

Age-Friendly Tucson



ACTION PLAN 2019-2024



Mission

The City of Tucson is a diverse and livable community for people of all ages and backgrounds.

Vision

The City of Tucson is an age-friendly community, meaning a community that is diverse and livable for people of all ages and backgrounds. It is a community where daily life is safe, engaging, and comfortable, where residents have transportation and housing options at their disposal, where information is conveyed through a wide range of media, and where people can enjoy activities that are inclusive, varied, and rich.





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Acknowledgements

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April 9, 2019

Dana Kennedy
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Re: Application to be named an AARP and WHO Age-Friendly City

Dear Ms. Kennedy:

I'm writing in support of Tucson's application to be named an AARP and WHO Age-Friendly City. The enclosed five-year plan, "Age-Friendly Tucson," includes ways that Tucson will remain livable and welcoming for people of all ages, whatever their background.

In 2016, we began the process of applying to be named an Age-Friendly City, adopting the 8 80 approach popularized by Gil Penalosa, who advocates for design that's accessible to both eight-year-olds and eighty-year-olds as a way of creating design that works for everyone.

In creating the enclosed plan, staff from my office, City Manager Mike Ortega's office, and Ward 6 City Council Member Steve Kozachik's office worked with community partners from the ELDER Alliance, AARP Arizona, and Pima Council on Aging (PCOA). AARP Arizona and PCOA surveyed local residents, reviewed the results, and developed recommendations. Age-Friendly Tucson is the result of those recommendations.

Our city starts this process from a good position. Throughout the enclosed plan, alongside recommendations for improvement, you'll find initiatives that the City of Tucson is already working to carry out. To cite just a few examples: city voters passed Proposition 407: the Parks + Connections Bond, allocating \$225 million to improve city parks and bike and pedestrian infrastructure; city staff developed an ADA Transition Plan; and Living Streets Alliance helped draft a Complete Streets Policy, which the City of Tucson adopted.

I look forward to working with City staff and community partners to accomplish the goals laid out in Age-Friendly Tucson, and to Tucson continuing to be an all-ages-friendly city.

Sincerely,

Jonathan Rothschild
Mayor



Executive

summary

Age-Friendly Tucson began in September 2016 when Mayor and Council resolved to participate in AARP's and the World Health Organization's Network of Age-Friendly Cities and Communities. The City formed a working group with Pima Council on Aging, the ELDER Alliance, and AARP Arizona to research and compile this report.

Nationwide, 20% of all people are 60 years of age or older. In Pima County, just under 25% of our population is 60 years or older, slightly higher than the national average. Our county is becoming older faster than it is expanding. In fact, between 2010 and 2015, the overall population grew by 3% but the population of people aged 60 and over grew by 17.5%.

Gil Penalosa, the founder of 8 80 Cities, spoke in Tucson in 2017 about his vision for a more livable and age-friendly society. He believes that if public spaces are designed to be accessible and friendly for an 8-year-old and an 80-year-old, they will be accessible and friendly for all ages in between.

In essence, the way our community treats older adults and children reflects on how we treat our constituency as a whole. This philosophy of urban design encourages cities to create more options for mobility and revitalize public spaces accordingly. The working group that developed this report used Mr. Penalosa's ideals to shape Tucson's approach to improving the City's age-friendly features.

Although Tucson has not yet fully recovered from the Great Recession, older adults continue to retire here because of our hospitable climate and affordability, presenting an urgent need to think critically about our resources and invest wisely in a more livable community for all.

The Age-Friendly Tucson report is divided into eight domains, as established by AARP and the World Health Organization. These include: Outdoor Spaces & Buildings, Transportation, Housing, Social Participation, Respect & Social Inclusion, Civic Participation & Employment, Communication & Information, and Community & Health Services.





**Tucson is considered by many
one of the best kept secrets
in the Southwest.**

Introduction

to Tucson

The City of Tucson is considered by many to be one of the best-kept secrets in the southwestern United States. A community of more than 530,000 residents in a metropolitan area of more than a million, Tucson is known for its mountainous desert, its natural beauty, and its 350 days of sunshine per year, attracting visitors from all over the world. One of only two UNESCO (United Nations Educational, Scientific and Cultural Organization) Cities of Gastronomy in the United States, Tucson offers a wide variety of flavors more than 4,000 years in the making. A true blend of cultures, including Native American, Spanish, Mexican, and Anglo, Tucson is a unique and culturally rich destination for visitors and residents alike.

Outdoor Living Year-Round

Nestled between four majestic mountain ranges, Tucson is a place to experience year-round hiking, biking, camping, horseback riding, golf, tennis, and

many other outdoor activities. Tucson is a world-class city for cyclists, as it offers hundreds of miles of dedicated bicycle lanes. With more than 120 parks across the City, there is no shortage of recreational activities for all to enjoy. Even bird watchers migrate to Tucson to experience the diversity of the colorful, different species that reside in the area. The world-renowned Arizona-Sonora Desert Museum is home to unique flora and fauna that can only be seen in this part of the world. It is a habitat for one of the world's most lush deserts.

Downtown Renaissance

Tucson's once dormant downtown has experienced a true renaissance in recent years and has been transformed into a vibrant culinary and entertainment destination for people of all walks of life. Both the Rialto and Fox theaters provide exclusive and diverse performance venues that one would



**TUCSON IS:
COMMUNITY
SUNSHINE
DIVERSE
CULTURES
& FOODS
WILDLIFE
HABITAT
ARTS & SPORTS
BIRDING
BICYCLING
HIKING
CAMPING
GOLF & TENNIS
MUSIC &
THEATER
YEAR-ROUND
OUTDOOR
LIVING
AFFORDABLE
INNOVATIVE**



only expect to see in a major metropolis. There are plenty of entertainment options, with the Tucson Symphony Orchestra, the Arizona Opera, multiple theater companies, and a jam-packed calendar of live music and performing arts choices throughout the fall and winter months. With Tucson's streetcar providing service until late at night, transportation is not an issue, whether exploring Tucson's core or enjoying a live basketball game at the University of Arizona. Go Cats!

Affordable Quality of Life

Those who live in Tucson can immerse themselves in the rich cultural diversity of the community. At the same time, Tucson offers a wide variety of amenities and activities that add to the quality of life for its residents. Tucson continues to be one of the most affordable cities in which to live in the United States, offering entertainment, recreation, and culture that are not commonly found in a city of its size.

The City of Tucson is located within Pima County, Arizona. It is the county's only major city and is a metropolitan hub for southern Arizona. According to the American Community Survey, a product of the United States Census Bureau, the 2017 estimated population of the City of Tucson is 535,676, 20% (107,147) of whom are aged 60 and older. Tucson, like many cities, is surrounded by suburban towns and unincorporated county, collectively referred to as the Tucson Metro Area. An estimated 1,022,769 people live in the Tucson Metro Area, utilizing city services and contributing to the greater economy. There are an estimated 259,862 people aged 60 and older in the Tucson Metro Area, equating to 25% of the area's population.

By the Numbers...

Of those 60 and older in the City of Tucson, there are:

- Female – 56.2%
- Male – 43.8%
- White – 83.9%
- African American – 4%
- American Indians and Alaskan Natives – 2%
- Asian Americans – 2.5%
- Other race, or two or more races – 7.6%

Hispanic/Latino Population

The Hispanic or Latino share of those 60 and older is 27.2%. While the white population is more dispersed along the central, north, and east sides of the City, the Latino or Hispanic population is concentrated on the south and west side of the City. The Hispanic or Latino population largely

lives along the La Doce corridor and in historic barrios like Barrio Hollywood, Barrio Viejo, and Barrio Kroger Lane. Tucson's diverse population has led to a multicultural city that celebrates people from all different walks of life.



Living Arrangements for 60+

Almost half of those 60 and older live alone in non-family households; 45.4% are unmarried with no partner. Just over 10% of female householders have no husband present in the house but live with other family members. For women of older generations – such as the greatest generation, silent generation, or baby boomers – not having a husband in the home could mean fewer assets and less accumulated wealth, due to social and economic factors during their working years. Thirty-six percent of households have a married couple residing in them. People who live alone tend to experience disadvantages as they age. Not only are they at risk for being socially isolated,



but there is less income to maintain a standard of living they are accustomed to, fewer people who share household responsibilities, and greater risk for poverty.

A Diverse Community

A little over 19% of the population of older adults in Tucson are veterans, compared to 9.2% of the overall population of Tucson. Just shy of 38% of older adults live with a disability compared to the general population of 15.4%. Native-born U.S. citizens account for 81.7% of the population of those 60 and older. Seventy percent of the foreign-born population of older adults are naturalized U.S. citizens, compared to the total population of naturalized U.S. citizens of 48.2%. Seventy-one percent of older households speak English only and 13.6% of households speak English less than very well.

Tucson Is Growing Older Faster Than It's Expanding

Between 2010 and 2015 the general population of the City of Tucson grew by 1.59%, while the population of those 60 and older grew by 12.43%. This means the City is becoming older faster than it is expanding.

With more and more Baby Boomers turning 65 every day – an estimated 10,000 turn 65 every day in the United States – the number of older adults living in the City of Tucson is expected to grow.



Age-Friendly

features

The City of Tucson has many age-friendly features, as demonstrated by a variety of top rankings and designations from numerous outlets. UNESCO recognized Tucson for its unique food culture, naming it a World City of Gastronomy – the first in the United States; People For Bikes recognized the City for its bike-friendliness with a Big Jump grant in 2017; and the City received a perfect score from the Human Rights Campaign in recognition of being an LGBTQ-friendly City.

In addition to its well-earned track record of accolades for inclusion and diversity, the City has also been recognized for its appeal for older adults and people of all ages, including:

- 6th best jurisdiction as rated by SeniorScore (at 75%, with the highest rating given being 78%)
- AARP ranked Tucson one of the “10 Best Places to Retire if You Love the Outdoors”
- Kiplinger ranked Tucson one of the “10 Great Retirement Cities in the U.S.”
- Livability.com ranked Tucson 9th in “Top 10 Cities for Veterans”
- Forbes ranked Tucson 19th in “America’s Most Innovative Cities”

- The International Festivals & Events Association named Tucson a World Festival & Event City

One of the areas that makes Tucson unique is its focus on including older adults in community activities. There are a variety of programs that work to create a healthy aging environment. Throughout this Action Plan, many of these programs and services are highlighted, but some of the most unique are:

- Southern Arizona Arts & Cultural Alliance – Creative Aging Program
- Pima Council on Aging’s Aging Mastery Program, licensed with the National Council on Aging
- Evidence-based classes for older adults, such as EnhanceFitness or A Matter of Balance
- Project Visibility, offered by Pima Council on Aging and Southern Arizona Senior Pride, to provide cultural competency to service providers for LGBTQ older adults
- Pima Community College’s and AARP Foundation’s Back to Work 50+ Program

In addition to the community partnerships that help advance the quality of life for older adults in the community, the City of Tucson has also taken



steps to include people of all backgrounds and abilities.

- Sun Tran buses include wheel chair lifts and Sun Tran offers Accessible Rider Training Sessions for older adults.
- The Tucson Police Department created Divisional Advisory Committees that encourage stakeholders in the community, including older residents, to share their concerns and feedback regarding public safety.
- The Tucson Fire Department conducted Community Driven Strategic Planning, with community stakeholders of all ages, to gather and utilize the needs and expectations of the community in the development and improvement of services provided.
- The City's Parks and Recreation Department offers three dedicated senior centers and provides Senior Club activity programming in eight City Recreation Centers – including social service agency-hosted nutrition programs, card and board games, special events/field trips, educational and volunteer opportunities, and access to exercise equipment and other wellness/physical activities.
- Tucson hosts many diverse cultural festivals, including Dia de San Juan, Juneteenth, All Souls Procession, Tucson Meet Yourself, and the Tucson Rodeo.
- Tucson Mayor Jonathan Rothschild formed the Talent Development Committee of the Greater



Tucson Healthcare Sector Partnership, a group focused on increasing the training, compensation, and professional development of direct care workers.

- The Tucson Fire Department developed the Community Risk Reduction process to identify and prioritize risks within our community and come up with solutions and education to mitigate those risks.
- The Tucson Fire Department created a program called Tucson Collaborative Community Care (TC-3) that unites the health care and social service communities to help those who call 9-1-1 frequently for help with things like diabetes medication, controlling anxiety, seeing a doctor, and the basic life necessities of our most vulnerable citizens. T3C-3 holds quarterly meetings with over 100 community agencies offering services.
- The Tucson Fire Department adopted Remembering When, a National Fire Protection Association (NFPA) fire and fall prevention program for older adults.



The Plan Development Team

The main contributors to the needs assessment, planning process, and plan development phases were the ELDER Alliance, AARP Arizona, and Pima Council on Aging. These organizations worked to gather data, recommend action steps, and refine goals. Additionally, AARP Arizona provided funding for the project and Pima Council on Aging provided staff support to the working group.

Mayor's Taskforce and a Blueprint for Action

The City of Tucson played an integral role in advancing aging as a critical issue. Long before beginning the plan development in 2012, Mayor Rothschild created a Senior Task Force to address issues impacting the growing number of older adults in our community.

The Mayor's Senior Task Force realized, after careful analysis, that much of the work needed to

make Tucson a more livable community had to be addressed on a regional basis. They also found that the wants and needs older adults had were often features that made a community more livable and accessible for younger people too.

The Task Force developed the *Blueprint for Action: Cultivating a Livable Community for Our Region Summit* with the goals of identifying specific innovations that would contribute to the quality of life of older adults and people of all ages and lay the ground work and process to build a regional blueprint for action.

What began as the Mayor's Senior Task Force became the Livable Communities for All Ages Task Force, which became one of many organizations that contributed to the formation of the ELDER Alliance, a very active partner in the Age-Friendly Tucson planning process.

The ELDER Alliance

The ELDER Alliance was formed in 2015 through a merger of the ELDER Initiative funded by the Community Foundation for Southern Arizona, the United Way of Tucson and Southern Arizona's Senior Impact Coalition, the End of Life Coalition, and the Livable Communities for All Ages Task Force. Since 2015, the ELDER Alliance has seen its membership grow to over 75 individuals and 50 organizations serving older adults, as well as active community volunteers. It is co-chaired by





the United Way of Tucson and Southern Arizona and Pima Council on Aging.

The ELDER Alliance operates through Action Teams to carry out their collective vision that older adults thrive, enjoy quality of life, and play an active role in shaping livable communities for all ages in Pima County. These teams are:

- Age-Friendly/Livable Community
- Behavioral Health and Aging Council (BHAC)
- Direct Care Workforce
- End of Life Care Partnership
- Housing
- Marketing
- Mature Workforce
- Social Engagement
- Transportation
- Voices

Each Action Team of the ELDER Alliance was asked to provide input into the needs assessment and plan development. Multiple organizations and partners within the ELDER Alliance, including Catholic Community Services, Lutheran Social Services of the Southwest, and Southern Arizona

Senior Pride were involved to ensure the plan's success. In addition to specific organizations and key stakeholders, the working group also sought input from the ELDER Alliance Action Teams, namely the Housing and Transportation Action Teams.

During the planning process the entire ELDER Alliance had the opportunity to weigh in on specific recommendations or draft their own. Some groups involved in this process were:

- The University of Arizona's Center on Aging
- YWCA of Southern Arizona
- Southern Arizona Senior Pride
- The Center for Community Dialogue
- The Governor's Advisory Council on Aging
- Old Pascua Adelante Connector
- Tucson Urban League

An estimated 60% of the ELDER Alliance's membership is age 50 and older, allowing for a representation of older adults.

Collaboration with Community Groups

In addition to working with Action Teams comprised of service providers and subject matter experts, the working group also consulted directly with groups in the community that are comprised of an older constituency, including



Voices, the Neighbors Care Alliance affiliate programs, Pima Council on Aging, and AARP Arizona.

The Working Group

After compiling all recommendations, the working group consulted with City of Tucson department heads, Mayor and Council Members, and the City Manager to ensure feasibility of the plan.

Both Pima Council on Aging and AARP Arizona conducted needs assessments that helped develop the priorities of this plan. In addition, several community providers offered input to the planning process. A working group was formed between the City of Tucson, the ELDER Alliance, AARP Arizona, and Pima Council on Aging to vet ideas and formulate the action plan.

The working group was composed of the following:

- Chair of the ELDER Alliance Age-Friendly/Livable Community Action Team
- Senior Vice President & Chief Operations Officer of Pima Council on Aging
- Public Policy & Advocacy Coordinator of Pima Council on Aging
- Associate State Director of AARP Arizona
- Lead Planner for Housing and Community Development for the City of Tucson, formerly



Council Aide to Ward 6 Council Member Steve Kozachik

- Planning, Transportation, & Sustainability Policy Advisor for Mayor Jonathan Rothschild
- Economic Development Specialist for Tucson City Manager's Office

The group met regularly for a little more than a year, bringing together input from the ELDER Alliance Action Teams, the needs assessment surveys, community organizations, older adults, and City Departments, to craft an action plan that was submitted to the City Manager, Mayor, and Council.

The group gathered a tremendous amount of data, information, and recommendations that were condensed into this plan. To organize the planning process, the group used a spreadsheet that laid out the age-friendly network benchmarks, current City plans and priorities, the findings of the AARP Arizona and Pima Council on Aging surveys, current programs and activities that the City is doing, recommendations, and community partners by domain. Tucson is unique in that it already has many age-friendly features worked into current City plans and policies.





Most Tucsonans age 50 and over want to live in Tucson independently for as long as possible.



Both AARP Arizona and Pima Council on Aging conducted surveys to assess the needs of the community. AARP Arizona's survey was conducted within the City of Tucson, while Pima Council on Aging's assessment was conducted throughout Pima County as per their requirements as an Area Agency on Aging.

AARP Arizona's Survey Findings

For the purposes of the Age-Friendly Tucson Plan, AARP Arizona conducted a telephone survey to assess public opinion among Tucson residents age 50 and older about age-friendly and livable community topics in Tucson. Telephone interviewing was conducted by Alan Newman Research in 2017. A total of 518 interviews were conducted with a margin of error of 4.3%.

This survey asked questions developed specifically around the eight domains of an age-friendly community: Outdoor Spaces & Buildings, Transportation, Housing, Social Participation, Respect & Social Inclusion, Civic Participation & Employment, Communication & Information, and Community & Health Services.

Community and Health Care Ranked Highest

Features related to community and health care ranked highest (both excellent and very good). These included clinics and hospitals having respectful and helpful staffs, a variety of health care professionals and specialists available, well-maintained hospitals and health care facilities, and conveniently located emergency care centers. Additionally, the survey also had one of the top

community features under transportation, with a finding that traffic signs were easy to read.

Transportation, Civic Participation, and Employment Ranked Lowest

The community features that ranked lowest (both fair and poor) involved transportation, civic participation, and employment. The most concerning aspect of the community for older adults was road maintenance, with 52% saying they believed roads were not well-maintained. Additionally, 38% of older adults expressed concern that transportation in Tucson is not well-lit and accessible, and streets and intersections are not safe for all users.

Workforce Factors

Additionally, the survey found concerns among older adults who may still be in the workforce or may want to reenter the workforce. These concerns were the lack of flexible job opportunities for older adults, job training for older adults, and anti-discrimination policies.

Aging in Place

Overall, a majority of Tucsonans age 50 and over believed the community is a good place to age and want to live in Tucson independently for as long as possible. However, they also identified key barriers to living independently. According to the survey, 78% of older adults own their own home, but 22% of those respondents say they are in current need of major home repairs or modifications to their home. Sixty-three percent of respondents believe they will stay in

their current residence and never move. Housing concerns for older adults range from being able to live independently in their own home to the affordability of living in their own home and community.

Public Area Safety and Accessibility

Other major concerns were the safety and accessibility of public areas. Many older residents found that their neighborhood lacked a neighborhood watch. About half of survey respondents rated the City unfavorably for safe and accessible sidewalks and benches in public areas. Though there are many inclusive programs for older adults in the City, and the City ranked high in activities for older adults and variety of cultural activities, many residents also found that activities could be too expensive and that there were not enough intergenerational activities.

Pima Council on Aging's Survey Findings

Every three to four years since 1975, Pima Council on Aging has conducted a countywide Community Needs Assessment that affords the community a look at the current state of older adult residents, highlighting what the community collectively is doing well and where improvements are needed.

Data was collected over a three-month period, obtaining input through four focus groups of professional service providers who work with older adults, 2,269 written survey responses from individuals 60 years of age and older, and twelve public comment meetings held throughout the county, with Spanish language interpreters available, in Tucson, Green Valley, Sahuarita, Marana, Tucson Estates, Catalina, Amado, and Ajo.

Fear of Falling Tops Concerns

Fear of falling ranked as the top concern among

older adults, with 68% citing falls as a concern. Frequency in the ranking increased with age. Forty-six percent of respondents reported falling at least once in the last year.

Living Independently

The ability to live independently and aging in place ranked second and was expressed as a concern by 65% of the survey respondents. Concerns about memory loss, affordable dental care, and access to information about changes in Medicare were all among the top five concerns of survey respondents.

Other significant concerns included maintaining and repairing their homes, access to transportation, sufficient income to meet their basic needs, utility costs, the cost of assistive devices (hearing aids, glasses), loneliness and isolation, and affordable housing.

Emerging as a more prevalent concern was "getting information about senior services." Both professionals and older residents noted that people are not aware of benefits and services and how to access them.

Concerns About Resources and Workforce

Professional service providers voiced concerns with the growing population of those needing assistance and the lack of resources to serve them. The number of individuals with Alzheimer's has continued to increase, as well as older adults needing assistance with behavioral health conditions. People are presenting with numerous chronic conditions and fewer families are able to afford home care or placement of family members in appropriate settings.

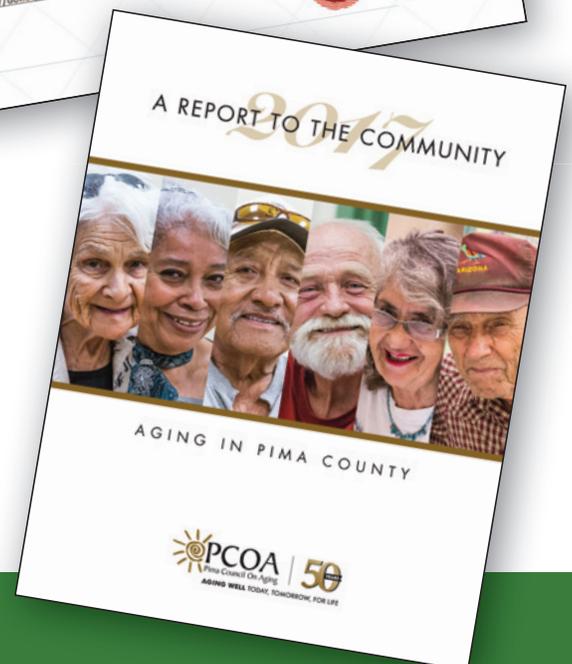
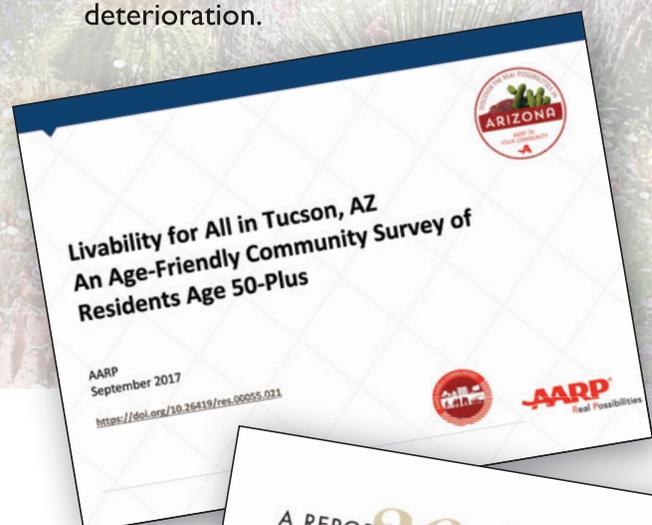
The workforce required to meet the needs of this growing population was another concern:

Key Survey Findings That Impact the Plan

- ▶ Both surveys received strong responses regarding the affordability and feasibility of factors that contribute to aging in place.
- ▶ Both surveys identified housing and transportation to be critical issues and barriers to people's ability to age well in place.
- ▶ The condition of roads, ease of access to public transit, and availability of shaded access can make it difficult for an older adult to get around, leading to social isolation.
- ▶ Though most older adults own their homes, being able to make the necessary repairs and modifications to their homes in an affordable manner is difficult.
- ▶ Additionally, the cost of living, especially for those who rent, was recognized as a significant challenge.
- ▶ Both surveys also identified the need for affordable, safe, and accessible activities. Many older adults identified that sidewalks were difficult to traverse and not maintained while falls and the fear of falling were of major concern to them.
- ▶ Social isolation was also noted as a major concern for older adults. Poorly maintained infrastructure leads to higher risk of falling and increased social isolation.
- ▶ Older adults found that, though many have quality primary care or acute hospital care, it is difficult to access preventative services and non-Medicare-covered health services. The affordability of dental care and assistive devices were of concern to older adults. Though Medicare provides health coverage, it does not cover dental, vision, or behavioral health costs. Poor dental health and inadequate vision care can lead to social isolation, poor nutrition, and rapid physical deterioration.

direct care workers; the lack of funding to increase wages; the difficulty finding direct care workers and health care professionals interested in serving rural communities; and the need for a diverse group of direct care workers to meet the gender, cultural, and language preferences of the people being served.

The findings of the Community Needs Assessment are published in Pima Council on Aging's Report to the Community and can be found on pcoa.org.



Domains of Livability

The City's ambition to be an Age-Friendly City is clearly reflected in the goals for each of the eight domains of livability:

Outdoor Spaces & Buildings 

- Improve the quality, quantity, and accessibility of Parks and Recreation facilities.

Transportation 

- Incorporate a Complete Streets policy in transportation planning to include safe multi-modal transportation options throughout the City for residents of all ages.
- Improve transit and ride sharing services for older adults.

Housing 

- Provide a range of housing options available to older adults of all income levels and abilities.
- Support older adults and people with disabilities aging in place.

Social Participation 

- Increase access and affordability for older adults to cultural activities that reflect the diversity of the City of Tucson.
- Increase information and access to activities that provide opportunities for older adults to socialize with peers and others in the community.

Respect & Social Inclusion 

- Reduce ageism and increase respect for older adults and people of all ages in the community.
- Decrease social isolation among older adults and people of all ages in the community.
- Improve outreach and increase culturally appropriate services throughout the City of Tucson.

Civic Participation & Employment 

- Support age-friendly business practices.
- Support and promote volunteer engagement opportunities for older adults.

Communication & Information 

- Develop culturally informed, responsive, and accessible information and communications for older adults.

Community & Health Services 

- Increase services and supports that promote aging in place.
- Increase access to community-based health and social supports.

Through community action and partnerships, this report will be used as a roadmap towards a more age-friendly future.

Outdoor Spaces & Buildings



DOMAIN DESCRIPTION

Availability of safe and accessible recreational facilities.



Brief Statement of Survey Responses

Pima Council on Aging's Needs Assessment responses:

- Personal safety ranked 10th among the top 20 concerns for older adults, specifying items such as lighting, pedestrian safety, and vehicle speeds in their comments.

AARP Arizona's survey responses:

- Thirty-five percent rate Tucson unfavorably for having enough benches for resting in public places such as parks.
- Sixty-five percent said the City should focus funding on "improvements to existing Parks and Recreation facilities."

Community Challenges

- As a result of the recession funding shortfalls left limited resources for renovations to parks facilities that had fallen into disrepair. The City's 2016 Parks and Recreation System Master Plan identified addressing deferred maintenance and aging infrastructure systems that are beyond their useful lifecycle as a key objective.
- As Tucson's population ages, recreational facilities must be built and upgraded in ways that meet the City's multi-generational needs. There is growing demand from the community for more health and fitness facilities and programs, as well as for walking and biking trails.
- Connections to recreational opportunities must be safe and accessible for users of all ages. However, gaps in Tucson's sidewalk network and other barriers to pedestrians are often located in areas of the City that were developed prior to the 1980s. Despite efforts to catalog existing conditions, prioritize pedestrian infrastructure improvements, and increase ADA compliance, funding to significantly address the issue remains limited.





What Tucson Has Done

- The City of Tucson placed Proposition 407: Parks + Connections Bond on the November 2018 ballot, identifying key investments in parks infrastructure and connections, many of which will improve the comfort and accessibility of facilities with amenities such as benches and shade.
- City voters approved Proposition 407, which includes over 50 projects that build new walking paths or renovate existing walking paths. The bond project also calls for improved lighting and park amenities.
- The City of Tucson implemented a maintenance fund to provide critical funding for parks and connectivity in the future to meet the projected modest increase in maintenance requirements that will result from completion of Proposition 407: Parks + Connections Bond projects.
- There have been several parks projects outside the scope of Proposition 407, including renovations of Jessie Owens and Himmel Parks. These projects have been funded through impact fees, Service Line Warranty fees, and Ward office budgets. All new projects included ADA compliance.
- Tucson Clean and Beautiful continues to provide shade trees through their Trees for Tucson program and has become a close partner with the Parks and Recreation Department to increase tree shade in City parks.
- Mayor and Council adopted a pilot Park Ranger program under the Tucson Police Department which employs Community Service Officers to address public safety concerns in City parks. While the primary responsibility of Park Ranger teams is ambassadorship, Rangers also have the authority to issue civil citations for violations of park codes, rules, and regulations. In addition to their duties within the parks, they serve as liaisons to adjacent neighborhoods to help create Park Watch programs. These programs build community ownership of parks, reduce crime, and lessen maintenance and repair expenses due to graffiti, vandalism, and other negative behaviors.

Five Year Plan for Outdoor Spaces & Buildings



Goal

Improve the quality, quantity, and accessibility of Parks and Recreation spaces.

Recommendation 1

Implement the voter-approved Proposition 407: Parks + Connections Bond with a focus on multi-generational and accessible facilities.

- Seek input from older residents through neighborhood associations, AARP Arizona, Pima Council on Aging, the Bond Oversight Commission, and other community partners.
- Appoint members to the Parks + Connections Bond Oversight Commission with interests and expertise in mobility, safety, and older adults.

Recommendation 2

Prioritize accessibility improvements and multi-modal transportation projects in future infrastructure planning efforts.

- Make improvements on completion to the ADA Transition Plan and seek funding as available. Prioritize future road projects that align with high ADA compliance needs.
- Include ADA improvements, sidewalks, walkability elements, and Bicycle Boulevard Master Plan build-out into the City's Mobility Master Plan and recommendations for the Regional Transportation Authority Continuation Plan.

Responsible Parties for Implementation

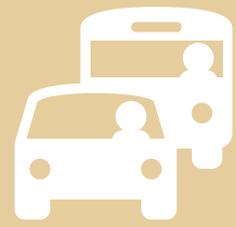
- City of Tucson Parks and Recreation Department
- City of Tucson Transportation Department

Suggested Partners for Implementation

- Pima Council on Aging
- ELDER Alliance
- Pima Association of Governments
- Regional Transportation Authority
- Living Streets Alliance
- Neighborhood Associations



Transportation



DOMAIN DESCRIPTION

Safe and affordable modes of public and private transportation.

Brief Statement of Survey Responses

Pima Council on Aging's Needs Assessment responses:

- Sixty-two percent of respondents report the car as their main means of transportation.
- Twenty-one percent of respondents rely on other people to drive them as their main means of transportation.
- Respondents listed lack of bus shelters, long waiting times, and dispersed bus stops as concerns regarding the public transportation system.

AARP Arizona's survey responses:

- Eighty-four percent of respondents report the car as their main means of transportation.
- Thirty-eight percent of respondents rely on other people to drive them as their main means of transportation.
- Twenty-four percent of respondents use public transportation to get around their community.
- Forty-four percent of respondents walk around their community for activities such as errands, but 38% gave a fair or poor rating for well-lit, accessible, safe streets and intersections for all users. Respondents also gave poor ratings for street maintenance and sidewalks.

Community Challenges

- Older adults who wish to age in place must have access to a variety of affordable, comfortable, and convenient modes of transportation to get



to the doctor, go grocery shopping, or attend social events.

- While a majority of older adults choose to drive in Tucson, those who can no longer drive or cannot afford a car must rely on alternative modes of transportation. However, much of Tucson has been built with the automobile in mind, and as a result, older Tucsonans may find it difficult to navigate the City by foot, bus, or bike safely and effectively.
- Traffic safety has become an increasing concern as traffic fatalities nearly doubled in Tucson since 2012 (from 22 in 2012 to 43 in 2018 during the months of January through August of each year).
- Tucson must make its streets and transit options more comfortable, convenient, and safe.

What Tucson Has Done

The City of Tucson, through partnerships with the Pima Association of Governments and organizations such as Living Streets Alliance, and AARP Arizona, have supported efforts to ensure



that public streets are accessible and welcoming to all users.

- The City sponsors and provides logistical support to Living Streets Alliance’s biannual Cyclovia festival. This event gives people of all ages the opportunity to enjoy great weather, interact with their neighbors, and exercise. Cyclovia takes place on City streets that are closed to car traffic and open to walkers, joggers, cyclists, skaters, and all other forms of people-powered movement.
- Gil Penalosa, founder of the open streets movement that inspired Cyclovia, visited Tucson in 2017 to present his 80/80 philosophy of city planning and urban design that builds cities for those that are most vulnerable in order to ensure use by all.
- With funding from AARP Arizona, Living Streets Alliance spearheaded a Complete Streets pre-enactment at the intersection of 6th Avenue and 7th Street called the Corbett Porch. The project includes colorful painted crosswalks, vertical posts and painted curb bulb-outs to narrow the distance people have to traverse on foot, planters with native plants, and outdoor seating.
- In 2018, the City developed a process to encourage neighborhood gatherings that foster a stronger community by reducing barriers and

costs for holding events like block parties.

- The City Council approved a Complete Streets Policy to guide transportation choices.

To improve transit services, the Pima Association of Governments and the City contracted with national transit expert Jarrett Walker to engage in a regional transit visioning process.

- As a result, Mayor and Council adopted a Frequent Transit Network policy to support the long-term goal of developing and maintaining a frequent service grid. Pima Association of Governments, the City, and Sun Tran continue to evaluate transit offerings and plan for expansion through a Long-Range Regional Transit Plan.
- To accommodate older riders, Sun Tran offers reduced fares both for low-income residents and those 65 years of age and older, as well as a free program called Sun Tran Accessible Rider Training (START) designed to help individuals learn how to ride the bus safely.
- Sun Van paratransit service provides transportation to those individuals unable to use Sun Tran’s fixed-route service due to disability.

Tucson’s Bicycle and Pedestrian Program works to create a complete transportation network where walking and biking are safe, convenient, and comfortable ways of moving around the City

for people of all ages and abilities. Recent key projects include:

- Launching Tugo Bike Share in 2017, which provides 24/7, 365 days a year access to 330 bikes at 36 stations in 13 Tucson neighborhoods in close proximity to community resources, employment centers, and bike infrastructure.
- Identifying 193 miles of future bicycle boulevards along 64 corridors that improve connectivity to schools, parks, libraries, stores, and other key destinations through its Bicycle Boulevard Master Plan.
- Incorporating greenways and shared-use paths, pedestrian safety and walkability, and bicycle safety and mobility improvements into Tucson's successful Proposition 407: Parks + Connections Bond in 2018.
- Installing Tucson's first Leading Pedestrian Interval Signal, that gives pedestrians a head start before cars venture into an intersection.
- The Proposition 407: Parks + Connections Bond provides funding for build bikeways, shared use paths and pedestrian connections.

Safety remains a major concern in Tucson, and the City has taken several steps to address and monitor progress toward reducing traffic collisions.

- A multi-agency and multi-departmental Traffic Safety Working Group began to meet monthly in 2018 to collaborate on a comprehensive, data-driven effort to better understand the root cause of collisions and identify, prioritize,

and implement strategies to reduce injuries and fatalities.

- Tucson's Department of Transportation sends quarterly reports to Mayor and Council on topics including engineering, education and encouragement, enforcement, policy and planning, and evaluation and data analysis.
- Tucson's Department of Transportation has created a Safety Coordinator position to pinpoint best practices for safety within the right of way.

Community and government partners throughout the region have also established programs to expand transportation options for older adults.

- Pima Council on Aging's Neighbors Care Alliance uses volunteers to provide older adults with rides to medical appointments, grocery shopping, and other errands.
- Similarly, Pima Association of Government's Find-A-Ride is a directory of transportation services for the general public, people with disabilities and older adults.
- As ride-hailing mobile technology expands, the Regional Transportation Authority is piloting the AMORE program in parts of Tucson. The project integrates new mobility tools, such as a smart phone app, bike and car sharing, and bus and van services, for convenient transportation options. The program is intended to help address first-mile/last-mile service gaps in transit.

Five Year Plan for Transportation

Goal A

Incorporate a Complete Streets policy in transportation planning to enhance safe multi-modal transportation options throughout the City for residents of all ages.

Recommendation 1

Mayor and Council have adopted and staff will implement a Complete Streets policy.

- Conduct workshops and outreach in drafting of policy (Completed 2019).
- Adopt Complete Streets policy (Completed 2019).



- Draft and adopt Complete Streets Manual and Implementation Plan.
- Conduct trainings for City staff and information sessions for community members.

Recommendation 2

Complete a Pedestrian and Bike Safety Action Plan.

- Analyze pedestrian and bike crash data and identify high priority corridors and intersections to include in final plan.
- Present to Mayor and Council and implement/test improvements.

Recommendation 3

Prioritize accessibility improvements and multi-modal projects in future transportation infrastructure planning efforts.

- Work toward completion of the ADA Transition Plan and seek funding as available. Prioritize future road projects that align with urgent ADA improvement needs.
- Include ADA improvements, sidewalks, walkability elements, and Bicycle Boulevard Master Plan build-out into the City's Mobility Master Plan and recommendations for the Regional Transportation Authority Continuation Plan.

Goal B

Improve transit and ride sharing services for older adults.

Recommendation 1

Target older riders for outreach and education on Sun Tran services.

- Partner with local agencies, such as Pima Council on Aging and Parks and Recreation, to publicize START (Sun Tran Accessible Rider Training) classes and offer them at locations that are convenient to attend (i.e. community lunch program locations).

Recommendation 2

During the Regional Transportation Authority Continuation Plan planning process, seek funding to develop transit and ride hailing/mobility-on-demand services through emerging technologies, such as the Amore pilot project in Southeast Tucson.

Recommendation 3

Work with Pima Association of Governments and Pima Council on Aging's Neighbors Care Alliance to explore options for expanding volunteer ride sharing/request programs.

Recommendation 4

Work with City of Tucson's Public Safety Communications Department to develop an easy access phone number to connect easily to safe transport options.

Responsible Parties for Implementation

- City of Tucson Parks and Recreation and Department
- City of Tucson Transportation Department

Suggested Partners for Implementation

- Pima Council on Aging
- ELDER Alliance
- Pima Association of Governments
- Regional Transportation Authority
- Living Streets Alliance

Housing



DOMAIN DESCRIPTION

Availability of home modification programs for aging in place as well as a range of age-friendly housing options.

Brief Statement of Survey Responses

Pima Council on Aging's Needs Assessment responses:

- Sixty-eight percent of respondents said they were concerned about the ability to live independently in their homes as they age.
- The primary concern of Pima County residents was falling and the fear of falling. Home modifications and improvements can drastically reduce an older adult's risk of falling and conversely impact their ability to live independently and with dignity at home as they age.

AARP Arizona's survey responses:

- A majority of respondents expect to stay in their home or community as they get older.
- Twenty-two percent of respondents indicated that their home needs major repairs or modifications to enable them to remain in the home as long as possible.

Community Challenges

Although the City and a number of nonprofit organizations provide older adults with housing assistance, the number of housing units, housing options, and available funding for home repairs and renovations falls short of the growing demand.

- Of those who rent, 60% of those 60 and older pay more than 30% of their income in housing



and housing-related expenses; meaning that a majority of low- to moderate-income older adults are living beyond their means.

One of the barriers older adults in Tucson face is economic access to housing.

- The American Community Survey, a product of the U.S. Census, states that 25.2% of those 60 and older in our community live at or below 150% of the federal poverty level.
- The City's Housing and Community Development Department (HCD) has nearly 2,000 older adults on their Section 8 waiting list.

What Tucson Has Done

- The City receives approximately \$2.5 million annually in HOME block grants from the U.S. Department of Housing and Urban Development. The Housing and Community Development Department uses HOME funding to support housing development, repair, and homebuyer assistance; leverages public and private funds; and supports the efforts of non-profit and for-profit affordable housing developers.
- The City of Tucson currently has 2,259 units of affordable housing designated for older adults or



families with members who have a disability including public housing, Low-Income Housing Tax Credit (LIHTC) properties, and direct subsidy units.

- The Section 8 Housing Choice Voucher Program helps people with lower incomes find affordable housing. Project Based Vouchers are part of this federal program and help pay for rent in privately owned rental housing. The Department of Housing and Community Development recently changed its policies related to HOME and Project Based Vouchers to support Low-Income Housing Tax Credit projects. Doing so has resulted in more projects being funded in Tucson.
- Several projects funded by HOME and Project Based Vouchers have built more ADA-accessible units than required, at the Housing and Community Development Department's request.



- Currently, more than 1,100 of the City of Tucson's Housing Choice Vouchers are leased on behalf of families with older adults. Much of this housing stock is in close proximity to public transportation and health services.
- The City of Tucson passed the Inclusive Home Design Ordinance 10463 specifically to increase the number of homes and promote aging in place.

Five Year Plan for Housing



Goal A

Provide a range of housing options available to older adults of all income levels and abilities.

Recommendation 1

Conduct a needs assessment of affordable housing options for older adults in the region, especially those with disabilities. This analysis will include identifying all of the subsidized housing units, occupancy rates, waiting lists, and any private projects that claim to serve low-income older adults (Completed by Pima Council on Aging and funded by the Tucson Housing Foundation in 2018).

- Conduct a survey of all low-income and subsidized housing in the City of Tucson either by comparison of private surveys, by email, or by phone.
- Create a report analyzing the data found in the survey and utilize the report to develop better housing practices for low-income older adults.

Recommendation 2

Increase the quantity of safe, affordable, and accessible housing units.

- Identify what other cities are doing to support the housing needs of older adults.

- Convene a group of stakeholders to explore the feasibility of a campus housing project for older adults.

Goal B

Facilitate older adults and people with disabilities aging in place.

Recommendation 1

Provide funding for renovations and minor home repairs.

Recommendation 2

Incorporate age-friendly cities best practices into the HUD Choice Neighborhoods planning process.

Recommendation 3

Incorporate age-friendly city domains into the next round of Human Services Requests for Proposal.

- The Department of Housing and Community Development will ask agencies to identify relevant age-friendly city domains in their responses to the next Human Services Requests for Proposal.

Responsible Party for Implementation

- City of Tucson Housing and Community Development Department

Suggested Partners for Implementation

- The ELDER Alliance's Housing Action Team
- Pima Council on Aging
- Tucson Housing Foundation
- Arizona State Housing Department
- Pima County Housing Commission
- Tucson Metropolitan Housing Commission
- Southwest Fair Housing Council

Social Participation



DOMAIN DESCRIPTION

Access to leisure and cultural activities, including opportunities for older adults to socialize and engage with their peers, as well as with younger people.



Brief Statement of Survey Responses

Pima Council on Aging's Needs Assessment responses:

- Thirty-seven percent of older adults indicated a concern about access to recreational or social activities.
- Forty-four percent of older adults are concerned about loneliness and isolation.

AARP Arizona's survey responses:

- Forty-eight percent rated activities geared specifically for older adults as fair or poor.
- Twenty-three percent rated the city fair or poor regarding wellness program activities geared specially to older adults.
- Nineteen percent rated the affordability of fitness activities offered to older adults as fair or poor.

Community Challenges

- Though there are many leisure and cultural activities that benefit all residents of the City of Tucson, older adults have specific needs that are different from those of younger people. Providing older adults with safe access and resources to participate in affordable leisure and cultural activities is critical to reducing social isolation.
- A lack of transportation options can lead to lower-income or less-mobile people becoming socially isolated.
- Creating visibility and access for diverse populations in Tucson, including Latinx, refugee, immigrant, and Native American communities, is critical to serving and engaging a diverse array of older adults.

What Tucson Has Done

Engaging to reach specific populations, such as older adults or those with physical disabilities, has always presented a challenge; however the City of Tucson has taken specific steps to promote and include diverse populations in their programming. The City of Tucson has worked to include older adults through:

- Reduced fares on public transit and in Parks and Recreation programming.
- Investing in infrastructure, such as buses equipped with kneel and wheel chair ramps or lifts.
- Providing accessible rider training sessions for older adults.
- Supporting diverse cultural and ethnic community events/festivals, such as the All Souls Procession, Cyclovia Tucson, Dusk Music Festival, El Tour de Tucson, TENWEST Festival, the Tucson Festival of Books, the Martin Luther King

Jr. Day Parade, the Cesar Chavez Day Parade, the Veterans Day Parade, and the Parade of Lights.

- Partnering with Pima Council on Aging to provide community lunch programs and socialization at Parks and Recreation Centers throughout the City, as well as evidence-based fitness classes like A Matter of Balance and Enhance-Fitness.
- Producing a Parks and Recreation Activity Guide that is available throughout the City.

Community partners also play a part in contributing to a socially inclusive city. They offer various programs that engage older adults from diverse backgrounds. These include:

- The Southern Arizona Arts & Cultural Alliance Creative Aging Program, which includes art therapy, integrated arts programs, a music and memory program, and lifelong learning, as well as programs and trainings in assisted living facilities.
- Pima Council on Aging facilitates the Aging Mastery Program, licensed by the National Council on Aging.



- Pima Council on Aging's Project Visibility trains housing providers to be inclusive and welcoming to LGBTQ older adults.

Five Year Plan for Social Participation

Goal A

Increase access to and affordability of cultural activities that reflect the diversity of the City of Tucson.

Recommendation I

Work with the City of Tucson and community partners to increase access for individuals with mobility challenges (such as wheel chairs, walkers, canes, rollators) at major events, including but not limited to the Tucson Gem, Mineral and Fossil Showcase, and the 4th Avenue Street Fair.

- Train the Special Events Working Group to incorporate age-friendly community features into their community events.

Responsible Party for Implementation

- City of Tucson Special Events Working Group

Suggested Partners for Implementation

- Southern Arizona Arts and Culture Alliance
- Tucson Pima Arts Council
- Southern Arizona Arts Foundation
- Southwest Folklife Alliance

Goal B

Increase information about and access to activities that provide opportunities for older adults to socialize with others in the community.

Recommendation 1

Evaluate the effectiveness of current programming for individuals with disabilities at Parks and Recreation Centers; address areas of unmet need; and increase training for City staff to identify necessary accommodations for older people or those with limited mobility.

- Evaluate the effectiveness of current programming for individuals with disabilities at Parks and Recreation Centers and address areas of unmet needs.
- Create an unscientific survey with input from staff and community partners to ask users about effectiveness of and satisfaction with current programming.
- Utilize survey results to inform decisions on how to make programming more accessible to older adults throughout the community.

Responsible Party for Implementation

- City of Tucson Parks and Recreation Department

Suggested Partners for Implementation

- Pima Council on Aging
- Direct Center for Independence
- Community Outreach Program for the Deaf (COPD)
- Beacon Group
- Southern Arizona Association for the Visually Impaired



Recommendation 2

Work with Visit Tucson to incorporate an age-friendly feature on their community events portal to help identify opportunities for older adults.

- Work with Pima Council on Aging, AARP Arizona, Southern Arizona Arts Foundation, and other community partners to identify the kinds of community events that may be appealing to older adults.
- Begin discussions with Visit Tucson to determine the kind of information needed to create an age-friendly feature on their website.
- Based on the results of the activities above, structure a process to populate the portal with information updates.

Responsible Party for Implementation

- Visit Tucson

Suggested Partners for Implementation

- Event Leadership
- AARP Arizona
- Pima Council on Aging
- The University of Arizona
- Southern Arizona Arts Council
- Southern Arizona Arts and Culture Alliance

Respect & Social Inclusion



DOMAIN DESCRIPTION

Programs that celebrate ethnic and cultural diversity, as well as multigenerational activities.

Brief Statement of Survey Responses

Pima Council on Aging's Needs Assessment responses:

- Forty-six percent of respondents cited social isolation as an area of concern and nearly 50% of respondents reported that they live on their own.

AARP Arizona's survey responses:

- Fifty-five percent of respondents said that they viewed activities that involve both younger and older adults within the City of Tucson as positive.
- Forty percent of survey respondents said that their local school positively involved older adults in programming.
- Sixty-three percent of respondents said that there was a wide array of diversity and cultural activities within the City of Tucson.

Community Challenges

- Older low-income adults find themselves at an increased risk of social isolation. Researchers at Brigham Young University reviewed more than 30 years of studies including data related to social isolation and loneliness and determined that loneliness might be a more significant health factor than obesity, smoking, exercise, or nutrition for people over 65.
- With the diverse nature of the City of Tucson, older adults can often struggle to find their

niche. Providing programming, information, and resources in various languages, and ensuring cultural competency of City of Tucson and community partner employees, will help to increase involvement of diverse populations of older adults in the community.

What Tucson Has Done

The City of Tucson and community partners are working diligently to reduce social isolation, combat ageism, promote cultural diversity, and increase engagement of older adults in the community. Several programs already exist to accomplish these goals.

- The ELDER Alliance works collaboratively to break down barriers that older adults face in accessing housing, transportation, social and cultural events, caregiving, and other critical services.
- Our Family Services has Elder Circles, a program that facilitates discussions throughout the community, gathering older adults who are valued as mentors and for their wise counsel.
- Southern Arizona Senior Pride is a volunteer group that celebrates, supports, and unites LGBTQ older adults and their allies to help create inclusive and safe environments for the LGBTQ community.
- Tucson Fire's TC-3 Team holds quarterly meetings at Fire Central, with over 100 social and medical provider agencies, to share activities, discuss and mitigate barriers to care and social needs, and create partnerships and work-flow algorithms to ensure older adults remain connected.



Five Year Plan for Respect & Social Inclusion

Goal A

Reduce ageism and increase respect for older adults and people of all ages in the community.

Recommendation I

Mayor and Council to work with Pima Council on Aging on the #CombatAgeism campaign to reduce ageism in the community.

- Mayor to annually proclaim May to be Older Tucsonans Month and hold a press conference to promote age-friendliness.
- Develop a timeline for coordinating media regarding ageism and the effects it has on employment, health, and social engagement.



Goal B

Decrease social isolation among older adults and people of all ages in the community.

Recommendation I

Partner neighborhood associations with community organizations to provide training on methods to identify and address social isolation among older adults.

- The ELDER Alliance members of the Age-Friendly Action Team will create a short training for

Responsible Party for Implementation

- City of Tucson Mayor and Council

Suggested Partners for Implementation

- Pima Council on Aging
- ELDER Alliance



neighborhood associations to recognize social isolation.

- City of Tucson will provide neighborhood associations with a list of Partner Stations for the Senior Companion Program. The Senior Companion Program is a program operated by Pima Council on Aging and designed by the Corporation for National & Community Service, providing homebound older adults with companionship visits to reduce social isolation.
- Tucson Fire's TC-3 Team will identify and provide contact information for TC-3 enrolled community members in need of increased social interaction.

Responsible Party for Implementation

- City of Tucson Fire Department

Suggested Partners for Implementation

- Pima Council on Aging
- ELDER Alliance

Goal C

Improve outreach and increase culturally appropriate services throughout the City of Tucson.

Recommendation I

Facilitate an annual resource event that pulls together service providers throughout the City.

- Partner with the ELDER Alliance to plan the event.
- Facilitate the event in March or November.

Responsible Party for Implementation

Mayor's Office

Suggested Partners for Implementation

- ELDER Alliance
- Pima Council on Aging

Recommendation 2

Partner with service providers, public and private, to provide resource information to neighborhood associations.

- The ELDER Alliance will gather information and create a list of resources for older adults, which the City will provide to neighborhood associations.

Responsible Party for Implementation

- City of Tucson

Suggested Partners for Implementation

- ELDER Alliance

Recommendation 3

Identify and increase intergenerational activities at City Parks and Recreation facilities.

- Community partners will inventory intergenerational programming at City of Tucson Parks and Recreation facilities.
- City of Tucson Parks and Recreation will compile data from the inventory.
- The City of Tucson will assess whether resources are allocated appropriately and address areas of unmet need, as funds are available.

Responsible Party for Implementation

- City of Tucson Parks and Recreation Department

Suggested Partners for Implementation

- ELDER Alliance
- Pima Council on Aging
- The University of Arizona

Recommendation 4

Ensuring that bilingual City staff in customer service positions are available to assist monolingual Spanish speakers.

- City of Tucson Human Resources will identify customer service positions.
- City of Tucson Human Resources will assess where bilingual customer service staff are needed.
- City of Tucson Human Resources will recruit bilingual applicants where needed.

Responsible Party for Implementation

- City of Tucson Human Resources Department

Suggested Partners for Implementation

- None



Civic Participation & Employment



DOMAIN DESCRIPTION

Paid work and volunteer activities for older residents and opportunities to engage in the formulation of policies relevant to their lives.

Brief Statement of Survey Responses

A majority of survey respondents for both AARP Arizona and Pima Council on Aging rate their community positively on having access to a variety of volunteer activities that are easy to find. A plurality of respondents provided negative ratings for how well their community is doing in terms of employment opportunities for older residents.

Pima Council on Aging's Needs Assessment responses:

- Twenty-two percent of respondents rate access to volunteer opportunities as a concern.
- Sixteen percent of respondents surveyed have concerns about employment opportunities and age discrimination.
- Thirty-four percent of respondents report concern that their voice may not be heard in the community.

AARP Arizona's survey responses:

- Forty percent of AARP Arizona's survey respondents rank job training opportunities for older adults as fair or poor.
- Thirty-nine percent of respondents rank policies that ensure that older adults can continue to have equal opportunity to work, regardless of their age, as fair or poor.



Community Challenges

- Transportation to and from volunteer activities and/or work can be a barrier to employment, especially for people with limited mobility of all ages.
- In today's rapidly changing job market, job training opportunities for older adults are critical to building new skills, such as working with technology. Intergenerational job training opportunities are vital to ensuring that younger adults get the professional mentorship they need, while older adults continue to develop new skills essential to the modern workplace.
- It can be difficult to hire and retain older adults because of their often-expressed desire for flexible or reduced work hours. Providing a range of flexible job opportunities for older adults is vital to ensuring that every older adult who wants to remain in the workforce has the ability to do so and achieve their full potential.



Sonoran Desert Weedwackers Photo by Doug Siegel

What Tucson Has Done

The City of Tucson offers a robust set of opportunities for older adults to have their voices heard and engage in civic discussions.

- Serving on one of Tucson's innumerable boards and commissions, governmental or non-profit, is one way that Tucson residents can participate in their community. City boards and commissions typically serve in an advisory capacity to the Mayor and Council. Citizens can view vacancies and apply to join a board or commission relevant to their interests and expertise on the City's website.
- Arizona's Open Meeting Law requires that meetings of public bodies, including City boards and commissions, be conducted openly and with proper notice. Members of the public have ample opportunity to address decision makers.
- Nearly 150 neighborhood associations are registered with the City of Tucson, providing another opportunity for older adults to

volunteer in the community. In addition, neighborhood associations receive notices of development activity and frequently communicate with their City Council representatives on matters of importance to their members.

Workforce Development:

- Pima Community College's Back to Work 50+ is a free program sponsored by the AARP Foundation that connects job seekers age 50 and older with the information, training, support, and employer access to get back into the workforce.
- The ELDER Alliance convenes a Mature Workforce Action Team and developed an employment resource guide for older adults.
- The City funds agency-based small business support and workforce development services with a bi-annual Request for Proposal process run through the City's Economic and Workforce Development Selection Committee.

Five Year Plan for Civic Participation & Employment



City will make information about upcoming neighborhood association resource fairs publicly available, as well as continue to provide information about involvement in City boards and commissions.

Responsible Parties for Implementation

- Individual City of Tucson Neighborhood Associations

Suggested Partners for Implementation

- Pima Council on Aging
- Pima County One Stop
- ELDER Alliance
- Pima Community College
- Chambers of Commerce
- The United Way of Tucson and Southern Arizona
- Our Family Services
- Tucson Residents for Responsible Government

Goal A

Support age-friendly business practices.

Recommendation 1

Work with Pima Council on Aging and Pima Community College's Back to Work 50+ Program to identify best practices for age-friendly job training.

- Promote existing programs that are designed to help older adults either remain in the workforce or reenter the workforce.
- Create programs that prepare older adults for jobs that are in high demand.

Recommendation 2

Anti-age discrimination training will be included in City staff training.

Goal B

Support and promote volunteer engagement opportunities for older adults.

Recommendation 1

Encourage neighborhood associations to work with Tucson Residents for Responsible Government to provide resource fairs. The



Communication & Information



DOMAIN DESCRIPTION

Access to communications technology and other resources so older residents can connect with their community, friends, and family.



Brief Statement of Survey Responses

Pima Council on Aging's Needs Assessment responses:

- Fifty-three percent of respondents are concerned about getting information about services for older adults; ranking in the top 10 concerns for older adults in Pima County.

AARP Arizona's survey responses:

- Respondents rate their community positively on having free access to computers and the internet in public places.

Community Challenges

- Even with the City promoting programs and services in people's water bills, neighborhood newsletters, and at many community health fairs, residents remain unaware of services.
- People with hearing loss often find themselves socially isolated and unable to independently conduct business or access services and benefits because of their hearing impairment.

What Tucson Has Done

- The City of Tucson website includes neighborhood resources, allowing for wider distribution of neighborhood information and materials that would be helpful to older adults.
- Ward newsletters are sent out regularly by various council offices. Generally, these publications advertise important events in the community.
- The City operates NewsNet, an electronic City newsletter that distributes important information about City of Tucson activities.
- Computers are available in public libraries for public use, allowing older adults who may not own a computer or tablet to connect to a vast array of information and resources. Computer classes are available throughout the City to teach older adults how to use the computer.



Five Year Plan for Communication & Information



Goal A

Develop culturally aware and accessible information and communications for older adults.

Recommendation 1

Create an Administrative Directive regarding information offered in Spanish when other print materials are created, making Spanish printed materials a more common practice.

Recommendation 2

Ensure that City communications meet ADA requirements and best practices by using a style guide to be used by all City Public Information Officers.

Recommendation 3

Work with City media outlets (including the Neighborhood Nugget, NewsNet, etc.) to promote resources for older adults.

- Promote sharing information with City of Tucson media outlets.
- Set up a process for community partners

to provide information to City of Tucson media outlets.

Recommendation 4

Install hearing looping technology, equipment, and services in several City of Tucson Ward Office meeting rooms. Looping technology provides equal access for hearing impaired individuals because while hearing aids are helpful, their optimal range is 6.5 feet. Looping helps extend the range. Additionally, ambient sounds can cause deterioration in the quality of the input, often making it difficult to understand spoken works. Hearing looping technology takes the voice sound projected into the microphone and delivers it magnetically through the loop into the telecoil in the hearing aid.

Responsible Party for Implementation

- City of Tucson City Manager's Office

Suggested Partners for Implementation

- Pima Council on Aging
- Alzheimer's Association
- Our Family Services
- The United Way of Tucson and Southern Arizona
- Pima County
- Adult Loss of Hearing Association (ALOHA)
- Southern Arizona Association for the Visually Impaired (SAAVI)
- Interfaith Community Services (ICS)
- AARP

Community & Health Services



DOMAIN DESCRIPTION

Access to home-based care services, health clinics, and programs that promote wellness and active aging.

Brief Statement of Survey Responses

Pima Council on Aging's Needs Assessment responses:

- Sixty-three percent rate the community positively on having well-trained certified home health care providers.
- Sixty-three percent of survey respondents expect to stay in their current residence and never move.
- Concern with inability to perform activities of daily living reflect need for informal caregiver assistance and/or in-home services.

Percentages of respondents with concern over activities of daily living (such as dressing, bathing, doing laundry, and other common tasks):

- Thirty-seven percent struggle with house-keeping and laundry
- Thirty-five percent struggle with preparing nutritious meals
- Twenty-four percent struggle with personal care assistance (bathing, washing hair)
- Twenty-nine percent struggle with grocery shopping
- Twenty-two percent struggle with managing medication

AARP Arizona's survey responses:

- Thirty-five percent of Tucson residents rate the community as excellent for having affordable fitness activities specifically geared toward older adults.



- Sixty-three percent of Tucson residents rate the community as excellent for having affordable health and wellness programs and classes.
- Thirty-nine percent of Tucson residents rate the community as excellent for having conveniently located health and social services.

Community Challenges

- There is inadequate funding for home care services, resulting in people waiting for in-home services that would help them age in place.
- There is a shortage of home care workers to meet current and future demand for in-home services necessary to support aging in place.
- Engaging individuals in discussing and documenting end of life care wishes can be challenging, leading to fewer individuals completing advanced directives.
- There are limited programs targeting older adults, utilizing evidence-based, creative aging and intergenerational models.

What Tucson Has Done

Within the greater Tucson metropolitan area, non-profit social service agencies, healthcare organizations, the City of Tucson, and the Pima



County Public Health Department have come together to form partnerships and coalitions to promote wellness and active aging and to deliver in-home and community-based services.

- Currently, the City of Tucson Fire Department has a program called Tucson Collaborative Community Care (TC3). TC3 assists people who frequently call 9-1-1 by taking a holistic, person-centered approach to identifying their specific needs and connecting them with appropriate community resources.
- The Tucson Police Department (TPD) has a dedicated detective in the Violent Crimes Section who investigates abuse and neglect of vulnerable adults. Cases of financial exploitation are investigated by the Financial Crimes Unit of TPD.
- Elder Shelter is a program provided by Administration of Resources and Choices (ARC) serving people age 60 and over in need of assistance with care and temporary housing. Elder Shelter is comprised of a crisis phone line and temporary placement to provide short-term emergency care giving. The End of Life Care Partnership is a network of organizations and individuals committed to ensuring quality of life at every stage through education, support, sound policy, and choices. The Partnership engages

the community in fundamentally changing the way death is talked about and empowering people to discuss and document their wishes.

- Pima Council on Aging provides limited non-medical in-home and community-based services that help people age in place. The City of Tucson provides funding to support these services and Pima Council on Aging partners with the City Parks and Recreation Department to utilize eight Parks facilities for community lunch program sites and five for EnhanceFitness sites.
- Other health-related concerns are addressed through: the Be Med Smart Coalition focusing on the safe and effective use and disposal of medications for older adults; the Southern Chapter of the Arizona Falls Prevention Coalition, focusing on identifying fall risk factors and preventing falls; the Elder Abuse Coalition; and the Behavioral Health and Aging Coalition.
- Tucson Mayor Jonathan Rothschild created the Greater Tucson Healthcare Sector Partnership to address health care sector challenges, including the need for more health care workers.
- Tucson Fire's TC-3 Program has partnered with the TMC Foundation to expand its services and increase outreach to older and more vulnerable populations.

Five Year Plan for Community & Health Services

Goal A

Increase services and supports that facilitate aging in place.

Recommendation 1

Support efforts to train and recruit home care and health care workers.

- Collect input from health care employers regarding their talent development needs.
- Create scope of work to develop website.
- Build website.
- Maintain and update website and publicize it to various user groups in the community.

Responsible Party for Implementation

- Talent Development Subcommittee of the Greater Tucson Healthcare Sector Partnership

Suggested Partners for Implementation

- Pima County One Stop
- Pima Community College
- Pima Council on Aging
- Home Care Agencies
- Mercy Care
- Banner Health
- Hospitals
- El Rio Health
- Pima Medical Institute

Recommendation 2

Promote first responders' participation in community-wide end of life care planning campaign.



- Facilitate meeting between Tucson Fire, Tucson Police and End of Life Care Partnership leadership to discuss end of life care planning campaign.
- Identify methodology for first responder participation and location of completed advance directives, prescription drug information, and emergency pet information in the home.
- Train City of Tucson Fire, Police, and PSCD Departments in established methodology.
- Create handouts and publicize methodology to community partners participating in end of life care planning campaign.

Responsible Parties for Implementation

- City of Tucson Fire Department
- City of Tucson Police Department
- End of Life Care Partnership

Suggested Partners for Implementation

- Pima Council on Aging
- Partner Organizations of the End of Life Care Partnership, led by the United Way of Tucson and Southern Arizona



Goal B

Increase access to community-based health and social supports.

Recommendation 1

Support the work of community partners in developing asset maps of community-based health and social supports.

- Establish a committee of community partners to identify asset maps to be created.
- Create online asset maps using Google Maps.
- Publicize asset maps.

Responsible Parties for Implementation

- Pima Council on Aging
- City of Tucson IT Department

Suggested Partners for Implementation

- ELDER Alliance
- The United Way of Tucson and Southern Arizona
- The University of Arizona

Recommendation 2

Promote evidence-based health, creative aging, and multigenerational programs at City of Tucson Parks and Recreation Neighborhood and Regional Centers.

- Identify and evaluate current programming at City of Tucson Parks and Recreation Neighborhood and Regional Centers for evidence-based classes focusing on wellness and active aging, such as Tai Chi and Enhance-Fitness; classes focusing on creative aging; and multigenerational activities of interest to older adults, ages 55-100+.
- Identify gaps in service and options for additional programs.
- Develop program implementation plan.
- Implement program plan.

Responsible Party for Implementation

- City of Tucson Parks and Recreation Department

Suggested Partners for Implementation

- Southern Arizona Arts and Cultural Alliance
- Pima Council on Aging
- ELDER Alliance

Plan Implementation

Age-Friendly Tucson is a five-year plan to be adopted by the City of Tucson's Mayor and Council with the responsibility for implementation shared among with the City of Tucson and community partners, including ELDER Alliance, Pima Council on Aging, AARP Arizona, and various other community partners. Community partners help to bring together resources and connect programs in the community with the City of Tucson. Additionally, they provide support to City of Tucson Departments working to implement various portions of this plan. The City and its partners will conduct a biennial review of the plan, and update Mayor and Council as to progress made.

