

臺北市政府社會局

108年度委託辦理
臺北市老人生活狀況調查
調查報告書

委託單位：臺北市政府社會局

執行單位：典通股份有限公司

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凡 例

一、本調查資料採用電子計算機處理，因四捨五入關係，故總計數與各細項和之尾數，容或有未能相符。

二、本報告所用各種符號之代表意義如下：

0 或 0.0：表示數值不及半單位

—：表示無數值

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調查摘要

一、調查目的

本年度調查主要工作除蒐集臺北市 60 歲以上人口之生活各面向現況外，亦由長輩生活困擾面或感受面挖掘需求，以了解目前臺北市高齡友善環境的整體情況。此外，針對政府福利服務方面，聚焦探討臺北市重要老人福利措施民眾之認知、使用情形以及未來之需求情形，以作為未來長期政策推展方向、資源挹注之參考。主要目的為：

- (一) 瞭解臺北市老人之生活現況、需求及未來生涯規劃及期望。
- (二) 分析臺北市老人對現有福利提供之瞭解程度、使用狀況，作為現有老人福利方案宣導與調整之參考。
- (三) 探討影響臺北市老人使用各項福利服務之因素，作為現有老人福利服務供需狀況提供之參考。
- (四) 作為臺北市政府及相關單位研訂老人福利政策、醫療保健及制定老人安養、養護措施等之參考依據。
- (五) 作為政府及民間團體推動老人福利各項服務之參考。

二、調查方法與過程

本調查採派員實地訪問調查法。以臺北市 12 個行政區為調查範圍，對象以截至 107 年 12 月 31 日止，居住上述地區戶籍設於臺北市且年滿 60 歲以上臺北市民為調查對象。

普通住戶依行政區分為 12 個副母體，每個副母體下依「年齡」及「性別」做分層變數，各分層內，依老人單齡、村里地址排序系統抽樣。機構住戶方面則僅針對護理之家、老人長期照顧中心-養護型及長期照顧型機構，機構方面採用分層隨機抽樣法，依不同機構類型分為 3 層。

調查問卷了解臺北市 60 歲以上老人生活各面向議題，包含家庭及居住、健康、生活起居與醫療保健、日常生活(ADL)與自我照顧能力(IADL)、生活習慣、就業、休閒活動安排、家庭與社會關係、經濟狀況、對老人福利機構入注意願(或入住情況)、對老年生活看法或感受等生活面議題。對

於臺北市政府提供之老人福利措施，本年度聚焦於 6 大福利服務：1966 長照專線、居家服務、日照中心、社區照顧關懷據點、敬老卡及運動中心等，了解長輩對福利服務之瞭解、使用與需求情形。

三、重要發現

本調查自 2019 年 7 月 16 日起至 8 月 31 日辦理訪查作業，共訪問 3,853 位年滿 60 歲以上長輩，普通住戶完成 3,784 份，機構住戶完成 300 份有效樣本。主要調查發現如下：

(一)臺北市老人基本狀況

1. 60 歲以上民眾女性占比高於男性，占比約 55:45

2018 年底 60 歲以上老年人口 54.9% 為女性、45.1% 為男性，各行政區 60 歲以上人口結構，女性占比均高於男性。

2. 內湖區人口年齡結構相對年輕；大安、中正及萬華區相對年長

大安區、中正區及萬華區三個行政區，80 歲以上人口占比達該行政區 18.1% 以上，高齡人口較多；內湖區人口年齡結構相對年輕。

3. 六成七長輩婚姻狀況為已婚且與配偶同住，男性婚姻關係存續比率較女性高

60 歲以上人口目前婚姻狀況以「已婚且與配偶同住」最高(67.4%)，其次為「喪偶」(21.5%)。男性目前婚姻狀況為「已婚且與配偶同住」比率較女性高，女性目前「喪偶」比率遠高於男性，男性婚姻關係存續比率較女性高。

4. 60~74 歲長輩約有一成二需擔負孫子女照顧責任

九成四臺北市 60 歲以上長輩有子女，平均擁有子女數約 2.7 人；七成一有孫子女，其中 12.8% 需要擔負照顧孫子女責任，照顧頻率以每天照顧情形居多。

5. 臺北市 60 歲以上長輩上網率五成九，高於全國同齡者

59.2% 的臺北市 60 歲以上民眾會使用網路，臺北市 60~64 歲上網率 85.3%、65 歲及以上者上網率 48.2% 高於全國(全國 60~64 歲者上網

率為 77.6%、65 歲及以上為 42.8%)。

(二)家庭型態與居住安排情形

1. 老人家庭型態以二代家庭居多；老老共居 23.9%；獨老人口 6.3%

臺北市 60 歲以上長輩以二代家庭為大宗(41.2%)，其次為僅與配偶(同居人)同住(23.9%)、三代家庭(22.8%)，約有 6.3%老人目前為獨居。70~74 歲老人僅與配偶(同居人)同住的比率最高(31.4%)，75 歲以後比率開始下降。

2. 約三分之二臺北市 60 歲以上人口居住於無電梯公寓環境

老人居住形態以公寓為主(66.2%)，其次為電梯大樓(27.7%)。居住公寓者 63.7%無電梯，約三分之二臺北市老人居住於無電梯之公寓環境中。因此認為居住環境需改善者主要提出需要改善之處為「上下樓梯不易」。

3. 三成六長輩願意當生活無法自理時進住長期照顧或護理之家

13.6% 60 歲以上長輩未來生活可自理時，願意住進老人安養機構、老人公寓或老人住宅者；35.6%生活無法自理時，願意住進老人長期照顧機構或護理之家。不願意進住機構主因為希望居住在熟悉的環境中。

4. 長輩期待機構費用合理價格約為月均消費五成至六成

60 歲以上民眾認為老人安養機構、老人公寓或老人住宅之合理費用為 14,376 元，約占月均消費 50.4%。而老人長期照顧機構或護理之家之合理費用為 17,497 元，約占月均消費 61.3%，長輩期待機構費用合理價格約為月均消費五成至六成，與實際臺北市機構費用落差較大。60 歲以上臺北市民眾選擇老人福利機構，以「環境衛生與設備」為優先考量。

(三)身心健康、生活起居情形與醫療保健行為

1. 24.3% 60 歲以上長輩有多重慢性共病情形

64.4%的 60 歲以上長輩有罹患經醫師確診之慢性病¹，以「心血管、循環類疾病」比率最高(27.8%)，其次為「內分泌及代謝類疾病」(16.1%)，24.3%有 2 項以上慢性疾病。

2. 一成五 60 歲以上人口有 1 項衰弱情形(衰弱前期)，以下肢功能衰弱為主要症狀

本案取 SOF 量表三項評估項目之精神，透過受訪者自述方式評估臺北市 60 歲以上者自評之衰弱狀況²。臺北市 60 歲以上人口，三項衰弱指標自述有此情形，以自述下肢功能衰弱情形居多(15.6%)。女性自述有此情形比率達 22.4%較男性 18.4%高；70 至 79 歲間自述有此情形比率在一成五至一成八之間；80 歲以上更呈現倍數成長趨勢。

3. 近九成一臺北市 60 歲以上民眾自覺健康狀況良好

60 歲以上臺北市民眾評估自己目前健康狀況，自覺健康狀況屬於良好者占 90.7%，不良者占 9.3%。女性自覺健康狀況為不良者比率 10.0%略高於男性 8.3%。80 歲以上，健康狀況不良比率達 18%左右。

11.2%臺北市 60 歲以上人口會因身體健康問題，在工作或日常活動上受到限制。女性長輩，除準老人(60~64 歲)階段，65 歲後各年齡層女性，其日常生活活動會因健康狀況而受限制情形均相對男性來得高。

12.8%表示會因擔心跌倒而使從事活動受到限制。女性相對較易有此情形，因擔心跌倒而不從事某些活動比率 14.4%較男性高；65 歲以上老人有此情形比率 16.1%較準老人(60~64 歲)者高，有此情形之比率，隨年齡增加呈現遞增趨勢。

¹ 本調查所指慢性疾病，係詢問受訪者是否患有經醫師或護理人員確診之慢性病，非受訪者自覺身體狀況之結果。

² 本案取 SOF 量表三項評估項目之精神，透過受訪者自述而非實際執行施測方式，評估臺北市 60 歲以上者自評之衰弱狀況。援引 SOF 衰弱評估之認定，受訪者自述三項中有一項符合視為衰弱前期；符合二或三項即為衰弱。三項調查項目分別為：(1)體重減輕：過去一年未刻意減重情況下，體重減少 3 公斤以上；(2)下肢功能：是否能在不用手支撐情況下坐在椅子上後再站起來；(3)降低精力：過去一個禮拜感受到提不起勁做任何事情的情形。完整分析內容請參考報告頁 122。

4. 女性、獨老等特性者飲食情形(食慾表現、營養攝取、跳過餐次)相對較差

近七成臺北市 60 歲以上人口日常食欲偏正向，表示普通者占 26.6%。男性日常食欲情形偏正向者占 72.3%相對較女性 67.5%高。

約有 10.0%臺北市 60 歲以上長輩有吞嚥困難問題。年齡達 75 歲以上，有吞嚥困難情形比率達 13.2%，80 歲以上更增加至 23.7%。97.6%的臺北市 60 歲以上長輩有每天至少攝取一餐的蛋白質(如蛋、豆腐、豆類製品、肉、魚、奶或奶類製品)。有 18.5%臺北市長輩日常飲食有跳過餐次的情形。

5. 一成五長輩願意參與老人共餐

15.4%的 60 歲以上長輩表示願意參與老人共餐，69.6%民眾表示不想參加。不願意參與共餐活動主因為「住家附近環境用餐方便」居多，其次為「據點餐食的口味不適合、不喜歡」、「沒有認識的朋友一起去」。70~74 歲長輩有意願參與共餐活動比率相對較高。

6. 四成六長輩過去一年曾利用政府提供之免費健檢

45.9%的 60 歲以上人口過去一年曾利用政府提供之免費健檢，居住於士林區、南港區、北投區長輩利用率相對較低。未利用原因多因「慢性病固定看醫生，不需要再另外檢查」，女性因「慢性病固定看醫生，不需要再另外檢查」未利用免費健檢比率高於男性，男性因「認為自己很健康不用檢查」比率高於女性。

7. 四成八長輩過去一年曾接種流感疫苗；五成二有定期口腔檢查

46.7%的 60 歲以上民眾過去一年曾接種流感疫苗，未接種原因以身體健康不需要、擔心副作用為主；25.2% 60 歲以上民眾曾接種肺炎鏈球菌疫苗。52.3%的 60 歲以上民眾過去一年有到牙醫就診。

8. 5.7%民眾有 1 項以上日常生活基本活動(ADLs)失能；14.1%有 1 項以上工具性日常生活活動(IADLs)失能

5.7%的 60 歲以上長輩有 1 項以上日常生活基本活動失能，有 1 項以上活動失能情形隨年齡增加而遞增，自 70 歲後每 5 年，失能情形大致呈現倍數增加，80 歲後，女性失能率均高於男性。

14.1%的 60 歲以上長輩有 1 項以上工具性日常生活能力失能，女性有 1 項以上活動失能比率 15.7%較男性 12.2%高，70 歲後工具性日常生活能力有 1 項以上活動失能比率呈倍數增加，85 歲以上者近五成五民眾工具性日常生活能力有 1 項以上失能情形。

將 ADLs、IADLs 各項活動，若任一項活動表示「很困難」及「完全做不到」者代表無法獨立完成³，代表臺北市 65 歲以上老人目前生活自理能力，亦可進一步視為具有長照服務需求之對象。整體臺北市 60 歲以上人口中，5.7%屬於「ADL、IADL 皆無法獨立完成」、8.4%「僅 IADL 無法獨立完成」，需要長照服務支援之比率約為 14.1%。女性需要長照服務支援比率均高於男性。

(四)生活安排、習慣與活動情形

1. 7.9%的臺北市 60 歲以上長輩屬於宅老族

臺北市 60 歲以上人口，平常日久坐超過 8 小時比率達 17.6%，平均久坐 5.1 小時；假日久坐超過 8 小時比率為 16.0%，平均久坐 4.9 小時。平常日平均外出時間隨年齡增加呈遞減趨勢。臺北市 60 歲以上具生活自理能力之長輩，約 7.9%屬於宅老族。65 歲以上老人，8.8%屬於宅老族。

2. 三成五以上 60-64 歲者目前有工作；65 歲以上老人 8.2%目前仍在工作，男性有工作比率高於女性

60-64 歲者有三成五目前有工作，男性有工作的比率較女性高。8.2%的 65 歲以上老人目前有工作，同樣男性有工作的比率較女性 5.2%高。有工作者主要皆從事「服務及銷售工作人員」。60-64 歲者 87.0%從事全職工作，65 歲以上從事全職工作者比率 73.1%。男性從事全職工作比率皆較女性高出一成以上。

3. 每 3 位 65 歲以上目前仍工作的高齡者中就有 1 位是重返職場者

目前仍工作的 60-64 歲者中，20.6%曾辦理退休，而 65 歲以上曾

³ 「僅 IADL 無法獨立完成」比率，係指 9 項工具性日常生活能力中任一項表示「很困難」、「完全做不到」者。「ADL、IADL 皆無法獨立完成」比率，係指 6 項日常生活基本活動能力中任一項且 9 項工具性日常生活能力中任一項表示「很困難」、「完全做不到」者。完整分析請參考報告頁 147-153

辦理退休者的比率為 39.4%，表示每三位 65 歲以上目前仍在工作的高齡者中就有一位是重返職場者。

4. 11.8%的 60 歲以上長輩認為從事休閒活動有困難或限制

60 歲以上人口過去三個月從事的休閒活動，重要度最高的活動為「看電視」重要度 66.2，其次為「戶外健身、運動」、「和親友聊天、泡茶、唱歌」、「上網(查資料、看影片、聊天)」。

前四項最主要之休閒活動，活動型態仍以靜態居多，且年齡愈高靜態休閒活動重要度亦隨之提升。11.8% 60 歲以上人口從事休閒活動受到阻礙或限制，主要多源於自身身體狀況，諸如視力、聽力、關節等身體狀態影響活動力，70 歲左右民眾多因自己的關節狀況而受到限制；80 歲以上民眾則多擔心自己的視力與聽力狀況以及擔憂跌倒，而使得從事休閒活動受限。

5. 二成一的 60 歲以上長輩近一年未使用任何市府相關服務或優惠

有 21.1%的 60 歲以上民眾近一年未使用任何市府相關服務或優惠；使用率最高的為乘車補助優待(61.5%)，其次為河濱公園空間、步道、設施(30.3%)，再其次為臺北市周邊登山步道(18.2%)，其餘使用率不到一成。

6. 6.9%的 60 歲以上者家中有需要長期照顧的家人

6.9%的 60 歲以上者家中有需要長期照顧的家人。60 歲以上家中有需長期照顧家人者中，51.3%是需要每天負擔照顧責任，女性承擔主要照顧責任的比率高於男性。

(五)經濟情形

1. 子孫奉養已非唯一的經濟來源

臺北市 60 歲以上民眾最倚賴三大經濟來源為「定期領取的社會保險、退休年金或津貼」、「自己的儲蓄、利息、租金、投資所得或商業保險給付」或「子女或孫子女奉養(含媳婦、女婿、孫媳婦或孫婿)」。

女性較依賴子女或孫子女奉養，男性則較倚賴自給經濟。75 歲可視為自給經濟的分水嶺，65~74 歲民眾較倚賴「定期領取的社會保險、退休年金或津貼」，75 歲以上民眾則較倚賴「子女或孫子女奉養」。

2. 近四分之一的 60 歲以上民眾財務準備相對不足

76.5%的臺北市 60 歲以上民眾目前擁有儲蓄或財產，反之，近四分之一的 60 歲以上民眾財務準備相對不足；80 歲及以上、低教育程度、無子女者擁有儲蓄或財產的比率較低。

3. 60 歲以上民眾休閒娛樂費支出重於醫療費用

觀察 60 歲以上民眾主要支出情形，可發現重要的支出項目為「吃飯水電等生活開銷(重要度⁴83.4)」，其次為「休閒娛樂費(重要度 27.7)」，再其次為「醫療費用(重要度 16.0)」。休閒娛樂費的排序提升，此與老年人上網率提升(增加網路使用費)，可能有所關連。

(六)對臺北市老人福利政策的看法與期待

1. 六成長輩對於 1966 長照專線的認知度仍不足

四成臺北市 60 歲以上民眾知道 1966 長照專線，認知度低於居家服務，顯示 1966 長照專線的認知度仍不足，而 1966 長照專線之使用率為 1.2%，而使用過 1966 長照專線者中，六成八認為 1966 長照專線能有效解決問題。

2. 2.9%的 65 歲以上長輩目前未使用居家服務但有需求，考量 65 歲以上長輩實際失能狀況及使用狀況，推估潛在的需求人數推估約有 5,198 人

六成一臺北市 60 歲以上民眾知道居家服務，80 歲及以上長輩知道居家服務的比率不到四成五。居家服務使用率為 2.8%，女性使用率高於男性。2.4%的 60 歲以上民眾目前未使用但有需求，若更擴大到未來的使用意願，可發現 60 歲以上目前無需求的民眾有 56.6%表示如果未來有需要會想使用此服務。整體而言，沒有使用意願的主要原因為「老年生活已有安排，不需要申請服務」、「不想麻煩/依賴別人」、「需家人決定」。

長照服務雖有需求，是否需要「依賴」長照服務，需針對個人及環境因素、條件通盤考量，民眾有需求卻不見得真的需要依賴長照服

⁴ 重要度係計算某項生活支出重要之程度，計算方式為重要度=1×主要比率+1/2×次要比率。完整分析請參考頁 201。

務，進一步若考量目前實際失能狀況、失能者使用服務狀況，進行較居家服務需求估計，推估目前 65 歲以上有長照需求者，居家服務潛在的需求人數推估約有 5,198 人；若更擴大到未來的使用意願推估居家服務未來有使用意願的人數達 34,945 人。

3. 1.2%的 65 歲以上長輩目前未使用日照中心但有需求，潛在的需求人數推估約有 3,784 人

四成七臺北市 60 歲以上民眾知道日照中心，75 歲及以上長輩知道日照中心的比率不到四成。日照中心使用率為 0.4%。若關注本項服務之主要服務對象情形，1.2%的 65 歲以上民眾目前未使用但有需求。若更擴大到未來的使用意願，可發現 65 歲以上目前無需求的民眾，有 52.6%表示如果未來有需要會想使用此服務。整體而言，沒有使用意願的主要原因為「喜歡/習慣自己家(社區)環境」、「需家人決定」、「不想麻煩/依賴別人」。

進一步若考量目前實際失能狀況、使用服務狀況，推估 65 歲以上有長照需求者，日照中心服務潛在的需求人數推估約有 3,784 人，若更擴大到未來的使用意願，65 歲以上有長照需求的民眾，推估居家服務未來有使用意願的人數達 31,531 人。

4. 社區照顧關懷據點使用率為 3.8%，推估 65 歲以上使用人數 17,428 人

三成六臺北市 60 歲以上民眾知道社區照顧關懷據點，75 歲及以上長輩知道社區照顧關懷據點的比率不到四成。社區照顧關懷據點使用率為 3.8%，推估 65 歲以上使用人數 17,428 人。2.2%的 65 歲以上民眾目前未使用但有需求，潛在的需求人數推估約有 8,833 人。若更擴大到未來的使用意願，可發現 65 歲以上目前無需求的民眾，有 55.8%表示如果未來有需要會想使用此服務。整體而言，沒有使用意願的主要原因為「喜歡/習慣自己家(社區)環境」、「不清楚服務內容」、「老年生活已有安排/不需申請服務」。

5. 敬老卡使用率 82.9%，計程車為第三重要使用場所

敬老卡為年滿 65 歲始得以申請，九成七臺北市 65 歲以上民眾知道敬老卡，而申請率為 90.3%，使用率 82.9%。市區公車與臺北捷運是敬老卡二大使用場所，使用率達九成四以上，85 歲及以上長輩使用敬老卡搭乘計程車的機會較其他年齡層民眾來得高，根據臺北市主計

處的高齡統計資料顯示，敬老卡於捷運、計程車的乘車補助，與過去相較在 107 年的補助人次均有明顯提升趨勢，此顯示長輩對計程車乘車補助具一定的需求。未使用敬老卡的原因主要為「身體狀況不適合外出，用不到」、「出入有家人親友接送」、「不會搭乘大眾運輸或去指定地點」。

敬老卡政策在臺北市擁有高認知率、高申請率，而民眾申請後是否使用則關係到其交通行為習慣。高齡者因身體狀況、家庭資源(有家人接送)即是有敬老卡也不需要使用；而初老、中老階段約 60 歲、70 歲世代長輩，則尚具交通移動能力、個人資源等擁有自己的交通工具而不需要使用。

6. 六成五 60 歲以上長輩知道運動中心，使用率 17.3%

六成五臺北市 60 歲以上民眾知道運動中心，使用率為 17.3%，男性認知度與使用率皆高於女性，80 歲以上長輩的認知度與使用率普遍較低。運動中心目前的潛在需求 2.5%，而未來願意使用為 32.4%。未使用或不想使用運動中心的民眾，未使用的原因為「住家附近無此資源/交通」、「身體狀況不適合外出」、「還有工作/尚要照顧家人」、「沒有熟識的朋友一起」。

7.3%的 60 歲以上長輩提出建議優化高齡者休閒運動機會，包含老人運動中心、社區運動中心、公園綠地老人設施、泳游池、老人運動課程等。亦顯示目前運動中心之規劃並未符合老年人之需要，包含運動中心的設備、課程、環境等。

7. 四成九臺北市 60 歲以上民眾對老人福利措施感到滿意

48.7%的臺北市 60 歲以上民眾對老人福利措施感到滿意，26.1%感到不滿意，此外有 25.2%表示無意見或很難說。60~64 歲與 85 歲及以上民眾表示無意見或很難說的比率(30.0%、28.8%)相對較高，顯示兩者對於老人福利措施的感受度較 65~84 歲者來得低。

(七)高齡友善感受與老年生活的看法

1. 一成二 60 歲以上長輩認為人行道及騎樓不順暢

臺北市 60 歲以上人口中，12.1%認為人行道及騎樓不順暢，而 80 歲及以上人口認為不順暢的比率更高達 21.8%，顯示臺北市人行道及騎樓對老老人的友善程度仍有改善的空間。

2. 一成 60 歲以上長輩認為行人穿越道(斑馬線)不夠便利

10.4%的臺北市 60 歲以上民眾認為臺北市行人穿越道(斑馬線)不夠便利，且年齡愈高，認為不便利的比率愈高，居住於中山區的 60 歲以上民眾有 21.1%認為斑馬線不便利，其比率較其他行政區來得高。

3. 7.2%60 歲以上長輩認為臺北市公車或客運不夠友善，「急停急煞/沒站定位就啟動」為主因

7.2%的臺北市 60 歲以上民眾認為臺北市公車或客運不夠友善，且年齡愈高，認為不友善的比率愈高。認為公車、客運不友善的民眾中，61.6%是認為公車、客運會「急停急煞/沒站定位就啟動」，為目前公車、客運對高齡者不友善的主要原因。

4. 二成一 60 歲以上長輩認為社會上商品或服務不夠考慮年長者需要

臺北市 60 歲以上人口中，15.2%認為社會大眾對老年人不夠尊重，19.4%認為社區鄰里活動不夠考慮到年長者需要，21.3%認為社會上商品或服務不夠考慮到年長者需要。60~64 歲的民眾更容易認為社會對老年人的友善程度仍有不足

5. 八成七的 60 歲以上長輩對整體生活感到滿意

87.0%的臺北市 60 歲以上民眾對整體生活感到滿意，僅 9.1%感到不滿意。對未來各面向生活擔心的比率先後順序為「以後活動力(57.7%)」、「未來政府提供保障(51.9%)」、「整體老年生活(51.5%)」、「未來生病照顧安排(48.2%)」、「未來健康情況(46.4%)」、「經濟來源(37.9%)」，顯示活動力與生活保障仍是 60 歲以上民眾關心的議題。

四、主要建議及政策意涵

(一)高齡者居住環境優化，有賴政策導引民眾意識

調查結果顯示，三分之二臺北市 60 歲以上人口居住於無電梯環境中，而觀察長輩們對於生活中擔憂的議題，對於老年活動力的擔憂確實影響著未來老年人口。另亦可發現，目前約有 15.3% 的 60 歲以上人口有衰弱前期狀況，且多以下肢功能衰弱為主要表現。不論由文獻、本次調查結果來看，長輩會因為擔憂跌倒、擔心自己的身體狀況而使生活活動受到限制。可預期的當老人下肢功能開始衰退，無電梯的居住環境也將使老人更難跨出家門活動以活躍身心。

便於移動、活動的空間，長期而言有助於維繫長輩健康延緩失能，然而，由民眾目前對於居住環境的不便處或已進行之改善可發現，民眾對於目前居住環境的高齡、通用設計概念仍不成熟，可謂目前居住環境與民眾意識尚無法乘載即將來臨的高齡都市。

因此，未來臺北市政府更需積極透過政策導引，不論是透過擴大住宅優化、改善的補助、獎勵計畫，或是納入法規規範，使住宅環境、公共建設在設計、營建時，即納入通用設計概念，使高齡、身障者或任何有需求的人士，均能自由使用，除了消弭社會差異性外，也營造更適合高齡者的友善生活空間。

目前社會局扶老補助仍以家戶內環境改善為主，調查顯示高齡者垂直移動友善性為一大關鍵。由於臺北市尚有很多老舊公寓，扶梯形式也考驗舊建築結構，是否能使用簡易型電梯模式，也牽涉到該棟住宅住戶的意見，在政策與建管法規上的鬆綁，社會局與其他局處間的合作應納入思考，未來三至五年應為垂直移動的優化改善關鍵期。

(二)公共空間軟硬體服務，需將高齡者需求納入考量

近兩成一的 60 歲以上長輩認為，社會上的商品或服務不夠考慮到年長者需要。整體都市環境與氛圍，包含軟硬體空間、無形的服務內涵及社會氛圍，都更需要逐步調整以應對未來的高齡社會。

臺北市公共環境主要在人行道、騎樓方面的行走、行人穿越道(斑馬線)的便利度有待提升，其中以中山區為甚。未來在公共空間，應可加強建構無障礙人行道及騎樓，排除騎樓高低差、空間占用問題；行人穿越道可研擬調整行人通過時間、或設計 Z 字型穿越道供行人兩段式穿越。

高齡化的交通安全及便利，對於長輩而言更為重要，行走或搭乘大眾交通運輸也往往是長輩日常運動的一環，由調查結果可發現，公車、客運、捷運等大眾運輸工具臺北市長輩利用率高。約有 6~7%長輩認為大眾運輸工具仍不夠友善，公車、客運方面多以駕駛行為為主；捷運方面則因車廂座位及電梯不足等問題。

參考國外經驗，無障礙或高齡友善空間不見得由硬體大幅擴增著手，透過輔助性改善、導引，亦可達到友善環境之目的。以捷運為例，設置電梯、電扶梯空間有限情況下，如日本透過設置波浪型扶手、中途休息的暫歇設計，都能夠幫助高齡者更有尊嚴的使用公共空間及大眾運輸。

此外，目前許多銀行、政府單位，在服務提供處均有設置老花眼鏡供長輩們使用，另可擴大考量生活各面向長輩在外需求，諸如用餐區提供適合長輩使用的餐具；洗手間數量、如廁空間配置或輔助器材的設置便於讓長者更有尊嚴、自主性的使用公共空間。

(三)老老共居為家庭型態趨勢，須透過照顧者支持系統減少因老老照顧而可能產生之社會隔離

臺北市 60 歲以上長輩以「二代家庭」為大宗(41.2%)，其次為僅與配偶(同居人)同住(23.9%)。老老共居在臺北市相對比率較高，且約二成八長輩理想的居住安排即為「與配偶(同居人)同住」，由教育程度觀察，教育程度越高，老年夫婦戶選擇愈趨明顯，也代表著人們愈趨朝向生活自主、重視隱私的家庭型態發展。

長輩目前休閒活動多以室內、靜態活動為主，年齡愈長休閒活動選擇愈趨靜態。長此以往可能逐漸形成活動力下降，若觀察社會參與、社團活動參與情形，顯然女性的社會活躍程度較佳。研究顯示，當自我概念愈積極，活動力愈強，生活滿意度愈高。高齡者繼續社會參與活動，規律的參與有興趣的活動，可以減少社會的隔離，減輕寂寞，增加人際互動與生活充實感(引自藍苔菁，2011)。

未來老年夫婦戶之家庭型態推測將愈趨主流，相關服務提供單位可思考如何透過活動設計，鼓勵女性參與者帶動其配偶或同居人參與或支援活動舉辦，進而提升男性活動參與及社會接觸等情形。然而，老老照顧情形也將隨著家庭型態演變愈趨增加，女性往往擔負其配偶之照顧責任，當需要照顧失能、衰弱的伴侶時，女性將無法再繼續參與活動。在未來老老照顧關係中，更需關注擔任照顧者之長輩自身與社會連結、互動的緊密度，尤以女性長輩更為關鍵，避免因為伴侶失能，使得長輩因照顧伴侶而愈趨與社會隔離，如何透過喘息服務或著長照資源的支持，讓女性長輩得以在肩負照顧責任的同時，仍能與外界維持一定的互動連結，透過社會參與維持活動力。

(四)正視女性高齡者照顧、安養需求

由調查數據可發現，男性當生活無法自理時，多半由其配偶或同居人擔任家庭主要照顧者角色；而女性高齡者，相對擔負其伴侶之照顧責任後，當自身需要安養照顧時，其照顧者多為子女、外籍看護工或入住機構。

統計資料亦顯示女性平均餘命高於男性，高齡女性往往相對男性而言，更完整經歷照顧者、被照顧者等身心階段。由調查數據亦可顯示，女性對於自身未來老年生活各面向的擔憂均高於男性，對自身身體健康狀況、限制活動參與的情形或擔憂，也高於男性。顯見，對於高齡女性的照顧與保障，確實值得相關單位重視且積極介入。諸如提供資訊或補助以鼓勵高齡女性進行健康檢查；積極介入健康促進活動，鼓勵女性維持體能與肌力；當高齡女性需要入住機構時，機構內的健康促進或相關活動，針對女性的喜好或特性進行設計，給予身體以及心靈層面上的支持，讓高齡女性在面臨需要照護、安養階段，也能維持自我尊嚴。

(五)善用社區力量，建構老老相伴關係改變宅老族心態

長輩久坐、缺乏外出動力或機會，容易養成靜態生活習慣，而隨年齡越長，如未加以持續鍛鍊或維持體能，更容易面臨肌力流失，當肌力不足時就容易跌倒，長輩們可能因為害怕跌倒而自我限縮活動行為。

活動空間縮小、自己不想出門、沒有朋友、生活沒有重心等等，都可能讓長輩們愈傾向宅在家，身體活動量、活動意願愈趨下降。目前臺北市

60歲以上具生活自理能力者，約有7.9%屬於宅老族，65歲以上老人有8.8%屬於宅老族，久坐、平日不出門，身心狀態可能加快老化節奏。居住於士林區、大同區；獨居者屬於宅老族群比率相對較高。

建議針對宅老族，透過社區或鄰里力量，讓社區成員、鄰里長或鄰近親友成為能夠說服長輩的「重要他人」。由於臺北市居住環境以社區住宅型態居多，健康促進或社會活動若能夠進入社區，成為關懷宅老族的一大關鍵。在鄰近自宅，熟悉的環境內，就能夠接觸到不論是運動、社交活動、或是各種課程分享、座談，透過就近參與此類活動，進而鼓勵長輩發展在地、社區內的社群連結。除了活動進入社區外，如何改變宅老族的疏離感，重新與外界建立聯結，相關研究經驗顯示，對於獨居長者，平均志工需要訪視陪伴約18周的時間，才能帶領長輩走出家門。顯見，欲改變宅老族的生活型態，必須透過長期的關係培養。除了活動進入社區之外，更可參考國外「時間銀行⁵」或新北市推行的「佈老時間銀行」等經驗，建構「老老相伴」的關係，高齡長者擔任志工可建立自我價值感，被陪伴的老人也能感受到鄰里、社區間的關懷。

(六)關鍵老人福利服務，未來推廣建議

1. 1966 長照專線有待推廣，口耳相傳、在地網絡為有力途徑

四成臺北市60歲以上民眾知道1966長照專線，認知度低於居家服務，顯示1966長照專線的認知度仍不足。

觀察長輩們得知老人福利措施之訊息管道，六成五以上透過電視得知，親友告知、鄰里長為次要重點管道。透過人脈網絡、口耳相傳之訊息，夾雜著經驗分享，對於長輩們更容易理解、記憶。因此，未來1966不啻為整體長照服務的第一線，提升長輩們對此專線的認知度為當務之急。

近年衛生局與社會局大力推動長照服務專線，唯長輩們「看到」與「知道」間仍存有落差，除了透過張貼布條、公告、跑馬燈等靜態訊息外，可考量對高齡長輩而言，鄰里長可謂公部門最接地氣的傳播途徑，未來可強化鄰里長的長照資訊傳遞。而本次調查信義區、大安

⁵ 時間銀行概念，由美國法學家艾德加（Edgar S. Cahn）提出的概念，鼓勵人們多做志願服務，將照顧他人的時數存入「存摺」。將來有需要時，就可以把時數提領出來，接受服務。簡單來說，即是「用現在照顧別人的時間，換以後被別人照顧的時間」。

區、中山區、內湖區、北投區鄰里長告知的比率皆低於二成，顯示此區域鄰里長傳遞訊息效益相對較低。可進一步深入探討其原因，給予鄰里長協助與支援，以其達到有效訊息傳播效益。

2. 居家服務認知度高，未來採用意願高，建議逐步擴增供給量

長照政策中居家服務、日間照顧為本年度關注的兩大重點服務，由本年度調查數據可發現，居家服務認知度、未來需求量相對較日間照顧服務來得高。推估目前 65 歲以上有長照需求者，居家服務潛在的需求人數推估約有 5,198 人，若更擴大到未來的使用意願推估居家服務未來有使用意願的人數達 34,945 人。

65 歲以上有長照需求的民眾，推估日間照顧服務未來有使用意願的人數達 31,531 人與居家服務推估人數相近，主要原因為兩者「目前無需求但未來有使用意願者的占比」相近，進一步觀察，可發現居家服務或日照中心服務的未來使用族群具有高度重疊性，因此上述所推估之 3.5 或 3.1 萬人應視為臺北市整體性的長照服務需求人數。

長輩們面對老化，都期望在家、在地安老，居家服務的使用情境相對更符合高齡者的需求。未來相關單位應積極擴增居家服務人力及服務提供能量，以因應未來使用需求。

3. 民眾對社區關懷據點仍較陌生，據點串連周邊社區形成關懷網

三成六臺北市 60 歲以上民眾知道社區照顧關懷據點，75 歲及以上長輩知道社區照顧關懷據點的比率不到四成。社區照顧關懷據點使用率為 3.8%。觀察不使用的理由多由於喜歡自家(社區)周邊環境、不清楚內容、老年生活已有安排，而不需要使用或接觸此項服務。

社區關懷據點所提供的健康促進活動、課程、關懷服務等，對於長者有其助益，然而在推動上由於臺北市居住空間與環境的條件，也使得民眾鄰里關係人際互動上相對較為疏離，臺北市各類活動、資源也相對較為便利密集，也可能使得社區關懷據點的使用率較低。

然而，如以社區關懷據點為核心，常是串連周邊住宅社區，將各式活動、或健康促進課程得以進入長輩們所居住的社區大樓，有助於提高長輩們參與率。除了提升高齡長輩知悉度、參與率外，由於長輩們個體生活能力、性格、或家庭資源不一，據點或供餐服務的需求本非全面性人人皆須的服務。對於據點或共餐活動而言，更應關注與思

考如何維繫長輩的持續參與。當長輩發生衰弱狀況時仍有支援或協助，使其能繼續參與據點活動，可為未來市府及服務提供單位考量之方向。

4. 敬老卡使用率受長輩個人資源、能力及意願影響，單點應用範疇可考量透過活動設計串連為應用網絡，給予長輩使用目的

敬老卡認知度高，申請率亦達九成，使用率為八成三，主要應用範疇在於公車、捷運，根據臺北市主計處的高齡統計資料顯示，敬老卡於捷運、計程車的乘車補助，與過去相較在 107 年的補助人次均有明顯提升趨勢，此顯示長輩對計程車乘車補助具一定的需求。調查結果顯示，85 歲以上使用敬老卡搭乘計程車情況較其他年齡層高。

觀察目前敬老卡的使用範疇，多仍侷限在大眾運輸工具上，而雖有計程車補助，但由於可使用敬老卡的計程車仍不普及，諸如叫車時需要事先提出；或是攔車時也需要辨明標記，也都使得在計程車的應用上便利性有待提升。

觀察申請但未使用情況，未使用敬老卡原因主要為「身體狀況不適合外出，用不到」、「出入有家人親友接送」、「不會搭乘大眾運輸或去指定地點」，老人本身活動能力、習慣、意願以及家庭資源等均會影響其實際使用情況。

敬老卡政策係依據老人福利法第 25 條以及臺北市老人與身心障礙者搭乘公車捷運及計程車補助辦法辦理，希望能透過政策引導高齡長者走出家門，增加與外界互動機會。目前較為廣泛的應用在於交通上，2019 年 9 月 1 日起臺北市亦擴大敬老卡使用範疇，北市 12 區運動中心可扣點免費使用游泳池、健身房及桌球、壁球、羽球及撞球等 6 項運動設施。未來思考提升敬老卡使用率時，除了交通範疇應用的普及、便利性提升外，亦可思考給予高齡長輩「使用目的」。諸如舉辦周遊性活動，不論在交通過程或活動目的地，均可使用敬老卡扣點，透過活動設計將敬老卡應用範疇串連為完整網絡，提升高齡長者使用意願。

5. 運動中心課程可規劃為銀髮族量身打造

六成五臺北市 60 歲以上民眾知道運動中心，使用率為 17.3%。長輩們對運動中心認知度具一定基礎，但使用意願不高，主要可能係由於目前課程規劃、環境與空間配置，未符合高齡者的需要。

建議未來欲拓展老年人運動中心使用率，除了公益時段外，亦須考量老年人的體能、課程需求，規劃適當的空間環境以及課程內容，才能使長輩們能夠自在、安全的使用運動中心各項服務及設施。

Survey Abstract

I. Survey Objectives

The main task of this year's survey was to compile the current situation of various aspects in life of the population aged 60 or above in Taipei, and to find out the elders' needs from their troubles and feelings in daily life, as to understand the overall status of the current elderly friendly environment in Taipei. In addition, with regard to government's welfare services, we focused on exploring public perception, usage, and future needs of important elderly welfare measures in Taipei, as a reference for future long-term policy promotion directions and resource input. The main objectives were:

- A. Learning about the living conditions, needs, future life planning and expectations of the elderly in Taipei.
- B. Analyzing the level of understanding and usage of the existing welfare measures by the elderly in Taipei as a reference for the promotion and adjustment of the existing welfare programs for the elderly.
- C. Exploring the factors influencing the use of various welfare services by the elderly in Taipei as a reference for the supply and demand situation of the existing elderly welfare services.
- D. As the reference basis for Taipei City Government and related units to formulate elderly welfare policies, medical care, and elderly nursing and care measures, etc.
- E. As a reference for the government and non-governmental organizations to promote various welfare services for the elderly.

II. Survey Method and Process

This survey adopted the canvasser method. The scope of survey consisted in the 12 administrative districts of Taipei City; the objects of study were citizens of Taipei City who resided in the above-mentioned districts with their household registration in Taipei City, and who were over aged 60 or above as of December 31, 2018.

Ordinary residents were divided into 12 sub-populations according to each administrative district. Each sub-population went through stratification according to "age" and "gender", and within each stratification, systematic sampling was conducted based on the sequence sorted by single age of the elderly and the village of their address. In terms of institutional residents, only nursing homes and long-term care centers for the elderly - nursing and long-term

care institutions - were the objects of study. Stratified random sampling was adopted for these institutions, divided into three stratifications according to different types of institutions.

The questionnaire found out about the issues in various aspects of life of the elderly above the age of 60 in Taipei, including family and residence, health, daily lives and health care, activities of daily living (ADL) and instrumental activities of daily living (IADL), lifestyle, employment, leisure activity arrangements, family and social relations, economic status, willingness to move into (or living status in) an elderly welfare institution, and views or feelings about elderly life and other life aspect issues. Regarding the elderly welfare measures provided by the Taipei City Government, this year's focus was on six major welfare services: 1966 long-term care service hotline, home care service, day care centers, community outreach centers, Senior EasyCard and sports centers, etc., to understand the elders' understanding, usage and demand towards welfare services.

III. Key Findings

Interview visits of this survey were conducted from July 16, 2019 to August 31, 2019, a total of 3,853 elders aged 60 or above were interviewed; effective sample size of 3,784 was completed by ordinary residents, and effective sample size of 300 was completed by institutional residents. The main findings were as follows:

(I) Basic situation of the elderly in Taipei

1. The proportion of women aged 60 or above was higher than that of men, with ratio of approx. 55:45

As of the end of 2018, 54.9% of the population aged 60 or above were women and 45.1% were men. In the population structure of people aged 60 or above in every administrative district, the proportion of women was higher than that of men.

2. The population structure of Neihu District was relatively younger in age; relatively older in age in Daan, Zhongzheng and Wanhua Districts

In the three districts including Daan, Zhongzheng and Wanhua, the proportion of people aged 80 or above accounted for more than 18.1% of the people. Such districts have higher senior population. The population structure of Neihu District was relatively younger in age.

3. Regarding marital status, 67% of the elders were married and living with their spouse. The marriage duration of men was higher than that of women.

The current marital status of the most population aged 60 or above was “married and living with spouse” (67.4%), followed by “widowed” (21.5%). The ratio of men with the current marital status of “married and living with spouse” was higher than that of women, while the ratio of women that were “widowed” was much higher than that of men -- the marriage duration of men was higher than that of women.

4. About 12% of elders aged 60 to 74 needed to take care of grandchildren

94% of elders aged 60 or above in Taipei City had children, with an average number of children of about 2.7; 71% had grandchildren, of which 12.8% needed to take care of their grandchildren, and the frequency of care was mostly daily.

5. Internet access rate of elders aged 60 or above in Taipei City was 59%, which was higher than that of their peers nationwide

59.2% of people aged 60 or above in Taipei City used the Internet. The Internet access rate of people aged 60 to 64 in Taipei City was 85.3%, and the Internet access rate of people aged 65 or above was 48.2%, which was higher than the rate nationwide (the nationwide Internet access rate for people aged 60 to 64 was 77.6%, and 42.8% for people aged 65 or above).

(II) Family structures and living arrangements

1. The majority of the elders’ family structures were two-generation families; elders living together accounted for 23.9%; while elders living alone accounted for 6.3% of the population

The elders aged 60 or above in Taipei City lived mainly in two-generation families (41.2%), followed by those living with spouses (cohabitants) (23.9%), and in three-generation families (22.8%). About 6.3% of the elderly were living alone. The percentage of elders aged 70 to 74 living only with their spouse (cohabitant) (31.4%) was the highest, and the percentage began to decline after the age of 75.

2. About two-thirds of population aged 60 or above in Taipei City lived in an apartment environment with no elevator

The residence styles of the elderly were mainly apartments (66.2%), followed by buildings with elevator (27.7%). 63.7% of those who lived in an apartment did not have an elevator. About two-thirds of the elderly in Taipei City were living in an apartment environment with no elevator. Therefore, those who felt that the living environment needed to be improved pointed out that the principal matter needing improvement was “difficulty in getting up and down stairs”.

3. 36% of elders were willing to move into a long-term care or nursing home when they were unable to take care of their own needs in everyday life

13.6% of elders aged 60 or above were willing to move into an elderly nursing institution, apartment or house when they were still able to take care of themselves in the future; 35.6% of them were willing to move into an elderly long-term care or nursing home when they became unable to take care of their own needs in everyday life. The unwillingness to live in an institution was mainly due to the preference for living in a familiar environment.

4. Elders’ expected reasonable price for institutional fees was around 50% to 60% of the average monthly consumption

The public aged 60 or above believed that the reasonable cost for an elderly care facility, apartment or house should be NT\$14,376, accounting for about 50.4% of the average monthly consumption. In addition, the reasonable cost for an elderly long-term care institution or a nursing home was expected to be NT\$17,497, accounting for about 61.3% of the average monthly consumption. The elders’ expected reasonable price for institutional fees was around 50% to 60% of the average monthly consumption, which was quite a difference from the actual institutional fees in Taipei City. Public aged 60 or above in Taipei City gave priority to “environmental hygiene and equipment” when choosing the elderly welfare institution.

(III) Physical and mental health, daily living conditions and health care behaviors

1. 24.3% of elders aged 60 or above had multiple chronic comorbidities

64.4% of elders aged 60 or above had chronic diseases diagnosed by a physician, with the ratio of “cardiovascular and circulatory diseases” as the

highest (27.8%), followed by “endocrine and metabolic diseases” (16.1%). 24.3% of them had two or more chronic diseases.

2. 15% of the population aged 60 or above had one frailty condition (early-phase frailty), with lower limb frailty as the main symptom

For the population aged 60 or above in Taipei City, three criteria for frailty were described to be existing, with lower limb function frailty as the highest in ratio (15.6%). The proportion of women described having this condition reached 22.4%, which was higher than that of the men (18.4%); between 70 to 79 years of age, 15% to 18% of the population described having this condition; for population aged 80 or above, such percentage has shown a trend of multiplying.

3. Nearly 91% of people aged 60 or above in Taipei City considered themselves in good health

People aged 60 or above in Taipei City assessed their current health condition, and 90.7% of them considered themselves in good health while 9.3% of them considered themselves in poor health. The proportion of women who considered themselves in poor health was 10.0%, which was slightly higher than that of the men (8.3%). For people aged 80 or above, the percentage of them in poor health reached around 18%.

11.2% of the population aged 60 or above in Taipei City would be restricted in work or daily activities due to physical health problems. Except for women in quasi-elder (aged 60 to 64) stage, the restrictions in daily activities due to health conditions for women of all ages over 65 was relatively worse than that for men.

12.8% of people said they would restrict their activities due to the fear of falling. Women were relatively more prone to this situation. Those who avoided certain activities because of the fear of falling reached the percentage of 14.4%, which was higher than that of men; the percentage of elders aged 65 or above having this situation was 16.1%, higher than that of the quasi-elders (60 to 64 years old). The proportion of people having this situation showed an increasing trend with age.

4. Women and elders with characteristics such as living alone had relatively poor eating conditions (appetite, nutritional intake, skipping meals)

Nearly 70% of the population aged 60 or above in Taipei City had a

positive daily appetite, and people describing their appetite as normal accounted for 26.6%. Men having positive daily appetite accounted for 72.3%, which was relatively higher than that of women (67.5%).

About 10.0% of elders aged 60 or above in Taipei City had difficulty swallowing. The percentage of having swallowing difficulties reached 13.2% for those aged 75 or above, and such percentage increased to 23.7% for those aged 80 or above. 97.6% of elders aged 60 or above in Taipei City consumed protein in at least one meal (such as eggs, tofu, soy products, meat, fish, milk or dairy products). 18.5% of elders in Taipei City skipped meals in their daily diet.

5. 15% of elders were willing to participate in senior group meals

15.4% of elders aged 60 or above expressed their willingness to participate in senior group meals, and 69.6% said they would not want to participate. The top reason for their unwillingness to participate in group meals was “eating around the house was convenient”, followed by “the taste of the food at the location was not suitable or enjoyable”, and “no friend they knew were going”. Relatively higher percentage of elders aged 70 to 74 were willing to participate in group meal activities.

6. 46% of elders had used the free health checkups provided by the government in the past year

45.9% of the population aged 60 or above had used the free health checkups provided by the government in the past year, and the elders living in Shilin District, Nangang District and Beitou District had relatively lower utilization rates. The reasons for not using were mostly “already going to the doctor regularly for chronic diseases, so there is no need for additional checkups”. The percentage of women not using free health checkups because of “already going to the doctor regularly for chronic diseases, so there is no need for additional checkups” was higher than men; and percentage of men not using free health checkups because of “considering oneself healthy, without need for examination” was higher than that of women.

7. 48% of elders were vaccinated against influenza in the past year; 52% of them had regular oral inspections

46.7% of people aged 60 or above were vaccinated against influenza in the past year. The main reasons for not getting vaccinated were being

healthy and not needing vaccination, or fearing for side effects. 25.2% of people aged 60 or above had received pneumococcal conjugate vaccine. 52.3% of people aged 60 or above had visited a dentist in the past year.

8. 8. 5.7% of the people had one or more ADL disability; 14.1% of the people had one or more IADL disability

5.7% of elders aged 60 or above had one or more ADL disability, and more than one ADL disability got worse with age; for every five years after age 70, the disability situation generally multiplied, and after age 80, women's disability rate was higher than that of men.

14.1% of elders aged 60 or above had one or more IADL disability. The percentage of women having one or more disability was 15.7%, which was higher than that of men (12.2%); after age 70, the percentage of having one or more IADL disability multiplied, and after age 85, nearly 55% of the people had one or more IADL disability

Of the total population aged 60 or above in Taipei City, 5.7% of them "could not independently complete ADL and IADL", 8.4% of them "could not independently complete IADL", and the percentage needing long-term care service support was approximately 14.1%. The percentage of women requiring long-term care service support was higher than that of men.

(IV) Living arrangements, habits and activeness

1. 7.9% of elders aged 60 or above in Taipei City preferred not to leave home

17.6% of the population aged 60 or above in Taipei City sat for more than 8 hours per day, with an average sitting time of 5.1 hours; the percentage of sitting for over 8 hours was 16.0% on holidays, with an average sitting time of 4.9 hours. The average time spent outdoors per day decreased with age. Among the elders aged 60 or above in Taipei with the ability to take care of themselves, around 7.9% preferred not to leave home. Among the elders aged 65 or above, 8.8% preferred not to leave home.

2. More than 35% of people aged 60 to 64 were currently working; 8.2% of the elders aged 65 or above were still working; and the proportion of men who had a job was higher than that of women

35% of people aged 60 to 64 currently had a job, and the proportion of men with jobs was higher than that of women. 8.2% of the elders aged 65 or above currently had a job, and similarly, the proportion of men with jobs

was higher than that of women (5.2%). Those with jobs were mainly working as “service and sales workers”. 87.0% of people aged 60 to 64 were engaged in full-time jobs, while 73.1% of people aged 65 or above were engaged in full-time jobs. The percentage of men working full-time was higher than that of women by 10% or more.

3. One in every three elders aged 65 or above who were still working had reentered the job market

Among the people aged 60 to 64 who were still working, 20.6% had retired; and among the people aged 65 or above, 39.4% had retired -- indicating that one in every three seniors aged 65 who were still working had reentered the job market.

4. 11.8% of elders aged 60 or above found difficulty or restriction when engaging in leisure activities

Among the leisure activities that people aged 60 or above engaged in over the past three months, the most important activity was “watching TV”, with an importance of 66.2, followed by “outdoor fitness and exercising”, “chatting with relatives and friends, tea making, and singing”, and “surfing the Internet (searching for information, watching videos, and chatting)”. The first four major leisure activities were still mainly sedentary activities, and the older the age, the greater the importance of sedentary leisure activities. 11.8% of the population aged 60 or above were hindered or restricted from engaging in leisure activities, mainly due to their physical conditions, such as vision, hearing, joints, and other physical conditions that affected their mobility. Most people around the age of 70 were restricted by their joint conditions; people over the age of 80 were more concerned about their vision and hearing, and fearful of falling, which limited their leisure activities.

5. 21% of elders aged 60 or above had not used any city government-related services or offers in the past year

21.1% of people aged 60 or above had not used any city government-related services or offers in the past year. The most used was the ride subsidy (61.5%), the next was riverside park space, trails, and facilities (30.3%), followed by Taipei City’s surrounding hiking trails (18.2%). The utilization rate of the rest was less than 10%.

6. 6.9% of people aged 60 or above had family member(s) in need of long-term care in their home

6.9% of people aged 60 or above had family member(s) in need of long-term care in their home. Among those aged 60 or above with family member(s) in need of long-term care in their home, 51.3% of them bore the responsibility of daily care-taking, and the percentage of women as primary caregivers was higher than that of men.

(V) Economic status

1. Offspring's support was no longer the only source of income

People aged 60 or above in Taipei City relied on three major sources of income: “regularly received social insurance, retirement annuities or allowances”, “one’s own savings, interest, rent, investment income or commercial insurance payments” or “children’s or grandchildren’s support (including daughters-in-law, sons-in-law, grand daughters-in-law or grand sons-in-law)”. Women were more dependent on children’s or grandchildren’s support, while men were more economically self-sufficient. The age of 75 could be regarded as the divide in economy self-sufficiency. People aged 65 to 74 relied more on “regularly received social insurance, retirement annuities or allowances”, while people aged 75 or above relied more on “children’s or grandchildren’s support”.

2. Nearly a quarter of people aged 60 or above were relatively financially under-prepared

76.5% of people aged 60 or above in Taipei City currently had savings or property. On the contrary, nearly a quarter of people aged 60 or above were relatively financially under-prepared; those aged 80 or above with low level of education and without children had a lower rate of savings or property.

3. People aged 60 or above spent more on leisure and entertainment than medical expenses

Observing the main expenditures of people aged 60 or above, it could be found that the important expenditures were “living expenses such as food, water, and electricity (with importance of 83.4)”, and the next was “leisure and entertainment expenses (with importance of 27.7)”, followed by “medical expenses (with importance of 16.0)”. The higher ranking of leisure and entertainment expenses might be related to the increase in Internet

access of the elderly (increase in Internet usage fees).

(VI) Views and expectations on Taipei City's elderly welfare policies

1. 60% of seniors still lacked awareness of the 1966 long-term care service hotline

40% of people aged 60 or above in Taipei City were aware of the 1966 long-term care service hotline, which was lower than that of the home care service, indicating that the degree of awareness regarding the 1966 long-term care service hotline was still insufficient. The usage rate of the 1966 long-term care service hotline was 1.2%, and among those who had used the 1966 long-term care service hotline, 68% believed that the 1966 long-term care service hotline could effectively solve the problems.

2. 2.9% of elders aged 65 or above were not currently using the home care service but were in need, and the estimated number of people potentially in need was about 5,198

61% of people aged 60 or above in Taipei City knew about the home care service, and less than 45% of elders aged 80 or above knew about the home care service. At present, there were conditions limiting the main targets of the home care service. The survey showed that the rate of home care service usage was 2.8%, and the usage rate of women was higher than that of men. 2.4% of people aged 60 or above were not currently using the service but were in need. If it was further expanded to the willingness of use in the future, it could be found that 56.6% of people aged 60 or above who were not in need currently indicated that they'd like to use this service if they needed it in the future. Generally speaking, the main reasons for the unwillingness to use it were "already have arrangements for elderly life and do not need to apply for the services", "do not want to trouble / depend on others", and "to be decided by family members".

3. 1.2% of elders aged 65 or above were not currently using day care centers but were in need, and the estimated number of people potentially in need was about 3,784

47% of people aged 60 or above in Taipei City knew about the day care centers, and less than 40% of elders aged 75 or above knew about the day care centers. At present, there were conditions limiting the main targets of the day care service. The survey showed that the rate of day care center usage was 0.4%. 1.2% of people aged 65 or above were not currently using

the service but were in need. If it was further expanded to the willingness of use in the future, it could be found that 52.6% of people aged 65 or above who were not in need currently indicated that they'd like to use this service if they needed it in the future. Generally speaking, the main reasons for the unwillingness of use were "like / accustomed to one's own home (community) environment", "to be decided by family members", and "do not want to trouble / depend on others".

4. The usage rate of the community outreach centers was 3.8%, and the estimated number of people using the service aged 65 or above was 17,428

36% of people aged 60 or above in Taipei City knew about the community outreach centers, and less than 40% of elders aged 75 or above knew about the community outreach centers. The usage rate of the community outreach centers was 3.8%, and the estimated number of people using the service aged 65 or above was 17,428. 2.2% of people aged 65 or above were not currently using the service but were in need, and the estimated number of people potentially in need was about 8,833. If it was further expanded to the willingness of use in the future, it could be found that 55.8% of people aged 65 or above who were not in need currently indicated that they'd like to use this service if they needed it in the future. Generally speaking, the main reasons for the unwillingness of use were "like / accustomed to one's own home (community) environment", "unclear about the service content", and "already have arrangements for elderly life / do not need to apply for the services".

5. Senior EasyCard usage rate was 82.9%, and the taxi was the third most important place of use

A Senior EasyCard may only be applied for after reaching the age of 65. 97% of people aged 65 or above in Taipei City were aware of the Senior EasyCard. The application rate was 90.3%, and the usage rate was 82.9%. The city buses and the Taipei Metro were the two most popular places for using the Senior EasyCard; the usage rate reached 94% or over. Elders aged 85 or above had a higher chance of using the Senior EasyCard to take taxis than people of other ages. Statistics regarding the elderly of the Department of Budget, Accounting and Statistics of Taipei showed that the number of people benefited from Senior EasyCard subsidies for metro and taxi rides had increased significantly in 2018 compared to the past years. This showed that the elders had a certain degree of need for taxi ride subsidies. The main

reasons for not using the Senior EasyCard were “physical condition unsuitable for going out, thus not in use”, “family members and friends pick up and drop off”, and “do not know how to take public transportation to get to designated locations”.

6. 65% of elders aged 60 or above knew about the sports centers, and the usage rate was 17.3%

65% of people aged 60 or above in Taipei City knew about sports centers, with a usage rate of 17.3%. Men’s degree of awareness and usage rate were both higher than women’s, and elders aged 80 or above generally had lower degree of awareness and usage rate. At present, the potential demand for the sports centers was 2.5%, while the future willingness of use was 32.4%. For people who were not using or did not want to use the sports centers, the reasons for not using them were “no such resources / transportation near home”, “physical condition unsuitable for going out”, “still working / need to take care of their family”, “no close friends are going”.

7.3% of elders aged 60 or above proposed suggestions to optimize the opportunities for elders to engage in leisure activities and sports, including elderly sports centers, community sports centers, facilities for the elderly in parks and green areas, swimming pools, and elderly sports courses. It also showed that the current planning of the sports centers did not meet the needs of the elderly, including the equipment, courses and environments of the sports centers.

7. 49% of people aged 60 or above in Taipei City were satisfied with the elderly welfare measures

48.7% of people aged 60 or above in Taipei City were satisfied with the elderly welfare measures, 26.1% were dissatisfied, and 25.2% expressed no opinion or could not decide. A relatively higher percentage of people aged 60 to 64 and people aged 85 or above had no opinion or could not decide (30.0%, 28.8%), indicating that these two groups had lower perception of elderly welfare measures than those aged 65 to 84.

(VII) Senior friendly experiences and views on elderly life

1. 12% of elders aged 60 or above thought that the sidewalks and pedestrian arcades were not smooth

Among the population aged 60 or above in Taipei City, 12.1% felt that

the sidewalks and pedestrian arcades were not smooth, and the percentage of population aged 80 or above who felt so reached as high as 21.8%, showing that there was still room for improvement in the senior friendliness of the sidewalks and pedestrian arcades in Taipei.

2. 10% of elders aged 60 or above thought that the pedestrian crossings (zebra crossings) were not convenient enough

10.4% of people aged 60 or above in Taipei City felt the pedestrian crossings (zebra crossings) in Taipei were not convenient enough, and the older the age, the higher the percentage. 21.1% of people aged 60 or above living in Zhongshan District thought that the zebra crossings were inconvenient; such percentage was higher than that in other administrative districts.

3. 7.2% of elders aged 60 or above thought that buses or highway buses in Taipei were not friendly enough, and the main reason was “sudden braking / start to drive without waiting for passengers to get in place”

7.2% of people aged 60 or above in Taipei City thought that buses or highway buses in Taipei were not friendly enough, and the older the age, the higher the percentage. Among the people who thought that buses or highway buses were unfriendly, 61.6% of them felt that buses and highway buses had a tendency towards “sudden braking / start to drive without waiting for passengers to get in place”, which was the main reason why buses and highway buses were not senior-friendly.

4. 21% of elders aged 60 or above thought that goods or services in society did not give enough thought to the needs of the elderly

Of the population aged 60 or above in Taipei City, 15.2% believed that the general public did not pay enough respect to the elderly, 19.4% believed that the community and neighborhood activities did not give enough thought to the needs of the elderly, and 21.3% thought that goods or services in the society did not give enough thought to the needs of the elderly. People aged 60 to 64 were more likely to think that the society was still not friendly enough towards the elderly

5. 87% of elders aged 60 or above were satisfied with life overall

87.0% of people aged 60 or above in Taipei City were satisfied with life overall; only 9.1% were dissatisfied. The percentages of future concerns about various aspects of life were “future activeness (57.7%)”, “government’s future protection (51.9%)”, “elderly life overall (51.5%)”, “care arrangements for future illness (48.2%)”, “future health condition (46.4%)”, and “economic sources (37.9%)”, showing that activeness and life protection were still issues of concern to people aged 60 or above.

IV. Key recommendations and policy implications

(I) The optimization of the elderly living environment depends on policies to guide public awareness

The survey results showed that two-thirds of the population aged 60 or above in Taipei City lived in an environment without an elevator, and observing elders’ concerns about issues in life, the concern about elderly activeness was really affecting the future of elderly population. It could also be found that, at present, about 15.3% of the population aged 60 or above had early-phase frailty conditions, with lower limb frailty as the main symptom. Whether based on the documents or the results of this survey, elders may be restricted from being active in life due to the fear of falling and their own physical condition. It can be expected that when the elders’ lower limb function begins to deteriorate, the living environment without an elevator will also make it more difficult for the elderly to step out of the house to revitalize their body and mind.

Spaces in which moving around and being active are easy can help maintain elders’ health and delay disability in the long run. However, the inconvenience or improvement already made in the current living environment of the public tells us that elderly and universal design concepts of the current living environment were still not rooted in people’s minds. It can be said that the current living environment and public awareness cannot yet bear the weight of the upcoming aging city.

Therefore, in the future, the Taipei City Government will need to be even more active in providing guidance through policies, whether through expanding housing optimization, improved subsidies, and incentive programs, or incorporation into laws and regulations. This way, the concept of universal design can be included when designing and constructing residential environments and public infrastructure, as to enable elders, people with disabilities, or anyone in need to use them freely. In addition to eliminating social differences, it can also create a more friendly living space for elders.

At present, the elderly support subsidy of the Department of Social Welfare mainly focuses on the improvement of the indoor environment of each household. The survey showed that vertical mobility was one of the key points in elder friendliness. Since there are still many old apartment buildings in Taipei, the form of escalators also tests the old buildings' structure, and whether the simple elevator model can be used also involves the opinions of the residents in the same building. Regarding the loosening of policies and building administration regulations, the cooperation among the Department of Social Welfare and other bureaus and departments should be considered. The next three to five years should be a critical period for the optimization and improvement of vertical mobility.

(II) Software and hardware services in public spaces must take into account the needs of the elderly

Nearly 21% of elders aged 60 or above thought that goods or services in the society did not give enough thought to the needs of the elderly. The overall urban environment and atmosphere, including software and hardware space, intangible service content and social atmosphere, all need to be gradually adjusted to cope with the upcoming aging society.

The areas in need of improvement from the public environment of Taipei City were mainly the walking experience on the sidewalks and pedestrian arcades, and the convenience of the pedestrian crossings (zebra crossings), especially in Zhongshan District. In the future, in the public space, the construction of accessible sidewalks and pedestrian arcades should give possibility to reinforcement, as to eliminate the problems of height difference and space occupation in pedestrian arcades. As for pedestrian crossings, the adjustment of the pedestrian crossing time can be researched and planned, or staggered pedestrian crossings can be designed for pedestrians to cross in two stages.

For elders, transportation safety and convenience is more important. Walking or taking public transportation is part of their daily exercise. Surveys show that public transportations such as buses, highway bus, and metros are frequently used by the elders in Taipei. Approx. 6-7% of the elderly still find that public transportation is not senior friendly enough, mostly owing to driving behaviors in buses and highway buses. The metro is not senior friendly due to the insufficient seats on the wagons and amount of elevators.

Experiences abroad show that accessible or senior friendly environments are not necessarily based on massive increase of facilities. Supplementary improvements and guidance are also conducive to a friendly environment. Take the metro as an example. Given the limited space for elevators and escalators, metro systems in Japan have installed wave-shaped handrails with breaks in the middle, which can help elders use public space and public transportation with more dignity.

In addition, many banks and government units now provide reading glasses for elders at their service locations. It is also recommended to expand the scope of consideration for aspects of elders' daily life to meet their outdoor needs. This can be achieved by providing tableware suitable for elders in the dining areas, or by installing a sufficient number of restrooms with proper spatial arrangement as well as supplementary equipment, so that elders can use public spaces in a more dignified and independent manner.

(III) Elderly cohabitation is a trend of family structure. It is therefore necessary to use a caregiver support system to reduce potential isolation from society caused by taking care of fellow aged people.

Most of the elders aged 60 or above in Taipei City live in “two-generation families” (41.2%), followed by those living with spouses (cohabitants). Cohabitation of elders is relatively more common in Taipei City, with around 28% of the elders considering “living with spouse (cohabitant)” as an ideal residential arrangement. In terms of education level, elders with higher education level have higher tendency to choose to cohabit with their partner. This represents people's increasing tendency towards a family structure development that emphasizes autonomy in daily life and privacy.

Elderly people's recreational activities are mostly indoor and sedentary. The older the age, the more sedentary the recreational activities of his/her choice are. In the long run, such situation may result in the decline of their activeness. In terms of social participation, women are significantly more active. Studies show that people with higher self-awareness and activeness are more satisfied with their lives. Elderly people who continue to regularly participate in social activities of their interest will be able to reduce their isolation from society and loneliness, and increase their interpersonal interactions and richness of life (Lan, 2011).

In the future, cohabiting aged couples will become an increasingly mainstream family structure. Relevant service providing units are advised to consider how to plan relevant activities to encourage female participants to encourage their spouses or cohabitants towards participating in or supporting social activities, thereby improving men's participation in activities and contact with society. However, the situation of aged people receiving care from fellow aged people will also increase as the family structure evolves. Women usually take the responsibility for the care of their spouse. When she has to take care of her disabled or frail partner, she will no longer be able to engage in other activities. In the relationships of cohabiting aged couple in the future, more attention needs to be paid to the closeness of the caregiving elders' connection and interaction with society, especially the elderly women. In order to avoid increasing isolation from society due to their being occupied in taking care of their disabled partners, it is important to support the elderly women with respite care or long-term care resources so that they, while taking the responsibility of care, can still maintain a certain degree of interaction with the outside world and maintain activeness by virtue of social participation.

(IV) Facing elderly women's need for care and nursing

Survey statistics show that when a man is unable to take care of himself, it is his spouse or cohabitant who usually acts as the family caregiver. As elderly women take responsibility of caring for their partners, they in turn receive care and nursing mostly from their children, foreign nursing care workers, or nursing institutions when necessary.

Statistics also show that women have a higher average life expectancy than men. Therefore, elderly women, compared with their male counterparts, usually undergo a more complete process from being a caregiver to becoming a care receiver. Survey statistics also show that women are more worried than men are about every aspect of life in old age. They are also more worried than men are about their health condition and restricted participation in activities. Eminently, the care and protection for elderly women deserve more attention and active intervention from relevant units. For example, information or subsidies can be provided to encourage elderly women to receive health check-ups. Health-promoting activities can be actively included to encourage elderly women to maintain physical strength. When elderly women need to move into nursing institutions, the health-promoting or other relevant activities within the institution should be planned according to their preferences or characteristics to offer them physical and mental support, so that they can maintain self-dignity

when reaching the stage of life in which care and nursing become necessary.

(V) Using the power of local communities to build companionship among the elderly and thus change the mindset of those who prefer not to leave home

An elderly person's sitting for long hours and lack of motivation or opportunity to go outdoors will easily lead to a sedentary lifestyle. As he/she ages, failure to continually exercise or maintain physical fitness will render him/her vulnerable to loss of muscle strength. Insufficient muscle strength increases the risk of falling, and the fear of falling may in turn make elders impose limits on the range of their activities.

Problems such as the shrinking of activity spaces, reluctance to go outdoors, and lack of friends and purpose in life may make elders more inclined to stay at home, thus leading to further decrease of physical activities and willingness to engage in such activities. At present, about 7.9% of elders aged 60 or above who have the ability to take care of themselves prefer not to leave home, and 8.8% of people over 65 are also that way. Sitting for long hours without going out on weekdays may accelerate aging. Residents of Shilin and Datong Districts, as well as those living alone make up a higher proportion of people who prefer not to leave home.

It is advised that members, neighborhood/village chiefs, relatives and friends in local communities or neighborhoods act as the "crucial others" that can persuade elderly who prefer not to leave their homes. Since Taipei City's residential environment consists predominantly in apartment complexes, health promoting or social activities can become a key to the care of elderly who prefer not to leave their homes if they can reach local communities. If in the familiar environments near their homes, the elders are able to access sports, social activities, or various courses or seminars, by participating in such activities nearby, the elders can thus be encouraged to develop group connections within their local communities. In addition engaging with local communities, such activities also need to remove the alienation felt by elderly who prefer not to leave their homes, and reconnect them with the outside world. Relevant researches show that social work volunteers need to visit and accompany elders living alone for about 18 weeks in average, in order to make these elders willing to go outdoors. This shows that changing the lifestyle of elderly who prefer not to leave their homes hinges on long-term relationship building. In addition to activities that reach local communities, the international concept of

“timebanking” or the experience of promoting “timebanking for the elderly” in New Taipei City can serve as a reference for building “mutual companionship between the elderly”. Acting as social volunteers can help elderly people build a sense of self-worth, and the aged persons being accompanied by these volunteers can also feel the warm care from neighbors and local communities.

(VI) Key senior citizen welfare services are recommended for future promotion

1. The 1966 long-term care service hotline remains to be promoted; oral transmission and local networking are effective methods

40% of elders aged 60 or above in Taipei know the 1966 long-term care hotline. This rate is lower than that of home care service, and shows that the awareness towards the hotline is still insufficient.

In terms of information channels through which elders learn about the welfare measures, over 65% of them learned about them through television. Relatives, friends, and neighborhood/village chiefs are only secondary channels. Information is easier for elders to understand and remember when combined with personal experiences shared through personal connections and word of mouth. The 1966 service hotline will be at the forefront of the overall long-term care in the future. Therefore, it is urgent to raise the elders’ awareness towards this hotline.

Although the Department of Health and Department of Social Welfare take pains in promoting the long-term care service hotline, there is still a difference between what the elders can “see” and what they actually “know.” Apart from publicizing relevant information via immobile media such as banners, public bulletins and news tickers, local neighborhood/village chiefs can be seen as the most down-to-earth channel in the public sector for dissemination of such information. Therefore, it is recommended to enhance dissemination of long-term care information through these chiefs. Results of this survey show that less than 20% of neighborhood/village chiefs in Xinyi, Daan, Zhongshan, Neihu, and Beitou Districts have disseminated this information, showing that the effectiveness of information dissemination in these areas is relatively poor. The causes of such phenomenon can be further investigated so that local neighborhood/village chiefs can be provided with proper assistance and support, thereby achieving effective dissemination of information.

2. The awareness and willingness towards using home care service is high; gradual increase of its supply is recommended

Among long-term care policies, home care and day care services are the two focuses for the current year. Survey statistics for the current year show that people have higher awareness and future demand towards home care service than towards day care. The current demand for day care among elders aged 65 or above stands at 2.9%, while the potential demand amounts to approximately 5,198 individuals. When it comes to usage willingness, aged 65 or above who are not currently in need of home care service expressed willingness to use it in the future. It is thus estimated that 34,945 people may be willing to use home care service in the future.

This estimate is close to that of day care centers (approx. 31,531). It is mainly due to the similar ratios of future use willingness, i.e., “currently no need, but willing to use it in the future”. A closer look at the numbers shows that the future usage groups of home care and day care services overlap considerably; therefore, the two estimated numbers mentioned above should be considered as the overall long-term care demand in Taipei City.

As the elders normally wish to receive care for old age at home or within their local communities, home care service is relatively better tailored to their needs. Relevant units must pro-actively increase the human resources and capacity for home service, in order to meet its demand in the future.

3. The public is still relatively unfamiliar with local community outreach centers; connection among nearby locations to form care networks is necessary

36% of elders aged 60 or above in Taipei City are aware of the locations of community outreach centers, while under 40% of people aged 75 or above are aware of the locations. The usage rate of these centers stands at 3.8%. The reasons for non-usage are mostly that the elders like their home (local) surroundings; that they are unclear about the service content; or that they already have arrangements for elderly life and therefore do not need to use or have access to such service.

The health-promoting activities, training courses, and care services provided by the community outreach centers are helpful to elders. However, due to the conditions of residential space and environment in Taipei City, the interpersonal relationships and interactions in neighborhoods/villages

are relatively estranged. As various other activities and resources are relatively convenient and concentrated in Taipei City, the usage rate of community outreach centers may be lower for this reason.

However, a community outreach center can serve as the core connection between the surrounding residential communities, so that various activities or health-promoting courses can reach the apartment complexes where the elders live in. In doing so, the elders' participation may increase. Besides raising the awareness and participation of elders, it should be noted that not all elders need outreach centers or senior group meals due to their individual self-care skills, personalities, or family resources. When it comes to outreach centers or senior group meals, we should pay more attention to and think about how to maintain the elders' continual participation. When the elders are in a frail condition, support or assistance must still be available, so that they can continue to participate in the activities at outreach centers. Such is a direction for future policies that Taipei City Government and service providing units can consider.

4. The usage of Senior EasyCards is subject to the influence of the personal resources, abilities and willingness of elders; in terms of single-location application scope, it is recommended to consider linking Senior EasyCard applications into a complete network to provide elders with purposes to use the cards

The awareness towards Senior EasyCards is high; 90% of elders have applied for one and 83% use one. They are mainly used on buses and the metro. According to the statistics of seniors provided by Department of Budget, Accounting and Statistics (DBAS) of Taipei, the number of Senior EasyCard holders receiving subsidies for metro and taxi rides have increased significantly in 2018 compared with the past. This shows that the elders have a certain extent of demand for taxi ride subsidies. The survey results show that the usage rate of Senior EasyCards on taxi rides among elders aged 85 or above is higher than that in other age groups.

In terms of the current scope of usage, Senior EasyCards are mostly confined to public transportation. Although subsidies for taxi rides are available, taxis that accept Senior EasyCards are still not common. Some taxis require passengers to inform the driver of the cardholders' possession of the card before hiring the car; relevant labels are also needed for cardholders to identify Senior EasyCard-accepting taxis when trying to hail one. These situations show that the convenience of their application to taxi

rides has room for improvement.

Regarding those situations in which the card has been applied for but not used, the main reasons for not using the Senior EasyCard were “physical condition unsuitable for going out, thus not in use”, “family members and friends pick up and drop off”, and “do not know how to take public transportation to get to designated locations”. The elderly people’s habits, willingness to use the card, and family resources all affect the actual usage.

The Senior EasyCard policy is implemented based on Article 25 of the Senior Citizens Welfare Act and the Taipei City Government Regulations Governing Subsidy on Bus, Metro and Taxi Rides for Senior Citizens and Disabled People. It is hoped that, with these policies, the elders’ opportunities to interact with the outside world can be increased. At present, it is widely used in transportation. Starting from September 1, 2019, the scope of its use in Taipei City has also been expanded. It can now be used in sports centers from the 12 districts in Taipei City, in which cardholders can deduct points stored in the card for free use of 6 types of sports facilities, i.e., swimming pools, gym, and table tennis, squash, badminton, and billiard venues. In the future, when thinking about increasing usage of the Senior EasyCard, it is also recommended to consider providing the elders with more “purposes” for using the card, in addition to the scope and convenience of its applications in transportation. For example, more tour-like activities can be organized, in which elders can use Senior EasyCard by points deduction, either en route or at the destinations of the events. Through event designs linking Senior EasyCard applications into a complete network, the elders’ willingness to use the card can be improved.

5. Sports center courses can be tailored for the elderly

65% of Taipei residents aged 60 or above are aware of the sports centers; the usage rate is 17.3%. The elders have a certain degree of awareness of sports centers, but their willingness to use these is not strong. It may be because the current course planning, environment, and space allocation do not meet the needs of the elderly.

It is recommended that, in order to increase the elders’ usage of sports centers, appropriate spatial environment and course contents must be planned with consideration of not only exclusive hours for the elderly but also their physical fitness and course needs, so that they can use the services and facilities at sports centers with ease and safety.