MONTCLAIR STATE UNIVERSITY

Center for Research and Evaluation
on Education and Human Services

Appendix A: 2019 Age Friendly Ridgewood Survey Data

1. How familiar are you with the work of **Age Friendly Ridgewood**?

n= 384	n	%
A great deal	32	8.0%
Quite a bit	55	14.0%
Somewhat	104	27.0%
Very little	91	24.0%
Not at all	102	27.0%

2. Please rate your agreement with the following statement:
   "My concerns about the following issues have been <u>heard</u> by **Age Friendly Ridgewood**"

	Total	Strongly Agree		Agree		Disagree		Strongly Disagree		Unsure/NA	
	n	n	%	n	%	n	%	n	%	n	%
Transportation	295	42	14.2%	97	32.8%	9	3.0%	6	2.0%	141	47.8%
Pedestrian safety	292	51	17.5%	86	29.5%	21	7.2%	9	3.1%	125	42.8%
Health and medical services	292	36	12.3%	84	28.8%	14	4.8%	5	1.7%	153	52.4%
Community supports and services	292	49	16.8%	99	33.9%	8	2.7%	8	2.7%	128	43.8%
Housing	291	44	15.1%	67	23.0%	23	7.9%	17	5.8%	140	48.1%

3. Please rate your agreement with the following statement:
   "My concerns about the following issues have been <u>addressed</u>:"

	Total	Strongly Agree		Agree		Disagree		Strongly Disagree		Unsure/NA	
	n	n	%	n	%	n	%	n	%	n	%
Transportation	283	29	10.2%	76	26.9%	28	9.9%	15	5.3%	135	47.7%
Pedestrian safety	283	34	12.0%	75	26.5%	45	15.9%	23	8.1%	106	37.5%
Health and medical services	285	14	4.9%	88	30.9%	23	8.1%	15	5.3%	145	50.9%
Community supports and services	284	31	10.9%	95	33.5%	24	8.5%	16	5.6%	118	41.5%
Housing	281	14	5.0%	63	22.4%	41	14.6%	36	12.8%	127	45.2%

4. How aware are you of the following modes of transportation for seniors?

	Total	A Great Deal		Quite a Bit		Somewhat		Very Little		Not at all	
	n	n	%	n	%	n	%	n	%	n	%
NJ Transit Bus	287	52	18.1%	45	15.7%	78	27.2%	52	18.1%	60	20.9%
NJ Transit Train	288	63	21.9%	57	19.8%	65	22.6%	42	14.6%	61	21.2%
Shortline/Coach USA at Park and Ride	286	49	17.1%	38	13.3%	45	15.7%	62	21.7%	92	32.2%
NJ Transit Access Link	288	23	8.0%	22	7.6%	51	17.7%	79	27.4%	113	39.2%
Bergen County Community Transportation for Seniors	285	18	6.3%	20	7.0%	60	15.5%	78	27.4%	109	38.2%
Ridgewood Senior Bus	288	43	14.9%	55	19.1%	62	21.5%	52	18.1%	76	26.4%
Ridgewood Senior Taxi Coupon Program	289	33	11.4%	43	14.9%	55	19.0%	56	19.4%	102	35.3%

5. How often do you use the following modes of transportation?

	Total	A Great Deal		Quite a Bit		Somewhat		Very Little		Not at all	
	n	n	%	n	%	n	%	n	%	n	%
NJ Transit Bus	288	10	3.5%	11	3.8%	29	10.1%	68	23.6%	170	59.0%
NJ Transit Train	290	25	8.6%	30	10.3%	41	14.1%	72	24.8%	122	42.1%
Shortline/Coach USA at Park and Ride	288	12	4.2%	16	5.6%	25	8.7%	50	17.4%	185	64.2%
NJ Transit Access Link	290	0	0.0%	3	1.0%	5	1.7%	29	10.0%	253	87.2%
Bergen County Community Transportation for Seniors	289	0	0.0%	3	1.0%	6	2.1%	17	5.9%	263	91.0%
Ridgewood Senior Bus	289	9	3.1%	9	3.1%	11	3.8%	23	8.0%	237	82.0%
Ridgewood Senior Taxi Coupon Program	291	5	1.7%	9	3.1%	7	2.4%	23	7.9%	247	84.9%

6. Please tell us which of the following ride share services you have used in the past year.

	n	%
Uber, Lyft	142	36.8%
Ez- Ride	3	0.8%
I have never used ride share services (if selected, answer question below)	130	33.7%
Other: (common themes) • Private taxi/driver service • Zoom rides	9	2.3%

6b. If you have not used ride share services, please briefly describe why:

1. ***Need not present***
The most frequently mentioned reason for not using public ride shares was the lack of needing the service. Many respondents are still able to drive themselves around town, while others receive rides from family members and/or friends. A few mentioned that they prefer to use other public transportation options, such as NJ Transit trains.

2. ***No access***
Many ride share services are only accessible to those who have smartphones that support the apps needed to obtain a ride (e.g., Uber, Lyft). Several respondents noted not having access through their current phone as a barrier to accessing services.

3. ***Lack of awareness***
The responses indicated a lack of awareness and/or knowledge concerning the types of ride share services available in town. Some do not know how to obtain a ride or how much it would cost.

4. ***Safety concerns***
Respondents cited a lack of comfort and safety concerns as reasons why they did not utilize ride share services.

7. What would make you more likely to use the public transportation options available (e.g. specific locations, timing)?

1. ***Change in need (inability to drive or find rides)***
Respondents cited a change in need as the primary factor that would encourage them to utilize public transportation more often. Many specifically mentioned that a change in their ability to drive and/or obtain rides from family members would lead them to consider using the available services.

2. ***Information***
Many respondents stated that they need more information about public transportation options in order to make use of them. The specific information requested included the types of transportation available, as well as routes, schedules, cost, and how to purchase tickets.

3. *Schedules/timing*

Specific concerns regarding public transportation schedules and timing were cited. Some would like to see public transportation running more frequently, in addition to offering more availability during peak hours and weekends. Shortening the length of time needed to get from one destination to another would also encourage respondents to use public transportation.

4. *Accessibility (location of stops/ease of use)*

Greater physical accessibility to public transportation options would make respondents more likely to utilize them. First, many mentioned difficulty getting to and from public transit stations, including trouble finding nearby and affordable parking. Some would use public transit more often if they could walk to the stations. Many respondents cited limited mobility or physical limitations as a barrier to using public transportation.

5. *Routes*

Respondents would be more likely to use the public transportation options if specific routes were available. Some stated that the current routes are not convenient for where they need to go or that they have to change lines multiple times in order to get to their destination.

6. *Affordability*

Several stated that they would be more likely to use public transportation if the cost was lower and/or a senior discount was offered.

7. *Safety*

Respondents mentioned safety concerns regarding using public transportation such as having drivers who have experience with seniors who may need additional assistance.

8. How would you rate pedestrian safety in the Central Business District?

n=281	n	%
Very safe	4	1.4%
Safe	73	26.0%
Neither safe nor unsafe	58	20.6%
Unsafe	88	31.3%
Very unsafe	38	13.5%
Don't know	20	7.1%

9. What suggestions do you have for improving pedestrian safety in Ridgewood?

1. *Law enforcement*

Respondents suggested improving pedestrian safety through stricter enforcement of laws pertaining to pedestrian and driver behavior. Many would like to see a larger presence of police officers in town to ticket pedestrians who jay walk, drivers who speed, and drivers who do not yield to pedestrians or fail to stop at stop signs. Additionally, some mentioned lowering the currently enforced speed limits on streets with heavy foot traffic.

2. Pedestrian and driver awareness/education

Respondents noted the need for safety awareness programs and/or education for pedestrians and drivers. Many stated that there is a need to make pedestrians more aware of their responsibility in maintaining safety. Respondents felt that pedestrians are not paying enough attention when walking through town and are not crossing the street at the designated markings. Additionally, respondents noted that drivers need to be aware of and educated on laws pertaining to pedestrians.

3. Infrastructure improvements (e.g., sidewalks, streets, crosswalks, speed bumps, parking)

Respondents mentioned the need for improvements to town infrastructure. Some specific suggestions included: improving road conditions, re-striping crosswalks, installing speed bumps, fixing sidewalks, and designating "pedestrian only" streets and spaces in the central business district.
Additionally, several respondents mentioned the need for a parking garage in the central business district to lessen the number of drivers distractedly searching for street parking.

4. Lighting

Respondents suggested improvements to lighting in Ridgewood as a way to improve pedestrian safety. This pertained to providing better street lighting and installing more traffic lights on busy streets. Additionally, some recommended installing flashing streetlights at pedestrian crosswalks to make pedestrians more visible to drivers.

5. Signage

Several respondents recommended additional and clearer signage along streets. This signage may include pedestrian crosswalks, speed limits, and stop signs.

6. Traffic control

Several respondents suggested traffic control measures to help with pedestrian safety. Some ideas included the use of crossing guards and police offers to direct traffic during rush hour and on weekends. In addition, some recommended prohibiting large buses and trucks from driving on the busiest streets in town.

It is worth noting that many respondents specifically identified Franklin Avenue and Ridgewood Avenue as being particularly unsafe for pedestrians.

10. What type of housing would make it easier for you to stay in Ridgewood as you age? *Select all that apply.*

	n	%
Facilitated home sharing (Program matching homeowners with individuals)	19	4.9%
Townhomes	103	26.7%
Condominiums	116	30.1%
Rental apartments	75	19.4%
Subsidized housing (Low-income senior apartments)	97	25.1%
Does not apply	36	9.3%
Other: (common themes) • Lower real taxes for seniors • Apartment living/single level housing • Low maintenance housing	48	12.4%

11. Are you in need of assistance handling the seasonal maintenance needs of your home and unable to afford hiring someone to handle them? *Select all that apply.*

	n	%
Yes - Shoveling snow	40	12.8%
Yes - Raking leaves	25	8.0%
I do not need any assistance	208	66.7%
Other: (common themes) • General home maintenance such as gardening, raking leaves, pool care	39	12.5%

12. Where do you get information on available resources and upcoming events? *Select all that apply.*

	n	%
Age Friendly Ridgewood Website	42	10.9%
Age Friendly Ridgewood's Facebook page	27	7.0%
Age Friendly Ridgewood's monthly email newsletters	58	15.0%
Village e-notices	130	33.7%
Village website	67	17.4%
Village calendar	106	27.5%
Village Hall	27	7.0%
Local newspaper (Ridgewood news)	85	22.0%
Community Center	29	7.5%
Stable	20	5.2%
Ridgewood Public Library	115	29.8%
Bergen County Sources	10	2.6%
Community school mailing	25	6.5%
Telephone call from organizer	8	2.1%
Friend or family	111	28.2%
Other: (common themes) • Sue, Ridgecrest bulletin board • League of Women Voters • Some respondents do not receive information on resources and events • Many respondents were not familiar with Age Friendly Ridgewood	56	15.0%

13. How would you like to receive resources and information about Age Friendly Ridgewood? *Select all that apply.*

	n	%
Age Friendly Ridgewood Website	93	24.1%
Age Friendly Ridgewood's Facebook page	43	11.1%
Age Friendly Ridgewood's monthly email newsletters	132	34.2%
Village e-notices	123	31.9%
Village website	70	18.1%
Village calendar	87	22.5%
Village Hall	36	9.3%
Local Newspaper (Ridgewood news)	65	16.8%
Community Center	28	7.3%
Stable	20	5.2%
Ridgewood Public Library	96	24.9%
Friend or family	56	14.5%
Other: (common themes) • Sue (Ridgewood Crest) • Mailings to home • Email	43	11.1%

14. As we design future speaker events, what topics interest you? *Select all that apply.*

	n	%
Finance	69	17.9%
Reverse Mortgages	18	4.7%
Scams & Fraud	86	22.3%
Nutrition, Supplements	75	19.4%
Benefits of Exercise	71	18.4%
Safety (home, Personal)	91	23.6%
Housing options in our local area	136	35.2%
Wellness (Improving and retaining brain function, longevity, falls prevention)	130	33.7%
Technology (Assistance with set-up of gadgets/small appliances like clocks, or iPads/Phones)	104	26.9%
Other: (common themes) • Art & literature • Travel for seniors • Leisure activities/recreation • Pedestrian safety	35	9.1%

15. Please rate the extent to which Age Friendly Ridgewood has made a difference in our community:

n=227	n	%
Made it much better	42	18.5%
Made it better	115	50.7%
Made no difference	70	30.8%
Made it worse	0	0.0%
Made it much worse	0	0.0%

16. Please share with us how the resources and information provided by Age Friendly Ridgewood have personally benefitted you.

1. ***Not aware of Age Friendly Ridgewood initiatives***
Many respondents were not aware of Age Friendly Ridgewood prior to taking the survey, and therefore did not identify any ways that they had personally benefitted from the initiative.

2. ***Entertainment and recreation opportunities***
Age Friendly Ridgewood has provided entertainment opportunities to older adults in Ridgewood, such as events, trips, and the speaker lecture series. These events have also given older adults opportunities to socialize and foster a community involvement. Additionally, respondents benefitted from the recreation opportunities provided by Age Friendly Ridgewood, specifically the Graydon Pool passes.

3. ***Provided information about community resources, services and events***
Respondents noted that Age Friendly Ridgewood provided them with information about relevant community resources, services, events, and activities. Some specifically mentioned that they appreciated the transportation brochure and resource guide.

4. ***Advocacy***
Some respondents stated that they view Age Friendly Ridgewood as an advocate and that the initiative has helped bring attention to the needs and concerns of older adults in town.

5. ***Transportation***
Some respondents noted benefitting from Age Friendly Ridgewood's efforts to increase the availability of the senior bus, specifically to help them travel to and from the grocery store.

6. ***Pedestrian safety***
Some respondents reported that they have benefitted from the infrastructure improvements such as safer sidewalks, pedestrian flags, and benches. They also perceived that walkability has increased throughout town as a result of Age Friendly Ridgewood's involvement.

17. Do you have any recommendations for improving the Age Friendly Ridgewood Initiative?

  1. *Increased publicity/awareness/communication*
  Respondents recommended increasing awareness of Age Friendly Ridgewood through more publicity and communication. Some ideas included advertising in newspapers, magazines, social media, e-mails, and mailings.

  2. *Affordable living (e.g., housing, taxes)*
  Many would like Age Friendly Ridgewood to focus on affordability initiatives for seniors in town. For example, many seniors noted concern about affordable housing options and high property taxes.

  3. *Broader range of activities and events*
  Some respondents suggested changes to the activities and events that Age Friendly Ridgewood offers. Primarily, they would like to see activities and events targeted towards seniors who are in the younger age range (55-70 years) and/or more active. Additional recommendations included holding events that are intergenerational and not only open to seniors. Specific interests included lunch groups, nutrition programs, walking groups, and museum trips.

  4. *Pedestrian safety*
  A few respondents would like AFR to focus on pedestrian safety around town, such as adding more sidewalks and improving ones that already exist.

  5. *Transportation*
  A few respondents would like AFR to focus on transportation for seniors in town, however, no specific suggestions were offered.

  6. *Assistance with home maintenance tasks*
  Respondents would like to see Age Friendly Ridgewood help seniors handle tasks such as snow removal, lawn maintenance, and trash removal.

Demographics

Age

n=229	n	%
55-64 years	61	26.6%
65-74 years	93	40.6%
75-84 years	63	27.5%
85 years and older	12	5.2%

Note: The age range was 55 to 92 with the average age being 70 years.

Gender

n=263	n	%
Male	65	24.7%
Female	190	72.2%
Prefer not to answer	8	3.0%
Other	0	0.0%

How long have you lived in Ridgewood?

n=261	n	%
0-4 years	17	6.5%
5-9 years	15	5.7%
10-14 years	16	6.1%
15-19 years	18	6.9%
20-24 years	28	10.7%
25 years or more	167	64.0%

Are you retired?

n=264	n	%
Yes	175	66.3%
No	89	33.7%

Which school district do you live in?

n=252	n	%
Ridge	72	28.6%
Travell	48	19.0%
Somerville	36	14.3%
Willard	33	13.1%
Orchard	32	12.7%
Hawes	31	12.3%

Marital Status

n=254	n	%
Single	17	6.7%
Married	155	61.0%
Widowed	56	22.0%
Divorced	26	10.2%

Primary Language

n=254	n	%
English	238	93.0%
Spanish	11	4.3%
Korean	7	2.7%