



**DATE:** March 26, 2019

**CATEGORY:** Consent

**DEPT.:** Community Services

**TITLE:** **Age-Friendly City Update**

### **RECOMMENDATION**

Accept a project update regarding the City of Mountain View Age-Friendly Initiative.

### **BACKGROUND**

In February 2017, the City of Mountain View was accepted as a new member of the World Health Organization's (WHO) Global Network of Age-Friendly Cities and Communities. In April 2017, the City Council designated the Age-Friendly Cities Initiative as a project to support the City Council's 2017-19 Major Goal to protect vulnerable populations and preserve the diversity of the community (Community for All).

Through spring and summer 2017, staff worked to recruit and appoint an Age-Friendly City Task Force (Task Force). The first meeting of the Task Force was held in late August 2017. The focus of the Task Force is to determine priorities, develop a format for an action plan, and identify progress indicators. The purpose of this Council report is to provide an update on the work of the Age-Friendly City Task Force.

### **ANALYSIS**

Starting in fall 2017, the Age-Friendly City Task Force began working to identify how to make Mountain View more age-friendly in the future. The consensus of the Task Force was to move forward with classifying two of the eight domains outlined by WHO to prioritize for 2018. The Task Force selected the following two domains: *Communication and Information* and *Respect and Social Inclusion*. To address both of the priority domains, the Task Force decided to create a Senior Resource Guide for residents of Mountain View and implement a Senior Community Survey.

## **Senior Resource Guide**

One of the first issues identified by the Task Force was a need in Mountain View for a resource guide for seniors that focused on topics such as transportation and housing. A subcommittee was created to identify resources in the community. After searching out appropriate resources, vetting the information, and determining a consistent format, the Task Force had compiled more than 80 pages of information. To make the resources easier to access, the information was broken into six separate resource guides that aligned with the eight domains of an age-friendly city/community. The following Senior Resource Guides are now available to the public: Financial Services and Legal Resources, Health and Grief Support Care, Food and Nutrition, Transportation, Housing, and Communication, Outdoor Spaces, Civic Participation, Social Participation, Respect and Inclusion. Senior Resource Guides are available at the Mountain View Senior Center or on the Senior Center section of the City website.

## **Senior Community Survey**

To better understand the needs of seniors in Mountain View, a subcommittee of the Task Force embarked on development and implementation of a Senior Community Survey (Attachment 1). The survey was thoughtfully developed to help identify issues facing seniors in Mountain View and included more than 30 questions. The survey was available at the Senior Center, through Open City Hall on the City of Mountain View website, and made available to the community on social media platforms, including Nextdoor and Facebook, for approximately 45 days: from late May through early July. Task Force members were hoping to receive 200 completed surveys back. A total of 430 were received and 8 were invalidated due to residency, for a total of 422 valid records. Paper and online survey results (Attachment 2) were tabulated between August and October 2018. Survey results are currently available on the City website and were presented at a community meeting held at the Mountain View Senior Center on March 7, 2019.

## **Next Steps**

For the 2019 calendar year, the Task Force will be developing a timeline and strategy to implement an action plan based on the results of the Senior Community Survey. The action plan will also identify indicators so progress can be documented. High-priority areas such as transportation and housing will likely include multiple action items with detailed indicators, whereas issues with a lower priority will be addressed in less depth.

Once the timeline and strategy are developed, the Task Force, in cooperation with Recreation Division staff, will work with other City departments to address action items that may require cross-department review.

Staff will report back to the City Council in early 2020 on the developed Age-Friendly City Action Plan.

### **FISCAL IMPACT**

To date, the cost of supporting the Age-Friendly Initiative has been supported by the Community Services operation budget, and staff does not anticipate the need for additional funding for Fiscal Year 2019-20.

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- Attachments: 1. Senior Community Survey  
2. Senior Community Survey Results