



SENIOR COMMISSION MEETING AGENDA

3:30 PM - Monday, January 06, 2025

Los Altos Community Center, Sequoia Room

Please Note: The Senior Commission will meet in person as well as via Telephone/Video Conference

Members of the Public may observe the Senior Commission meeting at

<https://losaltosca-gov.zoom.us/j/84725948506?pwd=5EmQD56cadaSfIGRH7S0lvOwSdwSWj.1>

Webinar ID: 847 2594 8506 / Passcode: 700759

TO PARTICIPATE IN THE MEETING - Members of the public **MUST BE IN ATTENDANCE AT THE MEETING TO PARTICIPATE.**

Public testimony will be taken at the direction of the Chair and members of the public may only comment during times allotted for public comments. Once called to speak, speakers will be asked to state their name and place of residence. Providing this information is optional.

TO SUBMIT WRITTEN COMMENTS, prior to the meeting, on matters listed on the agenda email scpubliccomment@losaltosca.gov with the subject line in the following format:

PUBLIC COMMENT AGENDA ITEM ## - MEETING DATE.

Emails sent to the above email address are sent to/received immediately by the Senior Commission. Correspondence submitted in hard copy/paper must be received by 2:00 p.m. on the day of the meeting to ensure it can be distributed prior to the meeting. Correspondence received prior to the meeting will be included in the public record.

CALL MEETING TO ORDER

ESTABLISH QUORUM

PLEDGE OF ALLEGIANCE

PUBLIC COMMENTS ON ITEMS NOT ON THE AGENDA

Members of the audience may bring to the Commission's attention any item that is not on the agenda. Please complete a "Request to Speak" form and submit it to the Staff Liaison. Speakers are generally given two or three minutes, at the discretion of the Chair. Please be advised that, by law, the Commission is unable to discuss or take action on issues presented during the Public Comment Period. According to State Law (also known as "the Brown Act") items must first be noticed on the agenda before any discussion or action.

SPECIAL PRESENTATION

1. [2025 Commission Updates: Receive presentation](#)

ITEMS FOR CONSIDERATION/ACTION

2. [Minutes: Approve minutes of the regular Senior Commission meeting of November 4, 2024](#)
3. [Senior Commission Health Fair: Discuss Senior Commission Health Fair and select an ad hoc subcommittee or working pairs to plan event logistics](#)
4. [Work Plan: Finalize FY 2024/25 Work Plan to present at the joint Commission/City Council meeting on February 25, 2025](#)

INFORMATIONAL ITEMS

5. [Age Friendly: Receive staff update](#)
6. **Staff Oral Reports:** Receive information and announcements from Town of Los Altos Hills and city of Los Altos staff
7. [Flyers: Receive informational flyers](#)

COMMISSION/SUBCOMMITTEE/STAFF ORAL REPORTS AND REQUESTS FOR FUTURE AGENDA ITEMS

8. **Future Agenda Items**
 - A. Work Plan

ADJOURNMENT

SPECIAL NOTICES TO PUBLIC

In compliance with the Americans with Disabilities Act, the City of Los Altos will make reasonable arrangements to ensure accessibility to this meeting. If you need special assistance to participate in this meeting, please contact the City Clerk 72 hours prior to the meeting at (650) 947-2610.

Agendas, Staff Reports and some associated documents for Senior Commission items may be viewed on the Internet at https://www.losaltosca.gov/meetings?field_microsite_tid_1=2321.

If you wish to provide written materials, please provide the Commission Staff Liaison with **10 copies** of any document that you would like to submit to the Commissioners in order for it to become part of the public record.

For other questions regarding the meeting proceedings, please contact the City Clerk at (650) 947-2720.

Senior Commission Updates

Jaime Chew
Staff Liaison



Senior Commission

The Joint Los Altos/Los Altos Hills senior commission shall act in an advisory capacity to the council in all matters relating to senior interests and concerns, shall make recommendations aimed at improving the life of seniors, and shall submit an annual report to the council.



Senior Commission

The Senior Commission shall:

- A. Perform such other tasks as may be expressly requested of it by the City Council;
- B. Serve as a forum for community input and engagement;
- C. Submit an annual report to the Council; and
- D. Perform other tasks and duties as assigned by the Council.



Election of Chair and Vice Chair

- Commission appoints Chair and Vice Chair annually at the first meeting in October.
- No member of a Commission may serve consecutive terms as the chair so they must change annually.



Attendance and Participation

- Majority of members required in person for meeting to take place.
- Commissioners must attend 75% of regularly scheduled meetings.
- Commissioner must let liaison know at least one week in advance of meeting that they will attend remotely.
 - Commissioners may attend no more than 20% of meetings remotely.



Reporting

- Commissions provide a workplan for approval to Council in 1st Quarter of each calendar year.
- Commissions provide an annual work plan to Council at joint meeting.



Work Plan

2025 Los Altos Commission Work Plan

Goal	Projects	Anticipated Completion	Priority Source	Status	Assignment	Notes
Overarching goal for Commission	Name of Project	When project is planned for review	Where this project comes from?	What is the current status?	Who has been assigned?	Further information that will be useful to know



Work Calendar

2025 Los Altos Commission Calendar

January	February	March	April	May	June
Insert items from work plan					
July	August	September	October	November	December
No meetings					No meetings



Ad Hoc Subcommittees

- Must be Ad Hoc, cannot be standing.
- A Commission may appoint Ad Hoc subcommittees, consisting of less than a majority of the body, to work on specific tasks. Ad Hoc subcommittees should be focused on one specific topic and shall not last more than one year.
- Ad Hoc Subcommittees must comply with all aspects of the Brown Act, but do not require meetings to be posted or staff support.



Ad Hoc Subcommittees

- Must have specific topic and timeframe.
- Cannot be an area of continuing jurisdiction.
- Cannot be established in multiple years.
- Must report findings out to full Commission.
- Commissioners can only serve on one subcommittee at a time.



Ad Hoc Subcommittees

The motion of establishment must include that the Ad Hoc Subcommittee:

1. Is comprised solely of members of the Commission establishing the Ad Hoc Subcommittee,
2. Consists of less than a quorum of the Commission,
3. Includes a defined purpose and the timeframe to accomplish that purpose and is less than one year in duration,
4. Will automatically terminate when a final report is given to the Commission, or when the timeframe established by the Commission is met, unless extended by the Commission at a public meeting,
5. Will not be re-established or renewed in multiple years, and
6. Is advisory in nature and is not established to work on an item where continuing jurisdiction exists.



Prior Example of Ad Hoc Subcommittees

- Age Friendly Task Force
 - Buchholz
 - Cohen
 - O'Reilly



Working Pairs

- Unlike Ad Hoc Subcommittees which require a formal approval and are limited in time duration and scope, the Commission may assign Commissioners into working groups to provide research, information, fact gathering, prioritizing, or other activities related to the Commissions work plan.
- Working groups may consist of 1 or 2 Commissioners who are able to meet to discuss topics of interest to the Commission, prior to reporting back at an open meeting to the full Commission.
- The Commission may take action on the report or simply receive it.



Working Pairs

- Working groups are designed to allow Commissions to work in a more flexible manner, to respond to requests, initiatives, or direction from Council, or to move work plans forward.
- There is no limit to the amount of working pairs a Commissioner can participate in at one time.



What's the difference?

Ad-Hoc Subcommittee

- Formal
- Focused on project
- Workplan development
- Example: Senior Commission Health Fair

Working Pairs

- Informal
- Component of plan or project
- Example: Flyer for an event



Commissioner Liaisons

- Commissions may assign individual Commissioners to act as a liaison to other boards, commissions, or agencies, without establishing an Ad Hoc Subcommittee.
- The full Commission should be updated in public.
- The positions supported by the liaison are to be in alignment with the positions that the Commission or the City Council have taken if they have considered the topic.



Commissioner Liaisons

- Can appoint official commission liaisons to any external organizations.
- Current liaison assignments:
 - Sourcewise – Jayne Cohen



Council Liaisons

- Council liaison will meet with Commission Chair and staff liaison once per year at a minimum as well as at joint meeting.
- Council liaisons shall not direct, guide or unduly influence the policy making work of the City's advisory bodies.



Conflict of Interest

- Perceived Conflict of Interest
- Incompatible Activities



Perceived Conflict of Interest

- A perceived conflict of interest for a Commissioner may arise from personal relationships, financial interests, serving on bodies or boards that have shared or overlapping subject matter jurisdiction as those under the jurisdiction of the Commission, or when it appears that the Commissioner's private interests impact the official duties of the Commissioner, or influence his/her decision-making.



Perceived Conflict of Interest

- Commissioners must notify Staff liaison.
- Commissioner must disclose perceived conflict of interest before participating in discussion.
- Commissioner will seek out advice from City Attorney or FPCC. Work with Staff liaison.



Conflict of Interest

- Per state law, a public official, including commissioners, may not engage in any activity for compensation that is inconsistent, incompatible, or in conflict with their official duties with the City.



Conflict of Interest

- It is ultimately the responsibility of the Commission member to identify whether they may be engaging in incompatible activities or have a perceived conflict of interest.
- The City Attorney should be consulted as early as possible on any matters regarding incompatible activities or perceived conflicts of interest.



California Environmental Quality Act (CEQA)

- CEQA requires government agencies to consider the environmental consequences of their actions before approving plans and policies or committing to a course of action on a project.
- Most actions by advisory bodies will not qualify as a CEQA project requiring additional steps.
- Commission liaisons will check whether projects require CEQA review prior to commission review.
- For questions, please contact the Development Services Department Deputy Director.



Questions

- If any commissioners have questions, concerns, or are unclear on anything, please contact the staff liaison or Council liaison.





MINUTES OF THE REGULAR MEETING OF THE SENIOR COMMISSION OF THE CITY OF LOS ALTOS AND TOWN OF LOS ALTOS HILLS, HELD ON MONDAY, NOVEMBER 4, 2024, AT 3:30 P.M. VIA VIDEO CONFERENCE AND IN PERSON.

CALL MEETING TO ORDER

At 3:30 P.M., Chair Cohen called the meeting to order.

ESTABLISH QUORUM:

PRESENT: Buchholz, Cohen, Olson, and Trapnell

ABSENT: Basiji, Dixit and Gallagher Thompson

LATE: None

PLEDGE OF ALLEGIANCE

PUBLIC COMMENTS ON ITEMS NOT ON THE AGENDA

ITEMS FOR CONSIDERATION/ACTION

1. **Minutes:** Approve minutes of the regular Senior Commission meeting of October 7, 2024.

Public Comment: None

Action: Upon a motion by Buchholz, seconded by Olson, the Senior Commission approved the minutes of the regular meeting of October 7, 2024.

Approve: Buchholz, Cohen, Olson, and Trapnell

Oppose: None

Absent: Basiji, Dixit and Gallagher Thompson

Abstention: None

Motion passed unanimously: 4-0-3-0

2. **2025 Senior Commission Meeting Schedule:** Approve the 2025 Senior Commission meeting schedule.

Public Comment: None

Action: Upon a motion by Trapnell, seconded by Buchholz, the Senior Commission approved the 2025 meeting schedule as presented.

Approve: Buchholz, Cohen, Olson, and Trapnell
Oppose: None
Absent: Basiji, Dixit and Gallagher Thompson
Abstention: None
Motion passed unanimously: 4-0-3-0

3. **Work Plan:** Create FY 2024/25 Work Plan.

Public Comment: None

Action: Discussed Work Plan.

4. **Senior Commission Health Fair:** Discuss event possibilities and select a minimum of three date and time options to host the Senior Commission Health Fair and consider forming an ad hoc subcommittee or working pair to start work on event logistics.

Public Comment: None

Action: The Senior Commission recommended staff look into hosting a health faire on Tuesday, September 9 or 16 or October 7 from 12pm – 3pm.

Public Comment: None

INFORMATIONAL ITEMS

5. **Age Friendly:** Receive staff update regarding the age friendly action plan.

Public Comment: None

6. **Flyers:** Informational flyers received.

Public Comment: None

COMMISSION/SUBCOMMITTEE/STAFF ORAL REPORTS AND REQUESTS FOR FUTURE AGENDA ITEMS

7. **Staff Oral Reports:** Received information and announcements from Town of Los Altos Hills and city of Los Altos staff.

Public Comment: None

8. **Adult 50+ Programming Ad Hoc Subcommittee:** Received report.

Public Comment: None

9. **Transportation Ad Hoc Subcommittee:** Received report.

Public Comment: None

10. **Future Agenda Items:**

- A. Work Plan
- B. Health Fair

ADJOURNMENT:

At 5:02 P.M., Monday, November 4, 2024, Cohen adjourned the meeting.



SENIOR COMMISSION AGENDA REPORT

Meeting Date: January 6, 2025

Subject: Senior Commission Health Fair 2025

Prepared by: Jaime Chew, Parks & Recreation Deputy Director

Initiated by: Senior Commission

Attachment(s): None

Staff Recommendation

The staff recommends selecting an ad hoc subcommittee to begin planning the Senior Commission Health Fair.

Environmental Review:

Not applicable

Summary:

- At the September 9, 2024, Senior Commission special meeting, the Commission approved hosting a Senior Commission Health Fair event in 2025.
- At the November 4, 2024, Senior Commission regular meeting, the Commission selected three date and time options.
- Tuesday, September 9, 2025, from 12pm – 3pm has been confirmed as the date and time of the Senior Commission Health Fair.

Fiscal Impact:

None

Background

At the September 9, 2024, Senior Commission special meeting, the Commission approved hosting a Senior Commission Health Fair event in 2025. The Senior Commission requested to agendaize the topic in November 2024 to incorporate feedback from the October 16, 2024, Senior Health Fair event at the Grant Park Community Center in the discussion. In addition, the Commission indicated interest in potentially hosting the event on either a Tuesday, Thursday, or Saturday during the May – October timeframe in 2025.

At the November 4, 2024, Senior Commission regular meeting, the Commission selected the following dates and times as options to host the Senior Commission Health Fair.

- Tuesday, September 9, 2025, from 12pm – 3pm
- Tuesday, September 16, 2025, from 12pm – 3pm



Subject: Senior Commission Health Fair 2025

-
- Tuesday, October 7, 2025, from 12pm – 3pm

Discussion/Analysis

City staff has reserved the Grand Oak Room, Sequoia Room, and Manzanita Room for Tuesday, September 9, 2025 from 12pm – 3pm to host the Senior Commission Health Fair. Tuesday, October 7, 2025 from 12pm – 3pm has been reserved as a back-up date and time as well.

The Senior Commission should select an ad hoc subcommittee to oversee the planning of the Senior Commission Health Fair, and determine any working pairs that will assist in accomplishing any necessary logistics tasks.

Senior Commission

2024 - 25 Work Plan

(October 2024 - September 2025)

Goals	Projects	Due Date	Priority/Source	Status	Assignment	Notes
Outdoor Spaces and Building						
Transportation	Write a letter to El Camino Healthcare District Board regarding the RoadRunner Program	November 2024	Community input	Completed	Buchholz, Gallagher Thompson	Individual letters were written in lieu of a formal letter due to Council being the legislative body that should approve a letter being sent by the city
Housing						
Social Participation	Collaborate with Adult 50+ staff to increase participation in programs and activities	October 2024		Completed	Nagao, Olson	
Respect and Social Inclusion						
Civic Participation and Employment						
Communication and Information						
Community Support and Health Care Services	Host a Health Fair	Spring/Fall 2025	Commission			
Emergency Preparedness						

Senior Commission 2024 - 25 Work Plan

(October 2024 - September 2025)

October 7, 2024	November 4, 2025	December - No Meeting	January 6, 2025	February 3, 2025	March 3, 2025
Reorganization	Work Plan		Work Plan		
Age Friendly Action Plan	Meeting Schedule		Health Fair		
Work Plan	Health Fair				
Transportation Alternative Options to RoadRunners	Age Friendly				

April 7, 2025	May 5, 2025	June 2, 2025	July - No Meeting	August 4, 2025	September 8, 2025
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SENIOR COMMISSION AGENDA REPORT

Meeting Date: January 6, 2025

Subject: Age Friendly Action Plan

Prepared by: Jaime Chew, Parks & Recreation Deputy Director

Initiated by: City Staff

Staff Recommendation

The staff recommends to receive the report.

Summary/Project Description:

Age Friendly Recertification Project

Fiscal Impact:

The Age Friendly recertification project will cost \$30K.

- Breakdown of funds to be used:
 - o \$30K General Fund
- Amount approved at mid-year by City Council on February 14, 2023

Background

At its regular meeting on June 28, 2011, the Senior Commission proposed that City Council consider applying, on behalf of Los Altos, to join the World Health Organization (WHO) Network of Age-Friendly Cities. City Council supported the efforts and directed the Senior Commission to draft the application for Council's review. Staff was directed to provide an estimate regarding the number of anticipated staff hours required during years 1 and 2 of the planning phase.

On September 27, 2011, City Council approved the Los Altos application to the WHO Network of Age-friendly Cities with an amendment that included the removal of the proposed Senior Commission recommendations from the application to allow the process to be more aspirational in nature.

On June 7, 2021, Anabel Pelham, PhD and Founding Director for the Center for Age-Friendly Excellence (CAFÉ), gave a presentation to the Senior Commission on Age-Friendly Community Sustainability Principles from Grantmakers in Aging. CAFÉ was created to capture all the knowledge, capacity, experience, expertise, and process to become an Age-Friendly City and is currently working with 21 cities. Dr. Pelham has works closely with the California AARP who assists with the process to create a 5-year Age-Friendly Action Plan, as required by the program.



Subject: Age Friendly Action Plan

On December 6, 2021, the Senior Commission approved the recommendation to pursue Dr. Pelham and CAFÉ to assist the City of Los Altos to update its Age Friendly status and create an Action Plan for the WHO.

On February 14, 2023, the Los Altos City Council approved the mid-year budget request of \$30K to fund the Age Friendly Recertification Project.

City staff met with CAFÉ on March 23, 2023, to discuss next steps. Dr. Pelham has recommended that the City of Los Altos conduct the American Association of Retired Persons (AARP) survey first to gain statistical data. This will provide metrics to compliment and compare the information to be gathered in the focus groups. City staff has already initiated outreach to AARP to start the process.

The Recertification Subcommittee met with Dr. Pelham on April 18, 2023, to learn about the recertification process and discuss next steps. In addition, City staff met with AARP representatives to discuss the survey process.

City staff submitted the application to AARP to set up the survey. The City's PIO team is currently working on an outreach plan to inform the Los Altos community of this opportunity to provide feedback.

Staff met with an AARP representative on August 3, 2023, to discuss the survey process. Staff had a follow up meeting with the AARP research and development team on August 31, 2023, to finalize the set up of the online survey link. The research and development team recommended a minimum target of 300 respondents with an ultimate goal of 500.

Staff received the live survey link from the AARP research and development team, and worked with the Public Information Officer (PIO) team to create and release a press announcement which was published in early November 2023. Since then, ad hoc subcommittees have shared and presented information to various community groups which include: cultural exchange group, Los Altos Community Center lunch group, Grant Park Community Center lunch group, and Rotary.

The survey was open through January 29, 2024. A total of 316 completed surveys were received – 248 online and 68 hard copy. Survey data was distributed to the Senior Commission in the April 8, 2024, meeting packet.

All 3 focus groups have been completed – Task Force, Senior Commission, and the community group identified by the Senior Commission. A Town Hall meeting was held on Thursday, May 23 at 1pm at the Los Altos Community Center in the Sequoia Room. There were approximately 35 community members in attendance.



Subject: Age Friendly Action Plan

In mid-June, CAFÉ conducted interviews with staff representing the following departments or services: City Manager, Development Services, Fire, Library, Parks & Recreation, Police, and Public Works

From July through September, CAFÉ, along with city staff, worked with the graphic designer to prepare the draft action plan. The draft action plan was presented and reviewed by the Task Force on September 26, 2024.

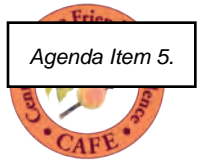
On October 7, 2024, the Senior Commission unanimously approved to recommend the age friendly draft action plan to City Council for final approval and adoption.

On November 12, 2024, City Council approved adoption of the age friendly action plan to be forwarded to AARP and the WHO for final approval.

On December 16, 2024, staff received confirmation of final approval by AARP and the WHO.

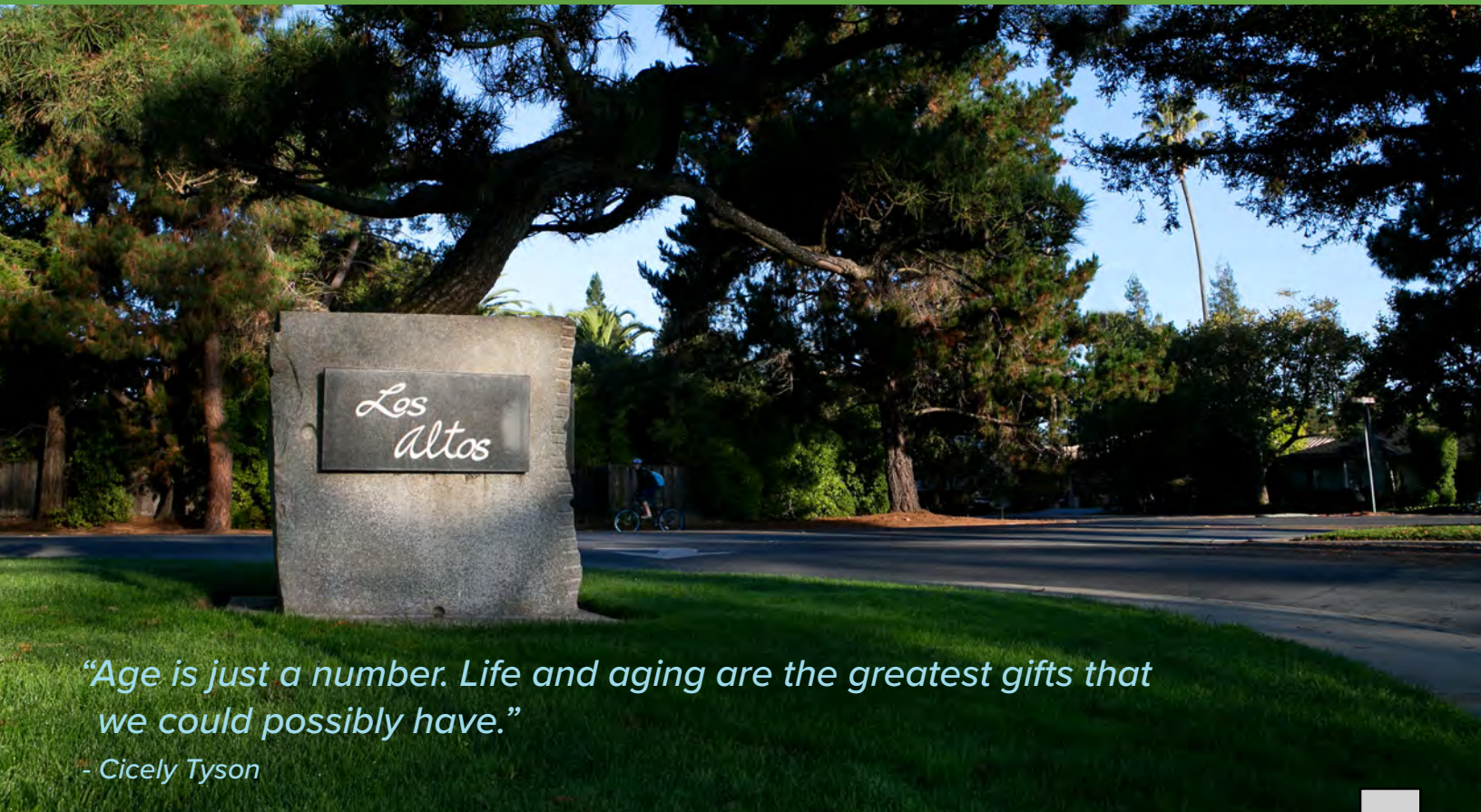
Discussion/Analysis

No action is required at this time, receive report.



Los Altos Age-Friendly Action Plan

2025–2028



"Age is just a number. Life and aging are the greatest gifts that we could possibly have."

- Cicely Tyson



Executive Summary

On May 14, 2024, the American Association of Retired Persons (AARP), the World Health Organization (WHO) designee, bestowed a significant honor upon the city of Los Altos—the Age-Friendly City designation. This recognition is a testament to the community’s unwavering commitment to fostering an inclusive and supportive environment for all age groups. It marks the beginning of a new chapter in the age-friendly journey, the second certification for the city of Los Altos. The first was achieved in November 2011, when Los Altos and Los Altos Hills became the first cities in California to earn this distinction. Dr. Anabel Pelham, along with the Senior Commission, led a two-year effort that culminated in this achievement, making Los Altos and its neighboring city, Los Altos Hills, the first ‘age-friendly’ cities in the state of California.

The Senior Commission, a true community pillar, has driven efforts to support senior residents. Their tireless work, from gathering information to recommending, planning, promoting, and implementing programs, services, and resources, has created a supportive environment for older adults. Their consistent efforts have opened numerous opportunities for older persons to contribute significantly to the community, ensuring a continuous and robust support system for older adults. Their dedication and commitment are deeply appreciated.

As a proud member of the age-friendly network, Los Altos is developing an action plan that acts as a roadmap and foundation, a living document that genuinely belongs to the community. The commitment is not only to encompass the values and mission as a community, but also to ensure that the city is a place for all ages, reflecting the diversity and inclusivity of its population. The city is dedicated to incorporating projects and policies that address the older population’s increased growth and diversity,

ensuring everyone feels valued, respected, and included. Some initiatives are specific for older adults, such as health and wellness programs, transportation services, and social engagement opportunities.

The city's unwavering commitment is to enhance the quality of life and promote wellness for everyone in the community, especially those over fifty. The establishment of the Los Altos Senior Program, now the Adult 50+ Program, in 1976 sufficiently evidenced this commitment. This program offers various activities and services such as bridge, cultural exchange programs, excursions and events, community luncheon programs, RideCare programs, and a wide array of services, some free of charge, while others are fee based. An optional annual membership with the Adult 50+ Program provides discounts to activities and events, in addition to a variety of programs and services. For instance, the bridge program provides social and mental stimulation for older adults, while the cultural exchange programs promote diversity and inclusivity.

As life expectancy increases, the need to ensure the city evolves and becomes a great place to grow becomes essential, in addition to the need to provide quality programs and services. It is recognized that more older adults live in the city, and it is intended to assess and review the age-friendly efforts on a continuous basis.

This action plan reflects a road map that the city will assess, follow, implement, and evaluate as time progresses. The city is committed to making necessary adjustments to accommodate the needs of its residents. This plan will represent a positive step forward in identifying how the city intends to achieve the goals, actions, and strategies it has outlined and committed to in the plan. It's not a static document, but a living one that will be continuously reviewed and improved to ensure its relevance and effectiveness in supporting older residents. Our commitment to continuous improvement is unwavering, ensuring that the initiatives always meet the evolving needs of the community.

This plan is a culmination of a detailed consultation process that brought service providers, city staff, senior commissioners, elected officials, and community members together in Los Altos to identify how the city can continue to make Los Altos a phenomenal place to live, work, and play while enjoying the quality of life provided. With this plan and vision, the city can strive to work with its residents and counterparts to establish a worldwide community. It's a testament to the community's unwavering commitment and dedication to creating an age-friendly environment.

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Overview:

AGE-FRIENDLY CITIES

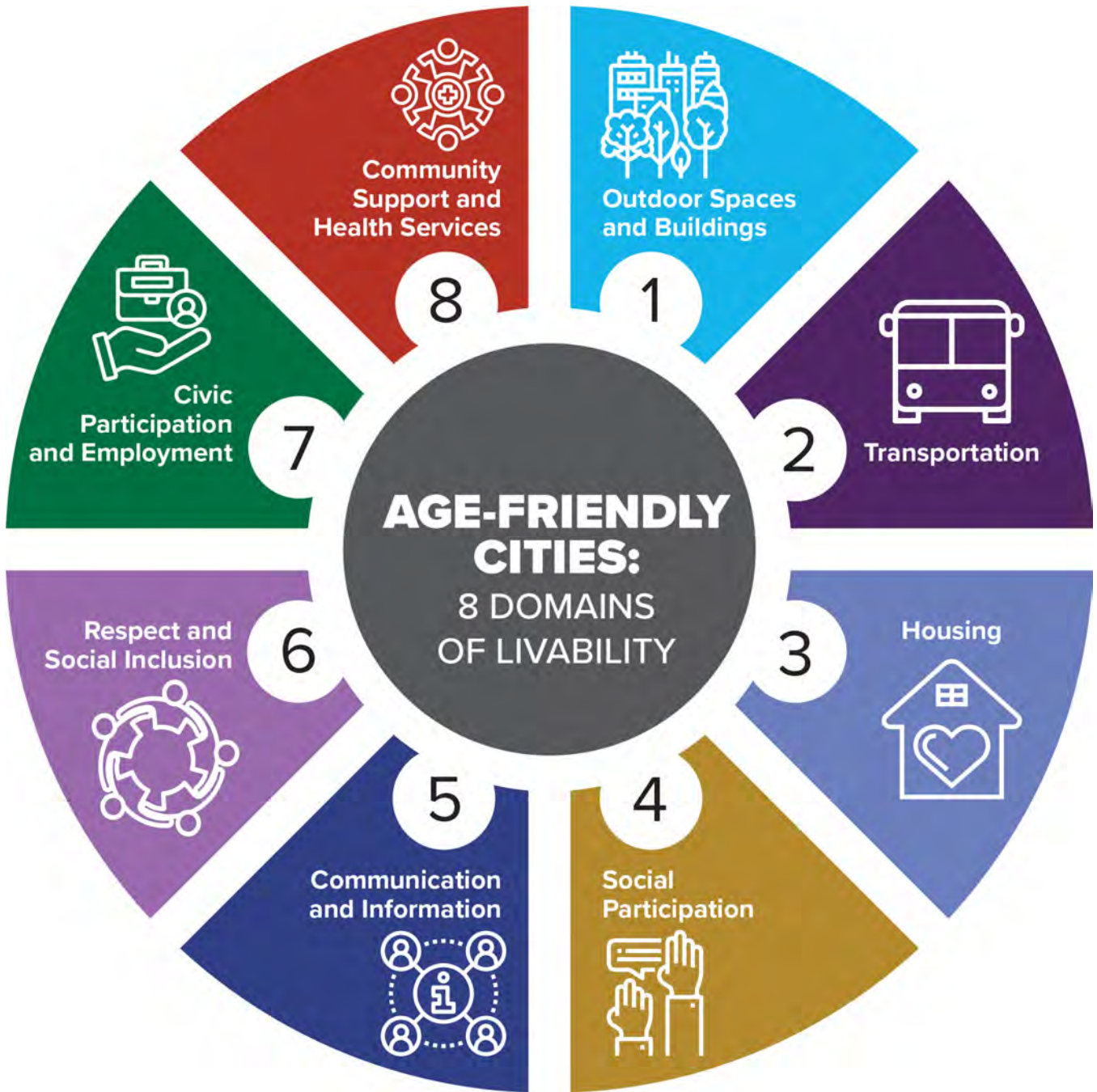
In 2007, the World Health Organization published the WHO Global Age-Friendly Cities Guide, outlining domains of community life that impact adults over 55. The result of their work was a guide in identifying and implementing eight essential domains to incorporate into establishing an Age-Friendly City. The process of becoming an Age-Friendly City involves a comprehensive assessment of a community's age-friendliness, the development of an action plan, and the implementation and evaluation of initiatives. In 2010, the Global Network of Age-Friendly Cities and Communities was developed to facilitate collaboration and exchange of ideas among cities to enhance the lives of older residents..

The WHO Global Network for Age-Friendly Cities and Communities is a global initiative that plays a crucial role in making cities and communities more accommodating for older people. Established in 2010, this network includes 1,542 towns and communities across 51 countries, encompassing over 320 million people worldwide. It serves as a platform for cities to share best practices, learn from each other's experiences, and collaborate on innovative solutions to the challenges of an aging population. Membership demonstrates a city's commitment to global age-friendliness and dedication to learning and improving. Members have access to a wealth of knowledge, resources, and support that can be leveraged to enhance our age-friendly initiatives and better serve older residents.

By 2034, America will have more adults 65 or older than children under 18. Age-friendly communities encourage and benefit from diverse citizen engagement by including residents in a process to identify the community's needs, and develop and implement an action plan to address those needs. The benefits of an age-friendly city for older adults are significant. It fosters a more inclusive, supportive, and vibrant community, improving accessibility, enhancing social connections, and creating a more sustainable and resilient community. This designation is a testament to the commitment to create an environment where older adults can thrive and continue to contribute to the community.

The network aims to enable cities and communities worldwide to become increasingly age-friendly by developing innovative policies, projects, and programs that demonstrate evidence-based solutions based on eight domains. *This plan includes an added domain related to emergency services that does not play a part in the original eight domains. This domain focuses on ensuring that the older population is well prepared and supported during emergencies.*

AGE-FRIENDLY DOMAINS





DOMAIN 1: Outdoor Spaces and Buildings

An age-friendly community focuses on creating physical environments that are accessible, safe, and conducive to active aging. The natural surroundings outside play a crucial role for older adults' physical and mental capacity. Promoting an environment where older adults can continue to participate fully in community life, maintain their health and well-being, and live independently for as long as possible is essential. Some critical features to explore in this domain for an age-friendly community include, but are not limited to:



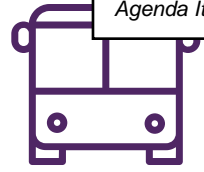
Accessibility: Public spaces and buildings should be easily accessible to older adults, including those with mobility issues or disabilities. Outdoor spaces and buildings need to be safe and clean. Examples include readily available, accessible elevators, ramps, and stairs.

Safety and Security: Buildings and outdoor spaces must be safe and secure. Good lighting, clear signage, non-slip pavements, and even sidewalks are needed to reduce the risk of falls and accidents.

Public Facilities: The availability of public toilets, seating, and rest areas is essential for older adults. These facilities should be allocated throughout the city and maintained to accommodate their needs.

Walkability: Outdoor spaces should encourage walking by providing well-maintained sidewalks, pedestrian crossings with sufficient crossing times, and traffic-calming measures. Both visual and audio cues should be integrated to enhance safety. Green spaces and parks should be spacious, available, clean, and have comfortable seating.

Inclusive Design: Urban planning and building design should consider the needs of older adults from the outset, incorporating features that enhance comfort, safety, and usability for people of all ages. Providing bicycle paths and pedestrian walkways should be separate from each other. In addition, pedestrian crossings should be safe, well-lit, and allow significant time to cross. Traffic enforcement and education are essential to maintain safety for pedestrians and drivers.



DOMAIN 2: Transportation

Age-friendly communities need affordable, convenient, safe, and accessible modes of transportation to maintain and enhance their independence. Transportation is a critical influence on active aging, and it affects social participation and access to essential community resources. Some critical features to explore in this domain include:

Accessible Public Transportation: Public transit systems should be designed to accommodate the needs of older adults, including those with mobility impairments.

Affordable Transportation Options: Transportation should be affordable for older adults, often including discounted fares or subsidies for seniors. This ensures that transportation is available for everyone.

Safe and Comfortable Transit: Safety in transportation involves well-lit and secure bus stops and transit stations, clear signage, and reliable and readable schedules. Transportation should also be available on night, weekends and holidays. Comfort is enhanced by providing shelter, seating, and protection from the elements at transit stops.

Availability of Various Transport Modes: There should be a range of transport options available, such as buses, trains, and shuttles, which can accommodate different needs. Paratransit or community-based transport can provide door-to-door service for those with more severe mobility issues. Alternate modes of transportation such as taxis, or on demand ride options like Uber and Lyft, should be accessible and affordable, and drivers should be patient and courteous. Transportation must be convenient for residents to utilize, and destinations must be widespread, including libraries, community centers, grocery stores, parks, health care facilities, and pharmacies.

Walkable and Safe Streets: Ensuring that streets are safe and walkable includes having well-maintained sidewalks, pedestrian crossings with adequate crossing times, and traffic-calming measures. Roads are well maintained, have good lighting, and are free of obstructions. Drivers are courteous and obey traffic laws.

Information and Education: It is crucial to provide clear and easily accessible information about transportation options, routes, schedules, and how to use them.





DOMAIN 3: Housing

An age-friendly community needs safe, affordable, and convenient housing that allows older adults to live comfortably and independently for as long as possible. Housing is essential to the security and well-being of the community. It is critical to enable residents to age in place with dignity and comfort. Some important features to explore in this domain for an age-friendly community include:

Affordability: Housing should be financially accessible to older adults, ensuring they can afford to live in suitable homes without experiencing financial strain. Maintenance services should be affordable, and there needs to be reliable and qualified personnel to assist.

Accessibility and Adaptability: Various housing options should be available, such as single-family homes, multi-dwelling units (senior and intergenerational), accessory dwelling units (ADUs), condominiums, and assisted living options. Homes should be designed or modified to accommodate the physical needs of older adults.

Safety and Security: Ensuring that housing environments are safe is crucial. Neighborhood safety, with secure and well-maintained surroundings, is also a consideration.

Proximity to Services: Housing should be located near essential services such as medical facilities, grocery stores, public transportation, senior centers, community centers, and libraries.

Support Services: The availability of home-based support services, such as home health care, housekeeping, and meal delivery, is essential for enabling older adults to live independently. Intergenerational housing can assist older adults and help with social participation and isolation.





DOMAIN 4: Social Participation

An age-friendly community needs affordable and accessible activities and opportunities for social interaction and engagement for people of all ages, abilities, and cultures. Some essential features to explore include:

Accessible and Affordable Activities: Social, cultural, and recreational activities should be affordable and accessible to all older adults. This includes providing venue transportation options and ensuring the activities are affordable.

Variety of Activities: A wide array of programs and activities must address various interests. This includes a wide range of events and activities to appeal to a diverse population, and encourage the participation of people of different cultural backgrounds and different ages.

Intergenerational Opportunities: Promoting intergenerational activities can help bridge the gap between different age groups, fostering mutual understanding and respect. This can include shared community projects, community and school programs, and family-friendly events.

Community Support: Encourage community organizations and local governments to support social participation for older adults through funding and community room usage. Partnerships between nonprofits and businesses can also enhance the reach of available activities.





DOMAIN 5: Communication and Information

An age-friendly community has timely information and multiple sources, is multilingual, covers various topics, and is distributed widely throughout the community. Providing an opportunity to stay connected with events and essential information is necessary to maintain a quality of life. This domain includes several key components:

Accessible Information: Information should be available in multiple formats to accommodate different needs and preferences. This includes printed materials, large print, television captions, audio formats, and digital platforms. It is also essential to ensure that online information is accessible, and residents are educated on using technology to access information.

Clear and Understandable Content: Information should be simple, concise, and easy to understand. Visual aids, such as diagrams, graphs, and pictures, can also enhance understanding.

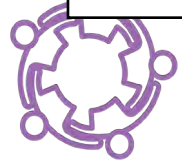
Regular and Timely Updates: It is crucial to inform older adults with frequent informational updates. This includes information on community events, health services, public safety alerts, and other relevant news. Information should be disseminated frequently through various channels.

Inclusive Communication Channels: Utilizing a mix of traditional and modern communication methods ensures that information reaches a broad audience. This includes newspapers, radio, television, kiosks, community bulletin boards, newsletters, social media, and websites. Ensuring that older adults are aware of and can access these channels is critical.

Digital Literacy Support: Providing training and support to help older adults use digital technologies can enhance their ability to access information. This includes teaching them how to use computers, smartphones, and the internet safely and effectively. Community centers, libraries, youth advisory committees, and senior organizations often play a role in offering these resources.

Responsive Services: It is essential to establish responsive communication channels where older adults can ask questions and seek assistance. These may include helplines, customer service centers, concierges, and support services. It is also essential to ensure that staff are trained to be patient and supportive when interacting with older adults.





DOMAIN 6: Respect and Social Inclusion

To enhance their well-being, older adults must feel included, valued, and respected in their community. Intergenerational interactions can be beneficial in understanding generational differences. The community shows acceptance of older adults regardless of gender, religion, economic status, cultural background, or race. An age-friendly community explores the following features:

Positive Attitudes Towards Aging: It is crucial to encourage favorable perceptions of aging and counter-ageism. This involves public awareness campaigns and education highlighting older adults' contributions.

Inclusive Community Activities: Creating opportunities for older adults to participate in community activities and events helps promote social inclusion.

Intergenerational Opportunities: Facilitating interactions between different generations can foster mutual respect and understanding. Intergenerational programs in schools, workplaces, and community centers can help bridge the gap between young and old, creating a more cohesive community that socializes and works together.

Recognition of Contributions: It is essential to acknowledge and celebrate the contributions of older adults to their families, communities, and society. Recognizing older people in their community for their past and present contributions is crucial to increasing self-esteem. This can be done through awards, public recognition events, and media stories highlighting their achievements and roles.

Involvement in Decision-Making: Including older adults in decision-making processes, especially those affecting their lives, ensures their voices are heard and respected. This can be achieved through advisory boards, commissions, and community boards.





DOMAIN 7: Civic Participation and Employment

An age-friendly community values the intellect and experience of older adults and their contributions to public decision-making for the betterment of their community. Older adults need to enhance their sense of purpose, belonging, and economic security, which can improve their overall well-being. Some critical elements to explore include:

Employment Opportunities: It is crucial to create and support employment opportunities for older adults. This includes promoting flexible work options, part-time jobs, and age-friendly workplace practices. Employers should be encouraged to value the experience and skills of older workers, and provide education and training to expand their skills so that older people can stay and/or return to the workforce.

Volunteerism: Encouraging volunteer activities in both public and private sectors allows older adults to contribute to their communities, stay active, and maintain social connections. Volunteer programs should be well-publicized in multiple venues and locations.

Supportive Environments: Creating environments that support community participation and employment involves removing barriers and providing resources. This includes ensuring transportation to work and volunteer sites, accessible buildings, and supportive legislative policies that accommodate the needs of older adults.

Recognition and Incentives: Recognizing the contributions of older adults in the workforce and volunteer roles can motivate continued participation. This includes awards, public acknowledgments, and other forms of recognition.





DOMAIN 8: **Community Support and Health Services**

An age-friendly community provides adequate access to a wide array of healthcare services that maintain, enhance, and restore health. Some critical features to explore in this domain include:

Accessible Health Services: Health services should be accessible to older adults, both physically and financially. Care delivery needs to coordinate services across different providers and sectors to help ensure that older adults receive holistic care tailored to their needs.

Community-Based Supports: Access to community-based support services, such as home care, meal delivery, and transportation services, enables older adults to live independently for longer.

Support for Caregivers: It is crucial to recognize and support the role of informal caregivers, such as family members and friends. This includes facilitation of: providing respite care, training, and resources to help caregivers manage their responsibilities effectively, and care for themselves physically and mentally.

User-Friendly Information: Clear, simple, and accessible information about available health and social services is essential. Older adults should know the available services and resources and how to access them. Information should be disseminated through various channels to reach as many people as possible.





Action Plan

The Age-Friendly Action Plan is a five-year framework developed by communities to create environments supporting older adults' good quality of life while aging. It acts as a roadmap for communities to develop policies and implement projects to make a city a better place to age gracefully, thrive, and be independent.

In developing an action plan, the city connected with its residents in many ways. The city was initially age-friendly certified through the World Health Organization in 2011. The Senior Commission applied in June 2011. Some of the overarching goals included developing mechanisms to involve older people through the age-friendly cities cycle, developing a baseline assessment of the age-friendliness of the city, establishing a summary of findings of the Age-friendly Cities Health Trust Sponsored Qualitative Assessment, and developing a three-year city-wide action plan based on the findings of this assessment.

The City Councils of Los Altos and Los Altos Hills charged the Senior Commission to accomplish some of the above mentioned goals. The commission advised both councils on senior needs and issues, recommended programs and resources for seniors, and gathered information from the senior community. The Senior Commission consists of nine members: six from the city of Los Altos and three from the town of Los Altos Hills.

The Senior Commission developed a "soft" survey, approved by both councils, and mailed approximately 4,500 questionnaires to residents 55 and older in January 2011.

ACTION PLAN INTRODUCTION (continued)

The commissioners then entered data, and the comments were analyzed with an emphasis on recurring themes. The questionnaire illustrated that seniors have much to say about their perception and desire to develop an age-friendly community. The top five concerns identified by the questionnaire included:

- Transportation.
- Aging in place in their community.
- Updating the senior center.
- Keeping active physically and mentally, in addition to meeting needs related to emergency preparedness.

In addition to the baseline assessment undertaken by the survey, the Health Trust Foundation hired a small group of graduate students in Gerontology to compile an inventory of resources on age-friendliness and opportunities for improvement.

The city of Los Altos has accomplished many age-friendly projects from 2011 to its present date. The Senior Commission, alongside city staff and other stakeholders, assisted in the project to demolish the old community center and build a new community center that included programming and dedicated services for older adults. The Senior Commission also continues to advise both Los Altos Hills and the city of Los Altos regarding senior issues. They continue to gather information from the senior community and assist in recommending, planning, and promoting programs, services, and resources. City staff, in collaboration with the Senior Commission, continue to expand programming to meet the goals of the eight domains.

The city of Los Altos Adult 50+ Program has continued to focus on providing programs, activities, and services. It is geared toward providing accessible transportation, inviting outdoor spaces, quality community and health services, volunteer opportunities, and access to recreation/social activities, as evidenced by its expansive quarterly activity guide.

Club 55, a monthly outdoor pop-up nightclub for Los Altos and Los Altos Hills residents aged 55 and over, takes place in the Community Center Grand Oak Room and courtyard between May and October. Club 55 began as a project of Los Altos Forward, a volunteer community group to promote the vibrancy of downtown.



ACTION PLAN INTRODUCTION (continued)

It was supported by donations at the door and was so successful that it now operates under the umbrella of the Adult 50+ Program. The city provides the space, facility attendants, and apply for the appropriate permits needed for the event.

A RideCare program was established in 2018, and the current AARP Driving License Renewal Study program encourages greater mobility. Contract classes are offered in education, card games, exercise, and program activities that promote productivity. In implementing and embracing the essence of age-friendly cities, the Los Altos Senior Commission has developed detailed and comprehensive work plans (2022-2024) which integrate the eight domains.

The city of Los Altos continues to move forward to implement their goal: “The mission of our city staff, council, commissions, committees, and volunteers is to foster and maintain the city of Los Altos as a great place to live and raise a family and continue living in a community that is healthy, vibrant, inclusive, diverse, accommodating and intergenerational.” In 2024, the city started working with the Center for Age-Friendly Excellence (CAFE) to undertake the project of developing an Action Plan. Los Altos needed to recertify as the American Association of Retired Persons (AARP) is now the nationally designated organization that certifies cities as age-friendly. The process involved distributing the AARP survey in the community (248 completed online and 68 completed by hard copy); creating a task force and three focus groups, conducting one town hall meeting, and interviewing multiple staff members. Center for Age-Friendly Excellence conducted the focus groups in April, and a town hall in May 2024.

The action plan will include goals, strategies, steps to accomplish goals, and partners accountable for the goals in relation to the eight domains categorized under the World Health Organization. Additionally, Los Altos has added a ninth domain to address emergency services. Goals will be measurable, and objectives will be based on the assessment and engagement findings. Strategies and actions will be incorporated to reach the overall aim of the goals. Action goals will be both short and long-term, in addition to identifying which departments, commissions, and partners will be responsible for oversight. Some other items may be long-term future needs, which will develop with new technology and growth.



ACTION PLAN INTRODUCTION (continued)

There will be a project spreadsheet for Council, staff, and the Senior Commission to refer to, monitor, and evaluate the **Los Altos Age-Friendly Projects 2025-28** over the next few years. Building partnerships, advocating for policy changes, and securing ongoing funding and support to sustain this action plan will be essential.

This document will evolve so that the City Council, staff, and residents can continually evaluate and change it to reflect the community’s ongoing needs. The projects mentioned throughout the action plan are purely suggestions and recommendations under the direction of the Council. An age-friendly action plan aims to create an inclusive community where older adults can thrive, retain independence, maintain all dimensions of their health, and enhance their quality of life.





An age-friendly community should have an outside environment which is clean, safe and well-maintained. In addition, adequate outdoor seating should be available in parks, open event space, and throughout the city. Sidewalks, roads and pavement should be well-designed, level, wide enough to accommodate wheelchairs, and be clear of any obstructions such as parked cars and trees.

SURVEY RESULTS

62% of respondents rated the community as fair to excellent in having sidewalks that are in good condition, safe for pedestrians, and accessible for wheelchairs or other assistive mobility devices.

64% of respondents rated the community as fair to excellent in having streets and intersections that are well-lit, accessible, and safe.

83% of respondents thought the community had a sufficient amount of benches for resting in public areas like parks, sidewalks and public buildings.

96% of respondents rated the community as fair to excellent in having well-maintained parks.

“We need more gathering places for our residents and also additional benches to rest and relax.”



GOAL: Provide a safe, clean, accessible, inviting and enjoyable city for all ages.

STRATEGIES

1 Utilize parks and open spaces to promote health wellness, relaxation, socialization, and programming opportunities.

a. Develop a park brochure which includes all park locations and amenities included at each park.

PARTNERS Senior Commission Community Volunteers PARC Commission	RESPONSIBLE STAFF Parks & Recreation IT Public Information Officer	TIME FRAME 6 Months to 1 Year	METRIC YES/NO (I/P*)
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b. Work collaboratively with Parks, Arts, Recreation and Cultural Commission (PARC) to support senior use/age-friendly programming. Hold a joint meeting between Council, Senior Commission, PARC Commission to collaborate with the public to survey and prioritize open space programming.

PARTNERS Council PARC Commission Senior Commission Community Volunteers	RESPONSIBLE STAFF Parks & Recreation	TIME FRAME 6 Months to 1 Year	METRIC YES/NO (I/P)
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c. Develop a senior ad hoc subcommittee to discuss and research more comfortable seating, “Age-Friendly Furniture”, for parks and other open space areas in the downtown. Encourage inclusion of age-friendly equipment when renovating parks.

PARTNERS Senior Commission PARC Commission Community Volunteers	RESPONSIBLE STAFF Parks & Recreation Public Works	TIME FRAME 6 Months to 1 Year	METRIC YES/NO (I/P)
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* I/P: In Progress

Please refer to Appendix A for extensive recommendations contained in the projects spreadsheet. The goals and strategies described here and in the following domains are just a quick overview of potential projects and options.



GOAL: Provide a safe, clean, accessible, inviting and enjoyable city for all ages.

STRATEGIES (continued)

- d. Upgrade Grant Park. Consider improvements related to having hot water, HVAC, ADA improvements, painting, electrical upgrades and other cosmetic improvements.

<p>PARTNERS Senior Commission PARC Commission Community Volunteers</p>	<p>RESPONSIBLE STAFF Parks & Recreation Public Works Finance</p>	<p>TIME FRAME 2-3 Years</p>	<p>METRIC YES/NO (I/P)</p>
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2 Promote pedestrian safety among older adults in the community.

- a. Survey and develop a walking audit where older residents assess pedestrian safety components such as uneven sidewalks, signage blockage from tree branches, ADA accessibility, potential crosswalk improvements, and lack of lighting. (Consider restrictions under the Dark Skies Ordinance, and the potential of implementing a Neighborhood Assessment district related to sidewalk improvements.)

<p>PARTNERS Senior Commission Community Volunteers PARC Commission</p>	<p>RESPONSIBLE STAFF Public Works</p>	<p>TIME FRAME 1 Year</p>	<p>METRIC YES/NO (I/P)</p>
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- b. Work with community partners to provide educational seminars on pedestrian and bicycle safety in addition to the Vision Zero Program.

<p>PARTNERS Senior Commission Complete Streets Commission Police Schools Bike/Pedestrian Advisory</p>	<p>RESPONSIBLE STAFF Police</p>	<p>TIME FRAME 6 Months</p>	<p>METRIC YES/NO (I/P)</p>
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An age-friendly community should have accessible and affordable transportation options throughout the city. It is difficult to remain independent when transportation options are limited. Mobility education related to existing options such as the RideCare program need to be disseminated, and staff available to assist with technology and paperwork is essential.

SURVEY RESULTS

34% of respondents rated the community as fair to excellent in providing public transportation that is safe and stops at areas that are accessible to people of varying physical abilities.

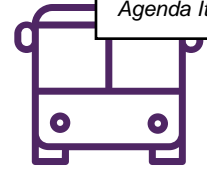
42% of respondents rated the community as fair to excellent in providing public transportation that is accessible and convenient.

74% of respondents rated the community as fair to excellent in enforcing the speed limit in their city.

92% of respondents surveyed drove themselves, followed by utilizing a ride source company such as Uber and Lyft, and relying on others to transport them.

93% of respondents rated the community as fair to excellent in providing traffic signs that are easy to read.

“I would like to see a shuttle run throughout our city with senior friendly hours: 10:00am-2:00pm; we definitely need more accessible transportation.”

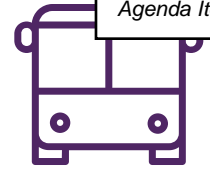


GOAL: Improve mobility options for older adults.

STRATEGIES

- 1** Educate older adults on various transportation resources; develop a centralized resource page that incorporates transit options. Develop an age-friendly page on the city website with a transportation resource subheading. Offer transportation workshops once or twice a year to connect older adults with transportation resources and options.
 - a. Increase distribution of RideCare Program information. Work on “Paper Angels” (staff to help with reimbursement forms). Documentation can sometimes be difficult and/or residents don’t know how to download forms and attach receipts. Consider developing a gift card system for the RideCare Program. <https://www.losaltosca.gov/parksrec/page/move-ridecare-program>
 - b. Utilize other modes of transportation such as RideCare, Avenidas, and Little House: <https://www.avenidas.org/programs/door-to-door/>
 - c. Share important resources:
 - i. Lyft concierge service at Little House (Community Center in Menlo Park): <https://1pvi.org/ridepvi/>.
 - ii. Santa Clara County Senior Mobility Guide: [Senior Program-VTA](#). Includes additional information related to Senior Clipper cards, Accessibility and ACCESS Paratransit.
 - iii. [Go Go Grandparent](#) at (855) 464-6872 does something similar to door-to-door and schedules rides for residents using Lyft and Uber.
 - iv. [VTA ACCESS Paratransit program](#)
 - v. Senior Nutrition Programs, in which bus passes and other transportation options are available for people who qualify through the Elder Index and need transportation to senior nutrition programs: <https://socialservices.sccgov.org/food-assistance/senior-nutrition-program/transportation-services>.
 - vi. Transit Resource: [VTA First-Time Transit Rider Guide](#)

<p>PARTNERS Avenidas VTA Aging and Adult Services Planning Commission Complete Streets Commission Senior Commission</p>	<p>RESPONSIBLE STAFF Public Works Parks & Recreation</p>	<p>TIME FRAME 6 Months</p>	<p>METRIC YES/NO (I/P)</p>
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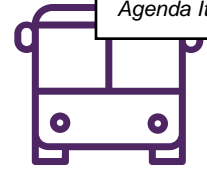
GOAL: Improve mobility options for older adults.

STRATEGIES (continued)

- 2** Look at ways to partner with cities to provide transportation options.
 - a. Develop a volunteer driving program to take residents to their destinations in the city (research Brisbane Village Helping Hands Program): <https://brisbanevillage.org/faq/>.
 - b. Research the possibility of partnering with neighboring cities to develop a pilot shuttle system. Develop age-friendly hours for the shuttle to run from 10:00am-3:00pm. Research best options for a potential loop within the city that would be most beneficial for residents.

<p>PARTNERS Technology Companies County of Santa Clara Los Altos Hills Mountain View Palo Alto Planning Commission Complete Streets Commission Senior Commission City of Brisbane</p>	<p>RESPONSIBLE STAFF Public Works Parks & Recreation</p>	<p>TIME FRAME 2-3 Years</p>	<p>METRIC YES/NO (I/P)</p>
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GOAL: Improve mobility options for older adults.

STRATEGIES (continued)

- 3** Research the potential of senior safety zones and additional traffic safety and calming measures.
 - a. Investigate speed calming measures such as speed bumps, lights around stop signs, speed radar signs, and increased police presence at busy intersections.
 - b. Offer AARP Smart Driver Courses and Age Well, Drive Smart: Senior Driver education courses.
 - c. Research older adult safety zones with reduced speed limits close to senior/ community centers and retirement communities. Intertwine into Vision Zero document: [Senior Zones](#).
 - d. Increase police enforcement and incorporate technology to streamline duties.

<p>PARTNERS Senior Commission Complete Streets Commission Police Community Volunteers California Walks DMV AARP</p>	<p>RESPONSIBLE STAFF Public Works</p>	<p>TIME FRAME 2-3 Years</p>	<p>METRIC YES/NO (I/P)</p>
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Housing is essential to the safety and well-being of residents in a city. The cost of housing is a major factor influencing where older people want to live, work and maintain their quality of life. Multiple housing options need to be considered in a city, whether that is preserving existing safe housing structures, building new senior developments, or encouraging co-housing solutions. It is important to remember that housing be conveniently located near public transportation, health clinics, businesses, and day to day access to essential services.

“I want to age in place and stay in my home; it’s getting harder to do that because of affordability.”

SURVEY RESULTS

45% of respondents rated the community as a fair to excellent range in offering housing options for adults of varying income levels such as older active adult communities, assisted living, and communities with shared facilities and outdoor spaces.

78% of respondents rated the community as fair to excellent in providing home modification and repair contractors who are trustworthy and do quality work, in addition to being affordable.

92% of respondents thought it was very important or extremely important to live independently in their own home as they age.



GOAL: Provide resources and options for older adults to age in place, in addition to gathering input from residents on future housing policies.

STRATEGIES

- 1** Raise awareness and understanding of housing issues and opportunities.
 - a. Direct older adults to the newly added housing page on the city website: <https://www.losaltosca.gov/housing>.
 - b. Offer workshops on affordable housing options for older adults.
 - c. Publish affordable housing opportunities in the city e-newsletter and Town Crier.
 - d. Work with County of Santa Clara Housing Sharing Program: [Santa Clara County House Sharing Program](#) - (408) 325-5134.
 - e. Educate residents about ADU's; helps with intergenerational housing: [Accessory Dwelling Units](#).
 - f. Provide opportunities to ensure older adults are included in discussing housing issues.
 - g. Direct older adults to the Los Altos Housing Element which provides a comprehensive strategy for providing the production of affordable housing in the community: <https://www.losaltosca.gov/development-services/page/los-altos-housing-element>.

<p>PARTNERS Santa Clara County Housing Los Altos Affordable Housing Alliance Senior Commission Planning Commission</p>	<p>RESPONSIBLE STAFF Development Services</p>	<p>TIME FRAME 1 Year</p>	<p>METRIC YES/NO (I/P)</p>
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Partner with service providers to help seniors hire trusted repair providers.

- 2**
 - a. Work with Rebuilding Together Silicon Valley to utilize as a resource to provide affordable repairs and incorporate ADA improvements: <https://rebuildingtogethersv.org/>.

<p>PARTNERS Rebuilding Together Silicon Valley Heart of the Valley</p>	<p>RESPONSIBLE STAFF Development Services</p>	<p>TIME FRAME 6 Months to 1 Year</p>	<p>METRIC YES/NO (I/P)</p>
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An age-friendly community encourages social participation and social support which are strongly connected to good health and well-being throughout life. According to the Surgeon General’s Advisory, U.S. Surgeon General Dr. Vivek Murthy warns about the public health crisis that loneliness and isolation pose to the American public (*Our Epidemic of Loneliness and Isolation, 2023*). It is important to have affordable, accessible, inclusive and intergenerational activities for older adults to participate in. Integrating generations, cultures and communities encourage opportunities for participation by people of different ages and levels of ability.

“Our new community center is a treasure to this city, and is a wonderful gathering space to interact with each other.”

SURVEY RESULTS

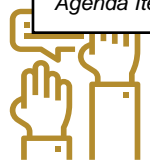
59% of respondents rated the community as fair to excellent in providing activities that involve both younger and older people.

69% of respondents thought the community rated as fair to excellent in providing a variety of cultural activities for diverse populations.

70% of respondents thought the community rated as fair to excellent in providing activities geared specifically toward older adults.

74% of respondents rated the community as fair to excellent in providing access to reliable and affordable in-home high speed internet services.

87% of respondents thought the community has conveniently located entertainment venues.



GOAL: Offer affordable and accessible events, programs, activities and opportunities for social interaction for all ages, cultures and abilities.

STRATEGIES

- 1** Develop and expand a broad spectrum of activities for people over the age of 50.
 - a. Continue to disseminate information related to the Adult 50+ Program.
 - b. Conduct a citywide survey to find out what hours and programs reflect people’s interests, and determine duplications and gaps in services being offered.
 - c. Consider adding programs/workshops related to retirement, end of life care, topics related to being empty nesters, cooking, various speaker series, support groups for recently widowed and divorced, and field trips.

<p>PARTNERS PARC Commission Senior Commission Faith Based Organizations</p>	<p>RESPONSIBLE STAFF Parks & Recreation Library Public Information Officer</p>	<p>TIME FRAME 1 Year+</p>	<p>METRIC YES/NO (I/P)</p>
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- 2** Encourage generations to feel connected and promote intergenerational programs.
 - a. Have the younger generation interact with older adults at senior luncheons during the summer.
 - b. Publicize the Call a Friend Line California: (800) 971-0016 - ioaging.org/services/friendship-line.
 - c. Schedule family nights with open seating at large tables and have board games available.
 - d. Facilitate one-on-one mentoring/support, companionship, and space for seniors to tell their stories and exhibit their generational wisdom.

<p>PARTNERS Senior Commission PARC Commission Schools Faith Based Organizations Youth Commission</p>	<p>RESPONSIBLE STAFF Parks & Recreation Library</p>	<p>TIME FRAME 6 Months to 1 Year</p>	<p>METRIC YES/NO (I/P)</p>
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GOAL: Offer affordable and accessible events, programs, activities and opportunities for social interaction for all ages, cultures and abilities.

STRATEGIES (continued)

- 3** Improve communication about programs and events.
 - a. Disseminate information in multiple languages.
 - b. Disseminate information both printed and electronically.
 - c. Partner with schools and Youth Commission to offer more tech classes, and increase interpersonal connections.
 - d. Improve outreach to people at risk of social isolation.

PARTNERS Senior Commission Youth Commission Schools	RESPONSIBLE STAFF Parks & Recreation Library Public Information Officer	TIME FRAME 1 Year	METRIC YES/NO (I/P)
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An age-friendly community offers multiple modes of communication to help residents stay connected with events, and receive practical information in a timely manner in order to manage life and meet personal needs. Information is accessible and available to all ages and is inclusive. It is important to provide more information targeted to older people through newspapers, newsletters, bulletin boards and television; understanding that many people don't own a smartphone, have a reliable WiFi connection, or feel comfortable with technology.

SURVEY RESULTS

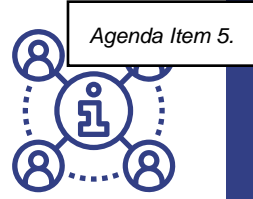
30% of respondents rated the community as fair to excellent on providing community information in a number of different languages.

55% of respondents rated the community as fair to excellent in providing access to community information in one central source.

74% of respondents rated the community as fair to excellent in providing access to reliable and affordable in-home high-speed internet.

79% of respondents rated their community as fair to excellent in providing access to computers and the internet in public spaces such as libraries, senior community centers or government buildings.

“We have to remember not everyone owns a computer or has the internet; we need to have as many modes of disseminating information as possible.”



GOAL: Provide clear and concise information that is timely, multilingual, utilizing multiple sources and distributed throughout the whole community, in addition to a centralized location.

STRATEGIES

- 1** Increase outreach to the senior community and develop an age-friendly resource page.
 - a. Make printed information more accessible and encourage residents to sign up for eNotify. <https://www.losaltosca.gov/subscribe> - Sign up for the Senior Center Spotlight Newsletter.
 - b. Place flyers at high pedestrian traffic areas such as coffee shops, popular restaurants, library, community center, parks, and faith based organizations.
 - c. Develop an “Age-Friendly Corner” on the city website which includes health resources, transportation options, city events, department activities, nutrition resources, job and volunteer opportunities.
 - d. Develop a concierge service that reaches out to community members to see if they need resources, and assistance with resources geared toward older adults.
 - e. Disseminate information in a variety of formats both print and electronic formats. This may include installing electronic boards, disseminating flyers in multiple languages, installing kiosks, and distributing information at the Farmers’ Market.
 - f. Raise awareness of existing programs and events through print and online dissemination. *(Refer to Appendix B)*
 - g. Create a communications task force to examine how to improve communication throughout the city.

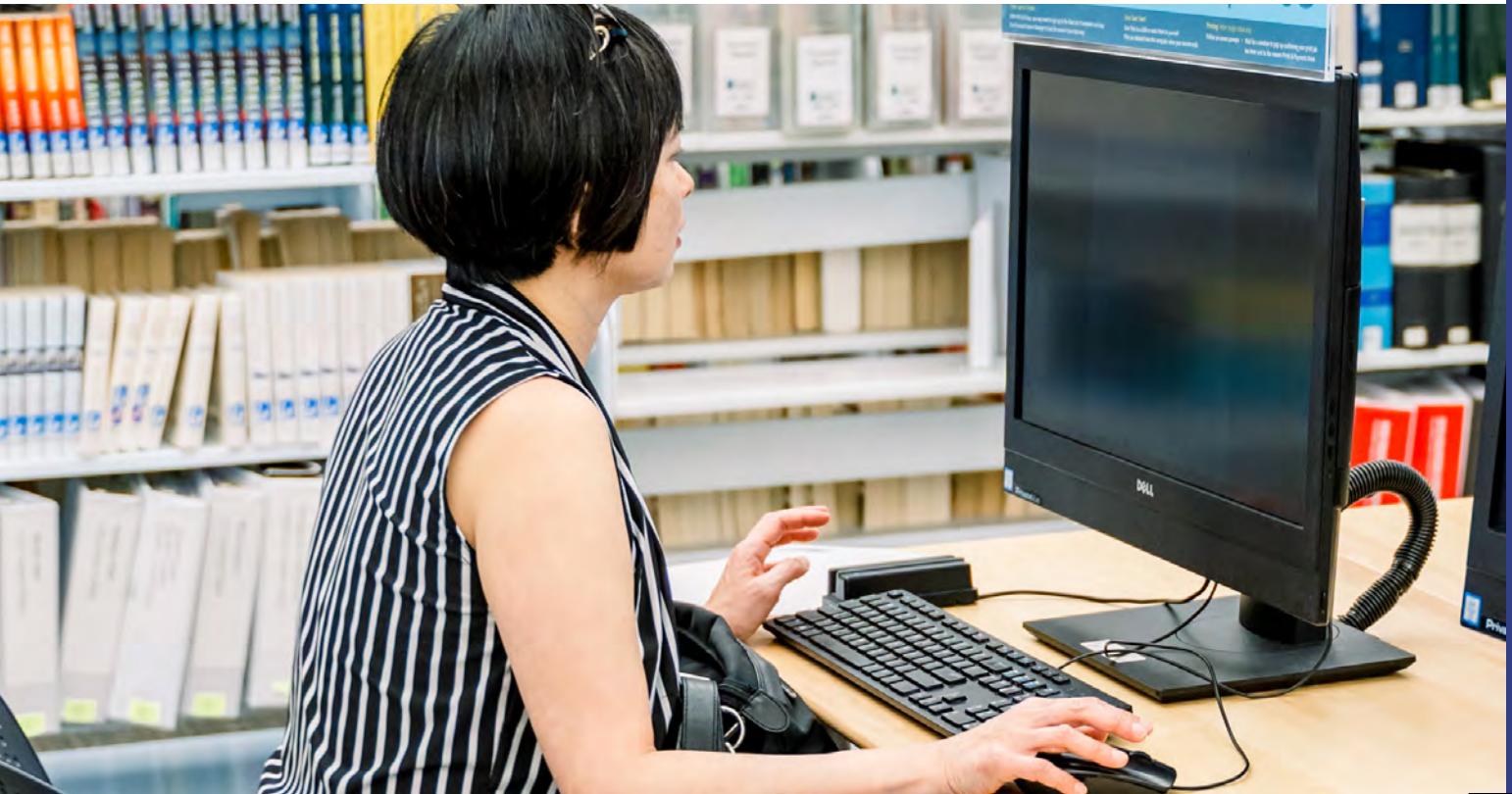
<p>PARTNERS IT Library Senior Commission Community Volunteers Schools Faith Based Organizations</p>	<p>RESPONSIBLE STAFF Parks & Recreation</p>	<p>TIME FRAME 6 Months to 1 Year</p>	<p>METRIC YES/NO (I/P)</p>
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GOAL: Provide clear and concise information that is timely, multilingual, utilizing multiple sources and distributed throughout the whole community, in addition to a centralized location.

STRATEGIES (continued)

- 2** Increase access to technology through programs and resources.
 - a. Have the Youth Commission offers tech assistance to older adults twice a month.
 - b. Have youth assist older adults to sign up for eNotify and AlertSCC.
 - c. Coordinate and promote technology programs at the library.
 - d. Consider re-designing a website so it is user-friendly for older adults.
 - e. Provide translation capability and instructions on the city website.

<p>PARTNERS Youth Commission Senior Commission Community Volunteers Public Information Officer</p>	<p>RESPONSIBLE STAFF Parks & Recreation Library</p>	<p>TIME FRAME 6 Months to 1 Year</p>	<p>METRIC YES/NO (I/P)</p>
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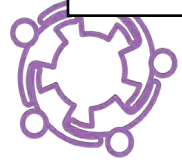
An age-friendly community offers an environment that is friendly, respectful and courteous. Engagement of older adults is encouraged, and it is important to focus on training service providers to understand how they can better respond to the needs of older people.

SURVEY RESULTS

90% of respondents rated the community as good to excellent in being a place for people to live as they age.

“Our opinions are important here; this was proven with all our feedback related to the community center.”





GOAL: Ensure that older adults remain engaged in their community, and provide an environment that is inclusive and serves the diverse needs of the community.

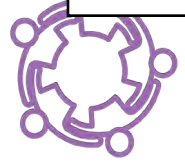
STRATEGIES

- 1** Offer opportunities that encourage cultural arts and events which celebrate diversity.
 - a. Create and support a diverse community that identifies as Los Altos, and supports its citizens. Survey a diverse array of residents to develop a calendar of cultural events throughout the year.
 - b. Train staff to be more culturally responsive and sensitive.
 - c. Expand current English classes (ESL and Conversation Club is offered through the library so people can practice their English once a week).
 - d. Have event flyers in multiple languages.
 - e. Offer a cultural food event where restaurants donate a wide variety of food for the community to enjoy.

<p>PARTNERS Community Volunteers Senior Commission Chamber of Commerce Downtown Businesses Translators All Staff</p>	<p>RESPONSIBLE STAFF Library Parks & Recreation</p>	<p>TIME FRAME 6 Months to 1 Year</p>	<p>METRIC YES/NO (I/P)</p>
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- 2** Expand programs to reach isolated seniors and/or homebound residents.
 - a. Make social activities available to homebound residents by hosting online and in-person community events.
 - b. Establish a partnership with high schools to have students visit homebound seniors and develop friendships.
 - c. Encourage homebound seniors to sign up through www.eldera.ai to connect with younger generations, and establish weekly virtual conversations and activities.

<p>PARTNERS Community Volunteers Senior Commission Schools</p>	<p>RESPONSIBLE STAFF Parks & Recreation Library</p>	<p>TIME FRAME 1 Year</p>	<p>METRIC YES/NO (I/P)</p>
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GOAL: Ensure that older adults remain engaged in their community, and provide an environment that is inclusive and serves the diverse needs of the community.

STRATEGIES (continued)

3 Continue to offer intergenerational programs and opportunities.

- a. Change the image of “senior” or elderly to reflect what those, 50 and older, have to offer to the community. Consider them “The Wisdom Generation.” This empowers this demographic to maintain dignity even if they have physical limitations.
- b. Have the Youth and Senior Commission work together and offer intergenerational opportunities.

<p>PARTNERS Youth Commission Senior Commission</p>	<p>RESPONSIBLE STAFF Parks & Recreation</p>	<p>TIME FRAME 1-2 Years</p>	<p>METRIC YES/NO (I/P)</p>
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An age-friendly community offers employment and volunteer opportunities for older people to thrive and remain actively involved. Volunteering can help people stay healthy and live longer. Older people would like to have more opportunities to volunteer, and work toward jobs that are better tailored to their needs and interests. This could also lead to efforts to encourage civic participation.

“It’s important to feel wanted and productive. Being able to volunteer gives me a sense of belonging.”

SURVEY RESULTS

22% of respondents rated the community as fair to excellent in providing flexible job opportunities for older adults.

67% of respondents rated the community as fair to excellent in having opportunities for older adults to participate in decision-making bodies such as community commissions or committees.

79% of respondents rated the community as fair to excellent in providing a range of volunteer activities to choose from.

80% of respondents thought it was somewhat likely to extremely likely they would continue to work as long as possible, rather than choosing to retire.



GOAL: Promote and increase opportunities to provide employment and volunteer options.

STRATEGIES

- 1** Create a centralized location to post employment and volunteer opportunities.
 - a. Set up a centralized location both on the website, and a bulletin board to post job and volunteer opportunities.
 - b. Work with nonprofit organizations and Chamber of Commerce to advertise job and volunteer options. Increase opportunities for volunteer activities such as “Compassion Week”.
 - c. Arrange transportation for volunteers who are helping with city events.
 - d. Hold a job and volunteer fair. Have tables representing local nonprofits, city commissioners and any other entities that need volunteers.

- 2** Engage seniors in local government.
 - a. Encourage council members to have “Coffee with Council” on a rotation basis, have two council members set up a booth at the Farmers’ Market and talk with community members.
 - b. Develop a senior civics academy program to engage residents in order to foster civic leadership and improve Los Altos resident’s knowledge and understanding of the functions and responsibilities of local government. The academy is a way for seniors to become involved in their community. There is an opportunity to meet city leaders, staff, and department heads. Residents can learn how the city makes decisions and tackles challenges by listening to presentations and participating in interactive activities. It is an opportunity to learn about commissions and advisory groups where residents may want to volunteer to serve.
 - c. Encourage older adults to apply for commissions.

<p>PARTNERS Senior Commission Council Members Chamber of Commerce Nonprofit Organizations PARC Commission Friends of the Library</p>	<p>RESPONSIBLE STAFF Parks & Recreation Human Resources</p>	<p>TIME FRAME 2-3 Years</p>	<p>METRIC YES/NO (I/P)</p>
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Community Support and Health Services



An age-friendly community provides affordable and accessible healthcare for all. Health care and support services are essential and vital to maintaining health and independence in the community. There needs to be a sufficient number of caregivers and health personnel at all levels to provide care for all.

SURVEY RESULTS

35% of respondents rated the community as fair to excellent in offering a service that provides people to help seniors easily find and access health and supportive services.

66% of respondents rated the community as fair to excellent in providing affordable fitness activities specifically geared towards older adults.

90% of respondents rated the community as fair to excellent in having respectful and helpful hospital and clinic personnel.

92% of respondents rated the community as fair to excellent in providing well-maintained hospitals and healthcare facilities.

“We are lucky to have phenomenal hospitals, but we need more health education, and caregivers to take care of people who understand the important health concerns of seniors.”



GOAL: Provide services and programs to support older adults’ ability to age in place, and experience a good quality of life.

STRATEGIES

- 1** Increase awareness of services and programs in Santa Clara County, especially related to Aging and Adult Services.
 - a. Provide and disseminate information and resources related to transportation, housing, nutrition and health. *(refer to Appendix B)*
 - i. <https://mysourcewise.com/programs-services/information/>
 - ii. <https://mysourcewise.com/resource-connection/>
 - iii. https://stgenssa.sccgov.org/debs/documents/SCC_Community_Resource_Guide.pdf
 - iv. <https://www.csacares.org/>
 - v. <https://ssa.santaclaracounty.gov/departments/department-aging-and-adult-services/resources-older-adults>
 - vi. <https://socialservices.sccgov.org/food-assistance/senior-nutrition-program>
 - vii. <http://scclld.org/community-resources/>

- 2** Increase partnerships with local hospitals and clinics.
 - a. Identify services, health services and other resources needed by older adults, and refer residents to programs which would be beneficial for both their physical and mental well-being.
 - b. Have a health fair once a year and offer health prevention classes through the Community Center.
 - c. Have a booth at the Farmers’ Market that would offer free blood pressure checks. Work in partnership with Santa Clara County.
 - d. Hold educational series on various health related topics such as symptoms of stroke, cardiac disease, good nutrition, and diabetes.

<p>PARTNERS Stanford Hospital El Camino Hospital Local Clinics Nonprofit Organizations Aging and Adult Services</p>	<p>RESPONSIBLE STAFF Parks & Recreation</p>	<p>TIME FRAME 2-3 Years</p>	<p>METRIC YES/NO (I/P)</p>
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ADDITIONAL DOMAIN:
Emergency Services



The city of Los Altos is committed to preparing, responding, and recovering from emergencies. Residents are encouraged to be prepared—whether it is a small power outage or a natural disaster like an earthquake. It is important to: know what to do, where to go, what to bring and/or what to have on hand. It is vital that everyone, especially older adults, prepare to reduce the negative impacts of an emergency. Given the community’s concern about earthquakes, fires, and flooding, this domain is a good addition. Older adult residents want to be prepared and reduce the negative impacts of a disaster.

“I’m always worried about homebound people and that they will be forgotten during an emergency.”





GOAL: Educate and ensure older adults are aware and included in emergency preparedness operations.

STRATEGIES

- 1 Provide emergency preparedness training for older adults throughout the city.
 - a. Consider developing Neighborhood Network Directories throughout the city (would entail neighbors volunteering their contact information and possibly occupation). Neighbors with this information may be able to assist during an emergency.
 - b. Assess existing Block Action Teams program (BAT) and see which geographical areas need additional outreach. Consider combining with Neighborhood Network and Resilient Los Altos: [Resilient Los Altos](#).
 - c. Have police and fire departments work together to host a Public Safety Fair. One was held by the Police Department in 2023. This is an opportunity to have the Youth Commission assist older adults to sign up for AlertSCC, and disseminate information related to emergency to-go bags.
 - d. Develop an emergency checklist flyer to distribute to the community. Place in the water bill once a year. A current checklist exists on the city website: <https://www.losaltosca.gov/police/page/emergency-supply-kits>. In addition, include information related to Genasys (formally known as Zonehaven) and Cooling Centers. Have flyers in multiple locations and in multiple languages. Include this information in the e-newsletter and Town Crier. Consider placing it in the Parks & Recreation activity guide.
 - e. Encourage downtown businesses to donate materials needed to assemble emergency to-go bags.
 - f. Educate residents about predesignated facilities for evacuation, cooling centers, and low air quality days.
 - g. Continue education around fire safety and evacuation. Los Altos Hills offers presentations regarding fire safety and protecting people’s homes: [Fire Risk Reduction Programs](#).
 - h. Research additional evacuation education. Look into Hi-Lo evacuation sirens. May only be used to notify the public of an immediate evacuation in case of an emergency. Hi-Lo Time to Go: <https://www.countynewscenter.com/sheriff-mobile-hi-lo-siren-system-to-be-used-in-emergency-evacuations/>.



GOAL: Educate and ensure older adults are aware and included in emergency preparedness operations.

STRATEGIES (continued)

<p>PARTNERS Santa Clara County Fire Department County EMS Red Cross Los Altos Emergency Coordinator Los Altos Mountain View Foundation Community Volunteers/Physicians PG&E</p>	<p>RESPONSIBLE STAFF Police</p>	<p>TIME FRAME 1-2 Years</p>	<p>METRIC YES/NO (I/P)</p>
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2 Establish, promote and maintain emergency related programs and activities.

- a. Research the possibility of partnering with Fire/Police/Physicians and Los Altos Mountain View Community Foundation to develop a centralized list of homebound older adults and residents with disabilities.
- b. Encourage residents who rely on electric medical equipment to sign up with the PG&E medical baseline program: [Medical Baseline Program](#).
- c. Support LAHCFD in forming a pilot Neighborhood Helping Neighbors Program which would require collecting and compiling information from residents to have on file in case of an emergency.
- d. Research an At-Risk/Dependent Person Services program which offers families the opportunity to register their loved one who may be suffering from dementia, various disabilities, and Alzheimers. Refer to [At-Risk/Dependent Person Services](#) (Oxnard Police department).



GOAL: Educate and ensure older adults are aware and included in emergency preparedness operations.

STRATEGIES (continued)

<p>PARTNERS Public Information Officer Senior Commission Youth Commission Community Volunteers Chamber of Commerce Santa Clara County Fire Department Los Altos Hills Fire Department Block Action Captains Resilient Los Altos</p>	<p>RESPONSIBLE STAFF Police Fire</p>	<p>TIME FRAME 1-2 Years</p>	<p>METRIC YES/NO (I/P)</p>
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Almond Fire Station

Appendix A: AGE-FRIENDLY PROJECTS TO CONSIDER

**“Age is simply the number of years
the world has been enjoying you”**

- Brightwater

Los Altos Age Friendly Projects: Los Altos Age Friendly Projects 2025-28

This spreadsheet will guide staff, Council and the community to more specific implementation options and resources; in addition to serving as a roadmap and guide moving forward in developing a community that addresses the unmet needs of all residents.



Appendix B:

CURRENT AGE-FRIENDLY PRACTICES

As part of the age-friendly action plan process, interviews were conducted with a variety of Los Altos staff across different departments. During this process, staff members had the opportunity to talk about current programs which relate to age-friendly policies and programs. Many of the departments have implemented age-friendly projects for all ages, and have verbalized their continual support in developing future projects through an older adult lens.



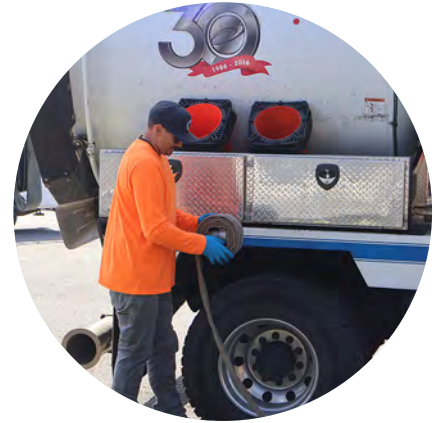
Age-Friendly Public Works

The Public Works department has completed many projects and tasks that benefit older adults through the maintenance and improvement of city facilities and infrastructure necessary to preserve the well-being of residents. On-going Public Works tasks include:

- Maintains the city’s sanitary sewer system through scheduled flushing and root foaming treatments to ensure functionality, reduce service interruptions, and preserve sewer main integrity.
- Manages the on-call spot repair contract for sewer mains, overseeing CCTV inspections and mainline and lateral repairs.
- Responds promptly to numerous sewer lateral calls and televises sewer laterals as necessary.
- Conducts customer service surveys following resident-reported sewer issues, with 95% expressing strong satisfaction (“Strongly Agree”) and 5% indicating satisfaction (“Agree”) regarding staff helpfulness, courtesy, timeliness, and professionalism.
- Responds to over a thousand Underground Service Alert (USA) monthly tickets.

Age-Friendly Public Works (continued)

- Conducts crack sealing of city streets to prevent asphalt deterioration and extend road lifespan.
- Responds to and repairs potholes within 24 hours of reporting.
- Cleans and inspects stormwater catch basins to mitigate localized flooding during severe weather events.
- Restores stormwater drainage functionality by trimming vegetation, clearing flowlines, and grading to ensure proper drainage into various ditches.
- Repairs streetlights in response to residents' reports and inspections.
- Replaces and installs decorative light standards for the downtown lighting improvements project.
- Installs solar lighting fixtures at various test sites to determine design and performance feasibility for the downtown lighting improvements project.
- Removes old-style waste receptacles and installs new decorative side-opening waste receptacles downtown.
- Removes litter daily in the downtown triangle to prevent polluting the storm drain system.
- Responds to and completes online community requests each year.
- Manages the Annual Fats, Oils, and Grease (FOG) Program.
- Oversees the capital improvement projects for sanitary sewer video inspection CCTV, CIPP corrosion rehabilitation, and sewer system repair as per the Sanitary Sewer Master Plan.
- Administers the Countywide Household Hazardous Waste Collection Program, ensuring resources for residents' hazardous waste disposal needs.
- Collaborates with Mission Trails Waste Systems (MTWS) and Cascadia to provide residents and businesses with free organic indoor/outdoor bins to comply with SB 1383.
- Manages the capital improvement project for annual street resurfacing.
- Implements citywide bicycle and pedestrian improvements along key corridors and school routes.
- Develops concept plans for the transportation improvement designs and hosts community meetings to collect feedback from



Age-Friendly Public Works (continued)

the public.

- Replaces damaged lighted crosswalks with a fully operational, double-sided LED audible system at selected locations.
- Replaces damaged and non-operational crosswalk systems with new Rectangular Rapid-Flashing Beacons (RRFB), solar-powered, double-sided LED audible systems at selected locations.
- Performs field inspection and evaluation of all lighted crosswalk and Radar Speed Sign (RSS) systems to determine locations that need immediate improvements.
- Continues to host quarterly advisory committee meetings, outreach and educational programs/events, and promotions through the Los Altos Safe Routes to School (SRTS) Program.
- Continues to manage annual street improvement projects. Some future projects include the San Antonio Road Complete Streets Project, and the El Camino Real Improvement Project for pavement rehabilitation and installation of new bike lanes.



Other Projects/Tasks:

- Maintain non-operational systems at uncontrolled crosswalks that are not a part of grant-funded projects.
- Complete the design and rehabilitation of the Fremont Avenue Pedestrian Bridge Rehabilitation Project.
- Remove barriers to provide ADA access to the Hetch Hetchy Trail.
- Continue to implement the regulations of the stormwater Municipal Regional Permit (MRP 3.0) Order adopted on May 11, 2022.
- Clean and inspect 1,350 city-owned stormwater catch basins to minimize localized flooding during severe weather events.
- Locate and clear vegetation from all stormwater outfalls in city creeks to minimize the risk of major flooding during severe storms.



Age-Friendly Library: Los Altos and Woodland

The Los Altos Library and Woodland Branch are a part of the Santa Clara County Library District, and serve all ages of the Los Altos, Los Altos Hills, and nearby unincorporated areas. The Los Altos Library aspires to be an inclusive space where everyone feels welcomed, supported in their lifelong learning, and energized to help evolve as a community. The main library is open 71 hours a week while the Woodland Branch is open 51 hours a week.

Programs and services, all free of charge, are available both in-person and online to meet the needs of the community. Patrons can get a free library card by visiting the library, or by getting a free eCard (<https://scclid.org/card-application/>). Library staff is available to assist with in-person needs, or support questions on the digital library. The website also has a service called Ask-a-Librarian, where patrons can communicate with a librarian when they are not inside a library building (<https://scclid.org/ask-a-librarian/>).

Library programs and services include: books, periodicals, newspapers, meeting pods, reference services, computers, laptops, printers, scanners, and WiFi (available inside and outside of the library building). The physical collection includes a wide array of resources: books, large print books, audiobooks, DVDs, CDs, newspapers, and magazines. The online collection (<https://scclid.org/online-library/>) is available 24/7 and includes: eBooks and eAudiobooks (Overdrive, Hoopla, cloudlibrary); magazines (Flipster); newspapers (Mercury News, New York Times, Wall Street Journal); research articles (Harvard Business Review, Consumer Reports); streaming movies and courses (Kanopy—Criterion Collection, Great Courses), TV, and eMusic ([Medici.tv](https://www.mediciv.com/)).

Age-Friendly Library: Los Altos and Woodland

(continued)

The library supports an age-friendly community by providing information on many different topics including: technology, housing, aging, connecting with other adults, veteran resources, employment, and health. The library's website has a section dedicated to seniors under Community Resources (<https://scclid.org/community-resources/>). Links are provided to the Santa Clara County Department of Aging and Adult Services, Institute on Aging, Sourcewise, Chinese Senior Health Resource guide, Meals on Wheels, Technology Help, and resources for veterans. In addition, the library provides several in-person programs and workshops on a variety of topics which include: travel, gardening, health, meditation, arts and crafts, book clubs, and aging. All programs are free to attend.

For those that want to use the library during early hours, the Woodland Branch has a program called Open Access. This program allows patrons to enjoy the library from 8am – 11am on Sunday, Tuesday, and Thursday. The self-service hours provide patrons with the opportunity to enjoy exclusive access to browse books, check out library materials, relax and read, or use the WiFi, computers, printers, and copy machines.

For patrons who have difficulty getting to the library due to family illness, injury, medical condition, or disability, the Library offers the BookDash Home Delivery service (<https://scclid.org/bookdash/>). This home delivery service delivers library materials to a qualified patron's front door. Patrons must complete an application to set up the service.

The Go Go Biblio (GGB) also facilitates mobile outreach to different community groups and events. The GGB is a mobile outreach vehicle that assists in bringing library services outside the library walls. Patrons can get library cards, check-out and check-in library materials.

The Los Altos Library also offers Passport Services for first time passports, replacement of passports, passport photo services, and more. Passport Services requires an appointment. Additional information can be provided by a librarian or viewed online (<https://scclid.org/passport/>).

Older adults also have the opportunity to volunteer at the library in a variety of ways. Opportunities include volunteering at the Los Altos or Woodland Libraries, The Reading Program, or with the Friends of the Library (<https://scclid.org/volunteer/>).





Age-Friendly City Manager’s Office and Economic Development

The city is actively making the downtown more accessible for individuals who may have difficulty navigating busy business districts by removing unnecessary items from the public right-of-way.

The restaurants downtown, in partnership with city staff and through the guidance of Council-adopted guidelines, are currently building permanent parklets that will provide decked structures for patrons to eat in, with secure concrete planters and metal railings for increased public safety.

In this fiscal year, the city has budgeted to survey all downtown parking plazas, and will create a plan for repaving parking plazas, in order to make downtown more age-friendly for individuals who drive, park, and walk through these spaces and areas.

Fortunately, the city received a grant from the state of California to go towards increased solar lighting and electric-bicycle parking in the downtown and civic center that will increase safety and allow individuals who may need the electrical assist of an electric bicycle to visit downtown.



Age-Friendly Development Services Department

The Development Services department works to improve the built environment of the city of Los Altos. The Development Services department specifically oversees all functions of Land Use which include: Building & Safety, Business Licensing, Code Enforcement, Housing, Land Development Engineering, Planning & Zoning, and Sustainability. As a part of the department's strategic plan, as set forth by the City Council, Development Services strives to create fair and equitable housing for all, which includes all ages and socioeconomics of the Los Altos community.

In related work, the Development Services department works at achieving the highest and best use of properties within the city and helps to integrate community priorities into all projects within Los Altos. Most recently, the city of Los Altos has been developing its own City-Standard Accessory Dwelling Unit (ADU) plans for the opportunity of all residents to permit and process the development of their own ADUs. Accessory Dwelling Units provide a unique opportunity for aging seniors to reside in their homes with the ability to have onsite care, or to downsize and remain in their lifetime homes.



Age-Friendly Los Altos Hills County Fire District

The Los Altos Hills County Fire District (the District) partners with several groups within the city of Los Altos. Our training manager, Victoria Bebee, collaborates with Resilient Los Altos, a volunteer organization focusing on emergency preparedness, and the Los Altos Hills CERT for preparedness training. Aside from the free classes offered to residents in emergency preparedness, basic First Aid, and fire prevention through SCCFD, the District has partnered with the Los Altos Police department to provide free Stop the Bleed training to the city's residents. The district also has monthly training open to residents from the city, preparing residents for natural hazards, emergencies, and basic personal preparedness that Los Altos residents attend. Marketing is another way that the District disseminates information to its residents.

The public knows the information, and we place ads in the Town Crier and various publications within the city of Los Altos.

Age-Friendly Police

The Los Altos Police department is dedicated to providing the highest level of professional service to the community, promoting positive interactions, and building strong community partnerships. Communication with our residents is a critical component of the community policing model we pursue. The Los Altos Police department regularly updates the community regarding crime trends, prevention tips, and other public safety news. Residents are encouraged to connect with us to receive these critical updates. This information is shared via social media like Facebook, Instagram, Twitter, Nixle, and

Age-Friendly Police (continued)

AlertSCC. We also share crucial information in the City Manager’s Weekly Update that residents can subscribe to. We are committed to expanding the reach of our messaging to our senior community that may not utilize technology regularly. This includes regular attendance at monthly senior luncheons hosted by the city, tabling at the Farmers’ Market, and disseminating critical information via the Town Crier newspaper.

The safety of our community is a shared responsibility between the Police department and our residents. Partnering together to prevent crime before it occurs is one way we can help ensure Los Altos remains a great place for seniors to live. The Los Altos Police department offers community crime prevention programs and services, including Neighborhood Watch, Vacation Home Checks, and Home Security Inspections. In addition, groups can request presentations on various topics, including crime prevention, identity theft, common scams, emergency preparedness, and Active Incident Response. We regularly conduct these presentations for HOAs, senior centers, medical facilities, and church groups.

The city of Los Altos partners with Resilient Los Altos, a volunteer organization focusing on emergency preparedness. In conjunction with Santa Clara County Fire, free classes are offered to residents on emergency preparedness, basic First Aid, and fire prevention. This critical information is also disseminated at various city-sponsored events, including but not limited to the Annual Public Safety Fair, Farmers’ Market tabling, and the Art & Wine Festival. The city of Los Altos is currently hiring a full-time Emergency Coordinator to address and expand the emergency service needs of the community.

We look forward to expanding the emergency preparedness program in the future, including enhancing the Block Action Team program for disaster response and developing a centralized homebound resident directory for proper resource allocation and support.





Age-Friendly Parks & Recreation Department

The Parks & Recreation department strives to enrich the Los Altos community through active participation in life-long learning, health and wellness, community involvement, and recreation activities and events. The department also serves the community by providing preventative and on-call maintenance to the city's parks, trees, outdoor and indoor facilities, fleet, and equipment.

The Recreation Division of the department offers programming for ages 50+ out of two locations at opposite geographic ends of the city, Grant Park and the Los Altos Community Center. Having two locations for 50+ programming creates a greater opportunity for participation by the target demographic that may have challenges finding transportation, or just find it rewarding to gather with others in their own neighborhood.

Most of the 50+ programming takes place at these two sites (Grant Park, Los Altos Community Center), although there are group excursions to a variety of bay area locations, in addition to pickleball at our gym located at Egan Junior High School. In the southeast end of the city, Grant Park consists of two buildings, and is open for senior drop-in and programming on Mondays and Wednesdays from 9am – 2pm. The Los Altos Community Center, which opened in 2021, is located in the north end of town, and has two designated spaces for 50+ programs, open Monday-Thursday from 9am – 2pm.

Age-Friendly Parks & Recreation Department (continued)

Here is a list of 50+ programs the city of Los Altos Parks & Recreation department offers:

Passport Program

The Parks & Recreation department has a program for adults 50+ that allows for a one-time annual payment for a membership, which provides free or reduced pricing for programs and trips. This Passport Program makes participating in 50+ programs easier, and encourages participation in future programming that are included.

Community Luncheon Program

The Adult 50+ Program hosts monthly, no cost lunches funded by the city to serve local area adults age 50 and older.

Cultural Exchange

The Adult 50+ Cultural Exchange Program invites local area seniors of any background to meet, exchange greetings, and develop cultural connections. The group meets regularly on the 2nd Tuesday of the month from 10:30am – 12pm at the Los Altos Community Center.

Excursions & Events

Staff works to provide appropriate and exciting excursions and special events throughout the year.

Services

The Adult 50+ Program coordinates a variety of activities and services including AARP tax consultations, technology tutoring, and a Health Insurance Counseling Program (HICAP).

Bocce Ball

The Los Altos Community Center has wonderful outdoor courts that opened with the Community Center in 2021.

Los Altos Community Center Bocce Ball Courts

Mondays - Thursdays, 9am – 1pm

Pickleball

Join your active adult 50+ peers for the recreational fun, camaraderie, and friendly competition of city gym pickleball!

Egan Junior High School

Mondays/Wednesdays, 6:30 - 9:30pm

Passport Program Members - Free

Ping Pong

Join the fun of ping pong, featured at Grant Park and the Los Altos Community Center.

Grant Park Community Center, Multi-Purpose Room

Mondays, 10:30am – 1pm

Los Altos Community Center, Grand Oak Room

Thursdays, 11:15am – 2pm

RideCare Program

Adult 50+ encourages adults to be more mobile and active within Los Altos and Los Altos Hills. We proudly administer the city's RideCare Program which can help reduce the heavy burden of taxi fees on older adults in this vibrant community. The program is a full ride reimbursement for Passport members that make eligible rides through on-demand ride services within the community.

Bridge

Los Altos Community Center, Cedar Room

Thursdays, 10am – 2pm

The Parks & Recreation department staff and Senior Commission are also in contact and/or active with 50+ resources within the community such as Sourcewise, County of Santa Clara and the Community Services Agency (CSA), just to name a few, and are always ready to facilitate those connections when requested.



Los Altos Community Center, Grand Oak Room

Appendix C: THE CITY OF LOS ALTOS



Los Altos is located in the heart of Silicon Valley in Santa Clara County, California. It is a city rich in history and development. Before European settlement, the area was inhabited by the Ohlone Native American people who lived in the region for thousands of years hunting, gathering, and fishing. Spanish explorers and missionaries arrived in the late 18th century, and the area became part of the land grant system under Spanish and later Mexican rule. Rancho San Antonio was one of the prominent ranchos that covered parts of what is now Los Altos.

The history of modern Los Altos started in 1906 when Paul Shoup, a Southern Pacific Railroad executive, formed the Altos Land Company with friends. One hundred forty acres were purchased between Palo Alto and Mountain View. In 1907, many prospective investors purchased the first town lots. The original site of sale is located near the intersection of Foothill Expressway and Main Street. The town's name gradually spread, and the unincorporated area was served by the Los Altos School District, which formed in 1910, and also includes Los Altos Hills.

Following World War II, Los Altos experienced significant growth. The post-war housing boom saw many new families moving to the area, attracted by its suburban charm and proximity to the burgeoning tech industry in nearby Palo Alto. Los Altos was incorporated as a city on December 1, 1952, and became the eleventh city in Santa Clara County. At the time of incorporation, it had a population of approximately 8,000 residents. Automobiles became the primary means of transportation rather than the train, so the Southern Pacific Railroad ceased operation in 1964.

The City of Los Altos (continued)

The Los Altos area was located in one of the few remaining apricot orchards in Santa Clara County. It transformed from the “Valley of Heart’s Delight” into the current technology hub it is today, otherwise known as Silicon Valley.

The Los Altos History Museum provides insights into the city’s history, showcasing artifacts and exhibits related to its development. The J. Gilbert Smith House, built in 1905, is now part of the museum and offers a glimpse into early 20th-century life in Los Altos. Due to its location in Silicon Valley, Los Altos has been home to many influential figures in the technology sector, including executives from companies like Apple, Google, and Facebook.

The Los Alto Museum opened in the spring of 2001 and is a three-level 8,200 square foot building. It was built entirely from private donations and the city of Los Altos became its owner in 2002.

The city boasts numerous parks, open spaces, and a well-developed system of trails, strongly emphasizing maintaining its green spaces and recreational facilities. The downtown area, characterized by tree-lined streets and small businesses, is the social and commercial hub, featuring a mix of boutique shops, restaurants, and community events. Los Altos hosts several annual events, including the Los Altos Arts & Wine Festival and the Pet Parade fostering a strong sense of community.

Los Altos continues to be a desirable place to live due to its safe neighborhoods and community-oriented atmosphere. It blends a rich and fantastic atmosphere, making it a unique and vibrant city for older adults to live and thrive.





Appendix D: CITY GOVERNMENT

Los Altos has a government structure and a history that reflects its development from a small computer town to a thriving suburban community. Los Altos was incorporated as a city on December 1, 1952. Prior to incorporation, the area was governed by Santa Clara County. As the community grew, residents sought more local control over land use and public services, leading to the decision to incorporate as an independent city.

Los Altos operates under a council-manager form of government. The Council consists of five members who are elected at-large by the city's residents. Council members serve four-year terms, with elections staggered to ensure continuity. The Council does select one of its members to serve as mayor for a one-year term. The day-to-day operations of the city are managed by the city manager who is appointed by the City Council.

Los Altos does have several advisory commissions and committees that provide input to the City Council on various issues. These include but are not limited to the Planning Commission, PARC Commission, Environmental Commission, and others.

Los Altos' government structure and layout reflect its commitment to maintaining a high quality of life for its residents. The city's emphasis on local control, involvement, and efficient public services has contributed to its reputation as desirable to age, live and work in Silicon Valley.

City Government (continued)

Mission Statement

The city of Los Altos is committed to addressing the changing needs of its residents and employees. The mission statement of Los Altos is ***“Foster and maintain the city of Los Altos as a great place to live and to raise a family.”***

The city will accomplish this mission by:

- Assuring responsive and reliable police, fire, sewer, garbage, cable TV and animal control services;
- Maintaining and improving city streets, parks and municipal facilities;
- Providing leadership and oversight in city-wide planning and construction to assure orderly, safe and attractive development;
- Encouraging and regulating local businesses to provide the products and services needed by residents and property owners, where they need them;
- Providing recreation facilities and services, especially for families and senior citizens;
- Preserving historical and cultural roots;
- Maintaining liaison and cooperation with local schools, organizations and agencies, neighboring cities, and the county, region, state, and federal governments to fulfill our obligations and take advantage of our opportunities; and
- Nurturing and promoting the traditions of volunteerism, philanthropy and participation that transform our city into a vibrant, caring community.



City Government (continued)

Administrative Staff

APPOINTED BY CITY COUNCIL

City Manager

City Attorney

Gabriel Engeland

Julie Houston

EXECUTIVE TEAM

Assistant City Manager

Assistant City Manager for Land Development

Assistant to the City Manager

City Clerk

Human Resources Director

Interim Finance Services Director

Police Chief

Parks & Recreation Director

Public Works Director

Jon Maginot

Nick Zornes

Anthony Carnesecca

Melissa Thurman

Irene Barragan

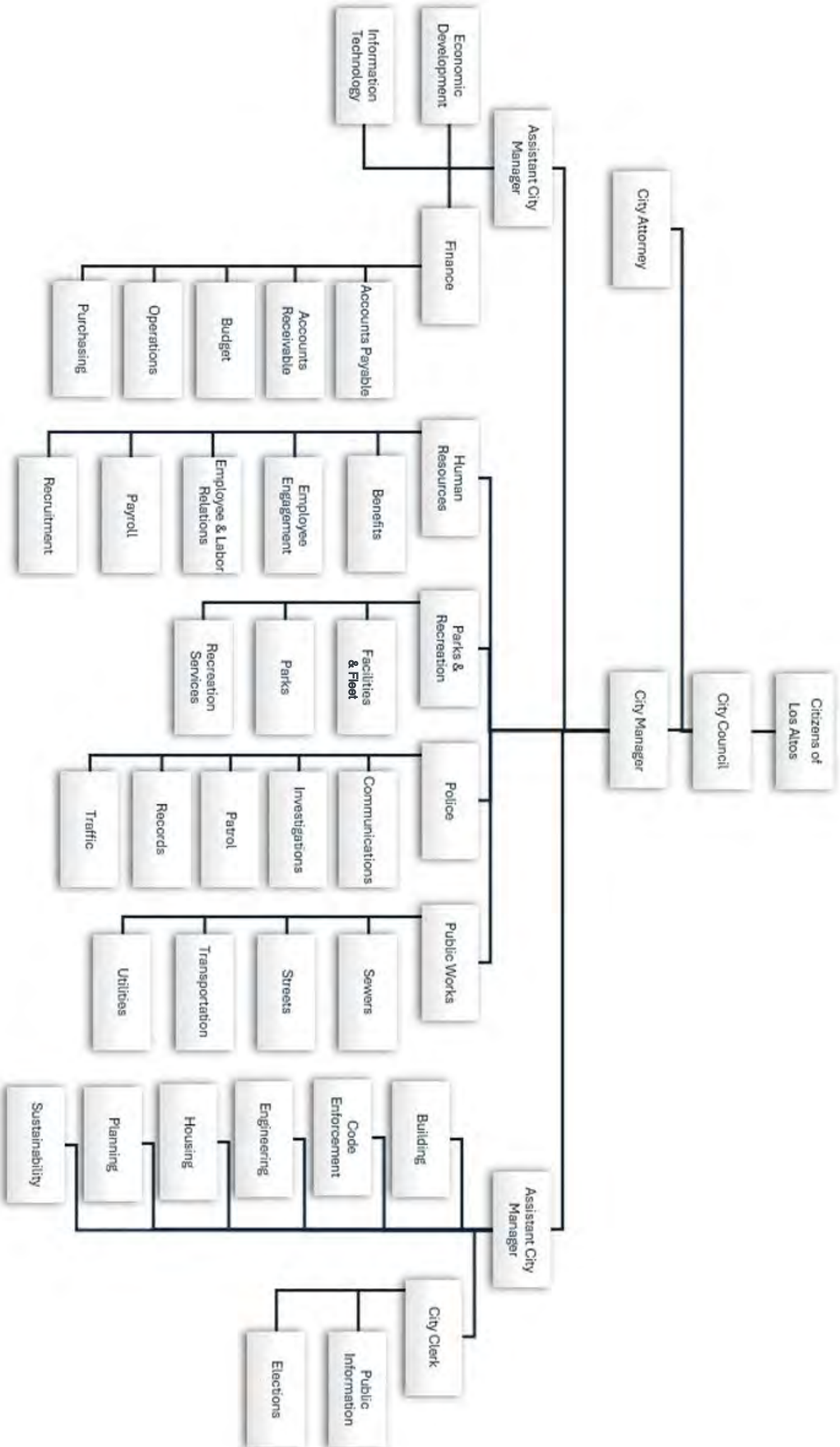
Stephanie Beauchaine

Saskia Lagergren

Manuel Hernandez

Aida Fairman

Organizational Chart — Citywide by Function



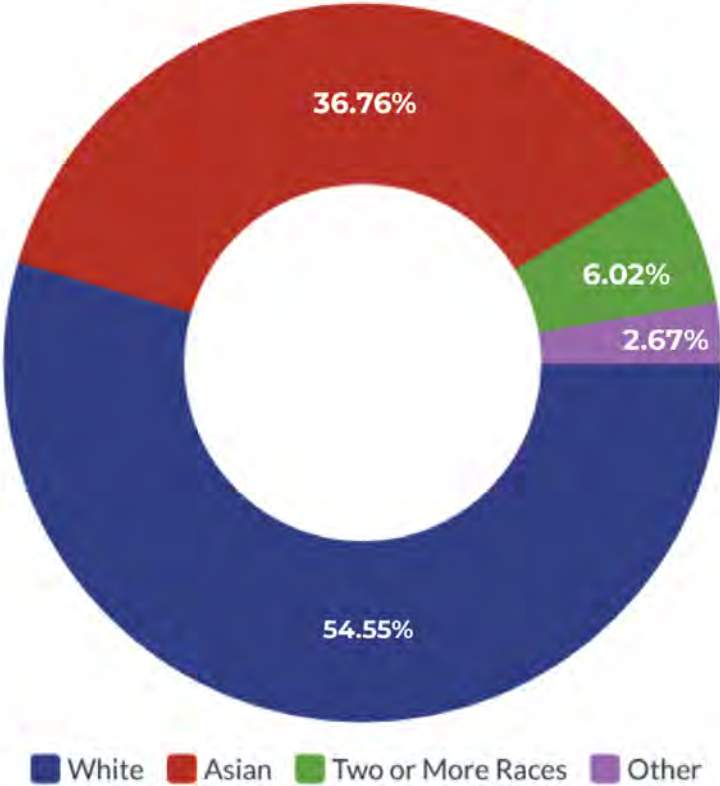
Appendix E: DEMOGRAPHIC PROFILE

Los Altos is located in Santa Clara County and has a population of 29,495 (2024). There has been a decrease in population by 5.93% since 2020. The median age is 46.6 years: 47.1 years for females, and 45.8 years for males.

Race: The population of Los Altos is 54.55% White, 36.76% Asian, 6.02% two or more races, and 2.67% Other. There are 23,552 adults (6,375 of whom are seniors) in Los Altos.

Language: Among Los Altos residents, 65.74% speak only English and 34.26% speak other languages. The non-English language spoken by the largest group is Asian and Pacific Island languages, which is spoken by 17.62% of the population.

LOS ALTOS RACIAL DEMOGRAPHICS



<https://worldpopulationreview.com/us-cities/los-altos-ca-population>

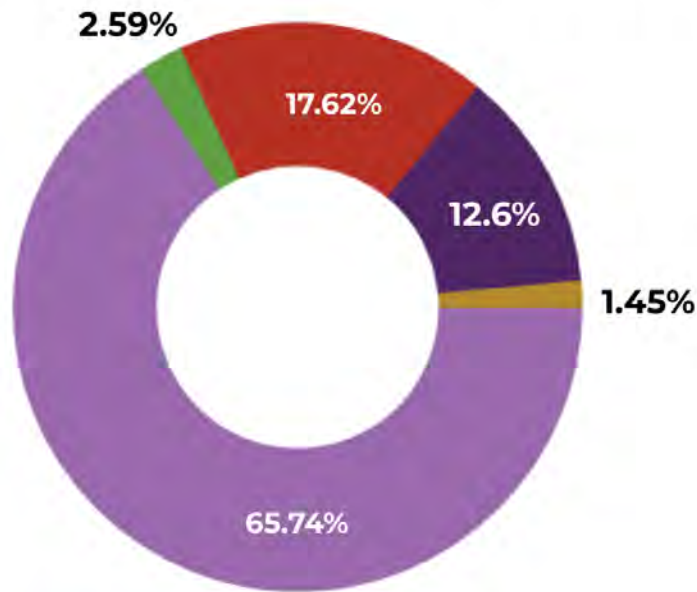
POPULATION BY AGE GROUP

Los Altos Population Pyramid 2024



There are 23,552 adults (6,375 of whom are seniors) in Los Altos.

LOS ALTOS LANGUAGES



- Only English
- Spanish
- Asian & Pacific Island Languages
- Other Indo-European Languages
- Other Languages

For All Age Groups Combined

Appendix F:

LIVABILITY INDEX

AARP’s Public Policy Institute (PPI) has designed criteria to assess the characteristics that would provide a high quality of life for diverse populations of a community, covering all generations. Their scoring includes complex livability factors that factor in both metric values and policies. The AARP Livability Index is created from more than 50 unique sources of data across the seven livability categories. By using these metrics and policies, the AARP Livability Index scores communities by looking at how livable each neighborhood is within the community. There is an overall score assigned to each city. The total score is accumulated by the seven various categories.



The overall livability index score for **Los Altos, California** is **58**.

This is in the **top half** of **communities** in the U.S.

Scores are applied to the following 7 categories of livability. Examples of indicators follow:



HOUSING: Housing costs, availability of multi-family housing, state accessory dwelling unit support



NEIGHBORHOOD: Access to parks and libraries, crime rate, state and local transit-oriented development



TRANSPORTATION: Frequency of local transit service, walkability, state and local complete street policies



ENVIRONMENT: Quality of drinking water/air, state utility disconnection policies, pollution level










HEALTH: Preventable hospitalization rate, access to exercise opportunities, state/local smoke-free laws



ENGAGEMENT: Social involvement index, voting rate, state barriers to community broadband



OPPORTUNITY: Income inequality, jobs per worker, age diversity, local government credit-worthiness

	Los Altos, California	2024 Median US City
Overall Score	58	50
 Housing	29	56
 Neighborhood	64	36
 Transportation	59	44
 Environment	38	59
 Health	90	43
 Engagement	45	47
 Opportunity	82	52

For interpretation of scores, please refer to the following link:
<https://livabilityindex.aarp.org/search/Los%20Altos,%20California,%20United%20States>

ACKNOWLEDGMENT

Center for Age-Friendly Excellence wishes to acknowledge the Los Altos and Los Altos Hills Senior Commission; the Senior Commission of the city and town are combined, who took on the pioneering and challenging work of leading the city of Los Altos in becoming the first certified Age-Friendly City in California.

This heroic Senior Commission worked without compensation for years to gather both quantitative and qualitative data on unmet needs of older persons. They conducted a comprehensive city-wide survey, organized inclusive focus groups, spoke at public gatherings about the importance and value of becoming an age-friendly city, prioritized potential projects, and advocated with the City Council for Los Altos to move forward with the initiative.

The rest is history. The city of Los Altos was certified by the World Health Organization. In addition, the state of California is actively engaged in developing age-friendly city action plans statewide. Some of these brave commissioners have since passed away, and this is CAFE’s way of remembering their heartfelt leadership and legacy.

The members of that Senior Commission in alphabetical order are:

Senior Commission Los Altos: 2011

- Anabel Pelham, *Chair***
- Tanya DeMare**
- Karen Jenny**
- William Palmer**
- Kathy Seddiqui**
- K. Gabrielle Tinemann**

Los Altos Hills

- Diane Branch**
- Catherine Long Popell**
- Alexander (Al) Traficanti**
- Staff Liaisons:
- Candace Bates, *Los Altos***
- Sarah Gualtieri, *Los Altos Hills***



Acknowledgment (continued)

Age-Friendly Task Force: 2024

Jaime Chew
Parks & Recreation Deputy Director

Bridget Matheson
Recreation Supervisor

Chris Knopf
Recreation Coordinator

William Buchholz
Senior Commissioner

Jayne Cohen
Senior Commissioner, Vice Chair

Kevin O'Reilly
Senior Commissioner

Monica Gallardo-Melkesian
Housing Manager

Jennifer Kelly
Seniors' Agenda Project Manager

Iqbal Rai
Assistant Civil Engineer

Current Senior Commission: 2024

William Buchholz
Jayne Cohen, Vice Chair
Chris Nagao
Kris Olson
Kevin O'Reilly

Los Altos Hills
Jim Basiji
Sharvari Dixit, Chair



Current Senior Commission
Not pictured: Sharvari Dixit, Kris Olson

The Center for Age-Friendly Excellence wishes to acknowledge and thank the community who participated in the AARP survey, focus groups and town hall. We also would like to thank all the Los Altos task force members and city of Los Altos staff who were instrumental in providing input and guidance in developing this age-friendly action plan.

CAFE is an incubated nonprofit project of Los Altos Mountain View Community Foundation.



RESOURCE PAGE

About the Global Network for Age-Friendly Network for Age-Friendly Cities and Communities. Age-Friendly World. Retrieved May, 2024, from <https://extranet.who.int/agefriendlyworld/who-network/#:~:text=cities%20and%20communities.-,The%20WHO%20Global%20Network%20for%20Age%2Dfriendly%20Cities%20and%20Communities,over%20320%20million%20people%20worldwide>

Elder Index: <https://elderindex.org/>

California Elder Index: <https://healthpolicy.ucla.edu/our-work/elder-index/about-california-elder-index-ei>

City of Los Altos: <https://www.losaltosca.gov>

City of Los Altos Parks & Recreation: <https://losaltosca.gov/parksrec>

Department of Aging and Adult Services: <https://ssa.santaclaracounty.gov/departments/department-aging-and-adult-services>

World Health Organization. (2007). *Global Age-Friendly Cities: A Guide*. Retrieved from: https://iris.who.int/bitstream/handle/10665/43755/9789241547307_eng.pdf?sequence=1

World population review: <https://worldpopulationreview.com/us-cities/los-altos-ca-population>

AARP Network of Age-Friendly States & Communities: www.AARP.org/livable-communities

Category/Domain	Unmet Need Being Addressed	Brief Description	Notes	Short Term Goal	Long Term Goal
OUTDOOR SPACES/BUILDINGS					
Outdoor Spaces/Buildings	Traditional type playgrounds that include play items such as slides and swings. ie: Heritage Oaks Park rather than just rope structures.	Research other cities that have more modernized playground equipment. Updating the adult athletic, recreational and fitness equipment in the parks and social gathering spaces would have a positive impact. There is a desire for a wading pool. https://www.bbc.com/worklife/article/20191028-the-cities-designing-playgrounds-for-the-elderly	Research playground in Alameda and look at Mitchell Park in Palo Alto. Has very good space and accommodates all ages. Picnic tables, wheelchair access, restrooms, soccer fields, bicycle trails, walking trails, playgrounds, water play structure, pickleball and tennis courts. Multiple generation usage. Consider Magical Bridge installation.	X research component	X developing improvements
Outdoor Spaces/Buildings	Sidewalks can be uneven and sometimes makes it difficult to navigate with a walker and/or cane.	Sidewalk around Miramonte between Portland and Berry is bumpy due to tree roots. Sidewalk repairs are vital for both safety and engagement; especially at night.	Research and assess where sidewalk improvements are needed, and are under city jurisdiction. May need to develop a neighborhood assessment district. Refer to Complete Streets Masterplan to see areas needed for infrastructure improvement. https://losaltoscompletestreets.com/ also refer to safe routes to school. https://www.losaltosca.gov/completestreets/page/safe-routes-school	X	X
Outdoor Spaces/Buildings	Minimal street lighting.	Very little lighting in downtown, and residential streets. City has passed a Dark Skies Ordinance. Assess and research possibilities of increased lighting that align with the new ordinance.	Traditionally, the majority of the residents of the city do not want to see street lights in front of their properties, so the city can maintain its rural look and feel. This limits the amount of light that can be cast on the road. It is difficult for people to walk in neighborhoods once it gets dark. Los Altos did receive a grant to use toward Dark Sky compliant lights. (solar lights pointing downwards), which will be placed in the downtown and civic plaza complex. Staff will later survey other areas in the the city to place additional lights compliant to the new ordinance. Need to educate bicyclists and pedestrians of road safety especially with lack of lighting.	X	X
Outdoor Spaces/Buildings	Concerts in the parks don't have seating.	People have to bring their own chairs.	Have some benches available for the public.	X	
Outdoor Spaces/Buildings	Lack of seating throughout the city.	Need to install benches for relaxation; are there businesses that could benefit from benches being placed outside their establishments?	Conduct survey of where benches may be located and then add the number to the next round of the city budget. In some locations throughout the city, the width of the sidewalk does not allow for the installation of seating without impeding ADA. Would engage the community and could be led by some community groups including the Senior Commission. Residents could "sponsor" benches. Maybe benches with arms for ease of sitting and rising. Increasing the number of park benches in clusters for socializing and with arms for ease of sitting and rising would have a notable impact on the quality of life. Consider adding benches in the southern part of the city. Have residents "adopt" a bench. Have a fundraiser to purchase additional benches. Please refer to the Commemorative Park Amenity Program: https://www.losaltosca.gov/parksrec/page/commemorative-park-amenity-program Review the "Sit and Share" program and map created by Los Altos Forward.	X survey	X budget and purchasing
Outdoor Spaces/Buildings	Lack of gathering spaces.	Need more opportunities to socialize with others. Have a gazebo area to gather at a couple of parks. Need a flat area for older adults to sit and socialize.	There is a vacant building the city owns (used to be a coffee shop and film shop). Beneficial to renovate and utilize it as a gathering place. Add some trees and landscaping. Includes 6 parking spaces. Council currently looking at a potential park facilities plan for the downtown area. Turning two surface parking lots to open space. May possibly include a park, theatre and potential event space for community use. Multi-use and providing underground parking due to new housing developments on First Street. Looking at potential event space;multi-use open space.	X currently progressing	X long term completion
Outdoor Spaces/Buildings	Many people aren't aware of the number of parks in Los Altos.	Develop a park brochure which includes both park locations and amenities offered at each.	Install kiosks with park information and location in high pedestrian traffic areas.	X brochure	X kiosks
Outdoor Spaces/Buildings	Excrement remains from dogs are found in parks and the downtown areas.	There are currently 2 dog parks. Increased enforcement is needed to make sure dogs are kept on leash and that owners pick up after their pets. Have doggie bags available at all parks. In addition, have some baggie stations located in the downtown area.	Clear signage for dog owners reminding to pick up excrement.	X	

Outdoor Spaces/Buildings	Lack of sidewalks; need increased maintenance schedule.	<p>Would feel safer if there were sidewalks. The majority of the city doesn't have sidewalks. With the increased amount of housing being built, it would be beneficial to add sidewalks to accommodate for strollers, wheelchairs etc.</p> <p>Some residents would like to see some sidewalks installed in neighborhood areas. Public Works can send a survey to city residents to see if there are high pedestrian traffic areas where sidewalks could potentially be installed and/or improved. Would need to investigate the possibility of developing neighborhood assessment districts.</p>	<p>Even though the philosophy is not to have sidewalks and feel more "rural", look into increasing the volume of beeping sounds at busy intersections. This will also assist the hearing impaired.</p> <p>Miramonte has cracks and bumps and residents feel is a tripping hazard. Pathways are uneven due to tree roots; is a recurring problem.</p> <p>Survey where sidewalks are uneven.</p> <p>Survey where pathways, parks and sidewalks need increased maintenance schedule.</p> <p>Research other ways to prevent tree roots from uplifting sidewalks. Install rubber sidewalks to help deal with unruly tree roots.</p> <p>Curve sidewalks around trees. Place gravel beneath sidewalk slab so roots grow under gravel instead of directly under sidewalk slab.</p> <p>Develop tree list that is more suitable for streets and sidewalks.</p>		X
Outdoor Spaces/Buildings	No swimming pool for people to exercise.	Is there a place in the city where this could be incorporated, or a high school that already has a pool and develop partnership with city to share?			x
Outdoor Space/Buildings	Additional traffic calming is needed.	<p>Additional traffic calming is needed on Grant Road near St. Simon Church</p> <p>Covington Road is quite busy between Grant and Miramonte. Miramonte and Berry, and El Monte coming off the freeway. San Antonio and Hillview intersection sometimes considered dangerous; people don't always pay attention even with blinking lights on.</p>	Grant Road around St. Simon is properly signed and posted at 25mph. Grant is also classified as a major collector road that is designed to move traffic. Enforcement will be required for the road.		X
Outdoor Space/Buildings	Need additional street lights.	People sometimes can't see others crossing the street since many don't wear reflective gear in the evening.	Traditionally, the majority of the residents of the city do not want to see street lights in front of their properties, so the city can maintain its rural look and feel. This limits the amount of light that can be cast on the road. It is difficult for people to walk in neighborhoods once it gets dark. Los Altos did receive a grant to use toward Dark Sky compliant lights. (solar lights pointing downwards), which will be placed in the downtown and civic plaza complex. Saff will later survey other areas in the city to place additional lights compliant to the new ordinance. Need to educate bicyclists and pedestrians of road safety, especially with lack of lighting.		
Outdoor Space/Buildings	Grant Park Community Center should be fixed and repaired.	Seniors want this building as a gathering place.	Establish works plan for improvements, painting and other cosmetic improvements.		
Outdoor Space/Buildings	Grant Park Community Center upgrades needed.	Develop Grant Park Master Plan.	<p>Recommend hot water, HVAC, roof, ADA improvements, painting, electrical upgrades and other cosmetic improvements at the Grant Park Community Center in the CIP budget. Currently acts as a satellite Senior Center.</p> <p>Current CIMMP project for Grant Park Community Center is addressing electrical, HVAC and hot water. Work is anticipated for Spring/Summer 2025.</p>		
Outdoor Space/Buildings	Increase senior programming in public spaces.	Work collaboratively with PARC and Senior Commission to support senior use/age friendly programming. Have joint meeting to set goals related to this area.		X	
Outdoor Space/Buildings	Parklets need to be more consistent.	Lack of design consistency.	Develop standard design guidelines. Good for social gatherings, make pedestrian friendly rather than auto friendly. (Los Altos has currently developed new guidelines and all parklets should be up to current standards by the end of August 2024.)	X	
Outdoor Spaces/Buildings	Chairs and benches are too low for older adults.	Older adults want to be comfortable when seated and be able to sit and rise with ease. Install "Age Friendly Furniture".	https://www.seniorhelpers.com/ca/san-diego-north/resources/blogs/2023-06-19/#:~:text=Ease%20of%20Getting%20in%20and,sitting%20down%20and%20standing%20up.		X
Outdoor Space/Buildings	Make downtown area a little more pedestrian friendly.	Look at the design of downtown to see if improvements can be incorporated into making the area less auto oriented.	<p>The existing downtown is fully developed with limited public right-of-way. The existing configuration of the parking stalls limits the City's ability to widen the existing sidewalk. Also, the businesses and customers in the downtown area want outside seating with the current configuration, which limits what can be installed within the existing sidewalk.</p> <p>Widen sidewalks for pedestrians, more bicycle racks, hanging plants; reconfigure parking. Have some public restrooms. Look at other cities for examples: ie: Burlingame.</p> <p>Los Altos is currently looking at parking plazas 1 and 2 as a park, parking plaza, and theatre.</p>		X
TRANSPORTATION					

<p>Transportation</p>	<p>Residents living in Central and South Los Altos can't get to downtown senior center due to lack of public transportation. Non-driving seniors in the hills can't get to the library or the Caltrain Station.</p>	<p>Develop shuttle system.</p> <p>Offer tech classes that teach people how to use on demand ride programs. If there are telephone numbers that can be utilized rather than apps, those need to be published and included in newsletters.</p>	<p>There is a "RideCare program". Disseminate information to residents. Can geography be expanded a little beyond city limits so people can go to different grocery stores. Does Medicare cover Senior Centers? On the Move (Ridecare Program) City of Los Altos California</p> <p>Need to increase dissemination of communication of the RideCare program. Work on "Paper Angels" (staff to help with reimbursement forms). Documentation can sometimes be difficult and/or residents don't know how to download forms and attach receipts.</p> <p>Incorporate a phone number to call if a resident is having difficulty.</p>	<p>X Dissemination of information and streamlining the process</p>	<p>X developing shuttle service</p>
<p>Transportation</p>	<p>Relatively nice area to walk; no sidewalk on Hawthorne Street and older adults feel unsafe dodging cars and people walking dogs.</p>	<p>Want better crosswalks on Edith Ave. More time accommodation is needed at West Edith Ave and San Antonio.</p> <p>San Antonio and Hillview is considered a dangerous intersection.</p> <p>People don't always pay attention even if the blinking lights are on.</p>	<p>The majority of the residents in the City are adamant that they do not want to have sidewalks in front of their houses.</p> <p>City working on signs. Develop village/volunteer program to help seniors get to their destinations.</p> <p>In general, downtown crosswalks are in good condition and they are well lit.</p>		
<p>Transportation</p>	<p>Some streets are difficult to cross.</p>	<p>Seeing more traffic in neighborhood.</p> <p>Homestead and Fallen Leaf intersection is difficult to navigate (does have lights on the road and a sign). Need a light at the intersection; also increased traffic enforcement.</p>	<p>On Grant, some people speed and some signs are blocked by tree branches. Cut back tree branches that block sign visibility for drivers and pedestrians.</p> <p>With limited staff, the city is trying to address all complaints about site visibility issues. The city is also in the process of upgrading existing street signs to comply with current sign standards.</p> <p>Survey busy intersections and provide increased enforcement in those areas.</p> <p>More electronic walk signals are needed on particular streets. Need something similar to improvement on Miramonte joining El Monte intersections with both a stop sign and flashing lights.</p>	<p>X cutting tree branches that block signs</p>	
<p>Transportation</p>	<p>Lack of public transportation options. Difficult to get around town if you don't drive. Uber and Lyft can be expensive.</p>	<p>Develop a volunteer driving program to take residents to library, community centers, meetings and events in the city.</p> <p>Increase dissemination about RideCare program in the city.</p> <p>Utilize other modes of transportation such as RideCare, Avenidas, and Little House. https://www.avenidas.org/programs/door-to-door/</p> <p>Lyft concierge service at Little House (Community Center in Menlo Park). https://1pvi.org/ridepvi/</p>	<p>Rotary has organized volunteer drivers to pick up and return members to and from meeting.</p> <p>Develop a shuttle system and partner with neighboring cities. Develop Age Friendly Hours for shuttle to run from 10:00am-3:00pm. Develop a loop that would be beneficial for residents to visit the library, community centers and downtown area.</p> <p>Partner with large companies to utilize their buses: For example: Google</p>		<p>X</p>
<p>Transportation</p>	<p>Parking problem in downtown. In addition, parking is lacking due to parklets and most are located in parking plazas.</p>	<p>Seniors can't find a place to park. Add handicapped and "Age Friendly Parking Places in the downtown area." https://agefriendlyireland.ie/wp-content/uploads/2021/06/AFI-Parking-Space-Guide.pdf</p>	<p>There are currently approximately 1100 parking stalls in 10 plazas. Due to the new parklet guidelines, there will be a gain of approximately 40 parking spaces in the downtown area.</p>	<p>X research possibility</p>	
<p>Transportation</p>	<p>Don't have a transportation resource guide to see options available.</p>	<p>Look to see if RYDE (Reach your destination) can expand into the Los Altos zip code. People can call in for a ride.</p> <p>Go Go Grandparent at (855) 464-6872 does something similar to Door to Door, and schedules rides for you using Lyft and Uber.</p> <p>VTA ACCESS Paratransit program.</p> <p>Santa Clara County Senior Mobility Guide: vta.org/go/seniors https://socialservices.sccgov.org/food-assistance/senior-nutrition-program/transportation-services</p> <p>Avenidas provides transportation services: rides@avenidas.org; Rides Coordinator: 650-289-5411 (need to be a member). https://www.avenidas.org/wp-content/uploads/2020/01/avenidas_dtd-final.pdf</p> <p>Develop a gift card system for the RideCare Program. (maybe includes 5-6 trips a month)</p> <p>Partner with adjacent city to develop shuttle system.</p>	<p>Host a workshop once a year focusing on connecting older adults with transportation resources and options.</p>	<p>X Providing resources listed on spreadsheet. Develop resource sheet.</p>	

Transportation	Evaluate effectiveness of RideCare Program.	Reimbursement program that offers rides within city limits and approved medical care facilities. Develop a gift card system for the RideCare Program. (maybe includes 5-6 trips a month) Streamline and simplify RideCare program reimbursement program.	Is there anyway to streamline the paperwork for the RideCare program: change to a gift card system (5-6 trips per month)? Need to communicate that staff are willing to help residents with the paperwork; also provide a phone number so they can talk with a staff person from home to help walk through the process. Pair older adults with high school students and have computers available in the library and community center so students can help residents sign up for RideCare program reimbursements.	X	
Transportation	Transportation can be expensive.	MTC and the transit agencies last summer extended the Clipper START pilot through June 30, 2025. The addition of VTA to the pilot and the move to an across-the-board 50 percent discount from the previous range of 20 percent to 50 percent off are expected to boost usage of the Clipper START card.		X disseminate information of current program	
Transportation	Need affordable transportation options.	Explore Mobility Management.	This is offered through Senior Nutrition Programs. This is a service in which bus passes and other transportation options are available for people who qualify through the Elder Index and need transportation to senior nutrition programs. https://socialservices.sccgov.org/food-assistance/senior-nutrition-program/transportation-services		
Transportation	Some roads need upgrades.	Develop a master plan for road work improvements.	The city is in the process of working on a 5-year capital improvement program for street upgrades. The Council has set strategic goals and priorities on what they would like to see implemented. One of the current Council's priorities is Safe Routes to Schools (SRS).		X
HOUSING					
Housing	Raise awareness and understanding of housing issues.	Advocate for senior housing needs and projects.	Integrate this need into the Housing Element. Add a Housing Resource page on to the Los Altos city webpage. Also develop an affordable housing flyer that can be distributed to the public.	X in process of adding housing resource page	
Housing	Housing prices are high; would like to see more BMR's built.	New people are not moving into the area due to high housing prices. One of the consequences resulting from the lack of affordable housing in and around Los Altos are long and difficult commutes for workers.	Developers are currently building a small amount of affordable condominiums. Some are being built on First Street: requirement: 15% affordable City is considering two surface parking lots to be used for affordable housing in the downtown area; maybe offer one development as senior affordable housing. (Plaza 7 and 8) Placement is in close proximity to shopping area and would decrease car trips.		X
Housing	Don't know of reliable organizations that perform house maintenance tasks that are trustworthy.	https://rebuildingtogethersv.org/	Partner with Rebuilding Together to utilize as a resource to provide affordable repairs and incorporate ADA improvements.	X	
Housing	Lack of affordable housing and struggle to build ADU's.	On Distel street, there are 90 affordable units going to be built (scheduled to start construction in 2025); recently, approximately 80 ADUs have been built.	City of Los Altos will have Permit ready ADU program so residents can pick pre-approved plans. This will save money spent on architects and engineers. Possible implementation beginning of 2025. Also helps with generational housing options. https://www.losaltosca.gov/development-services/page/accessory-dwelling-units-adus Refer to Encinitas ADU program: https://www.encinitasca.gov/government/departments/development-services/policy-planning-housing/policy-planning/accessory-dwelling-units	X dissemination of resources and assistance through the ADU process	
Housing	Lack of education related to availability of affordable housing.	Raise the awareness and understanding of housing issues. Support senior elements in Los Altos Housing Element. Housing website recently launched May 2024. Continue to add additional housing resources when available.	Offer 1-2 seminars a year to educate seniors about availability of housing and how to sign up for housing.	X	
Housing	Educate public on home sharing option.	County of Santa Clara House Sharing Program; this involves Catholic Charities.	https://www.qavilan.edu/counseling/docs/SCC%20House%20Sharing%20Program.pdf	X	
Housing	Intergenerational housing.	Research and incorporate intergenerational housing in addition to senior housing. Housing which integrate young and older residents.	https://www.theguardian.com/world/2020/sep/15/its-like-family-the-swedish-housing-experiment-designed-to-cure-loneliness https://www.bbc.com/worklife/article/20200212-the-housing-project-where-young-and-old-must-mingle		
Housing	Housing challenges are very difficult. There are a lot of university students in the area.	A shared housing project could be useful. Pair students with older adults.	Develop a program similar to HIP in San Mateo County with a focus on intergenerational pairing. Would need staffing, monitoring, background checks and searches for matches. Can also develop a program that is a similar model and pairs older adults with older adults.		X

Housing	Encourage additional housing to be built.	Los Altos has streamlined regulatory guidelines and components. Eliminated some barriers which included cleaning up zoning code, removing certain conditional use permits, and streamlining design review and approval process.			
SOCIAL PARTICIPATION					
Social Participation	Promote safe and social interaction opportunities.	Educational programs that focus on aging in place topics. Conduct a citywide survey to see what hours, programs, transportation, and childcare concerns people may have and/or want. A Cafe will be added in the community center which is a way to meet and socialize.	Incorporate health related topics such as preventive care and mental health. Topics that address people who are contemplating retirement, cover economic needs, caregiving and end of life care. Relevant topics for empty nesters. Schedule Family Nights with open seating at large tables and have board games available and cards. Expand opportunities for new retirees to be involved in the community.	X	
Social Participation	Lack of opportunities to get involved; feel programs are geared more toward younger people with families.	Want more intergenerational interaction and the opportunity to spend more time with grandchildren.	Library also has board game day once a month on a Saturday; family craft program.		
Social Participation	Offer wide array of classes both in person and virtually.	Offer classes to dog walkers to be safe around seniors when walking dogs. Offer more self-esteem programs like Monkey Toy Ladies. Desire movies, and classes for art (adult only), language, music, cooking, weight loss, exercise, and yoga. Field trips would also be an added plus. Want tech classes that focus on transportation apps and how to use smart phones. Offer bridge lessons at all levels. Offer speaker series on topics of interest to both the general community and residents 50+. Speaker series to include "social lubrication" (beverages, food, entertainment, etc). Include creating small groups to discuss the presentations which will encourage a sense of community.	Seniors want to feel more autonomous. Library offers gardening, meditation, and travel series classes. Los Altos Parks & Recreation currently offers a variety of activities and classes which include games, exercise, yoga, weight loss, and art. All offerings are listed in the activity guide which is distributed 3 times a year. Monthly movies are offered, along with seasonal mini-trips.		
Social Participation	Lack of meeting rooms in the library and are difficult to book.	Do inventory of other potential meeting rooms throughout the city. Look into senior centers, city hall, recreation center, school facilities.	There are a variety of spaces both free and fee based available at the Los Altos Community Center.		
Social Participation	Lack of food diversity at the Senior Center.	Add vegan and vegetarian options for meals.	Have a wide variety of cultural senior lunches; possibly incorporate restaurants to donate food or at a discounted price a couple times throughout the year.		
Social Participation	Lack of contact with homebound seniors.	Partner with faith based organizations and schools to have people visit and write to homebound seniors.	Library staff have Bookdash where they drop off books to people's homes.		X
Social Participation	Increase hours at the community centers for 50+.	Offer evening classes (senior specific rooms close at 2pm for 50+ program). Start a pilot program with evening and weekends during summer months.	Survey residents to see what hours they feel are most effective. Add evening and weekend hours so the broad spectrum of older adults have a wide selection of activities.		X
Social Participation	Lack of outdoor activities.	Senior Commission could partner with PARC Commission on pop-up activities. Currently have Club 55... https://losaltosforward.org/programs/club-55-los-altos/	Club 55 is now a collaboration with the Adult 50+ program. The city provides the space, facility attendants and obtain the alcohol permit.		
Social Participation	Have financial scholarship for low income earners/older adults.	This will promote people to participate in various programs.			X
Social Participation	Lack of connection with micro community. Many people don't have family in the area and need supportive people in the area.	Get small groups together with common interests. Encourage block parties so neighbors get to know each other better.	Example: pickleball, golf, tennis, literary groups, artists, and gardening groups.		

Social Participation	Need to develop broad spectrum of activities for people over 50.	Develop speakers series on topics of interest to both general community and 50+ in addition to a wide variety of workshops.	<p>Have Speakers' series which will include "social lubrication" (beverages, food, entertainment). Speaker series will include creating small groups to discuss the presentations which will encourage a sense of community.</p> <p>Establish a survey to send to adults 50+ to see what activities they would like to see added to the existing program.</p> <p>Create support systems for recently widowed for divorced individuals.</p> <p>Develop clubs that promote specific activities like gardening, movies, cooking, etc...</p> <p>Have bingo games on a more frequent basis (include lunch or other food/snacks).</p> <p>Offer more virtual programs through Avenidas, with tablets. (have various membership levels; there is a level that includes low income)</p> <p>Have film and movie screenings. Provide language classes.</p> <p>Offer dance and exercise classes that are specifically for people 50 and over.</p> <p>Offer culturally diverse events which include local restaurants.</p> <p>Consider utilizing Televisit. Based on minimal technology. Tablets are supplied with a single click to join content and communicate by phone.</p>	X	X
Social Participation	Not enough lunches for seniors.	Expand lunch program at the Grant Park Community Center and the Los Altos Community Center. Currently is twice a month.; consider increasing to once or twice a week.	The Adult 50+ Program has expanded participation maximums for the twice a month lunches. Grant Park Community Center services 95 - 100 participants while the Los Altos Community Center services 75 participants.		X
Social Participation	Increase interaction with city staff.	City departments have a bocce team: consider playing senior bocce ball tournament with the senior bocce team.		X	
Social Participation	Not aware of many library programs that are offered.	Many programs are offered: Bookdash (free contactless delivery for those who cannot get to the library). 408-883-6959; http://bit.ly/accidbookdash	<p>Other programs: Connected California - free service offers one-on-one help by phone to learn basic computer skills and find online resources to improve quality of life: 1-800-790-5319 or help@connectedca.libanswers.com, connectedca.org</p> <p>Call a Friend: Friendship Line California: 800-971-0016; aging.org/services/friendship-line</p>		
COMMUNICATION AND INFORMATION					
Communication and Information	Need to increase outreach to the senior community.	<p>Demographics of seniors is high but their wishes are not acknowledged. Grant Park Senior Center has a lounge but it is only offered on Monday/Wednesday and it closes at 2pm.</p> <p>Develop an Age Friendly webpage on the city website, and sections in the newsletter and E-News.</p> <p>Have resources disseminated through E-News, Town Crier and recreation activity guides. Include additional information on the electronic newsletter (feature accomplishments of all departments, department activities, city events, include resources applicable for older adults such as: transportation programs, nutrition resources, job and volunteer opportunities.</p> <p>Develop a concierge program that reaches out to community members to see if they need resources and assistance with resources geared toward older adults.</p>	<p>Extend hours during the week at the Community Center and Grant Park Community Center.</p> <p>Have more classes in the evening and weekends.</p>	X Dissemination of information	X
Communication and Information	Many residents are not aware of activities that are being offered by the city.	<p>Activity guide is available electronically and hard copy. Can be mailed upon request.</p> <p>Alternate cover of activity guide with photoes of older people in addition to kids. Also have a cover that includes multiple generations.</p>	<p>Look into mailing activity guide. (this will be done in the near future)</p> <p>Utilize faith based organizations to help disseminate information.</p> <p>Communicate city events and programs through NextDoor.</p>	X if budget allows	
Communication and Information	Lack of education on the budget spent on recreation.	Encourage older adults to attend city budget meetings to learn how general fund money is spent. Potentially develop a one-page information sheet of an executive summary of finances and mail to residents.		X	
Communication and Information	Too much information utilizes technology only. Develop strategies to promote senior programs and facilities, including grassroots marketing.	<p>Offer tech classes that teach residents how to sign up for city news, register for classes etc.</p> <p>Place city events on flyers at high pedestrian traffic locations, and maybe place in church bulletins and school newsletters.</p>	City staff is available to assist residents in signing up to receive communication, as well as register for classes.	X	

Communication and Information	Disseminate information in a variety of formats both electronic and hard copy.	Possibly install electronic boards in high auto and pedestrian areas. Disseminate flyers in common gathering areas. Place kiosks at the parks. Staff attends Farmers Market and distributes information. Parks & Recreation department sends a monthly E-news, and the City Manager sends weekly. Place major events in the Town Crier.	Partner with Los Altos Village Association to share and disseminate information to residents. The association promotes and beautifies the downtown. Have their own email sign up for information related to the downtown Also partner with schools to share city activities, events and news through their electronic newsletter and vice versa. Disseminate information in multiple languages.	X	X
Communication and Information	Survey people on what they think are the most popular gathering areas and best ways to communicate information.	Starbucks, Peet's, restaurants, and faith based organizations. Create a Communications Task Force to examine how to improve communication throughout the city.			
Communication and Information	Have Councilmembers attend events or host smaller check-in events.	Have councilmembers hold "Coffee with Councilmembers" and rotate at popular venues. Do a rotating schedule of individual council members on a monthly basis. Give the highlights of the city. Consider having table at Farmers Market.	Have quarterly town hall meetings on various topics with department heads. For example: Police talk about crime statistics and crime prevention; emergency services, budget, Park & Rec programs and community wants etc...	X	
Communication and Information	Streamline tracking attendance at activities.	For example, people have to sign in everytime they attend an activity/program by filling out contact information. Develop an electronic check in system when they attend programs. Another option is to develop a scanning system.			X
Communication and Information	Need to disseminate information through a variety of venues and on a more personal level.	Older adults sometimes prefer using the phone in trying to receive information and to ask questions. Library, in the past, would have staff help older adults with their technology by appointment. Looking into restarting the program.	Hire a part-time or full time City Concierge to answer questions for residents, and act as a liaison in providing information and resources. Develop an Age-Friendly page that lists important resources available for older adults. Should be on main webpage for the city and be easy to find. Develop an Emergency Resource webpage that is also easy to find from the main city website.		X if budget allows
Communication and Information	Need to expand communication options to broaden information dissemination.	Have Senior Commission members visit faith-based organizations (a card table in front of each facility, 20 minutes prior or after each service). Hand out important information to educate the public about events and activities.		X	
Communication and Information	Website is difficult to navigate.	Consider re-designing for the layperson to navigate and not so much based on staff navigation. Also make sure it is ADA compliant and multilingual.			X
SOCIAL ISOLATION AND RESPECT					
Social Inclusion and Respect	Need more intergenerational and mentorship opportunities.	Partner with schools to enhance opportunities. Have older adults participate in career day. Encourage the utilization of eldera.ai which is a virtual program in which older adults are paired with younger kids to build 1:1 relationships and increase social interaction. Older adults offer their life experience to contribute to humanity; connecting wisdom with curiosity. When one generation talks, another generation learns-- they all grow.	Incorporate community gardens at schools and city properties. Generations United and Cogenerate are excellent resources to help guide communities to projects and programs to connect generations in a meaningful way. Isolation and loneliness are also significant among young adults, so it would benefit all concerned to work to develop more intergenerational programs.		X
Social Inclusion and Respect	Some residents think City Council members don't appear to prioritize older adult needs.		Seniors think the city organizations are respectful and feel fortunate to live in Los Altos. Great diversity at Grant Park. Also feel the same about the merchants in the city. Encourage city departments to encourage older adults feedback.	X	
Social Inclusion and Respect	Seniors withdraw because it is becoming too difficult to engage in community life because there is a focus on technology as a main communication tool. "technology dominated lifestyle"	https://www.gu.org/	http://www.hhs.gov/sites/default/files/surgeon-general-social-connection-advisory.pdf		

Social Inclusion and Respect	Need to have more culturally diverse events.	<p>Have website that converts English to multiple languages; translate documents to other languages.</p> <p>Offer programs that, ideally, are made for different ages and cultures that encourage interaction and develops a community that benefits everyone. This will require an environment that actively addresses barriers to such integration.</p> <p>Create and support diverse community that identifies as Los Altos, and supports all its citizens. Provide an environment that actively addresses barriers to such integration.</p> <p>Train staff to be more culturally responsive and sensitive.</p> <p>Offer English classes. (ESL and Conversation Club is offered through the Library so people can practice English; done every Thursday at 1:30pm).</p>	<p>Have flyers in multiple languages.</p> <p>Change the image of "senior" or elderly to reflect that 50+ have to offer to the community. Consider them "the Wisdom Generation". This empowers this demographic to maintain dignity even if they have physical limitations. The Los Altos United Methodist Church (LAUMC) Senior Ministry has developed an active program for this "Wisdom Generation"</p> <p>Offer cultural food events where restaurants donate wide variety of food for the community to enjoy.</p>			X
Social Inclusion and Respect	Some people who participate at the senior centers feel they are isolated.	Library staff visit senior living facilities. Presentations include informational resources for older adults. Also bring their mini bookmobile.				
Civic Participation/ Employment						
Civic Participation/Employment	Many jobs are full-time, prefer more part-time options and job-sharing opportunities.	<p>It appears that there are many volunteer opportunities in Los Altos. The disconnect may be linking these opportunities and organizations to a larger audience of potential helpers. A volunteer desk can be set up at the existing SIPP https://www.sippproject.org/,</p> <p>Club 55 and First Friday events.</p>	<p>Have a resident art exhibit at the community center and rotate on a quarterly timeline.</p> <p>Have an art exhibit at the Farmers Market.</p> <p>Increase opportunities for volunteer activities such as "Compassion Week".</p>			X
Civic Participation/Employment	Desire a centralized place to post volunteer opportunities.	Have flyers at public buildings that advertise places that need volunteers. Also, have electronic boards that advertise those opportunities.	There are many volunteer opportunities in Los Altos. For example opportunities offered at the Town Crier, Los Altos Senior Center, Parks & Recreation department, Library and Tiny Tots.	X		
Civic Participation/Employment	Employment opportunities are limited; and most jobs require knowledge of technology.	<p>Encourage mom and pop businesses to place Help Wanted in the Town Crier.</p> <p>Attract more employers while keeping the village feel.</p>				
Civic Participation/Employment	Raise awareness of age discrimination in the workforce.					
Civic Participation/Employment	Intergenerational opportunities for volunteering and interaction.	<p>Promote wisdom and abilities of the older generation (Wisdom Generation) and incorporate into more intergenerational activities and events.</p> <p>Multigenerational Collaboration: wisdom of elders is a valuable resource. Encourage community residents to sign up: www.eldera.ai/</p>				X
Civic Participation/Employment	Have a volunteer fair.	Have tables representing local nonprofits, all city commissions and any other entities that need volunteers.		X		
Civic Participation/Employment	Seniors are not aware of volunteer opportunities.	Police and the city are considering the possibility of having Los Altos Seniors act as crossing guards at the local schools rather than contracting out. Encourages intergenerational participation and conversation, in addition to filling a need.	This program may be developed in the near future.	X		
Community Participation/Employment	Lack of volunteer opportunities.	The Reading Program: volunteer tutors help adults improve reading and writing skills: 408-262-1349: www.sccl.org/readingprogram	Friends of the Library help collect donations and sell books, and raise approximately \$160,000 a year. All are volunteers.	X		
Community Support and Health Services						
Community Support and Health Services	Look at additional health opportunities.	<p>Investigate possibility of mobile clinic.</p> <p>Determine whether there is respite care available for caregivers.</p>	Partner with nursing/medical schools to provide caregiver support in exchange for housing.			
Community Support and Health Services	Overall, people are very happy with this domain. Concerned about people who may not have insurance.	Offer class on how to sign up for MediCal/Medicaid in addition to providing HICAP seminars.	People are very happy with health services. El Camino Emergency is great. There are three major, top notch hospitals a short distance from Los Altos. Also feel there are adequate residential, and board and care services.			X

Community Support and Health Services	Lack of health prevention classes.	Have a health fair once a year and offer health prevention classes through the Community Center. Develop a senior resource book or find a resource book that already exists in the county.	Have a booth at Farmers Market to do Blood Pressure checks Have a Health Fair and work in partnership with the county and nonprofit organizations. Have educational series on various fields as a regular feature at the Community Center. Focus on health related topics such as symptoms of stroke, cardiac disease, good nutrition, diabetes etc...		X
Community Support and Health Services	Not aware of health related community resources/guides.	Information & Awareness Sourcewise (mysourcewise.com)		X develop resource page	
Community Support and Health Services	Not aware of community resources available through non profits.	Your Resource Connection Sourcewise (mysourcewise.com)(408) 350-3200		X develop resource page	
Community Support and Health Services	Not aware of community resources available through the county.	https://stgenessa.sccgov.org/debs/documents/SCC_Community_Resource_Guide.pdf Community Services Agency of Mountain View and Los Altos (csacares.org)		X develop resource page	
Community Support and Health Services	Resources for older adults in Santa Clara County.	https://ssa.santaclaracounty.gov/departments/department-aging-and-adult-services/resources-older-adults			
Community Support and Health Services	Older adults are in need of nutritional food.	Offer resources so older adults are confident they have food. Consider opening lunch site by incorporating restaurants to participate in SNP's new restaurant voucher program.	https://socialservices.sccgov.org/food-assistance/senior-nutrition-program MyMap SCC - Santa Clara County The Santa Clara County Community Resource Guide also has a section on food resources (section 8) . https://stgenessa.sccgov.org/debs/documents/SCC_Community_Resource_Guide.pdf	X	X
Community Support and Health Services	Need to know about resources available to older adults.	sccid.org/community-resources/ Look at Help for seniors tab associated with the link above.		X	
EMERGENCY SERVICES					
Emergency Services	Lack of communication amongst neighborhoods.	Consider developing small Neighborhood Network Directories throughout the city (would entail neighbors volunteering their contact information and possibly occupation). Have block parties--send out councilmembers, fire and police staff to small neighborhood block parties to give updates on city issues and educate public on how to get prepared for emergencies.			X
Emergency Services	Not aware of how many BAT programs there are in the city.	Enhance the existing BAT (Block Action Teams) program.	Assess the existing BAT map and see which geographical areas need additional outreach. Consider combining with Neighborhood Network and Resilient Los Altos. (helping with BAT management, CERT and HAM currently). Currently, the city is trying to hire a full time Emergency Coordinator to address Emergency Service Needs (goal is to hire by the end of the year; and position will be under the City Manager's Office and be split between Los Altos and Los Altos Hills. 75/25% partnership.)	X	
Emergency Services	Many people are not aware of SCC Alert notifications.	Have youth assist older adults to sign up for alerts. Have yearly registration days. Have a Farmers Market booth to sign up people for alerts on their phones.	Last year, the Police department held a Public Safety Fair in 2023. Police are hoping to have another event in October 2024. This is an opportunity to get people to sign up for SCC alert, disseminate information related to Emergency To Go bags etc. Look into partnering with the Fire department and Emergency Services to participated in the Public Safety Fair.		X
Emergency Services	Establish an emergency backpack list of necessary supplies needed for an emergency in case of an evacuation.	Develop an Emergency checklist flyer to distribute to the community. Place in the water bill once a year. Checklist currently exists on the website. https://www.losaltosca.gov/police/page/emergency-supply-kits	Post a video on the city website that shows what to pack in an emergency backpack.		X

Emergency Services	There is no centralized list of homebound seniors in the city.	Partner with Fire/Police/Physicians and Los Altos Mountain View Community Foundation to develop a centralized list of homebound older adults and residents with disabilities. (information would need to be given voluntarily by residents). Police currently have a "Walk Away Binder" which has contact information of people who may have dementia, Alzheimer's, autism etc. Families can also register their family member if needed.	For residents who rely on electric medical equipment, sign up with PG&E medical baseline program Medical Baseline Program LAHCFD forming a Neighborhood Helping Neighbors Program which will be a pilot program that would entail collecting contact information from residents so it is on file in case of an emergency (done on voluntary basis).	X hoping to have Neighbor Helping Neighbor Program start before the end of the year 2024	
Emergency Services	Encourage residents to look at the Resilient Los Altos webpage on the city website.	https://resilientlosaltos.org/	Usually members will have a table at the Farmers Market once a year; may need to consider doing on a quarterly basis.	X	
Emergency Services	Encourage people to contact Police department to conduct group presentations. (Police do this currently and will focus on topics such as elder scams and fraud)	Currently, police attend some senior lunches to conduct their presentations. Host Coffee with Cops for the whole community. Police attend block parties in the various neighborhoods for national night out. Consider having Police hosting their own National Night out at a centralized area so many people can attend. Futuristically, rotate each year to a different geographical area.		X	X
Emergency Services	Need education around fire safety and evacuation.	Residents need to be ready and prepared. Communities need to be resilient, neighbors helping neighbors (this is what Firewise USA® is all about). Los Altos Hills offers presentations to their residents regarding fire safety and protecting people's homes. https://www.lahcfd.org/programs-for-residents	Additional resources available through LAHCFD: https://www.lahcfd.org/preparing-for-emerg	X	
Emergency Services	Need additional evacuation education.	Look into Hi-Lo evacuation sirens. May only be used to notify the public of an immediate evacuation in case of an emergency. Hi-Lo Time to Go: https://www.facebook.com/BakersfieldCHP/videos/many-public-safety-agencies-in-california-use-a-distinctive-hi-lo-siren-to-notif/1004289610538820/? rd			X
Dementia					
Dementia	Lack of resources available for families who have loved ones diagnosed with dementia/Alzheimer's.	Develop a resource book with services for people with dementia and resources for families. Once developed, disseminate to the community and Senior Center. Currently, the police department has a "Walk Away Binder" with contact information of people have gotten lost and/or family has requested information to be documented. Consider having a registration form online.			X

TECHNOLOGY FOR SENIORS

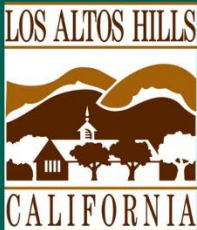


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