

SUN MEMBER SURVEY

Survey Results

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APPENDIX A: QUESTIONNAIRE

1 BACKGROUND AND METHODOLOGY

Alberta Motor Association (AMA) Advocacy and Community Services (ACS) and Seniors United Now (SUN) undertook this research to gain a better understanding of the transportation needs of the aging Albertan population in support of efforts to address the changing requirements of an aging motoring public. The topics addressed in the survey include level of personal mobility, current modes of transportation and problems with two modes of transportation, that is, driving and public transportation.

ACS designed the survey, drawing from a 2002 survey commissioned by The American Association of Retired Persons (AARP) "Understanding Senior Transportation: Report and Analysis of a Survey of Consumers Age 50+".

Three thousand eight hundred and forty-nine (3,849) copies of the paper survey were distributed to SUN members as an insert in SUN's newsletter, the *Sunburst* (3rd Quarter 2006) Issue 7 (August). Completed surveys were returned to SUN in self-addressed, stamped envelopes provided with the survey. Six hundred and seventeen (617) completed surveys were forwarded from SUN to AMA Market Research in October 2006 for data entry, analysis and reporting. The response rate for the survey was thus 16%.

Analysis included frequencies, cross-tabulations, and testing for significant differences based on the variable of holding a driver's license, and the use of public transportation (for the question dealing with public transportation problems).

Notes on Interpretation of Results

As the sample of SUN members receiving the survey was not a random sample, statistical standards cannot be applied to the results. If random sampling were utilized, a sample of 617 surveys would yield a margin of error of $\pm 3.9\%$, nineteen times out of twenty. In other words, if the same survey were conducted 20 times, the results would be within the stated margin 19 times.

When comparing results across the sub-segments, the margin of error of the smallest sample size is used. The margin of error for a random sample of 64 (respondents who do not have a driver's license) is $\pm 12.2\%$, nineteen times out of twenty. The margin of error for a random sample of 123 (respondents who take public transportation - buses) is $\pm 8.8\%$, nineteen times out of twenty. Only those differences which are significant and interesting are included in the report. Please note that the results comparing differences across the sub-segments of respondents with and without a driver's license should be used with caution due to small sample size (less than 100).

It is important to note that differences in results seen between respondents with and without a driver's license may be reflective of other differences between respondents, such as differences in respondents' health and/or age. As the health and age of respondents are unknown, it is not possible to analyze any correlation between these factors and the possession of a driver's license.

The survey results represent the experiences of SUN members. Extreme caution should be exercised in interpreting the results as being representative of other groups, such as the population of seniors in Alberta. For example, as the survey did not capture the age of respondents and SUN membership is not age-restricted, respondents may be of any age. As well, the paper survey methodology does not ensure that the SUN member is the individual who actually completed the survey.

Finally, the geographic distribution of survey respondents is not representative of the senior population in Alberta, although it may be consistent with the demographics of SUN membership. For example, 53.2% of the respondents reside in Edmonton and 1.5% live in Calgary. The results therefore would not reasonably represent the senior population across Alberta.

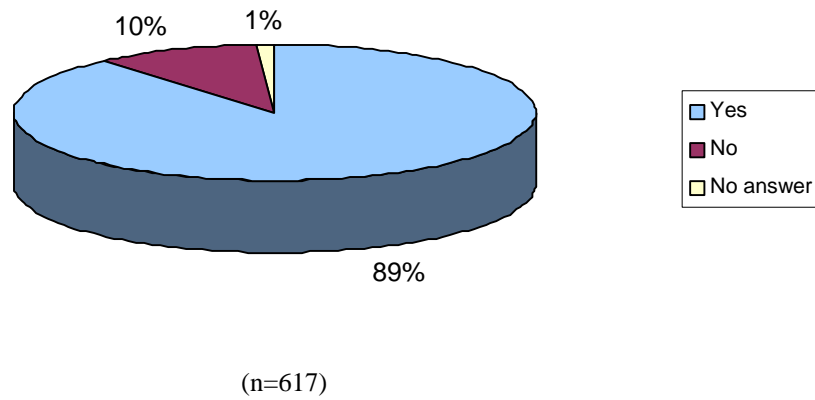
In light of these considerations, the results can be interpreted as being directional in nature, although they are not necessarily representative of the aging Albertan population.

2 RESULTS

2.1 Driver's License Status

When asked if they have a driver's license, 89% of respondents indicated they hold a driver's license, 10% did not have a driver's license and 1% did not provide an answer.

Fig.1: Do you have a driver's license?

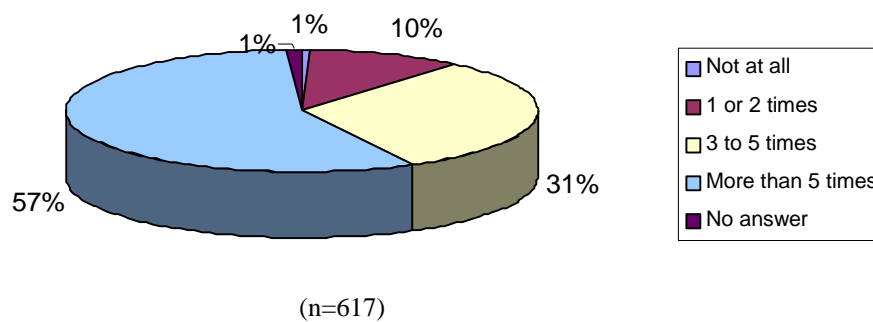


2.2 Personal Mobility

All respondents were asked how often they got out in a typical week.

The majority (57%) of respondents went out more than five times in a typical week. Three in ten (31%) typically went out 3 to 5 times a week and 10% went out less often, 1 or 2 times. Very few respondents (1%) did not go out at all in a typical week and 1% did not provide an answer.

Fig. 2: How often do you go out in a typical week?



Differences in Sub-segments

Compared to respondents without a driver's license, higher proportions of those with a driver's license went out more than 5 times in a typical week (59% of driver's license holders compared to 36% of those without a driver's license). Higher proportions of respondents without a driver's license typically went out 1 or 2 times a week (33% of those without a driver's license compared to 8% of driver's license holders)*.

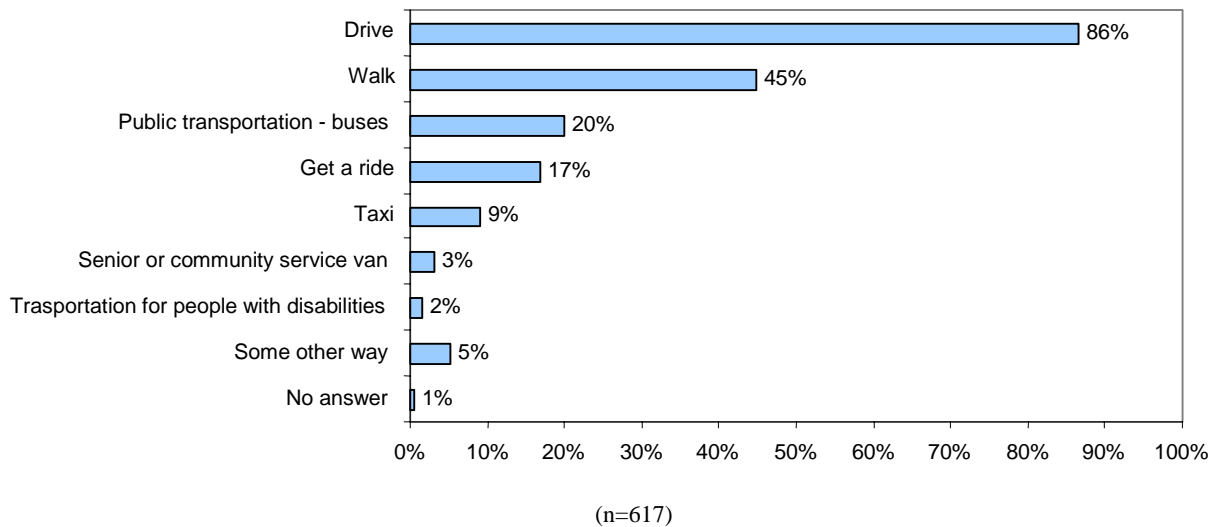
**Note: Caution to be exercised in the interpretation of data due to small sample size (n=64).*

2.3 Modes of Transportation

When asked which mode of transportation they generally use when they need to get somewhere, the vast majority of respondents (86%) indicated they drove. Other popular methods cited by respondents included walking (45%), using public transportation - buses (20%), and getting a ride (17%).

One in ten or fewer respondents generally took a taxi (9%), a senior or community service van (3%), transportation provided for people with disabilities (2%) or traveled some other way (5%).

Fig. 3: In general, when you need to get somewhere, how do you usually get there?



Differences in Sub-segments

As none (0%) of the respondents without a driver's license drove, they understandably used a number of other modes of transportation more extensively than those with a driver's license. Higher proportions of respondents without a driver's license:

- Get a ride (67% of those without a driver's license compared to 11% of driver's license holders);
- Take a taxi (53% compared to 4%); and
- Take public transportation – buses (50% compared to 17%)*.

**Note: Caution to be exercised in the interpretation of data due to small sample size (n=64).*

2.4 Problems with Driving

All respondents were presented with a list of possible problems that may be encountered by drivers and asked if any posed a problem for them as a driver. Respondents checked all that applied to them.

As this question related to problems encountered *as a driver*, and respondents who did not have a driver's license did not drive, the results presented for this question include only respondents who hold a driver's license.

The three most commonly identified problems for licensed drivers related to the behaviour of other drivers; specifically, reckless, careless or uneducated drivers (52%), speeders (48%) and inconsiderate drivers (44%).

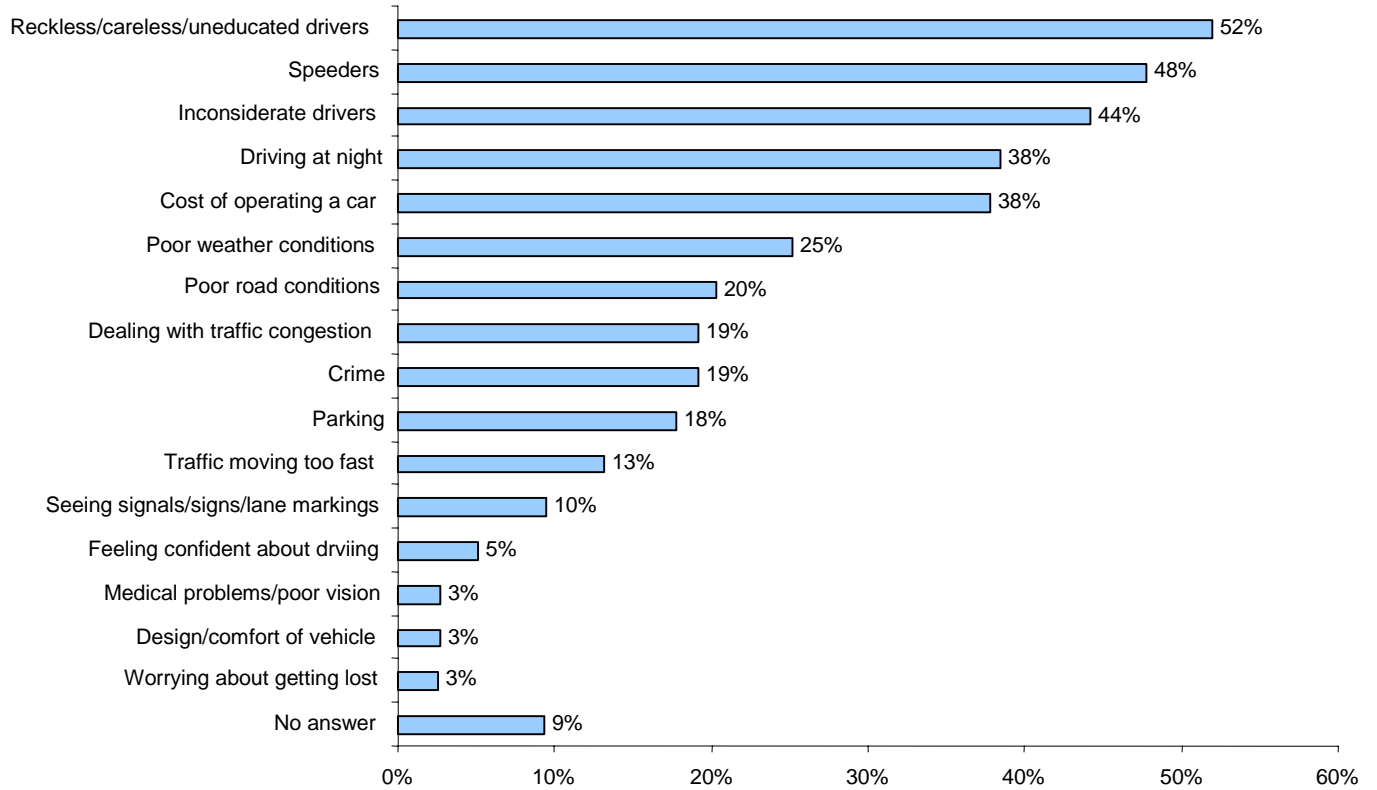
Adverse driving conditions were frequently identified as problems, such as driving at night (38%), poor weather conditions (25%) and poor road conditions (20%).

The cost of operating a car was cited as a problem by 38% of licensed drivers.

Other commonly identified problems with driving were dealing with traffic congestion (19%), crime (19%), parking (18%), traffic moving too fast (13%) and being able to see signals, signs and lane markings (10%).

Less frequently mentioned problems included health and ability related concerns such as feeling confident about driving (5%), medical problems/poor vision (3%), vehicle design and comfort (3%) and worrying about getting lost (3%).

Fig. 4: Do any of these pose a problem for you as a driver?*
(Respondents with a driver's license)



(n=547)

*Multiple answers, percentage totals may exceed 100%.

2.5 Problems with Public Transportation

Respondents were presented with a list of possible problems with public transportation and asked to check any that they considered a problem with public transportation. One-half (50%) of respondents did not provide an answer. This may reflect, in part, the inability of some non-users of public transportation to form an opinion (approximately 80% of respondents do not generally use public transportation).

The most frequently mentioned problems with public transportation were the time it takes to use public transportation (schedules and the like) (26%) and public transportation doesn't go where they need to go (20%).

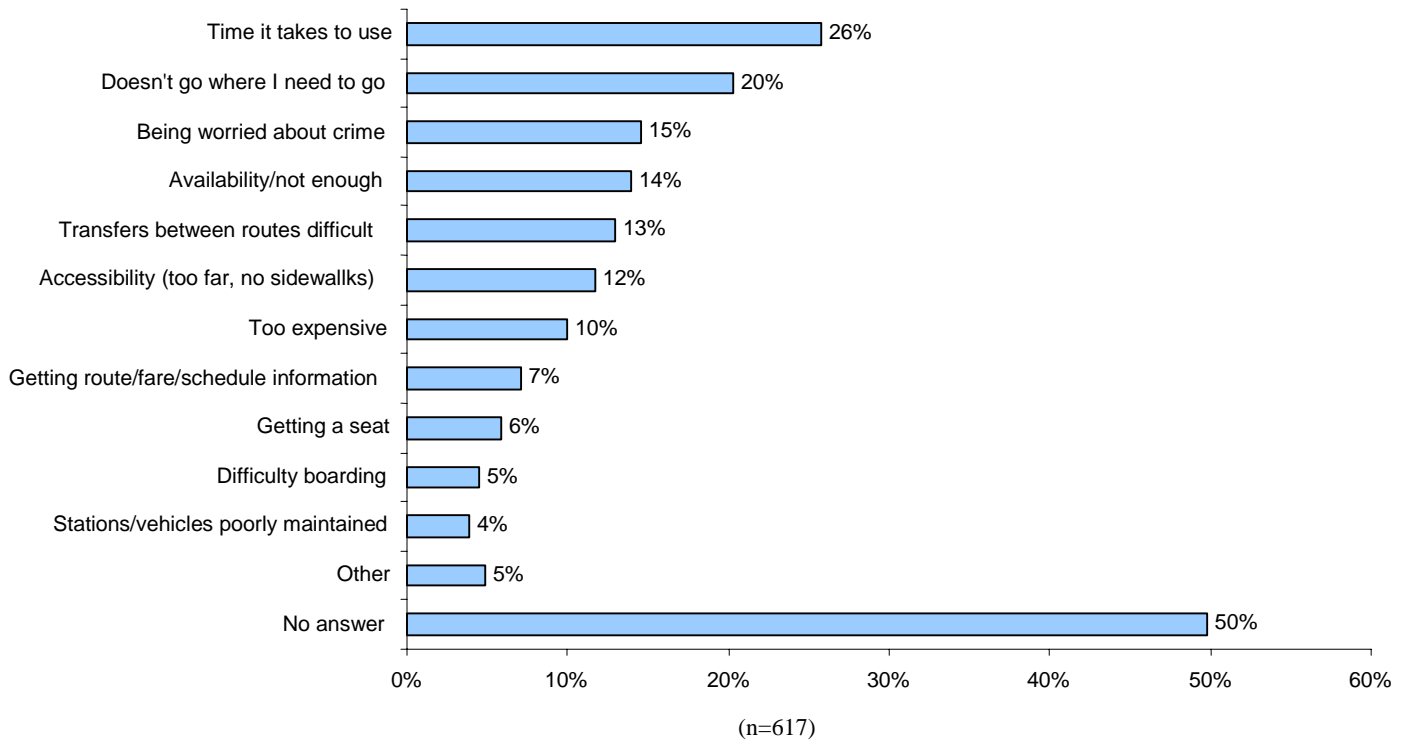
Problems cited by 10% to 15% of respondents included:

- Being worried about crime (15%);
- Availability/not enough public transportation (14%);
- Transfers between routes are difficult (13%);
- Accessibility (getting to the stop or station - too far, no sidewalks) (12%); and
- Public transportation is too expensive (10%).

Less frequently mentioned problems with public transportation were:

- Getting information about fares, routes, and schedules (7%);
- Being able to get a seat (6%);
- Having difficulty boarding (5%); and
- Public transportation stations and vehicles are poorly maintained (4%).

Fig. 5: Do you consider any of these a problem with public transportation?*



*Multiple answers, percentage totals may exceed 100%.

Differences in Sub-segments

The problems encountered with public transportation were generally similar between respondents with a driver's license and those without a driver's license. However, higher proportions of respondents without a driver's license indicated they have difficulty boarding public transportation (17% of those without a driver's license compared to 3% of driver's license holders)*.

*Note: Caution to be exercised in the interpretation of data due to small sample size (n=64).

Additional analysis was conducted on the results for this question, comparing the perceptions of problems with public transportation between those respondents who generally used public transportation – buses (users) when they need to get somewhere and those who generally used other forms of transportation (non-users).

The results indicated that users and non-users of public transportation generally perceived similar problems to be more or less prevalent (the ranking of problem areas is generally similar). However, higher proportions of users of public transportation were able to form an opinion regarding problems (71% of users of public transportation compared to 45% of non-users identified at least one problem), and comparatively higher proportions of users than non-users cited a number of specific problem areas.

That is, compared to non-users of public transportation, higher proportions of respondents who generally use public transportation – buses cited the following as problems with public transportation:

- The time it takes to use public transportation (schedules and the like) (40% of users of public transportation compared to 22% of non-users);
- Being worried about crime (28% compared to 11%);
- Availability/not enough public transportation (22% compared to 12%);
- Transfers between routes are difficult (21% compared to 11%).

2.6 Geographic Location

The majority of respondents (53%) live in Edmonton, 12% live in St. Albert, 7% in Sherwood Park, 3% in Grande Prairie, and 2% in Calgary.

One percent or fewer respondents live in each of the other numerous Alberta locations mentioned.

Table 1: Geographic Location

Community of Residence	Percent of Respondents*
Edmonton	53
St. Albert	12
Sherwood Park	7
Grande Prairie	3
Calgary	2
Devon	1
Stony Plain	1
Drayton Valley	1
Red Deer	1
Lac La Biche	1
Leduc	1
Lethbridge	1
Ardrossan	1
Drumheller	1
Peace River	1
Other	12
No answer	3

*Total does not add to 100% due to rounding

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