



2017-2020





CITY OF WEST SACRAMENTO

AGE-FRIENDLY ACTION PLAN



















Letter from the Mayor of West Sacramento, Christopher Cabaldon

West Sacramento became a city because of its residents' demand for better service from their government, and every Council action since that time has been rooted in the foundational understanding that the residents of West Sacramento will never again accept leadership that ignores their needs.

As those needs have changed over the last thirty years, City government has responded. And in the coming years, the expectations of many West Sacramento . Like residents from

many areas of the industrialized world, West Sacramentans are leading longer, healthier lives. One recent study projects that the population of West Sacramento residents over age 65 will increase by 153 percent between 2000 and 2030.

Those older adults will have the same basic wants and needs as any resident, but may require different means to achieve them. As we are aging, what we want are more opportunities for engagement; we want to spend less time in our cars. We do not want to be isolated. It is the City's responsibility to continue providing an environment in which West Sacramentans of all ages can lead their best lives. Since the city's incorporation in 1987, our elected leaders have aspired to create a city, where there is a place that matches what a person's needs are, and where their hopes and inspirations are at each stage of their life. It is not about staying in the same place from the time you are 18 until you are 80. It is about being able to stay in the same community

Age-Friendly Action Plan, the City of West Sacramento is publicly committing to a long-term effort to remain such a place.

The decision to become an age-friendly community comes with both enormous challenges and outsized opportunities. The resources that will be necessary to y only served one age cohort. Luckily, that is not the case here, as almost every improvement well. The street crossing that is accessible to the 80 year old is also accessible to the 8-year old, and everyone in-between.

The city's incorporation has brought immeasurable quality of life improvements to West Sacramento residents. Born from this same heritage of seeking the best for West Sacramentans, the Age-Friendly Action Plan furthers this community's aspirations to become a place where residents of all ages can lead happy, safe, productive lives -- together. Let's get to work.

Christopher Cabaldon Mayor



Letter from the Mayor Pro Tem Mark Johannessen and Council Member Beverly Sandeen

It was an honor to serve as co-chairs of West Sacramento's Age-Friendly Advisory Committee and to work alongside representatives from each of the City's six standing advisory commissions to guide the development of the City' Age-Friendly Action Plan. This effort brought together the combined expertise and insights of the Advisory Committee, City staff, AARP, community volunteers, and – most importantly – older adults in West Sacramento.



Each of the action items in this Plan responds directly to input that was received through one or more of the City's and AARP's community outreach ef , as well as surveys by phone, online, and hand-delivery, along with two town-hall style meetings and 11 publicly-noticed meetings of the Advisory Committee. These outreach efforts gathered input from hundreds of older West Sacramento residents from all walks of life and areas of the community, each of whom can rightly feel a sense of ownership in this document.

West Sacramento's Age-Friendly Action Plan sets forth an ambitious agenda for the City to become even more livable for its older adults, and in so doing, for the entire community. We are grateful for the opportunity to have aided in this important endeavor, and we look forward not only to the completion of the projects outlined in the Plan, but also to a long-term paradigm shift as City and community leaders begin to view all of their work in the context of how it affects our older residents.

Mark Johannessen

Mayor Pro Tem

Beverly Sandeen
Council Member

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Executive Summary

Assessment Key Findings

- West Sacramento has a Substantial Population of Older Adults According to Census Bureau data, as of 2015 there were over 8,100 persons over age 60 living in West Sacramento, which is about 16 percent of the entire city population.
- The Older Adult Population is Growing Adults age 60 and over were only 14 percent of Yolo County's population in 2010. By 2030 this group's population share is expected to grow to over 20 percent.
- Older Adults Are Not Evenly Distributed Across the City The percentage of older adults averages under 3 percent in Southport, and 17 percent the rest of the city.
- **Living Alone** Over 25 percent of West Sacramento residents over age 65 are living alone, underscoring the need for measures to prevent social isolation.
- **Poverty** In West Sacramento, about 27 percent of adults over age 60 live at, or just above, the poverty level.
- Older Residents are Diverse The City's outreach efforts demonstrated that older residents are not a monolithic interest group, but, like the rest of the population, have different areas of focus depending on their specific needs.
- Building on Success According to the 2015 AARP Survey, 89 percent of residents over age 45 already believe that West Sacramento is a good place for older people to live, so the City has a strong starting point from which to develop its age-friendly efforts.
- **Key Areas for Improvement** The AARP survey found that Transportation is rated as the most important livable community feature/domain, followed by Health and Wellness and Outdoor Spaces.
- **Value Chain** To be impactful, programming targeting older adults can't be offered in a vacuum, but must be coupled with effective communications and transportation systems to inform residents of the programs and facilitate their participation.
- Age-Friendly is for Everyone When you make the community more livable for its older residents, you make it more livable for all of its residents.

Implementation Items

Based on the input provided by West Sacramento's older residents, the Age-Friendly Action Plan recommends the following implementation items:

- 1. Adopt a Bike, Pedestrian & Trails Master Plan, with a "Safe Routes for Seniors" Chapter
- 2. Adopt a Mobility Action Plan
- 3. Complete Americans with Disabilities Act (ADA) Transition Plan
- 4. Create Printed Quarterly Newsletter for Older Residents
- 5. Maintain and Expand Age-Friendly Web Content
- 6. Broadband Expansion Pilot
- 7. Offer Computer Classes for Older Adults
- 8. Expand the West Sacramento Police Department "VIP" Program
- 9. Expand West Sacramento Police Department "Coffee with a Cop" Program
- 10. Work to Enhance Supportive Housing Opportunities for the Homeless
- 11. Broaden Anti-Fraud Awareness Efforts
- 12. Help Assure Seniors Have Smoke Alarms
- 13. Plan for and Develop Additional Affordable Housing
- 14. Pursue Funding for Age-in-Place Home Improvement Grants
- 15. Continue Recreational and Educational Programs for Older Residents
- 16. Promote the Health and Well-Being of Older Residents
- 17. Develop Strategies to Eliminate Health Disparities
- 18. Increase Awareness of the City's Code Enforcement Services
- 19. Partner with Outside Entities to Organize Neighborhood Cleanups
- 20. Promote Mixed-Use Development

Intent of the Plan

The City's Age-Friendly Action Plan has dual purposes: First, it is intended to provide a framework for impactful and accountable action items that benefits West Sacramento's older population, and by extension, all residents.

Beyond its important function as a "to-do" list, this document and the process that created it were designed to facilitate a long-term paradigm shift at all levels of the City's decision-making process. Ideally, the Plan should cause readers to view not just the recommended implementation items, but all City activities, through the "lens" of age-friendliness as means of improving West Sacramento for residents of every age.



1. Introduction

According to AARP, by 2015 there were more than 1.6 billion people in the world over age 50. This number is expected to double to nearly 3.2 billion people by 2050. In the United States, there are over 112 million people over 50, of which over 1 in 10 lives in California. The increasing percentage of older persons in the population has profound impacts across every aspect of the economy, including medical care, housing, and transportation. Older persons have the same needs and wants as any other member of society, but may prefer different products or services order to fulfill those needs. Governments.

companies, and non-governmental organizations world-wide are paying increasing attention to understanding and meeting the expectations of this important segment of the population.

In the United States, one of the leading proponents of age-friendly practices is AARP, which, among many other efforts, is partnering with the World Health Organization (WHO) as an affiliate of WHO's Age-Friendly Cities and Communities Program. This program, the AARP Network of Age-Friendly Communities, has participating communities in more than 1,000 communities world-wide, including dozens in the United States. Participants in this program gain access to technical expertise, in-kind resources, and the opportunity to collaborate with other like-minded jurisdictions in a shared commitment to identifying and meeting the needs of older residents, and in so doing, make their communities more livable for all of their residents.

The City of West Sacramento joined the AARP Network of Age-Friendly Communities in 2015, becoming one of the first cities in California to make this commitment. With support from AARP, the City embarked on a process of self-assessment and community outreach with the goal of creating a detailed implementation plan that will provide concrete, fact-based actions to help the City become more age-friendly. This Action

Plan represents the culmination of the City's initial efforts as an age-friendly community, but the document should be viewed not as a one-off action, but as the beginning of a long-term process of viewing all of its actions through an age-friendly "lens" as a means of improving the quality of life for West Sacramentans of all ages.

Development of the Age-Friendly Action Plan

To manage the process of developing the City's Age-Friendly Action Plan, the City Council created an Age-Friendly Advisory Committee co-chaired by Mayor Pro Tem Mark Johannessen and Councilmember Beverly "Babs" Sandeen, and including one representative from each of the City's six appointed advisory commissions. This unusual structure reflects the Council's intent that the City's age-friendly work become not just a one-time project resulting in the Age-Friendly Action Plan, but an ongoing paradigm through which all of the City's future work, will be viewed. It is expected that having collaborated on the City's Age-Friendly Action Plan, Committee members will bring a new understanding and concern for age-related issues to their City work.

The Age-Friendly Advisory Committee held eleven noticed public meetings where input from the community was heard, and in which individual Committee members brought their own distinct perspectives to bear on addressing the needs of older West Sacramento residents. One of the key insights from this process was that age-friendliness is not a zero-sum game that pits the needs of older residents against those of the rest of the community. Rather, when West Sacramento becomes more livable for older residents, the entire community benefits. One of the foundational principles of the City's age-friendly effort is that age-friendliness benefits all; for example, an intersection that's easier for an 80-year old resident to cross is also safer for an 8-year old, and everyone in-between.

Community Outreach

According five year estimates from the 2015 U.S. Census Bureau's American Community Survey (ACS), there are over 8,000 West Sacramento residents over age 60. The City Council, AARP and the WHO expect the City's Age-Friendly Action Plan to reflect meaningful input from this age cohort. Since it would not be feasible to contact each older adult resident individually, the City needed to find a way to generate meaningful



feedback to guide its Age-Friendly Action Plan, but to do so within the limits of available time and financial resources. Other key considerations for the City's engagement efforts included:

- Breadth: The City's outreach effort needs to provide insight into the entire population of West Sacramento's older residents and avoid focusing exclusively on specific geographic areas or groups of older residents as representative of all older residents.
- 2. **Depth:** While avoiding using sub-groups as proxies for the entire older adult population, the City's Age-Friendly Action Plan must also be informed by insights about the specific needs of these sub-groups.
- 3. Convenience: The Mayor and City Council are committed to creating opportunities for residents to have a meaningful voice in local government without having to re-organize their lives around evening meetings and other traditional input mechanisms. This principle is especially important for older residents, for whom mobility or other issues can make attendance at such events particularly challenging.

The City undertook a rigorous outreach program in support of the Age-Friendly Action Plan. Depending on the extent to which residents participated in more than one of the City's survey instruments, the City engaged between 400-700+ older adults during the development of its plan (over 6 percent of the entire population of adults over age 60), making it one of the most inclusive public outreach efforts the City has ever undertaken.

The City's public outreach efforts included the following techniques:

AARP Survey

In 2015, AARP conducted a scientific mail survey of West Sacramento residents over age 45. Four hundred completed surveys were returned. The survey has a margin of error of+/- 4.9 percent at a 95 percent confidence level, which is an industry-standard level of assurance that the opinions represented in the sample are representative of those of the entire population of West Sacramento residents over age 45. The full AARP survey can be found in Exhibit A.

Margaret McDowell Manor (MMM) Town Hall

West Sacramento seniors were invited to attend a meeting that was held at Margaret McDowell Manor, a 65+ apartment community located on Merkley Avenue. Thirty-nine meeting participants were presented with summaries of the AARP survey data, and were asked to use dot voting to indicate which items were most important to them. The detailed results of this event are found in Exhibit B.

Meals on Wheels Survey

Staff designed a survey instrument based on the top priority issues identified by the AARP survey. The survey instrument was printed in a large font on 11"x17" paper and was delivered with the lunches of approximately 150 West Sacramento Meals on Wheels clients. Twenty-nine completed survey instruments were returned to the drivers at a subsequent lunch. Results from the MoW survey are shown in Exhibit C.

Phone Survey

Approximately 13,500 residential utility customers were mailed a utility bill insert inviting residents over age 45 to call in and leave a message indicating how the City might serve them better. (The insert message was provided in English, Spanish and Russian, as were the corresponding recorded messages.) The City received 40 responses providing 50 suggestions for improving City service. The results from the telephone survey are found in Exhibit D.

Online Survey

A web-based survey was created using issue categories identified in the AARP survey. (The instrument also included an open-ended question that allowed respondents to comment on items not noted in the AARP survey.) The City received 255 responses, among which 128 participants also responded to the open-ended questions. The results of the online survey are shown in Exhibit E.

Bryte Café Listening Session

After noting that previous outreach efforts appeared to be under-sampling residents of Bryte and Broderick, staff and AARP coordinated to organize a community meeting in Bryte. To advertise the event, groups of AARP volunteers placed hundreds of flyers at stores, mobile home park laundry rooms, apartment bulletin boards, and other areas frequented by older residents. Approximately 12 residents attended the meeting, with



slightly fewer completing surveys because they had already weighed in through other means. Results from this outreach effort are summarized in Exhibit F.

Age-Friendly Advisory Committee Meetings

The City conducted eleven meetings of the Age-Friendly Advisory Committee, a body co-chaired by Mayor Pro Tem Johannessen and Councilmember Sandeen, and including one representative from each of the City's advisory commissions. In consultation with AARP, the City scheduled its monthly Advisory Committee meetings at noon, which made it easier for older residents to attend. Meetings were typically attended by 7-10 residents, many of whom attended multiple meetings.

Overall, participation in the City's outreach efforts was as follows:

Instrument	Number of Participants
Scientific mail survey by AARP	400
Two "Town Hall" style meetings	50
Manual "Meals on Wheels" survey	29
Telephone survey	50
Online survey	151
Twelve Age-Friendly Advisory Committee meetings ¹	20
Six Advisory Commission meetings on Draft Plan ²	10
Total:	710

¹ Based on total attendance of about 100, with many repeat attendees

The feedback that was generated through this outreach effort undergirds every recommendation in the Age-Friendly Action Plan, but the value of the City's public engagement on this issue doesn't stop there. Beyond the feedback itself, awareness of the diversity of opinion among West Sacramento seniors is one of the most important insights generated by the City's outreach process.

There is a tendency among some to think of older residents as a homogenous voting block with similar priorities. However, the City's outreach process demonstrated that in fact, there is a broad diversity of perspectives within the 45+ population just as there is among the rest of society. The City's Age-Friendly Action Plan recognizes this, and includes implementation items that are responsive to concerns expressed by residents through each of the various public engagement mechanisms.

² Estimate assuming at least one unique new attendee per meeting

Age-Friendly Domains

To help organize thinking around the needs of older people, the World Health Organization (WHO) and AARP have defined eight domains of city life that might influence the health and quality of life of older adults:



Outdoor Spaces and Buildings

Environment; green spaces and walkways; outdoor seating; pavement; roads; traffic; cycle paths; safety; services; buildings; public restrooms.



Transportation

Affordability, reliability and frequency of public transit; age-friendly vehicles; specialized services; priority seating; transportation stops and stations; taxis; driving skills; parking.



Housing

Affordability; essential services; design; accessibility modifications; maintenance; aging-in-place; community integration; housing options; living environment.



Social Participation

Accessibility of events and activities; affordability; range of events and activities; facilities and settings; promotion and awareness of activities; addressing isolation; fostering community integration; outreach to those at risk of social isolation.



Respect and Social Inclusion

Respectful and inclusive services; public images of aging; intergenerational and family interactions; public education; community inclusion; economic inclusion.



Civic Participation and Employment

Options of volunteering; employment alternatives; post-retirement training; accessibility; civic participation; valued contributions; entrepreneurship; opportunities for paid work.



Communication and Information

Offer oral communication, printed information; plain-language; automated communication and equipment; broad public access to computers and the Internet.



Community Support and Health Services

Service accessibility; range of health and community support services; emergency planning and care; coordinated service delivery.

The City is not required to address every single domain of livability in its plan. However, the breadth of responses from the City's community outreach efforts organically resulted in a set of action items that includes work in each of the domains above. Most action items address more than one domain. To help the reader track which domains are being addressed by which action items, the Action Plan includes a summary table of action items by domain. In addition, each action item narrative includes a visual reference to the corresponding domain.

User Groups and Use Cases

As noted elsewhere in the Plan, while the City's older residents may share some unique concerns in common, in every other respect they are as diverse as the rest of the City's population. For example, each of these older residents may be affected by one or more of the following challenges:

Lack of transportation Language or cultural barriers

Social isolation Hunger

Accessibility issues Concern for physical safety

Health concerns Housing affordability

Persons experiencing (or not experiencing) these kinds of challenges each form one part of larger groups of people in the city who are having similar experiences. From the City's standpoint, each of these subsets of residents is a "user group" whose issues must be addressed in order for the City to provide them with optimal service. Membership in these user groups is not always discernable to the City, and overlays residents' membership in other, more obvious categories, such as age cohort, racial and cultural background, socio-economic status, and occupation.

The Age-Friendly Action Plan has been designed to create positive impacts across as many of the above user groups as possible. However, while it can be useful at a policy level to think in terms of user groups, to have the maximum impact the Age-Friendly Action Plan must focus the attention of staff, community leaders and elected officials on how the challenges listed above (among others) affect real people in the community.

To that end, the Council directed staff to prepare "use cases' to ground the City's age-friendly work in a fact-based and compassionate perspective on how broad social issues affect individual residents of West Sacramento. Based on the Age-Friendly Advisory Committee's extensive community outreach, including a focus group that was convened in early August of 2017, staff has prepared a set of use cases that illustrate how the issues described above affect real West Sacramento residents. The names listed below are fictitious, but the experiences described are all based on actual feedback received from West Sacramento residents.

Harriet, Age 68

Harriet and her husband moved to West Sacramento fourteen years ago, seeking a small-town living environment. She is in good health and enjoys walking; however, there are areas of the City where she does not feel safe out of concerns over the lack of sidewalks and the occasional presence of illegal camping activity in the area. Harriet plans to live in West Sacramento for the rest of her life, but she lives in a multi-story home and is worried about being able to safely age in place.

Robert, Age 83

Robert moved to West Sacramento ten years ago to be closer to his adult daughters. Robert lives alone, and his social contacts consist primarily of his daughters and the friends he sees daily as a regular visitor to the Community Center, where he takes classes and spends time visiting in the lounge. In recent years, Robert has had a couple of health crises that required ambulance rides. He is very complimentary of the City's Fire Department, which responded to both incidents. He is also keenly interested in the development of hospitals and clinics closer to his West Sacramento home.

Debbie, Age 60

Debbie has lived in West Sacramento for over 20 years. She is healthy, is still working in a professional context, and has a comfortable income. Debbie is active in the community and has participated in a number of City events as both a participant and a volunteer. She is cognizant of her age, but is physically and mentally stronger than many of her younger peers. Debbie does not identify as a "senior" and is more likely to attend events that involve the entire community than those specifically targeting older residents.

Ruben, Age 54

Ruben has worked in West Sacramento for five years. He would like to move here, but is having difficulty finding suitable housing that is affordable. He was born in another country, and finds West Sacramento's diversity an attractive feature of this community. His work involves extensive contact with the public. While the vast majority of West Sacramento residents have been extremely welcoming, he has experienced racism from customers in some instances so he appreciates the City's efforts to create a multicultural community by involving residents whose first language is not English.

Shirley, Age 75

A lifelong West Sacramento resident, Shirley is active in the community and wears the title "senior" with pride. Shirley does not drive anymore, but is able to get to volunteer activities by asking friends for rides. This system meets her daytime travel needs, but friends are much less available in the evenings, so Shirley's ability to attend evening events is limited. While Shirley's inexpensive cell phone is not Internet-enabled, she is intrigued by descriptions of transportation network companies like Uber and Lyft and wonders if the City is exploring additional transportation alternatives for residents like her.

Gerald, Age 78

Gerald's mobility is severely limited. He does not use the Internet, doesn't drive, and cannot get out much in any case due to other health challenges. Gerald's adult children visit when they can and help with groceries; however, his brief weekday Meals on Wheels delivery represents one of his most substantial forms of social contact. Gerald wishes that there were more affordable options for in-home care so he wouldn't feel like he was imposing on his kids.

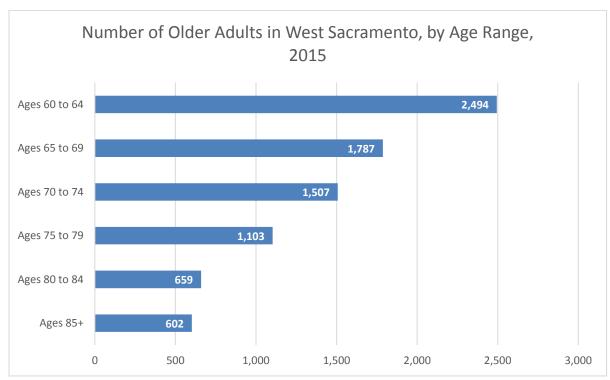
These use cases are just a sampling of the countless combinations of circumstances that are found within West Sacramento's diverse community of older residents. While not all-inclusive, the stories found in the use cases can support the implementation of the Age-Friendly Action Plan in multiple ways.

First, these stories can be used by staff and policymakers as a tool to think through potential City programs and policies in terms of their potential effects on the many subsets of West Sacramento's older adult population. The use cases also serve as a reminder to all that traditional stereotypes about the needs and desires of older adults are no substitute for actual engagement with these residents, and a more nuanced understanding of their diverse needs.

Current State of Older Adults in West Sacramento

Population

According to five-year estimates from the 2015 U.S. Census Bureau's American Community Survey (ACS), there were an estimated 8,152 individuals age 60 and over living in West Sacramento. This represents 16.1 percent of the total population of the city. About 25 percent of older adults (age 60 and older) in Yolo County live in West Sacramento.

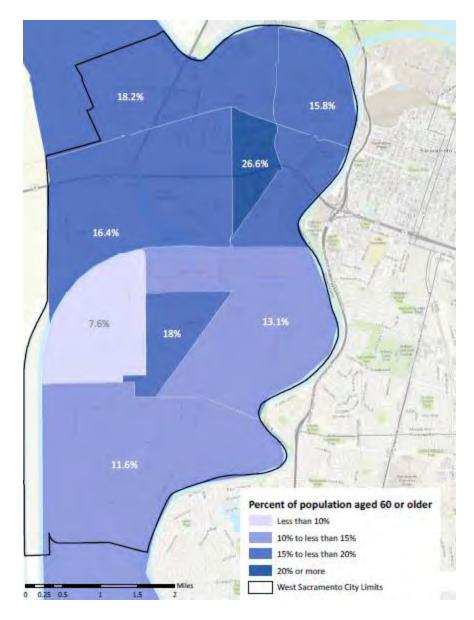


Source: U.S. Census Bureau, 2015 5-year American Community Survey (ACS)

About 4.7 percent of West Sacramento residents are 75 years old and older, or just under 2,400 people. The median age of the population 60 and over is 69.2 years old.

Geographic Distribution

The geographic distribution of residents over age 60 is not uniform throughout the community. As shown below, the percentage of older residents is generally higher in Census tracts north of the Deep Water Ship Channel.

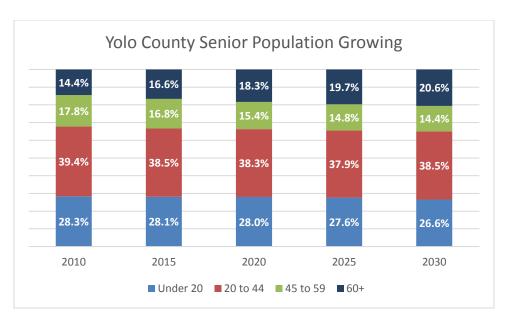


Source: Census 2015 5-year ACS

Importantly, the Census tracts with higher percentages of older residents also tend to be located in areas where poverty levels are higher than the rest of the city, suggesting that more vulnerable elderly residents may be located in these areas.

Population Growth

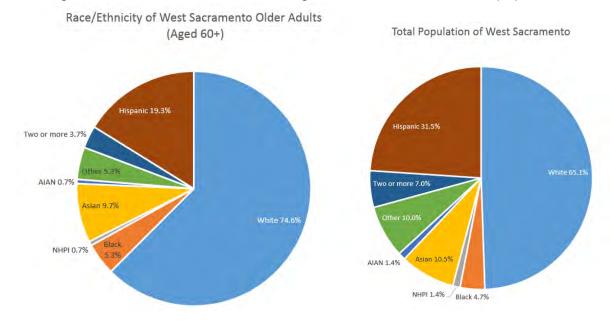
Overall, data speak to a growing senior population across Yolo County. Adults ages 60 and over were only 14.4 percent of Yolo County's population in 2010. By 2030, this group's population share is projected to grow to 20.6 percent. This projected proportion is not quite as high as that projected for the Sacramento Region (25.7 percent).



Source: California Department of Finance P-2 County Population Projections (2017 series)

Race and Ethnicity

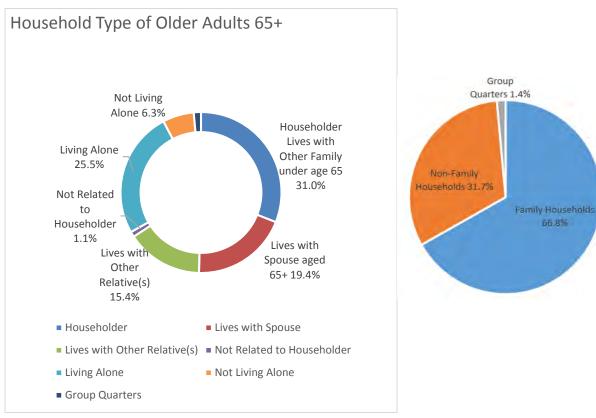
West Sacramento older adults are racially diverse. As with the broader population, Whites make up the majority of persons over age 60, with Hispanics representing the next-largest category. The city also has substantial populations of Asian, Black, and persons of Other or Two or More Races. It should also be noted that language challenges transcend racial lines, affecting both white and non-white populations.



Source: Census 2015 5-year ACS

Households

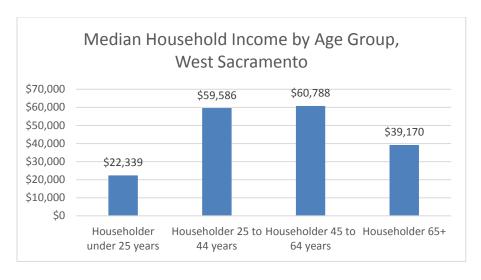
According to the U.S. Census Bureau, "a family household is a household maintained by a householder who is in a family...and includes any unrelated people (unrelated subfamily members and/or secondary individuals) who may be residing there. The number of family households are equal to the number of families." In West Sacramento, 31 percent of older adults aged 65+ live with family, such as a spouse, children, or other relatives. 25.5 percent of older adults live alone. 1.4 percent of West Sacramento's older residents live in group quarters such as nursing facilities. Older adults in assisted-living units are counted as being in households.



Source: Census 2015 5-year ACS

Income

Median household income for West Sacramento residents aged 65 and over was \$39,170, according to the 2015 five-year estimates from the ACS. This represents a difference of about \$21,000, or 64 percent from the median income of householders aged 45 to 64 in the same time period.



Source: Census 2015 5-year ACS

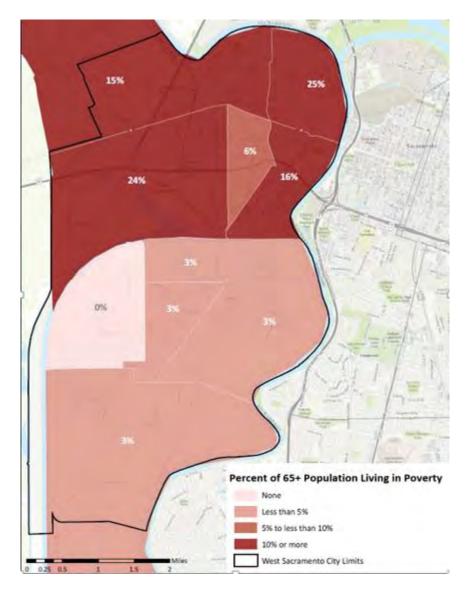
Approximately 4.5 percent of older adults in West Sacramento, or about 154 households headed by those age 65 and over have incomes of less than \$10,000 per year while more than a third of all older adult householders in the city have incomes less than \$25,000 per year.

Among West Sacramento households with people 65 years old and over, 47 percent have earned income at an average of \$49,409 per household. Over 42 percent of West Sacramento households over age 60 have retirement income, while 68.8 percent receive Social Security payments. Only 6.6 percent of West Sacramento older adults receive SNAP benefits, compared to 12.6 percent of the overall population in the city.

Poverty

Although income from Social Security helps keep many older persons out of poverty, in West Sacramento, 13.4 percent of residents over age 60 live in poverty. This is compared to 17.7 percent for all ages. An additional 17.7 percent are living near poverty, between 100 and 150 percent of the federal poverty threshold.

Among West Sacramento Census Tracts, poverty rates range from 0 percent to 25 percent. As shown below, there is a visible relationship between poverty and location in West Sacramento, with persons living in poverty concentrated heavily in the northern portion of the city.



Source: Census 2015 5-year ACS

Housing and Community

Of the 5,767 non-institutional senior households in West Sacramento, 72.7 percent lived in housing units that they owned themselves and 27.3 percent rented.

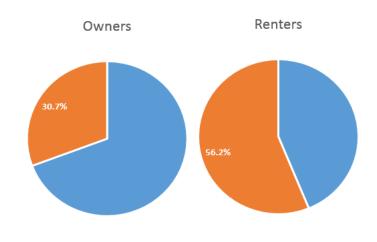
The generally accepted threshold for housing affordability is spending less than 30 percent of household income on housing and related expenses. Older adult renters in West Sacramento struggle more than senior homeowners with unaffordable housing. Over 56 percent of renters and almost 31 percent of owners live in unaffordable housing. The median rent for a senior in West Sacramento is \$750 per month. To afford

this rent, a household needs to have an annual income of at least \$30,000, or \$12,400 more than the average annual Social Security benefit.

As older adults age, some reside in institutional facilities, such as nursing homes. Others age in place, some with the assistance of family, and/or home and community-based services.

According to the 2015 ACS, approximately 82 West

Sacramento residents aged 65+



Source: Census 2015 5-year ACS

lived in nursing facilities, a small decrease from the 112 shown in the 2000 Census.

Organization of This Plan

An overview of key findings and recommendations is provided in the Executive Summary. Age-Friendly principles and implementation actions are described in narrative form in the following sections. Each project narrative is followed by an implementation section, which provides more detail on each action item, including subtasks, interim milestones, and the responsible departments for each item.

Each of the recommendations in the Plan relates to community input that was received from one or more of the input mechanisms described in this Introduction. To help connect each implementation item to the feedback from which it originated, each item lists the relevant survey instrument, along with the rank that item achieved within that instrument. For example, a rank of "1" indicates that an item was selected most frequently within that survey, a "2" was the second place item, and so on. Each survey instrument was different, so the ranking figures are not comparable across surveys, but are provided to show the relative priority of items among respondents to the same survey instrument.

The exhibits to the plan provide summaries of the community outreach results upon which the plan was based. The AARP survey includes many observations that could not be elaborated in detail in this report, but which provide interesting and valuable insights on their own. Summaries of the results from the City's outreach efforts are provided to allow the reader the opportunity to view the distribution of answers, or, in the case of the open-ended questions, to read the narrative responses from the community.

Accountability

Throughout the process of developing this plan, community members, Committee members, and others have reiterated the importance of the Age-Friendly Action Plan not gathering dust on a shelf, but becoming a genuine blueprint for action. To this end, the plan document has been designed to facilitate accountability. The implementation section includes specific tasks, completion dates, and responsible parties. In addition, the plan includes an accountability checklist (Exhibit G) that organizes all projects by interim due dates to allow (and encourage) community members to track the City's progress in implementing its Age-Friendly action items.

Age-Friendly Principles

The City of West Sacramento's Age-Friendly Action Plan contains 20 implementation items that span multiple domains of livability and City activity categories. However, beyond outlining specific implementation items, the Plan is intended to help staff, community members and decision-makers view not just the projects listed in the Plan, but all projects, through an age-friendly lens.

To that end, this section outlines a set of principles that can be applied to City programs and projects to help assure that they meet the needs of West Sacramento residents. These principles are adapted from the World Health Organization's document titled "Global Age-Friendly Communities: A Guide," which was developed by WHO based on feedback from age-friendly efforts in 33 countries world-wide. Further details on each item can be found in that source document, which is available for free online. The principles are organized by WHO domains of livability in order to facilitate reference by staff involved with relevant projects:

Outdoor Spaces and Buildings		
Pleasant and Clean Environment – Create beautiful natural surroundings	Importance of Green Spaces – Provide green spaces for all to enjoy	
Somewhere to Rest – Provide adequate outdoor seating	Age-Friendly Pavement – Keep paved areas in good condition to facilitate safe travel	
Safe Pedestrian Crossings – Assure residents can cross intersections safely	Accessibility – Remove barriers to physical access to city amenities	
A Secure Environment – Allow residents to feel secure in their communities	Walkways and Cycle Paths Promote health by creating safe space to walk and bike	
Age-Friendly Buildings Make buildings accessible to all	Adequate Public Toilets – Provide clean, convenient, accessible public restrooms	
Older Customers – Promote good customer services that appreciates older residents		

<u>Transportation</u>			
Availability Make a variety of transportation services available to residents	Affordability Keep the cost of transportation services affordable for older residents		
Reliability and Frequency — Reliable and frequent service improves usability to customers	Travel Destinations – Assure that users can get where they want to go		
Age-Friendly Vehicles Make vehicles easy for older residents to embark and disembark	Specialized Services – Provide specially-adapted transport for those who need it		
Priority Seating and Passenger Courtesy – Promote courteous treatment of older riders	Transport Drivers – Assure that public transport drivers are courteous and sensitive		
Safety and Comfort – Riders should feel safe using public transportation	Transport Stops and Stations – Stops and stations should be convenient and safe		
Taxis – Using taxis and similar paid transport to the benefit of older residents	Community Transport – Free or low- cost transport to augment other transportation systems		
Information – Help users understand available transportation options	Driving Conditions – Create a transportation system that is conducive to safe driving		
Courtesy Towards Older Drivers – Promote courteous driving behaviors	Parking – Priority parking for older and handicapped residents is age-friendly		

Housing

Affordability – Assure that affordable, appropriate housing options exist for older residents

Essential Services – Assure that affordable housing meets applicable codes and provides adequate heat, cooling and other essential services

Design – Promote housing layouts that are handicap-accessible

Modifications – Promote housing designs that can be readily modified with age-friendly improvements that allow residents to continue to live independently

Maintenance – Create or promote programs to help older residents maintain their homes

Access to Services – Make needed services convenient and accessible to older residents

Community and Family Connections – Facilitating neighborly connections for older residents

Housing Options – Create a range of housing options that address older residents' changing needs

Living Environment – Ovoid overcrowding and promote adequate living space for older residents

Social Participation

Accessible Opportunities – Make entertainment and educational events accessible to older residents, including both site-specific accessibility and transportation to the event

Affordable Activities – Make entertainment and educational events affordable for older residents

Range of Opportunities -

Provide/promote a range of entertainment and educational events that will interest a broad swath of older adults

Advertise and promote civic events in a way that allows as many older residents as possible to hear of the event and attend.

Awareness of Activities and Events -

Encouraging Participation and Addressing Isolation – Create frequent opportunities for older residents to make social contacts, and make it easy for older residents to attend

Integrating Generations, Cultures, Communities – Create opportunities for older residents to interact with people who are different from themselves

Respect and Social Inclusion

Respectful and Disrespectful Behavior

Promote respectful treatment of older persons

Age-ism and Ignorance – Educate staff and the public to avoid age-ist stereotypes and educate them about the actual needs of older adults

Intergenerational Interactions and
Public Education – Create opportunities
for older residents to work and interact
with children

Place within the Community – Create opportunities for older residents to use their experience in leadership roles within the community

Helpfulness of the Community – Create opportunities for older residents to form relationships with other residents and to solicit their help when needed

Place in the Family – Facilitate the inclusion of older residents in family units, for example through building or planning regulations that allow second units

Economic Exclusion – Avoid the creation of economic or other barriers that have the effect of excluding older residents from the civic life of the community.

Civic Participation and Employment

Volunteering Options for Older Residents – Create opportunities to leverage the enormous experience and capabilities of older residents

Flexibility to Accommodate Older Workers and Volunteers – Tailor employment and volunteering opportunities for older residents through flexible scheduling and other accommodations

Training – Enable older volunteers and workers through training opportunities

Valuing Older People's Contributions – Combat age-discrimination and promote the value of contributions from older residents

Better Employment Opportunities and More Options – Help remove barriers between older workers and employment opportunities

Encourage Civic Participation – Help older residents participate through accommodations such as reserved seating, improved accessibility, listening device assistance, etc.

Entrepreneurial Opportunities – Help older residents participate in the workforce through training and assistance to become entrepreneurs.

Communication and Information

Widespread Distribution – Use available and appropriate communication channels to maximize distribution of relevant news and information to older residents

Will Someone Speak to Me? --

Leverage word of mouth to facilitate rapid communication of news to older residents

Information Technology: Boon and

Bane – Encourage the use of the Internet and electronic media, but assure that other communication tools are used to reach those who do not have access to Internet-enabled devices

The Right Information at the Right

Time – Manage information overload and provide older residents with the information they need to be full participants in civic society

Age-Friendly Formats and Design -

Use readable fonts and simplified page layouts to facilitate comprehension of written and electronic media presentations

A Personal and Collective

Responsibility – Like anyone else, older adults are responsible for keeping themselves informed; however, it is a collective responsibility to remove barriers that might keep older adults from doing so.

Community Support and Health Services

Accessible Care – Promote the availability of convenient, accessible, affordable health care facilities serving older people

A Wider Range of Health Services – Encourage a wide variety of health services benefiting older residents, e.g. clinics, hospitals, adult care centers, respite and training for caregivers, medical equipment suppliers, etc.

Aging Well Services – Encourage the establishment of health promotion and disease prevention programs and services targeting older residents

Home Care – Promote the availability of a wide variety of home care options for older residents

Residential Facilities for Those Unable to Live at Home – Help to assure that adequate and affordable care facilities exist for older residents who can no longer live safely at home.

A Network of Community Services – Promote the availability of community social services (e.g. discounted meals, pre-screened contractors, etc.) to older residents

Volunteers Wanted – Use volunteers to fill gaps in health and social services programs targeting seniors

Several of the concepts listed by the WHO relate to private sector activities, and/or types of work that are not within the City's purview, but may fall within the scope of allied agencies such as Yolo County. Nothing in this Plan is intended to suggest that the City undertake entirely new lines of business in order to provide those services directly; however, in many instances the City can promote or facilitate outcomes that are outside of its normal responsibilities through partnerships and adjustments to its regulatory framework. This is the intent where principles (including those related to health services, among others) fall in a domain that is not part of the City's normal responsibilities.

Individual projects and programs help West Sacramento residents, but are not adequate by themselves to create long-lasting change. The principles outlined above provide a framework that will create connections between programs and inform day to day City actions so they support and magnify the impact of the City's age-friendly efforts.

The City's Age-Friendly Categories

The public outreach undertaken for the Age-Friendly Action Plan indicated multiple areas in which older West Sacramento residents felt there was room for quality of life improvements. The Advisory Committee developed implementation projects to address those identified needs, and directed staff to organize the City's items into three broad categories, each of which would include several projects spanning more than one of the AARP/WHO Domains of Livability.

The following themes reflect the City's broad priorities for its age-friendly work, and are designed to make the intent of the overall plan visible and easy to communicate.

Connectivity

Human beings have an innate need for connection with others. Unfortunately, it can become harder to maintain those important connections as we age. Physical abilities can decline, making it difficult for older people to shop, recreate, or attend events. As technology advances, older people may find it difficult to stay in touch with relatives, many of whom have begun using technologies, such as social media apps, with which the older resident may not be familiar. For the same reason, staying abreast of community news, much of which is shared via technologies that are not readily accessible to all older residents. The absence of these connections can lead to social isolation, depression, and negative health implications for older people.

The City of West Sacramento's Age-Friendly Action Plan seeks to help older West Sacramento residents remain both physically and socially connected to their community as they age. To that end, this category includes three implementation items designed to facilitate physical mobility, and four designed to help older residents stay informed and connected electronically with the rest of the world. These items will not only benefit the older residents. Removing barriers to connectivity will release the enormous potential of West Sacramento's older residents to give back to the community through paid work, volunteering, mentoring and participation in civic life.



Public Safety

A city's first duty is to protect the safety of its residents. This is particularly true for older residents, who can feel vulnerable due to the effects of aging. As part of their normal operations, the City's Police and Fire Departments already provide service to older West Sacramento residents along with the rest of the community. However, community outreach undertaken as part of the City's Age-Friendly work suggested that more could



be done to help protect West Sacramento's older residents and help them feel confident both in their homes and moving about the community.

The Public Safety category includes projects that reflect a variety of approaches to improving the overall safety and sense of well-being of West Sacramento's older residents. Two projects are

designed to facilitate more and better contact between the West Sacramento Police Department and the city's older population. Keeping in mind that the homeless elderly may be the City's most vulnerable older residents, the plan encompasses the City's effort to enhance supportive housing resources for the homeless. Additional projects seek to assist older residents to recognize and report attempts at fraud, and to help assure that older residents have smoke alarms in their homes. While not all-encompassing, these measures offer the potential for a material enhancement to both the actual and perceived sense of security among West Sacramento's older residents.

Quality of Life

In addition to providing public safety and infrastructure, the City has a role to play in creating an overall environment in which community members can enjoy a high quality of life. City functions such as Planning, Housing, Economic Development, and Parks and Recreation, among others, all play a role in shaping that environment.

The Quality of Life category in this plan includes activities across a wide spectrum of City operations, all with the common theme of helping to assure that West Sacramento is a community where older residents – and by extension, all residents – can live happy, engaged lives. Two projects are aimed at housing, one designed to increase the number of smaller, affordable apartments that are available in the community, and the other to develop a funding source for improvements that will allow older residents to age in place more safely. Three projects focus on health and recreation programs. Two projects are intended to help address neighborhood maintenance, aesthetics and walkability.

The table shown in the following section summarizes the recommended Action Plan implementation items by both domains of livability and City categories. Throughout the Plan, each project is color-coded to indicate its City category, and includes an icon to denote the corresponding WHO/AARP domain of livability.

City Category	Content Area
Connectivity	How do older residents connect with each other, with the City, and with the community?
Public Safety	What can be done to help assure that older West Sacramento residents experience safety in their homes and in the community?
Quality of Life	How can the City help its older residents live happy, productive lives?

1. Adopt the Bike, Pedestrian and Trails Master Plan, Including "Safe Routes for Seniors" Chapter





Background

This item is intended to address a variety of mobility-related issues that were flagged by participants in the City's outreach efforts. This project will also help address other issues (such as the need for more medical clinics) that are mostly outside of the City's control, but which can be partially addressed through connectivity improvements that allow residents to more easily access existing facilities.

Project Summary

The City will develop a Bike, Pedestrian and Trails Master Plan, and add an appendix describing routes that are especially important to seniors. This information will then inform future City funding decisions regarding bike, pedestrian and trail improvements City-wide.

Related Items from Public Outreach

<u>Item</u>	<u>Instrument</u>	<u>Rank</u>
Transportation to/from Volunteer	AARP Survey (gaps)	1
Activities	MMM Manor Town Hall	2
Well-Lit, Safe Streets and	AARP Survey (features)	1
•	MMM Town Hall	1
Intersections	Online Survey	1
Well-maintained Streets	MoW Survey	5
Streets/Sidewalks	Phone Survey	1
Parks/Trails	Phone Survey	3

Current State

While steady improvements have been made to the City's transportation infrastructure since incorporation, the City has experienced an unacceptable level of serious pedestrian accidents in recent years, and bike riders have noted multiple areas where striping and other bike facilities are less than conducive to comfortable bike travel.



Desired State

The Bike, Pedestrian and Trails Master Plan will lay out a program of improvements designed to make West Sacramento a regional leader in terms of both the quantity and quality of the amenities that facilitate walking and bicycling in West Sacramento. As a result of the City's Age Friendly work, the Master Plan will make recommendations for specific improvements needed to materially improve the safety of bicycle and pedestrian travel for older residents in key areas.

Impact of this Strategy

Implementation of the Bike, Pedestrian

and Trails Master Plan will improve older residents' ability to move around the community through means other than the automobile, which will support physical health, social engagement and overall quality of life for older West Sacramento residents.

1. Adopt a Bike, Pedestrian and Trails Master Plan

Goal:	Adopt a master plan that includes bicycle, pedestrian and	
	trail improvements benefiting older residents	
City Category:	Connectivity	
AARP/WHO Domains:	Transportation, Outdoor Spaces and Buildings, Civic	
	Participation and Employment	
Lead Department:	Public Works	
Collaborating Entities:	: City Manager's Office	
Key Metric(s):	Timely plan adoption and implementation of improvements	
	benefiting older residents	

#	Activity	Lead	Target Completion	Resources	Metrics
1	Conduct Level of Traffic Stress Analysis	PW	July 2017	Consultant	Complete (Y/N)
2	Prepare Draft Plan	PW	August 2017	Consultant, City Depts.	Complete (Y/N)
3	Adopt Updated Plan	Council	October 2017		Adopted (Y/N)
4	Develop Age Friendly Appendix	СМО	November 2017	City Depts.	Complete (Y/N)
5	Develop Safe Routes to School Appendix	PW	November 2017	City Depts., non-profits	Complete (Y/N)



Continuous Improvement Opportunities:

- Use Update BPTMP to compete for and secure funding for implementation.
- Make an interactive BPTMP map available online for community members to learn more about existing and planned projects.

2. Adopt a Mobility Action Plan

Background

Being able to get from one place to another is central to an individual's ability to participate in society. In some amenity-rich urban areas, residents can find most of the goods and services they need within walking distance of their homes, which greatly facilitates aging in place. West Sacramento is working to build more and more walkable neighborhoods, but most West Sacramento residents still rely on their automobiles or on public tra





Sacramento residents still rely on their automobiles or on public transportation to get around.

Project Summary

The need to drive or take a bus can severely curtail the ability of West Sacramento's older residents to participate in civic life. The purpose of this project is to create a prioritized set of actions the City can take to make it easier for West Sacramento residents to move around the community. This will help older residents avoid social isolation, enable more economic activity, and improve West Sacramento residents' ability to age in place without sacrificing their quality of life.

Related Public Outreach Results

<u>Item</u>	<u>Instrument</u>	<u>Rank</u>
Reliable Public Transportation	MMM Town Hall	2
Public Transportation	Phone Survey	2
Safe Public Transportation Stops and Areas	Online Survey	4

Current State

Currently, the City pays approximately \$1.9M per year in Transit Development Act (TDA) funds to the Yolo County Transportation District (YCTD) for access to 8 bus routes operating in the City. Some of these routes, such as the Route 42A/42B that runs through West Sacramento and provides regional airport service is guite well-used, while others. such as Route 340A, which provided shuttle service between the CalSTRS and



Ziggurat building and the Amtrak Station in Sacramento, have experienced very low ridership, which has led to route changes.

During the outreach process for the Age-Friendly Action Plan, many seniors stated that public transportation was not usable for them, citing a variety of factors, including cost; infrequent service; inability to walk to the bus stop; and the lack of proximity of bus stops to desired destinations.

The City also has several smaller, transit-like services that aid some residents. The Parks Department funds a shuttle that provides twice-weekly door-to-door service that enables participating seniors to go shopping without having to walk or drive. The City also pays for a shuttle to bring seniors to certain events, such as the Senior Resource Faire. However, the demand for these services greatly exceeds the Parks Department's current funding.

Desired State

The City should be a place where residents can not only find a home that meets their needs at every stage of life, but where there are multiple mobility options to allow them to live independently and remain active participants in community life long after they are no longer driving an automobile.

Impact of This Strategy

Implementation of the Mobility Action Plan should result in measurable increases in transit ridership among older residents, and improved customer satisfaction with those services.

2. Adopt Mobility Action Plan

Goal:	Adopt a master plan that includes innovative transit options	
	that benefit older residents	
City Category:	Connectivity	
AARP/WHO Domains:	Transportation, Civic Participation and Employment	
Lead Department:	Public Works	
Collaborating Entities:	City Manager's Office	
Key Metric(s):	Timely plan adoption and implementation of programs and	
	services benefiting older residents	

#	Activity	Lead	Target Completion	Resources	Metrics
1	Apply for SACOG TDM Innovations Grant funding for Pilot 2 Flexible Transportation Service	PW	June 2017	YCTD, City Depts.	Complete (Y/N)
2	Deploy Pilot 1 Downtown Shuttle	PW	August 2017	YCTD, City Depts.	Complete (Y/N)
3	Apply for Caltrans Sustainable Transportation Planning Grant Program funding for Mobility Action Plan	PW	November 2017	TBD	Complete Y/N
4	Deploy Pilot 2 Flexible Transportation Service*	PW	June 2019	TBD	Complete (Y/N)
5	Prepare draft Mobility Action Plan*	PW	March 2020	TBD	Complete (Y/N)
6	Adopt Final Mobility Action Plan*	Council	June 2020	TBD	Adopted (Y/N)

^{*}Completion of activities are contingent on the receipt of grant funding.



Continuous Improvement Opportunities:

- Develop an interactive online map that comprehensively shows the location of mobility options throughout the City.
- Utilize data gathered from Pilot 1 and Pilot 2 to improve the transit network based on customer and citizen feedback.
- If successful, increase level of service of the Pilot 1 Downtown Shuttle to accommodate increased demand.
- If successful, identify resources to continue and/or expand operations of the Pilot 2 Flexible Transportation Service.
- Leverage the MAP to identify and compete for funding to implement strategic mobility projects.

3. Complete the ADA Transition Plan

Background

Enacted in 1990, the Americans with Disabilities Act (ADA) is a federal law that requires (among other things) that public infrastructure such as sidewalks, buildings, and traffic signals be constructed and operated in an manner that makes those facilities accessible to persons with disabilities. While the bill rightfully sets high expectations for compliance, retrofitting a city's worth of pre-







ADA, non-compliant infrastructure all at once is more than most cities (including West Sacramento) can reasonably afford to undertake.

West Sacramento is developing an updated ADA Transition Plan so the City can identify and prioritize the most important ADA compliance projects to undertake with its limited resources. As part of the development of this plan, the City will work directly with older residents in order to identify the ADA-related barriers they may be experiencing while using City facilities. By using this input to identify and prioritize future ADA improvement projects, the City can help remove barriers that may currently be hindering older West Sacramento residents from safely aging in place.



Project Summary

For this project the City will complete its ADA Transition Plan and begin implementing accessibility projects, including projects prioritized based on their relevance to older community members.

Related Public Outreach Results

<u>Item</u>	<u>Instrument</u>	<u>Rank</u>
Well-Lit, Safe Streets and Intersections	AARP Survey	1
	MMM Town Hall	2
	Online Survey	1
Sidewalks that Are in Good Condition and	MMM Town Hall	3
Accessible	MoW Survey	6
	Online Survey	2

Current State

The City has made substantial investments to make City buildings and infrastructure accessible to the disabled. However, with much of the City's infrastructure having been developed before the ADA was enacted, there are still many improvements that need to be made. The City is committed to an orderly, fact-based process to identify and prioritize those improvements.

Desired State

Ideally, residents of any age and all levels of physical ability should be able to fully utilize and enjoy every City facility, without having their access impaired by a lack of appropriate accommodations. Reducing these barriers will help the disabled, older residents, children, and any resident to participate fully in the City's civic life, enriching West Sacramento for all.

Impact of this Strategy

The ADA Transition Plan will result in the implementation of accessibility improvements that will make the community more walkable for all West Sacramento residents.

3. Complete ADA Transition Plan

Goal:	Conduct new Self Evaluation and Update ADA Transition	
	Plan; specific attention to improvements that benefit older	
	residents	
City Category:	Connectivity	
AARP/WHO Domains:	Transportation, Outdoor Spaces and Buildings, Housing	
Lead Department:	Public Works	
Collaborating Entities:	ties: City Manager's Office, Community Development and	
	Administrative Services Departments	
Key Metric(s): Timely Self Evaluation, update and adoption of ADA		
	Transition Plan; implementation of improvements paying	
	specific attention to those benefiting older residents	

#	Activity	Lead	Target Completion	Resources	Metrics
1	Kick-Off Meeting	Public Works	March, 2017		Complete Y/N
2	Staff Training	Consultant	April, 2017		Complete Y/N
3	Data Collection	Public Works	August, 2017		Complete Y/N
4	Draft Self Evaluation Report	Consultant	August, 2017		Complete Y/N
5	Draft Transition Plan	Consultant	September 2017		Complete Y/N
6	Public Comment Period	Public Works/CMO	October 2017		Complete Y/N
7	Presentation to City Council	Public Works	November 2017		Complete Y/N
8	Transition Plan Bi- Annual Projects	Public Works/Finance	June 2018 for FY 2018/19		Complete Y/N



Continuous Improvement Opportunities:

- Target older residents as part of public outreach for draft transition plan
- Use input from seniors to inform prioritization of implementation projects

4. Create Printed Quarterly Newsletter for Older Residents





Background

One of the fundamental elements of good governance is keeping residents informed of what is going on in the community so that they are empowered to involve themselves in civic life. Historically, one of the City's primary means of communication with its residents was a newsletter called City Lights, which was mailed to





thousands of residential addresses on a quarterly basis. Due to budget constraints and the advent of the Internet, City Lights was discontinued in 2015 and replaced with an online blog, City iLights.

While a money-saver and a natural technological evolution, the switch to a digital newsletter format left many older residents without a reliable means of knowing what was going on in their city. In the AARP survey, 88 percent of respondents indicated that clearly-displayed information with large lettering is an important community need, but only 18 percent felt this is already present in the community, resulting in a gap of 70 percent.

Project Summary

This project will help re-engage the city's older residents by creating a new printed newsletter highlighting issues of particular interest to seniors.



Related Public Outreach Results

<u>Item</u>	<u>Instrument</u>	<u>Rank</u>
Community Information Delivered to Those	AARP Survey	5
Who Need It	(55-64 and	
	65+ Groups)	
Community Information Displayed with	MMM Town Hall	11
Large Lettering		
Communications	Online Survey	9

Current State

The City's digital communications are expanding their scope rapidly, with the reach of City content reaching all-time highs. However, feedback from the Age-Friendly outreach process has made it clear that many of West Sacramento's older residents have been left behind by the City's abrupt switch to an outreach program that relies heavily on residents' use of online and smart phone technologies.

Desired State

The City should provide a communications program that allows every resident of the City an opportunity stay informed and participate in civic life by accessing information sources that are affordable, accessible, and comfortable for them.

Impact of this Strategy

The re-institution of a quarterly newsletter should allow West Sacramento's older residents to feel more engaged and informed about happenings in the City, reducing the potential for social isolation. This can be measured through older residents' participation in City events and activities, and through surveys assessing older residents' satisfaction with the communication they receive from the City.

4. Create Printed Quarterly Newsletter for Older Residents

Goal:	Produce quarterly newsletter and mail to older West		
	Sacramento residents to keep them informed		
City Category:	Connectivity		
AARP/WHO Domains:	Social Participation, Respect and Social Inclusion, Civic		
	Participation and Employment, Communication and		
	Information		
Lead Department:	City Manager's Office – Community Relations (CR) Division		
Collaborating Entities:	All Departments		
Key Metric(s):	# of newsletters delivered, % of older residents indicating the		
	they feel well-informed		

#	Activity	Lead	Target Completion	Resources	Metrics
1	Prepare Document Format	CR Division	Aug 2017		Complete Y/N
2	Assemble Mailing List	CR Division	Aug 2017		Complete Y/N
3	Prepare Draft Document	CR Division	Sept 2017	City depts., non-profits	Complete Y/N
4	Mail First Edition at Start of Q4 2017	CR Division	Sept 2017		 # of copies delivered Mailing date Reader response
5	Mail Additional Quarterly Editions at Start of Quarter	CR Division	Ongoing		See (4) above

CREATE PRINTED QUARTERLY NEWSLETTER FOR OLDER RESIDENTS

August 2017
Prepare Document Format
Community Relations Division

Assemble Mailing List
Community Relations Divisions

September 2017

Prepare Draft Document

Community Relations Divisions

Mail First Edition at Start of Q4 2017

Community Relations Divisions

Ongoing

Mail Additional Quarterly Editions at Start of Quarter

Community Relations Divisions

Continuous Improvement Opportunities:

- Use community input to right-size distribution of the newsletter to persons who need or prefer mail communications from City.
- Use reader feedback to improve relevance of newsletter content
- Make all quarterly newsletter content available online to promote broadest possible distribution of information.
- Control distribution cost by encouraging residents with internet-enabled devices to receive information online.

5. Maintain and Expand Age-Friendly Web Content





Background

While it is important for the City to continue reaching out in print to those older residents who are not able to access a computer or smart phone, there are many West Sacramento seniors who are able to utilize these technologies. These residents should have access to online content that will keep them informed and help them stay engaged with the community as they age.





Project Summary

The City will develop and maintain content on its web site that is designed to be relevant specifically to older residents.

Related Public Outreach Results

<u>Item</u>	<u>Instrument</u>	<u>Rank</u>
Community Information Delivered to Those Who Need It	AARP Survey (55-64 and 65+ Groups)	5
Community Information Displayed with Large Lettering	MMM Town Hall	11
Communications	Online Survey	9



Current State

The City currently mails an "Active Aging Newsletter" to residents who have signed up to participate in City Active Aging programs. Also, many older residents are included on the City's distribution lists for City iLights, and/or subscribe to one or more of the City's social media feeds. However, currently there is no online platform that focuses on content of specific interest to older residents.

Desired State

The City should have an online resource that would provide older residents (and family and caregivers for older residents) access to information of particular interest to seniors. This content would include, but not be limited to: information about the City's active aging programs; contact information for County and other resources relevant to aging; news about upcoming City meetings and events; and public safety information. This online resource would complement the City's printed newsletter for older residents, providing everyone with access to the same useful information regardless of technological ability.

Impact of this Strategy

Many older residents use the Internet, and should have ready access to relevant content. This strategy should result in older residents who feel well-informed about community activities and are able to participate in community life. The City's web site and social media feeds are also an important vehicle for identifying residents of any age who are interested in volunteering to assist in the City's age-friendly work.

5. Maintain and Expand the City's Age-Friendly Web Page

Goal:	Maintain and Expand Age-Friendly Web Page	
City Category:	Connectivity	
AARP/WHO Domains:	Social Participation, Respect and Social Inclusion, Civic	
	Participation and Employment, Communication and	
	Information	
Lead Department:	Lead Department: City Manager's Office – Community Relations Division	
Collaborating Entities:	All Departments	
Key Metric(s):	# of page views, % of seniors who indicate that they feel	
	well-informed about City news	

#	Activity	Lead	Target Completion	Resources	Metrics
1	Develop New Content	CR Division	Feb 2018	AARP, Yolo County	Complete Y/N
2	Go Live with Expanded Age-Friendly Content	CR Division	March 2018		 Timely launch Reader response Regular updates
3	Curate Content to Keep Age-Friendly Web Site Current	CR Division	Ongoing		Complete Y/N

MAINTAIN AND EXPAND THE CITY'S AGE-FRIENDLY WEB PAGE



Continuous Improvement Opportunities:

- Leverage City computer classes to expand potential reach of the Age-Friendly web site (See Implementation Project # 7)
- Expand older residents' use of social media to facilitate multi-platform communications
- Incorporate user feedback to enhance relevance and readability of new web site
- Partner with AARP, other non-profits, Yolo County, etc. to provide a breadth of relevant information for older residents

6. Broadband Expansion Pilot Project

Background

The Internet offers vast potential to help older residents combat isolation, inform themselves on local activities, and participate in the global economy. However, there are many barriers to entry for older residents seeking to avail themselves of these opportunities, including technical skills, lack of equipment, and/or good Internet connectivity. These barriers may be concentrated in specific









areas of the city. For example, the City's online survey was advertised broadly, but responses came disproportionately from the 95695 ZIP code, suggesting that Bryte/Broderick residents may be experiencing a barrier to full use of the Internet.

Project Summary

This project will involve an effort to pilot new approaches for expanding broadband access in a defined area with a diverse population of beneficiaries, including older residents.

Related Public Outreach Results

<u>Item</u>	<u>Instrument</u>	<u>Rank</u>
Community Information Delivered to Those	AARP Survey	5
Who Need It	(55-64 and	
	65+ Groups)	
Community Information Displayed with Large Lettering	MMM Town Hall	11
Communications	Online Survey	9

Current State

At present, most West Sacramento households have an Internet connection, which generally means that there are two service providers providing a minimum service level of 6 Mbps download and 1 Mbps upload speeds. However, increasingly these speeds are inadequate, the cost is too high, and many residents lack the equipment and/or skills needed to take advantage of digital services. Residents who are unable to access these services are prevented from fully benefiting from Internet technology and accessing the digital economy. For older residents, this "digital divide" can lead to social isolation and a withdrawal from civic life.



Desired State

While the City should continue reaching out to its residents through all available means, including print media, it should also strive to constantly expand the number of residents who are able to comfortably access the full power of the Internet to enhance their lives.

Impact of this Project

The Internet is a tool that can help older residents stay in touch with relatives, keep abreast of local activities, and participate in the global economy. Broadband access is the foundation upon which the City and its partners can layer computer training and other activities in order to get more of West Sacramento's older residents online. This project will help the City identify West Sacramento neighborhoods where residents may be experiencing poor Internet connectivity and pilot strategies for improving service to those areas.

6. Broadband Expansion Pilot Projects

Goal:	Increase broadband access and adoption for seniors and
	others in under-served areas of the City
City Category:	Connectivity
AARP/WHO Domains:	Social Participation, Respect and Social Inclusion, Civic
	Participation and Employment, Communication and
	Information
Lead Department:	CDD, PW, P&R, ED, Yolo Co. EDH
Collaborating Entities:	City Manager's Office
Key Metric(s):	Identify infrastructure gaps and economic barriers to
	broadband access, and obstacles to adopting broadband
	(training) in older north area neighborhoods.

#	Activity	Lead	Target Completion	Resources	Metrics
1	Conduct North Area Survey	CDD	Aug 2017	BBCAN	Complete Y/N
2	Provide information on ATT Access Program	CDD	Aug 2017		# of flyers
3	Engage providers on north area infrastructure gaps	CDD	Ongoing		Complete Y/N
4	Identify economic challenges to broadband adoption	CDD	Aug 2017		Complete Y/N
5	Adopt Broadband Action Plan	CDD	Oct 2017	i	Complete Y/N
6	Develop program(s) to help reduce economic challenges	CMO/EDH	Dec 2019		Complete Y/N
7	Implement Wi-Fi Mesh Pilot	СМО	Dec 2019		Complete Y/N



Continuous Improvement Opportunities:

 Develop and propose next-step implementation activities based on learnings from pilots. From past experience (Lodi) initial access and adoption programs create leaders that spread the value of broadband services (e.g. social contact with friends and family, health care, general social engagement).

7. Offer Computer Classes for Older Adults

Background

In addition to accessing the necessary technology itself, one of the primary barriers to older persons taking full advantage of the Internet is a lack of basic computer skills. While nobody should feel pressured or shamed into the use of Internet-based tools, many older residents would love to avail themselves of these technologies, but lack the skills to do so effectively.





Project Summary

The City will partner with the Arthur F. Turner Library to market and execute computer classes to teach older residents the skills they need to operate computers.

Related Public Outreach Results

<u>Item</u>	<u>Instrument</u>	<u>Rank</u>
Community Information Delivered to Those Who Need It	AARP Survey (55-64 and 65+ Groups)	5
Community Information Displayed with Large Lettering	MMM Town Hall	11
Communications	Online Survey	9



Current State

The Arthur F. Turner Library has offered computer classes in the past, which have been lightly- attended. Staff speculates that the low attendance does not reflect a lack of interest, but is rather a result of the inherent difficulty of notifying older residents of the classes, the "chicken/egg" problem of seniors needing to own a technology they may not yet know how to use, as well as transportation and mobility challenges inherent to an older population.

Desired State

Every resident of West Sacramento who is interested should have the ability to comfortably and affordably learn the skills necessary to perform basic online tasks such as conduct Internet research, use e-mail, and access social media tools.

Impact of this Strategy

Simply through a lack of understanding of technology, many of West Sacramento's older residents are held back from the information and personal connections available through the Internet. By teaching older residents how to use their Internet-enabled devices, the City can help keep these residents active, involved, and able to participate in the global economy.

7. Offer Computer Classes for Older Residents

Goal:	Increase the number of older West Sacramento residents
	who are able to use computers
City Category:	Connectivity
AARP/WHO Domains: Social Participation, Respect and Social Inclusion	
Lead Department:	City Manager's Office
Collaborating Entities:	Arthur F. Turner Community Library, Parks Department
Key Metric(s):	# of class attendees; feedback from attendees about their
	computer competence

#	Activity	Lead	Target Completion	Resources	Metrics
1	Market existing classes at Arthur F. Turner Community Library	СМО	Ongoing	Arthur F. Turner Library	# of attendees at computer classes; feedback from attendees
2	Pursue grant funding to facilitate purchase of laptop computers	СМО	Ongoing	Arthur F. Turner Library	# of grant applications submitted
3	Consider use of City resources to facilitate transportation to/from computer classes	СМО	December 2018	Arthur F. Turner Library	# of attendees at computer classes; feedback from attendees
4	If funding for new laptops is found, begin scheduling computer classes closer to participant's homes	СМО	December 2018	Arthur F. Turner Library	# of attendees at "off-site" computer classes; feedback from attendees



Continuous Improvement Opportunities:

- If warranted by demand, increase number of classes offered
- Expand program to include senior volunteers who might provide 1x1 training at participants' homes
- Expand program to include volunteer computer support for older residents with questions about their computers (potentially youth or other seniors)

8. Expand WSPD "VIP" Program

Background

Since 1996, the West Sacramento Police Department (WSPD) has operated a program called Volunteers in Policing, or VIP. The VIP program is designed to allow community members to assist the Police with non-hazardous community service work such as neighborhood watch, staffing events, assisting with











traffic control or similar duties. To date, hundreds of West Sacramento residents have participated in the VIP program, which provides a valuable service to the community while helping forge bonds between the Police and West Sacramento residents.

Project Summary

For this project, the West Sacramento Police Department will expand its VIP Program both in terms of numbers of volunteers, as well as the scope of duties for those volunteers, allowing some to serve as anti-fraud awareness instructors and potentially other new roles.

Related Public Outreach Results

<u>Item</u>	<u>Instrument</u>	<u>Rank</u>
Volunteer Training Opportunities	AARP Survey	2
Public Safety/Security	Online Survey	2
	Phone Survey	5

Current State

The Police Department currently has 17 residents participating in the VIP program. Volunteers are utilized primarily in hands-on tasks including event management.

Desired State

WSPD would like to expand the VIP program to include more volunteers, and expand the utilization of VIPs to include both the existing hands-on duties, along with "ambassador" –type roles, conducting outreach to deliver community training (e.g. antifraud awareness) and assure that WSPD is meeting the needs of the community's older residents.

Impact of this Project

Increasing the number of VIPs along with their breadth of activities will have multiple benefits. VIP participants stay engaged in the community, develop valuable relationships with Police Department staff, and help improve the security of other City residents. With its history of success, the VIP program can also serve as a model for other volunteering efforts that other City departments may establish in the future.

8. Expand WSPD "VIP" Program

Goal:	Increase the number of VIP positions to allow more older	
	residents to assist WSPD	
City Category:	Public Safety	
AARP/WHO Domains:	Housing, Social Participation, Respect and Social	
	Inclusion, Civic Participation and Employment	
Lead Department:	Police	
Collaborating Entities:	City Manager's Office	
Key Metric(s):	# of seniors serving as VIPs, # of programs in place, # of	
	safety checks and other activities conducted	

#	Activity	Lead	Target Completion	Resources	Metrics
1	Revise volunteer application form	Police CRU	Aug 2017		Complete (Y/N)
2	Calendar four senior living site-/senior focused recruitment events	Police CRU	Aug 2017		Complete (Y/N)
3	Complete recruitment events	Police CRU	April 2018	Backgrounds, onboard training (HR & Police CRU)	# of copies delivered # applications received # of senior volunteers added



Continuous Improvement Opportunities:

- Use feedback from within the senior living communities to improve the recruitment process
- Use feedback from participants to improve police/city delivery of services to community (including safe mobility and fraud prevention)

9. Expand WSPD "Coffee with a Cop" Program to Include Senior Residences

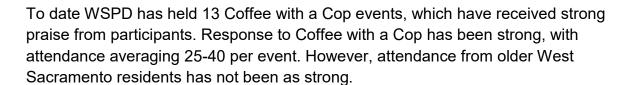




Background

In 2015, the West Sacramento Police Department (WSPD) initiated a program called "Coffee with a Cop" to facilitate informal contacts with the public and help foster positive relationships between police officers and the public they serve.

As the name would imply, the program is very simple, consisting of WSPD advertising a time when a group of officers will be at a local restaurant available to chat with the public.



As part of its contribution to the Age-Friendly Action Plan, WSPD will now hold at least three Coffee with a Cop events per year in locations that are easily accessible to older residents in order to better serve this important and potentially vulnerable population.

Project Summary

The West Sacramento Police Department will expand its popular "Coffee with a Cop" program to new venues that



are more accessible to older residents, including but not limited to senior residence facilities.

Related Public Outreach Results

<u>Item</u>	<u>Instrument</u>	<u>Rank</u>
Community Information Delivered to Those	AARP Survey	
Who Need It	(55-64 and 65+ Groups)	5
Public Safety/Security	Online Survey	2
	Phone Survey	5
Communications	Online Survey	9

Current State

Coffee with a Cop is held in local restaurants, which can make it difficult for some older residents to participate.

Desired State

WSPD will expand Coffee with a Cop to make the program more accessible to seniors by holding events in senior residences and/or the Community Center, and will also expand the agenda for those meetings to include specially-tailored information, including anti-fraud awareness.

Impact of this Project

This project will improve the security of older residents by facilitating better communication between them and the West Sacramento Police Department, while allowing the Police Department an opportunity to better understand the needs of the City's older residents.

9. Expand WSPD "Coffee with a Cop" to Include Senior Residences

Goal:	Conduct "Coffee with a Cop" events in more locations that
	are readily accessible to older residents
City Category:	Public Safety
AARP/WHO Domains:	Housing, Social Participation, Respect and Social Inclusion
Lead Department:	Police
Collaborating Entities:	City Manager's Office
Key Metric(s):	# of events held in areas accessible to older residents; # of
	older attendees at Coffee w/ a Cop events

#	Activity	Lead	Target Completion	Resources	Metrics
1	Modify format plan for "Coffee with a Cop" to include fraud prevention and volunteer recruitment	Police CRU	June 2017	Police CRU & District Attorney Fraud Unit	Complete (Y/N)
2	Add three senior-focused events	Police CRU	March 2018	Police CRU & District Attorney Fraud Unit	# of attendees # of recruitment fliers delivered

EXPAND WSPD "COFFEE WITH A COP" PROGRAM TO INCLUDE SENIOR RESIDENCES

June 2017 Modify format plan for "Coffee with a Cop" to include fraud prevention and volunteer recruitment Police CRU

March 2018
Add three senior-focused events
Police CRU

Continuous Improvement Opportunities:

- Improve program based on feedback from senior community about current fraud scams
- Improve program based on feedback from within the senior living communities regarding the recruitment process
- Use feedback for police/city delivery of services to community (including safe mobility and fraud prevention)
- Use contacts made through this program to identify other potential volunteer roles within the department/city

10. Work to Enhance Supportive Housing **Opportunities for the Homeless**





Background

Like many communities across the country, West Sacramento is working to deal with the complex issues surrounding homelessness. This issue affects older residents in multiple ways. First, when older persons become homeless themselves, they can become among the most vulnerable members of this already-imperiled population. Also, visible signs of homelessness and/or panhandling can make older community members less comfortable coming downtown, visiting the riverfront, or using the City's parks and trails.



Project Summary

This project is focused on continuing the City's current efforts to address the effects of homelessness, and expanding those efforts to include planning and predevelopment activities designed to lead to the construction of at least 20 units of affordable housing designed to serve families and individuals either experiencing homelessness or at risk of becoming homeless.

Related Public Outreach Results

<u>ltem</u>	<u>Instrument</u>	<u>Rank</u>
Housing	Online Survey	3
	Phone Survey	9
Public Safety/Security	Online Survey	2
	Phone Survey	5



Current State

The City expends considerable effort addressing the social problems associated with homelessness. There is a full-time staff position devoted to providing outreach, referrals and case management for persons experiencing homelessness. Each year, WSPD officers spend many hours of their patrol time addressing service calls related to homeless persons. The City

had a major success with its Bridge to Housing project, which found permanent homes for an overwhelming majority of participants. However, while successful, that pilot was costly and is not a sustainable model for addressing homelessness long-term.

Desired State

The ultimate goal of the City's homeless programs is for every single West Sacramento resident to have a safe, comfortable home. While this goal is a moving target, the City can make progress towards this goal by developing additional affordable and supportive housing units while working to address the underlying causes of homelessness.

Impact of this Project

By continuing its work to better address homelessness in the community, the City can help protect the elderly homeless (some of City's most vulnerable residents), while improving walkability in key areas, including the riverfront and West Capitol Avenue/downtown.

10. Work to Enhance Supportive Housing Services for the Homeless

Goal:	Reduce the incidence of social problems related to homelessness by improving availability of supported housing opportunities
City Category:	Public Safety
AARP/WHO Domains:	Outdoor Spaces and Buildings, Housing, Community
	Support and Health Services
Lead Department:	Economic Development and Housing
Collaborating Entities:	City Manager's Office
Key Metric(s):	# of supported housing units available to homeless

#	Activity	Lead	Target Completion	Resources	Metrics
1	Provide outreach, referrals and case management for persons experiencing homelessness and persons at risk of homelessness including housing search assistance.	PD	Ongoing	Currently using State CDBG through Oct 17. Future funding to be determined.	Track the number of homeless persons receiving permanent housing
2	Maintain active participation in the Yolo County Homeless and Poverty Action Coalition (HPAC) which acts as the local Continuum of Care to coordinate housing and the mental health, medical assistance and substance abuse services needed to successfully maintain housing.	PD/EDH	Ongoing	HPAC member agencies	Maintain HPAC participation and full voting status. ¹
3	Provide funding towards the Yolo County Homeless Coordinator position.	EDH	Annual funding allocation	Yolo County Dept. of Health and Human Services (H&HS)	Identify funding source by Jun 18 and provide a minimum of

					\$10,000 per year. ²
4	Identify a site and secure a site for the development of a minimum of 20 units of affordable housing targeted to families and individuals experiencing homelessness or at-risk of homelessness. Identify a qualified developer of permanent supportive housing for the project.	EDH	2022	Development Partner(s). Funding sources: State of CA Dept. of Housing and Community Development (HCD); U.S. Dept. of HUD; Yolo County H&HS.	Partner selected by Jun 18. Site control by Jun 19. Project occupied by Jun 2022.3

¹ HPAC member agencies have voting status if they have a representative present during at least six (6) full HPAC meetings in the current year (November through October) and had a representative participate in at least one HPAC subcommittee.

- ² Yolo County Homeless Coordinator is currently funded out of local funds through Jun 2018. A new funding source is needed for future years.
- ³ Project is subject to available funding. A number of federal funding sources for affordable housing development are proposed to be significantly reduced or eliminated under the current administration. State funding sources such as Cap and Trade have been reduced and may be unavailable in the future. The impact of the federal Low-Income Housing Tax Credit Program (LHTC), the primary funding source for most affordable housing, will be significantly reduced if the corporate tax rate is reduced as proposed.

WORK TO ENHANCE SUPPORTIVE HOUSING SERVICES FOR THE HOMELESS **Ongoing Annual Funding Allocation** Provide outreach, referrals and case management for Provide funding towards the Yolo County Homeless persons experiencing homelessness and persons at risk Coordinator position. of homelessness including housing search assistance. **Economic Development and Housing** Police Department Maintain active participation in the Yolo County Homeless and Poverty Action Coalition (HPAC) which acts as the local Identify a site and secure a site for the development of a minimum of 20 Continuum of Care to coordinate housing and the mental units of affordable housing targeted to families and individuals health, medical assistance and substance abuse services experiencing homelessness or at-risk of homelessness. Identify a needed to successfully maintain housing. qualified developer of permanent supportive housing for the project. Police Department/ Economic **Economic Development and Housing Development and Housing**

11. Partner with Yolo County DA to Broaden Anti-Fraud Awareness for Older Residents





Background

Older residents can be vulnerable to various forms of fraud. To help address this concern, the City has partnered with the Yolo County District Attorney's Office to provide community-wide antifraud training events designed to educate participants about how to identify and avoid scams. However, the size and central location of these events can make them hard to attend for the elderly residents who may stand to gain the most from them.

Project Summary

For this action item, the West Sacramento Police
Department (WSPD) will seek to expand its partnership with the Yolo DA to include training Volunteers in Policing (VIPs) to deliver anti-fraud training in a smaller format that can be offered in more convenient locations, such as senior residences.



Related Public Outreach Results

<u>ltem</u>	<u>Instrument</u>	<u>Rank</u>
Public Safety/Security	Online Survey	2
	Phone Survey	5
Community Information Delivered to Those Who Need It	AARP Survey (55-64 and 65+ Groups)	5

Current State

The City conducts at least one anti-fraud event per year, typically at City Hall.

Desired State

The City will expand its anti-fraud efforts by leveraging the efforts of VIPs, who will be able to deliver training events to older residents in a more frequent and convenient format that expands the reach of the training while also creating new opportunities for social participation.

Impact of this Project

Fraud schemes can have particularly devastating effects on seniors, who may be on a fixed-income and unable to absorb the losses from being defrauded. By providing additional anti-fraud awareness training, the City can help protect its older residents from being taken advantage of, while building relationships with older residents in the community.

11. Partner with Yolo County DA to Broaden Anti-Fraud Awareness for Older Residents

Goal:	Increase older residents' awareness of ability to avoid	
	common fraud schemes targeting the elderly	
City Category:	Public Safety	
AARP/WHO Domains:	Social Participation, Respect and Social Inclusion,	
	Communication and Information	
Lead Department:	Police	
Collaborating Entities:	Yolo County District Attorney, City Manager's Office	
Key Metric(s):	# of micro-events conducted, # of older residents attending	
	an event annually	

#	Activity	Lead	Target Completion	Resources	Metrics
1	Schedule partnered senior-focused fraud awareness presentations	Police CRU	June 2017	Police CRU & District Attorney Fraud Unit	# of presentations # of attendees
2	Develop training for senior volunteers to deliver fraud awareness training in their communities	Police CRU	September 2017	Police CRU & District Attorney Fraud Unit	Completed (Y/N)
3	Provide train-the-trainer training regarding fraud awareness for seniors	Police CRU	March 2018	Police CRU & District Attorney Fraud Unit	Completed (Y/N) # trained
4	Schedule peer-led fraud awareness training with senior volunteers as lead presenter	Yolo DA	April 2018	Police CRU	Completed (Y/N)
5	Deliver peer-led fraud awareness training	Volunteers	June 2018	Police CRU	Completed (Y/N) # of presentations # of attendees

PARTNER WITH YOLO COUNTY DA TO BROADEN ANTI-FRAUD AWARENESS FOR OLDER RESIDENTS



Continuous Improvement Opportunities:

- Continuous feedback loop from senior community
- Reduction in financial investment with volunteers delivering message to their peers
- Opportunity to deliver addition safety and healthy living messages through same format

12. Partner with the Red Cross to Help Assure that Older West Sacramento Residents Have Smoke Alarms





Background

According to the National Fire Protection Association, between 2007-2011 only 13 percent of the U.S. population was over age 65, but this group accounted for over 30 percent of home fire fatalities during this period. Older residents can be vulnerable to fires for a number of reasons, but smoke detectors can reduce these risks considerably.

Project Summary

For this project, the West Sacramento Fire Department will develop and implement a cooperative program with the Red Cross to deliver and install smoke alarms in the homes of community members (including older residents) who do not currently have them.

Related Public Outreach Results

<u>ltem</u>	<u>Instrument</u>	<u>Rank</u>
Public Safety/Security	Online Survey	2
	Phone Survey	5
Community Information Delivered to Those	AARP Survey	5
Who Need It	(55-64 and	
	65+ Groups)	

Current State

Nationally, over 95 percent of homes are estimated to have smoke alarms. The exact percentage of operating alarms in West Sacramento is unknown. However, if the 95 percent figure holds for the city, it means that there may be well over 1,000 West Sacramento residences with no smoke alarm, and likely many more without a working alarm.



Desired State

The goal of the West Sacramento Fire Department is to have 100 percent of West Sacramento households equipped with working smoke alarms.

Impact of this Project

This project will materially reduce the likelihood of property damage, injury or death from fire among West Sacramento's older residents.

12. Partner with the Red Cross to Help Assure that West Sacramento Residents Have Smoke Alarms

Goal:	Increase the percentage of older West Sacramento residents	
	who have smoke alarms	
City Category:	Public Safety	
AARP/WHO Domains:	Housing, Community Support and Health Services	
Lead Department:	Fire	
Collaborating Entities:	American Red Cross (ARC), City Manager's Office	
Key Metric(s):	# of smoke alarms distributed	

#	Activity	Lead	Target Completion	Resources	Metrics
1	Meet with ARC	Fire	July 2017	ARC, Fire	Complete Y/N
2	Establish a process to identify needs	Fire	September 2017	ARC, Fire	Complete Y/N
3	Establish funding source for smoke alarms	Fire	September 2017	ARC, Fire	\$ Allocated
4	Interact with residents to offer/install smoke alarms	Fire	November 2017	ARC, Fire	# smoke alarms

PARTNER WITH THE RED CROSS TO HELP ASSURE THAT WEST SACRAMENTO RESIDENTS HAVE SMOKE ALARMS



Continuous Improvement Opportunities:

- Continual communication/interaction with residents to assure smoke alarms are installed in good working order.
- Provide new smoke alarms or batteries to assure functionality to meet minimum Code standards.
- Maintain funding source for continuous supply of smoke alarms.

13. Plan for and Develop Additional Affordable Housing

Background

The City's General Plan Housing Element found that as of the 2008-2011 American Communities Survey from the federal Census Bureau, West Sacramento was home to 2,954 households headed by a person over age 65. Of these, 1,870 were homeowners, while 1,084 (36.7 percent) were renters.



The Housing Element also notes that as of 2013 there were 90 beds in state-licensed elderly care facilities in West Sacramento, and 169 rental units in seniors-only apartment complexes.

Housing developments can take years to plan, entitle, finance and construct. Given the expected increase in the population of older residents in the coming years, the City should begin planning for how it will address the housing needs of a growing and diverse population of older residents.

Project Summary

For this project, the City will commit to setting specific goals for the development of new housing targeting older residents as part of the next Housing Element update, and in the meantime will seek to finance the development of at least 50 affordable units that are accessible and available to older West Sacramento residents.

Related Public Outreach Results

<u>ltem</u>	<u>Instrument</u>	<u>Rank</u>
Housing	Online Survey	3
	Phone Survey	9

Current State

As its population of older residents continues to increase, the City will need more affordable housing options for seniors. Unfortunately, the feasibility of affordable housing developments almost always depends upon public subsidies, and many elements of affordable housing finance are getting more, not less, difficult. The Administration is entertaining cuts to the U.S. Department of Housing and Urban Development, a source of key affordable housing programs. The cuts to the corporate tax rate that are currently proposed would result in less funding available through the Low-Income Housing Tax Credit program, another key source of funds for affordable housing.

Desired State

The ideal state for housing is a market equilibrium in which supply and demand for affordable housing are about equal, and the West Sacramento housing market is characterized by a wide variety of quality housing options, including a full range of affordable alternatives.

Impact of this Project

West Sacramento's older residents want the option to age in

place, rather than being forced to move in order to find accommodations that meet their needs. The City's efforts to facilitate new affordable residential units builds the diversity of the City's housing stock, making it more likely that older residents- and all residents- can find a home in West Sacramento that is appropriate for every stage of their life.

13. Plan for and Develop Additional Affordable Housing

Goal:	Increase the number of affordable housing units available to		
	older West Sacramento residents		
City Category:	Quality of Life		
AARP/WHO Domains:	Outdoor Spaces and Buildings, Housing		
Lead Department:	Economic Development and Housing		
Collaborating Entities:	City Manager's Office, Community Development, Public		
	Works		
Key Metric(s):	# of affordable, accessible units produced		

#	Activity	Lead	Target Completion	Resources	Metrics
1	Continue to work with non-profit partner to plan Phase II of Delta Lane project	Jamboree Housing/Economic Development and Housing	Dec 2018	Jamboree Housing, West Sacramento Housing Development Corporation	Complete Y/N
2	Investigate viable funding sources for development of Phase II of Delta Lane Project	Jamboree Housing/Economic Development and Housing	Dec 2018	Low Income Housing Tax Credits*, Affordable Housing and Sustainable Communities Program, HOME Program**, Local Housing Trust Fund	Adequacy of funding sources identified
3	Continue to monitor/support existing senior affordable housing developments: The Rivers Senior Apartments,	St. Anton, Christian Church Homes and Eskaton	Ongoing	N/A	Annual Compliance Monitoring and Support

	Margaret McDowell Manor and Eskaton Wilson Manor				
4	Research possible funding mechanisms to facilitate development of affordable senior housing	Economic Development and Housing	Ongoing	N/A	# of funding sources identifies
5	Set specific goals for affordable senior housing production in the next housing element update	Economic Development and Housing	2021	N/A	Goal setting process initiated Y/N

^{*} Current administration has proposed a significant reduction in the corporate income tax. The Low Income Housing Tax Credit Program was designed to take advantage of tax liabilities from corporations, wealthy individuals and syndicators to raise funds for low-income rental housing. Talk of the reduction in the corporate income tax has already negatively affected the tax credit market. The long-term effect on the tax credit market (and tax credit funding for affordable housing developments) won't be known until the new corporate tax reforms are known.

PLAN FOR AND DEVELOP ADDITIONAL AFFORDABLE HOUSING Ongoing December 2018 Continue to monitor/support existing senior affordable Continue to work with non-profit partner to housing developments: The Rivers Senior Apartments, plan Phase II of Delta Lane project Margaret McDowell Manor and Eskaton Wilson Manor Jamboree Housing/Economic St. Anton, Christian Church Homes and **Development and Housing** Eskaton Research possible funding Investigate viable funding sources for mechanisms to facilitate development of Set specific goals for affordable senior development of Phase II of Delta Lane Project affordable senior housing housing production in the next housing Jamboree Housing/Economic Economic Development and element update Development and Housing Housing **Economic Development** and Housing

^{**} CDBG and HOME funding from HCD/HUD are also substantial funding sources for affordable rental housing. The president's proposed 2018 budget recommends a \$6 billion cut to HUD funding and eliminating, among others, the CDBG and HOME Programs. Elimination of CDBG and/or HOME would substantially reduce the viable funding sources for affordable rental projects.

Continuous Improvement Opportunities:

• Facilitate the construction or rehabilitation of affordable housing units specifically designed for older residents

14. Seek Outside Funding for a Targeted Grant Program for Age-in Place Home Improvements





Background

Over 90 percent of respondents to the AARP survey stated that they would like to age in their current home throughout their

retirement years. In order for that to happen, many homeowners will need accessibility improvements to their home so they can continue living there safely as they age; however, these improvements can be expensive, and they come at life stage when many people's income is at its lowest.

Project Summary

The goal of this project is to establish a partnership with a qualified non-profit entity to facilitate the provision of financial

OLEUW

assistance to West Sacramento homeowners for accessibility improvements to their homes.

Related Public Outreach Results

<u>Item</u>	<u>Instrument</u>	<u>Rank</u>
Housing	Online Survey	3
	Phone Survey	9

Current State

Until 2012, the City administered a housing rehabilitation loan program that could be used to finance accessibility improvements. However, the program was discontinued because of high administrative costs and complications for participants due to the assistance being structured as secured loans. Currently the City has no program to assist homeowners with these costs.

Desired State

Ideally, the City would have a mechanism to provide older residents with assistance to allow them to make the home improvements necessary for them to age in place.

Impact of this Project

Identifying and accessing a funding source for accessibility grants will allow more of West Sacramento's older residents to age in place as their needs change, rather than being forced to move. The ability to age in place will in turn help these residents stay connected with friends and family, improving both their safety and their quality of life.

14. Seek Outside Funding for a Targeted Grant Program for Age-in-Place Home Improvements

Goal:	Facilitate aging in place by providing low- or no-cost home		
	accessibility improvement grants		
City Category: Quality of Life			
AARP/WHO Domains:	Outdoor Spaces and Buildings, Housing		
Lead Department:	Economic Development and Housing		
Collaborating Entities:	City Manager's Office, Community Development, Public		
	Works		
Key Metric(s):	# of affordable, accessible units produced		

#	Activity	Lead	Target	Resources	Metrics
"			Completion		
1	Seek non-profit and/or for-profit partners for targeted home improvement grants	Economic Development and Housing	June 2019	Rebuilding Together, Habitat for Humanity, Northern California Construction and Training, Home Depot, Lowes	Identify two viable partners for possible program implementation
2	Seek funding alternatives for targeted home improvement grants	Economic Development and Housing	June 2019	Private funds (i.e. Home Depot, Lowes), HCD*, HUD*, Local funds	Identify two viable funding alternatives for possible program implementation

^{*} CDBG and HOME funding from HCD/HUD has historically been used for home improvement programs. The president's proposed 2018 budget recommends a \$6 billion cut to HUD funding and eliminating, among others, the CDBG and HOME Programs. Elimination of CDBG and/or HOME would substantially reduce the viable funding sources for a home improvement program.



Continuous Improvement Opportunities:

- Deliver program faster
- Deliver additional related programs

15. Continue to Provide Recreational and **Educational Programs for Older** Residents





Background

Remaining active and socially engaged has been shown to dramatically enhance both the health and the quality of life for older persons. Since it can be a challenge to stay active as one ages, the City's Parks and Recreation Department operates many programs designed for the enjoyment of older City residents. Offerings include multiple exercise classes, games, events, crafts, and shopping events, among others.



Project Summary

The goal of this project is to maintain, and where possible, expand, existing City Parks and Recreation programs benefiting older residents, and to enhance the marketing of those programs to increase utilization.

Related Public Outreach Results

<u>Item</u>	<u>Instrument</u>	<u>Rank</u>
City Services/Programming	Online Survey	1
	Phone Survey	6
Local Schools that Involve Older Adults in	AARP Survey	5
Events and Activities	MMM Town Hall	5

Current State

In a typical year, the City's Parks and Recreation Department provides approximately 11 special events, 600 exercise classes, 300 specialty classes, 24 round-trip shopping shuttles, 100 round-trip Community Center shuttles, 20 staff-chaperoned trips, as well as over 1,100 hours of information and assistance service and 1,785 hours of open lounge hours in a state-of-the-art Senior Center. In many cases these programs and services are provided on a shoestring budget and facilitated by a staff that puts in extra care to make sure West Sacramento's older residents can continue to enjoy these programs. Maintaining existing programmatic levels, much less expanding them, is a challenge.

Desired State

Ideally, the City would be able to identify funding to expand its already-impressive array of programmatic offerings for its older residents; however, the near-term goal is to maintain the status quo despite City-wide fiscal challenges and other important City needs.

Impact of this Program

The classes, programs, and services provided by the Parks and Recreation Department are the most direct, consistent City intervention to improve the quality of life for West

Sacramento's older residents. These programs help keep seniors physically fit, provide important problem-solving resources, and combat social isolation, in some cases providing residents with their only contact with the world outside their homes. The City of West Sacramento is a leader in terms of its Active Aging programs, which form a cornerstone upon which future age-friendly work can build and expand.



15. Continue to Provide Recreational and Educational Programs Targeting Older Residents

Goal:	Increase participation in existing recreational programs	
	targeting older residents	
City Category:	Quality of Life	
AARP/WHO Domains:	Social Participation, Respect and Social Inclusion,	
	Community Support and Health Services	
Lead Department:	Parks and Recreation	
Collaborating Entities:	City Manager's Office, Shores of Hope, Yolo County,	
	BBCAN	
Key Metric(s):	# of persons attending Parks programs targeting seniors	

#	Activity	Lead	Target Completion	Resources	Metrics
1	Coordinate Senior Resource Fair	Parks Dept.	Yearly in May	BBCAN	# of participantsSurvey feedback
2	Generation Bridge	Parks Dept.	Ongoing	-	See Above
3	Grandparents Day Picnic	Parks Dept.	Yearly in Sept.	-	See Above
4	Fitness/Exercise Classes for Older Residents	Parks Dept.	Ongoing	-	See Above
5	Craft Classes for Older Residents	Parks Dept.	Ongoing		See Above
6	Games for Older Residents	Parks Dept.	Ongoing		See Above
7	Community Center Shuttle	Parks Dept.	Ongoing	Shores of Hope	See Above
8	Shopping Shuttle	Parks Dept.	Ongoing	Shores of Hope	See Above
9	Information and Support Services	Parks Dept.	Ongoing	Legal Services of Northern CA; Health Insurance Counseling Advocacy (HICAP); Yolo Adult Day Health; Yolo	See Above

	County	
	Housing;	
	Yolo	
	County	
	District	
	Attorney's	
	Office;	
	AARP;	
	Shores of	
	Hope	

CONTINUE TO PROVIDE RECREATIONAL AND EDUCATIONAL PROGRAMS FOR OLDER RESIDENTS **Ongoing** Fitness/Exercise Classes for Older Residents Ongoing Parks Department Ongoing Generation Bridge Craft Classes for Older Residents Community Center Shuttle Parks Department Parks Department **Parks Department** Games for Older Residents **Yearly in September** Shopping Shuttle **Yearly in May Parks Department** Parks Department Coordinate Senior Resource Fair Grandparents Day Picnic Information and Support Services Parks Department Parks Department Parks Department

Continuous Improvement Opportunities:

- Increase outreach to drive greater attendance/participation in all programs
- Add trips for existing shuttle programs (#7 and #8)
- Add classes to accommodate increased demand
- Use participant feedback to fine-tune programs to participant needs

16. Participate in Partnerships that Promote the Health and Well-Being of Older Residents

COMMUNITY SUPPORT

Background

The City of West Sacramento is home to relatively few medical providers, forcing most residents to travel to nearby communities when they need medical attention. Health care-related issues were mentioned prominently in the community feedback that was gathered from older residents:

however, health care is not a core City service, and the City can only work to attract – not compel – medical providers to establish new facilities in West Sacramento.

Project Summary

The purpose of this implementation item is to promote an ongoing dialogue with health care providers in the hopes of securing additional medical facilities in the future, and to take actions today to promote the



health of West Sacramento's older residents and to make it easier for West Sacramento residents to access health care facilities in adjacent communities.

Project Summary

For this project, the City will pursue new medical facilities and take interim actions designed to promote the health of West Sacramento's older residents.

Related Public Outreach Results

<u>ltem</u>	<u>Instrument</u>	<u>Rank</u>
Affordable Home Health Care	MMM Town Hall	1
	MoW Survey	3
	AARP Survey	4

Conveniently-Located Emergency Care	MoW Survey	1
Centers	MMM Town Hall	3
	Online Survey	5

Current State

The City has relatively few medical providers. For non-drivers, transportation options to medical facilities outside of West Sacramento is limited. Convenient access to quality healthcare is a serious concern for many of West Sacramento's older residents.

Desired State

Residents of West Sacramento should have convenient access to a variety of health care professionals, as well as health education, inoculation clinics, and other health-related information and services in order to maximize their well-being.

Impact of this Project

While the City does not provide health services directly, it does have the opportunity to take actions that affect the health of its residents, and the availability of health-related information and convenient medical services. This project will improve the health of West Sacramento's older residents by facilitating new health-related programming for seniors and encouraging the development of new medical facilities.

16. Participate in Partnerships that Promote the Health of Older Residents

Goal:	Increase awareness of, and adopt policies and practices that		
	promote, community health		
City Category: Quality of Life			
AARP/WHO Domains:	s: Community Support and Health Services		
Lead Department:	City Manager's Office		
Collaborating Entities: Parks and Recreation, Yolo County, Meals on Wheels			
Key Metric(s):	Group membership; City Facebook posts and other		
	outreach; qualitative assessment of partnering efforts		

#	Activity	Lead	Target Completion	Resources	Metrics
1	Consider enhanced cooperation with the Yolo Healthy Aging Alliance	Parks	January 2018	Yolo Healthy Aging Alliance	New partnership in place Y/N
2	Join Yolo County Healthy Aging Work Group	СМО	January 2018	Yolo County	Complete Y/N
3	Enhance marketing for Yolo County health programs (e.g. inoculation clinics, etc.) benefiting older residents	СМО	Ongoing	Yolo County	# of City FB posts, utility bill inserts, (etc.); # of participants
4	Enhance marketing to help Meals on Wheels identify volunteers	СМО	Ongoing	Meals on Wheels	See Above
5	Explore partnership with a health organization (e.g. Sutter, Kaiser) or non-profit (e.g. Center for Land-Based Learning) to promote healthy living for older residents	Parks	Ongoing	СМО	Qualitative



Continuous Improvement Opportunities:

 Collaborate with partners to develop new funding sources for health-related programs benefiting West Sacramento seniors.

17. Develop Strategies to Eliminate Health Disparities

Background

Not all residents of West Sacramento are equally well situated to lead healthy lives. For example, United States Department of Agriculture data indicates that almost all the Census tracts north of the Deep Water Ship Channel are home to a significant proportion of low-income residents who live more than ½ mile





from a supermarket. Likewise, some neighborhoods feature more liquor stores and businesses selling less healthy foods. Through its land use regulations, the City has the opportunity to help equalize the distribution of healthy-living opportunities in the community. Additionally, while the City does not provide health services directly, it can facilitate education and other resources to help residents lead healthier lives.

Project Summary

This project focuses on two approaches to reducing health disparities in the community: (1) expanding the availability of healthy food and placing reasonable limits on smoking and other unhealthy behaviors as a means of improving overall community health and (2) facilitating the provision of health information and resources to West Sacramento residents, particularly in neighborhoods with identified health challenges.

Related Public Outreach Results

<u>ltem</u>	<u>Instrument</u>	<u>Rank</u>
Affordable Home Health Care	MMM Town Hall	1
	MoW Survey	3
	AARP Survey	4
Conveniently-Located Emergency Care	MoW Survey	1
Centers	MMM Town Hall	3
	Online Survey	5

Current State

While a healthy lifestyle is ultimately a personal responsibility, some West Sacramento residents are at a structural disadvantage due to the lack of nearby sources of healthy food, and/or the ready availability of unhealthy products such as junk food, liquor and cigarettes. These conditions are potentially compounded by a lack of knowledge about healthy living options.

Desired State

All residents should have a similar opportunity to conveniently and affordably purchase

healthy food, and the City should use its regulatory authority to assure that local parks are smoke free, and that the concentration of stores selling unhealthy products does not become a burden on neighborhoods. The City should partner with appropriate public and private health-related entities to facilitate health education and other outreach designed to help residents live longer, healthier lives.

Impact of this Project

Over time, this project should result in a measurably improved accessibility of healthy food in lower-income areas of the City, and a decreased incidence of liquor stores and other land uses that are less supportive of healthy behaviors.



17. Develop Strategies to Eliminate Health Disparities

Goal:	Improve health outcomes in areas of the City where	
	residents are currently less healthy	
City Category:	Quality of Life	
AARP/WHO Domains: Civic Participation and Employment; Community Suppo		
	and Health Services	
Lead Department:	Community Development	
Collaborating Entities:	g Entities: City Manager's Office	
Key Metric(s):	# of strategies developed, # of strategies implemented,	
	improved health outcomes in targeted areas	

#	Activity	Lead	Target	Resources	Metrics
1	Encourage development of health care facilities	CDD	Completion December 2018	EDH	New facilities
2	Expand farmers' markets	СМО	December 2017	CDD, EDH	Approve additional farmers' market
3	Restrict liquor stores and fast food restaurant	CDD	December 2018	CDD	Complete zoning ordinance modernization
4	Enforce tobacco control laws	СМО	December 2017	Police	Enforce new ordinance
5	Support new community gardens and urban farms	СМО	December 2018	EDH	Develop new urban farms



Continuous Improvement Opportunities:

- Deliver these projects faster
- Deliver additional, related programs and projects

18. Increase Awareness Among Older Residents of the City's Code Enforcement Services





Background

One of the determinants of neighborhood quality is the extent to which properties are maintained, and whether residents abide by City regulations regarding noise, odors, and other issues of neighborhood-wide concern. Poorly-maintained properties negatively affect property values, make a community less walkable, and can even pose a public health hazard.

These factors can have a disproportionate effect on older residents, who may already feel vulnerable when traversing their neighborhoods on foot. Older residents can also find it

difficult to maintain their own yards, complicating their efforts to age in place comfortably.

The City's Code Enforcement Division works to preserve the quality of life in West Sacramento neighborhoods through the application of the property standards found in West Sacramento's Municipal Code, and other applicable laws. In addition, the Code Enforcement Division helps resolve neighbor disputes, and works with property owners to identify appropriate actions to



promote pleasant, well-maintained communities. The Code Enforcement Division can be a valuable ally for residents seeking to maintain and enhance the quality of their neighborhoods.

Project Summary

This project focuses on several measures designed to increase older residents' awareness of the Code Enforcement Division's work so they can more readily avail themselves of Code Enforcement's services.

Related Public Outreach Results

<u>Item</u>	<u>Instrument</u>	<u>Rank</u>
Well-Maintained Homes and Properties	AARP Survey	2
	Online Survey	3
Home Repair Services for Older Adults	AARP Survey	1
	(55-64 Group)	
	MMM Town Hall	4
	Online Survey	9

Current State

The Code Enforcement Division has a web page, but does not regularly market its services to the public.

Desired State

All West Sacramento residents should be aware of the City's Code Enforcement Division's services.

Impact of this Project

As a result of this project, older West Sacramento residents will experience more attractive, walkable neighborhoods, as well as improved access to resources to help them maintain their own properties while aging in place.

18. Increase Awareness among Older Residents of the City's Code Enforcement Services

Goal:	Improve older residents' awareness and utilization of Code
	Enforcement (CE) Services
City Category:	Quality of Life
AARP/WHO Domains:	Outdoor Spaces and Buildings, Housing, Community
	Support and Health Services
Lead Department:	Community Development
Collaborating Entities:	City Manager's Office
Key Metric(s):	# of outreach materials distributed, older residents'
	awareness of Code Enforcement Activities

#	Activity	Lead	Target Completion	Resources	Metrics
1	Include CE Articles in Age- Friendly Newsletter	CE Division	Dec 2017	BBCAN, AARP	# of articles
2	Produce at Least One CE Utility Bill Insert Annually	CE Division	Ongoing	P/W	# of inserts
3	Include CE Articles on Age-Friendly Website	CE Division	Dec 2017	BBCAN	# of articles
4	Administer a Survey to Gauge Public Understanding of CE	CE Division	Dec 2017	BBCAN	% of survey respondents aware of CE

INCREASE AWARENESS AMONG OLDER RESIDENTS OF THE CITY'S CODE ENFORCEMENT SERVICES

December 2017

Include CE Articles in Age-Friendly Newsletter Code Enforcement Division

Ongoing

Produce at Least One CE Utility Bill Insert Annually Code Enforcement Division

Include CE Articles on Age-Friendly Website
Code Enforcement Division

Administer a Survey to Gauge Public Understanding of CE

Code Enforcement Division

Continuous Improvement Opportunities:

- Pursue upward trend in older resident awareness of Code Enforcement services
- Conduct direct public outreach (neighborhood meetings, etc.)

19. Partner with Outside Entities to Organize Neighborhood Cleanups





Background

Property maintenance is a key to retaining a neighborhood's quality, property values, and walkability. Unfortunately, as some older residents age in place, physical barriers can make it increasingly difficult to maintain their home exterior and yard. Over time, this dynamic can lead to a vicious cycle in which



deteriorating property conditions contribute to disinvestment and deferred maintenance that make the neighborhood feel less safe for the older residents and everyone else.

Project Summary

Under this two-part project, the City's Code Enforcement Division will work with outside entities to organize neighborhood cleanup days in which substantial, one-time improvements are made to the yards of older residents who are not able to keep up with their yard maintenance. To help assure that the renovated yards to not slip into disrepair, the City Manager's Office will seek to identify volunteers to perform periodic ongoing maintenance on the renovated yards.

Related Public Outreach Results

<u>ltem</u>	<u>Instrument</u>	<u>Rank</u>
Well-Maintained Homes and Properties	AARP Survey	2
	Online Survey	3
Home Repair Services for Older Adults	AARP Survey	1
	(55-64 Group)	
	MMM Town Hall	4
	Online Survey	9

Current State

Over the past three years, the City has opened an average of over 1,350 Code Enforcement cases annually, of which at least 120 cases per year pertain to yard maintenance, outdoor storage, or similar complaints. The Code Enforcement Division does not track the age of property owners receiving complaints. However, assuming that older persons experience maintenance challenges at a rate similar to their proportion of the adult population, about 20 yard maintenance cases per year originate with residents over age 65.

Desired State



By helping older residents with dilapidated yards make renovations, then supporting them with ongoing maintenance help from volunteers, the City can improve the quality of its neighborhoods, support aging in place, and help residents form new bonds that strengthen the community.

Impact of this Project

This project will help specific

older residents age in place in their homes, while promoting social interaction, creating volunteer opportunities, and improving the appearance of neighborhoods.

19. Partner with Outside Entities to Organize Neighborhood Cleanups

Goal:	Organize neighborhood cleanup events to improve living
	conditions for older residents
City Category:	Quality of Life
AARP/WHO Domains:	Outdoor Spaces and Buildings, Housing, Community
	Support and Health Services
Lead Department:	Community Development
Collaborating Entities:	City Manager's Office, Local Businesses
Key Metric(s):	# of cleanup events held; # of residents receiving
	assistance

#	Activity	Lead	Target	Resources	Metrics
π			Completion		
				P/W, Parks,	
1	Identify Partners	CE	Dec 2018	Waste	Complete Y/N
'	identity Fartilets	Division	Dec 2010	Management,	Complete 1/14
				BBCAN	
2	Conduct Planning	CE	Dec 2018	Partners	Complete Y/N
_	Meetings	Division	Dec 2010	Faithers	Complete 1/14
3	Advertise Cleanup Event	CE	Dec 2018	IT, CM,	Complete Y/N
3	Advertise Cleanup Event	Division	Dec 2010	BBCAN	Complete 1/14
4	Implement Cleanup Event	CE	Dec 2018	Partners	Complete Y/N
4	Implement Cleanup Event	Division	Dec 2010	Failleis	Complete 1/11

PARTNER WITH OUTSIDE ENTITIES TO ORGANIZE NEIGHBORHOOD CLEANUPS

December 2018

Identify Partners

Code Enforcement Division

Conduct Planning Meetings
Code Enforcement Division
Advertise Cleanup Event
Code Enforcement Division
Implement Cleanup Event
Code Enforcement Division

Continuous Improvement Opportunities:

- Implement additional cleanup events
- Expand geographic area(s) of cleanup event(s)
- Expand scope of services for cleanup event(s)

20. Continue Enabling Mixed-Use Development to Create a More Walkable Community





Background

The qualities that define an age-friendly neighborhood, including walkability, accessibility, and the availability of parks, retail, and entertainment amenities are also the very characteristics that the City has spent years implementing in its downtown and riverfront districts.



This is difficult work with long timelines, but major progress is being made. The Bridge District, formerly a moribund industrial area, is now home to Raley Field, the Barn, forsale and rental residential units, and new parks. The Washington Neighborhood has seen substantial new residential and commercial development, including a renovated Washington Firehouse. Visitors to downtown now enjoy a new library facility, a new



community college, and a dramatically improved streetscape along West Capitol Avenue.

While the City did not begin this work solely as an act of age-friendliness, the City's pursuit of quality mixed-use development and walkable neighborhoods should be considered part of its Age-Friendly commitment going forward.

Project Summary

For this project, the City will continue its ongoing efforts to activate the riverfront and to promote new mixed-use development.

Related Public Outreach Results

<u>ltem</u>	<u>Instrument</u>	<u>Rank</u>
Housing	Online Survey	3
Economic Development	Online Survey	4
Parks/Trails	Phone Survey	3

Current State

The City has made substantial strides towards positioning its riverfront and downtown districts to function as an extension of the urban fabric of the capital, creating many new opportunities for age-friendly developments serving West Sacramento residents.

Desired State

The City should continue these efforts, and accelerate their benefits to older West Sacramento residents by consciously considering the needs of older residents when executing its development plans along in its urban development districts.

Impact of this Project

This project reflects the City's most fundamental age-friendly initiative: shaping the fabric of the city itself to embody the community's long-held ideals of walkability, accessibility, quality housing, and ample commercial and recreational opportunities. As new developments are built within the context of City planning documents that promote these ideals, West Sacramento will become even more livable for all of its residents.

20. Continue Enabling Urban Mixed-Use Development to Create a More Walkable Community

Goal:	Create a more walkable community by facilitating new urban
	mixed-use development
City Category:	Quality of Life
AARP/WHO Domains:	Outdoor Spaces and Buildings, Housing, Community Support
	and Health Services
Lead Department:	Community Development
Collaborating Entities:	City Manager's Office, Local Businesses
Key Metric(s):	Square footage of new mixed-use urban development
	constructed

#	Activity	Lead	Target Completion	Resources	Metrics
1	Complete the Washington Specific Plan targeted to walkable, urban development.	CDD/ Planning	Dec 2018		Complete Y/N
2	Re-design and reconstruct infrastructure in the Grand Gateway and southern portion of Washington neighborhood to provide walkable street grids, sidewalks, lighting and place-making enhancements.	EDH	June 2020	State of CA AHSC funding.	Design completion Jun 17. Complete construction Jun 20.
3	Pursue the reuse of the I Street Bridge as a bike/ped pathway, depending upon approvals and funding.	PW/EDH	Dec 2021	City/County of Sacramento; CaITRANS.	Complete Y/N
4	Explore financing methods to support the development of urban, mixed use development.	EDH	June 2018	State of CA; HUD; EDA; EPA; private financial partners.	Establish a toolbox of financing options.
5	Complete ADA accessibility and safety upgrades to the River Walk Trail from the I	EDH	June 2020	U.S. Dept. of HUD.	Design completion Jun 17.

Street Bridge to the		Complete
Broderick Boat Ramp.		construction
		Jun 20.

CONTINUE ENABLING URBAN MIXED-USE DEVELOPMENT TO CREATE A MORE WALKABLE COMMUNITY

June 2018

Explore financing methods to support the development of urban, mixed use development.

Economic Development and Housing

June 2020

Re-design and reconstruct infrastructure in the Grand Gateway and southern portion of Washington neighborhood to provide walkable street grids, sidewalks, lighting and place-making enhancements.

Economic Development and Housing

December 2018

Complete the Washington Specific Plan targeted to walkable, urban development.

Code Enforcement Division/ Planning

Complete ADA accessibility and safety upgrades to the River Walk Trail from the I Street Bridge to the Broderick Boat Ramp.

Economic Development and Housing

December 2021

Pursue the reuse of the I Street Bridge as a bike/ped pathway, depending upon approvals and funding.

Public Works/ Economic Development and Housing

Continuous Improvement Opportunities:

- Complete items faster
- Deliver additional project

Acknowledgements

The West Sacramento City Council thanks the following individuals and organizations for helping to develop the City's first Age-Friendly Action Plan:

Age-Friendly Advisory Committee

Council Member Beverly A. Sandeen, Co-Chair Mayor Pro Tem Mark Johannessen, Co-Chair

<u>Commission</u>	<u> Primary Member</u>	<u>Alternate</u>
Arts, Culture and Historic Preservation	Ian Branaman	Anthony Volkar
Economic Development and Housing	Ron Price	Mark Campbell
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Planning	Bernadette Austin	Andrea Lepore
Transportation, Mobility and Infrastructure	Vince Wetzel	Alex Hirsch

Collaborating Organizations

AARP

Bryte and Broderick Action Committee (BBCAN)
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Livability For All: The 2016 AARP Age-Friendly Community Survey of West Sacramento, California Residents Age 45-plus



Methodology

The World Health Organization's (WHO) Global Age-Friendly Cities and Communities project was created to help cities prepare for the rapid aging of populations and the increase in urbanization. The program targets the environmental, social, and economic factors that influence the health and well-being of older adults. The WHO has identified eight areas of livability that influence the quality of life of those in a community, particularly older adults. The eight domains, or areas of livability, are: Outdoor Spaces and Buildings, Transportation, Housing, Social Participation, Respect and Social Inclusion, Civic Participation and Employment, Communication and Information, and Community and Health Services.

AARP Research developed a survey instrument that captures the WHO eight areas of livability in order to: (1) help communities establish a baseline with regards to older adults being able to age in place, and (2) conduct a community needs/gap analysis to identify and prioritize areas of focus. To minimize the survey length as well as respondent burden the survey encapsulates the WHO eight areas of livability in a slightly different structure. According to the AARP survey and for the purposes of this report the eight areas are:

- 1. Outdoor Spaces and Buildings
- 2. Transportation and Streets
- Housing
- 4. Social Participation, Inclusion, and Education Opportunities
- 5. Volunteering and Civic Engagement
- 6. Job Opportunities
- 7. Community Information
- 8. Health and Wellness

The present report is based on data from a mail survey of residents age 45 years or older living in West Sacramento, California. Resident addresses were provided by Survey Sampling International's (SSI) proprietary database. Each sampled member was contacted four times receiving the following pieces of mail: pre-notification postcard, the first survey, a reminder postcard, and a second survey. The survey was fielded from July 14 through August 25, 2015. A total of 400 completed surveys were returned by the cutoff date of August 25, 2015. There were 175 undeliverable surveys.

This survey has a margin of error of +/- 4.9 percent. This means that if 95 out of 100 samples of this same size and population were given the same survey, the responses to the questions would fall within a range of plus or minus 4.9 percentage points of what would have been obtained if every resident age 45-plus in the sampled area were asked the same questions. The sample was weighted by age and gender, and age and membership in AARP. Two sources were used for the weighting-AARP Membership Database, 2015 and Nielsen Pop Facts Advanced demographic data, 2015.

Percentages may not add up to 100 percent due to rounding. Also due to rounding, the percentages reported in the text may vary slightly from those in the annotation or in graphs.

Executive Summary

The Top Three Important Age-Friendly Community Features For West Sacramento Residents Age 45-Plus Are Well-Lit Streets, Well-Maintained Homes, and Respectful Hospital Staff

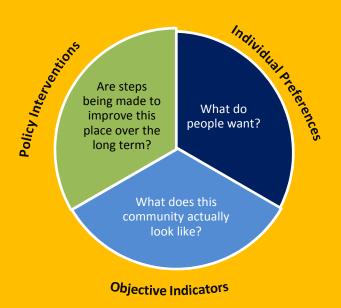
A livable community provides resources that allow residents to age-in-place, and fosters residents' engagement in their community's civic, economic, and social life. The "2016 Age-Friendly Community Survey of West Sacramento, California Residents Age 45-plus" was commissioned to help West Sacramento decision makers achieve the goal of livability. Using an operationalization of the World Health Organization's eight areas of livable community, the findings show:

- ➤ West Sacramento residents age 45-plus have deep roots in their community. About a third (31%) have lived in their community for over 25 years. Most do not plan to move, and eight in ten (89%) say their community is a good place for older people to live.
- ➤ Overall, Transportation is rated as the most important livable community feature/domain for West Sacramento residents age 45-plus among all eight areas. These fourteen items relate to safe and accessible community transportation options. Heath and Wellness ranks as a close second, while Outdoor Spaces is ranked third.
- ➤ Well-lit, safe streets for all users (97%), well-maintained homes and properties (94%), and respectful and helpful hospital and clinic staff (93%) are the top three important community features for West Sacramento residents age 45-plus.
- ➤ In order to identify the needs of West Sacramento residents age 45-plus, survey respondents were asked about the importance of a community feature and service, then they were asked if these features and services existed in their community. These questions were then paired together to identify community needs or "gaps."
- ➤ While Health and Wellness dominated the list of important features, the top community needs gaps were spread out across the areas of Job Opportunities, Volunteer and Civic Engagement, Housing, and Health and Wellness.

Executive Summary cont.

The Top Reported West Sacramento Community Needs Are Concentrated In Health and Wellness, Job Opportunities, and Volunteering and Civic Engagement Issues

- ➤ Transportation to and from volunteer activities (83%) and volunteer training opportunities (76%) were identified as the top community needs gaps followed by affordable home health care (74%), local schools that involve older adults (74%), home repair services geared toward older adults (73%) and conveniently located emergency care centers (73%). Refer to the Key Findings for a summary of the top 10 community needs by WHO Areas.
- ➤ An important element of creating livability for all must be individual preferences. These survey findings help policymakers, planners, and others better understand the needs of an aging population in order to begin to brainstorm steps and policies that can be taken to improve livability.





From a simple perspective, a "livable community" is a place that allows individuals to age-in-place. A comprehensive definition of a livable community is one that is "safe and secure, has affordable and appropriate housing and transportation options, and offers supportive community features and services. Once in place, those resources enhance personal independence; allow residents to age in place; and foster residents' engagement in the community's civic, economic, and social life."

Across the nation, individuals make connections and commitments to homes, friendships, community organizations, and local social ties within their community and want to age-in-place. West Sacramento residents are no different.

About a third (31%) of West Sacramento residents age 50-plus have lived in their community for over 25 years, and most say their community is a good place to age in place.

West Sacramento residents age 45-plus have deep roots in their community. About a third (31%) have lived in their community for over 25 years. One in five (21%) have lived in their community between 15 and 25 years, and nearly half (48%) have lived in their community between 0 and 15 years.

Rate Community as Place to Age in Place



Nearly nine in ten (89%) say
their community is an
excellent, very good or good
place for older people to live.
This high rating of their
community is likely influenced
by the fact that many have
lived there for at least 15 years
and desire to remain there as
they get older.

Most West Sacramento residents age 45-plus are unlikely to move into a different home within their community (58%) or move outside their community (54%) in their retirement years.

West Sacramento residents age 45-plus want to continue to live in their home for as long they can, but one in five (23%) say it is likely they will move outside their community in their retirement years. While two in five (42%) say it is extremely or very important to stay in their community as they age, more than twice as many respondents (91%), say it is extremely or very important to stay in their own home as they age.

Important to stay in your own home as you age

91%



Important to age in your own community

42%

Unlikely to move to a different home in the same community

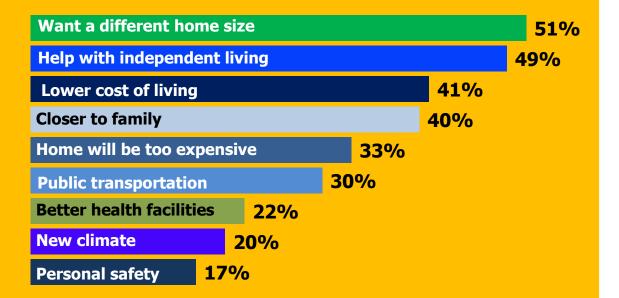
58%

Unlikely to move to a different home in a new community

54%

Residents say the top factors that would impact their decision to move out of the area are the cost of living and expensive home maintenance.

While it is at least somewhat important for most (74%) respondents to remain in their community as they age, if West Sacramento residents were to consider moving when they retire and do not work, over half (51%) say that they would move because they want a different sized home that will meet their needs and allow them to age in place.

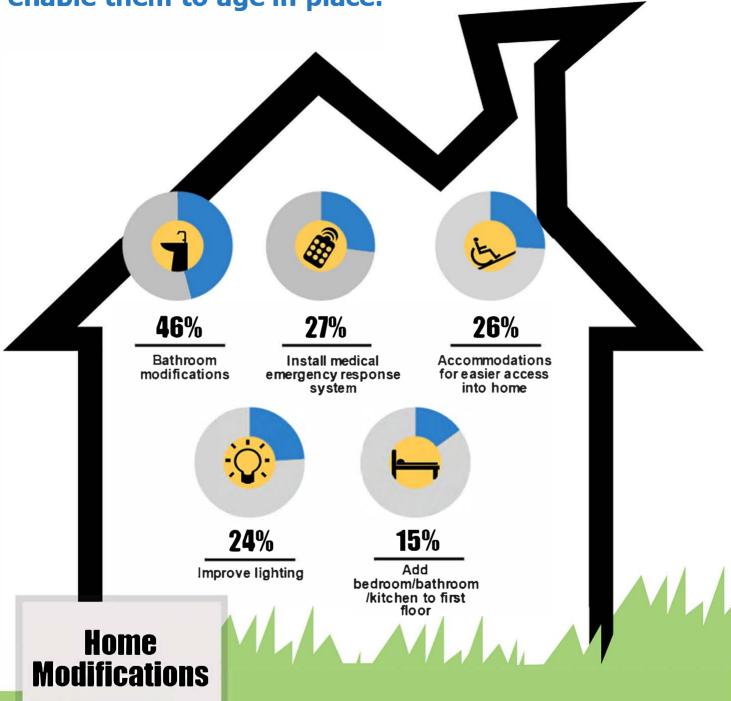


Most West Sacramento residents age 45-plus own their own homes, and another majority live in a single family home.

Most respondents (78%) own their homes while about one in five (20%) rents. The majority lives in a single family home (81%). Fewer than one in ten lives in an apartment (4%), mobile home (5%), or townhouse or condominium (1%). While most say they want to age-in-place, many will need to make home modifications in order to do so.

Type of Home		
Single Family Home	81%	
Townhouse/Duplex	7%	
Mobile home	5%	
Apartment	4%	
Condominium	1%	

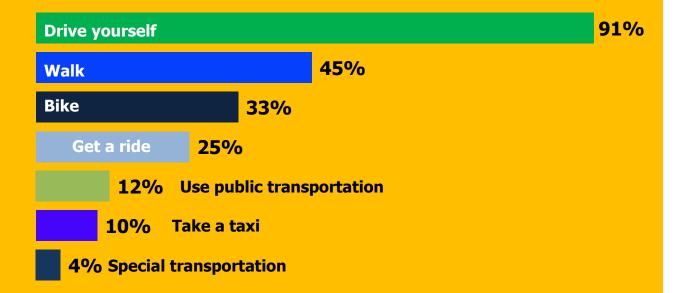
Many West Sacramento residents age 45-plus say they will need to make home modifications to enable them to age in place.



More than two in five West Sacramento residents age 45-plus say the top home modification they will need to make in order to stay in their home as they age are bathroom modifications such as installing grab bars, handrails, high toilet seats or non-slip tile. Installing emergency response systems or adding things like ramps or chairlifts for easier access into and within their home are a likely modification for over one in four residents (27%). Another one-fourth expect to improve lighting (24%). Only 15 percent say they will need to make structural changes like adding a bedroom or bathroom on the first floor.

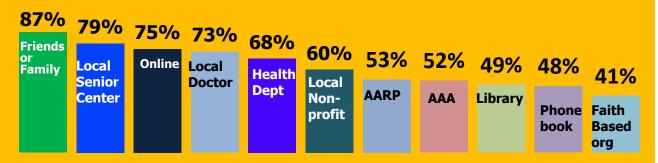
Most West Sacramento residents drive themselves when they need to get around.

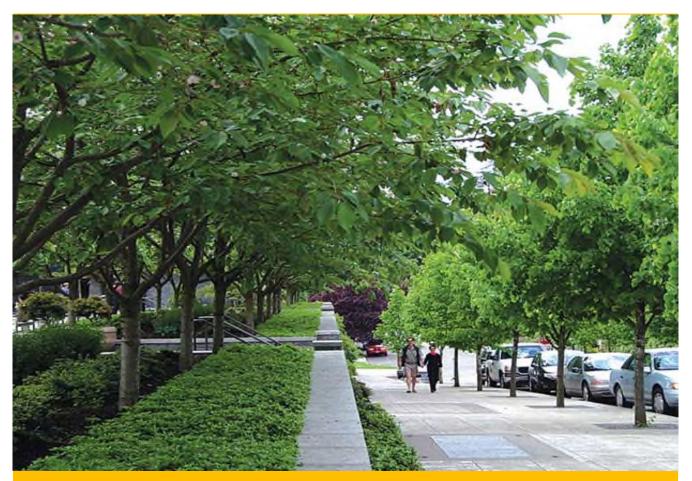
Nine in ten (91%) say when they need to get around for things like shopping, visiting the doctor, or running errands they drive themselves.



West Sacramento residents say they would mostly turn to family, friends, or neighbors for information on services for older adults.

Almost nine in ten (87%) say they would turn to family, friends, or neighbors for information about services for older adults such as caregiving, home delivered meals, home repair, medical transport, or social activities. Seven in ten would search the internet (75%) or turn to local resources such as a senior center (79%), doctor (73%), or non-profit (60%). Half would turn to organizations such as AARP (53%) or the Area Agency on Aging (52%).





Community Features

The formula for what makes a community livable isn't particularly complex. For the most part, the features are fairly simple. In a livable community, people of all ages can go for a walk, safely cross the street, ride a bike, get around without a car, live comfortably, work or volunteer, enjoy public places, socialize, spend time outdoors, be entertained, go shopping, buy healthy food, find the services they need, and make their city, town, or neighborhood a lifelong home. A community that includes all of these livable community features can be great for people of all ages.

West Sacramento residents age 45-plus rated their community on 66 characteristics across eight domains (*Health and Wellness, Transportation, Housing, Outdoor Spaces, Social Participation, Volunteering and Civic Engagement, Community Information, and Job Opportunities*) in order to identify important and available community features. While all eight areas were considered at least somewhat important to respondents, factors that can directly affect an individual's quality of life and experience in their community topped the list of importance.

Summary of Average



Community Feature/ Domain

Average Importance Rating of each West Sacramento Community

Feature/ Domain

(on a 5 point scale where 5 = Extremely Important and 1= Not At All Important)

Transportation



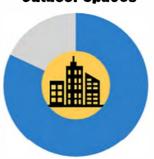
4.29

Health and Wellness



4.16

Outdoor Spaces



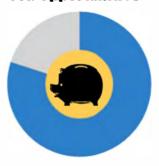
4.14

Housing



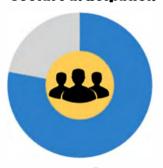
4.06

Job Opportunities



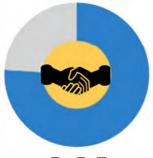
3.97

Social Participation



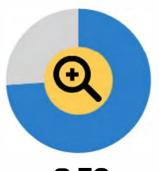
3.90

Volunteer and Civic Engagement



3.84

Community Info



3.70

Summary of Important

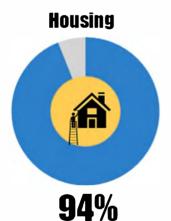


Community Features

Top Important Item within each West Sacramento Community Feature/ Domain (percent of respondents who rated the item as Extremely or Very Important)

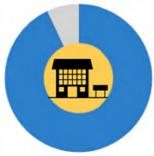


Well lit, safe streets for all users



Well-maintained homes and properties

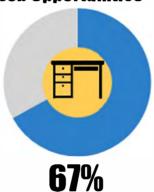
Health and Wellness



93%

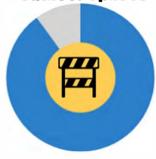
Respectful and helpful hospital and clinic staff

Job Opportunities



Jobs that meet the needs of people with disabilities

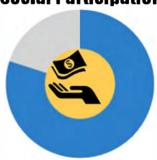
Outdoor Spaces



90%

Sidewalks that are in good condition

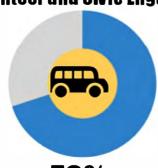
Social Participation



80%

Activities that are affordable to all residents

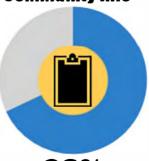
Volunteer and Civic Engagement



70%

Transportation to and from volunteer activities

Community Info



Access to information in one central location

2016 AARP Age Friendly Community Survey of West Sacramento, CA

Top Extremely/Very Important Community Features



Top West Sacramento Important Community Items
Across All 66 Features/8 Domains

(percent of respondents who rated the item as Extremely/Very Important)

Top Overall Community Items	Importance	Feature/ Domain
Well-lit, safe streets and intersections	97%	Transportation
Well-maintained homes and properties	94%	Housing
Respectful and helpful hospital and clinic staff	93%	Health and Wellness
Well-maintained hospitals and health care facilities	93%	Health and Wellness
Safe public transportation stops or areas	92%	Transportation
Well-maintained public transportation vehicles	91%	Transportation
Reliable public transportation	91%	Transportation
Well-maintained streets	91%	Transportation
Sidewalks that are in good condition, safe for pedestrian use, and accessible for wheelchairs or other assistive devices	90%	Outdoor Spaces and Buildings
Well-maintained public buildings	90%	Outdoor Spaces and Buildings
A variety of health care professionals	90%	Health and Wellness



Community Needs

Every community has its own culture, social structure, traditions, history, and needs. A community needs assessment is a tool to understand and identify community needs defined as the gap between what is and what should be. In order to identify the needs of West Sacramento residents age 45-plus, survey respondents were asked how important community features and services were to them. Then they were asked if these features and services existed in their community. These questions were then paired together to identify community needs or "gaps" between the importance of a feature or service and its existence in the community.

To compare these questions, respondents who said a feature or service is extremely, very, or somewhat important were aggregated and then compared to respondents who said whether or not the feature or service existed in their community. Survey respondents who said they were not sure if a feature or service was in their community were removed from the analysis.

Summary of Community Needs Gap by Feature/Domain

Top Community Needs Gap Item within each West Sacramento

Feature/Domain

Type/Samewhat Important - % Present)

(needs gap = % Extremely/Very/Somewhat Important - % Present)

Transportation



71%

Driver education courses

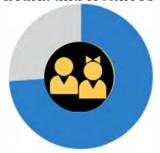
Housing



73%

A repair service for low-income and older adults

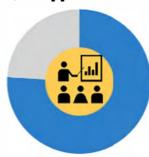
Health and Wellness



74%

Affordable home health care providers

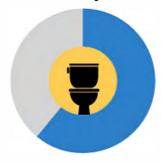
Job Opportunities



76%

Job training opportunities for older adults

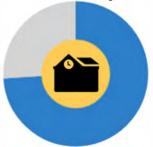
Outdoor Spaces



61%

Well-maintained public restrooms

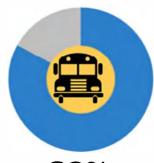
Social Participation



74%

Local schools that involve older adults in events

Volunteer and Civic Engagement



Transportation to and from volunteer activities

Community Info



Clearly printed community information

2016 AARP Age Friendly Community Survey of West Sacramento, CA



Outdoor Spaces and Buildings

<u>Features</u>	% Important	% Present
Sidewalks that are in good condition	99%	66%
Well-maintained public buildings that are accessible to people of different physical abilities	98%	64%
Well-maintained public restrooms that are accessible to people of different physical abilities	97%	35%
Neighborhood watch programs	96%	37%
Separate pathways for bicyclists and pedestrians	95%	56%
Well-maintained and safe public parks	91%	71%
Public parks with enough benches	91%	47%



The largest unmet need in outdoor spaces and buildings is

Well-maintained public restrooms that are accessible to people of different physical abilities

62%

97% say it is important to have well-maintained public restrooms that are accessible to people of different physical abilities. Only 35% say this is present in their community; resulting in a gap of 62%.

Top Community Needs Gaps



Top West Sacramento Community Needs Gap Item Across All 66 Features/ 8 Domains

(needs gap = % Extremely/Very/Somewhat Important - % Present)

Top Overall Gaps	Gap	Feature/ Domain
Transportation to and from volunteer activities	83%	Volunteer/ Civic Engagement
Volunteer training opportunities	76%	Volunteer/ Civic Engagement
Job training opportunities for older adults	76%	Job Opportunities
Affordable home health care	74%	Health and Wellness
Local schools that involve older adults in events and activities	74%	Social Participation
Home repair services for low-income and older adults	73%	Housing
Conveniently located emergency care centers	73%	Health and Wellness
Easy to find information about local volunteer opportunities	71%	Volunteer/Civic Engagement
Jobs that are adapted to meet the needs of people with disabilities	71%	Job Opportunities
A range of flexible job opportunities for older adults	71%	Job Opportunities



Housing Features

<u>Features</u>	% Important	% Present
Well-maintained homes and properties	98%	80%
Home repair contractors who are trustworthy and affordable	95%	39%
Well-maintained and safe low- income housing	83%	31%
Homes that are equipped with things like a no step entrance, wider doorways, etc.	89%	31%
Seasonal services such as lawn work	88%	37%
Affordable home prices for residents of varying income level	s 86%	36%
Home repair service for low- income and older adults that help with repairs	86%	13%



The largest unmet need in housing features is

A repair service for lowincome and older adults

73%

86% say it is important to have a home repair service for low-income and older adults that helps with things like roof or window repair. Only 13% say this is present in their community; resulting in a gap of 73%.

(needs gap = % Extremely/Very/Somewhat Important - % Present)



Transportation and Streets

<u>Features</u>	% Important	% Present
Well-lit, safe streets and intersections for all users	99%	60%
Well-maintained streets	99%	72%
Easy to read traffic signs	98%	83%
Safe public transportation stops or areas	97%	50%
Special transportation services for seniors or people with disabilities	97%	54%
Well-maintained public transportation vehicles	96%	51%
Accessible and convenient public transportation	96%	58%
Affordable public transportation	96%	59%
Reliable public transportation	95%	49%



Transportation and Streets, cont.

<u>Features</u>	% Important	% Present
Audio/visual pedestrian crossings	94%	48%
Affordable public parking	94%	55%
Enforced speed limits	93%	66%
Public parking lots and areas to park	92%	64%
Driver education/refresher course	88%	17%

The largest unmet need in transportation features is

71%

driver education/refresher courses



88% say it is important to have driver education/refresher courses. Only 17% say this is present in their community; resulting in a gap of 71%.

(needs gap = % Extremely/Very/Somewhat Important - % Present)



Job Opportunities

Features	% Important	<u>% Present</u>
Job training opportunities fo older adults	r 84%	8%
Jobs that are <mark>adapted</mark> to meet needs of peopl e with disabilit	the 86%	15%
A range of flexible job opportunities for older adults	83%	12%



The largest unmet need in employment features is

job training opportunities for older adults

76%

84% say it is important to have job training opportunities for older adults who want to learn new job skills within their job or get training in a different field of work. Only 8% say this is present in their community; resulting in a gap of 76%.

(needs gap = % Extremely/Very/Somewhat Important - % Present)



Volunteering and Civic Engagement

<u>Features</u>	% Important	% Present
Easy to find information on available local volunteer opportunities	91%	20%
Transportation to and from volunteer activities for those who need it	90%	8%
A range of volunteer activities to choose from	89%	30%
Opportunities for older adults to participate in decision making roles	89%	26%
Volunteer training opportunities to help better perform volunteer role	87%	11%



The largest unmet need in volunteering and civic engagement is

Transportation to and from volunteer activities

82%

90% say it is important to provide transportation to and from volunteer activities for those who need it. Only 8% say this is present in their community; resulting in a gap of 82%.

(needs gap = % Extremely/Very/Somewhat Important - % Present)



Community Information

<u>Features</u>	% Important	% Present
Access to information in one central location	91%	25%
Free access to computers and the internet in public places	89%	52%
Clearly displayed printed community information with large lettering	88%	18%
An automated community information source	75%	10%
Information delivered in person to people who have difficulty leaving their home	81%	11%
Information that is available in different languages	74%	26%

The largest unmet need in communication and information is

70%

Clearly displayed printed community information with large lettering



88% say it is important to have clearly displayed printed community information with large lettering. Only 18% say this is present in their community; resulting in a gap of 70%. (needs gap = % Extremely/Very/Somewhat Important - % Present)



Social Participation, Inclusion, and Education Opportunities

<u>Features</u>	% Important	% Present
Activities that offer senior discounts	88%	36%
Activities that are affordable to all residents	91%	33%
Widely publicized reliable information about activities	92%	25%
Activities that involve both younger and older people	92%	32%
A variety of cultural activities for diverse populations	88%	32%
Activities specifically geared towards older adults	90%	33%
Continuing education classes	86%	38%
Social clubs such as book, gardening, craft or hobby	89%	27%
Local schools that involve older adults in events and activities	89%	15%
Conveniently located venues for entertainment	88%	36%

The largest unmet need in social participation, inclusion, and education opportunities is



Local schools that involve older adults in events and activities



74%

89% say it is important that local schools involve older adults in events and activities. Only 15% say this is present in their community; resulting in a gap of 74%.

(needs gap = % Extremely/Very/Somewhat Important - % Present)



Health and Wellness

Features	% Important	% Present
Respectful and helpful hospital and clinic staff	97%	35%
A variety of health care professionals	97%	35%
Conveniently located emergency care centers	97%	24%
Well-maintained hospitals and health care facilities	96%	34%
A service that helps seniors find and access health services	95%	27%
Conveniently located health and social services	95%	45%
Affordable home health care	94%	20%
Well-trained certified home health care providers	94%	24%
Easy to find information on local health and supportive services	94%	26%



Health and Wellness, cont.

Features	% Important	% Present
Fitness activities specifically geared towards older adults	93%	46%
Home care services including health, personal care, and housekeeping	93%	31%
Easily understandable and helpful hospital answering services	91%	31%
Health and wellness programs and classes	88%	34%
Health care professionals who speak different languages	76%	40%



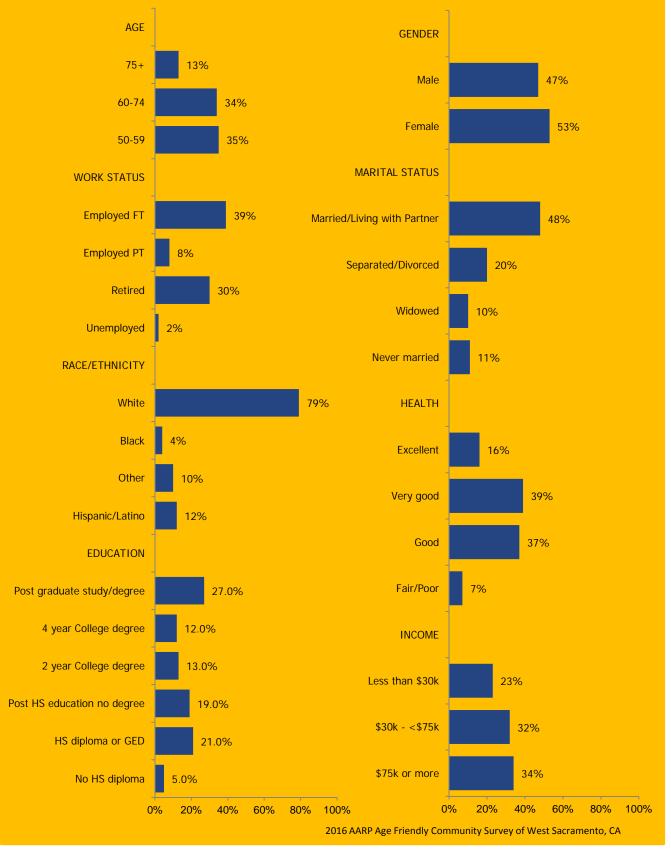
The largest unmet need in health services is affordable home health care

74%

94% say it is important to have affordable home health care providers. Only 20% say this is present in their community; resulting in a gap of 74%.

(needs gap = % Extremely/Very/Somewhat Important - % Present)







Real Possibilities

AARP is a nonprofit, nonpartisan organization, with a membership of nearly 38 million, that helps people turn their goals and dreams into real possibilities, strengthens communities and fights for the issues that matter most to families such as healthcare, employment and income security, retirement planning, affordable utilities and protection from financial abuse. We advocate for individuals in the marketplace by selecting products and services of high quality and value to carry the AARP name as well as help our members obtain discounts on a wide range of products, travel, and services. A trusted source for lifestyle tips, news and educational information, AARP produces AARP The Magazine, the world's largest circulation magazine; AARP Bulletin; www.aarp.org; AARP TV Et Radio; AARP Books; and AARP en Espanol, a Spanish-language website addressing the interests and needs of Hispanics. AARP does not endorse candidates for public office or make contributions to political campaigns or candidates. The AARP Foundation is an affiliated charity that provides security, protection, and empowerment to older persons in need with support from thousands of volunteers, donors, and sponsors. AARP has staffed offices in all 50 states, the District of Columbia, Puerto Rico, and the U.S. Virgin Islands. Learn more at www.aarp.org.

Acknowledgments

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Photos courtesy of iStock/GettyImages

An annotated questionnaire for the entire sample is available upon request to Brittne Nelson, AARP Research bnelson@aarp.org, or Christina Clem, AARP California cclem@aarp.org.

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Margaret McDowell Manor Town Hall Meeting

For this exercise, participants were provided with a list of livability issues that were identified in the AARP survey. Each of the 39 participants was provided with three dot stickers that they could use to "vote" for the items that were most important to them from the following lists.

Rank	Community Features (1)	# of Dots
1	Well Lit, Safe Streets and Intersections	33
2	Reliable Public Transportation	27
3	Sidewalks that are in Good Condition, Safe, and Accessible	25
4	Well Maintained Hospitals and Health Care Facilities	19
5	Respectful and Helpful Hospital and Clinic Staff	16
6	Safe Public Transportation Stops and Areas	15
7	Well Maintained Homes and Properties	12
8	Well Maintained Public Transportation Vehicles	11
9	A Variety of Healthcare Professionals	10
10	Well Maintained Streets	3
11	Well Maintained Public Buildings	1
11	Communcation	1
11	Outdoor Recreation for Seniors	1
11	Spanish Help at the Community Center	1
		175

Rank	Community Needs Gaps (2)	# of Dots
1	Affordable Home Health Care	39
2	Transportation to and from Volunteer Activities	29
3	Conveniently Located Emergency Care Centers	25
4	Home Repair Services for Low Income and Older Adults	19
5	Local Schools the Involve Older Adults in Events and Activities	9
6	Easy to Find Information About Local Volunteer Opportunities	9
7	A Range of Flexible Job Opportunities for Older Adults	8
8	Job Training Opportunities for Older Adults	6
9	Volunteer Training Opportunities	5
10	Jobs that Area Adaped to Meet the Needs of People with Disabilities	4
11	General Transportation	3
12	Communication	2
		158

⁽¹⁾ These community features were identified as important by respondants to the AARP survey, regardless of whether they are perceived to be already provided for adequately in West Sacramento.

⁽²⁾ Community "gaps" are community features that respondants to the AARP survey felt were not being provided adequately in West Sacramento.

Meals on Wheels Age-Friendly Survey

In late October, 2016 approximately 150 Meals on Wheels recipients in West Sacramento received a survey instrument with their lunch. The survey asked participants to rank the importance of items that were identified as significant community features or as "gaps" in the AARP survey, and return their survey form to the volunteer. The City received 29 completed surveys, which prioritized these items as shown below.

county de service de la constant de		Importance	Importance Rating $(1 = High, 5 = Low)$	1, 5 = Low)	
Community improvement tems	1	7	8	4	2
Conveniently-located emergency care centers	%89	16%	%8	4%	4%
Respectful and helpful hospital and clinic staff	%29	19%	%7	2%	4%
Affordable home health care	%59	19%	%8	4%	4%
Well-maintained hospitals and care facilities	97%	17%	10%	3%	%L
Well-maintained streets	21%	21%	11%	2%	4%
Sidewalks that are in good condition and safe for pedestrians	25%	17%	21%	2%	%0
Transportation to and from volunteer activities	22%	%L	74%	10%	%8
Well-maintained public buildings	54%	%L	72%	11%	4%
Well-maintained homes and properties	25%	%97	11%	2%	4%
Well-Lit, safe streets and intersections	25%	24%	10%	7%	%L
Reliable public transportation	20%	31%	%8	%8	4%
Jobs that are adapted to meet the needs of people with disabilities	20%	15%	761	12%	4%
Home repair services for low-income and older adults	48%	798	761	4%	4%
Safe public transportation stops or areas	46%	%67	11%	7%	%L
A variety of health care professionals	46%	767	18%	4%	4%
A range of flexible job opportunities for older adults	46%	11%	32%	7%	4%
Well-maintained public transportation vehicles	45%	28%	10%	3%	14%
Easy-to-find information about local volunteer opportunities	37%	22%	79%	11%	4%
Volunteer training opportunities	36%	14%	36%	7%	4%
Job training opportunities for older adults	36%	21%	25%	7%	11%
Local schools that involve older adults in events and activities	19%	33%	37%	4%	%/

City of West Sacramento Age-Friendly Telephone Survey

November-December 2016

	Summary	
Category	# of Responses	
Streets/Sidewalk	S	11
Public Transport	a	9
Parks/Trails		6
Taxes/Fees		5
Security		4
Community Serv	ic	4
Refuse/Recycling	3	3
Communications	;	2
Housing		2
Economic Develo	O)	1
Environment		1
Health/Medical		2
Total		50

#	Date	Category	Summary
1	17-Nov	Refuse/Recycle	Wants curbside waste pickup not in a container.
2	17-Nov	Public Transportation	Yolo Special too expensive; can't get to the Community Center for activities.
3	18-Nov	Streets/Sidewalks	Make the city more livable for pedestrians; need to be able to cross streets safely
4	18-Nov	Taxes/Fees	Lower property taxes for seniors
5	18-Nov	Health/Medical	Get a clinic or hospital in West Sacramento, especially Southport
6	18-Nov	Refuse/Recycle	Need help with getting trash cans to the street
7	18-Nov	Streets/Sidewalks	Improve lighting on West Capitol to make the area safer for drivers and pedestrians
8	18-Nov	Streets/Sidewalks	Speed bumps have helped a lot in my area; thanks!
9	18-Nov	Public Transportation	Improve public transportation
10	18-Nov	Streets/Sidewalks	Fix our streets!
11	19-Nov	Security	Take care of the homeless issue so I can feel safe walking and shopping
12	20-Nov	Parks/Trails	More natural areas, trails and green belts
13	20-Nov	Public Transportation	Create more public transit stops.
13.1	20-Nov	Parks/Trails	Pave Clarksburg trail. Difficult for seniors to navigate unpaved portion
14	20-Nov	Refuse/Recycle	More curbside services vs. trips to the dump
15	20-Nov	Public Transportation	More frequent bus service: maximum 30-minute headways
16	21-Nov	Communications	Reach out to seniors more often to understand their needs
17	21-Nov	Taxes/Fees	Give discount on sewer/water bill. Water is expensive.
18	21-Nov	Streets/Sidewalks	Fix street drainage in State Streets; seniors traverse giant puddles all winter
19	25-Nov	Streets/Sidewalks	Re-stripe bike lane in Lighthouse. Cars use it; I've almost been run over
20	26-Nov	Streets/Sidewalks	Need better bike lanes on Jefferson (especially SB turning onto Lake Washington) and Southport Parkway
21	26-Nov	Community Services	We need a senior center
22	26-Nov	Communications	Why is the city partnering with AARP; they're a political organization.
23	26-Nov	Parks/Trails	We need more walking areas and trails like the Clarksburg trail
24	27-Nov	Parks/Trails	Be more bike-friendly. I don't feel safe riding on Jefferson. Also, pave levee from Marshall on up
25	17-Nov	Security	More police presence.
26	27-Nov	Security	Do something about the homeless issue. Safety and public cleanliness issues.
27	27-Nov	Taxes/Fees	Provide discounts on bond increases, water rate increases, etc.
28	28-Nov	Parks/Trails	Create more recreational paths for biking and walking.
29	28-Nov	Housing	Create a Del Webb-style retirement community in West Sacramento
30	28-Nov	Streets/Sidewalks	Make crosswalks in downtown (Jefferson/West Cap area) easer and safer to get across.
31	29-Nov	Housing	West Sacramento needs more residential care facilities for seniors
32	29-Nov	Taxes/Fees	Concerned about increases in bonds adding to property tax bill.
33	30-Nov	Streets/Sidewalks	Increase frequency of street sweeping.
33.1	30-Nov	Community Services	City should do something to help the Golden Years Club, which is closing because they can't pay rent
34	3-Dec	Economic Development	Find a way to attract more mid-range sit-down restaurants
35	3-Dec	Parks/Trails	We need a dog-walking park in Broderick
36	3-Dec	Streets/Sidewalks	We need safer bike lanes
37	3-Dec	Public Transportation	We need more shelters on Cummins closer to Kegle; too long a walk to the one at the Senior Center.
37.1	3-Dec	Public Transportation	Some kind of "short bus" or on-demand van would be very helpful as well.
38	3-Dec	Environment	City should consider climate change in everything it does.
39	3-Dec	Public Transportation	Better transit options are needed; an on-demand van or small bus would be great
40	5-Dec	Community Services	Don't get rid of the bill drop-off box at City Hall; very convenient for seniors.
41	5-Dec	Streets/Sidewalks	WSPD needs to ticket cars that block the street sweepers
42	6-Dec	Taxes/Fees	Wants reduced Mello-Roos or other financing mechanisms to lower costs for seniors
43	6-Dec	Security	Keep West Sacramento safe for seniors and kids
44	6-Dec	Public Transportation	Provide better and more options for transportation.
45	8-Dec	Community Services	Lower age for senior discount at the Rec Center
45.1	8-Dec	Health/Medical	Get a health care center in West Sacramento
46	9-Dec	Public Transportation	Improve transportation services
70	J DCC	. aone manoportation	Improve dansportation services

Online Survey

In January, 2017 the City placed a survey instrument on the Age-Friendly page on its web site. The survey remained open until mid-May, 2017.

Community Improvement frame		# of Re	# of Responses by Priority	iority	
	Extremely	Somewhat	Not Very	Not at All	# of
	Important	Important	Important	Important	Responses
Well-lit, safe streets and intersections	245	38	3	1	287
Sidewalks that are in good condition, safe for pedestrian use, and accessible for wheelchairs or other assistive devices	208	70	9	2	586
Well-maintained homes and properties	199	62	7	2	287
Safe public transportation stops or areas	190	99	25	4	285
Reliable public transportation with well-maintained public transportation vehicles	186	73	23	2	287
Conveniently located, well-maintained health care facilities	185	73	22	9	586
Affordable home health care	172	82	25	8	287
Convenient access to information on upcoming community events and important community notices and alerts	162	103	18	3	286
Home repair services for low-income and older adults	148	26	35	9	586
Well-maintained public buildings	140	121	23	2	286
Volunteer opportunities	74	162	39	11	586
Job training	46	105	77	47	275

West Sacramento Age-Friendly Online Survey

Summary	
Category	# of Responses
City Services/Programming	36
Public Safety/Security	24
Housing	21
Economic Development	16
Trails/Bike Lanes	14
Other	10
Parks	∞
Public Transit	5
Communications	4
Taxes/Fees	4
Traffic	က
Medical	က
Voluneering	3
Total	151 *

#	Response Date	Response Text
-	Feb 5, 2017 3:27 AM	Focus on core city services. Too much fluff going on.
2	Feb 4, 2017 8:38 AM	Affordable housing
3	Feb 3, 2017 5:21 PM	Sidewalks in travelled areas. Desperately need sidewalks on Rice Avenue.
4	Jan 31, 2017 10:41 PM	I would like more police patrols in my area. I have not seen a policeman near or around my house in years.
ഹ	Jan 31, 2017 5:31 PM	Staffing levels sufficient to keep residents and properties safe. Council and management focus on infrastructure
		(especially West Capitol Avenue) and quality of life for all west Sacramento residents.
9	Jan 31, 2017 1:20 PM	Streets are in terrible shape. Potholes on industrial are really bad.
7	Jan 31, 2017 10:34 AM	I'd like to see that bike trail go further than a mile
ø	Jan 31, 2017 6:44 AM	More entertainment/recreational venues such as movie theaters, pickle ball courts, golf courses.
6	Jan 30, 2017 10:11 PM	More free community events that help our neighbors get to know each other and hopefully learn to respect and
		appreciate our similarities and differences.
10	Jan 30, 2017 8:21 PM	List of merchants that give discounts to seniors, would be nice. Thank you
11	Jan 30, 2017 3:37 PM	Active living opportunities
12	Jan 30, 2017 4:59 AM	Senior housing facilities in a safe community.
13	Jan 30, 2017 2:02 AM	Affordable quality dining/restaurants.

77	NG 2017 2:22 DM	Housing for accordance and their accompany
<u>+</u>	Jan 29, 2017 3.33 F W	Tousing to sends and their categivers.
15	Jan 29, 2017 2:28 AM	Computer classes
16	Jan 28, 2017 6:38 PM	Zoning that allows and encourages resident-serving businesses to open up within walking distance of all neighborhoods.
16a	Jan 29, 2017 6:38 PM	RIGOROUSLY enforce traffic laws that require bicyclists to yield to pedestrians.
16b	Jan 30, 2017 6:38 PM	Establish noise restrictions on vehicles and vigorously enforce them.
16c	Jan 31, 2017 6:38 PM	Better public transportation. One bus every hour from the Bridge District to downtown and midtown Sac is not enough.
17	Jan 28, 2017 3:22 PM	Park benches along walkable street routes to encourage older people to walk and have a place to rest along the way. More small parks in the older neighborhoods.
18	Jan 28, 2017 3:25 AM	Need Police patrols in our neighborhood. Too many home and vehicle break-ins.
19	Jan 28, 2017 3:25 AM	Senior living community one story homes with amenities. Affordable but not low-income.
	Jan 28, 2017 2:18 AM	More information from the City about what's being done about homelessness and other social issues in our area.
21	Jan 28, 2017 1:26 AM	Services for other languages speaking resildents
22	Jan 28, 2017 12:57 AM	BROAD sidewalk and bike lanes along the entire length of Southport Parkway.
22a	Jan 29, 2017 12:57 AM	We need more multi-level, multi use, live/work buildings in South Port.
22b	Jan 30, 2017 12:57 AM	We need to become more progressive on being green - for example, banning plastic and styrofoam take-out city wide.
23	Jan 27, 2017 10:31 PM	How code enforcement is dealing with issues of pot growing and vehicle issues.
23a	Jan 28, 2017 10:31 PM	How the city is dealing with transient/homeless issues in our community
24	Jan 27, 2017 8:50 PM	Community space for seniors, where they feel safe, I think is important.
24a	Jan 28, 2017 8:50 PM	We also desperately need a hospital in the area.
24b	Jan 29, 2017 8:50 PM	Volunteering opportunities are also important.
25	Jan 27, 2017 7:27 PM	Waive or substantially discount the cost of permits and other fees for making home improvements.
26	Jan 27, 2017 6:48 PM	Bike lanes well marked. Some way to calm down WS drivers and get them to quit running stop signs!!!
	Jan 27, 2017 6:24 PM	food donations for low income
28	Jan 27, 2017 4:05 PM	variety of healthy resturaunts
29	Jan 27, 2017 3:45 PM	Good investment into public safety, police, fire, first responder
29a	Jan 28, 2017 3:45 PM	Homeless resolution
29b	Jan 29, 2017 3:45 PM	Equal investment and improvement of the northside of town, including clean up and improve ALL of west Capitol, not just near city hall
30	Jan 27, 2017 3:14 PM	All neighborhoods should have access to public transportation and there should be bus shelters at stops to protect riders from the wind and rain.
30a	Jan 28, 2017 3:14 PM	Having a variety of local businesses so residents can shop and work locally is important.

30h	Llan 29 2017 3 14 PM	West Sacramento does a great job providing parks and recreational opportunities
31	Jan 27 2017 2:26 PM	A safe place for seniors to interact. Iearn and participate in community activities.
32	Jan 27, 2017 2:17 PM	Public safety presence of law enforcement
33	Jan 27, 2017 2:16 PM	Nope
34	Jan 27, 2017 1:18 PM	Lower taxes for senior citizens so they can keep their homes.
35	Jan 27, 2017 12:35 PM	Convenient and more affordable grocery shopping
36	Jan 27, 2017 9:01 AM	More free events at local parks more churches to choose from more restaurants, more things for kids or young adults like a roller rink a movie theatre, more work opportunity's. Bingo nights, parades, Picnic's, music etc
37	Jan 27, 2017 7:04 AM	Patrolling the neighborhood better
38	Jan 27, 2017 6:32 AM	Parks and Open Spaces that use formal gardens and accentuate regional plants in their landscaping with a restriction of vehicle access. Stimulate all of our senses and include strategic seating.
39	Jan 27, 2017 4:49 AM	I have not seen food closets or meal delivery for elderly advertised.
39a	Jan 28, 2017 4:49 AM	I have not seen the citys demographics listed.
39b	Jan 29, 2017 4:49 AM	I am not pleased with police helicopter activity after dark
39c	Jan 30, 2017 4:49 AM	I am not pleased with 911 alerts after bedtime that do not require my action.
40	Jan 27, 2017 4:47 AM	Police patrolling neighborhoods regularly.
40a	Jan 28, 2017 4:47 AM	More walking paths & bike lanes.
41	Jan 27, 2017 4:35 AM	More and better choice of restaurants and stores, e.g. Chili's and Best Buy. Stores and Restaurants of this quality would help me to not have to drive outside of West Sacramento to eat and shop.
42	Jan 27, 2017 4:21 AM	The new dog park on linden was remodeled poorly If your're sitting on the bench you can't even see your dog
43	Jan 27, 2017 4:16 AM	Less loud concerts. Keep West Sac "boring"!
44	Jan 27, 2017 4:14 AM	I'm very concerned about Homeless People. They beg/hang out in front of some stores Dollar Tree on Harbor. Ampm on Harbor. Walgreens. Biglots. Rideaid. Library. It is kind of scary to go out at night.
45	Jan 27, 2017 4:08 AM	Lower crime in the city and dealing with the going homeless issues.
46	Jan 27, 2017 4:00 AM	A place for the homeless.
47	Jan 27, 2017 3:45 AM	Elderly folks who no longer drive need affordable public transportation within WS. Taxi service very expensive.
47a	Jan 28, 2017 3:45 AM	Homelessness is a BIG issue in WS always at Safeway, Walgreens. Will not shop in those areas alone.
48	Jan 27, 2017 3:12 AM	We want safety and to be able to stay in our own homes for the duration of our lives! We want the police and city to adress the homeless in our neighborhoods!
49	Jan 27, 2017 3:08 AM	A good community center that offers classes like art, music, dancing, taking photos with an iPhone, and guest speakers on a variety of subjects like local/CA history.
20	Jan 27, 2017 2:35 AM	Access to inexpensive health maintenance programs
51	Jan 27, 2017 2:34 AM	I am a Aarp member. I really appreciate the city's efforts with regards to senior citizens and their needs.

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25	Jan 27, 2017 2:26 AM	Streets in neighborhood to be well maintained and not just patched.over and over. Seymour St. Has not been resurfaced in over 28 years.
53	Jan 27, 2017 2:12 AM	Parks that support the neighbor and not sports related! Maybe a community art center.
54	Jan 27, 2017 2:04 AM	As new residents we appreciate that this initiative is in place and will seek to remain informed. Thank you to members of the committee.
22	Jan 27, 2017 1:59 AM	The recreation center: swimming, workout area, childcare, great personnel Nugget, Targetwould like more services right in west sac.
26	Jan 27, 2017 1:53 AM	I am curious why there is so many questions about transit and pedestrian facilities, but not about traffic. Being able to get to necessary services in my car without sitting in traffic is important to me.
57	Jan 27, 2017 1:41 AM	Access to library services both in the library and from at home. Parks and recreation services designed for a variety of ages and abilities.
28	Jan 27, 2017 1:41 AM	The cities senior center is located in an area that greatly serves the population on that side of west Sacramento is not practical for seniors on the south side
29	Jan 27, 2017 1:33 AM	Classes such as art, yoga, book groups, cooking, and exercise for personal growth and socializing
59a	Jan 28, 2017 1:33 AM	Pets/feral-neighborhood cats: resources for spay/neuter and a pet foodbank for all.
09	Jan 27, 2017 1:32 AM	Activities that cater to those retired! Affordable gyms and exercise facilities that cater to seniors with discounted rates for mid morning workouts. Group activities(yoga, walking groups, book clubs, nature hikes, social activities).
61	Jan 27, 2017 1:32 AM	More recreational parks and hiking paths along the river.
62	Jan 27, 2017 1:29 AM	None at this time. Thanks
63	Jan 27, 2017 1:17 AM	Access to safe bicycle lanes/trails is more important to me than any other type of transportation. Thank you.
64	Jan 27, 2017 1:16 AM	Bike Trails, Hiking: We need a safe way for our West Sacramento Families to connect to events and activities; the road by the tank farms is not safe.
65	Jan 27, 2017 1:14 AM	More restaurants and a movie theatre would be nice for West Sac.
99	Jan 27, 2017 1:13 AM	Leisure time activities geared for seniors e.g. exercise and computer and continuing education classes.
6 2	Jan 27, 2017 1:12 AM	No
89	Jan 27, 2017 1:06 AM	affordable 55+ housing
69	Jan 22, 2017 3:09 PM	A private 55 and older gated community with a golf course and other amenities for active retirees.
20	Jan 21, 2017 3:42 AM	Arts, culture, and quality dining.
71	Jan 21, 2017 3:21 AM	Public transportation that is more frequent that hourly.
72	Jan 20, 2017 5:01 PM	Environmental & social justice
73	Jan 20, 2017 6:11 AM	A directory listing all companies that provide special discounts for seniors. An advocate who contacts local
		businesses to negotiate senior discounts.
74	Jan 18, 2017 11:45 PM	Bike trails and community tennis courts.
75	Jan 18, 2017 8:39 PM	Social opportunities for aging residents: cultural, recreational, volunteer groups.

75a	Jan 19, 2017 8:39 PM	Walkable neighborhoods with appropriate (single story, universal design, downsized) housing opportunities (rental
		and ownership) with easy access to activity centers, shopping, entertainment, recreation, medical services, etc.
9/	Jan 17, 2017 6:21 PM	Convenient, cost effective grocery shopping
77	Jan 16, 2017 11:32 PM	Variety of recreation services for a variety of abilities.
78	Jan 16, 2017 3:01 AM	Affordable housing options which contain accessible design elements - few or no stairs, or substitute ramps/railing; bathrooms equipped with safety railings and wide entry to accommodate mobility assistance devices; etc.
78a	Jan 17, 2017 3:01 AM	And of coursesafe, well lit, options for reliable transportation and shopping nearby.
79	Jan 16, 2017 1:00 AM	Timely communication. Many Elderly homeowners do not have computers or smart phones and are therefore uninformed because the City discontinued the monthly newsletter (utility bill insert).
80	Jan 15, 2017 6:56 PM	
81	Jan 15, 2017 6:44 PM	Social interaction programs. Great restaurants. Safe yet affordable grocery & pharmaceutical stores.
82	Jan 15, 2017 6:06 PM	Safe, wide bike paths that connect to one another. We need a better local newspaper.
83	Jan 15, 2017 2:29 PM	Opportunities for seniors to learn about health and safety, growing old with dignity, in home care services, etc.
84	Jan 15, 2017 6:46 AM	Somehow we need to establish communication, transportation and motivation techniques to encourage seniors to stay involved in life.
85	Jan 15, 2017 5:14 AM	Non-emergency medical transportation.
98	Jan 15, 2017 3:47 AM	Indoor & outdoor FUN social events for those 50+. Excellent care for our parents (memory care, Assisted Living faculties, etc.).
87	Jan 15, 2017 1:15 AM	Safe bike lanes and trails, extensive well lit walking trails, continuing care pet friendly integrated retirement communities -CCRCs and RCFEs. Educational options - Osher, Ucd Davis, sac state renaissance.
88	Jan 14, 2017 11:44 PM	Good quality restaurants in inviting locales and conveniently located specialty shops.
89	Jan 14, 2017 11:33 PM	Moore safe bike lanes
06	Jan 14, 2017 11:15 PM	Easy access to the Sacramento river (Yolo side) for handicapped persons.
91	Jan 14, 2017 10:59 PM	Improved dog park with inside perimeter paved path, trash cans outside the fence to be emptied frequently, a larger small dog area, and maintained lawn. Then it would be more used by all ages more often.
92	Jan 14, 2017 10:37 PM	another excess to Sacto. south of freeway 80/50 over the river now
93	Jan 14, 2017 9:40 PM	Activities like Volksmarching (or organized walks in differing locations of West Sacramento each time, that are group oriented
94	Jan 14, 2017 9:09 PM	Over 80 tax relief and reduced or capping Mello-Roos on property tax. Fixed incomes that even include social security do not keep up with inflation.
92	Jan 14, 2017 8:47 PM	low income senior housing, apartments and assisted living facilities.
96	Jan 14, 2017 8:21 PM	Security! Safe walking trails and riverfront access.
97	Jan 14, 2017 7:04 PM	Affordable emergency response/transport (ambulance)

86	Jan 14, 2017 5:16 PM	Public outdoor spaces, sidewalks, parks, and vacant lots that are clean, sate, and attractive without homeless campers and their trash, or feral cats.
66	Jan 14, 2017 3:43 PM	Housing is too expensive for people on fixed income. Older adults need their pets for companionship. Places either charge big pet deposit or don't allow at all.
100	Jan 14, 2017 2:54 PM	Community events and gatherings such as farmer's markets, Off the Grid (The Barn and Riverfront), fairs and festivals Increased unique dining options (not fast food) Increase bike lanes and trails
101	Jan 14, 2017 12:51 PM	Meals on wheels and other food delivery services for shut-ins.
102	Jan 14, 2017 12:08 PM	More businesses that allow us to keep our money in West Sacramento:Costco Movie Theatre Small/family businesses
103	Jan 14, 2017 9:33 AM	Benches to sit on in parks, bus stops.
103a	Jan 15, 2017 9:33 AM	I wish I had an indoor pool for water aerobics.
103b	Jan 16, 2017 9:33 AM	More local businesses: I have to go to the YMCA in Sacramento. I have to go to Timberlake Rd for a Physical Therapist.I have to go to Sacramento for a movie or a good restaurant, or any hobby items, except for Walmart.
104	Jan 14, 2017 5:15 AM	Outreach to seniors who do not have internet access. Timely notification - the city & county does not mail information to homes, what is available online is posted weeks late.
105	Jan 14, 2017 4:19 AM	it would be swell if there was a way to lower garbage fees for households that don't make as much garbage
105a	Jan 15, 2017 4:19 AM	I favor water meters for the same reason: pay for what you use
106	Jan 14, 2017 4:19 AM	How about some new construction townhouses or condos for seniors at a reasonable price?
107	Jan 14, 2017 2:37 AM	A senior assisted living facility. Condos, apartments or town houses that are single story residents for seniors.
108	Jan 14, 2017 2:24 AM	senior living apartments
109	Jan 14, 2017 1:59 AM	Access to information about what is going on in West Sac.
110	Jan 14, 2017 1:31 AM	Designated car-free bicycle trails / separated from traffic by barriers like in Portland, Oregon / I do not ride my bicycle on trails that are not car-free. I ride my bike on sidewalks rather than risk a fatal injury from an inattentive or texting driver.
111	Jan 14, 2017 1:06 AM	Recreation facilities that offer classes and equipment for older citizens who are still working.
112	Jan 14, 2017 1:01 AM	I'm concerned about panhandling. (This is not a critique of persons who are homeless and trying to improve their lives.)
112a	Jan 15, 2017 1:01 AM	Stiffer penalties for package thieves.
112b	Jan 16, 2017 1:01 AM	Better bike trails from the southport area to Jefferson blvd and to local businesses.
113	Jan 14, 2017 12:49 AM	Recreational services
114	Jan 14, 2017 12:22 AM	Fitness Programs - Yoga, stretching, water aerobics, etc
115	Jan 13, 2017 11:53 PM	Subsidized services for the elderly.
116	Jan 14, 2017 11:31 PM	Housing located in areas where seniors don't have to drive to most services. Housing designed for seniors (single story units, stacked flats, universal design) for both purchase and rent.

116a	116a Jan 15, 2017 11:31 PM	Recreational and entertainment opportunities both indoor and outside, and assistance with transportation to
		activities in nearby communities.
116b	Jan 16, 2017 11:31 PM	Volunteer opportunities.
117	Jan 13, 2017 11:26 PM	Social programs:1. Yoga, tai-chi or other stretching exercises for all levels and fun activities - bingo, card games., coloring, ceramics, pottery, learning classes like languages3. Music lessons - piano, guitar, tonnette
118	Jan 13, 2017 11:16 PM	It would be nice if there was parking near trails, for example, when South River Road is closed to traffic, seniors will have a hard time accessing the new trail without parking nearby.
119	Jan 13, 2017 11:04 PM	I would like to see affordable housing for seniors like those built on the waterfront by Raley field.
120	Jan 13, 2017 10:57 PM	Maintain quality city services, ie: police, fire, etc.
121	Jan 13, 2017 10:33 PM	I would like to read more about meals on wheels and volunteering efforts for west sacramento
122	Jan 13, 2017 7:18 PM	Affordable housing with shuttle services to affordable grocery shopping in town, as well thrift stores, pet care stores, and popular events. A senior center would be very helpful.
123	Jan 13, 2017 12:27 AM	Adult programs in the evening, such as some of the things provided at the Senior Center in the Community Center, that now, are only provided in the daytime hours such as Zumba/exercise classes and the crochet/knit or crafting groups.

Bryte Café Listening Session Results April, 2017

					Importa	nce Rating (Importance Rating (1 = High, 5 = Low)	ow)				
Ref.	f. Community Improvement Items	1			2		3		4		5	Total
#		#	%	#	%	#	%	#	%	#	%	
7	Reliable public transportation	7	78%	1	11%	1	11%	0	%0	0	%0	6
1	Well-Lit, safe streets and intersections	5	71%	1	14%	0	%0	0	%0	1	14%	7
3	Respectful and helpful hospital and clinic staff	2	%95	0	%0	2	22%	1	11%	1	11%	6
2	Safe public transportation stops or areas	2	%95	7	%77	1	11%	0	%0	1	11%	6
9	Well-maintained public transportation vehicles	2	20%	7	%07	2	70%	0	%0	1	10%	10
∞	Well-maintained streets	5	71%	2	767	0	%0	0	%0	0	%0	7
6	Sidewalks that are in good condition and safe for pedestrians	4	20%	8	%8E	0	%0	0	%0	1	13%	∞
11	. A variety of health care professionals	4	20%	1	13%	1	13%	1	13%	1	13%	8
4	Well-maintained hospitals and care facilities	3	38%	3	%8E	0	%0	1	13%	1	13%	8
12	Transportation to and from volunteer activities	3	20%	1	17%	1	17%	0	%0	1	17%	9
15	. Affordable home health care	3	38%	7	72%	1	13%	1	13%	1	13%	8
17	Home repair services for low-income and older adults	2	25%	7	72%	1	13%	2	72%	1	13%	8
18	Conveniently-located emergency care centers	2	25%	2	72%	2	25%	1	13%	1	13%	8
2	Well-maintained homes and properties	1	13%	4	20%	2	25%	0	%0	1	13%	8
14	Job training opportunities for older adults	1	14%	1	14%	3	43%	2	73%	0	%0	7
19	Easy-to-find information about local volunteer opportunities	1	14%	0	%0	3	43%	1	14%	2	767	7
20	Jobs that are adapted to meet the needs of people with disabilities	1	13%	7	72%	3	38%	1	13%	1	13%	8
21	. A range of flexible job opportunities for older adults	1	13%	1	13%	3	38%	2	25%	1	13%	8
10	Well-maintained public buildings	0	%0	4	20%	3	38%	0	%0	1	13%	8
13	Volunteer training opportunities	0	%0	3	20%	3	20%	0	%0	0	%0	9
16	Local schools that involve older adults in events and activities	0	%0	4	%05	3	38%	0	%0	1	13%	∞

City of West Sacramento Age-Friendly Action Plan Accountability Matrix

Project #	Project	Sub-Task	Lead Department	
	N	larch 2017		
3	Complete the ADA Transition Plan	Kick-Off Meeting	Public Works	
	,	April 2017		
3	Complete the ADA Transition Plan	Staff Training	Admin Services	
		May 2017		
2	Adopt a Mobility Action Plan	Apply for ARB Car Sharing and Mobility Options Pilot Program funding for Pilot 2 Flexible Transportation Service	Public Works	
		June 2017		
1	Adopt a Bike, Pedestrian and Trails Master Plan	Conduct Level of Traffic Stress Analysis	Public Works	
		Prepare Draft Plan	Public Works	
2	Adopt a Mobility Action Plan	Apply for SACOG TDM Innovations Grant funding for Pilot 2 Flexible Transportation Service	Public Works	
9	Expand WSPD "Coffee with a Cop" Program	Modify format plan for "Coffee with a Cop" to include fraud prevention and volunteer recruitment	Police	
11	Partner with Yolo DA to Broaden Anti-Fraud Awareness for Older Adults	Schedule partnered senior-focused fraud awareness presentations	Police	
	July 2017			
12	Partner with Red Cross to Assure Older Residents Have Smoke Alarms	Meet with ARC	Fire	

Project #	Project	Sub-Task	Lead Department	
	August 2017			
3	Complete ADA Transition Plan	Draft Self Evaluation Report	Admin Services	
3	Complete ADA Transition Plan	Data Collection	Public Works	
4	Create Printed Quarterly Newsletter for Older Residents	Prepare Document Format	City Manager's Office	
		Assemble Mailing List	City Manager's Office	
6	Broadband Expansion Pilot Projects	Conduct North Area Survey	Community Development	
		Provide information on ATT Access Program	Community Development	
		Identify economic challenges to	Community	
		broadband adoption	Development	
8	Expand WSPD "VIP" Program	Revise volunteer application form	Police	
		Calendar four senior living site- /senior focused recruitment events	Police	
2	Adopt Mobility Action Plan	Deploy Pilot 1 Downtown Shuttle	Public Works	
1	Adopt a Bike, Pedestrian and Trails Master Plan	Adopt Updated Plan	Public Works	
	Sep	tember 2017		
12	Partner with Red Cross to Assure Older Residents Have Smoke Alarms	Establish funding source for smoke alarms	Fire	
3	Complete the ADA Transition Plan	Draft Transition Plan	Admin Services	
4	Create Printed Quarterly Newsletter for Older Residents	Prepare Draft Document	City Manager's Office	
		Mail First Edition at Start of Q4 2017	City Manager's Office	
11	Partner with Yolo DA to Broaden Anti-Fraud Awareness for Older Adults	Develop training for senior volunteers to deliver fraud awareness training in their communities	Police	
12	Partner with Red Cross to Assure Older Residents Have Smoke Alarms	Establish a process to identify needs	Fire	
	October 2017			
6	Broadband Expansion Pilot Projects	Adopt Broadband Action Plan	Public Works	
3	Complete the ADA Transition Plan	Public Comment Period	Public Works	

Project #	Project	Sub-Task	Lead Department	
	Nov	vember 2017		
12	Partner with Red Cross to Assure Older Residents Have Smoke Alarms	Interact with residents to offer/install smoke alarms	Fire	
1	Adopt a Bike, Pedestrian and Trails Master Plan	Develop Age Friendly Appendix Develop Safe Routes to School Appendix	Public Works Public Works	
2	Adopt Mobility Action Plan	Apply for a Caltrans Sustaainable Transportation Planning Grant	Public Works	
3	Complete the ADA Transition Plan	Presentation to City Council	Public Works	
	Dec	cember 2017		
17	Develop Strategies to Eliminate Health Disparities	Expand farmers' markets	City Manager's Office	
		Enforce tobacco control laws	City Manager's Office	
18	Increase Awareness Among Older	Include CE Articles in Age-Friendly	Community	
	Residents of City Code	Newsletter	Development	
	Enforcement Services	Code Enforcement Annual Utility Bill Insert 2017	Community Development	
		Include CE Articles on Age-Friendly		
		Website	Development	
		Administer a Survey to Gauge	Community	
		Public Understanding of CE	Development	
	Ja	nuary 2018		
16	Participate in Partnerships that	Consider enhanced cooperation	Parks and	
	Promote the Health and Well-	with the Yolo Healthy Aging	Recreation	
	Being of Older Adults	Alliance Join Yolo County Healthy Aging	City Manager's	
		Work Group	Office	
	Fel	bruary 2018		
5	Maintain and Expand Age-Friendly Web Content	Develop New Content	City Manager's Office	
	March 2018			
11	Partner with Yolo DA to Broaden	Provide train-the-trainer training	Police	
	Anti-Fraud Awareness for Older	regarding fraud awareness for		
	Adults	seniors		
4	Create Printed Quarterly	Mail 2018 Q1 Edition of Printed	City Manager's	
F	Newsletter for Older Residents	Newsletter for Older Residents	Office	
5	Maintain and Expand Age-Friendly Web Content	Go Live with Expanded Age-	City Manager's	
	Web Content	Friendly Content	Office	

Project #	Project	Sub-Task	Lead Department	
9	Expand WSPD "Coffee with a Cop" Program	Add three senior-focused events	Police	
		April 2018		
8	Expand WSPD "VIP" Program	Complete recruitment events	Police	
11	Partner with Yolo DA to Broaden Anti-Fraud Awareness for Older Adults	Schedule peer-led fraud awareness training with senior volunteers as lead presenter	Police	
	J	June 2018		
3	Complete the ADA Transition Plan	Transition Plan Bi-Annual Projects (for FY 18)	Public Works	
4	Create Printed Quarterly Newsletter for Older Residents	Mail 2018 Q2 Edition of Printed Newsletter for Older Residents	City Manager's Office	
11	Partner with Yolo DA to Broaden Anti-Fraud Awareness for Older Adults	Deliver peer-led fraud awareness training	Police	
20	Continue Enabling Urban Mixed- use Development to Create a More Walkable City	Explore financing methods to support the development of urban, mixed use development.	Economic Dev./Housing	
	September 2018			
4	Create Printed Quarterly Newsletter for Older Residents	Mail 2018 Q3 Edition of Printed Newsletter for Older Residents	City Manager's Office	

Project #	Project	Sub-Task	Lead Department		
	December 2018				
4	Create Printed Quarterly Newsletter for Older Residents	Mail 2018 Q4 Edition of Printed Newsletter for Older Residents	City Manager's Office		
7	Offer Computer Classes for Older Adults	Consider use of City resources to facilitate transportation to/from computer classes	City Manager's Office		
		If funding for new laptops is found, begin scheduling computer classes closer to participant's homes	City Manager's Office		
13	Develop Additional Affordable Housing	Continue to work with non-profit partner to plan Phase II of Delta Lane project	Economic Dev./Housing		
		Investigate viable funding sources for development of Phase II of Delta Lane Project	Economic Dev./Housing		
17	Develop Strategies to Eliminate Health Disparities	Encourage development of health care facilities	Community Development		
		Restrict liquor stores and fast food restaurant	Community Development		
		Support new community gardens and urban farms	City Manager's Office		
18	Increase Awareness Among Older Residents of City Code Enforcement Services	Code Enforcement Utility Bill Insert - 2018	Community Development		
19	Partner with Outside Entities to Organize Neighborhood Cleanups	Identify Partners	Community Development		
		Conduct Planning Meetings	Community Development		
		Advertise Cleanup Event	Community Development		
		Implement Cleanup Event	Community Development		
20	Continue Enabling Urban Mixed- use Development to Create a More Walkable City	Complete the Washington Specific Plan targeted to walkable, urban development.	Community Development		

Project #	Project	Sub-Task	Lead Department
	2019	and Beyond	
4	Create Printed Quarterly Newsletter for Older Residents	Mail 2019 Q1 Edition of Printed Newsletter for Older Residents - March 2019	City Manager's Office
2	Adopt a Mobility Action Plan	Deploy Pilot 2 Flexible Transportation Service (contingent on grant funds) - June 2019	Public Works
4	Create Printed Quarterly Newsletter for Older Residents	Mail 2019 Q2 Edition of Printed Newsletter for Older Residents - June 2019	City Manager's Office
14	Seek Outside Funding for a Targeted Grant Program for Age-in- Place Home Improvements	Seek non-profit and/or for-profit partners for targeted home Seek funding alternatives for	Economic Dev./Housing Economic
	'	targeted home improvement grants - June 2019	Dev./Housing
4	Create Printed Quarterly Newsletter for Older Residents	Mail 2019 Q3 Edition of Printed Newsletter for Older Residents - September 2019	City Manager's Office
6	Broadband Expansion Pilot Projects	Implement Wi-Fi Mesh Pilot - December 2019	Community Development
4	Create Printed Quarterly Newsletter for Older Residents	Mail 2019 Q4 Edition of Printed Newsletter for Older Residents - December 2019	City Manager's Office
6	Broadband Expansion Pilot Projects	Develop program(s) to help reduce economic challenges - December 2019	Community Development
18	Increase Awareness Among Older Residents of City Code Enforcement Services	Code Enforcement Utility Bill Insert - December 2019	- Community Development
2	Adopt a Mobility Action Plan	Prepare draft Mobility Action Plan (contingent on grant funds) - March 2020	Public Works
4	Create Printed Quarterly Newsletter for Older Residents	Mail 2020 Q1 Edition of Printed Newsletter for Older Residents - March 2020	City Manager's Office
2	Adopt a Mobility Action Plan	Adopt Final Mobility Action Plan (contingent on grant funds) - June 2020	Public Works
4	Create Printed Quarterly Newsletter for Older Residents	Mail 2020 Q2 Edition of Printed Newsletter for Older Residents - June 2020	City Manager's Office

Project #	Project	Sub-Task	Lead Department
20	Continue Enabling Urban Mixed- use Development to Create a More Walkable City	Re-design and reconstruct infrastructure in the Grand Gateway and southern portion of Washington neighborhood to provide walkable street grids, sidewalks, lighting and placemaking enhancements - June 2020	Economic Dev./Housing
		Complete ADA accessibility and safety upgrades to the River Walk Trail from the I Street Bridge to the Broderick Boat Ramp - June 2020	Economic Dev./Housing
4	Create Printed Quarterly Newsletter for Older Residents	Mail 2020 Q3 Edition of Printed Newsletter for Older Residents - September 2020	City Manager's Office
		Mail 2020 Q4 Edition of Printed Newsletter for Older Residents - December 2020	City Manager's Office
18	Increase Awareness Among Older Residents of City Code Enforcement Services	Code Enforcement Utility Bill Insert - December 2020	Community Development
20	Continue Enabling Urban Mixed- use Development to Create a More Walkable City	depending upon approvals and funding - December 2020	Public Works
10	Work to Enhance Supportive Housing Services for the Homeless	Identify a site and secure a site for the development of a minimum of 20 units of affordable housing targeted to families and individuals experiencing homelessness or at-	Economic Dev./Housing

Project #	Project	Sub-Task	Lead Department
T T		Ongoing	Dopartmont
			_
5	Maintain and Expand Age-Friendly	Curate Content to keep Age-	City Manager's
	Web Content	Friendly Web Material Current	Office
6	Broadband Expansion Pilot	Engage providers on north area	Community
	Projects	infrastructure gaps	Development
7	Offer Computer Classes for Older	Market existing classes at Arthur F.	City Manager's
	Adults	Turner Community Library	Office
		Pursue grant funding to facilitate	City Manager's
10	W 1 4 5 1 0 0 0	purchase of laptop computers	Office
10	Work to Enhance Supportive	Provide outreach, referrals and	Economic
	Housing Services for the	case management for persons	Dev./Housing
	Homeless	experiencing homelessness and	
		persons at risk of homelessness	
		including housing search	
		assistance.	Economic
		Maintain active participation in the	
		Yolo County Homeless and Poverty	Dev./nousing
		Action Coalition (HPAC) which acts as the local Continuum of Care to	
		coordinate housing and the mental health, medical assistance and	
		substance abuse services needed	
		to successfully maintain housing.	
		Provide funding towards the Yolo	Economic
		County Homeless Coordinator	Dev./Housing
		position.	
13	Develop Additional Affordable	Continue to monitor/support	Economic
	Housing	existing senior affordable housing	Dev./Housing
		developments: The Rivers Senior	
		Apartments, Margaret McDowell	
		Manor and Eskaton Wilson Manor	

Project		I	Lead
#	Project	Sub-Task	Department
15	Continue to Provide Recreational and Educational Programs for Adults	Coordinate Senior Resource Fair	Parks and
			Recreation
		Generation Bridge	Parks and
		-	Recreation
		Grandparents Day Picnic	Parks and
			Recreation
		Fitness/Exercise Classes for Older	Parks and
		Residents	Recreation
		Craft Classes for Older Residents	Parks and
			Recreation
		Games for Older Residents	Parks and
			Recreation
		Community Center Shuttle	Parks and
			Recreation
		Shopping Shuttle	Parks and
			Recreation
		Information and Support Services	Parks and
			Recreation
16	Participate in Partnerships that Promote the Health and Well- Being of Older Adults	Enhance marketing for Yolo County	
		health programs (e.g. inoculation	Office
		clinics, etc.) benefiting older	
		residents	0:1 14
		Enhance marketing to help Meals	City Manager's
		on Wheels identify volunteers	Office
		Explore partnership with a health	City Manager's
		organization (e.g. Sutter, Kaiser) or	
		non-profit (e.g. Center for Land-	
		Based Learning) to promote	
		healthy living for older residents	