedroom apartments with dining facilities, exercise, hobby, and community areas
- More dementia care facilities
- Companion surrogates
- Volunteer or lower rate pay handymen/women to help with house maintenance
- inexpensive assistance with big household chores, like moving things and big cleaning jobs
- In home safety installation program to help install necessary grab bars and ramps as mobility declines; to stay safe at home
- social activities, dances, events for Seniors that are also active/independent
- snow cleared off sidewalks
- I hope the city stops adding taxes and fees to the seniors. They help the homeless but not the seniors on fixed incomes.
- Stop escalating home valuations that drive up property taxes
- Condos one level, affordable single level housing
- Tax exemptions to include food for in-home pets (dog & cat only)
- Financial grants and advice to help with accessibility issues like ramps and stairs
- Therapy pool
- Internet services and education, problem solving

Methodology

The Juneau Economic Development Council (JEDC) partnered with the Juneau Commission on Aging (JCOA) to administer the 2020 Senior Needs Survey. The JCOA is a volunteer commission created by the City and Borough of Juneau (CBJ) designed to advise the Juneau Assembly on the needs of senior residents. The JCOA is tasked with surveying Juneau's senior population every 10 years. The JEDC staff worked with JCOA commissioners to develop, implement, and analyze this 2020 survey. They also met with a prior JCOA board member who worked on the 2010 survey, which provided insight and continuity between the two surveys.

This 2020 survey follows prior surveys conducted in 1989, 1998, and 2010. It had 51 questions requesting multiple choice answers, answers based on a rating scale, or open responses. Respondents were required to be above the age of 55. They were asked questions about their demographics, living situations, care needs, social networks, as well as Juneau-specific questions such as their knowledge of services offered to seniors in Juneau. The survey also allowed comments on most questions. The intent was to reach as many seniors of all ages and living situations as possible.

In late October 2019, a postcard soliciting responses went out to approximately 9,800 Juneau homes, using a City and Borough of Juneau mailing list of all homes with a resident over the age of 55. The postcard provided a URL to the survey and a phone number seniors could call to obtain a hard copy if they preferred. Approximately 1,100 hardcopy surveys were distributed around Juneau. Hard copies of the survey as well as informational posters were distributed at a variety of locations. A full list of locations can be found in Appendix 2.

Other outreach efforts included in-person outreach at the Glory Hall and Front Street Clinic where JCOA members were on hand at these locations to help seniors fill out the surveys. JCOA members attended the Coast Guard and Salvation Army Thanksgiving dinners to distribute and help seniors fill out the surveys. Meals on Wheels delivered hard copy surveys to meal recipients. Tlingit Haida Central Council distributed surveys to seniors in their network.

SurveyMonkey was used for online response collection. Hard copy survey responses were mailed or brought to the JEDC office, where JCOA members entered the responses into SurveyMonkey. A total of 1,845 survey responses were received, 256 of which were manually entered from hard copy surveys. This represents about 20% of Juneau senior population, which was 9,138 in the year 2020. Juneau's total population in 2020 was 31,773.

The distribution of this survey was not a simple random sample and is therefore not necessarily representative of Juneau's senior population as a whole. However, outreach efforts were conducted to reach populations that were underrepresented after the first wave of responses came in. Nevertheless non-response bias is still present this survey.

Question Analysis

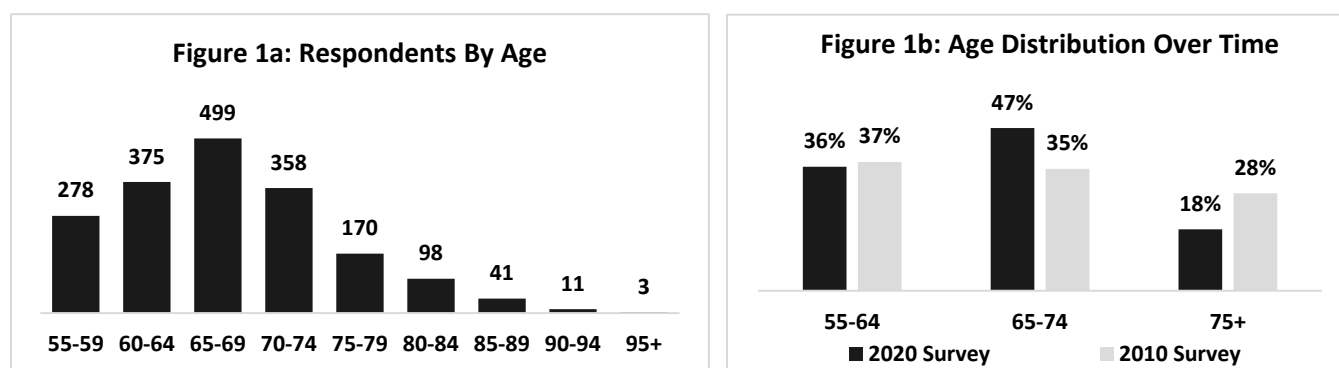
This section presents survey results for each individual question. Note that not all percentages will sum to 100 percent since some questions allow for more than one response. The 2020 Senior Needs Survey was open to respondents aged 55 and older in order to follow the precedent set by the 2010 survey. The results are compared to the 2010 and earlier surveys where a question is repeated without substantial change in wording or answer choices, making direct comparison possible. A number of new questions were added to the 2020 survey, which are identified in the discussion.

In addition to tabulation of the responses in total, responses to most questions have been tabulated and analyzed for three age cohorts: 55 – 64, 65 – 74, and 75+. The results show significant differences in perspectives and needs for these three age groups. In 2010, only a few questions had additional evaluation based on age cohort, and comparisons are made where this data is available.

It should also be noted that the 1989 survey targeted seniors aged 65 and over. In 1998, the survey target age was lowered to 61 and older. Finally, in 2010 the targeted age dropped to 55 and older, and the 2020 survey repeated the 2010 age spectrum. Therefore, the survey results have skewed towards younger seniors over the course of all four surveys. See the discussion below for an age comparison of the 2010 and 2020 surveys. Looking at results by three age brackets, we were able to evaluate whether differences in results from prior surveys are due to a change in the needs of seniors over the past decades, or if the differences are due to the gradual decrease in the age of the survey population from 1989 to 2020.

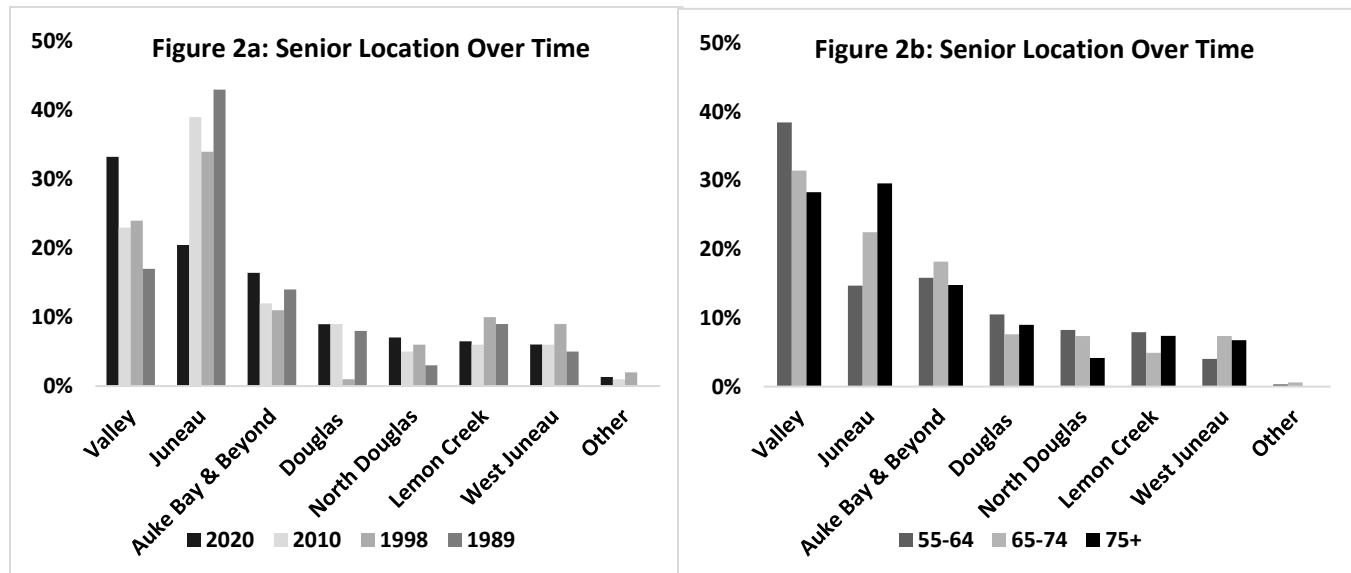
Question 1: What is your age?

Figure 1a shows the number of responses received in 2020 by age of respondents. Of the 1,833 responses received, the most, 499 or 27 percent, came from seniors ages 65 to 69. Figure 1b groups respondents by broader age groups used in the 2010 survey and shows 36 percent of respondents were 55 to 64, 47 percent were ages 65-74, and 18 percent were ages 75 and up. The percent of responses from seniors age 55-64 is similar to the results from 2010, when 37 percent were in this age bracket. However, the percentage of respondents ages 65 to 74, 47 percent, is larger than the 35 percent of respondents in this age group in 2010. In comparison, the percent of respondents ages 75 and up is 10 percent less than in 2010. This difference in numbers between the two groups means that the average age of the survey population in 2020 is slightly lower than in 2010.

**HOUSING****Question 2: Where Do You Live?**

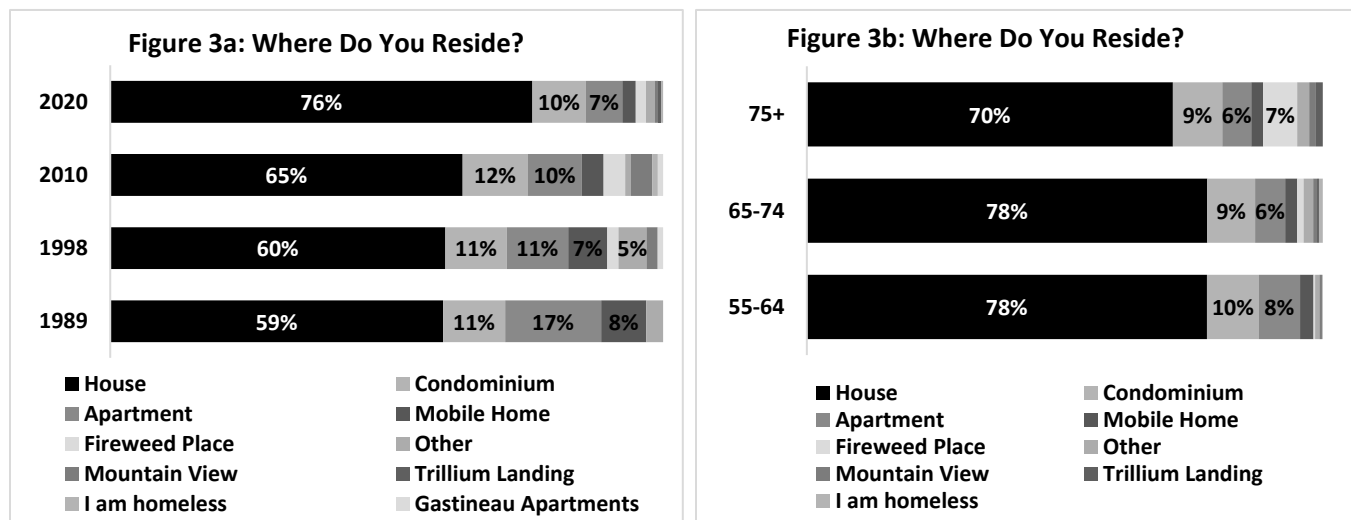
The most notable difference in results from prior surveys is the number of respondents living in “Juneau” compared to the number living in the Mendenhall Valley (The Valley). Although Juneau is an answer choice that could apply to the entirety of the CBJ, it was probably clear to respondents in prior surveys that this referred to the downtown area, and this is how we have interpreted this answer choice. In 2020 the option of “Juneau” was replaced by “Downtown Juneau.” With this in mind, we note that the vast majority of survey respondents now reside in the Valley, where previous survey results showed most respondents residing in downtown Juneau. Only 20 percent of respondents in the 2020 survey live downtown and 33 percent live in the Valley—a big reversal from the 1989 survey, which showed 43 percent of respondents living downtown and only 17 percent in the Valley. Age is a factor, however, because there are about equal numbers of 2020 respondents 75 years or older living in both areas.

The shift in age demographics by area seems to follow home construction over time. Homes were built downtown initially, and most residential construction in the Valley occurred after Alaska statehood in 1959. It seems that those who acquired homes in the Valley during its development are starting to age in place.



Question 3: Where Do You Reside?

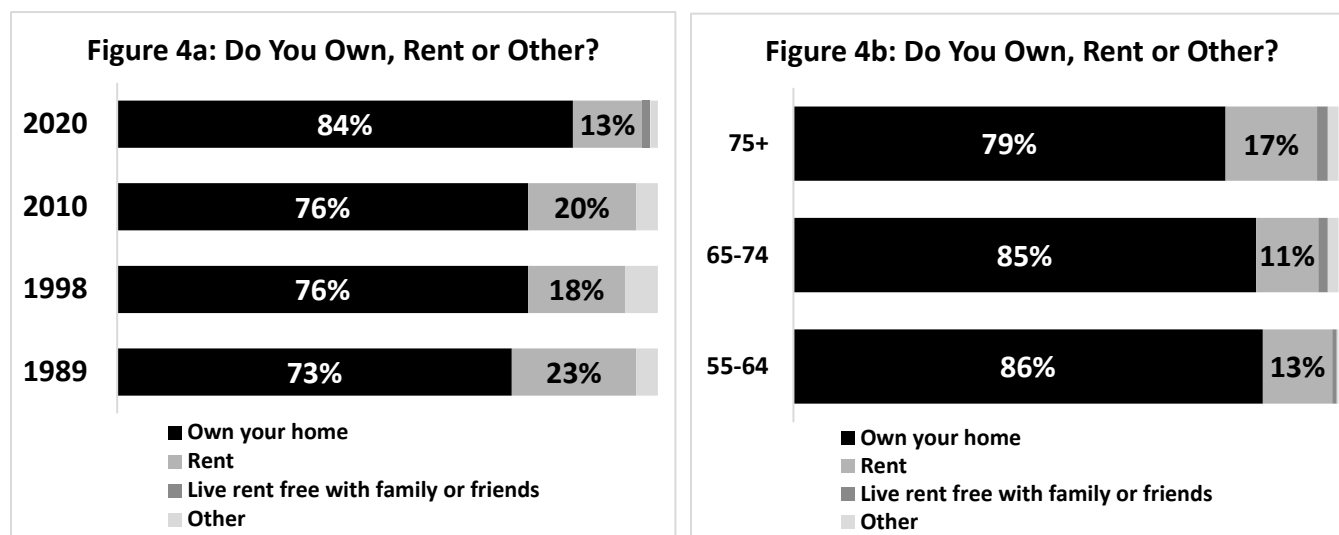
From 1989 to 2010, there was a gradual increase in the percentage of respondents living in houses and a corresponding decrease in the number of respondents living in apartments and mobile homes. This difference accelerates in 2020. Seventy-six percent of respondents now live in houses compared to 65 percent in 2010. This shift can perhaps be explained by the aging into the survey of homeowners who moved to Juneau and bought homes during a Juneau housing boom and now are aging in place in the Valley. Looking at age cohorts, the oldest seniors, ages 75 and older, show a lower percent living in houses (70 percent compared to 78 percent of younger seniors). As expected, the oldest respondents were also more likely to live in senior residences such as Fireweed Place, Mountain View and Trillium Landing (about 7 percent compared to only about 1 percent of younger respondents).



Question 4: Do You Own, Rent or Other?

Juneau Commission on Aging * Juneau Economic Development Council

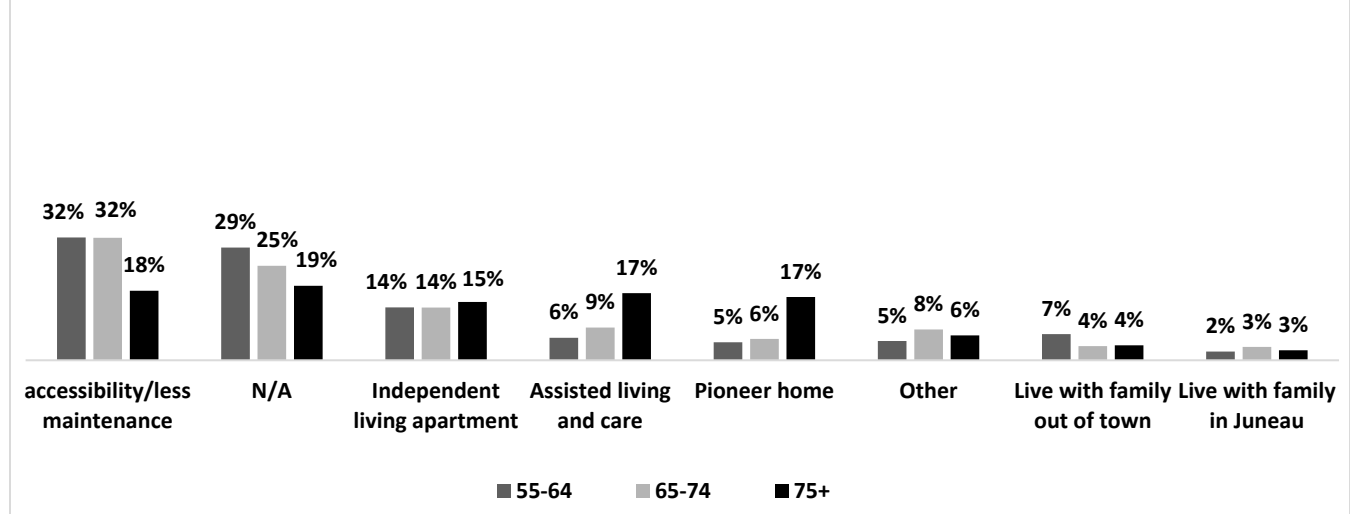
While the majority of respondents own their homes, 84 percent overall, seniors in the oldest age cohort show a transition away from home ownership to renting their homes, as shown in Figure 4b. This may be partially explained by the trend seen in the previous question for some older seniors to move into senior housing, care facilities, or live with friends or family. Compared to results in 2010, there is a shift in the last decade toward more home ownership and less home rental, shown in Figure 4a. It is possible this trend is due to the lower ages of the respondents in the later surveys.



Question 5: Do You Live with Someone? (Check all that Apply)

In 2020, 26 percent of respondents indicated that they lived alone while 67 percent lived with a spouse or partner. In 1989, 32 percent of respondents indicated that they lived alone and 52 percent lived with a spouse. However, the 1989 survey targeted seniors aged 65 and over. In 1998, the survey targeted those aged 61 and older, and in 2010 and 2020 the targeted age dropped to 55 and older. Surveying younger seniors in each successive survey will account for much of the decrease in percent of seniors living alone and increase in percent of seniors living with others. This trend can be seen when separating responses in 2020 into the three age cohorts. Seventy percent of seniors from ages 55 to 74 live with a spouse or partner. This drops to 53 percent for ages 75 and older. Those in this oldest age category are more likely to live alone, 37 percent compared to 24 percent for those 55 to 74. Other differences in senior needs are seen when segmenting results by age cohort. The percent of respondents aged 55-64 living with “child/children under 18” and with “adult children” is somewhat higher than for older respondents. In the 2030 survey, it may be valuable to explore what percent of seniors live with aging parents.

In the 1989, 1998 and 2010 surveys, respondents had the option of “living with your spouse” and this wording was changed to “living with your spouse/partner” in 2020. This could explain some of the jump in 2020, from 58 percent to 67 percent in this category. This would also account for some decrease in the “other” choice. In addition, in prior years a number of respondents selected “other” and wrote that they lived with children under 18. Therefore, in the current survey the option to select “child/children under 18” was added, and this would also account for some decrease in the “other” category.

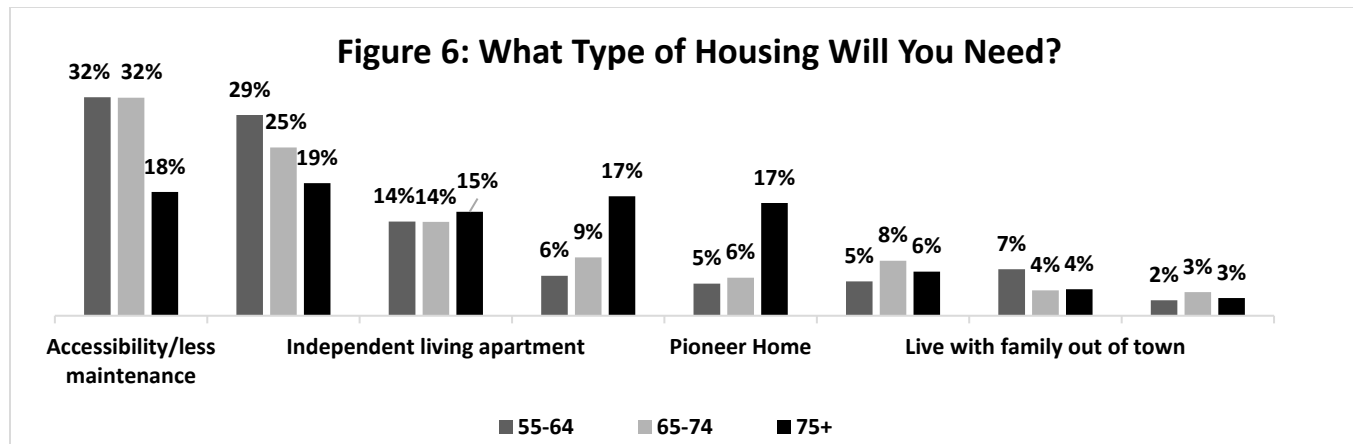
Figure 6: Anticipated Housing Needs By Age

Question 6: If You Anticipate the Need to Live in a Different Housing Situation, What Type of Housing Situation Will You Need?

There are differences in the anticipation of housing needs of seniors aged 75 and older compared to younger seniors. Unfortunately, this question did not allow respondents to express whether they had already adapted to any age-related housing needs by making changes in their living situations. With this in mind, the survey showed that 32 percent of respondents under 75 anticipate needing to make their houses more accessible and require less maintenance or they indicated a need to move to homes that meet those requirements. Approximately one quarter of seniors under 75 reported they don't anticipate needing to change their living situations. For seniors ages 75 and older, only 18 percent expect to make their homes more accessible and require less maintenance requirements, about the same percentage expecting that they will not need to make any changes. Over 62 percent of respondents ages 75 older anticipate that they will need a different housing situation altogether.

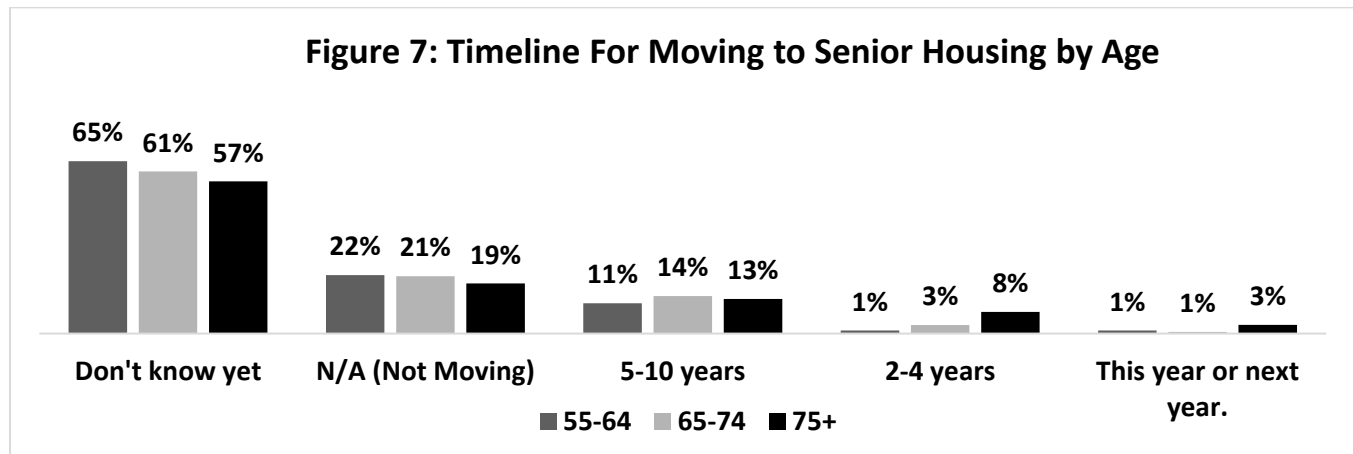
This was a slightly different question in prior surveys. The question had asked seniors if they needed to or would like to "live elsewhere" and allowed for yes and no answers. In 2010, 85 percent of respondents had no need or desire to live elsewhere. Those who indicated a desire to move were asked to explain why, but those reasons were not tabulated.

In 2020, respondents were asked if they needed a "different housing situation" rather than if they "wanted to live elsewhere." Respondents were given a list of different housing situations to choose from. The most common answer, 29 percent, anticipated a need for a more accessible/lower maintenance home. The difference in question wording between this survey and previous ones makes it impossible to compare results from previous surveys.



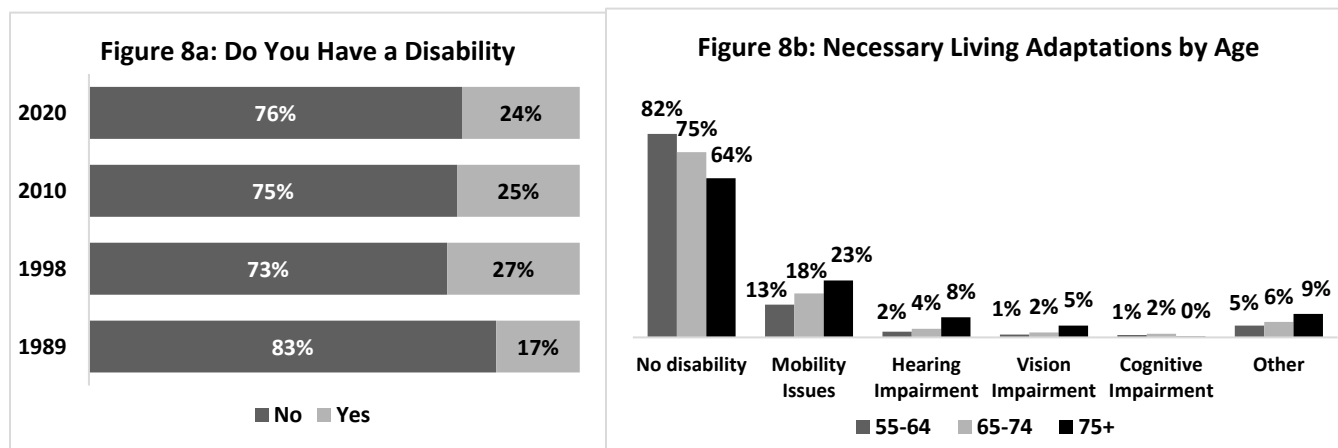
Question 7: If You Anticipate Moving to Senior Housing, When Would That Likely Be?

This is a new question for 2020. For the most part, respondents did not know yet when they were likely to move to senior housing, although the percentage of respondents who did not know decreased with age. Most respondents who expected to move anticipated this to be necessary five to ten years down the road.



Question 8: Does Your Current Living Situation Need to be Adapted to be Made More Accessible and Safer for One or More of the Following?

This question is revised from the previous surveys. In the current survey, respondents were given a choice of impairments for which home modifications may be needed, including the choice of no disability. Mobility issues were the predominant concern, with the percentage of respondents needing this adaptation increasing with age. Prior surveys asked whether the respondent had a disability as a simple yes or no question. In Figure 8a, results show that about 76 percent of seniors in 2020 do not have a disability, consistent with prior surveys.

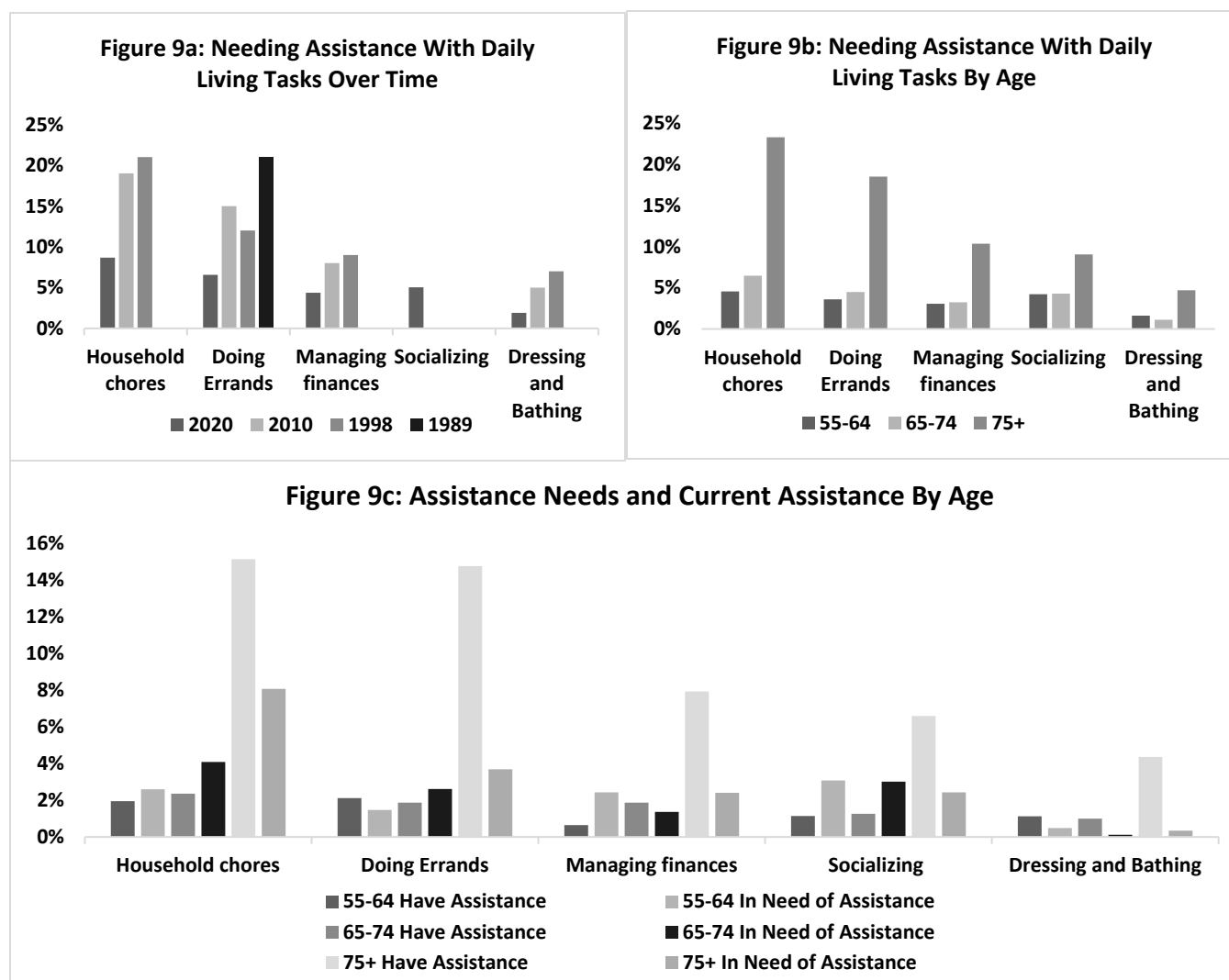


TASKS OF DAILY LIVING

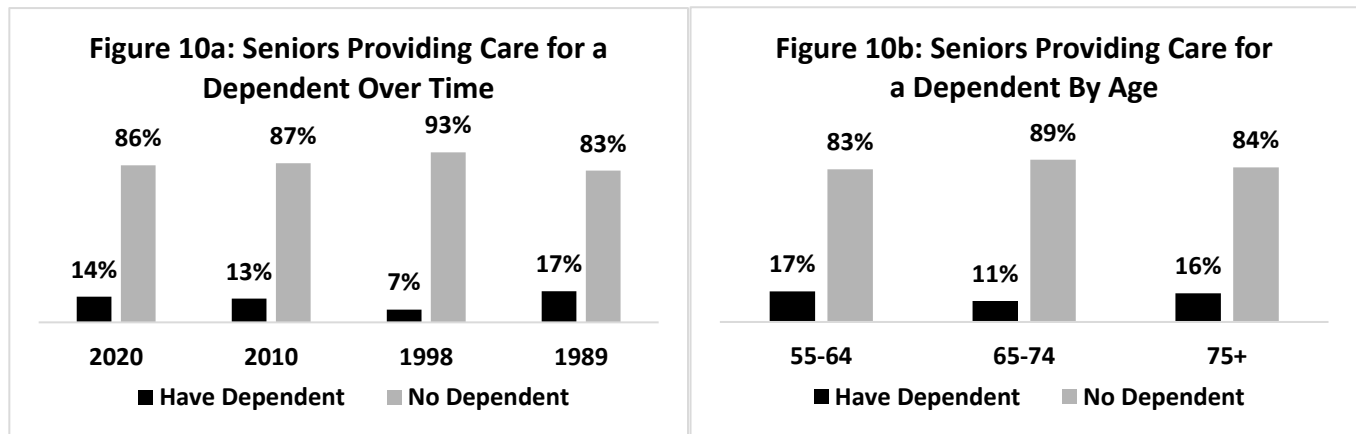
Question 9: Do You Need Assistance with Any of the Following Tasks of Daily Living?

The 2020 survey asked respondents if they needed assistance with tasks of daily living and whether or not they are already receiving this assistance. Over 90 percent of seniors reported not needing assistance. Figure 9b shows that seniors 75 and older need more assistance with tasks of daily living than younger seniors, and they are receiving the assistance that they need.

The percentage of all seniors needing assistance with tasks of daily living is substantially less than in prior surveys. The younger age of current survey respondents is contributing to this outcome, as can be seen in Figure 9b. Looking at the results by age group, there is a much greater need for assistance among the oldest seniors ages 75 and older, especially for household chores and grocery shopping. In Figure 9a, there are no results for “engaging in social interactions” in prior surveys, because the question is new in 2020.

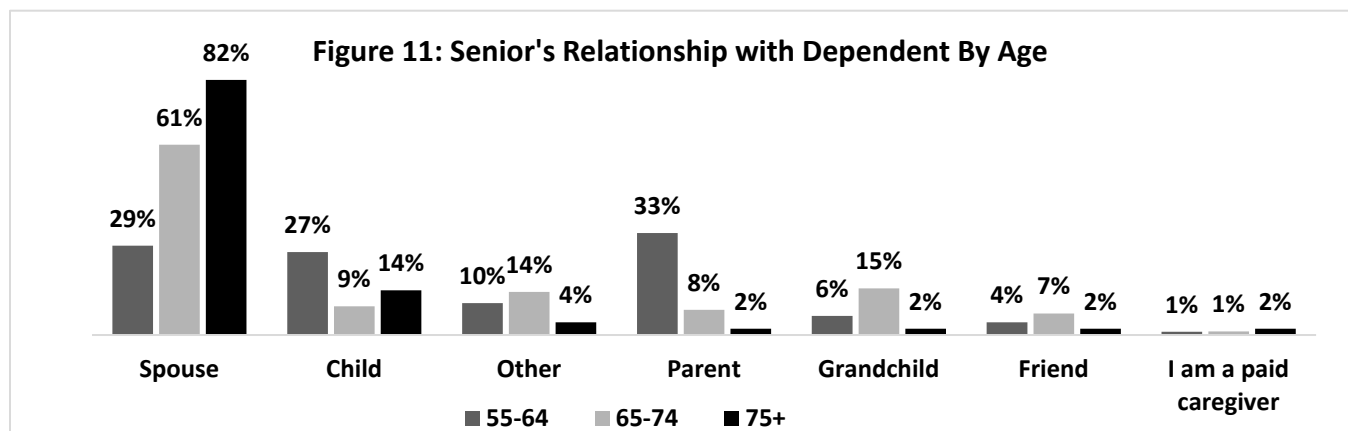


Question 10: Is Another Person Dependent on You for Care? Most seniors do not have another person dependent on them for care. These results remain consistent with prior years. However, there is a slight difference among age groups. Younger seniors, 55 to 64, and older seniors, 75 and over, are slightly more likely to have someone depend on them.



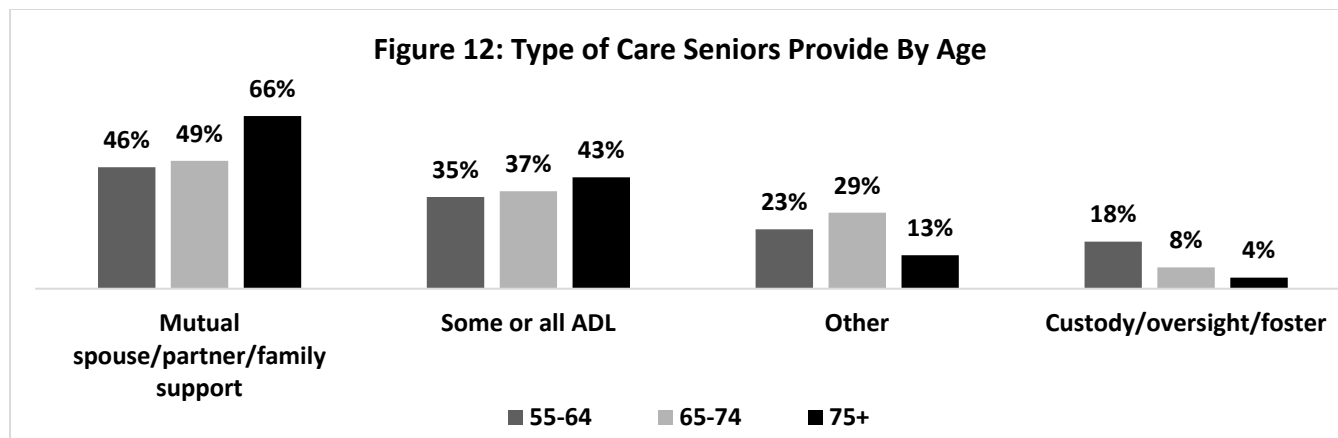
Question 11: If Another Person/Other People are Dependent on You for Care, What is Their Relationship to You? (Check All That Apply)

Among the 14 percent of respondents that indicated having someone dependent on them, there is a significant increase in the percentage of those with a spouse dependent on them for care over the age spectrum. While only 29 percent of respondents 55 to 64 have a dependent spouse, 82 percent of those 75 and older indicate that a spouse is dependent on them. On the other hand, many more respondents ages 55 to 64, 27 percent, have dependent children. In addition, the percentage of seniors 55 to 64 who have a parent dependent on them, 33 percent, is also much higher compared to seniors 65 and older. Interestingly, respondents ages 65 to 74 show more grandchildren dependent on them than the older or younger cohorts.



Q12: If Another Person/Other People Are Dependent on You for Care, What Type of Care Do You Provide? (Check All That Apply)

Among respondents that have one or more dependents, almost half of those under 75 and 66 percent of those 75 and older identified mutual spousal/partner/family support as the type of care they provide. Older seniors are more likely to provide help with activities of daily living (ADL) to dependents, while the youngest seniors are more likely to provide custodial or oversight care. Based on the written comments, this type of care is for children or grandchildren and/or for parents.



Question 13: Which of the Following Services in Juneau Do You Use? (Check All That Apply)

This is a new question for the 2020 survey. Figure 13a shows that more than half of all respondents use five government agencies: State of Alaska Division of Motor Vehicles (DMV), CBJ (multiple departments), Alaska Marine Highway, State of Alaska Fish and Game, and the U.S. Social Security Administration. The America the Beautiful Senior Pass and the University of Alaska, Southeast (UAS) are the next most selected. The remaining services are used by less than 10 percent of respondents.

When results are grouped by age, differences in needs are evident. In Figure 13b, service use is listed in decreasing order for respondents 75 and older. The CBJ is ranked first, DMV is second, and the Social Service Administration moves up to third place.

Figure 13a: Senior Use of Available Services

Service Used	Use	Service Used	Use
Alaska DMV	87%	Juneau Retired Teachers Association	3%
City and Borough of Juneau	83%	Alaska Legal Services Corporation	3%
Alaska Marine Highway	77%	Meals on Wheels	3%
State of Alaska Fish and Game	67%	Front Street Clinic	2%
US Social Security Administration	57%	Hospice and Home Care of Juneau	2%
America the Beautiful Senior Pass	46%	Alzheimer's Resource of Alaska	2%
University of Alaska Southeast	36%	Alaska Commission on Aging	2%
Catholic Community Services	9%	Pioneer Home	2%
Care-A-Van	9%	Polaris House	2%
Central Council of Tlingit and Haida	8%	Disability Law Center of Alaska	2%
Southeast Alaska Independent Living (SAIL)	8%	Trillium Landing	2%
US Department of Veterans Affairs	7%	Cornerstone Home Care	2%
Alaska Housing Finance Corp.	6%	Wildflower Court	2%
Alaska Division of Public Assistance	6%	Center for Community	1%
Juneau Senior Center	6%	COMPASS Home Care	1%
Alaska State Library Talking Books Center	6%	Senior and Caregiver Resource Center	1%
Juneau Job Center	5%	AWARE, Inc.	1%
Food Bank of Alaska	5%	Douglas Senior Center	1%
Alaska Food Stamp Program	5%	Alaska Network on Domestic Violence and Sexual Assault	1%
National Active and Retired Federal Employees	4%	Reifenstein Dialysis Center	1%
Fireweed Place	4%	MASST Program Coordinator	1%
The Learning Connection	4%	The Bridge Adult Day Program	0%
Juneau Alliance for Mental Health, Inc. (JAMHI)	4%		

Figure 13b: Senior Use of Available Services By Age

Service Used	55-64	65-74	75+
Alaska DMV	87%	91%	80%
City and Borough of Juneau	81%	85%	81%
Alaska Marine Highway	77%	81%	64%
State of Alaska Fish and Game	70%	68%	60%
US Social Security Administration	24%	78%	64%
America the Beautiful Senior Pass	22%	63%	50%
University of Alaska Southeast	35%	40%	31%
Catholic Community Services	6%	9%	17%
Care-A-Van	3%	8%	23%
Central Council of Tlingit and Haida	7%	7%	16%
Southeast Alaska Independent Living (SAIL)	7%	7%	11%
US Department of Veterans Affairs	5%	9%	7%
Alaska Housing Finance Corp.	7%	6%	5%
Alaska Division of Public Assistance	7%	7%	5%
Juneau Senior Center	3%	7%	11%
Alaska State Library Talking Books Center	5%	5%	8%
Juneau Job Center	7%	5%	2%
Food Bank of Alaska	7%	5%	5%
Alaska Food Stamp Program	6%	5%	3%
National Active and Retired Federal Employees	2%	5%	7%
Fireweed Place	2%	3%	12%

HEALTH**Question 14: Do You Have or Have You Had Any of the Following Conditions That Require Medical Attention NOT Available in Juneau? (Check All That Apply)**

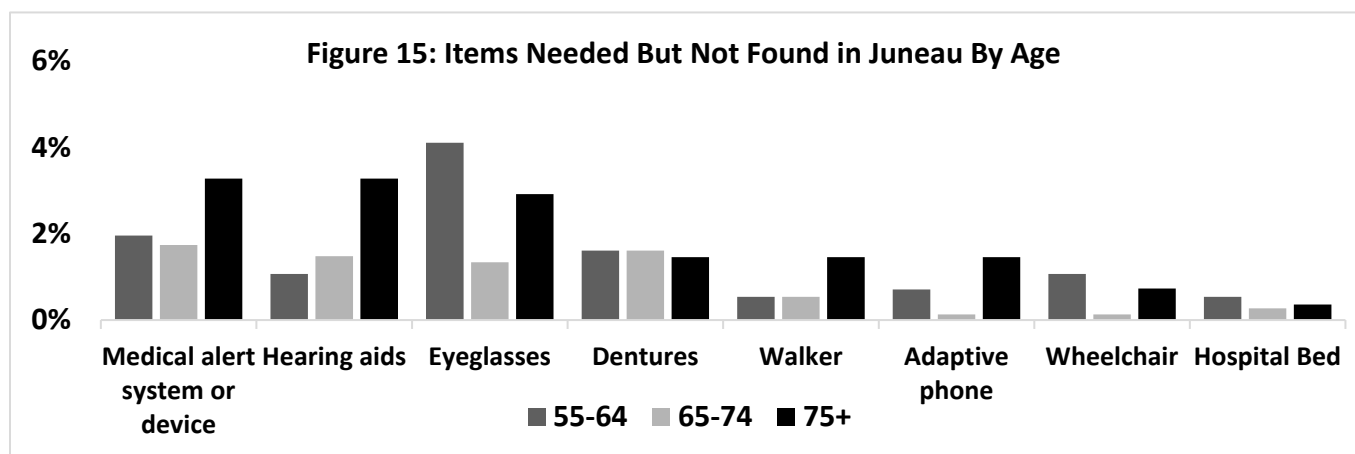
This is a new question for the senior survey series. Responses show an increase in conditions that require medical attention not available in Juneau with increasing respondent age. While 65 percent of seniors ages 55 to 64 indicated having no conditions requiring medical attention outside Juneau, only 33 percent of seniors 75 and older have no conditions requiring medical attention outside Juneau. The need for medical services outside of Juneau is spread across many medical conditions, but the greatest need among this age group is for cataract surgery.

Figure 14: Conditions Requiring Medical Attention That Are Not Available in Juneau

Conditions	55-64	65-74	75+
None	65%	47%	33%
Any other conditions	13%	18%	15%
Cataracts	4%	13%	26%
Cancer	8%	10%	71%
Heart disease	5%	10%	17%
Arthritis	6%	9%	11%
High blood pressure	7%	7%	11%
Hearing impairment	4%	5%	13%
Glaucoma	3%	4%	8%
Allergies or asthma	5%	5%	3%
Diabetes	4%	3%	4%
Macular Degeneration	1%	3%	4%
Chronic lung problems	2%	2%	4%
Stroke	1%	2%	2%
Dementia	1%	1%	1%
Alzheimer's disease	0%	0%	1%

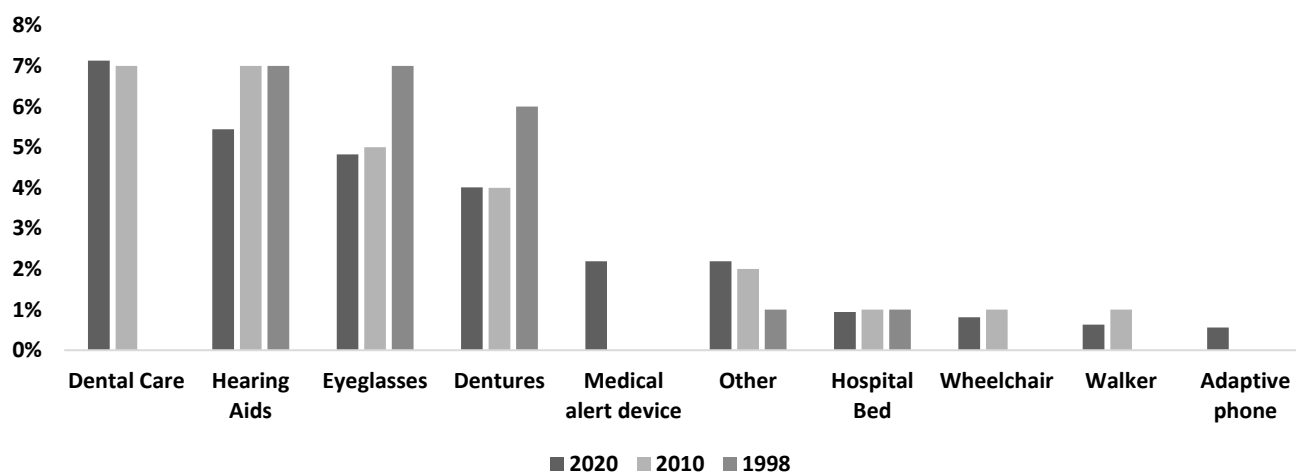
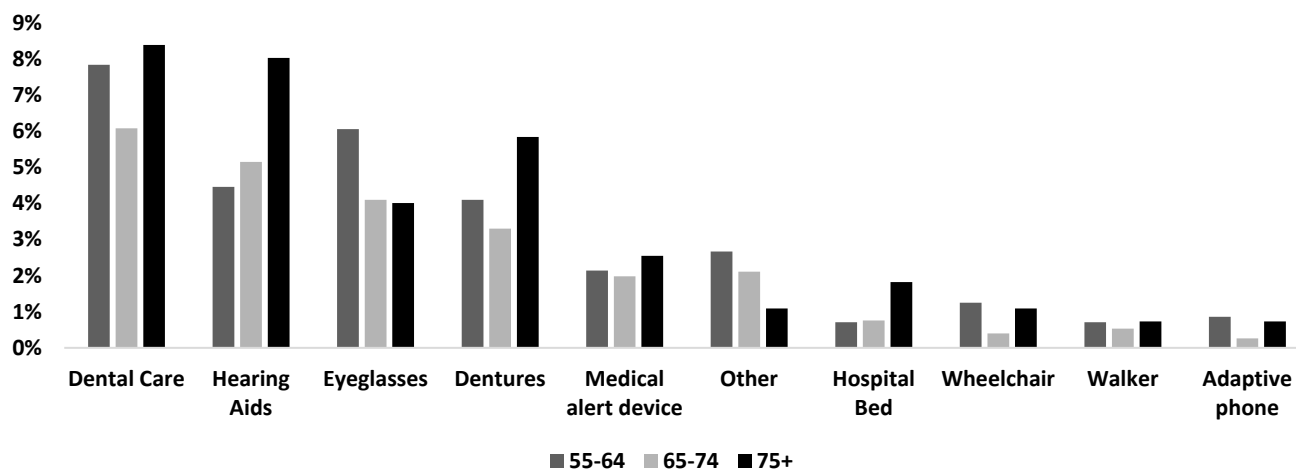
Question 15: Please Indicate Which of the Following You Need but CANNOT Find in Juneau. (Check All That Apply)

This is a new question for the 2020 survey. Ninety percent of all respondents selected the response “none” for this question, indicating adequate availability in Juneau for these medical needs. The most common product that seniors cannot find in Juneau was eyeglasses. Juneau has eye care providers and the fact that five percent of respondents selected glasses indicates something else is going on. Some possible explanations are that some seniors don’t know where to find the products they are looking for or are not counting establishments they choose not to visit.



Question 16: Please Indicate Which of the Following You Need but CANNOT Afford. (Check All That Apply)

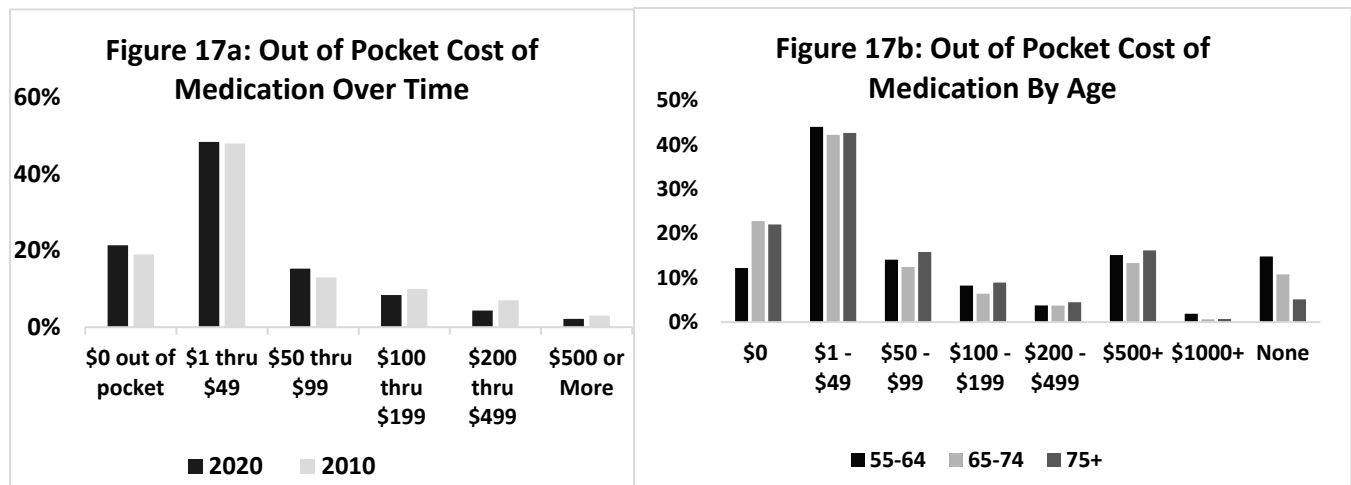
Overall, 85 percent of respondents in 2020 were able to afford these items. There is no substantial change in response rate to this question from prior surveys. Although the percentages are low, dental care and dentures, hearing aids and eyeglasses were selected slightly more than other services. This is most likely because Medicare

Figure 16a: Needed But Not Affordable in Juneau Over Time**Figure 16b: Needed But Not Affordable in Juneau By Age**

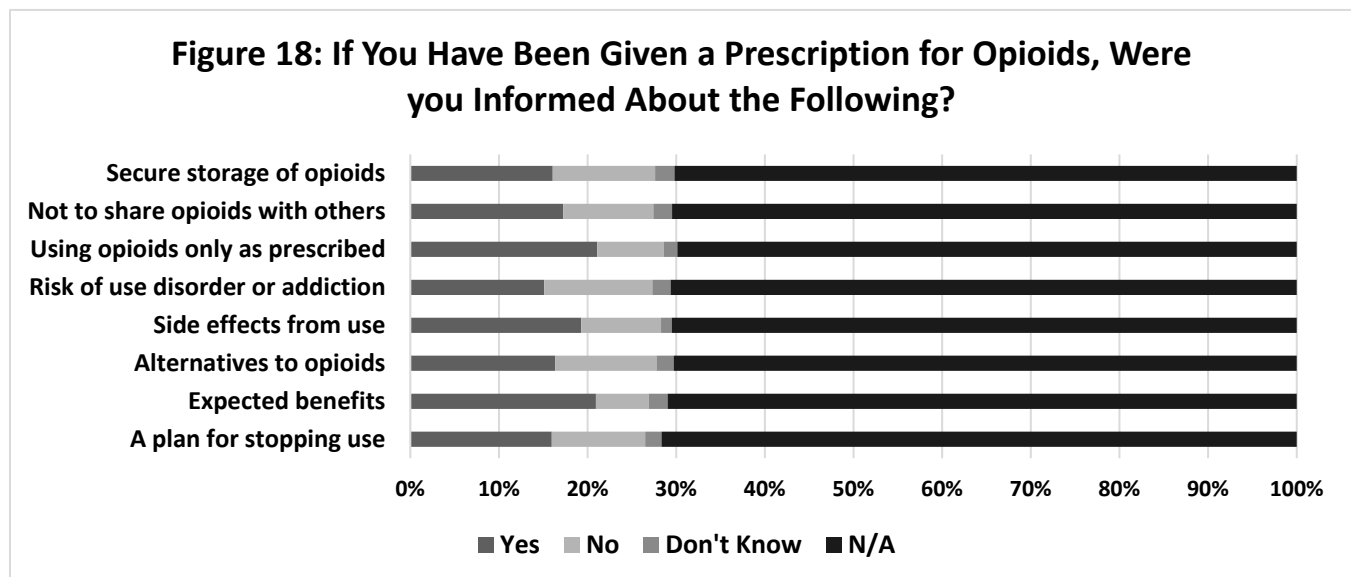
and many insurance plans do not cover these services. There was not a big difference among age groups, but slightly more seniors 75 and above could not afford hearing aids and dentures.

Question 17: How Much Do You Pay Out of Pocket for Medication (Estimated)?

Close to two thirds of all respondents who take medication have monthly medication costs under \$50. Figure 17b shows almost no difference in medication costs across age groups. This question was first introduced in 2010, and there is no substantial change over the past decade. The current survey added the option of not taking medication among the choices. Only 15 percent of seniors ages 55 to 64 indicate that they do not take medication. This drops to 5 percent for those 75 and older. The current survey also added a choice of going without medication because it was unaffordable. A total of 2 respondents (out of 1,665 answering this question) selected this response.

**Question 18: If You Have Been Given a Prescription for Opioids, Did Your Doctor or Pharmacist Talk to You About Any of the Following?**

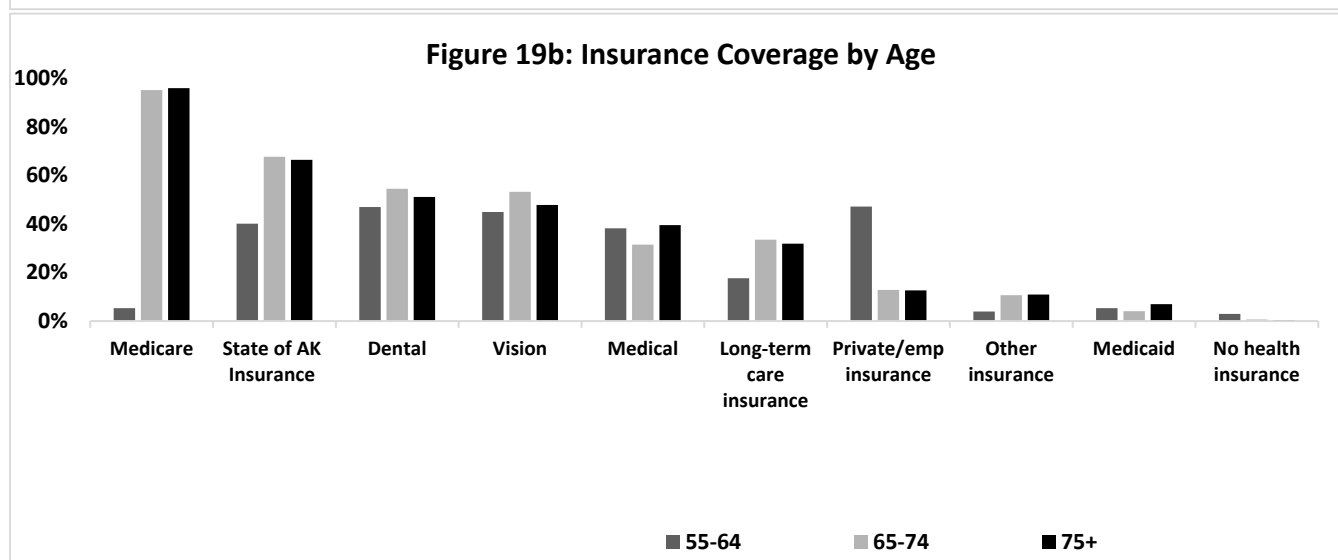
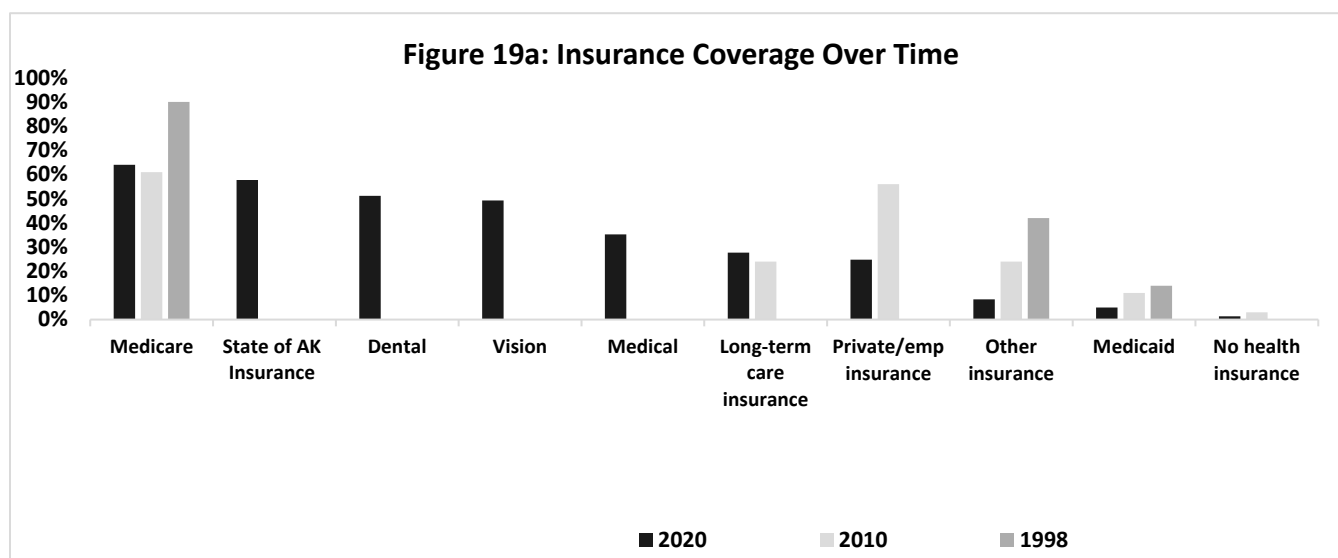
This is a new question for the 2020 survey. About 70 percent of all respondents indicated that this question did not apply to them, 20 percent had discussed opioid use with a health professional, and 10 percent had been given no information or did not know if they had discussed these issues. There was no large difference among age groups.



Question 19: What Kind of Insurance Do You Have? (Select All That Apply)

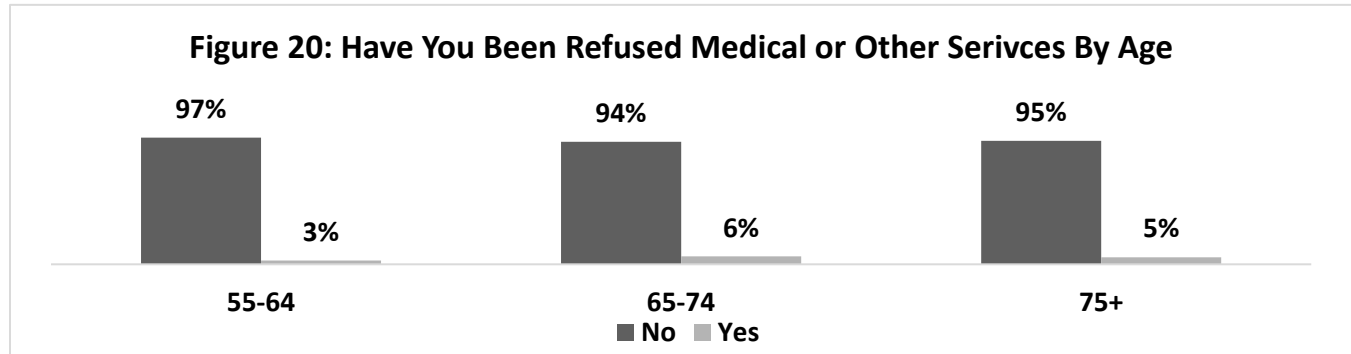
Response rates for this question vary by age cohort. Over 95 percent of respondents ages 65 and older are covered by Medicare compared to about 5 percent under 65. Over 66 percent of those ages 65 and up are covered by State of Alaska Retirement Insurance compared to 40 percent under 65.

The options for survey answers regarding health care insurance coverage have expanded each decade since 1998 when this question first offered options. In Figure 19a, where no results are given for prior year surveys, the answer option was not provided. The decrease in respondent age between surveys is evident in the decrease in Medicare coverage, from 90 percent of all respondents in 1998 to 61 percent of respondents in 2010. The percentage covered by Medicare stayed the same in 2020 as in 2010. In the current survey, an option for State of Alaska Medical Insurance was introduced. Fifty-eight percent of all respondents indicated that they are covered by this option. In 2010, where this option was not provided as an answer choice, 56 percent indicated that they were covered by private or employer sponsored coverage. The response rate dropped to 25 percent in 2020. Twenty-four percent indicated that they have other supplemental insurance in the 2010 survey. This dropped to 8 percent in 2020. This difference may be because the response choice of dental and vision coverage was also added this year. About 50 percent of respondents indicated that they have dental and/or vision coverage.

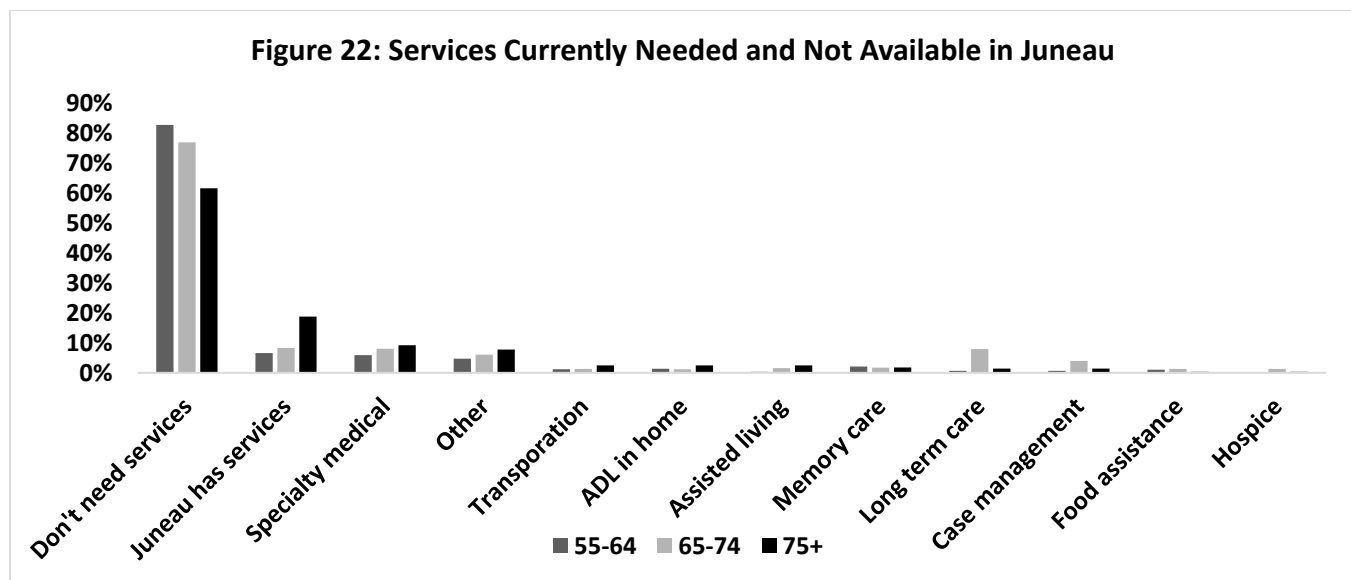


Questions 20 and 21: Have You Been Refused Medical or Other Senior Services? If So, Please Explain.

This is a new question for the 2020 survey. Very few seniors have been denied medical or other senior services. The comments received indicate a problem finding providers who accept Medicare patients in Juneau. Over 60% of the 63 written comments explaining health care services refusal were about providers not accepting Medicare or Medicaid.

**PROGRAMS AND SERVICES****Question 22: Which Services Do You Need NOW but Are Not Able to Get in Juneau? (Select All That Apply)**

This is a new question for the 2020 survey. Overall, 76 percent of respondents did not now need any of the services listed, and another 10 percent reported they get all the services they need in Juneau. Although all service options received low percentages, specialty medical was the most often selected service to be needed now but unavailable in Juneau. When separated by age group, there was a decreasing percentage of respondents who did not need any of these services, from 83 percent to 61 percent, with increasing age cohort. In other words, the percentage of respondents who got all the services they need in Juneau decreased as age increased.



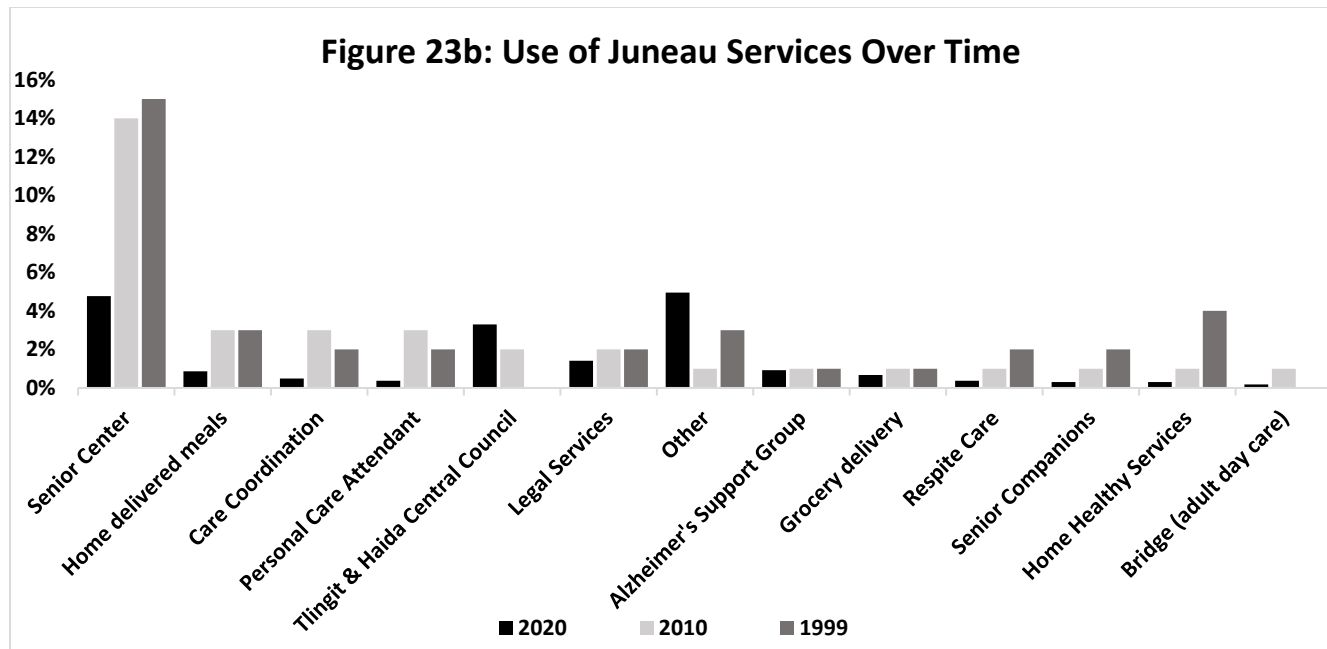
Question 23: Which of the Following Do You Use? (Check All That Apply):

In 2020, close to half of all respondents, 46 percent, do not use any of the services listed. AARP is used by 25 percent of all respondents, CBJ pools are used by 24 percent, and CBJ Parks and Recreation programs are used by 19 percent. Less than 5 percent of respondents use each of the remaining services. Looking at results by age group, seniors 65 to 74 were slightly more likely to use AARP. Use of the CBJ pools and Parks and Recreation programs dropped off considerably for seniors 75 and older.

In 2020, the list of programs and services to select from was expanded from that provided in 2010 and 1998. Data was not available for this question from 1989. Figure 23a compares results for 2020 with prior results for matching services only. The very low utilization rates were identical to previous results. The one exception is the use of the senior center. The previous two surveys had utilization rates of 14 and 15 percent, respectively. In 2020, only 5 percent of respondents used this service.

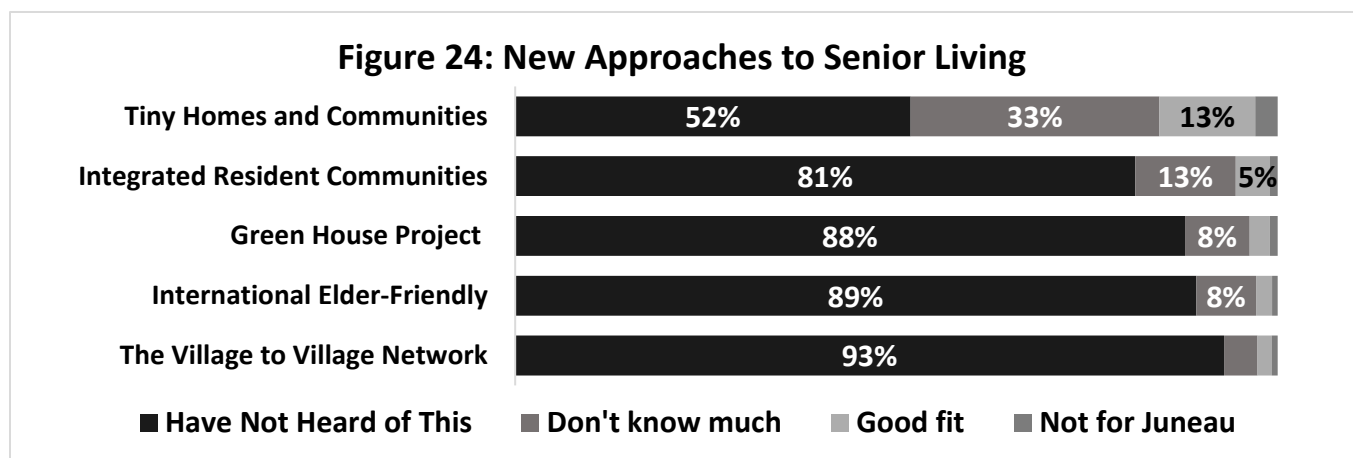
Figure 23a: Use of Juneau Services By Age

Juneau Services	55-64	65-74	75+
None	49%	43%	49%
AARP	21%	29%	21%
CBJ Pools	27%	27%	12%
CBJ Parks and Recreation Programs	20%	22%	9%
Other	3%	6%	6%
Senior Center	2%	6%	8%
Medicaid	5%	4%	7%
Southeast Alaska Independent Living, Inc. (SAIL)	5%	4%	4%
Tlingit & Haida Central Council Senior Program	2%	3%	7%
Housing Assistance	2%	2%	2%
CBJ Taxi Tokens	1%	1%	3%
Assistance with in-home tasks	>1%	>1%	6%
Front Street Clinic	2%	2%	0%
Legal Services	>1%	2%	1%
Alzheimer's Support Group	1%	>1%	1%
Glory Hall	>1%	1%	0%
Home delivered meals	>1%	>1%	2%
Grocery delivery	1%	>1%	>1%
Care Coordination	>1%	>1%	1%
Aging and Disability Resource Center	>1%	>1%	>1%
Respite Care	>1%	0%	>1%
Personal Care Attendant (PCA)	>1%	>1%	>1%
Senior Companions	>1%	>1%	1%
Home Healthy Services	0%	>1%	1%
In-home assistance - medical care	>1%	>1%	>1%
Bridge (adult day care)	>1%	0	>1%



Question 24: New Approaches and Innovations in Senior Living Communities Are Being Developed. How Familiar Are You with the Programs Listed Below?

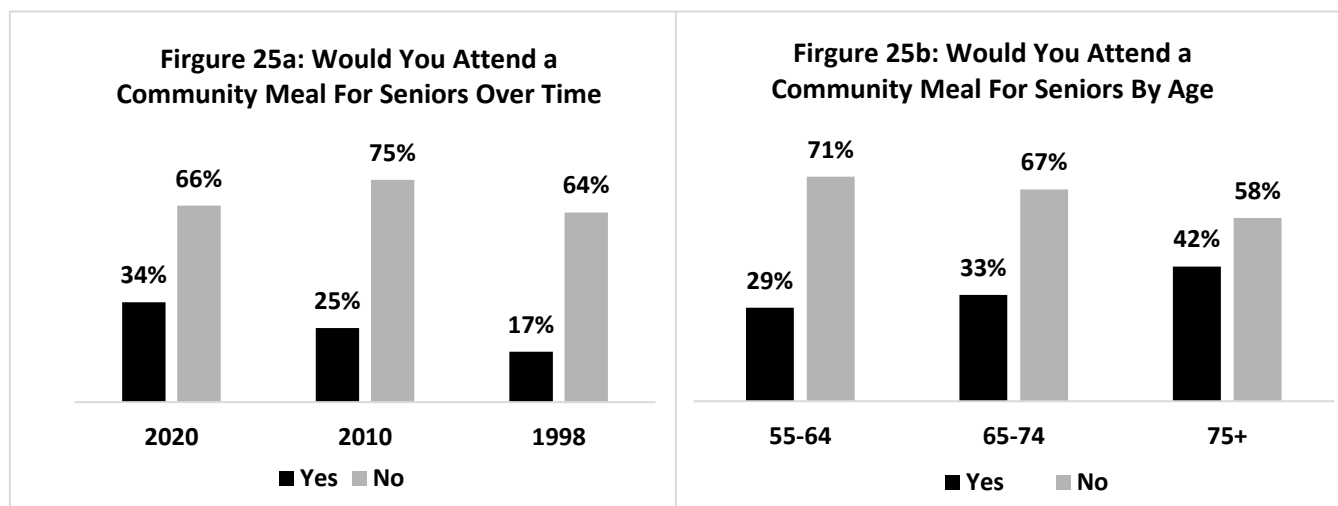
This is a new question for the 2020 survey. Almost all respondents, 94 percent or more, have either not heard of or don't know much about Integrated Resident Communities, the Green House Project, International Elder-Friendly communities, and the Village-to-Village Network. More seniors have heard of Tiny Homes and Communities, but again, 85 percent of respondents don't know anything or know very little about this option. More seniors think Tiny Homes and Communities are a good fit for Juneau than not, 13% compared to 3% respectively.



Question 25: Would You Attend a Community Meal for Seniors if One Were Available in Your Neighborhood or Apartment Complex?

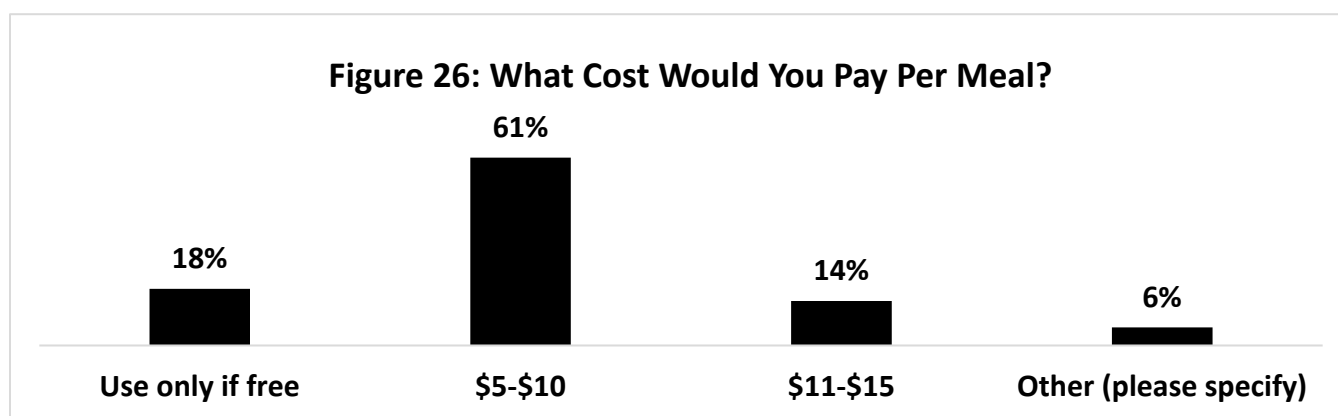
This question was reworded. Previous surveys had asked "Would you use communal meals for seniors if they were available in your neighborhood or apartment complex." This question had a substantially different response in 2020 compared to prior surveys. In 2020, 34 percent of all respondents reported that they were interested in Juneau Commission on Aging * Juneau Economic Development Council

attending a community meal. In 2010, only 25 percent were interested in using a communal meal service. The current wording can be interpreted as a one-time social event, while the previous wording indicated a recurring service. Comments received indicated that seniors were interested in attending not just for a meal service, but also for the opportunity to get out and socialize with other seniors. Further, seniors 75 and older were much more interested in this option than younger seniors, 42 percent compared to 29 percent respectively.



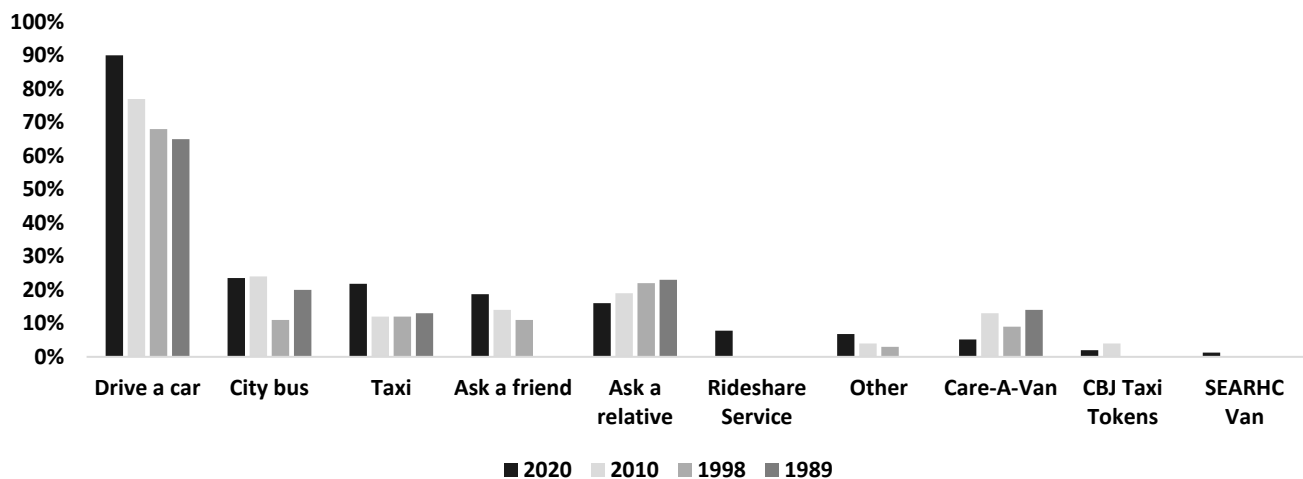
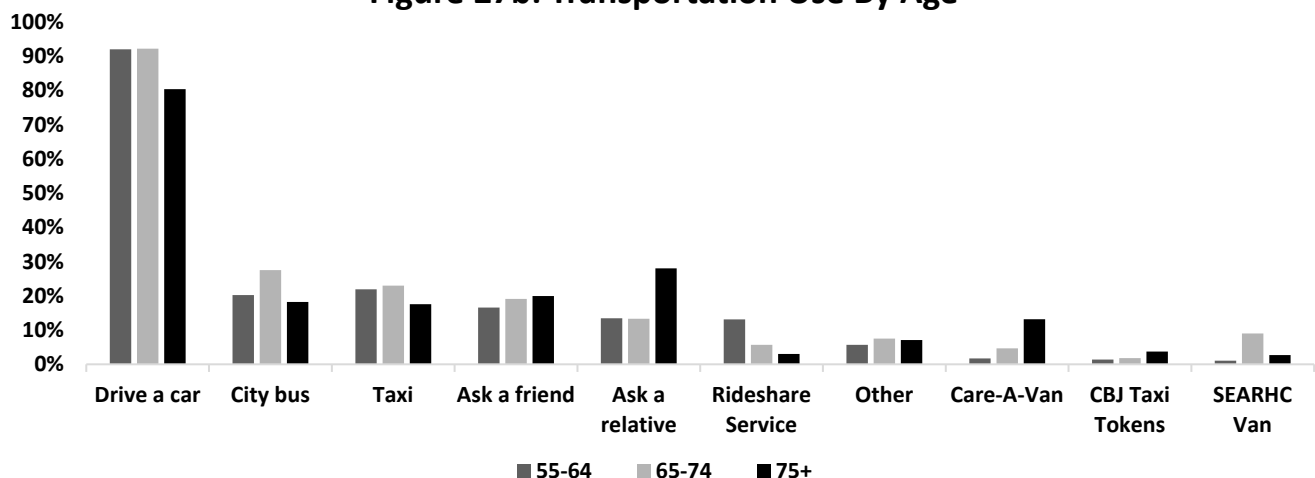
Question 26: If “Yes,” What Cost Would You be Willing to Pay Per Meal?

The 2020 survey provided two price ranges, \$5-\$10 or \$11-\$15, the choice of the meal being free, and the option to name another price. Sixty-one percent of respondents said they would be willing to pay \$5-\$10. This question was revised for the 2020 survey. The previous survey listed four answer choices of \$0, \$4, \$5 and \$6. In 2010, 31 percent of respondents selected \$4 meals, and 34 percent were willing to pay \$5 for the meal. In the prior survey, 16 percent were only willing to go if the meal was free. Similarly, 18 percent of respondents in 2020 would only attend a free meal.



TRANSPORTATION**Question 27: When You Need Transportation, Do You: (Check All That Apply)**

Ninety percent of respondents indicate that they drive a car, far exceeding all other options. There has been a substantial increase in the percent of survey respondents who drive a car over the course of the past three decades, with only 65 percent driving in 1989. As discussed previously, the minimum age to be considered a senior was reduced with each survey, from 65 in 1989 to 55 in 2010. The decreasing age of respondents between the previous three surveys is most likely one explanation for this change. From 2010 to 2020, while the minimum age remained the same, there were more responses from seniors ages 65 to 74 and fewer responses from seniors ages 75 and up, effectively lowering the average age between these two surveys. When the 2020 responses are segmented by age group, 80 percent of respondents 75 and over report that they drive, and 92 percent of respondents 55 to 74 report that they drive. Both groups are still significantly above results from the earlier surveys. That the majority of seniors now live in the Valley rather than downtown and, as a result, are more dependent on transportation for shopping and social activities could be one explanation for the results. As a second choice, the oldest segment of seniors prefers to ask a relative to drive. Younger seniors would rather take a taxi, use the bus, or ask a friend to drive, in that order. Where results are not shown in the chart below, the answer option was not provided in previous surveys.

Figure 27a: Transportation Use Over Time**Figure 27b: Transportation Use By Age**

Question 28: How Well Does the City Bus Serve Your Needs? (Check All That Apply)

Most respondents did not use the city bus; and therefore, response rates are very low for the other response options. Overall, for the small percentage of seniors who ride the bus, not enough protection from the weather at bus stops and no service beyond Auke Bay rose to the top as unmet needs. However, looking only at seniors 75 and over the greatest need was for bus stops to be closer to their home.

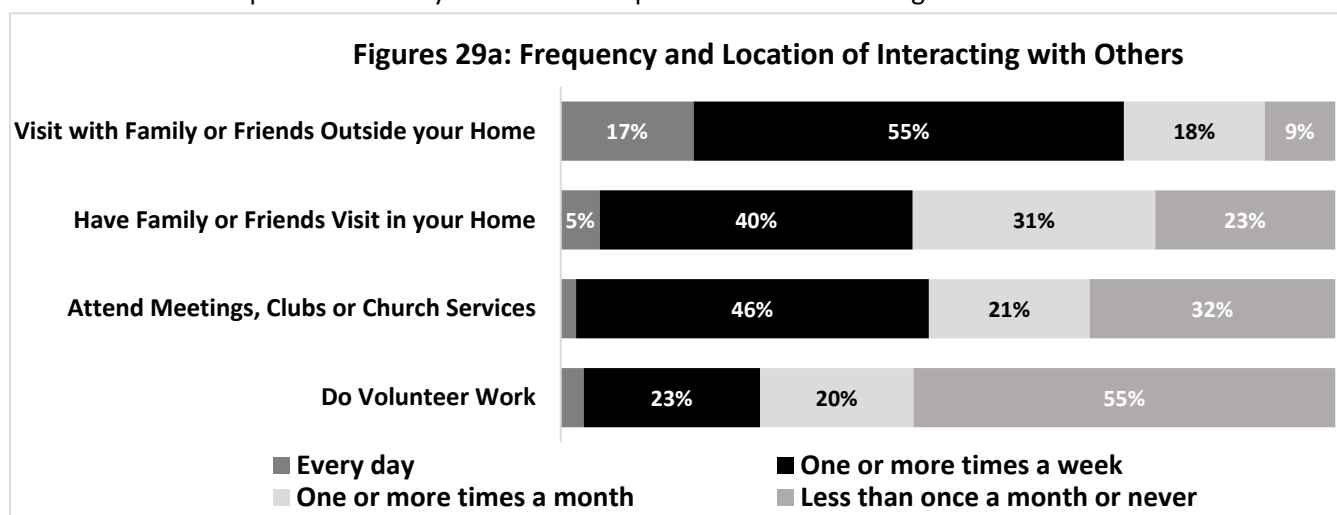
This question is modified from the previous survey where it was asked as an open-ended question. Responses were summarized but not tabulated. The types of responses received in the prior survey were provided as answer options in 2020.

Figure 28: City Bus Service and Use By Age

	Overall	55-64	65-74	75+
I do not use the city bus	66%	70%	61%	72%
I am happy with the service	18%	14%	21%	18%
Not enough protection against the weather at bus stops	9%	8%	11%	7%
I would like to ride the bus beyond Auke Bay	9%	8%	11%	5%
Would ride if nearest stop were closer to home	8%	7%	8%	10%
Extended service needed for holidays/weekends	8%	7%	8%	5%
Other	8%	7%	8%	6%
More frequent daily bus service is needed	6%	8%	7%	2%
Earlier morning/later bus service is needed	5%	6%	5%	3%
The bus is over-crowded at times	4%	4%	3%	3%
There isn't enough seating at the bus stop	3%	3%	4%	2%

RECREATION, SOCIAL AND COMMUNITY ACTIVITIES

Questions 29 to 32 are modified from previous survey questions, which asked survey respondents if they participated in these activities as a yes or no question and then followed up with the open-ended question of how often. In 2020, respondents were instead given a choice of frequencies to select from, ranging from every day to never. Note that response rates may not add to 100 percent due to rounding.

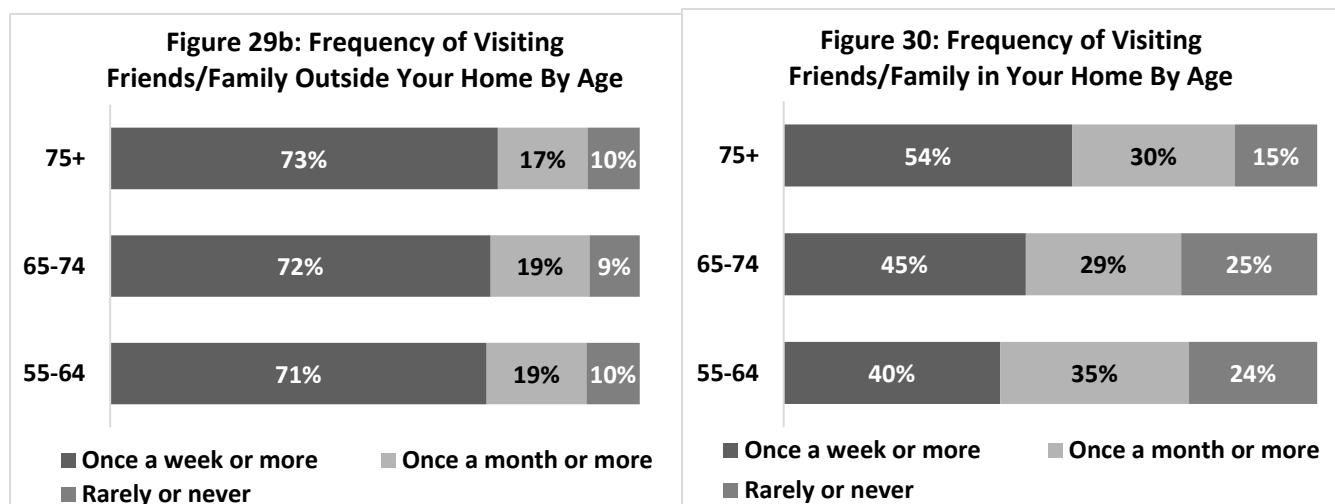


**Questions 29 and 30: Approximately How Often Do You Visit with Family or Friends Outside Your Home?
Approximately How Often Do You Have Family or Friends Visit in Your Home?**

In 2020, 72 percent of respondents reported visiting with family or friends outside the home one or more times a week, 18 percent visit less frequently, one or more times a month, and 9 percent reported no contact outside the home. In contrast, only 45 percent of respondents reported visits by family or friends in the home one or more times a week, while 31 percent have visitors only one or more times a month, and 23 percent reported no visitors in their homes at all.

In the 2010, respondents were asked how often they “see family” and in a separate question how often they “have visitors” other than family. The former question could be interpreted to include seeing family both inside and outside of the home, while the latter question specifically asks about non-family visitors in the home. Therefore, direct comparison cannot be made with the current survey. In 2010, 68 percent of respondents reported seeing family weekly and 64 percent reported that they have visitors other than family weekly. In 2020, more respondents visited outside the home one or more times a week, 72 percent, while only 45 percent received visitors in their home one or more times a week. Indirectly, this seems to indicate that seniors have significantly reduced their in-home hospitality compared to the 2010 survey but socialize outside the home much more, perhaps because so many more continue to drive.

When looking at the 2020 results by age group, frequency of visits with family and friends outside the home show little difference in results across age groups, with close to 72 percent of all respondents socializing outside the home on a weekly basis. In contrast, there is an increase in the frequency of visits to the home as seniors age. Fifty-four percent of respondents 75 and over report visitors in the home once a week or more while 15 percent report visitors rarely or never. Among seniors 55 to 64, only 40 percent report visitors to their home once a week or more, and 24 percent have visitors rarely or never. Some possible explanations could be younger seniors are more likely to work or are more mobile and can make visits outside their home with greater ease.

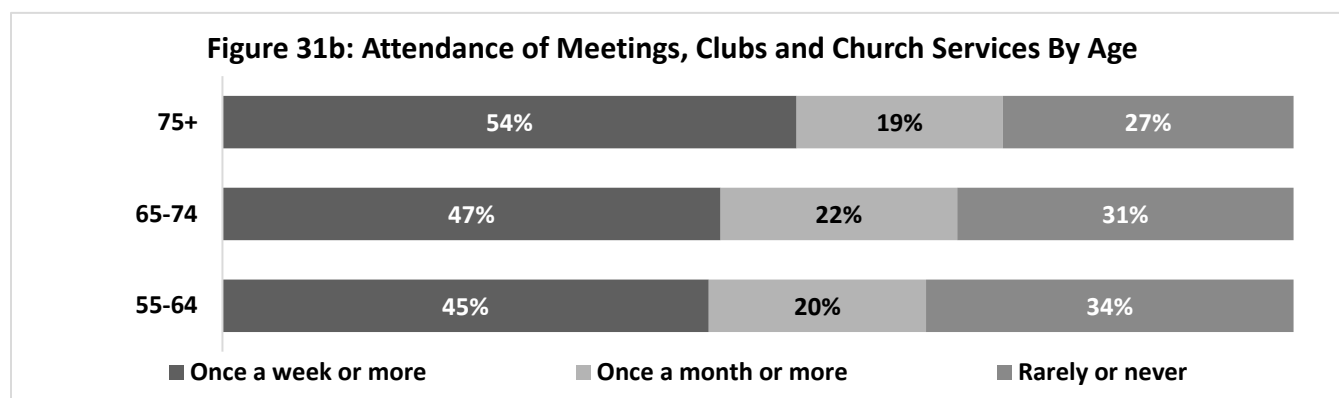


Question 31: Approximately How Often Do You Attend Meetings, Clubs or Church Services?

While 45 percent of respondents ages 55 to 64 attend meetings, clubs or church service once a week or more, another 34 percent rarely or never participate in these activities. Among respondents 75 and older, 54 percent

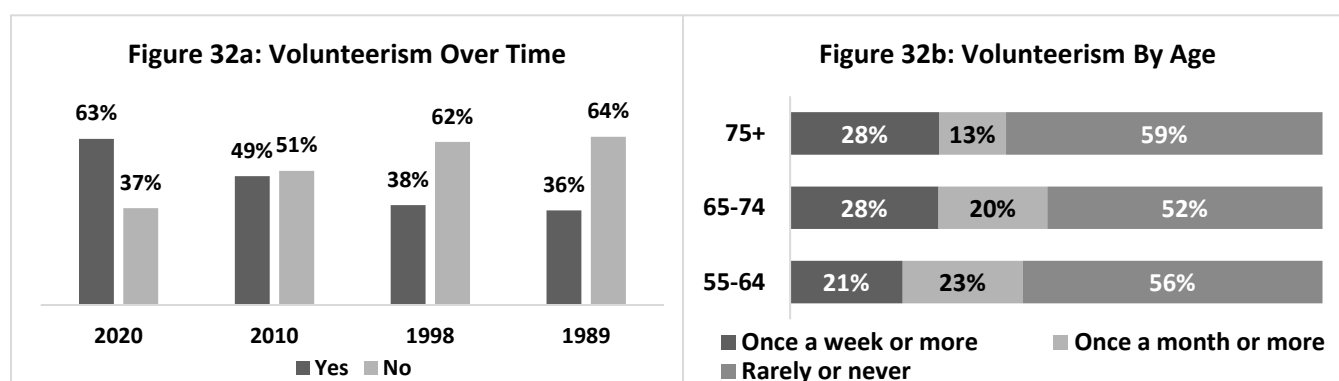
attend once a week or more, and only 27 percent rarely or never participate. Here again, as seniors age, the frequency of these social interactions increases.

In 1989, 1998, and 2010, between 70 percent and 80 percent of respondents belonged to a club, organization or church. Rather than asking if seniors “belong,” the current survey asks seniors if they “attend” meetings, clubs or church services, so direct comparison to prior surveys cannot be made.



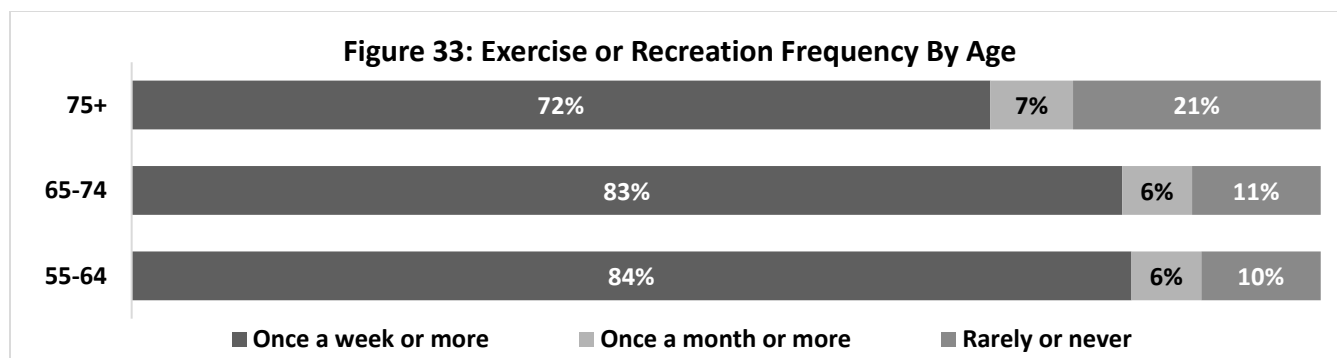
Question 32: If You Do Volunteer Work, How Often Do You Volunteer?

In prior surveys, respondents were asked if they do volunteer work as a yes or no question. In 2020, respondents were asked how often they do volunteer work. Only 37 percent report never doing volunteer work, compared to 51 percent in 2010 and over 60 percent in prior surveys. There appears to be a trend of increasing rates of volunteer work over the decades. Only small differences are seen in rates of volunteer work between age cohorts.



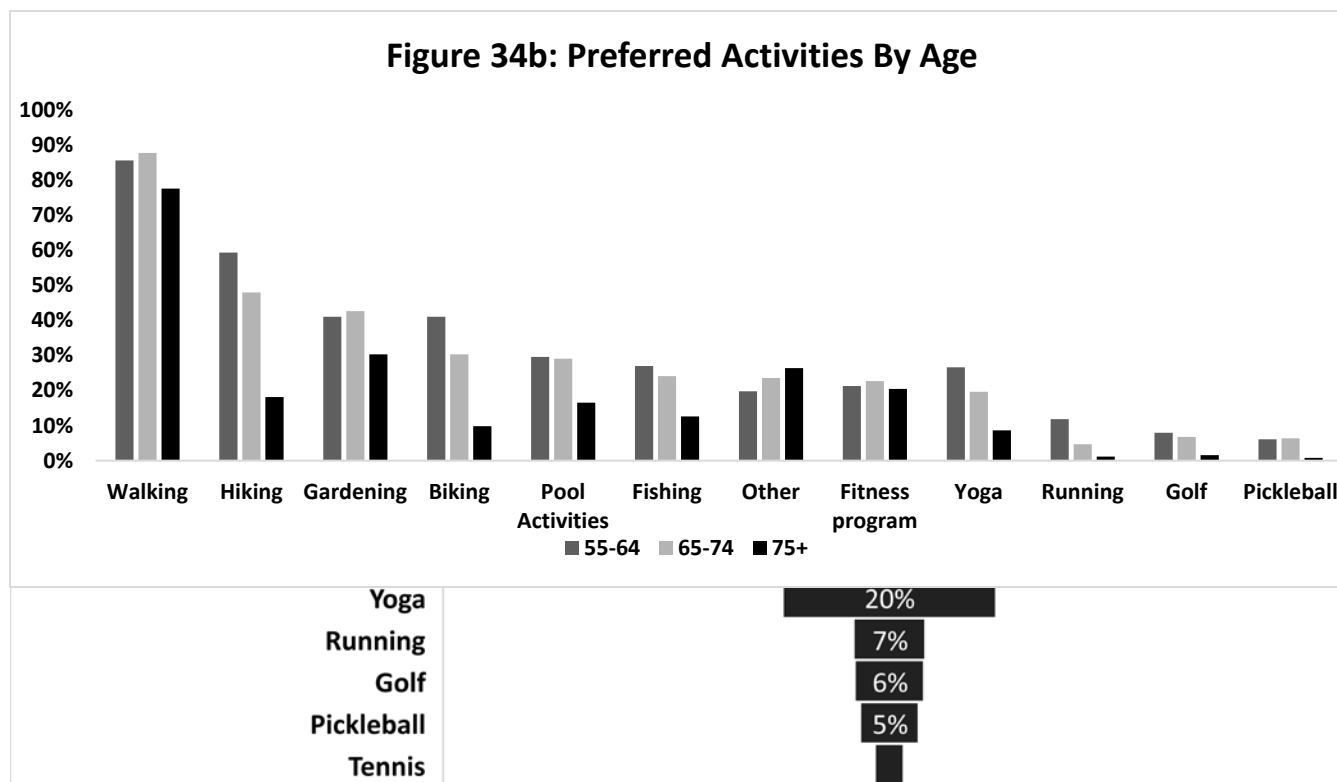
Question 33: How Often Do You Participate in Physical Exercise/Recreational Activities?

This is a new question for the 2020 survey. Over 83 percent of seniors ages 55 to 74 responding to the 2020 survey are very active, exercising or recreating once a week or more. Although seniors 75 and older are somewhat less active, a significant number, 72 percent, still report exercising or recreating once a week or more.



Question 34: If You Participate in Physical Exercise/Recreational Activities, What Is/Are Your Preferred Activities? (Check All That Apply)

Walking was the most popular activity across all age groups. Younger seniors from 55 to 64 indicated hiking as their second most frequent activity and biking as their third, followed closely by gardening. Walking and hiking were the first and second choices for seniors 65 to 74, but gardening becomes the third choice and biking the fourth for this group. Respondents 75 and older indicate gardening as their second most frequent choice of activity after walking. These results highlight the importance of walking, hiking and biking trails in the community for seniors.

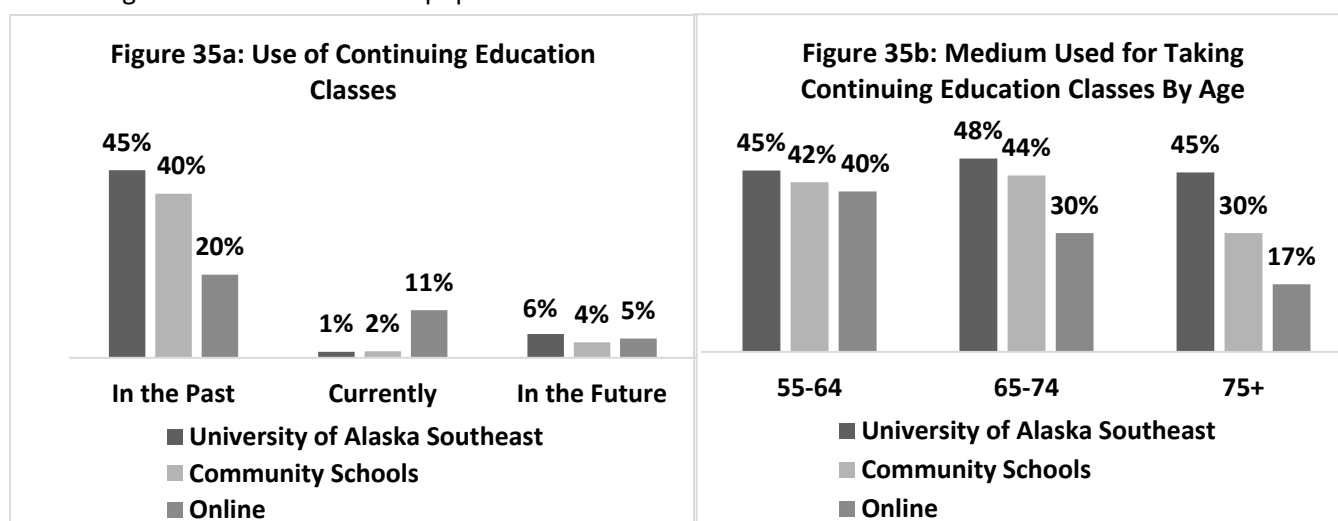


As can be seen in Figure 34b, participation in most activities dropped off significantly with age, with the exception of aerobic or other fitness activities. The large number of seniors selecting “other” should be noted. Many seniors wrote in skiing/snowboarding and/or weight training. It is recommended that both choices be added to the 2030 survey.

Question 35: Do You Take Continuing Education Classes? (Check All That Apply)

This question has been reworded from prior surveys, and direct comparison of results cannot be made. Overall, 46 percent of respondents currently, or in the past, have taken classes through UAS and 42 percent have taken classes with Community Schools. While only 20 percent of all respondents have taken online classes in the past, online classes currently are the most popular choice.

Figure 35b shows that the youngest senior cohort is just as likely to take classes through any of the three provided mediums: UAS, 45 percent, Community Schools, 42 percent, or online, 40 percent. Slightly more, 48 and 44 percent, respectively, of respondents in the middle cohort take classes through UAS or through Community Schools; however, the percentage taking online courses drops to 30 percent for this age cohort. Finally, while 45 percent of the oldest senior cohort takes classes through UAS, similar to younger age groups, only 30 percent use Community Schools, and taking online classes drops to 17 percent. Overall, these results show a high interest in continuing education in the senior population.

**Question 36: Are You... Check All That Apply (Employment Status)**

About 60 percent of all respondents reported being retired, and about 19 percent were employed full time. There is little difference in results between the 2010 and the 2020 survey in the percentage of respondents who were retired. The decrease in retired seniors and increase in employed seniors from 1998, where 82 percent were retired and 6 percent were employed full time, in comparison to 2010 can be partly explained by the inclusion of seniors 55 to 60 in the 2010 survey. In 2020, among the youngest cohort, 45 percent were employed full time and 33 percent were retired. Among respondents 65 to 74, this reverses dramatically; 69 percent were retired while only 8 percent were employed full time. For seniors 75 and older, 88 percent were retired and only 1 percent worked full time.

For this question, the 2010 survey results are available by age cohort. Figures 36c and 36d show that in 2020 somewhat more seniors ages 55 to 74 were employed full time (42 percent to 45 percent) and somewhat fewer seniors ages 55 to 74 were retired full time compared to 2010. Results do not sum to 100 because more than one choice was allowed.

Figure 36a: Employment Status Over Time

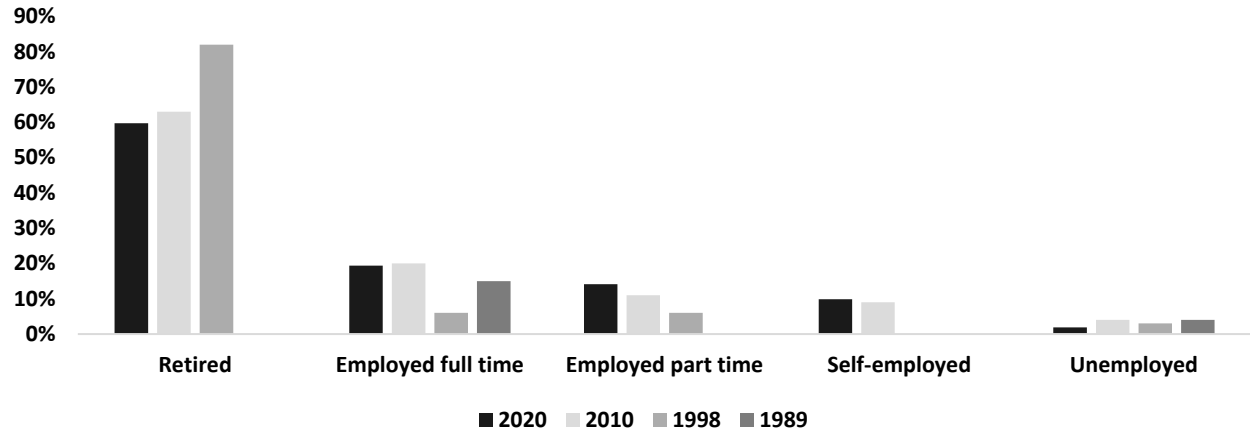


Figure 36b: Employment Status By Age 2020

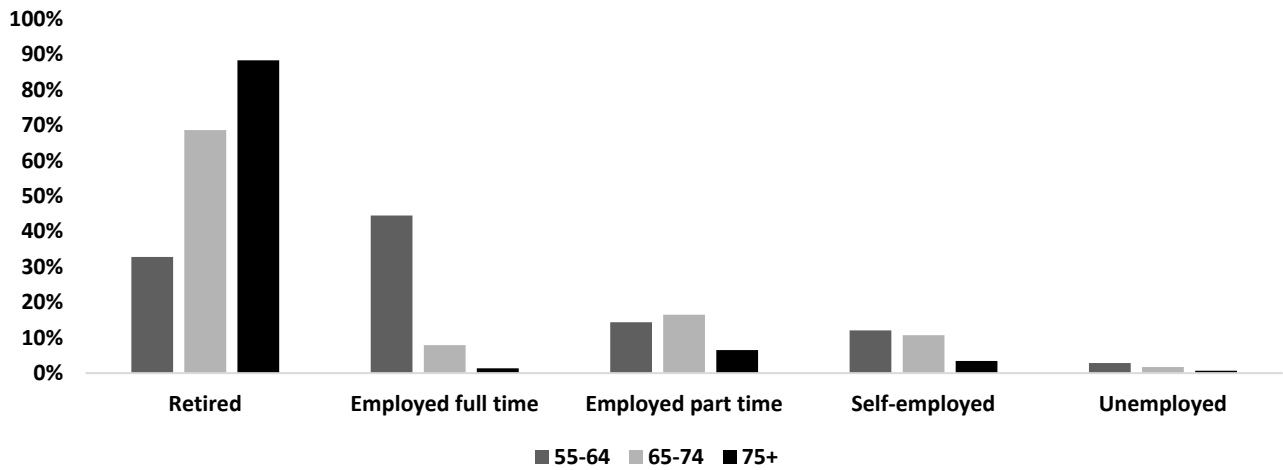
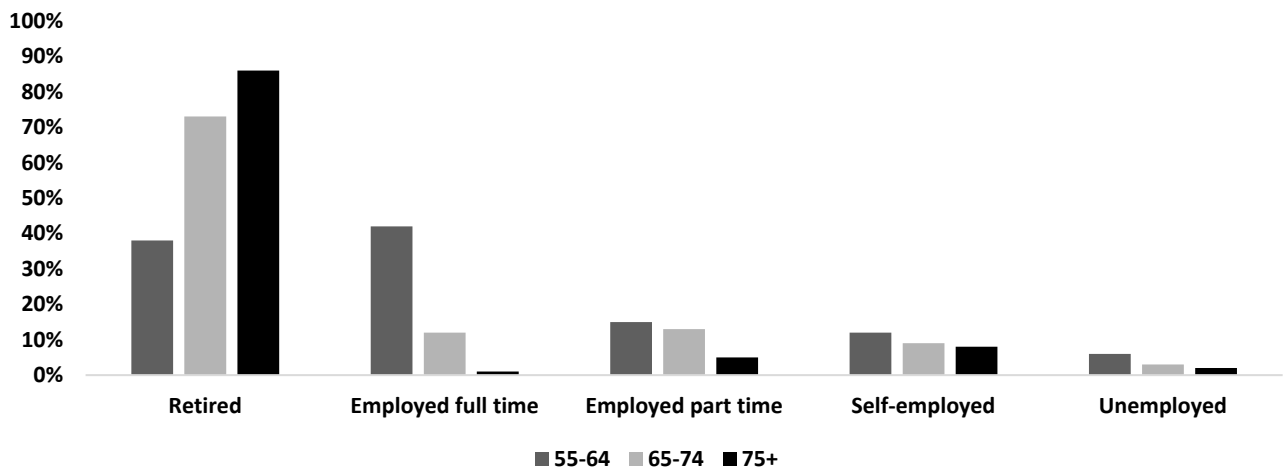
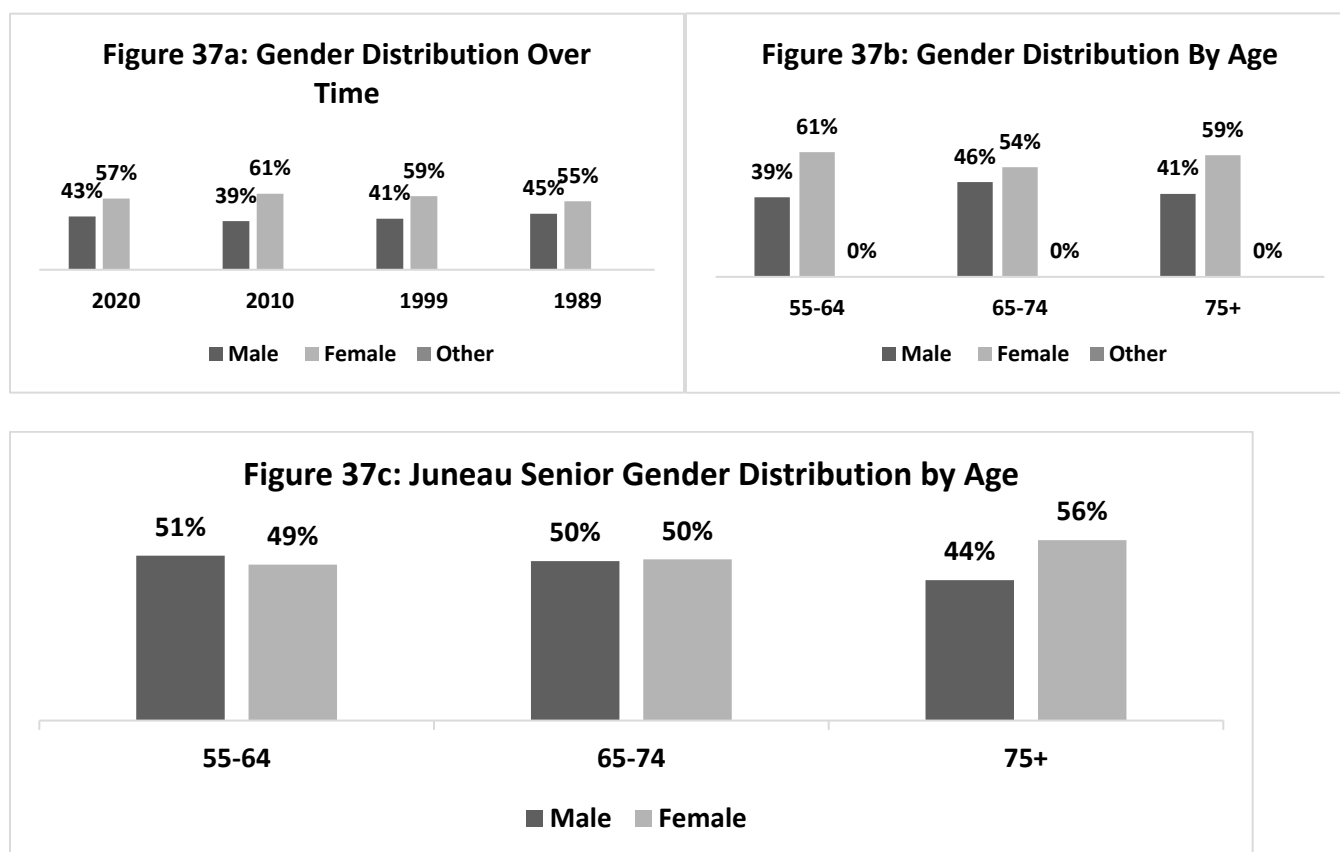


Figure 36c: Employment Status By Age 2010



DEMOGRAPHIC INFORMATION**Question 37: Are You? (Gender)**

Similar to prior surveys, a larger percentage of women (57 percent) than men (43 percent) responded to the survey in 2020. The percentage of women responding to the survey compared to men is about the same among the youngest age cohort, 61 percent women compared to 39 percent men, and oldest age cohort, 59 percent to 41 percent. The middle age cohort had a higher percentage of male respondents, 46 percent, than the other two age groups. It should be noted that in 2020, the choice of “other” was added to this question. Only one respondent, in the youngest age cohort, selected this option.

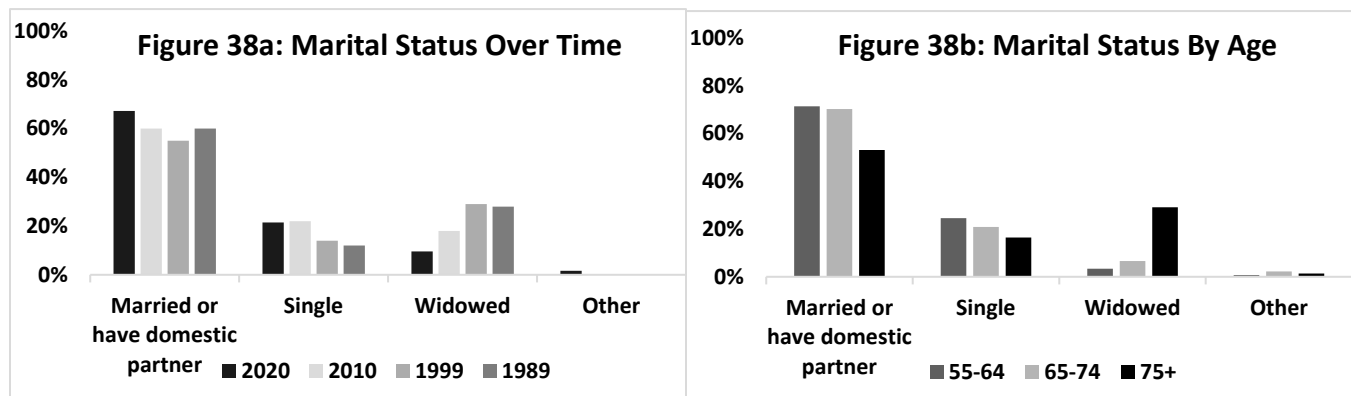


Source: Alaska Department of Labor: Juneau 2020 Population Estimates

Question 38: Are You? (Marital Status)

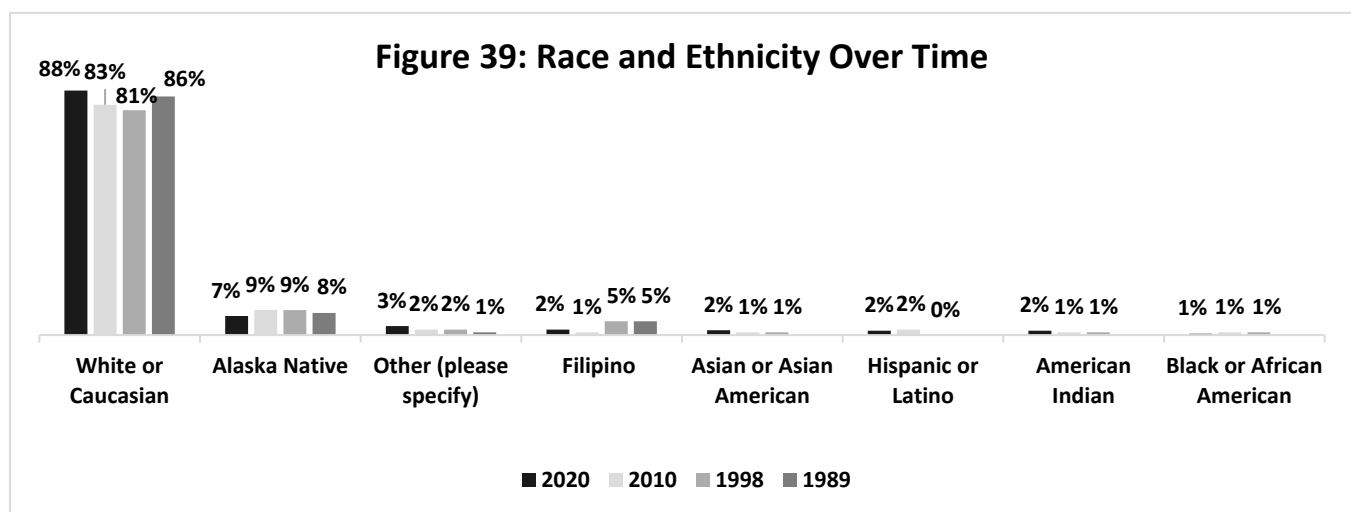
Over 70 percent of respondents ages 55 to 74 said they were married or had a domestic partner. The percentage of seniors who were widowed increases dramatically once seniors are 75 and older, with a significant drop in the percentage married. In the 2020 survey, the choice of “married or have a domestic partner” replaced the choice of “married.” The option of a domestic partner was not available in prior surveys. This most likely accounts for the increase in percentage of respondents selecting “married or have a domestic partner,” which was 67 percent compared to about 60 percent selecting “married” in prior surveys.

The younger age of survey respondents in the last two surveys most likely accounts for the increase in the percentage of respondents indicating they were single, which was about 21 percent in 2010 and 2020 and about 13 percent in 1998 and 1989. Segmenting responses into the three age cohorts shows that the youngest age group has significantly more single seniors, 25 percent, than the oldest age group, at 16 percent. The comments provided by those choosing “other” indicate that a number of divorced seniors did not see themselves as represented by any of the choices. It is recommended that the option “single” be changed to “single/divorced” for the 2030 survey.



Question 39: In Which Ethnic Group Do You Place Yourself? (You May Choose More Than One)

There has been little change in the ethnic makeup of survey respondents between surveys. Where percentages are not shown in Figure 39, the selection was not available in the corresponding survey.



Question 40: Is Your Income From (Check All That Apply)

As seen in Figure 40a, 55 percent of all respondents in the 2020 survey indicated that they derive income from social security, and just over half have retirement income from working for the State of Alaska (or from another state). Just over a third have employment income and 37 percent have income from investments. The percentage of respondents with income from the other sources is much lower.

The decrease in the average age of survey respondents from prior surveys is evident by the percentage collecting social security, which dropped from 88 percent in 1998 to 59 percent in 2010 and to 55 percent in 2020. The decrease in the average age of respondents can also explain the increase in income from employment, which was 11 percent in 1998, 30 percent in 2010, and 34 percent in 2020. The percentage of respondents with state retirement income has also increased since 1998, from 37 percent to 51 percent. This is most likely explained by the growth in state government employment in Juneau in the last few decades. In contrast, federal employment has shrunk over the past decade, correlating with the decrease in the number of federal government retirees.

Figure 40b shows the survey results for 2020 by age cohort on the left and the results for 2010 on the right. Respondents ages 65 and over show a dramatic increase in the percentage with state retirement income, about 60 percent in 2020 compared to about 40 percent in 2010. One other significant change is the percentage of seniors ages 75 and older with investments as a source of income, which was 52 percent in 2020 compared to 38 percent in 2010.

Figure 40a: Sources of Income

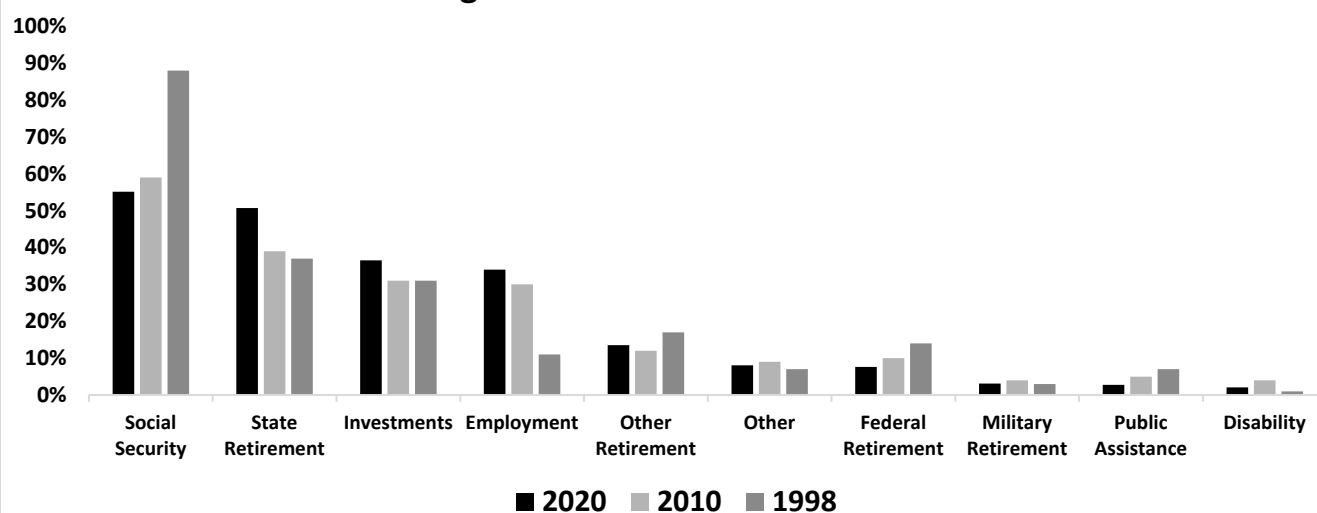


Figure 40b: 2020 Sources of Income By Age

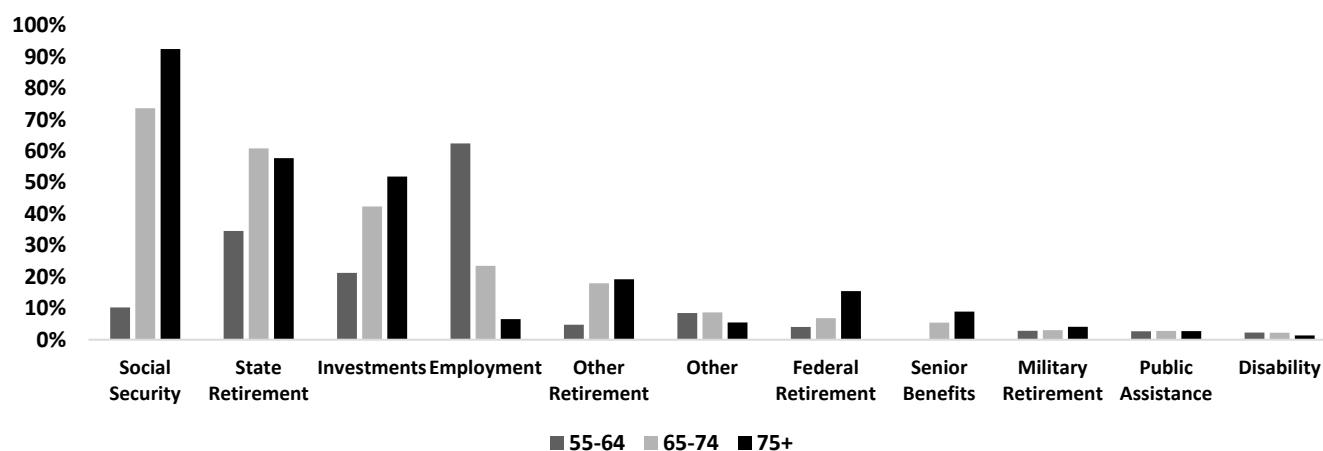
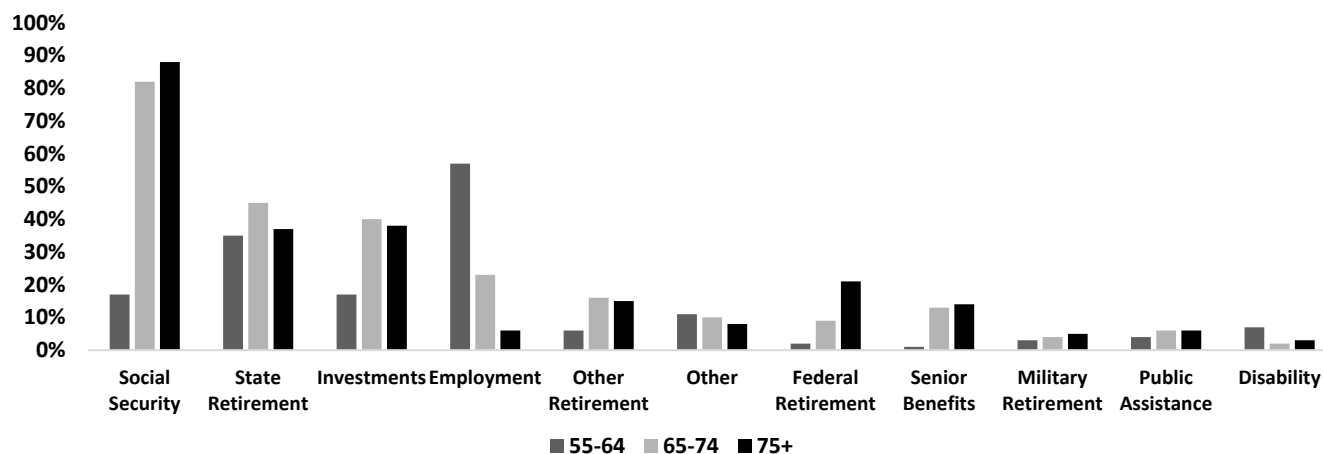
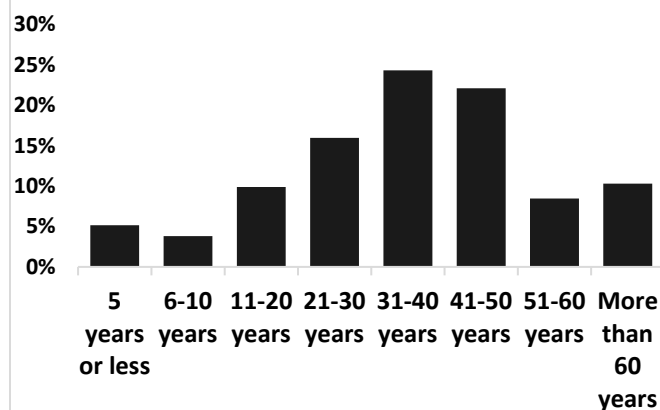
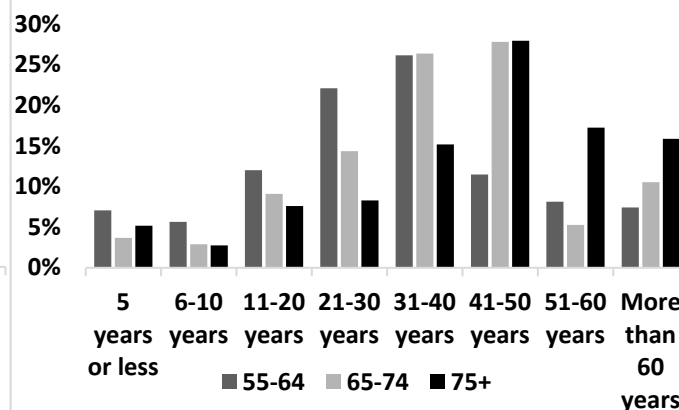


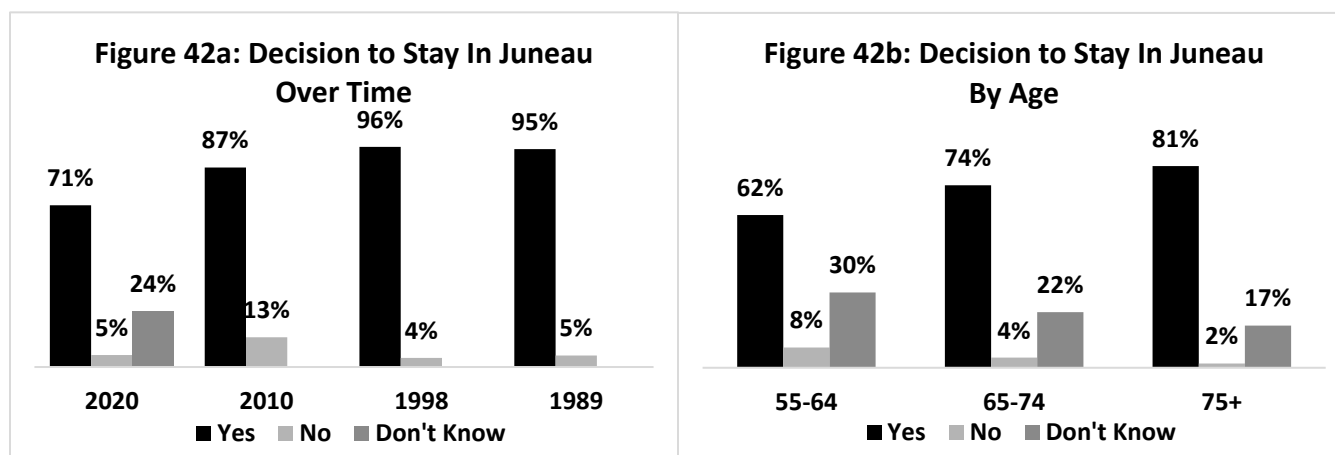
Figure 40c: 2010 Sources of Income By Age**Question 41: How Long Have You Lived in the Juneau Borough?**

Eighty percent of respondents have lived in Juneau 20 years or more, 24 percent have lived in Juneau 31 to 40 years, and 22 percent have lived in Juneau 41 to 50 years. It is not common for seniors to move to Juneau. Instead they choose to age in place having moved here when younger or having grown up here. As would be expected, results segmented by age group show younger seniors with shorter residency than older seniors. Seventy-five percent of respondents 75 and older have lived in Juneau 31 years or more, and 52 percent of respondents 55 to 64 have lived in Juneau 31 years or more. This question was asked as an open-ended question in 2010. The mean was tabulated to be 37 years and the median was 35 years.

Figure 41a: Years of Residency**Figure 41b: Years of Residency By Age**

Question 42: Do You Plan to Stay in Juneau Indefinitely?

Almost three quarters of all respondents plan to stay in Juneau indefinitely while one quarter is unsure. Five percent have made the decision to move. As can be seen in Figure 42b, there is much less certainty about staying in Juneau among the youngest cohort of seniors, where only 62 percent have indicated yes. For those ages 75 and older, 81 percent have decided to stay in Juneau. This question was modified in 2020 to add the choice of “Don’t Know.” The addition of this option has decreased both the percentage of respondents indicating “yes” and the percentage indicating “no” compared to prior surveys. The younger age of respondents can also partly explain the decrease in respondents indicating they will remain in Juneau compared to prior surveys.

**Question 43: How Important are the Following in Your Decision to Live in Juneau?**

Question 43 provides respondents with a list of aspects to rate as very important, important, somewhat important, and not important to their decision to remain in Juneau. In Figure 43a, for each aspect the percent of all respondents who selected very important is added to the percent selecting important and this is compared to the percent selecting somewhat important and not important. The aspects are ranked in decreasing order based on the combined percent selecting very important and important. The top five aspects are friendly community, “small town” atmosphere, nature/outdoor opportunities, availability of medical services, and availability of support services. It should be noted that the question does not ask if the aspects are available in Juneau. Comments suggested that this led to some confusion in answering the question because the first three aspects are important to the decision to remain in Juneau, while the next two aspects could be a factor in the decision to leave.

The 2010 survey used a shorter list of aspects and a slightly different wording for this question. Respondents were asked how important the list of aspects were in their decision to “continue” to live in Juneau. Figure 43b shows that results are consistent with the 2020 survey in the order of priority, where aspects could be matched.

Figure 43c compares the relative ranking of the aspects by the three age groups with lower numbers indicating the aspect is more important. Seniors from ages 55 to 74 ranked nature/outdoor opportunities as the most important aspect of the decision to live in Juneau. Again, this shows the importance of investment in outdoor amenities to keep seniors in Juneau. For seniors 75 and over, this aspect drops to number 10. For this oldest age group, the most important aspect in the decision to live in Juneau is the availability of medical services. Not as large a difference, but still significant, are two more aspects that are ranked somewhat far apart by the oldest seniors compared to the younger cohorts. Seniors 75 and over ranked “I don’t want to move from my home” and “family nearby” at five and six, compared to the youngest cohort who ranked these aspects at 11 and 10 respectively.

Figure 43a: Important Aspects for Living in Juneau

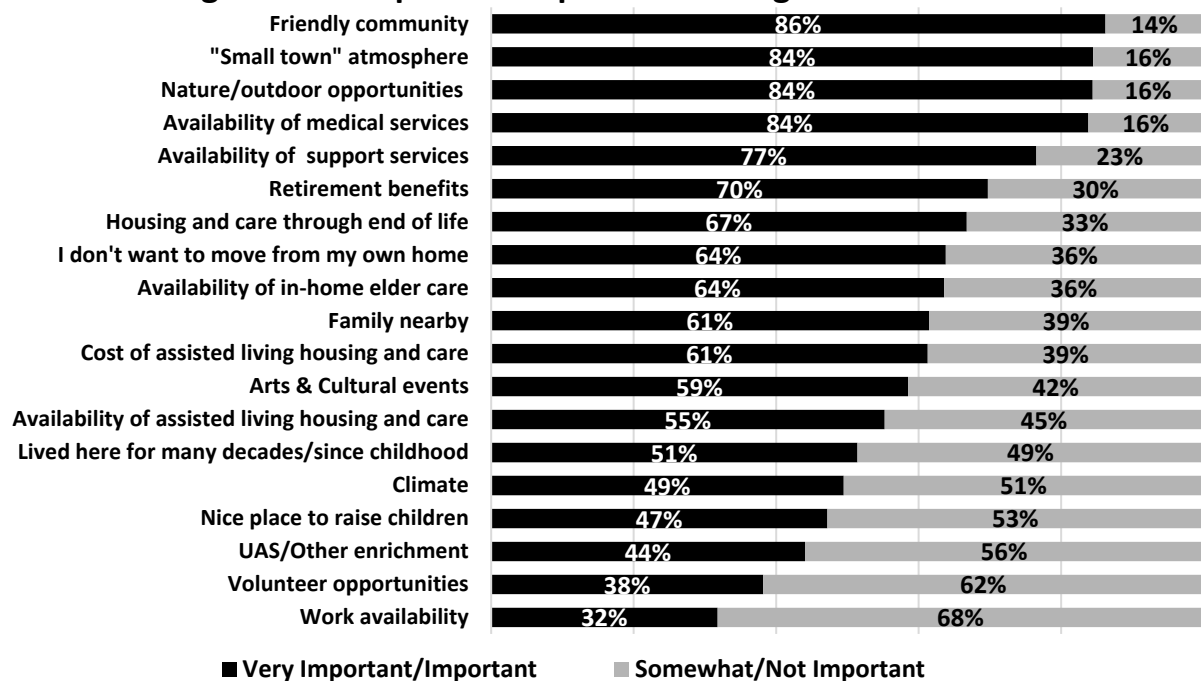


Figure 43b: Important Aspects of Living in Juneau

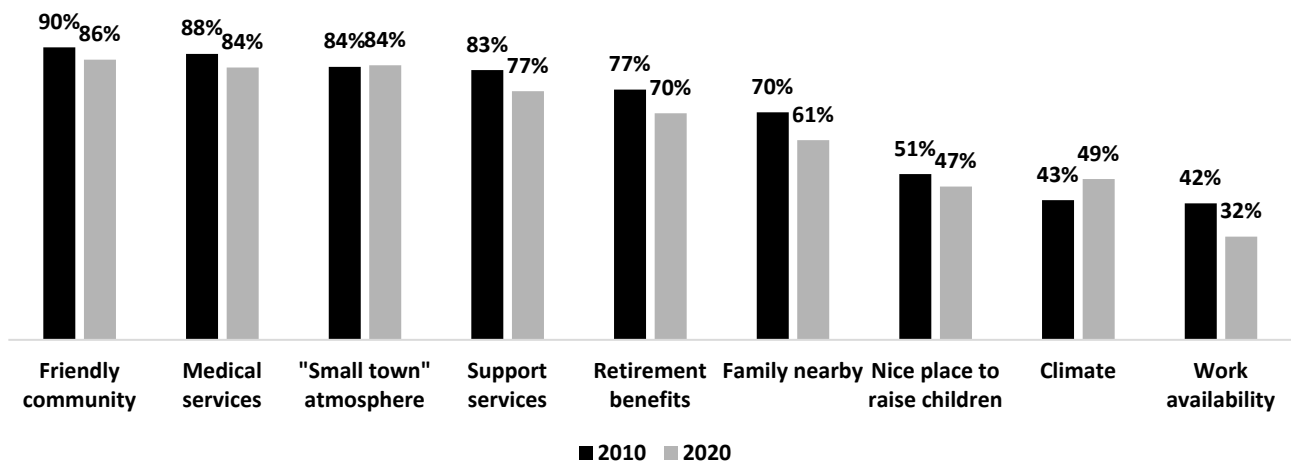
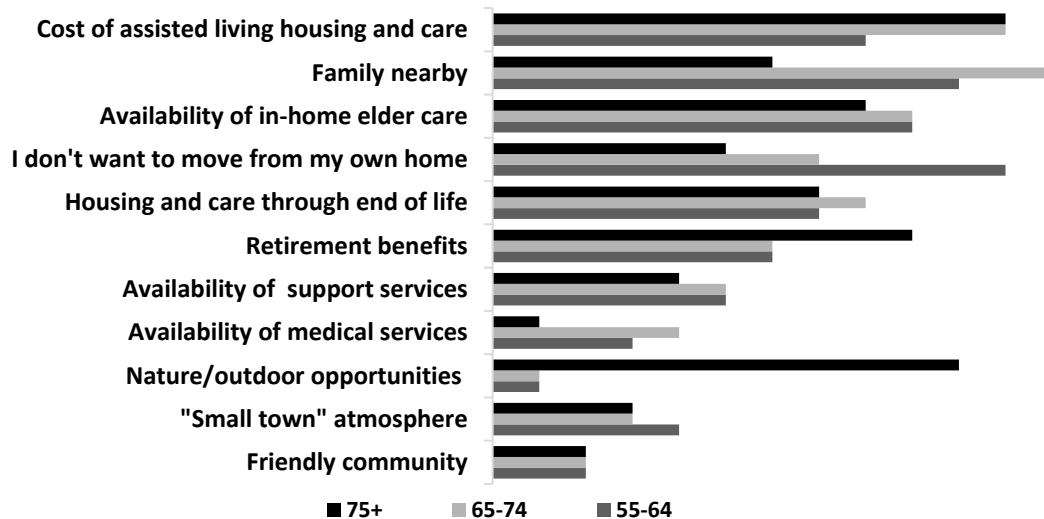
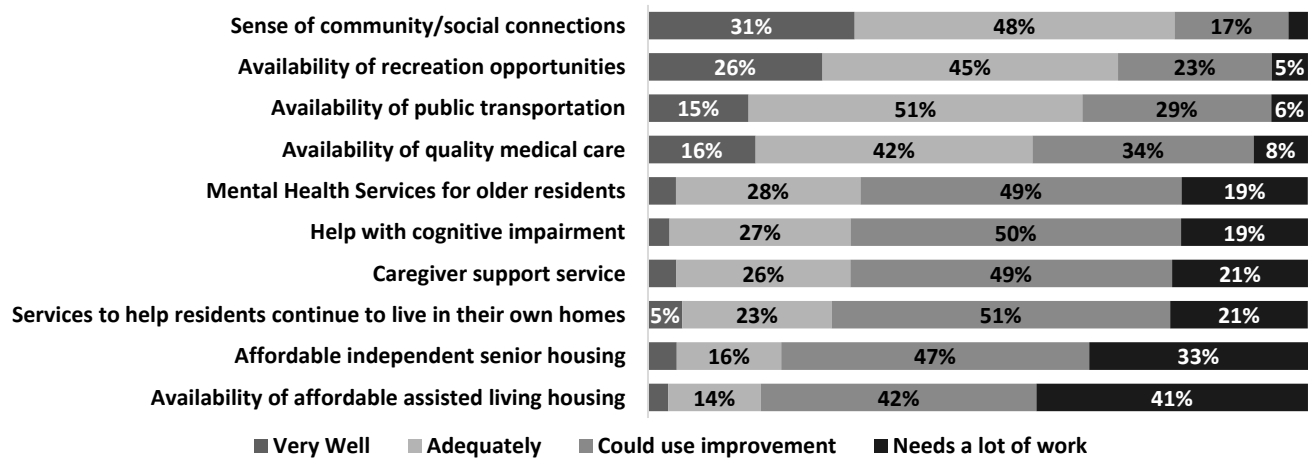


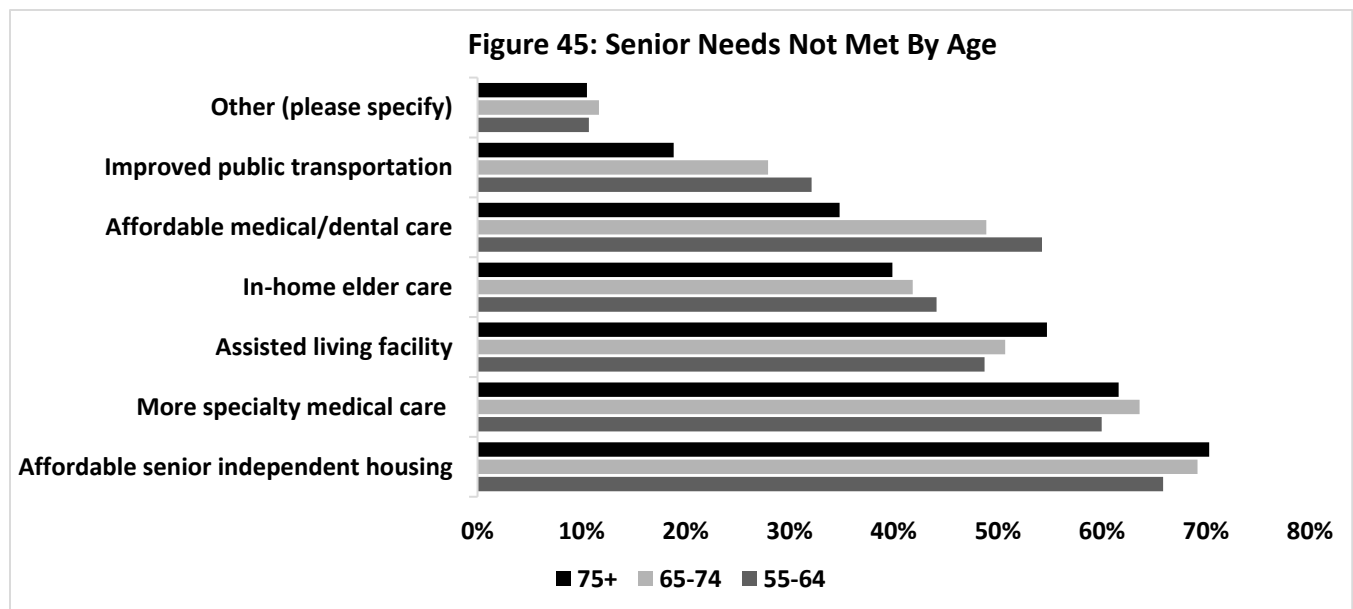
Figure 43c: Ranking of Aspects by Age Group**Question 44: How Well Are the Following Quality of Life Needs Met in Juneau for Seniors?**

Overall, respondents indicated that Juneau adequately met the needs for a sense of community, recreational opportunities, availability of public transportation and availability of quality medical care. All other aspects were deemed as needing improvement to meet current needs. In particular, affordable assisted living and affordable senior housing ranked lowest on the list (in terms of meeting current need), with over 80 percent of respondents indicating that these areas could use improvement or need a lot of work.

Figure 44: How Well Are Needs Met in Juneau

Question 45: What Do You Think Juneau Residents Aged 55 Or Older Need That Is Not Now Adequately and/or Readily Available in Juneau? (Check All That Apply)

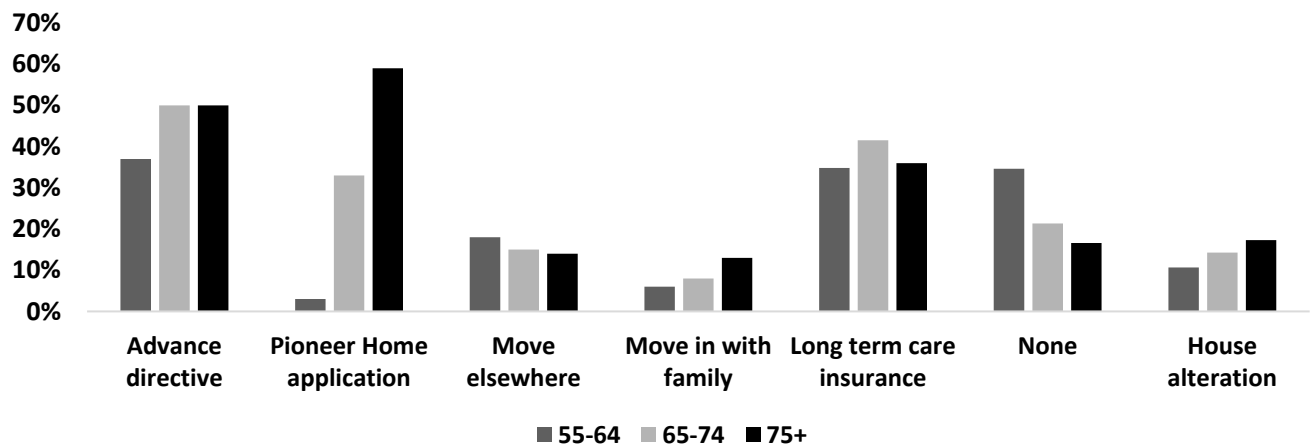
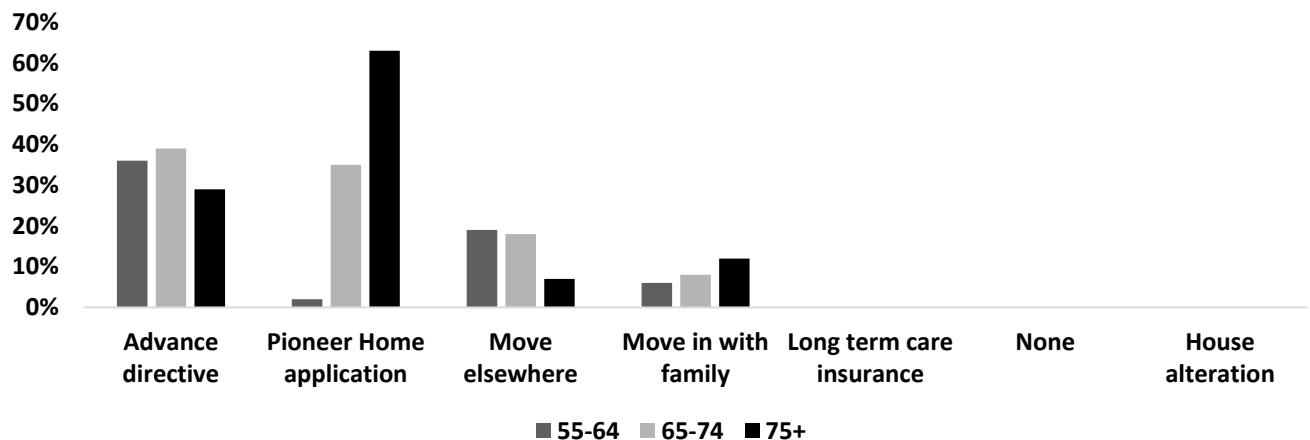
Overall, respondents agreed that the greatest unmet needs in Juneau are for affordable senior independent housing and more specialty medical care. Segmenting results by age group shows agreement in these top two needs across the age spectrum but reveals several differences in the ranking of other needs. The need for an assisted living facility is the third most frequently selected concern for respondents 65 and over, while the third most frequently selected concern for the youngest cohort of seniors is the need for affordable medical/dental care. An assisted living facility was ranked fourth by this group. The youngest group also ranked improvements to public transportation significantly higher than older seniors.



Question 46: What Preparations Have You Made for Long Term Care? (Check All That Apply)

In 2020, just under half of all respondents, 46 percent, indicated that they have executed an advanced directive. Older seniors, 65 and older, are more likely to have an advanced directive than younger seniors. Fifty percent of those 65 and older have an advanced directive compared to only 37 percent of seniors 55 to 64. Over a third of all respondents, 38 percent, have private or state long term care insurance. Differences by age cohort are seen in the percentage of respondents with no preparations. Thirty-five percent of respondents 55 to 64 have not made preparations while only 17 percent of respondents 75 and older have made no preparations.

In 2010, only 29 percent of seniors 75 and older and 39 percent of seniors 65 to 74 had an advanced directive. The percentage of seniors 55 to 64 with an advanced directive was 36 percent, about where it remains today. It should be noted that in 2010 only four choices were given as answer options for this question: advanced directive, Alaska Pioneer Home application, plan to move in with family, and move elsewhere. In 2020, the choices of private or state long term care insurance, house alterations and “none” were added.

Figure 46a: 2020 Preparations for Long Term Care by Age**Figure 46b: 2010 Preparations for Long Term Care By Age**

Question 47: Where Do You Get Information About Services Available in Juneau For Older Residents? (Check All That Apply)

Respondents report receiving their information on services from friends, family or word of mouth more than from any other source. However, many more respondents 75 and older, 70 percent, get information in this way compared to only 59 percent of the youngest cohort. Significant differences also exist between the youngest and oldest age groups for getting information from the media. As can be expected, 45 percent of seniors 55 to 64 and 39 percent of seniors 65 to 74 get their information online compared to only 24 percent of seniors 75 and older. In contrast, 47 percent of seniors in the oldest age group get information from newspapers, compared to only 34 percent of the youngest cohort. The oldest age group also gets more information from agencies serving senior citizens, such as the Pioneer Home and Catholic Community Services, than younger seniors.

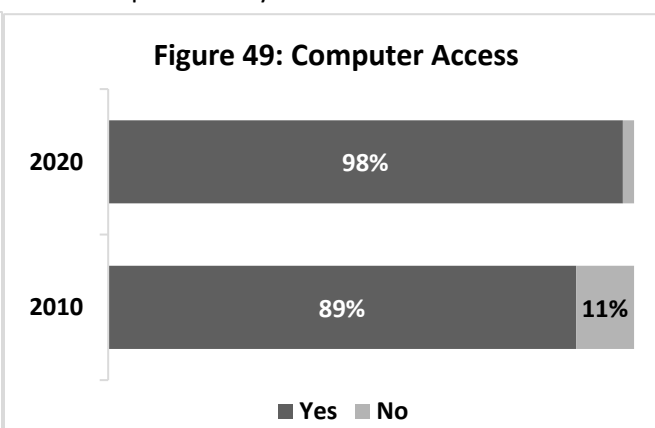
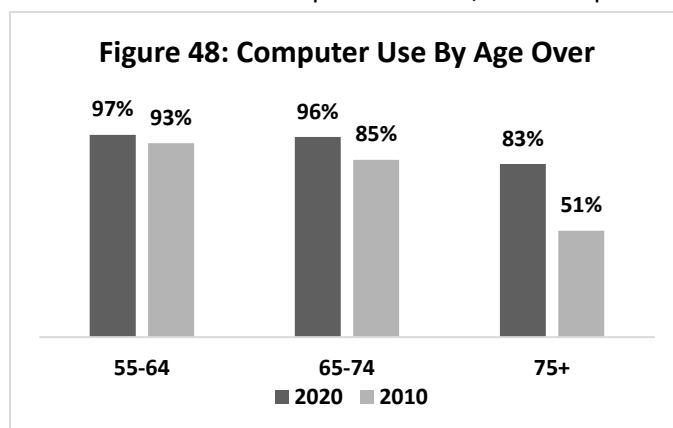
In 2010, this question was open-ended and the write-in responses were grouped into categories. Service and advocacy agencies were 41 percent of responses received, media options were 39 percent of responses, and family, friends and word of mouth were 31 percent of responses.

Figure 47: Information Sources by Age

Information Service	2020 Total	55-64	65-74	75+
Friends/family/word of mouth	64%	59%	66%	70%
Newspaper	41%	34%	43%	47%
Radio	39%	34%	44%	38%
Medical professionals/Doctor's office	24%	21%	26%	26%
Internet/online	38%	45%	39%	24%
Catholic Community Services	16%	15%	14%	24%
American Association of Retired Persons (AARP)	24%	18%	28%	24%
Retired Public Employees of Alaska (RPEA)	23%	16%	28%	23%
Haven't looked for information	26%	30%	25%	20%
Television	15%	13%	15%	19%
Posters/bulletin boards	18%	17%	19%	16%
Pioneer Home	8%	6%	7%	15%
Senior Center	6%	4%	6%	11%
Don't know where to find information	8%	7%	8%	9%
Tlingit/Haida programs	5%	4%	4%	8%
Other	3%	3%	4%	4%

Question 48: Do You Use a Computer? Question 49: If Yes, Do You Have Easy Access to A Computer?

Ninety-four percent of all respondents report using a computer in 2020, and easy access is reported by 98 percent of those using a computer. These two related questions are repeated from the 2010 survey. In 2010, 78 percent of all respondents used a computer, and 89 percent of respondents who used a computer had access to a computer. However, the 2020 survey was distributed mostly online while the 2010 survey was distributed exclusively in paper form. This change in distribution is expected to bias results towards seniors who are comfortable using a computer. Figure 48 compares results for computer use by age group from 2010 to 2020. Computer use has increased for all age groups, and most considerably by seniors 75 and older. Just over 50 percent of this cohort used a computer in 2010, while 83 percent use a computer today.



Question 50: If You Live Alone, Please Select an Income Level in The Single Income Column. If You Are Part of a Household, Please Give Us the Combined Household Income by Marking the Household Income Column.

Sixty-three percent of respondents provided estimated household income, with 44 percent of these seniors indicating income over \$100,000 and 11 percent indicating income under \$50,000. Thirty-seven percent of respondents provided estimated single income. Over half of these seniors, 54 percent, indicated income of under \$50,000 and only 10 percent indicated income over \$100,000. One explanation for the large discrepancy is that many senior households are supported by two or more incomes in some combination of retirement income and/or wages. In contrast, single households have only a single source of income, about half that of a dual income household.

Yearly income was asked in all three prior surveys; however, in prior surveys, the choice of the highest income bracket was \$60,000 and over. For this reason, the percentage of seniors with income of \$60,000 and over in 2020 is used for comparison. Figure 50b compares the percent of respondents indicating household income over \$60,000 and seniors indicating a single income over \$60,000 for the three prior surveys, adjusted for inflation to 2020 dollars. The percentage of seniors with income of \$60,000 or more has increased significantly for 1989 to 2010, but one reason for this could again be the reduction in age of survey respondents, which has added a significant number of seniors with employment income in 2010 and 2020. When segmented by age group, respondents report lower levels of income with increasing age. This holds for both single income and household income respondents. While 53 percent of seniors 55 to 64 report household incomes of \$100,000 or more, only 28 percent of seniors 75 and older in households report income in the top tier. This discrepancy is also found for single income respondents; 4 percent of seniors 75 and older have income over \$100,000 compared to 16 percent of single respondents who are 55 to 64.

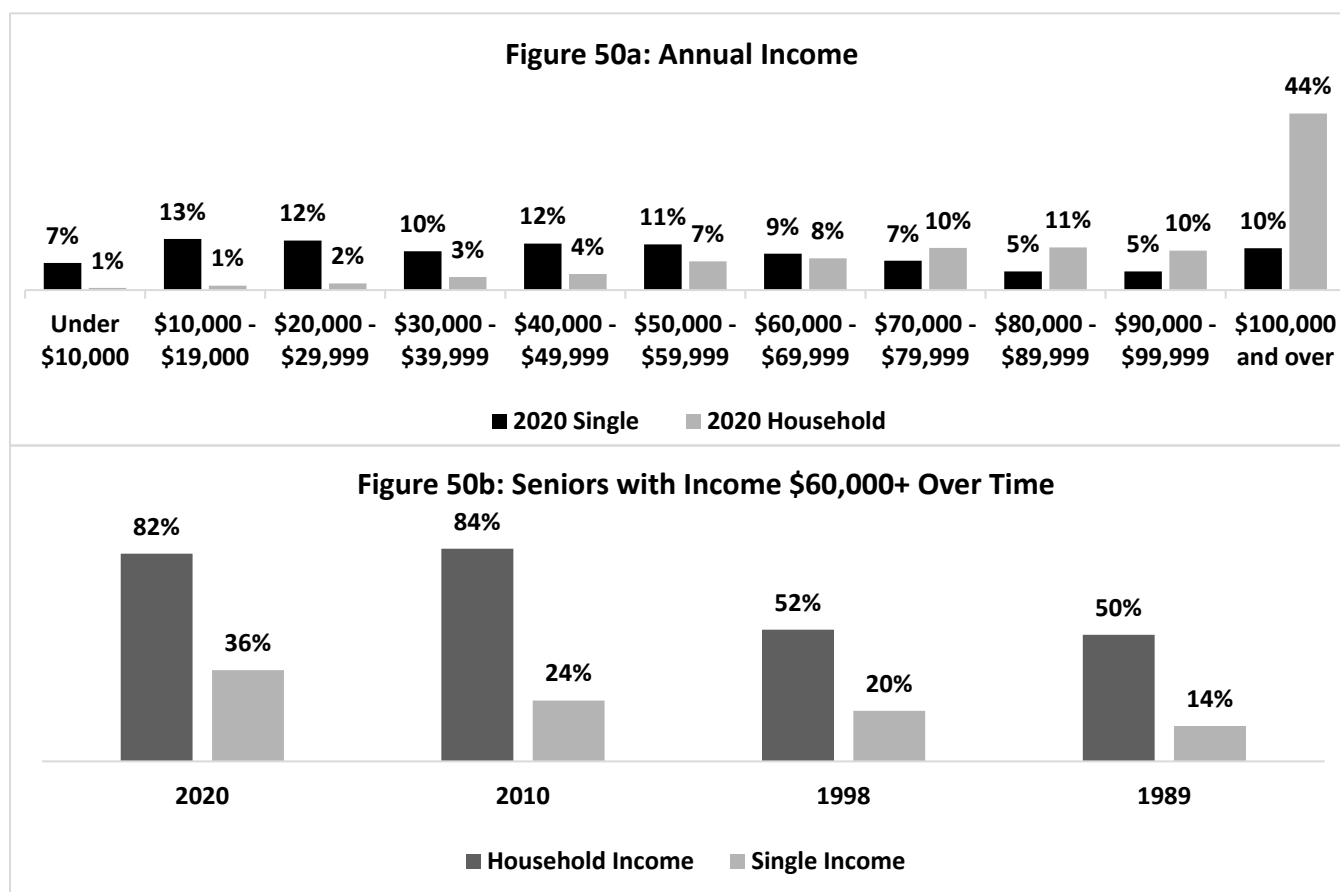
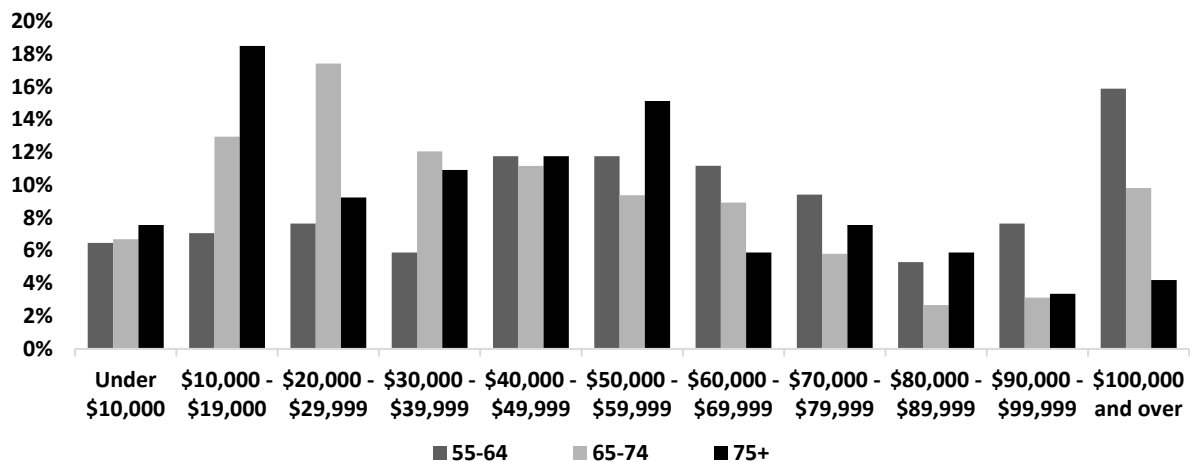
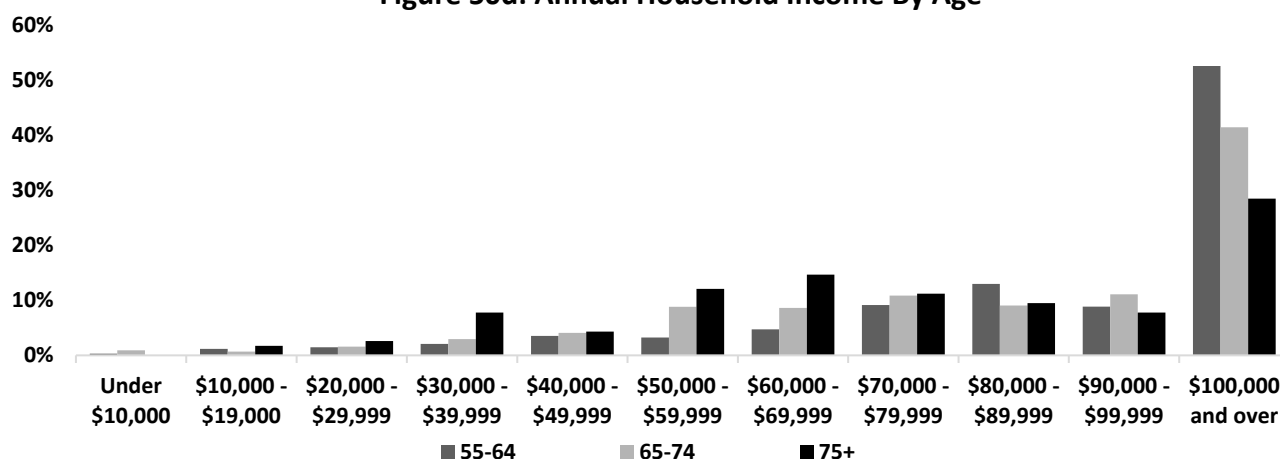


Figure 50c: Annual Single Income By Age**Figure 50d: Annual Household Income By Age****Question 51: Do you have any additional comments/thoughts/concerns you would like to share?**

Responses to this last question covered a wide variety of issues. There were several responses showing gratitude for the survey and the chance to provide input along with suggestions for future improvements to the survey. This discussion attempts to provide an accurate summary of the content and spirit of the responses to this question, although doing so absolutely is impossible due to the wide range of content and views expressed in this section.

Housing was the most frequently addressed topic in this section. Of the 495 comments made, 108 of them mentioned housing as an issue. Common issues include the cost and lack of availability of assisted living facilities and physically accessible housing, the lack of a senior housing complex, the difficulty and cost of in-home care, and property taxes. Many of these comments stressed that housing is a pivotal issue when making the decision to stay or leave Juneau.

Many respondents stated that a recent increase in rates at the Pioneer Home will affect whether they can live there. Those who mentioned it universally condemned this change. The 2015 reduction of the senior sales tax

exemption for residents over 64 to just “essential” items was also strongly condemned. There were 66 responses that addressed this topic, nearly all of which voiced support for keeping or expanding the senior sales tax exemption to all purchases. Some responses expressed a feeling of betrayal when the sales tax exemption was reduced to “essential” purchases. Some responses on this topic contradict the November 2015 changes indicating some respondents are not familiar with the current senior sales tax exemption rules.

The cost of living in Juneau was addressed in 48 different responses. The costs of health care, local taxes and housing were the most mentioned topics. All three of these topics are discussed in the conclusion. It is widely known that Juneau, and Alaska as a whole, has a high cost of living. Juneau is currently second to Fairbanks for being the most expensive city for health care.

Juneau’s ability to accommodate people who have mobility or care needs was mentioned in 95 comments. Winter safety (slipping and physical snow barriers) was identified as a problem as well as the challenge of getting around Juneau without a car. Some seniors voiced a desire to live within walking distance of necessary amenities to minimize their dependence on a car. Responses also indicated that Juneau has a lack of quality and affordable medical care that people need as they age. Many respondents also indicated that access to medical care will heavily influence whether they or their family will leave or stay in Juneau.

Summary of Findings

Conclusions

There were four themes that came up consistently in the results of this survey: Housing/home care, medical care, the cost of living in Juneau, and support services. Housing, medical care, and the cost of living in Juneau were also the three major topics identified in the 2010 survey.

The cost-of-living discussion will leave out housing and medical care since both topics are addressed separately. The cost of travelling to and from Juneau is important to seniors, especially to those with family out of state. The Alaska Marine Highway System is used by a large percentage of respondents (77%) and there were 16 responses to the Additional Comments question that explicitly highlighted the importance of the AMHS. It is apparent that the AMHS is a service that is highly valued by Juneau's senior community. Another cost-of-living issue that came up often was the opposition to the senior sales tax exemption changes. While most responses supported a full reinstatement of the exemption, some did provide more specific suggestions such as adding phone/internet bills to the list of exempt purchases. Responses also indicated that one of the problems with this change is it affected all seniors, including those who have already done their financial planning thinking they would have this exemption. Some comments did indicate the respondent did not know that seniors still have a sales tax exemption for essential items. Property taxes and taxes in general were also mentioned as a problem, but less frequently, throughout the survey.

Housing is the issue that has come up most frequently in this survey. Availability of affordable assisted living housing, affordable independent senior housing, and services to help residents continue to live in their own homes got the most "Could use improvement" or "Needs a lot of work" answers in Question 44. Affordable senior independent housing was the top answer for Question 45 "What Do You Think Juneau Residents Aged 55 Or Older Need That Is Not Now Adequately and/or Readily Available in Juneau?" Responses to the final question also brought the topic of suitable and affordable housing to the top of the priority list. Specifically, the increase in fees at the Pioneer Home was unanimously condemned with responses that highlighted the huge financial burden that came with this fee increase. Many respondents indicated they would not be able to afford the fee increases and would have to find alternative housing and care elsewhere. Having affordable housing that can accommodate the needs of seniors is absolutely essential if they are going to continue living in Juneau.

Some seniors prefer to age in place as opposed to changing residences. About 20 percent of respondents indicated they had no plans to move to senior housing in question 7. These individuals will likely need some in home care eventually. Just over 40 percent of respondents said this need is not currently being met in Juneau. Household chores was the most needed form of assistance for all ages in Question 7. Additionally, more seniors now own their residences compared to 2010 as opposed to renting them. This could indicate a future increase in seniors aging in place.

There was very little knowledge among respondents concerning alternative senior housing options. The most widely known alternative senior housing option was Tiny Homes, though 85 percent of respondents indicated they knew little or nothing about this option. Without education about housing alternatives, it is likely they will never be considered an option. These alternative options should be shared with the community to at least gauge interest for the ideas.

This survey also was able to show a distinct difference in answers when responses were separated by age. Of the 51 questions, 24 of them had noticeably different answer distributions between age groups. Some of these

topics include methods of transportation, exercise activities, living situation, and services used. This, along with the lower average age of respondents, complicates deriving some long-term trends between pre 2010 surveys.

There are some long-term trends that arose despite the change in average age:

The percentage of seniors that volunteer has risen from 49 percent in 2010, to 63 percent in 2020 with answer distributions by age having little variation. This is just one concrete example of how seniors contribute to their communities.

A larger percentage of respondents are interested in attending a community meal compared to 2010. Older residents were more likely to indicate they would attend, meaning an increase in support for this type of event is not due to the average age difference in this survey. Support for this event has grown from 17 percent to 25 percent to 34 percent over the last two decades. Just over 60 percent of approvers suggested a price of \$5 to \$10. Some written comments for this question indicated some seniors would attend just for the social interaction.

Juneau's Senior Centers have seen a decrease in use among survey respondents. The percentage of respondents that use one of the Senior Centers located in Juneau dropped significantly from 14% in 2010 to 5% in 2020. Accompanying this change was a shift in respondent's location shown in Question 2: "Where Do You Live?" The Valley has seen a dramatic increase in its senior population while Downtown Juneau has seen a sharp decline in its senior population. This shift likely had some influence on the usage of senior centers along with the closure of the Valley Senior Center and decreased population around the Juneau Senior Center. Douglas does have its own senior center but its population has stayed relatively flat since 2010.

Cross Tabulation

Results from Question 47 "Where Do You Get Information About Services Available in Juneau For Older Residents?" were separated by the results in Question 2 "Where do you live?" Only three locations showed a significant difference in their distribution of information mediums: the Valley, Downtown, and Auke Bay and Beyond ($p < .05$). A disproportionately high number of respondents from the Valley selected Tlingit/Haida Programs and indicated that they cannot find information for senior services, while the number that selected Posters/Boards and Catholic Community Services was disproportionately low. Downtown had a disproportionately high number of selections for Posters/Boards, Pioneer Home, Catholic Community Services, and Senior Center while the number of selections for Medical Providers and TV were disproportionately low. The number of respondents that selected Can't Find Information was also low. Auke Bay and Beyond had a disproportionately high number of selections for Medical providers, Retired Public Employees of Alaska (RPEA), and Word of Mouth while the number of selections for Tlingit/Haida Programs and Senior Center were disproportionately low. The number of respondents that selected Can't Find Information was also low.

Respondents that selected "Yes, I need but am not receiving assistance" for "Engaging in social interactions" for Question 9 were separated by the results in Question 2 "Where do you live?" The distribution of respondents by location is significantly different than the distribution that selected "Yes, I need but am not receiving assistance" for engaging in social interaction ($p < .05$). The West Juneau, Thane and Other categories were pooled to keep all expected values greater than 5. Lemon Creek, Douglas, and the pooled categories had a disproportionately high number of selections while the number of selections from Auke Bay & Beyond and North Douglas were disproportionately low. This indicates that seniors in Lemon Creek and Douglas are more likely to have difficulty finding social interactions.

Appendix 1: Written Responses

These transcripts were kept as close to the original responses as possible. Obvious spelling issues were corrected when the intent of the responder was clear. Names of individuals were removed except in cases where respondents cited an individual with an organization as being a source of information or help. Any information that could be used to identify a respondent was removed. Expletives, slurs, profanity, and other overtly offensive language was also removed. Words that were removed were replaced with "_____".

Question 2: Where Do You Live? Other

- Homeless (3)
- In camper
- Other (2)
- On boat

Question 3: Where Do You Reside? Other Senior/Elder Housing (please specify)

- AHFC Riverbend
- Boat (6)
- Brokedown Palace (listed above as "house")
- Camper
- Douglas Terrace Apartments
- Houseboat
- Juneau Pioneer Home (2)
- Manufactured home
- Marina
- Mt. View (2)
- No response
- Pioneer Home (5)
- Townhouse (2)
- Vessel in Aurora Harbor
- Zero lot

Question 4: Do You: Other (Refers to home ownership.)

- Bank owns home
- Condo in Auke Bay
- Glory Hall
- I live outside (4)
- Juneau Pioneer Home (2)
- Own and rent a home
- Own boat (4)
- Own home with two rentals

- Own trailer rent lot space (2)
- Pioneer Home
- Rent to own
- Renting to buy (Tlingit & Haida Regional Housing)
- Resident of Wildflower Court, paid w/SS and Medicare/Medicaid
- Spouse owns home
- Subsidized housing
- Truck camper

Question 5: Do You Live With... Other

- 1 child just became an adult
- 1 temporary long term renter
- 3 people - all happy left alone most of the time
- 50 + other residents of Wildflower Court
- 84-year-old mother
- 85-year-old mother
- Adult children with disabilities
- An apartment in my daughter's house.
- Day time caregiver (2)
- Dog (8)
- Ex-spouse
- Friend (2)
- In an apt in a house where I know the family
- John doe
- Live alone but have tenant in attached rental apartment
- Mother and younger brother
- My mother lives with me
- Niece
- Other homeless
- Parent
- Rent out 1 room
- Renter
- Room mate
- Seasonal rental in part of home
- Son in high school
- Surrounded with other adults of all ages
- With pet (3)
- With renters
- With the ghosts of memory

Question 6: If you anticipate the need to live in a different housing situation, what type of housing situation will you need? Other (please specify)

- Don't want to think about it
- Downsize
- Downsize to smaller home
- Grave
- Have not thought about this
- Have not thought carefully about this
- Having a person who could help me with light tasks live in my home
- Having aids in my own home to assist me as needed
- Home care -- part time
- Home was built to accommodate aging in place with room for caregivers
- Hope to stay in my own home (2)
- House away from tourism helicopter noise
- I am considering buying a condo here but they are so expensive for what you get. I also own a condo elsewhere and may choose to leave Juneau and live there due to affordability
- I 'anticipate' living in my own home until my last day.
- I can anticipate a number of these depending on circumstances as I age but am unable to predict from my current vantage point.
- I expect to need a different housing situation long term. I would need continuum of care with more assisted living, nursing 24 hours in home and possibly Pioneer Home.
- I have no near-term need for an accessible home, but eventually I will need at least that much accommodation
- I live in an accessible house built for aging in
- I would do none of those
- Ideally in a low maintenance home with elders, my peers and young people around interacting with the elders as part of their housing.
- If I was unable to live in my home I expect I would need 24-hour care and options & the expense in Juneau may require me to leave for less expensive options near family in lower 48
- If necessary - Lower 48 area closer to more medical care
- Independent living apartment or move in with or closer to out of town family and friends
- Independent living apartment, assisted Living, Pioneer Home
- Independent/Assisted Progressive Care Facility
- It depends what I need at the time. I will probably need more than one of these over the next 40 years, but your survey doesn't permit more than one answer.
- Leaving Juneau
- Less expensive home
- Lower rent
- Might buy a condo
- Move back to Anchorage when I retire
- Move out of town; Juneau is too expensive

- Move to better climate
- Move to family in lower 48
- No idea
- No idea, possibly ground level apartment versus on 2nd floor
- No stairs. Now I have 17 in apartment
- Not anticipated
- Not sure what will work for me. Need to get where I have less maintenance
- Not sure. Depends on physical condition and health. Would like to remain in Juneau.
- Not sure. Until that time comes
- Out of town residential community
- Outside of Juneau to be closer to medical specialists
- Pioneer Home (2)
- Plan to stay here
- Plan to die at home
- Plan to live in Ballard in the Winter
- Probably accessible low maintenance condo
- Purchase condo or house
- Que sera, sera
- Security building
- Senior AHFC
- Senior living elsewhere in Alaska
- Simply don't know how to respond here. I don't anticipate the need to live somewhere else.
- Single family home
- Single family residence
- Small townhouse in valley
- Something affordable - so leaving Juneau, most likely
- Stay in my own home with intermittent caregiving
- Stay in own home/family move in
- Stay in own house.
- Still working - not within next 5-10 years, please Lord
- Stupid question. How can we know? Can't predict the future.
- Super insulated, low-maintenance, 200% renewable energy
- That is an unknown that can change in an instant.
- This is one reason I don't usually participate in these surveys. One has no way of knowing what type of housing will be needed if one needs to move.
- Too soon to project this
- Transitional housing that will meet my needs as I age
- Urn for ashes
- Warmer
- We would like to live in a new condo development

Question 8: Does your current living situation need to be adapted to be made more accessible and safe for...**Other (please specify)**

- Crime
- Aging parents w/ mobility issues moving in with us
- All the above (2)
- Already live in a unit that is handicap accessible.
- Apartment that will have a room for medical equipment
- Bad back
- Bath sometimes
- Better coordination of information between WFC and physicians in Juneau and Seattle, better coordination re travel and lodging, list of persons available to escort on trips
- Broke 1 of every bone group in my body
- Built home with accessibility as priority
- Bus system nearby
- Cardio-Pulmo issues
- City created snow berms are too difficult to manage. Need reliable, prompt handyman.
- Closer to town
- Condo already mostly accessible
- CP in a wheelchair (2)
- Current situation is fine
- Currently have no problems but am considered low vision
- Dementia
- Disable right foot
- Don't know yet Future health issues may require living adaptations.
- Driveway issues and house maintenance becoming cumbersome
- Driving Thane Rd at night with no streetlights is becoming difficult in the winter.
- Eventually, to address possible future mobility issues
- Fire escape. Alternate elevator for people with mobility issues who can't do stairs. Fireweed needs an upgrade
- For husband with Parkinson
- Getting harder to move about a multi-level residence
- Grab bars for safety in the bathrooms
- Grip (arthritis)
- Have already done the work for accessibility and safety
- Have been making upgrades as necessary to make house more elder friendly
- Have wood heat and a big hill - will eventually be too much.
- Health condition that requires being close to a hospital with advanced surgical unit
- Heart
- Heart defect/pacemaker
- High toilets, walk-in shower, and grab bars
- Home was built with this possibility in mind.
- Husband has Alzheimer's need help maintaining our home
- I am not presently disabled, but anticipate increasing mobility issues
- I have no disability now, but I'd like to get rid of the exterior steps.
- I need bathroom accommodations: high toilets, grab bar, walk-in shower
- I need housing

- I need security fencing due to increase of "property crime" in my area.
- I would like to see us get emergency pull cords for the apartments
- Insulation
- Is adapted
- It has been made accessible
- It is already adapted to needs
- It will become difficult; too many stairs.
- It will need adjustments but not for at least 10 years
- Just fine
- Knees
- Less maintenance
- Loneliness
- Make downstairs livable in case can't traverse stairs.
- Medical
- Might move to single level place if back gets worse
- Mobility issues in the future; not now
- More user-friendly kitchen and bathroom.
- Most thing have been made accessible.
- My living situation does not need any adoptions
- N/A (3)
- N/a right now
- Need a bigger place
- Need bus and CARE A VAN to come to Auk Nu Condos
- Need chairlift outside home by stairs
- Need help with routine maintenance, esp. Tasks w/ladders
- Need more units with no stairs
- Never hurts to be prepared for the unexpected
- No (4)
- No need for change
- No running water, lots of stairs
- No, should be possible
- Not at this time; expected down the line
- Not currently but may require modifications in future.
- Not now. We've done some
- Not yet (4)
- On a steep hill to walk or drive.
- Physical limitations
- Public Transportation
- Reduced winter maintenance
- Rheumatoid arthritis
- Snow and ice hazards mitigation
- Spouse has a neurological impairment
- STAIRS
- Stairs are a concern.
- Stairs are very difficult
- Steep driveway and three levels of stairs

- The townhouse is on three levels and might become an issue.
- We are not dealing with a disability at this time, but are looking to make our home more accessible around mobility.
- We have already made some changes
- We remodeled bathrooms, but our house has stairs.
- We wish we'd put in space for an elevator!
- When we remodeled 20 years ago, we made the house accessible.
- Whether my living situation needs to be adapted or not is a separate question from whether I have a disability
- You are polluting all the air, land and water and making it impossible for life.

Question 9: If Another Person/Other People Are Dependent On You For Care, What Is Their Relationship To You? Other

- 2 grand-daughters
- Brother
- Brother-in-law (2)
- Cousin (2)
- Disabled younger sister
- Elderly neighbor. We take out garbage each week, shovel snow.
- Family member
- Grandchild is a teenager, and I am supporting him and he is helping around the house while living here but will be returning home within the next year. The last question I have assistance around the home, the answer in the future is I have some assistance but not enough after grandson leaves.
- He is 10 years old.
- I am day caring specific days/hours by her parents work schedule
- I help my daughter
- I spend almost six months out of Juneau helping care for a 4-year-old grandson with autism and another infant grandson
- Mentally ill adult daughter
- Mistress
- My husband and I help each other
- My spouse is living in the pioneer home
- N/A
- Neighbor. Spouse recently increased injuries and ailments
- Partner
- Sibling
- Sister-in-law who lives in another residence but unable to drive. I'm her driver to mostly medical appointments. Other family gives her rides elsewhere.
- Spouse and grand children

Question 12: If another person/other people are dependent on you for care, what type of care do you provide? Other

- 12 year old daughter here three days a week
- ADL when ill. Elderly parent lives out of state.

- Advocate for those in need
- All
- Also childcare for grandchild
- By the time I discovered it phone scammers had wiped out his life savings; he's not mentally impaired just raised in Juneau and trusting. We review his finances monthly and discuss and over time he's learned not to trust anyone on phone, email, or letters unless family or friends.
- Care box _____
- Childcare for grandson
- Childcare
- Chores
- College costs
- Coordinate care in memory care facility
- Daycare
- Dispense medication
- Drive to doctor & grocery
- Driving
- Driving to errands, money management, doctor appts, etc.
- Everything
- Financial
- Financial and sometimes feeding them
- Financial assistance & oversee care
- Financial management and planning issues
- Financial/oversight/poa
- Guardianship/finances
- Help
- Help on part time basis with childcare
- Helping get my autistic grandson to services
- Housing and transportation
- Housing/financial aid
- I bought and maintain a separate house and vehicle for my son
- I have adopted my grandson.
- I share with my sister oversight of my 96 yr old mother who is in assisted living situation
- Mail, groceries, infrequent interactions
- Mainly activities associated with shoulder surgery recovery.
- Medical field expertise
- Mom is unable to care for her children
- My spouse is living in the pioneer home
- My two grandchildren
- N/a
- Oversight/power of attorney/decisions
- Place to live
- Respite care two or three afternoons a week to give his sister a break
- Room and board
- See answer above.
- Single mom daughter needs help with young children
- Some meals, grocery shopping, laundry washing, some housekeeping,

- Spouse has mobility difficulties & can't do all activities so i help her.
- Transportation (2)
- Transportation; assist with lotion for legs/feet
- Visitation, tasks, supplies, organization
- Watch health...issues with irregular heart

Question 14: Do you have or have you had any of the following conditions that require medical attention NOT available in Juneau?

- 2016 neck vertebrae surgery
- Affordable colonoscopies
- Afib
- ALS
- Arthritic hand surgery
- Auto-Immune
- Back fractures
- Back issues and possible back surgery
- Back L4-L5
- Back operation
- Back problems (4)
- Back surgery (3)
- Back surgery could be required
- Benign Prostate Hyperplasia --- our one urologist is horrible so I go south for anything important.
- Bio-polar, manic depression, pace maker, dizzy ,memory loss
- Bladder issues
- Blocked heart artery required angioplasty surgery in Seattle
- Blood Disorder- TTP
- Bone cancer diagnosis done in Seattle, no treatment needed
- Both knee s replacement
- Brain aneurysm
- Brain stents and complicated knee replacement
- Brain tumor, balance, gastroenterologist
- Brain tumor, corneal dystrophy
- Brain tumor; gastrointestinal Crohn's Disease
- Breast and uterine issues
- Cancer survivor meet with specialist in PDX annually
- Cardiac
- Cardiac monitoring
- Cataracts
- Certain dental work
- Chronic back problems requiring surgeries
- Colitis
- Colon resection
- Colon/rectal retinal
- Colonoscopy
- Competent urologist!

- Complementary/alternative health care
- Compound fracture on back
- Cornea transplant
- Counseling headaches digestive pain
- Cp handicapped
- Crohn's Disease
- Crohn's Disease
- Dermatologist
- Depression/SAD
- Dermatological condition
- Dermatologist (4)
- Dermatologist, neurologist, Swedish Hospital breast center
- Dermatology (2)
- Dermatology - skin lesions due to sun exposure
- Dermatology, eye care
- Detached retina
- Digestive system
- Double inoperable scoliosis
- Duputren's Contracture
- Dystonia
- Electrophysiologist - tachycardia
- End stage renal disease.
- Endocrinology, ophthalmology
- Endocrinologist, gastroenterologist
- Endocrinology
- Endocrinology and Retinal (eye) Specialist
- Endocrinologist (2)
- Epilepsy (3)
- Eye Care (2)
- Eye condition not listed
- Eye surgery
- Eye surgery for detached retina
- Fibromyalgia
- Fibromyalgia, Migraines, TMS for Depression
- Fistula gram issues
- Fluid in chest - removed in Anchorage - October 209
- Foot problems
- Full dermatologist - only a PA is available in Juneau (skin cancer)
- Gastroenterologist, dermatologist
- Gastro
- Gastroenterologist for swallowing problems
- Gastrointestinal
- Giant tear of retina
- Gout
- Hand specialist
- Hand surgeon

- Hand surgery
- Headaches that were not locally diagnosed
- Hearing impairment but can't afford hearing aids
- Heart by-pass surgery
- Heart problems no cardiologists in Juneau
- Heart, lung, autoimmune, psychological testing, neuro testing
- Hepatitis B
- High cholesterol
- Hip
- Hip replacement
- HR pause occasionally, thus a pacemaker
- husband's mild cognitive impairment
- I expect to have to relocate as medical needs arise
- I have Glaucoma and as of now it is monitored in town but we have no ophthalmologist
- I have not but my spouse did.
- I have some eye problems best treated at a major medical center. May need specialty orthopedic or neurosurgery at some point.
- I need orthopedic surgery, but there is no place to recover
- I need to go to Anchorage for test to determine how to treat my chronic pneumonia
- I typically go out of state for specialty care
- I'm wheelchair bound
- Immune disorder
- Inside problems
- Kidney
- Kidney disease (2)
- Kidney, spinal conditions
- Knee replacements
- Lack of access to an MD in general is a problem. Have to go south.
- Larynx issues not addressed in Juneau
- Liver cirrhosis and esophagus varices
- Liver disorder lower back malfunction unable to do many things now very hard to take care of my better half but thanks to corner stone and hospice
- Liver disorder lower back not able to move good thanks for corner stone and hospice to take care of my partner
- Low vision
- Lung infection
- Lupus
- Lupus and End Stage Renal Disease
- Lyme
- Macular hole repair by vitrectomy
- Major spine operation
- Male urological conditions
- Medical care referrals are made to outside Juneau if covered by other than health insurance programs.
- Medivac- broken hip 2017
- Mental health issues
- Migraines; blood sugar abnormalities
- Mild prolapsed heart valve

- MRI
- MULTIPLE SYSTEMS ATROPHY (2)
- my husband had Parkinson's - died last year
- Myasthenia gravis
- Nasal and urinary surgery
- Neurologic testing
- Neurological after back surgery in Seattle
- Neurological specialty services
- Neurologist
- Neurology (2)
- Neurosurgery
- Neurosurgery: lumbar region
- Non-resolvable intestinal issues
- Not yet (3)
- Ophthalmology
- Orthopedic
- Orthopedic and hand conditions
- Osteoarthritis - hip replacement surgery; surgery options here are not the best available
- Osteopathic doctor
- Osteoporosis (7)
- Parkinson's Disease (8)
- Parkinson's-husband
- Periodontal care (2)
- Periodontal care, cardiac ablation
- Periodontal, skin cancer
- Pneumonia
- Post Polio issues addressed at University of WA in specialty clinic
- Probably "latent" all of the above
- PRP injections for back pain
- Qualified urologist!
- Recovery facility that can handle heavier weight patient who needs care after hospital & before going home.
- Repeated osteo infections
- Respite help is not available
- Retina detachment/cataracts
- Retina tears in eyes
- Retinal detachment surgeries
- Retinal Tear
- Retinal, Lasik, spinal, ortho
- Reverse shoulder arthroplasty
- Rheumatoid Arthritis - auto immune type
- Rheumatologist, dermatologists, oral surgeon
- Ruptured tendon in foot
- S
- sarcoidosis
- Sent by MD to SEA for specialty

- Several joint replacements I prefer to go south for if they need replacement in the future-or any additional replacements.
- Several other serious conditions and no specialists in Juneau. And No MDs knowledgeable and not enough MDs and NDs
- Sinus issue too advanced for Juneau surgery
- Skin cancer (4)
- Skin cancer and hand surgery for Dupuytren's syndrome
- Skin cancer in ear
- Skin conditions (no MD here with that specialty)
- Skin pre-cancer. Dermatologist does not take Medicare
- Sleep disorder
- Special surgeon
- Special surgeries such as finger joint replacements not done in Juneau. Husband has to go south for cauterization of blood vessels in his stomach
- Specialized eye care;
- Specialized Medical Care
- Specialized neurological services
- Spinal cord injury
- Spinal issues
- Spinal surgery
- Spine specialist
- Spine surgery; Hand/Wrist surgery; Internal Medicine Doctor
- Spouse has a doctor in Seattle for multiple systems atrophy
- Superior Semicircular Canal Dehiscence (SSCD) syndrome
- Surgeries of special nature, colon resection
- Surgeries such as spinal fusion and catch procedures
- SURGERY
- Surgery for cholesteatoma
- Surgery for myself. Mom was medevacked to Anch for ER visit due to heart issues
- surgical
- SVT (Cardio)
- The last place I would be is Juneau for major medical issues
- There is no ophthalmologist in Juneau
- This is an oddly phrased question. High blood pressure can get medical attention in Juneau, so can many of the other conditions.
- Thyroid (2)
- Thyroid disease
- Thyroid Hashimoto's Disease
- Thyroid, pain management, vision care, medical equipment. Not enough doctors or places
- Thyroid-kidney disease
- TMJ (jaw issues)
- Trauma head injury
- Traumatic brain injury
- Tumors
- Two discs in my back are pinching the nerves to my arms and slowly getting worse.
- Urology
- Urticaria

- Using oxygen 365 days 24 hours
- VA covered service received in Anchorage
- Vestibular issues.
- Virginia Mason Primary caregivers

Question 15: Please indicate which of the following you need but CANNOT find in Juneau. Other

- A good urologist, rheumatologist
- A qualified primary care physician or internist accepting new patients.
- A walker with arm cuffs and upright handles that can hold a 330 lb male.
- Adequate medical care
- Adequate urologist services. Dr. _____ is just not a good option--monopoly.
- Affordability is the issue on eyeglasses and hearing aids
- Affordable housing with NO STAIRS!
- Appropriate contact lenses
- Assistance in Home
- At this time I do not need any of these items.
- Balance issues
- Being affordable
- Body brace for scoliosis and spondylolisthesis.
- Certain eye tests
- Competitive pricing
- CPAP machine
- CPAP Supplies
- Dentist that accepts Medicare
- Denture care - no insurance
- Dentures at front st. dental services
- Dermatologist more gynecologists
- Dermatology
- Diagnostic tool: Coline C-11 PET scanning of metastases
- Eyecare provider in my insurance network
- Fistula grams
- Good eye care. A good ear, nose, throat doctor, better oral dentist
- Handicap parking downtown (also need to enforce abuse of the few handicap spots)
- Haven't had to find any
- Highly qualified med Specialists & Imaging readers
- Hot water bottle
- I can find hearing aids, glasses and dental care in Juneau.
- I don't know
- I have found medical equipment outside of Juneau and have them shipped in
- I've bought a wheelchair & walker online & shipped to Juneau.

- Inexpensive medical providers.
- Internet specialist
- It would be helpful to have someone walk with me every day to improve my walking ability and strength.
- Medical- doctors not available in Juneau
- Medical Specialists
- Mohs surgery for basal skin carcinoma
- Most everything is cheaper on the internet, and you can get what you want
- My friend needs special shoes not available in Juneau
- Need more respite care
- Need ophthalmologist
- Need something like Lake Otis in Anchorage here (medical equipment). Need real doctors.
- Neurosurgeons
- No dental work
- No problem finding
- None at this time (future needs???)
- None Yet (2)
- None-I'm in excellent health
- O2 concentrator
- Of ALL the organizations you listed in question #13. they are ____ (terrible), except for FOOD BANK OF ALASKA. Finding competent medical staff in Juneau is IMPOSSIBLE. You have to fly to Seattle or Anchorage for medical competence and intelligence.
- Ophthalmologist (4)
- Opioid long term pain management
- Ostomy supplies
- Oxygen concentrator
- Oxygen concentrator or oxygen tanks. glasses and dentures are too expensive as well as medical alert device
- Oxygen supplies
- Pacemaker
- Pain management
- Pd
- Periodontal care. Gastroenterology. Dermatology
- Prosthodontist (I am guessing because not legible)
- Ramps built, need elevator
- Rheumatologist (2)
- Specialized dental care for severely disabled
- Stem-cell injections
- The community could add socialization and integration of the needs and gifts of people here.
- There are no local wheel chair repair in Juneau
- To clarify, I do not need any of these, so don't know if they are available locally

- Unknown
- Vaginal ultrasound
- Vision care
- Wheelchair /mobility scooter repairs
- Wheelchair or medical equipment maintenance more than once a month
- Wigs
- Will purchase on-line what is not available local
- Would like the medical alert system like LifeLine
- Young person to do occasional tasks--move snow tires, replacing lights in ceiling requiring ladder, etc

Question 16 Please indicate which of the following you need but CANNOT afford. Other

- Basic medical services. Cardiology.
- Bed rails
- Boat for subsistence hunting and fishing
- Cataract surgery
- Cataract surgery
- Dermatology
- Door alert system
- Family member paid for hearing aids
- Financial
- Glasses broke
- Gym-fitness services
- House away from tourism helicopter noise
- I do not need these now so do not know the cost/affordability
- I go to Mexico for affordable dental care.
- I have no medical or dental insurance
- If I didn't have my auditory insurance I couldn't afford hearing aids
- It is the pay out of pocket part after insurance I can't afford. I saved up eye glasses frames when I worked so I just replace the lens every so often. Don't know what an adaptive phone is.
- Knee replacement outside of Juneau
- Knee specialist
- Manual wheelchair
- Medical is often out of network and much more expensive
- Mental Health Services
- Most of these if I needed them
- My dentist says I can pay him what I can
- NA (3)
- Ophthalmology
- Prescriptions and general health care are becoming more expensive
- Scooter/power chair
- Stairlifts

- To clarify, I don't need any of these but I can afford them if/when I do
- Wheelchair repair & parts, adequate w/c clothing for outdoor activities
- Why do I have to comment when I checked "None?"

Question 21: If you have been refused medical or other senior services, please explain.

- A provider who would not accept Medicare patients
- Additional household help. vac, laundry etc. in-home chores.
- Ambulance -- took out of PFD b/c Medicaid would not pay
- At a clinic
- At Bartlett- I needed a bed for withdraw from Subutex for pain; twice they would not help me!!
- Been told medical services available in Juneau don't know how to treat my disorders, that I didn't need assistance or more help when I did, ignored persistent requests for help or more help, attention to specific medical issues, attention and treatment dropped from 8 to 1 when my goals were different than providers.
- By local surgeons. I needed 3 hernia's fixed. Refused due to obesity and cig smoking issues
- Can't get hearing aids
- CBJ senior tax exemption severely cut which reduced discretionary funds.
- Could not find optometrist to take Medicare; "reached their quota"
- Dermatologist will not take Medicare
- Dermatologist would not accept Medicare. Had to go to Seattle for care.
- Didn't accept Medicare
- Don't take Medicare or Medicaid patients
- Fairbanks clinic refused my treatment for an infection because they didn't take Medicare recipients.
- Family practice refused to give shingles shot because it was not covered by Medicare at that time
- Had to have hernia surgery, because of heart problems the anesthesiologists at Bartlett were not comfortable doing it, even though my cardiologist assured them I was not a high risk.
- Help paying medical bills.
- I am not able to get audiology dental and vision I have to pay for those myself I was not informed that I would not be able to get these if I did not pick them when I retired
- I had a legal problem and contacted Alaska legal aid where it said that seniors can get service but was denied based on my income every though it said income doesn't matter on the website
- I have a diagnosed anxiety disorder, with mild depression. This requires a small amount of Klonopin per day, which no regular doctor will prescribe. I have to see a psychiatrist - at \$367 an hour - in order to get the medications, I need.
- I see a massage therapist twice a month as treatment for my lower back which I severely injured in 2013. My AETNA Retiree Plan will not cover the payments so I have to pay out of pocket.
- I was refused immunization of any kind by my Physician and was directed to the Health Department where I was told that I was too old to receive services.
- I was told I need a neurologist for the pinched nerves to my arms and need to go to Anchorage or Seattle. But I do prefer going to Swedish Hospital in Seattle, Washington.
- It has been difficult to find grief councilors who accept Medicare

- It is nearly impossible to find preferred providers (they accept the insurance company's allowable charges to be billed) for, specifically, dental and vision care, from large common carriers such as Blue Cross/BlueShield Federal Employee Program
- Many doctors in Alaska do not accept Medicaid
- Medicaid- they said I don't qualify. I just received social security.
- Medical office refused to take Medicare patients
- Medicare not accepted
- Medicare not accepted
- My mother couldn't receive a stop-in visit while living with me
- No. I clicked on wrong button. I have never been refused service
- Not considered a senior until the age of 65. I am under the age of 65 and disable with lots of medical issues.
- Not old enough for city property or sales tax breaks
- Not sure on dentures or implants
- One clinic in Juneau refused to take me because I had been going to a different clinic and they said my medical needs were served by that clinic. Another clinic said they had their maximum number of Medicare patients. That clinic later accepted me, after I wrote a letter to the owner.
- Oral surgeons locally would not take Medicare.
- Problems with insurance coverage due to (their) clerical error
- Provider did not accept Medicare.
- Provider said did not accept Medicare
- SAIL won't get me thermos kin gloves for arthritis.
- Some doctors do not accept Medicare patients
- Some healthcare professionals won't take Medicaid or Medicare
- Some Juneau clinics do not take new patients on Medicare
- Some physicians are not taking new Medicare patients.
- Some providers won't accept Medicare
- Some services not available because I am not 65.
- Some years ago, a dermatologist said that he did NOT accept Medicare patients.
- Southeast Medical Clinic will not allow me to meet with the doctors, just PAs. They do this by saying the doctor is not available - but availability in the distant future is also ignored.
- The answer is really no but they had me to go to ER specifically asked for Search Doctor - they sent me and they only had Bartlett doctors after I specified
- The itinerant dermatologist won't treat anyone on Medicare.
- The provider did not take Medicare which is my primary insurance now.
- There are two discs in my spine that are pinching the nerves to my arms and is getting worse. I attempted to try and go to Seattle to get a specialist with my health insurance.
- Trying to find a doctor that services retired, Medicare people is almost impossible.
- Was trying to find a new primary physician. Southeast Medical Clinic, for three years, was no accepting any new Medicare patients. On the third year's try, the clinic accepted me. Presumably, because their number of Medicare patients had dropped that year.

- Why
- Would not accept Medicare patient (3)
- Wouldn't take Medicaid
- You explain to me. They only wanted Blue Cross/Blue Shield period. Go figure that one out. Sure this insurance drops you the first time something does happen

Question 22: Which services do you need NOW but are not able to get in Juneau? Other

- Advice on senior diets 2) mobility help (physical therapy)
- In the past, I went to Anchorage for a high risk pregnancy to be close to the neonatal i.c.u 2) another time I went to Seattle for a special surgery not available in Juneau
- Access to a cardiologist.
- Adequate & trained medical travel escorts
- Adequate psychological-psychiatric care.
- Advise for long term financial stability. Husband screwed up. No long term care.
- Advise on where/what to do for future housing
- Affordable housing options
- Affordable legal assistance
- An MD
- Assistance with care taking spouse. Must rely on family and friends.
- At this time
- At this time, I can get what I need
- Basic living expenses are more than income.
- Bus and care a van do not come out to Lena
- Can not afford to retire because too expensive
- Cardiologist
- Cardiology (2)
- Care coordination, medical billing assistance
- Care for my ruptured tendon
- Cataract surgery and heart valve replacement
- CBJ bus system does not go beyond Auke Bay traffic circle. I believe that is why senior transportation is equally unavailable.
- Certain mental health services
- Compass doesn't help anymore; care-a-van is going downhill; have had 7 weeks of radiation and my memory is gone.
- Daily assistance with aging parents, while husband & I work
- Dermatologist that takes Alaska care
- Dermatologist that takes Medicare
- Dermatology
- Diabetes (at my level), Glaucoma, Skin Cancers & thoracic issues
- Dizziness and cognitive treatment. Physical Therapy doesn't help much.
- Endocrinologist and a heart specialist -- we need telehealth)

- Eye care - retinal specialist
- For husband
- Functioning Marine Highway!
- Gastric dr, pain management
- Glaucoma & Arthritis Specialists
- Great psychiatry
- Grief counseling; endocrinologist, gastroenterologist
- Hand specialist
- Hourly labor for gardening, bringing in firewood, housework
- How to best prepare for my 70's, 80's+ (i.e. Geriatric Specialists, Preventative Care, etc.)
- I can get the services but they are too expensive
- I do not drive at night and CARE A VAN does not come to Auk Nu Condos
- I do understand that i will need these services in the future.
- I don't need these yet
- I don't need any of these services at this time
- I don't need any of these services, yet; but will
- I don't need help yet, but when I am in need I will need help with Transportation. We live at mile 18 and the service stops around Auke bay.
- I don't need these services YET
- I need occasional help with house keeping a small chores such as cleaning stove and refrig
- I rely on wife and daughters for transportation
- I went to Seattle for cataract surgery
- I'm not aware that any of this is available in Juneau. My MDs had never referred me to any of these options.
- In network medical providers. I do most of my medical down south because it is less expensive.
- Juneau Pioneer Home fulfills my needs
- Juneau Pioneer Home is full. I'm in Sitka Waiting to get here.
- Leg Braces
- Medical devices for mobility. Power chairs to aid in mobility. Walker (durable one), cane, good shoes. Maintain pool just for people with mobility issues so we don't have to battle with the public pool and the glares.
- More /better bus service north douglas
- More senior sports facility availability
- My cousin desperately needs assisted living housing
- My family assists me now
- My husband needs assisted living care but it is three times the cost in Oregon or Colorado
- N/A
- Need a reliable contractor to do accessibility projects
- Need this for elderly parents
- Neurologist
- No comment. Still a bit angry

- No dermatologist that will accept Medicare
- No Internet Connectivity- I live past Cohen Dr.
- No tax on all products bought by seniors
- None yet
- Not by bus system
- Ophthalmologist
- Ophthalmology
- Ophthalmologist
- Oxygen supplies including tanks
- Pace maker future care
- Periodontal care. Dermatology. gastroenterology
- postpone surgery no snf to recover
- Retinal Injections for macular degeneration every 90 days in Anchorage
- Rheumatoid arthritis specialist
- Some medical treatment
- Specialized neurological care
- Specialty medical care: Gastroenterology, periodontal
- Specialty sinus/brain
- Spouse needs specialty services in Seattle.
- Supplemental medical coverage
- Tai Chi for balance, training in weight lifting for osteoporosis
- There is no bus service for Thane residents. I would use it if it was available.
- These services are GREATLY NEEDED
- TMS for depression, appropriate care for fibromyalgia
- Waiting for visual surgery
- Yet

Question 23: Which of the following do you use? Other

- Alaska Marine Highway
- A lot of this sounds good until you go to use it. Assistance at home wants you to pay them over \$45/hour for private care, grocery delivery. Good food in valley, not downtown.
- AMAC
- AMAC, Association of Mature American Citizens
- Association of Mature American Citizens (AMAC)
- Capital Transit Bus System
- Car A Van
- Care coordination and home health services: for my spouse.
- Care Coordination, SAIL, TIDES, LLC, REACH for disabled family member
- CBJ & other trails, Eaglecrest, Tredwell Arena
- CBJ BOAT LAUNCH FACILITIES
- CBJ bus free ride for senior
- CBJ food tax exemption

- CBJ library and pop-up library
- City busses
- Cross country ski trails.
- Dimond Field House
- Dimond Park Field House walking track
- Dimond Park Fieldhouse
- Eaglecrest ski area (2)
- Eaglecrest, hiking trails, docks/harbors
- Field House
- Field house walking track
- Fire Department/Ambulance Services
- For yard work I hire a neighbor and have snow plowed from my driveway
- Free bus ride for senior residents, tax savings on groceries & utilities
- Free tai chi classes for preventing Falls and arthritis
- General maintenance yardwork, painting, repairs
- Glory Hole is a dirty place - need to move out to the valley (2)
- Glory hole is a dirty place need to move out to Valley
- Hiking trails, Nordic Ski trails, Eaglecrest Ski area, meditation centers, yoga studios. These amenities help keep me in physical and mental shape and happy, and so that I can volunteer and help others. They make my life in Juneau great!
- However, I anticipate as I age beyond my 60-year old self I may need some of these services--who knows?!
- I have used CBJ pools but not recently.
- I have used CBJ/ABppd, Alzheimer's long-distance caregiver's support group
- I see these as a need for the community
- I work
- I workout at a fitness club JRC-valley
- If some of these were available I might have been able to keep my house. Instead I moved to the Pioneer Home.
- Juneau Nordic Ski Club
- Juneau Public Libraries, Community Schools Classes, WF Dimond Field House, CBJ Hiking Trails such as Twin Lakes, USFS Glacier Visitor Center, UAS Egan Lecture Series, Thunder Mountain HS outdoor track
- Juneau Softball Association
- Juneau Trails, ice skating rink
- Libraries (2)
- library
- Library Meeting Rooms, Fireweed Place Dining Room,
- local libraries
- n/a
- NARFE
- Need will prepared and I may need housing cost assistance because of high cost of housing in Juneau
- Parkinson's Support Group (4)
- Participated in fundraisers
- Parkinson's support group as a care giver for my husband
- Pools and parks and rec programs are important!
- Senior discount for groceries at Fred Meyer
- Senior free capital transit rides, senior food tax exemption

- Senior sales & property tax exemptions
- State libraries
- Supplements to pay for increased Pioneer Home rates
- Tai chi for seniors (5)
- Tax exempt card
- UAS
- V.I.P. bus pass
- VA and TRICARE
- VA Clinic (3)
- While my wife is working, I use Care-a-van for daily transportations to & from drs. office.
- Yard work. I hire a neighbor and have snow plowed from my driveway
- Zach Gordon gym

Question 24: New approaches and innovations in senior living communities are being developed. How familiar are you with the programs listed below?

- AARP Livable Communities Program
- Bridge Meadows format
- Building a small home on existing property to allow family care.
- Cohousing (3)
- Communal living communities
- Compounds for elderly that allow easy transition from independent apartment living to assisted living to a nursing home
- Continuing Care Retirement Communities (CCRC)
- Cottage housing neighborhoods would work well here. Small, homes with common front yard grass, garden, benches.
- Do tell! (2)
- Dog friendly housing desperately needed with NO ARBITRARY LIMIT on size of dogs. My parents had to give up their beloved older dog when they moved into an assisted living situation due to health. Heart breaking!
- Granny Pods <https://duckduckgo.com/?q=Granny+Pods&t=osx&ia=web>
- Group housing
- I am familiar with all of these but there are not funds nor enough interest in Juneau to pursue them.
- I am familiar with leveled care and Eden facilities.
- I don't answer (3)
- I don't know what I don't know
- I don't much about them
- I know of tiny homes, but not in Juneau
- I will never reside in as "senior living community"
- I would be interested in learning more (3)
- Inter-generational Co-housing communities
- Know that options are limited and expect to move out of state for affordable options
- Lone wolf -- need "personal space" 1/2 acre minimum in a friendly neighborhood

- Need something for people who do not have millions of dollars to fork out due to life, hospital beds, raising of children! Low income village with shopping center, bank hospital/clinic and rides is what we need for all the working people that live check to check
- The costs must be addressed if this is to be sustainable.
- They all sound good, welcome, needed
- Tiny homes or apartments to an existing home would allow seniors to remain on their own property and have family or friends give assistance living next door
- Who dreams this ____ (stuff) up !! THEY DO NOT WORK. SCAMS !!
- Would like to have more info on all of these suggestions
- Would love to hear more about all of the above

Question 26: If "yes," what cost would you be willing to pay per meal?

(Refers to Question 25: Would you attend a community meal for seniors if one were available in your neighborhood or apartment complex?)

- 2
- \$2.00 - \$5.00
- 3.5
- 3-7
- 20
- 25 (2)
- \$1 - \$5
- \$10 for breakfast \$15 for lunch and \$20 for dinner
- ?
- As a chance for something to do and way to meet seniors would occasionally pay up to \$15
- Depend on the quality of the food/meal and the company
- depending on what meals are served
- depends on meal but \$15-\$20
- depends on which meal
- fair price
- I might attend, but I am not sure
- I thought previous question was one time event.
- I would attend because attracted to "community" events and especially if for conversation with seniors about making Juneau livable. I do not feel need of this meal to meet my nutritional needs or because I am isolated or in need of more social gatherings.
- I would attend once a week to connect and network with other seniors
- Is it paid for (WNM)
- It would depend on the meal. Ramen or prime rib?
- Maybe if by donation
- Not sure if I'd go but maybe at 5-10
- Perhaps I would use depending on the quality of food etc. probably not if it would be "senior" food
- Pot luck
- Senior meals offered should be free or affordable
- T& H has luncheon every Thursday
- The food would have to be very healthy with vegetarian options
- Volunteer

- Would depend on which meal and what it was.
- Yes, I would like the company (5-10)

Question 27: When you need transportation, do you... Other.

- AMHS ferry, Alaska Airlines, use personal boat
- Battery scooter if weather allows
- Bicycle (24)
- bicycle on dry roads; walk (up to 2 miles)
- Bike, walk, carpool
- Bus and care-a-van service not available beyond the ferry terminal
- Call a friend or stay home
- Can still drive/becoming a problem
- Car pool
- Care a van not available where I live
- City bus and senior care a van do not access my part of Juneau
- Don't drive in dark.
- Drive a borrowed car
- Express bus (3)
- Fly my plane
- I do all the driving; husband not advised to
- I drive as little as possible., People are nuts in this town with driving.
- I have a relative shop and do my running around for me and I can't drive at night time
- I have used care-a-van in the past
- I just discovered that I can not longer see to drive at night
- I still drive myself
- I won't be driving for much longer
- I would use the bus if it was available on Thane Road
- Instead of ferry or airline I use my sailboat
- It would be nice to get cheap senior rent-to-own cars. Cheap, reasonable rental cars for seniors
- JAMI case manager (2)
- Just don't go
- Live-in friend has a car
- My neighbor gets rides but difficult due to her impairments
- My wife drives
- Needs Senior Care-A-Van/Capital AKcess when needed but don't know how to apply for it.
- No longer drive at night
- No public transportation available out the road past Cohen Dr.
- Or if my wife is home and not working that day, she'll drive me where I need to be.
- Pedal tricycle
- Rarely use bus

- Rent a car when none of the above are available
- Ride bicycle in fair weather
- Share ride with friend, bicycle, walk
- Taxi
- Taxi isn't dependable
- Taxi to airport. Walk. Ride bike
- The CBJ Bus & Senior Care-A-Van Do not come out to my area.
- Tlingit & Haida Elders Van (4)
- Uber
- Use bus occasionally
- Use bus when icy
- Walk (18)
- Walk or bike (13)
- Walk when possible
- Walk, bicycle, motorcycle, share ride with friend
- Walk, bike, motorcycle
- Walking! Cycling
- Would take city bus, but service to N. Douglas is very poor.

Question 28: How well does the city bus serve your needs? Other

- And questionable people
- A-OK
- As Juneau grows, bus routes should extend into more areas
- Bus doesn't come out Thane Road
- Bus doesn't go where I need it, (Costco).
- bus drivers are great with special needs riders. Thank you
- Bus not available
- Bus service beyond Auke Bay would not be cost effective.
- Bus service is excellent. drivers, clean buses, prompt,
- Bus service not available on N. Douglas Hwy beyond Bay View
- Bus service on North Douglas is pitiful and pretty useless, just twice a day, morning and evening. I am retired, so not working 8-5.
- Bus service to N Douglas is very limited
- Bus service to to airport and to meet ferries is needed.
- Bus shelters need to be cleaned and maintained! They are full of trash, needles
- Bus stops should be power-washed once a year
- Bus to the ferry terminal.
- But walking is getting more difficult
- Can' figure out schedule for bus
- Can't get to the Mendenhall pool or library on the weekends
- Can't use bus due to mobility issues. Can't get up in bus. Drivers an't wait there on limited time

- Do not use bus services as there are no shelters in my area to stay out of the weather
- Do not use in winter
- Especially crowded during tourist season
- Express bus to airport and university
- Family member (not a senior) doesn't drive -- completely reliant on bus service
- Front bike racks are not large enough for full size mountain bikes (29inch wheels)
- Got to automate your payment system
- Have a program that takes a bus 2 or 3 times a day to the low cost housing in thunder mt area, also to the ferry terminal and further out the road and north Douglas.
- Homeless people living and hanging out bus stops
- I don't use the city bus anymore
- I am still able to drive
- I appreciate the in city (free) bus service during the winter holidays that was available some years ago
- I currently ride from mile 18 to the Auke Bay campus and ride without bike to town on the express bus. I would use the bus much more if the bus came closer to my home and LOVE the express bus!
- I deplore the elimination of the noon bus on North Douglas. Do like knowing there is a very early bus into town from the Valley
- I do think that the bus could run on a schedule more frequent.
- I don't really use bus but it seems crazy they don't go to Ferry
- I don't use the bus at this time
- I HATE the Bus... but I'd use it if there were service...
- I have an Airbnb and ALL my guest say how great our CBJ bus system is.
- I have used the bus extensively in the past and it has mostly met my needs.
- I like the bus but need more impetus to not drive my car
- I live out near Auk Bay and would consider riding the bus into downtown Juneau for work if bus hours were earlier, starting like at 5:00 AM.
- I live too far out the road. When my husband was disabled I tried to use the Care Bus, but it wouldn't come here
- I live up a hill that is slippery in the winter so can't get down the hill to catch the bus.
- I only use it 4-5 times/year
- I rarely use the bus (once every couple of years), its been fine
- I rarely use the bus service currently
- I rarely use the bus; once/twice per year
- I take the bus when needed per medication/ability to drive. Service is acceptable and I am fortunate to live near a bus stop. Some citizens respect for the bus stop and bus riders [profanity, garbage, lack of respect] make it undesirable at times.
- I think it is absurd that the bus turns around at the harbor instead of at the end of St. Ann's Avenue. This makes it cumbersome for residents of St. Ann's and Fifth Street to ride the bus.
- I took the bus to town when I was working.
- I use a walker. Can't get on a city bus
- I use it infrequently

- I use very infrequently but am glad to have it - often walk
- I used the city bus when unable to drive due to shoulder surgery. It was convenient for me.
- I used the express bus to UAS many years ago, and it was a good service
- I used to ride the bus when I lived downtown, but no longer on North Douglas because there's only 2 a day
- I very seldom use the bus. Limited service to North Douglas.
- I would if bus came to Ferry Terminal regularly (every 1/2 hr)
- I would, walk, crawl, wheel chair or hitchhike before taking a bus.
- I wouldn't hesitate to use bus service if I need it but live a couple miles from the current bus route. I do know about Care-a-Van and would call if needed.
- If I didn't have a relative driving when I need it, I would use the city bus
- If I needed to use it, I would ride the bus and encourage its support.
- If I walk up or down Cordova to get to bus in winter I am too afraid of falling on the steep street. So I avoid bus in winter but would prefer public transportation to driving if it stopped at corner on Cordova and Nowell
- It's hard to figure out the bus routes/schedule on their website
- Limited bus service to North Douglas (2)
- Living on North Douglas, the bus doesn't run frequently enough to be of use
- May use the city bus in the future
- More frequent express service, especially on weekends. Some bus drivers express their political views. There should be no smoking at the bus stops.
- More North Douglas service
- My patients have complained that on more than 1 occasion they are unable to get to Bartlett for outpatient services because they rely on the bus and some days the bus is too crowded with tourists
- My use is very infrequent.
- N Douglas has very limited bus service
- Need a system of "people movers" mainline bus routes such as the Lemon Cr Correction Center to the Glacier Hwy.
- Need ferry terminal bus
- Need more than twice daily bus service to North Douglas
- No city bus operates on Thane Road. We need service!
- No comment
- No convenient round-trip bus service on North Douglas
- No seats during tourist season
- No service to Thane; vans (instead of busses) at key hours would be good
- No service where I live
- No services available in my area
- Non-stop express bus connecting downtown and valley stations - the feeder buses
- North douglas (2)
- North Douglas service is extremely limited or I would use it
- North Douglas, extremely limited

- Not always savory clientele
- Not well enough to use the bus
- OK I have used once and awhile
- Other riders are too often offensive. I don't mean low income, but crude and vulgar.
- Plan to use bus when driving days are over
- Questionable people
- Retired. previously sometimes commuted by bus
- Ride only very occasionally.
- Ride the bus to the recreation area in auke bay
- Route from Lemon Creek to Industrial Ave is too long--have to go first thru Valley, Back Look, and Auke Bay. A more direct route would be nice.
- Routes aren't convenient for the places I need to go
- Scary people on the bus
- Schedule is confusing
- Seniors are allowed to Take Bus with Senior Exception Card @ not charge
- Service to/from airport area for early morningfor 0500 departure/late evening flights last incoming flights
- Smoking and swearing
- Smoking at bus stops is awful
- The bus drivers all watch out for me and never hesitate to help when I need it. They interceed when bullying or harassment occurs and check to see if I'm ok if I appear in distress even along the roadside, not just in the shetters or on the bus. They've often come to my aid when my chair has broken down or been stuck in the snow
- The bus is dangerous. Drunk, homeless people and now shooting dope on the bus. City transit puts us in major dangerous situations.
- The CBJ Bus & Senior Care Van don't come out to Lena.
- The city bus will never come to thane
- The only afternoon express service leaves 5 minutes after I get off work. That cuts it too close and therefore is unreliable as there are no later options.
- The warming shelter DTC bus stop is creepy and unsafe.
- There is a lack of security at stops
- There is no bus service on Thane Road.
- There is no seating at the bus stop
- There's no service to Thane.
- Tough reading schedules
- Unpredictable wait times and bad weather
- Would be helpful for the bus to connect to ferry terminal
- Would like to see the bus go to Costco
- Would prefer smaller buses with more and better service

Question 34: If you participate in physical exercise/recreational activities, what is/are your preferred activities? Other

- Ai Chi at CBJ pool and Tai Chi - started with free State class
- Alpine skiing and Cross Country skiing (2)
- And Tai Chi. I'm not able to do all of this at the moment but working on it. Would like to have an exercise program and support group for chronic ill people.
- Aqua aerobics!!!
- Arm ergometer
- Athletic club
- Athletic Club aerobic and weight exercise
- Ballet (2)
- Barn dance!
- Basketball camping weight lifting
- Bird hunting with dog
- Bird watching, fishing
- Birdwatching
- Both Cross Country and Alpine Skiing
- Bowflex thingie...
- Bowling (5)
- Cabin camping and collecting wild edibles
- Camping (2)
- Camping, X- country skiing, 4-5 music groups
- CARPENTRY
- Chair yoga
- Child care work
- Chopping wood for woodstove
- Chopping/splitting wood, repair equipment
- Classes at the Alaska Club
- Climbing
- Climbing stairs
- Climbing stairs at home
- Constructing wildlife refuges
- Core strengthening; weights
- Crafts- pottery, glass fusing in own home
- Cross country skiing (6)
- Cross country skiing, alpine skiing, hockey, ice skating, dancing
- Cross country skiing, downhill skiing (3)
- Cross country skiing, downhill skiing, subsistence hunting
- Cross Country skiing, hunting, berry picking
- Cutting and moving wood

- Cutting, splitting and stacking wood
- Dance (2)
- Dance running after my dog
- Dancing (2)
- Deep water aerobics
- Dimond Park Field House!!!
- Disk golf
- Dog walking (2)
- Dog walking for others dogs
- Electric bike
- Elliptical
- Elliptical Machine - Five days per week.
- Exercises from Doctor
- Exercises from past PT
- Firewood tasks (split, carry), climb stairs to appts in buildings w/o stairs9
- Flying private plane
- Foot elliptical
- Free weights
- Frisbee golf
- Gardening in summer months - walking in door in winter
- Going door to door for church
- Gym (10)
- Gym, stationary bike, treadmill, stretching, weights
- Hand weights
- Hawaiian hula (dance)
- Health Club
- Hiking, Kayaking, Dog Walking
- Hockey (3)
- Home exercises (2)
- Horseback riding and care
- House and yard Cleaning
- House maintenance
- House maintenance and firewood, chainsawing, splitting, stacking, etc.
- House reconstruction
- Hunting (19)
- Hunting, building projects
- Hunting, fishing, gathering, firewood
- hunting, gold prospecting/panning
- Hunting, sex
- Hunting, skating, skiing
- Hunting/trapping/boating

- I exercise at home
- I have an exercise program designed to help me deal with an old knee injury. Also, Fireweed place has some exercise equip. I use
- I have my own routine at home
- I officiate sports when in season
- I would like to exercise
- Ice hockey (2)
- Karate, dancing
- Karate, Tango, hunting, fishing, Tlingit cultural events
- Kayaking (6)
- Kayaking and camping
- Kayaking, cross-country skiing, photography
- Kayaking, nordic skiing, snowshoeing
- Kayaking, sailing
- knitting
- Kayaking, cross country skiing lake and trails
- Lifting weights
- Light weights
- Low impact, thera ball
- Machines at Racket Club
- Martial Arts (3)
- Morris dancing
- Music jams
- Need physical therapy at the pool strictly for people needing pool exercise. After chair exercise, band pulling. Waddle 5 ft at a time.
- Nordic skiing (2)
- Nordic skiing and snowshoeing
- Nordic skiing in winter on local trails groomed by seniors!
- Nordic skiing, downhill skiing (Eaglecrest), back country skiing, kayaking, bird watching
- Nordic, Alpine skiing and moose hunting
- Other exercise machines
- Paddle board, canoe, kayak
- Painting, drawing
- Physical Therapy (6)
- Physical therapy leg exercises
- Physical therapy post surgery, senior tai chi, senior chair yoga
- Physical Therapy, Restorative Therapy, etc.
- Pilates (5)
- Pilates, spinning
- Pilates, weight training with personal trainer.
- Pioneer Home activities

- Qi Jung
- Racquetball (2)
- Racquetball, hunting, skiing
- Rebounding and weight training
- Recreational softball and basketball
- Regular workouts at Alaska Club
- Rifle Range/Shooting
- Rock club
- Rock Steady Boxing (3)
- Rowing (2)
- Rowing machine
- Rowing machine, bicycle on trainer, alpine skiing, Nordic skiing, outdoor chores around home
- Rowing, kayaking, canoeing
- Rowing, weight lifting
- Rowing/kayaking
- Running at the Field House
- Sauna
- SCUBA diving (2)
- Senior Bowling League
- sex with spouse
- Shooting (2)
- Shovel snow, gather and process firewood
- Single-handed sailing
- Skiing (15)
- Skiing at Eaglecrest (2)
- skiing, bird watching, ice skating
- Skiing, boating,
- Skiing, ice skating, surfing, kiteboarding
- Skiing, rowing, bushwhacking
- Skiing, sailing
- Skiing, snowboarding, kiteboarding
- Skiing, weight training
- Snowblowing, mowing the yard, raking, moving boxes
- Snowboarding
- Snowshoeing
- Soccer (2)
- Softball
- Softball and Bowling
- Softball, volleyball
- Softball; climbing
- Spinning

- Spinning, weight training
- Stand up paddling, kayaking, pack rafting
- Stationary machines/gym
- Strength and weight training
- Strength Training (3)
- Strength training, paddle boarding, kayaking, XC skiing, snow shoeing
- Stretching
- Stretching, dancing, use of weights for muscle toning.
- Stretching, light weights
- Stretching, weight lifting, berry picking, splitting firewood (with axe !!)
- Surfing, kayaking, dancing, kali
- Table tennis (2)
- Tai Chi (24)
- Tai Chi and AiChi
- Tai chi and weights
- Tai chi, qigong
- Tai Qi
- The Alaska Club various activities
- Tlingit & Haida Chair exercise class and Tai Chi
- Tlingit & Haida Fall Prevention
- Trail construction
- Trap shooting
- Treadmill (5)
- Treadmill and weights at the Alaska Club
- Treadmill, gym equipment
- Volleyball
- Volunteer at Salvation Army food bank twice a week
- Walk a little every day
- Walking
- Walking 30 min + in Fred Meyer every day but Sunday
- Walking my dog
- Weight lifting (10)
- Weight lifting and exercise bike
- Weight resistance
- Weight Training (7)
- Weights (4)
- Weights - free and machines
- Work out at JRC
- Working
- Working and chopping wood and skiing
- Working on home and building projects

- Working outside
- XC skiing, kayaking, snowshoeing
- X-Country Skiing (3)
- Yard work - Housework - playing with my dogs
- Yard/house maintenance as needed: mow, weed, shovel, scrape, paint, etc
- Yoga

Question 35: Do you take continuing education classes? Other

- 49 Writers (2)
- A variety for CEUs to keep my Alaska License
- AARP (4)
- AEYC SEA
- Alaska Bar Association; Council on Foundations
- Alaska Pharmacists Association - have to go to Anchorage in Feb
- Alaska School Nurse Association
- Also self educate via reading, audio courses, video courses
- Alzheimer's Resource of Alaska
- American Psychological Association approved CE programs
- American Red Cross and FEMA courses
- APK, AP Media (360, Cr, APT
- Appraisal institute
- Art at JUNEAU maker-spaces
- Attend Audubon, Wildlife Wednesdays, Fireside talks at the glacier, etc
- Bible Study (2)
- Catholic Community Service
- CHURCH
- Church and Bible Study
- Conference
- Continuing Education Classes
- Continuing legal education as required by my law license
- Cooperative Extension classes
- Coursera
- CPR, nursing continuing ed Wildflower Court
- Education on videos
- Education through nature
- Expansion of continuing education courses should be undertaken. Not enough variety and subjects of interest. I feel this is where Juneau is lacking.
- Fished high school and had one year of college
- For my business, continuing education
- Foraker Group
- Foraker training opportunities

- I attend various out of town conventions with lectures, seminars and other training/learning experiences
- I hope to take a computer course once my schedule is more under my control. Not sure where yet
- I take quilt and sewing classes at Changing Tides and Raintree quilting
- I teach them!
- I travel to continuing ed programs at least twice a year to maintain my professional license
- I would choose in the past AND in the future for UAS & community schools if it were possible
- In the future but right now can't afford university classes.
- Informal language group
- Interested if times becomes available
- JRC
- JSD sponsored in service, Artful Teaching
- Juneau Garden Club,
- Juneau Yacht Club programs
- Kingdom Hall Jehovah's Witnesses
- Learning Connection
- Lectures at UAS, Glacier, Audubon...
- Let's start Ole (in Anchorage) - informal classes taught by seniors for seniors
- Local businesses (sewing, beading)
- Master gardener
- Medical journal
- Multiple per month
- NCRA, ASRA
- NLUC
- No internet too expensive
- None
- NVC
- Past used Learning Connection
- Philanthropic, 2 book clubs
- Professional continuing education
- Professional continuing education courses
- Professional organizations out of state
- Professional society and professional activities
- Professional webinars
- Provided through employer
- Quilt Guild, Spiritual teacher
- Read alternative news sources
- Real estate re-certification
- Related to work
- Research for Sunday school in church online
- Speaker events by local ngos (JWAC, LWV, SHI, THCC, etc.)

- Special programs at the public and state libraries
- Stanford Creative writing courses (online)
- State of Alaska Dep of Education and Early Child Development
- Sub for after school elementary program
- Teaching Company
- Through my church, currently
- Through work (2)
- UAA classes
- UAF FFA
- UAF online in 2018-2019
- UAS class IS online
- Various professional and faith-based; mainly webinars
- Various-to maintain massage therapist credentials
- Work related

Question 39: In which ethnic group do you place yourself? Other

- 11th generation American mutt: Irish, Swiss, Spanish Jew and God knows what.
- American (8)
- Choose not to answer (3)
- Franco=American
- God given human being with many ancestors that make up who I am
- Hawaiian
- Human (3)
- Human race
- Human RACE only
- I thought this did not matter
- _____ (Polish)
- Manx
- Many ethnic groups
- Mixed (6)
- Mostly Sami
- Mutt
- N/A
- Native Hawaiian
- None of your business
- Not relevant
- Not required
- Pacific Islander
- Pacific Islander
- Polish American
- Polish, Russian
- Prefer not to answer (4)
- Should not be asked
- Sikh

- Simply AMERICAN
- This is racial profiling. Why?? You are interested in appearance and NOT in abilities. Shame on YOU!!
- Tired of this question
- White European
- Why do you need to know this?

Question 40: Is your income from... Other

- 40% VA Disabled
- 5% investments, 95% employment
- Alaska PFD (2)
- ANCSA
- Annuities/Rental Income
- Annuity
- Business (3)
- CalPERS
- Care for people's pets
- City of Juneau Retirement
- City retirement (hospital)
- Corporations
- Deferred Compensation from State of Alaska Employment
- Disability is WC
- Disabled Veteran
- Distributions from IRA/401K
- Had just enuf state employment to be vested. Owned a business.
- Hobby income
- Husband
- Husband still works
- Husband working
- Husband's retirement
- Husband's full-time employment
- Husband's State of Alaska Retirement and Social Security
- Husband's social security and retirement as well.
- I am an Airbnb host
- I teach 2 yoga classes/week
- I trade equities for fun and income
- IBEW
- I'm a retired teacher, so I'm thinking that retirement falls under state retirement?
- Investments
- IRA/401K investments (2)
- minimal state benefit

- My husband still works
- MYOB
- Myself and spouse still work
- NA (2)
- Native corporations
- Native distributions
- None of your business (2)
- NOYP
- Occasional consulting.
- Occasional Employment
- Occasional on-call part time
- Occasional real estate transaction; bank accounts rental income
- Occasional self-employment work
- part-time work
- PFD (6)
- PFD, Native Corporation dividends
- Plus my wife gets Medicare and works for the AK state.
- Private
- Property rentals
- Real estate out of state
- Receive SSI for my granddaughter because of her dad is deceased
- Rent (2)
- Rent income employment
- Rental (2)
- Rental income (17)
- Rental income at times
- Rental income from attached apartment
- Rental property (a duplex and a separate house)
- Retired Rally sub., Social Security from previous jobs. I'm 74 still sub at school elementary -after school. worked in dental hygiene (husband is retired federal employee USFWS)
- Retirement Savings Plan (saving bonds, etc.)
- Right now, spousal support but I'm usually employed, too
- ROTH IRA -- Roll over IRA (Funded by Traditional IRA; State SBS; State Deferred Compensation)
- Sale of my artwork
- Savings
- Sealaska, Goldbelt
- Seasonal self employment
- Self employed and spouse employment
- Self employed seasonal commercial fishing
- Self-employed part-time business
- Self-employment (4)

- Small business
- Small pension
- Speaking fees/self employment
- Spouse employment (8)
- State deferred compensation program
- Substitute teaching to make ends meet
- Too many parasites taxing incomes. You will be poorer and wiser as you grow old .. KARMA ... HaHaHah ... YOU are the joke.
- TRS
- Two private pensions. state retirement from WA and AK
- Unemployment (2)
- Union retirement
- University of Alaska
- VA
- Work
- Work 2 hours/ week
- Work full time
- Worked for 40 years - 4 jobs

Question 43: How important are the following in your decision to live in Juneau: Other

- "Green", environmentally responsible, climate friendly, policies.
- "Rock solid" Senior Tax And Cost of living Benefits
- A city government that can control its spending and not penalize its senior citizens with tax increases.
- Abundant Natural resource development opportunities
- Accessible rates at Pioneers Homes, preferably eligible under Long Term Care policies
- Accessible trails
- Airport services
- All of the above are reasons for me to leave Juneau. Nearly all of my children have left Juneau because of the high cost of living. They want me to follow them.
- At 72, future is hard to predict. All answers subject to change.
- At my age, moving is out of the question
- Availability of a nice condo to purchase.
- Availability of AMHS
- Availability of medical specialists of which we now have many fewer than 10 years ago (ie. dermatology, plastic and hand surgeon, ophthalmologist). We now have more visiting medical specialists from outside Juneau.
- Availability of medical specialists; availability of affordable prompt handyman, ability to obtain fair treatment regarding placement of snow berms.
- Availability of senior tax benefits provided by state and CBJ. If senior property tax exemption is taken away, we will have to move out of state.
- Been here since 1957. Have lived up north and down south a couple of times since then.
- Build the damn road so I can leave when I want to.
- Care for dementia related diseases and many must leave Juneau to receive this care

- CBJ library. I enjoy not only reading books in the local libraries but also being able to get books from around the state.
- CBJ needs to honor commitments made to citizens 45 years ago, then stay out of personal business.
- Church family.....why isn't religion listed?
- City continues to raise fees and costs while overspending. A fixed income is not consistent with the city approach of raising fees, and now taxing internet sales. I shop local first and only go online when what I need is not in town, after shipping the cost is never less than local. Just because its legal doesn't make it right... The cost of living in Juneau will eventually drive me from town.
- Continual removal of senior benefits could force me to move. Growth in Auke Bay is not favorable to me. Tourism is past its comfort level for many folks. Priorities of City are getting distorted in my opinion. In 1996 when I moved here, people seemed to be satisfied with what we had. Now the City is all about Money. We have a beautiful unique place. It should be protected and not just be for tourists. Most of us are here are not here to increase the economy and continue to lose our local businesses. We want to enjoy what we have.
- Cost of assisted living might be a reason to leave
- Cost of living in Juneau including tax breaks for Seniors - Very Important
- Cost of living in Juneau is too high, important services such as libraries and downtown pool hours are too limited, garbage service is awful. Loss of senior sales tax exemption is an insult and an injury.
- Cost of utilities, groceries, and other daily needs.
- Crime statistics: very important Transportation: very important, incl ferries "red" or "blue" or "purple": very important Diversity: very important
- Do not take away our home property tax 50% exemption. Also restore senior sales tax benefits. Also, stop increasing the amount of tourists. 1.4 million tourists are way more than enough.
- Eaglecrest Ski Area is very important for recreational and social needs
- Eaglecrest!!!
- Economic viability for retired/fixed income!
- Escalating home valuations that drive up property taxes for which I do not see increased value.
- Ferry connections to US, Canada, other SE communities.
- Ferry service is important!
- Friends
- Friends and social activities
- From looking over this list questions of how much services that might be available at the age of 65 that I was not aware of, I would suggest a care manager as a point of contact for services available in Juneau to help someone get the assistance they need.
- Hard to explain but Juneau is a unique place to live and thrive!
- Hope more senior assisted living options become reality in next 15 years so we may stay in Juneau for final years.
- Hoping for a long a healthy life
- Hunting and fishing opportunities
- I am homeless, I can't rent any apartments because I am a sexual offender
- I am homeless. I can't rent any apts because I am sexual offender
- I am in good health now, but am worried about what will happen in the future if i need more city services and they will not be available or affordable.
- I am planning to move after 74 years of living here do to expense of long term care and lack of availability as my husband needs it now and i will later and family is down south
- I did not know that there are Assisted living care available here.
- I don't plan to retire in Juneau

- I hope to stay in Juneau indefinitely if needed services and housing are available.
- I know that I cannot live in Juneau once I retire. It is not an affordable place and lacks sufficient aging housing, care, and other services at an affordable rate.
- I live here because this is about the smallest town that can meet my needs for work and general services as I age.
- I live in Juneau because I am employed by the federal government with a duty station here. The other factors, while important, are not the prime reason I live here.
- I love Juneau, but am often conflicted with the high cost of living here for a single person. The natural beauty and accessibility to hiking and skiing keep me here. Would like to see more community clean ups and anti litter - especially downtown.
- I love the country but hate the town. Juneau has gotten too big, too hungry, too much political BS. I plan to stay however I could move like some of our friends have because of CBJs anti-senior attitude.
- I moved here with my job and stayed here after retirement because of family and friends and I like Juneau.
- I need more assistance as I age
- I stay here because my children are here. Otherwise, it's ridiculously expensive and the medical care is mediocre. I would retire where it's less expensive if my children could be nearby.
- I was/am irritated that the powers to be eliminated senior tax exemption! Provides a reason to leave this town.
- if climate were important, I would not be here! The cost of assisted living is too high in Juneau. I will likely move to be with family at end of life.
- If I leave the state of Alaska I would lose my Medicaid services and funding. Yes, I would. I am one of a handful of "Pickle People" who is grandfathered in even though I receive more benefits than allowed. If I leave the state I lose that privilege and would lose my Medicaid.
- If I need the last four they may be reasons to leave not to stay. Assisted living and in home care is insufficient for Juneau's needs.
- If I'm unable to take care of myself, I may move closer to one of my sons down South.
- I'm not really deciding to live here but I can't afford to move
- Important to be able to build a small home on current property so that family members can live adjacent to us as we age.
- In Alaska's future I worry about. You _____ poison the water, the land and the air for our children. Juneau is FULL of child molesters and _____ all waiting to play with your kids and YOU DO NOT CARE. Your pathetic lifestyle is ALL ABOUT YOU. SHAME ON YOU.
- In terms of care through end of life without a Death Dignity law in Alaska, I will consider relocating to a state that has these laws. For instance, Washing or Oregon.
- Indoor physical and recreational opportunities during winter, such as Dimond Field House track, Dimond Aquatic Center, The Alaska Club, Juneau Schools, ...
- It's my home. It's where many (most) of my friends live. Why would I move?
- It's very important to me to see the Legislature reverse Governor Dunleavy's price increases at the Pioneer Homes. I understand an increase was necessary, but his increases are outrageous.
- I've answered based on now - not as predicted into the future. I would answer some of these quite differently if I was retired, develop a disability, or were more elderly and planning to remain in my home or in Juneau for the long term, which is unknown to me at present.
- Jobs for adult children. Whether the community can take back the downtown from T-shirt shop and tanzanite tourism.
- Juneau affordable choices outside of homey

- Juneau desperately needs assisted living facilities. I'm completely in favor of the wet housing that is available, but can't imagine why we do not have assisted living facilities with so many senior citizens in the community.
- Juneau has been my home since 1978, I've seen the town grow as I've grown older. I still think it's a great place to live and there is opportunity here whether you're young or old.
- Juneau is my home its the only place I have ever known to feel like home and the closest thing to family.
- Juneau is not particularly friendly nor does it have a "small town" atmosphere, relative to other places we have lived.
- Keep Pioneer's Home statewide funded and open, not privatized.
- Lack of affordable housing is a BIG problem. Especially recently. I have been watching real estate and almost every single house or condo under 330000 was under contract within 2 or 3 weeks. I have never seen it happen like this. It is happening nationwide as well. Something is badly structurally wrong in our economy. Affordable housing needs to be made a real priority in Juneau.
- Lack of excessive economic development in Juneau, availability of Alaska Marine Highway ferries, absence of an upland highway linking Juneau to the outside, absence of the overcrowding with people that is prevalent in lower 48 states
- Lack of state income tax. 30,000 people is not a small town by any measure
- Legalizing Marijuana and having so many pot shops here has ensured that we will be moving
- Long time friends
- Lord willing, I will age in place and adjust as needed
- Medical care for elderly
- Must emphasize the care is more than I can afford. I need financial assistance.
- Must get Assisted Living Facility in Juneau & more Housing for Seniors without stairs.
- My friends are here.
- My house is paid for and I live on the water. Waterfront property any place else would be prohibitively expensive.
- My son cannot come to me in Juneau so may be important for me to move near him.
- My spouse and I are having this very conversation about whether we will stay in Juneau for the long term after the fast approaching retirement or move to the lower 48. Juneau struggles with minimal shopping choices, very dark and wet winters, high living cost, crime seems to be rising, and homelessness is a growing concern.
- Need assisted living memory care facility.
- Need more support services, need more availability of medical services, need UAS classes downtown; Availability of assisted living housing and care, cost of assisted living housing and care, housing and care through the end of life, availability of in-home elder care are very important.
- Need outdoor recreational activities to keep seniors moving
- Not having horrific neighbors who were allowed to build WAY too close to our existing home, completely impact our quality of live and negatively impact the value of our property and home
- Note: This things are important to me but that does not mean that Juneau provides them well. I might have to move because Juneau does not provide them well, if my health dictates a need.
- NOTE: Some of the things I've checked as "very important" are things that are currently lacking or are too expensive in Juneau, and are not necessarily important factors in our decision to me here right now, but are factors that will become very important to my husband and me in making future decisions about whether we can and will continue living in Juneau.
- Old and in the way ANYWHERE else!
- Option for assisted suicide
- Original idea behind Pioneer Homes

- Overall quality of life
- Own local business
- Personal Safety in community.
- Pioneer Home
- Place to keep my boat
- Plan to live in Pioneer Home in near future
- Presently Juneau is being destroyed by cruise ship tourism. We will probably leave because of this excess of noise from helicopters and pollution from buses. Too many people here in summer.
- Progressive care facility is very important
- Public transportation and safe accessibility in all kinds of weather very important
- Recent Pioneer Home rate increases have changed how I look at the care I will eventually need and therefore makes the absence of true assisted living or graduated level of care more critical in the decision to remain here.
- Regarding the last four items: to meet elders needs, Juneau needs to intensely expand the related services. Alaska is the most expensive state for nursing homes and Juneau has the most expensive nursing homes in the state. I know of several elders who have had to move to Sitka or out-of-state. This is incredibly sad!
- Safety and crime rate rise due to drugs
- So far my grown children are here. Grandkids come and go. Been home for so long
- Some "Somewhat Important" benefits might well become "Important" or "Very Important" one of these days!
- Some of the above concerns are for others, not myself. I want to live in a community that takes care of its residents.
- Some of these issues don't impact me yet, but I am aware of gaps in services that exist and will impact me in the future.
- Some of these may become important to me in the future, but not right now.
- Tax exclusions for senior citizens - VERY IMPORTANT
- Tax incentives for seniors
- Taxation of home/property ownership
- The cost of all of this.
- The effects of too many tourists has ruined Juneau. City government is now run as a money making business; it is not foremost to serve the people
- The final four items are very important but their lack of availability would be a reason to leave, so I listed them as "somewhat important".
- The loss of sales tax exemption is a very strong reason to be looking for a different city to live in. The City and Borough of Juneau stands to lose the resource of the experience, knowledge, wisdom and insight of the senior population.
- The ones checked Not important were checked because not so much not "Not Important" but actually Non existent, similar to the fact that I exercise to keep my body in shape to protect my home and family from the growing criminal element in town.
- The only reason I moved to Juneau was to help take care of my mother. That said, I have put a check for those aspects of Juneau I enjoy. Otherwise, I find the dreary weather depressing and the cost of living hard to deal with when retired on a small, fixed income
- The plague of Industrial tourism is altering the character of the community and may eventually drive us out of town. For now, I'm able to travel during the summer to escape the worst of it, but eventually I may have no escape other than to move.
- The rich fabric of our community makes me have no desire to live elsewhere!!!

- The sales tax "discount" is VERY helpful. Would be good to apply it also to phone service, which is a critical utility. Various free services/discounts offered by the state/local government/businesses help me be able to stay here.
- These are items I would like to see improved as well to keep me here
- This is confusing. For example, in the future, access to HOSPICE and end of life care will become very important. However, it's not now. Assisted living cost will become important 20 years from now, but is not important NOW. Climate we cannot change. It's not the climate which compels me to live here, it's the beauty and access to wild places...plus the community connections - from kindergarten through high school, raising a family and now into retirement.
- This last set of questions will change with time and other changes, so the answers are not concrete but fluid
- Tourism is driving me out of Juneau. Will probably limit time in Juneau in summer
- UAS is very important to me because I work there.
- Very difficult to answer this question as it implies CURRENT needs not projected needs. Question 39 needs a "don't know" option.
- Walkability
- Was clear how to answer this question. Options that are important for me to stay or leave? I choose those that were important to why I will stay and those I would like to see to stay.
- We Belong to the Masons Lodge, Eastern Star, Scottish Rite, and Shrine and Alaska Grand Lodge, and All are Available in Juneau.. We Lived the 1st 40 Yrs of Our Live in Sitka, and 26 Yrs in Weatern Wa and Northern Ca. and Moved Back to Juneau 2005 to Live By Our 2 Kids, 4 Married Grands and 7 Great Grands , now 21 to 14.. Albert is 83 and I Georgene am 81 and Have Been married 65 Happy Years, and Dated 2 Yrs Before, yes we have Been together Since We were 14 and 16. or has i Say All My life.. Our Daughter is Retired from State of Alaska, Commerce Dept. she is 64, did Her 30 Yrs.. in Commerce and Investments, Her Husband Retired from State.. I Have Grands working at State Juneau Offices, and AEL &P.. So this is ome to Us Forever More..
- We have financially planned ahead to care for ourselves and have private in home care when it becomes necessary. We do not count on the government to take care of us.
- We moved to Juneau 31 years ago for work opportunities. Often thought we would retire "down south" but now don't want to leave where we've lived half our lives, even though kids not here any more. We are still in our "starter home" as we never could really afford to move up. Would like to get a single story house for long term accessibility but don't think it's financially realistic. Do worry about whether we will be able to afford help when/if the time comes.
- We need a REAL senior center for all of us to be able to socialize, craft, play games, and enjoy company. The place downtown is only an area for those who live in the apartment building and the meals only seem geared to those residents. Please help with that and offer pickleball inside at a senior center in the valley. Thanks!
- We need work for seniors. Why won't you let the seniors teach the kids history of the place? They lived it. They walked. They know.
- We plan to have in-home care, and have a plan b and c.
- While the last four items are very important, I feel those services are lacking in Juneau presently and upon the need for such services may determine whether a choice to leave would be considered.
- Will stay in Juneau only if the cost of living or eldercare stay within our income. Right now it is fine, but the raising of taxes and costs of city services may mean that we will leave Juneau and the state.
- Would be great if the Alaska Club could offer lower rates for us over 65. The social and cultural events here are amazing! Churches are a great connector for older adults. NLUC is amazing. After divorce 3 years ago, I left my home, which we built and lived in for over 20 years. Buying a suitable single person

home without spending a fortune at this point may not be possible - things here are too expensive. So now I am renting which is not desirable. I may have to chose to move out of state.

- Would like the return of senior sales tax exemption
- Would like to sell and move to Haines, but Governor is destroying our market to sell!
- Would love reinstatement of no taxes like Ketchikan has for seniors on all items whether food, clothing, cars.

Question 45: What do you think Juneau residents aged 55 or older need that is not now adequately and/or readily available in Juneau? Other

- "overtime an old person dies a library is burned" need to educate entire community of the wisdom of seniors. Seniors need respect.
- *** Affordable housing and health care, socialization options, work, engagement and appreciation of person.
- In-home elder care including managing, scheduling, and administering medications 2) Psychological counselling
- A better program for seniors, like a senior center where we can find out what is available and then figure out what is needed. Juneau needs a senior center with an executive director and a board who only work on senior issues for Juneau
- Accessible trails
- Activities for active, healthy seniors. Lots of options for support infirm seniors, but little to keep active seniors here. Nearly all your survey questions are only relevant to the infirm.
- Adequate, safe sidewalks in icy conditions.
- Affordable food sources; entertainment for seniors
- Affordability is key but costs in Juneau are just too high overall.
- Affordable assisted living facility (4)
- Affordable Dental care and eye glasses
- Affordable in home elder care
- Affordable resources and housing
- Affordable single level housing
- Again, I am not using these services or caring for anyone in need of them so my knowledge/opinion is not well-formed in most respects.
- All reasonable needs currently available. This is a small community in a remote location. Those needing greater infrastructure(support) can find that in places like Seattle, Arizona, etc.
- Am not sure what services exist for seniors or how to take advantage of them.
- An allergist
- And vision care
- Assisted living for mentally ill
- Being 75 years, although I am constantly doing something, I am missing being with other people my age for physical activities
- Better air transportation and ferry service
- Bring back the Senior Tax Exempt on all goods & services!

- Cardiologist
- Care for all types of dementia
- Cleared sidewalks of snow
- Companion surrogates (not for me -- for my sad friends)
- Condos one level.
- Connections to chore services
- Continuum of care option
- Dental
- Dependable and full service Hospice Care
- Developing an environment of respect for elders and their experiences
- Difficult to answer as we are currently very able and independent and live in our own home.
- Don't know (8)
- Don't know much about any of these subjects
- Don't know--Tho Cardiology would be good!
- Face it. All a monopoly (sic) Need real doctors Specialists. Assisted living place not charging \$15,000 to \$50,000 a month. Affordable place. Break the monopoly (sic)
- Ferry service!
- Financial grants and advice to help with accessibility issues like ramps and stairs
- Financial planning and assistance
- Food that works for all cultures and diets. All senior meals always have meat and never cultural options
- Gerontologist
- Get rid of Alaska Hire
- Give us back the tax exemption (2)
- Give us some tax breaks, too, please, if you want us to remain in Juneau.
- Guaranteed senior tax benefits
- Gym-activity access
- Handicap parking downtown
- Haven't needed these, so not sure what needs Juneau has
- I am happy with Juneau's services
- I am not fully aware of deficiencies
- I do not feel it is the responsibility of the city or borough to cater to my particular needs, other than returning the sales tax exclusion for seniors.
- I do not think that any services are readily available in Juneau for a reasonable cost.
- I don't really know what is available for this category so cannot comment in an informed manner.
- I don't have enough knowledge to answer this and the previous questions adequately.
- I don't know because I have not needed these services.
- I don't need them (2)
- I don't really have a clue, as I'm still working, in good health, and not thinking about those things yet.
- I don't really know
- I go outside to get vision/dental care. Cost here is outrageous.
- I have no needs at this time so cannot address adequacy, same applies to question 39

- I haven't answered some of these questions because I don't know what they cost or haven't needed them so far.
- I hope the city stops adding taxes and fees to the seniors. They don't care. They help the homeless but not the seniors on fixed incomes.
- I understand funding and other constraints, but we cant think we have done enough.
- I'm not aware of all public transportation provided to seniors
- I'm not familiar with available services
- I'm only 57 and don't have any sense of this yet. It's somewhat ironic that you've misspelled dementia. :)
- In home safety installation program to help install necessary grab bars and ramps as mobility declines; to stay safe at home
- Increase in tax exemptions
- Independent housing designed to transition between large family home and apartment dwelling. Two master bedrooms with bath etc.
- Indoor recreation center
- inexpensive assistance with big household chores, like moving things and light bulb replacement, and big cleaning jobs
- In-home care
- In-home elder care that is affordable Juneau is so isolated the cost of living is unavoidable high. If you have to fly to Anchorage or Seattle for medical care "availability" takes on a whole new meaning. Your population is too small to support many medical specialties
- Larger Pioneer Home
- Leave the senior property tax exemption alone. And bring back the senior sales tax benefits. And, tax the tourists more.
- Less giveaways and less city spending, fewer fees and taxes
- Less taxes (2)
- Lower cost university lifelong learning classes
- Lower speed limits or enforcement of tailgating rules
- lower tax rates, Juneau is an expensive place to live
- Lower taxes!
- Lower taxes, cap property tax.
- Lower taxes. senior sales tax exemption
- Lower taxes-not just for seniors
- Medical care in Alaska is very expensive
- Medical providers who accept Medicare
- More dementia care facilities and adequate guidance and facilities for those needing or seeking care, including concerned friends and family.
- More gage specific recreation
- More information on out of state options
- More medical care housing options than Wildflower Court or Pioneer Home and more physicians trained to deal with and treat senior citizens medical and mental health problems
- More recreational activities

- More Social Events for Seniors
- More social/recreational activities designed for seniors
- Most of these needs apply to the entire community population.
- Most seniors (including me) need internet services and education, Thank needs improved public transportation
- Mountainview has drug dealers and management won't help us, plus felons and people who would never pass a background check. Drive by at night and it is dark around the property.
- n/a
- Need affordable senior housing and in home services. Maybe a sliding scale payment option for utilities and out of pocket medical expenses. Volunteer or lower rate pay handymen/women to help with house maintenance
- Need to at least double the capacity at Wildflower court
- Neighborhood social opportunities and group activities
- Nice affordable attractive housing for singles or couples
- No sales tax on phone utility
- None (3)
- None not anything different from general population
- Not sure
- Original Pioneer Home concept
- Outside of home recreational/social activities.
- Physical fitness activities to help prevent declining health. Like pickleball and other exercise options. Everywhere down south offers senior activities!!
- Pioneer Homes have just now become unaffordable
- Pioneer's Home is fine but needs more support from the state.
- Programs for active, healthy adults with dementia/memory issues
- Prosthodontist
- Pulmonology
- Quit raising the price of living here, and stop taking away senior benefits
- Recognition 55 yr considered elderly to get senior tax card!
- Reinstate the senior sales tax exemption!
- Reinstitution of the senior sales tax exemption
- Require auto headlights that are not blinding so we can drive places safest at night. The lights of oncoming cars can be awful.
- Respect from CBJ
- Restoration of full senior tax exemption (as promised 45 years ago)
- Road out of Juneau or reliable ferry system
- Sales tax exemption
- Saving money for LTC
- Senior community building; non-religious networking opportunities
- Senior exercise classes

- Senior retirement complex with separate 1 or 2-bedroom apartments with dining facilities, exercise, hobby, and community areas.
- Senior/ Community center
- Seniors who have less than one million dollars should not pay sales tax and their property tax should not be increased
- Skilled nursing homes
- Small, ranch-style single family homes
- Skilled nursing facility for physical therapy and recovery from surgeries
- Snow cleared off sidewalks
- Social connections
- Someone with qualitative and quantitative research knowledge and knows how to create and conduct a survey.
- Space for more residents at the state Pioneer Home
- Stop escalating home valuations that drive up property taxes for which I do not see increased value.
- Sunshine
- Tai Chi, Elder gym, osteoporosis weight trainers
- Tax exemptions to include food for in-home pets (dog & cat only)
- The different options asked about in the early questions regarding alternative living environments
- The improved public transportation refers to our services such as continuing and improving services such as the Care-a-van
- Therapy pool (2)
- This town not elder friendly unless you are an Indian
- Tiny homes within walking distance of services
- Tiny house community
- Transportation for seniors with handicap
- Unknown
- Very important: social activities, dances, events for Seniors that are also active/independent. There hardly any social for seniors of all ages.
- Vision care with competent admin staff
- Walkable neighborhoods
- Was really frustrated by assembly calling us rich - was really looking forward to the tax break on my home. Perhaps that could be based on household income.
- When crosswalks are redesigned, they need to be convenient, not directed at extensive obstacles that requires a long walk to get around, such as Egan and Main, Egan and Ferry Way, Franklin and Admiral Way, etc
- Year round ferry
- You mis spelled "dementia"

Question 46: What preparations have you made for long term care? Other

- Adequate financial resources
- Adequate savings (2)

- Applying for above services is a waste of time. Waiting lists are out of sight.
- Being nice to our adult children. :-)
- Bought real estate for small home with rental
- Building a house with an attached apartment for care giver, also is handicap accessible
- Built ADA accessible /functional home 7 years ago
- Consider suicide
- Currently I have a daughter living with me and about 5 months of the year my son also lives with me
- Daughter is an RN, granddaughter is going to college to be an RN
- Did not renew the Pioneer Home App since the cost went up.
- Discussed preferences with my children
- DNR, enrolled VA
- Don't know
- Dunleavy has made the Pioneer Home INACCESSIBLE.
- Exploring options
- Family members check in
- Focusing on care of aging parents, not ourselves
- Have 2nd home in place w better medical, weather
- Hemlock Society concept
- Hiring physical work I use to do
- Home alterations are planned for future; long term care is planned at retirement in 4 years
- HOME IS PAID OFF
- Hopefully be able to move since Juneau won't change
- I am worried about this
- I can't live in the pioneer home in Juneau. Something I'm allergic to is in the facility.
- I have checked out some senior facilities in other states
- I want to die in my apartment
- I will apply for Alaska Pioneer Home when I am 65; however, it is now unaffordable to leave there based on the Governor and Legislature's recent budget decisions.
- I will not enter a long term care situation if I am not able to live at home.
- I would like to stay in my house as long as possible
- If all else fails we will need to relocate to our son's property
- if incapacitated, have agreed to relocate
- If you want to help - fix the mess with the Pioneer Homes fees
- I'm still working full time.
- Insurance covering long-term care.
- Invested in my health through life choices, (diet and exercise, no smoking, etc.
- Investments adequate to hire help
- Live at Pioneer Home
- Live in accessible apartment;
- Live with family member now
- Located community that is more "senior friendly" with better weather.
- Looking for someone to enable "last hike"
- May have to move elsewhere
- Might need some direction
- Mountains
- Move somewhere else within Juneau

- Moved to Juneau Independent Living
- My spouse and I anticipate continued good health for the foreseeable future and have not begun to prepare for the inevitable
- Name on list/deposit given in Lower 48 for 4-tier retirement community just in case
- Need to do an advance directive
- Need to move out of Juneau due to lack of senior care facilities.
- Our children
- Our home is ground floor/one level, good for aging in place.
- Our Investments
- Pioneer home but no longer affordable
- Plan a home alteration to be more accessible. Previously managed with wheelchair in house twice but bathtub was a challenge.
- Plan to move to a country that has lower living costs and excellent "socialized" medicine, more affordable travel options.
- Planning to build a retirement home with limited maintenance needed.
- Purchase long term care insurance
- Rapidly paying down balance on mortgage for equity/savings
- Reconsidering remaining in Juneau due to Pioneer Home situation
- Saved a lot of money (3)
- SEARHC eligibility
- Self-insured for long term care
- State retirement program
- Stay off welfare and Medicaid
- Thanks for the "hint"
- To be close to family
- Transfer on death deed registered with State of Alaska
- Undecided as to where to live
- We are on AK Pioneer Home waiting list.
- We are thinking of moving out of Juneau to be closer to our children. We want to downsize, but cannot find a favorable condo to purchase.
- We are updating our advance directives. Pioneer Homes have gotten to be too expensive!!!
- We're strongly considering moving elsewhere, as I don't think we can age in place in Juneau.
- When I can no longer handle the snow and ice removal chores at our house we will need to move south in the winter
- When life changes happen (unplanned divorce) this puts someone at risk. I do not have adequate retirement, I no longer own my home...
- Why bother ?? Government is treasonous. Justice is a joke. Medical is being a guinea pig. Air, water and land are ALL polluted. I think we are leaving future generations a cesspool, but you wonderful folks charge for fake services that you think work. Maybe they will be working by the time you get old. I doubt it.
- Will likely move somewhere less expensive
- Will probably remain at wildflower Court until end of life

Question 47: Where do you get information about services available in Juneau for older residents? Other

- A central resource of information for seniors is badly needed here
- ADRC (2)

- Aging and disability resource center (SAIL)
- Ak Retirement & Benefits let me know about need to apply for Pioneer Home at 65
- Alzheimer's Office
- AMAC
- Bartlett Hospital
- Call SAIL, Inc.
- Charlene at Meals on Wheels
- Compass
- Cornerstone home care
- Dialysis Center
- Employment office
- Experience of friends who are trying to stay in Juneau.
- Family
- Federal Retired Group
- Fireweed place list somethings
- Fireweed Place Manager
- Footloose & Fancy Free Seniors Group
- Friends
- From a bunch of snot-nosed, spoiled, greedy brats that call themselves adults.
- Haven't looked because I'm not 65 and everything is gear for the age 65
- Haven't looked much yet
- Health fair
- I am not looking for services I currently don't need.
- I'm a member of the Widowed Person Program
- Information and services are often available but unknown or not coordinated or communicated
- JAMI case manager
- Juneau Public Libraries
- Know where to look when need arises.
- Library - a vital resource
- Local church (2)
- Love Inc., Center For Community
- My wife looks up information for us.
- NARFE (2)
- Non-Profit work or Friends Conversations
- Other seniors
- Parents
- Parkinson's support group (for husband)
- Parkinson's support group and Juneau Public Libraries
- Posters
- SAIL Inc. (4)
- SCSSI
- Senior Voice (2)
- State agencies (H&SS etc.)
- The senior newspaper, once a month
- Widowed Persons Program, Community Resource Network
- Wildflower Court - I work there

Appendix 2: Distribution Locations

1st Impression Hair Salon

Alaska Legal Services

Juneau Commission on Aging * Juneau Economic Development Council

Alaska Native Brotherhood Hall
 Alzheimer's Association
 Art Such Camera Shop
 AWARE Inc.
 Care Coordination Resource of Alaska
 Centennial Hall
 Compass Home Care
 Cornerstone Home Care
 Devil's Club Brewing
 Dimond Park Aquatic Center
 Downtown Business Association
 Filipino Community Hall
 Fireweed Place Senior Apartments
 Foodland IGA
 Friends of the Library Bookstore
 Gastineau Behavior Human Resources
 Heritage Cafe - Downtown and Mendenhall Mall
 locations
 Housing First Inc.
 Island Pub
 Juneau Alliance for Mental Health, Inc.
 Juneau Arts and Humanities Council
 Juneau Job Service
 Juneau Parks and Recreation senior hiking group

Juneau Public Libraries - Juneau, Douglas, and
 Valley locations
 Learning Connections/Mature Alaskans Seeking
 Skills Training
 Little Mermaid Hair Salon
 Mendenhall Mall
 Moose Lodge
 Nugget Mall
 Pioneer Home
 Polaris House
 Rainbow Foods
 Safeway
 Salvation Army Church
 Sandpiper Cafe
 Senior Center
 Smith Hall
 Southeast Alaska Independent Living
 St. Vincent de Paul charities and shelters
 Super Bear IGA
 TIDES LLC.
 Tlingit and Haida Central Council
 Veteran Services
 Western Auto Marine
 Wildflower Court

Appendix 3: Survey Instrument



2020 Senior Survey

2020 Needs Survey for Older CBJ Residents

The Juneau Commission on Aging (JCOA), in conjunction with the City and Borough of Juneau (CBJ) is conducting a survey of area residents to help local officials and care providers gain a better sense of what is needed for Juneau's population to age in place.

If you are 55 or older, now is your opportunity to influence what services could be available to you when you need them.

Some of these questions are the same as in previous surveys, for comparison purposes. Some questions are new to reflect changes in CBJ demographics and services. Your participation now will help make a positive difference in our future.

Thank you for taking 10 - 15 minutes to complete our survey.

1. What is your age?

- | | |
|---------------------------------------|-----------------------------|
| ☐ Younger than 55 | ☐ 75-79 |
| ☐ 55-59 | ☐ 80-84 |
| ☐ 60-64 | ☐ 85-89 |
| ☐ 65-69 | ☐ 90-94 |
| ☐ 70-74 | ☐ 95+ |



2020 Senior Survey

2. Where do you live?

- | | |
|--|---|
| ☐ Thane | ☐ Lemon Creek |
| ☐ Downtown Juneau | ☐ West Juneau |
| ☐ Douglas | ☐ Valley |
| ☐ North Douglas | ☐ Auke Bay & beyond |
| ☐ Other (please specify) | |

3. Where do you reside?

- | | |
|---|--|
| ☐ House | ☐ Mountain View Apts |
| ☐ Condominium | ☐ Smith Hall |
| ☐ Fireweed Place | ☐ Trillium Landing |
| ☐ Mobile Home | ☐ Wildflower Court |
| ☐ Apartment | ☐ I am homeless |
| ☐ Other Senior/Elder Housing (please specify) | |

4. Do you:

- ☐ Own your home
- ☐ Rent
- ☐ Live rent free with family or friends
- ☐ Other (please specify)

5. Do you live (check all that apply):

- ☐ Alone
- ☐ With your spouse/partner
- ☐ With adult children
- ☐ With other adults
- ☐ With paid caregiver
- ☐ With child/children under 18
- ☐ Other (whom)

6. If you anticipate the need to live in a different housing situation, what type of housing situation will you need?

- ☐ Accessible/lower maintenance home
- ☐ Independent living apartment
- ☐ Assisted living housing and care
- ☐ Nursing 24 hour care
- ☐ Pioneer home
- ☐ Live with family or friends in Juneau
- ☐ Move in with or closer to out-of-town family or friends
- ☐ N/A
- ☐ Other (please specify)

7. If you anticipate moving to senior housing, when would that likely be?

- ☐ This year or next year.
- ☐ 2-4 years
- ☐ 5-10 years
- ☐ Don't know yet.
- ☐ N/A

8. Does your current living situation need to be adapted to be made more accessible and safe for one or more of the following?

- ☐ Mobility issues
- ☐ Hearing impairment
- ☐ Vision impairment
- ☐ Other (please specify)
- ☐ Cognitive impairment
- ☐ I have no disability

9. Do you need assistance with any of the following tasks of daily living?

	No	Yes, I already receive assistance	Yes, I need but am not receiving assistance
Personal needs, such as dressing and bathing?	☐	☐	☐
Household chores, like cleaning and cooking?	☐	☐	☐
Managing your finances or paying bills?	☐	☐	☐
Grocery shopping or doing errands?	☐	☐	☐
Engaging in social interactions?	☐	☐	☐

10. Is another person dependent on you for care?

- ☐ Yes
- ☐ No



2020 Senior Survey

11. If another person/other people are dependent on you for care, what is their relationship to you? (Check all that apply)

- ☐ Spouse
- ☐ Parent
- ☐ Child
- ☐ Grandchild
- ☐ Friend
- ☐ I am a paid caregiver
- ☐ Other (please specify)

12. If another person/other people are dependent on you for care, what type of care do you provide?

(Check all that apply)

☐ Some or all activities of daily living (ADL)

☐ Custody/oversight/foster care

☐ Mutual spouse/partner/family support

☐ Other (please specify)

13. Which of the following services in Juneau do you use?

	I use	I don't use	I am not familiar with this	I help another person use	N/A
Southeast Alaska Independent Living (SAIL)	☐	☐	☐	☐	☐
Catholic Community Services	☐	☐	☐	☐	☐
Juneau Senior Center	☐	☐	☐	☐	☐
Douglas Senior Center	☐	☐	☐	☐	☐
Meals on Wheels	☐	☐	☐	☐	☐
Care-A-Van	☐	☐	☐	☐	☐
The Bridge Adult Day Program	☐	☐	☐	☐	☐
Senior and Caregiver Resource Center	☐	☐	☐	☐	☐
Hospice and Home Care of Juneau	☐	☐	☐	☐	☐
Center for Community	☐	☐	☐	☐	☐
Fireweed Place	☐	☐	☐	☐	☐
Juneau Job Center	☐	☐	☐	☐	☐
COMPASS Home Care	☐	☐	☐	☐	☐
Cornerstone Home Care	☐	☐	☐	☐	☐
Disability Law Center of Alaska	☐	☐	☐	☐	☐
Central Council of Tlingit and Haida Indian Tribes of Alaska	☐	☐	☐	☐	☐
Alaska Network on Domestic Violence and Sexual Assault	☐	☐	☐	☐	☐

	I use	I don't use	I am not familiar with this	I help another person use	N/A
Alaska State Library Talking Books Center	☐	☐	☐	☐	☐
Alzheimer's Resource of Alaska	☐	☐	☐	☐	☐
AWARE, Inc.	☐	☐	☐	☐	☐
Alaska Housing Finance Corp.	☐	☐	☐	☐	☐
Trillium Landing	☐	☐	☐	☐	☐
Alaska Legal Services Corporation	☐	☐	☐	☐	☐
Alaska Commission on Aging	☐	☐	☐	☐	☐
Alaska Marine Highway	☐	☐	☐	☐	☐
Alaska Division of Public Assistance	☐	☐	☐	☐	☐
MASST Program Coordinator	☐	☐	☐	☐	☐
National Active and Retired Federal Employees	☐	☐	☐	☐	☐
Juneau Retired Teachers Association	☐	☐	☐	☐	☐
Pioneer Home	☐	☐	☐	☐	☐
Reifenstein Dialysis Center	☐	☐	☐	☐	☐
The Learning Connection	☐	☐	☐	☐	☐
U.S. Department of Veterans Affairs	☐	☐	☐	☐	☐
U.S. Social Security Administration	☐	☐	☐	☐	☐
Wildflower Court	☐	☐	☐	☐	☐
Front Street Clinic	☐	☐	☐	☐	☐
Juneau Alliance for Mental Health, Inc (JAMHI)	☐	☐	☐	☐	☐
Polaris House	☐	☐	☐	☐	☐
Food Bank of Alaska	☐	☐	☐	☐	☐
Alaska Food Stamp Program	☐	☐	☐	☐	☐

	I use	I don't use	I am not familiar with this	I help another person use	N/A
State of Alaska Division of Motor Vehicles	☐	☐	☐	☐	☐
State of Alaska Fish & Game License	☐	☐	☐	☐	☐
America the Beautiful Senior Pass	☐	☐	☐	☐	☐
City and Borough of Juneau	☐	☐	☐	☐	☐
University of Alaska Southeast	☐	☐	☐	☐	☐

14. Do you have or have you had any of the following conditions that require medical attention NOT available in Juneau? (Check all that apply):

- | | |
|---|--|
| ☐ High blood pressure | ☐ Allergies or asthma |
| ☐ Heart disease | ☐ Chronic lung problems |
| ☐ Cancer | ☐ Cataracts |
| ☐ Alzheimer's disease | ☐ Glaucoma |
| ☐ Dementia | ☐ Macular Degeneration |
| ☐ Diabetes | ☐ Hearing impairment |
| ☐ Stroke | ☐ None |
| ☐ Arthritis | |
| ☐ Any other conditions | |

15. Please indicate which of the following you need but CANNOT find in Juneau (check all that apply):

- | | |
|---|---|
| ☐ Hearing aids | ☐ Cane |
| ☐ Eyeglasses | ☐ Walker |
| ☐ Wheelchair | ☐ Adaptive phone |
| ☐ Hospital bed | ☐ Medical alert system or device |
| ☐ Dentures | ☐ None |
| ☐ Other (please specify) | |

16. Please indicate which of the following you need but CANNOT afford (check all that apply):

- ☐ Hearing Aids
- ☐ Cane
- ☐ Dentures
- ☐ Hospital bed
- ☐ Walker
- ☐ Adaptive phone
- ☐ Dental Care
- ☐ Medical alert system or device
- ☐ Eyeglasses
- ☐ None
- ☐ Wheelchair
- ☐ Other (please specify)

17. How much do you pay out of pocket monthly for medication (estimated)?

- ☐ \$0 out of pocket
- ☐ \$500 thru \$999 out of pocket
- ☐ \$1 thru \$49 out of pocket
- ☐ \$1,000 or more out of pocket
- ☐ \$50 thru \$99 out of pocket
- ☐ I go without medication because I cannot afford it
- ☐ \$100 thru \$199 out of pocket
- ☐ I do not take medication
- ☐ \$200 thru \$499 out of pocket

18. If you have been given a prescription for opioids, did your doctor or pharmacist talk to you about any of the following (common opioids include Codeine, Vicodin (Hydrocodone), Oxycodone, OxyContin (Percocet), Morphine, Darvon, and Fentanyl):

	Yes	No	Not Sure/Don't Know	N/A
Specific treatment goals that included a plan for stopping use	☐	☐	☐	☐
Expected benefits	☐	☐	☐	☐
Alternatives to prescription opioids	☐	☐	☐	☐
Side effects or potential problems from use	☐	☐	☐	☐
Risk of developing an opioid use disorder or addiction	☐	☐	☐	☐
Using opioids as prescribed and not more	☐	☐	☐	☐
Not to share opioids with others	☐	☐	☐	☐
Safe and secure storage of opioids	☐	☐	☐	☐

19. What type of insurance do you have? (check all that apply):

- | | |
|---|--|
| ☐ Medicare | ☐ Dental |
| ☐ Medicaid | ☐ Vision |
| ☐ SEARHC | ☐ Medical |
| ☐ Private or employer provided insurance | ☐ I have no health care insurance |
| ☐ State of Alaska Retirement Medical Insurance | ☐ Other Supplemental Insurance |
| ☐ Long term care insurance | |

20. Have you been refused medical or other senior services?

- ☐ No
- ☐ Yes



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21. If you have been refused medical or other senior services, please explain.

22. Which services do you need NOW but are not able to get in Juneau?

- | | |
|---|---|
| ☐ Assistance with daily living in home | ☐ Memory care |
| ☐ Assisted living/housing | ☐ Specialty medical services |
| ☐ Hospice | ☐ Long term care/Nursing home |
| ☐ Transportation | ☐ I can get all the services I need in Juneau. |
| ☐ Food assistance | ☐ I don't need any of these services. |
| ☐ Case management | |
| ☐ Other (please specify) | |

23. Which of the following do you use? (check all that apply):

- ☐ Senior Center
- ☐ Alzheimer's Support Group
- ☐ Aging and Disability Resource Center
- ☐ Front Street Clinic
- ☐ Glory Hall
- ☐ Home delivered meals
- ☐ Senior Companions
- ☐ Medicaid
- ☐ Care Coordination
- ☐ Home Healthy Services
- ☐ Housing Assistance
- ☐ Bridge (adult day care)
- ☐ Respite Care
- ☐ Other (please specify)

☐ Grocery delivery☐ Personal Care Attendant (PCA)☐ Legal Services☐ Tlingit & Haida Central Council Senior Program☐ CBJ Pools☐ CBJ Taxi Tokens (SAIL)☐ CBJ Parks and Recreation Programs☐ AARP☐ In-home assistance - medical care☐ Assistance with in-home tasks☐ Southeast Alaska Independent Living, Inc. (SAIL)☐ None

24. New approaches and innovations in senior living communities are being developed. How familiar are you with the programs listed below?

	I have not heard of this.	I am aware of this but don't know much about it.	I know this program and think it would be a good fit for Juneau.	I know this program and think it would not be a good fit for Juneau.
Green House Project	☐	☐	☐	☐
The Village to Village Network	☐	☐	☐	☐
International Elder-Friendly Communities	☐	☐	☐	☐
Tiny Homes and Communities	☐	☐	☐	☐
Integrated Resident Communities	☐	☐	☐	☐

Other (please specify)

25. Would you attend a community meal for seniors if one were available in your neighborhood or apartment complex?

- ☐ Yes
- ☐ No



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26. If "yes," what cost would you be willing to pay per meal?

- ☐ Use only if free
- ☐ \$5-\$10
- ☐ \$11-\$15
- ☐ Other (please specify)

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

- | | |
|---|--|
| ☐ Drive a car | ☐ Use CBJ Taxi Tokens (SAIL) |
| ☐ Ask a relative to take you | ☐ Take a taxi/cab |
| ☐ Use the city bus | ☐ Use rideshare service (Uber/Lyft) |
| ☐ Ask a friend to take you | ☐ Use SEARHC Van Services |
| ☐ Use Senior Care-A-Van/Capital AKcess | |
| ☐ Other (please specify) | |

28. How well does the city bus serve your needs? (check all that apply)

- | | |
|---|--|
| ☐ I do not use the city bus | ☐ Extended service is needed for holidays/weekends |
| ☐ I am happy with the service | ☐ Earlier morning/late evening bus service is needed |
| ☐ I would ride the bus if the nearest stop was closer to my home | ☐ I would like to ride the bus beyond Auke Bay |
| ☐ The bus is over crowded at times | ☐ There isn't enough protection against the weather at the bus stop |
| ☐ More frequent daily bus service is needed | ☐ There isn't enough seating at the bus stop |
| ☐ Other (please specify) | |
-



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29. Approximately how often do you visit with family or friends outside your home?

- | | |
|---|--|
| ☐ Once a month | ☐ Every day |
| ☐ More than once a month but not weekly | ☐ Less than once a month |
| ☐ Once a week | ☐ Never |
| ☐ More than once a week | |

30. Approximately how often do you have family or friends visit in your home?

- | | |
|---|--|
| ☐ Once a month | ☐ Every day |
| ☐ More than once a month but not weekly | ☐ Less than once a month |
| ☐ Once a week | ☐ Never |
| ☐ More than once a week | |

31. Approximately how often do you attend meetings, clubs or church services?

- ☐ Once a month
- ☐ More than once a month but not weekly
- ☐ Once a week
- ☐ More than once a week
- ☐ Every day
- ☐ Less than once a month
- ☐ Never



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32. If you do volunteer work, how often do you volunteer?

- ☐ Once a month
- ☐ More than once a month but not weekly
- ☐ Once a week
- ☐ More than once a week
- ☐ Every day
- ☐ Less than once a month
- ☐ Never

33. How often do you participate in physical exercise/recreational activities?

- ☐ Once a month
- ☐ More than once a month but not weekly
- ☐ Once a week
- ☐ More than once a week
- ☐ Every day
- ☐ Less than once a month
- ☐ Never



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34. If you participate in physical exercise/recreational activities, what is/are your preferred activities?
(check all that apply)

- ☐ Swimming or other pool activity
- ☐ Aerobic or other fitness program
- ☐ Biking
- ☐ Gardening
- ☐ Hiking
- ☐ Fishing
- ☐ Walking
- ☐ Pickleball
- ☐ Running
- ☐ Tennis
- ☐ Yoga
- ☐ Golf
- ☐ Other (please specify)

35. Do you take continuing education classes? (check all that apply):

	In the past	Currently	In the future	N/A
University of Alaska Southeast	☐	☐	☐	☐
Community Schools	☐	☐	☐	☐
Online	☐	☐	☐	☐

Other Organization (please specify)

36. Are you (check all that apply):

- ☐ Employed full time
- ☐ Unemployed, but seeking employment
- ☐ Employed part time/seasonally
- ☐ Retired - not working at all
- ☐ Self-Employed

37. Are you

- ☐ Male
- ☐ Female
- ☐ Other

38. Are you:

- ☐ Single
- ☐ Married or have domestic partner
- ☐ Widowed
- ☐ Other

39. In which ethnic group do you place yourself? (You may choose more than one.)

- ☐ White or Caucasian
- ☐ Black or African American
- ☐ Hispanic or Latino
- ☐ Filipino
- ☐ Alaska Native
- ☐ Asian or Asian American
- ☐ American Indian
- ☐ Other (please specify)

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

- ☐ Social Security

☐ State Retirement
- ☐ Senior Benefits

☐ Federal Retirement
- ☐ Investments

☐ Disability
- ☐ Other Retirement

☐ Public Assistance
- ☐ Military Retirement

☐ Don't know
- ☐ Employment
- ☐ Other (please specify)

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

- ☐ 5 years or less

☐ 31-40 years
- ☐ 6-10 years

☐ 41-50 years
- ☐ 11-20 years

☐ 51-60 years
- ☐ 21-30 years

☐ More than 60 years

42. Do you plan to stay in Juneau indefinitely?

- ☐ Yes
- ☐ No
- ☐ Don't know

43. How important are the following in your decision to live in Juneau:

	Very Important	Important	Somewhat Important	Not Important
Family nearby	☐	☐	☐	☐
Work availability	☐	☐	☐	☐
Lived here for many decades/since childhood	☐	☐	☐	☐
Nice place to raise children	☐	☐	☐	☐
I don't want to move from my own home	☐	☐	☐	☐
Friendly community	☐	☐	☐	☐
"Small town" atmosphere	☐	☐	☐	☐
Availability of support services	☐	☐	☐	☐
Retirement benefits	☐	☐	☐	☐
Availability of medical services	☐	☐	☐	☐
Climate	☐	☐	☐	☐
Volunteer opportunities	☐	☐	☐	☐
Arts & Cultural events	☐	☐	☐	☐
UAS/Other enrichment	☐	☐	☐	☐
Nature/outdoor opportunities	☐	☐	☐	☐
Availability of assisted living housing and care	☐	☐	☐	☐
Cost of assisted living housing and care	☐	☐	☐	☐
Housing and care through end of life	☐	☐	☐	☐
Availability of in-home elder care	☐	☐	☐	☐

Other (please specify)

44. How well are the following quality of life needs met in Juneau for seniors?

	Very well	Adequately	Could use some improvement	Needs a lot of work
Availability of quality medical care	☐	☐	☐	☐
Sense of community/social connections	☐	☐	☐	☐
Availability of public transportation	☐	☐	☐	☐
Affordable independent senior housing	☐	☐	☐	☐
Services to help residents continue to live in their own homes	☐	☐	☐	☐
Availability of affordable assisted living housing	☐	☐	☐	☐
Caregiver support service	☐	☐	☐	☐
Mental Health Services for older residents	☐	☐	☐	☐
Help with cognitive impairment	☐	☐	☐	☐
Availability of recreation opportunities	☐	☐	☐	☐

45. What do you think Juneau residents aged 55 or older need that is not now adequately and/or readily available in Juneau?

- ☐ Assisted living facility
- ☐ Improved public transportation
- ☐ Affordable senior independent housing
- ☐ More specialty medical care (such as cardiology, ophthalmology, dementia)
- ☐ In-home elder care
- ☐ Affordable medical/dental care
- ☐ Other (please specify)

46. What preparations have you made for long term care? (check all that apply):

- | | |
|--|--|
| ☐ Advance directive | ☐ House alterations/accessibility |
| ☐ Alaska Pioneer Home application | ☐ Private or state long term care insurance |
| ☐ Move in with family member(s) | ☐ None |
| ☐ Move elsewhere | |
| ☐ Other (please specify) | |

47. Where do you get information about services available in Juneau for older residents? (Check all that apply)

- | | |
|---|--|
| ☐ Radio | ☐ Pioneer Home |
| ☐ Television | ☐ Medical professionals/Doctor's office |
| ☐ Newspaper | ☐ Internet/online |
| ☐ friends/family/word of mouth | ☐ Posters/bulletin boards |
| ☐ American Association of Retired Persons (AARP) | ☐ Tlingit/Haida programs |
| ☐ Retired Public Employees of Alaska (RPEA) | ☐ Don't know where to find information |
| ☐ Senior Center | ☐ Haven't looked for information |
| ☐ Catholic Community Services | |
| ☐ Other (please specify) | |

48. Do you use a computer?

- ☐ Yes
- ☐ No



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49. If "yes," do you have easy access to a computer?

- ☐ Yes
- ☐ No

50. The following information is optional. This 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 created benefits that depend on income. If you live alone, please select an income level in the single income column. If you are part of a household, please give us the combined household income and also indicate that it is a combined figure by marking the household income column. Thank you for all of your help.

	Single Income	Household Income
Under \$10,000	☐	☐
\$10,000 - \$19,000	☐	☐
\$20,000 - \$29,999	☐	☐
\$30,000 - \$39,999	☐	☐
\$40,000 - \$49,999	☐	☐
\$50,000 - \$59,999	☐	☐
\$60,000 - \$69,999	☐	☐
\$70,000 - \$79,999	☐	☐
\$80,000 - \$89,999	☐	☐
\$90,000 - \$99,999	☐	☐
\$100,000 and over	☐	☐

51. Do you have any additional comments/thoughts/concerns you would like to share?