



city of albuquerque

Age-Friendly Action Plan



Executive Summary

In 2013, the City of Albuquerque Department of Senior Affairs began the Age-Friendly Albuquerque initiative. On November 21, 2017, the City of Albuquerque was enrolled by AARP in the Network of Age-Friendly Communities, the 189th community to join the network. The overarching focus of Age-Friendly Albuquerque is to develop and support practices and policies that enable people of all ages to engage and stay connected with their communities.

The City of Albuquerque developed this 3-year Age-Friendly Albuquerque Action Plan to make our city a more inclusive, innovative and safe place to live for people of all ages. An age-friendly needs assessment with active community input demonstrated that Albuquerque has many age-friendly practices and excellent resources, but information about, and access to these resources is a challenge for many residents. Through the assessment process and conversations with, and commitments from, community members, local organizations, businesses and government, age-friendly and inclusive goals and strategies were developed. To best address the needs assessment findings, this action plan focuses on goals and strategies that reduce isolation and increase community engagement. Specifically, these goals and strategies aim to:

- raise community members' awareness of existing age-friendly resources and programming
- increase community members' engagement with their communities
- increase community members' sense of connection to the City of Albuquerque

One Albuquerque, a local city-wide initiative to increase community engagement, significantly guides this Age-Friendly Albuquerque Action Plan. One Albuquerque's whole community approach to engage residents to help make Albuquerque a **safe, inclusive, and innovative** city that works for all residents echoes the inclusive quality of life within the age-friendly domains of livability. To highlight this *One Albuquerque Age-Friendly* connection, specific One Albuquerque strategies for inclusion, innovation and safety support the following age-friendly domain specific goals:

Communication and Information - To keep people informed and connected with their communities through easily accessible and understandable information.

Respect and Social Inclusion - To create a responsible and inclusive community that recognizes the contributions of people of all ages and abilities.

Health and Community Support - To provide resources and programs that support access to healthy and engaged living.

Civic Participation and Employment - To increase opportunities for people of all ages to get involved in the community in ways that are meaningful to them.

Housing - To provide resources and policies that allow for safe and accessible dwelling for people of all ages and abilities.

Transportation - To improve mobility options and resources for people of all ages and abilities.

Social Participation - To provide plentiful and diverse opportunities that encourage social engagement for people of all ages and abilities.

Outdoor Spaces and Buildings - To create safe and accessible outdoor spaces and buildings for people of all ages and abilities.

Using input from stakeholders and the community as a basis, the Department of Senior Affairs has identified actionable items that will provide continuous opportunities for City departments and our community to work together as One Albuquerque to build a more age-friendly community. Recognizing that community needs can shift over time, this plan is designed to be a living document that can be updated when flexibility is needed.

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CITY OF ALBUQUERQUE



January 21, 2021

Joseph Sanchez, PhD
State Director, AARP New Mexico
535 Cerrillos Rd Suite A
Santa Fe, NM 87501

Dear Dr. Sanchez,

It is with great pleasure that we submit the One Albuquerque Age-Friendly Action Plan. As the Mayor of Albuquerque, we're dedicated to ensuring that each City department is providing quality services to all of our Albuquerque residents. The One Albuquerque Age-Friendly initiative reached out to engage not only our own departments, but also community leaders from public and private stakeholder groups and members of the general public.

PO Box 1293

With so many participants from different walks of life providing valuable insights, I am confident this action plan will help us create a safer and more inclusive Albuquerque through the goals and strategies that support the eight domains of livability.

Albuquerque

NM 87103

We developed this plan as a call to action in spirit of One Albuquerque, and a reminder that the best way to tackle our challenges is by facing them together. When we work together as one city, we can make a lasting difference for our community.

www.cabq.gov

The roadmap outlined in this action plan will serve as our guide as we continue to keep Albuquerque growing as an age-friendly City.

Respectfully,

Timothy M. Keller
Mayor

Introduction to the Albuquerque Community

Albuquerque embraces its history and rich cultural diversity as integral to the City's age-friendly and other community initiatives.

The picturesque city of Albuquerque, New Mexico rests in a valley between the foothills of the Sandia Mountains and extends west past the banks of the Rio Grande River. This land has been occupied by humans for over 12,000 years, dating back to the Paleo-Indians from the Clovis and Folsom cultures (Bryan, 2006). Before the Spanish colonized the Southwest, the Albuquerque valley was home to about one dozen riverside Indian communities the Spanish called pueblos (Simmons, 1999). The Spanish first arrived in Albuquerque in 1540 when Francisco Vasquez de Coronado brought an expedition to the area and in 1706 Francisco Cuervo de Valdes founded the City of Albuquerque, naming it after the then Spanish Provincial Governor, the Duke of Alburquerque. After the Treaty of Hidalgo in 1848, when Mexican territories changed hands into the United States, Albuquerque grew as the railroad extended across the Southwest (Kline, 2006). Albuquerque incorporated as a city in 1891 and in 1912 New Mexico became the 47th State of the United States of America.

During the tuberculosis epidemic of the early 1900's The New Mexico Bureau of Immigration promoted Albuquerque as an ideal location for what doctors recommended to patients: healthy food, fresh air and rest in high altitudes of dry air and sunny climate (Lewis, 2013). After World War II, as the automobile became more commonplace and highways spread across the country, the routing of the famous Route 66 through Albuquerque prompted tourism to and through the city (Kline, 2006).

This confluence of diverse histories, people and cultures defines Albuquerque as the unique place over half a million people call home. Albuquerque is the largest city in New Mexico and is home to some of the nation's largest technology research institutes such as Sandia National Laboratories, Intel and The University of New Mexico (Visit Albuquerque, 2020). Albuquerque is rapidly becoming a popular location for TV and movie production and the entertainment industry is an important part of the local creative economy.

The City is host to the annual International Balloon Fiesta, the most photographed event in the world (Hughes, 2017).

In 2019 Albuquerque hosted the National Senior Games which attracted 13,712 athletes from around the world—the highest number ever recorded at any National Senior Games event.



Demographics and Diversity of Albuquerque

Albuquerque is the largest city in New Mexico with a total population of 560,218. The metropolitan area of Albuquerque includes Bernalillo, Sandoval, Torrance and Valencia counties and has a population of 910,726. Forty-nine percent of the city's population is Hispanic or Latino, 4.6% American Indian or Alaska Native and 73.3% White (39.4% White alone, not of Hispanic or Latino descent) (US Census Bureau, 2018).

Over 29% of people in Albuquerque speak a language other than English at home, and 23% of people speak Spanish. For older adults, 25% speak a language other than English and about 8% of these older adults speak English less than "very well" (US Census Bureau, 2018).

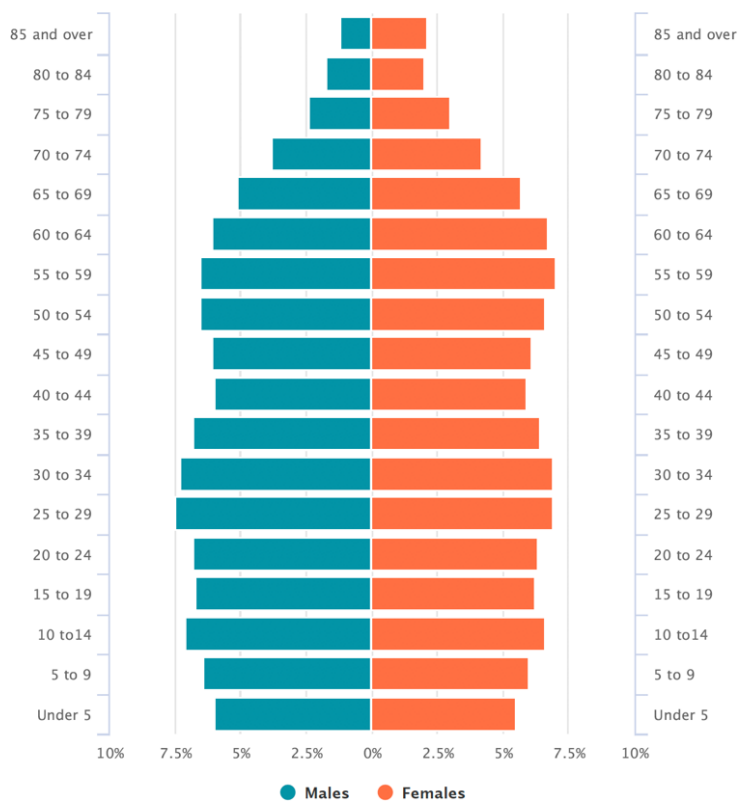
The median household income for Albuquerque is \$51,128, \$29,210 per capita. Eighty-nine percent of older adults in Albuquerque live on Social Security, with an average household income of \$20,497. Over 17% of the city population live below the poverty level and 10.6% of older adults live in poverty.

In Albuquerque, 20,180 grandparents live with their underage grandchildren and almost half of those grandparents support these children for their basic needs (US Census Bureau, 2018).

Minority populations are currently growing at a faster rate than White populations, creating a racial generation gap. Seventy four percent of children are people of color where only 37% of older adults are people of color (Policy Link, 2018).

The median age in Albuquerque is about 36.5 years. Older adults 65 years of age and older make up 14.6% of the population (81,643).

By 2030, older adults in Albuquerque will make up over 25% of the entire population, giving the city the fourth largest population of adults age 65 or older in the United States (Proximity, 2013). About 10,000 people turn 65 each day in the United States. The population graph here shows the middle-aged population that will be aging into 65 years and above categories in the near future. This demographic shift is encouraging cities to improve resources that support healthy and engaged living at any age.



Population Pyramid for Albuquerque, 2018

Age-Friendly Elements of the City

There are a number of age-friendly amenities and resources in Albuquerque. The City has a Department of Senior Affairs designated specifically to provide a wide range of older adult and multigenerational programming. The City of Albuquerque/Bernalillo County Area Agency on Aging (AAA) plans and monitors services for older adults in the Bernalillo County service area. There are also several community organizations that provide resources that enhance the quality of life for people of all ages, with a special commitment to older adult needs. AARP New Mexico offers education, outreach and support for the Albuquerque community. Committed partners working with the Department of Senior Affairs and the Age-Friendly Albuquerque initiative offer spaces and activities that provide essential services, learning opportunities and social events to keep people of all ages connected to their communities. Local initiatives also contribute to the age-friendliness of the city which encourages civic participation for people of all ages.



The City of Albuquerque Department of Senior Affairs

The City of Albuquerque Department of Senior Affairs operates 6 senior and 2 multigenerational centers within the city. All centers are nationally accredited by the National Council on Aging (NCOA) National Institute of Senior Centers. Albuquerque is home to an active older adult and baby boomer population (Albuquerque Economic Development, 2020) and the senior centers keep pace with their needs and offer a multitude of social, educational, health and wellness activities, including hiking groups and outings to cultural sites. Four of these centers house sports and fitness centers with exercise equipment and group and individual fitness classes. Senior centers are open to adults 50 years of age and older and multigenerational centers are open to anyone age 6 years of age and older, including older adults. Along with the centers, Senior Affairs offers a continuum of services to address the spectrum of older adult needs—from the well and active to those who require assistance to remain in their homes and communities.

Table 1. City of Albuquerque Department of Senior Affairs: Highlights of Services & Amenities

CASA Kitchen

State-of-the-art commercial kitchen with an estimated capacity of producing 3,000 hot meals a day, providing for both a home delivered meal program and on-site meals at senior and multigenerational centers. Approximately 160,000 home delivered meals are prepared and delivered, and another 170,000 meals are prepared and provided at meal sites and senior centers each year.

Meal Sites

Free (donation-based) lunches offered at 21 locations throughout Albuquerque and Bernalillo County and low-cost breakfasts and lunches offered at select senior centers.

Senior Information and Assistance Hotline

Telephone hotline dedicated to connecting older adults to resources and help from City departments and other community organizations.

Care Coordination

Home visits, assessments and coordination of health screenings, non-medical homecare services, caregiver relief, and adult day services.

Home Services

Home chore, minor home repair and home retrofit services available to people 60 years of age and older living in Bernalillo County.

Transportation

Curb to curb transportation in ADA-accessible vehicles for older adults.

Silver Alert

A public alert system for missing people with Alzheimer's disease, dementia, or other mental incapacities.

Volunteer Programs

Encompasses AmeriCorps volunteer programs in Albuquerque that both engage and serve the older adult population:

Senior Companion Program	Assist homebound, often frail older adults
Foster Grandparent Program	Assist children with special needs
Retired Senior Volunteer Program (RSVP)	Educates and connects older adults with volunteer opportunities

DSA Quick Guide

A paper and digital directory of accessible contact information regarding available resources, including both government agencies and not-for-profit organizations.

Emergency Response

Partnership with the City's Emergency Operations Center to help identify and coordinate services for at-risk older adults.

Senior Affairs has partnerships with local and state organizations that provide access to social activities, educational events and health & wellness resources.

Table 2. Highlights of Age-Friendly Resources in the Albuquerque Community

Blue Cross Blue Shield New Mexico

Manages the Blue 60Plus program, designed to keep seniors healthy through wellness lectures, preventive health screenings, and social activities

University of New Mexico Hospital (UNMH) Senior Health Center

Offers primary care for older adults’ care and space for education and socialization

Senior Health Resource Center

Provides education and consultation on Medicare healthcare options

New Mexico Falls Prevention Coalition

Conducts routine fall risk screening events throughout the city

New Mexico NEW (New Elder World)

Local non-profit engaging women 50+ to be active in their economy and community

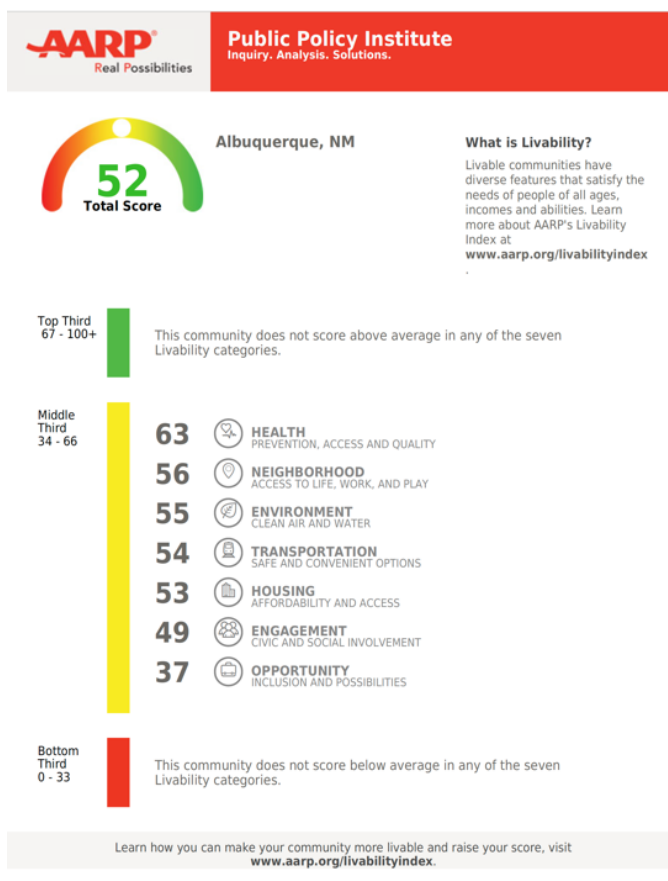
See Table 5 Selections from Asset Inventory for more of Albuquerque’s age-friendly resources.

AARP Livability Index

AARP New Mexico provides resources that help implement age-friendly practices in the city. One of those resources is the **AARP Livability Index**, a policy research tool that scores US communities, on a scale from 0 to 100, based on services and amenities provided. Albuquerque has an average livability score of 52 (AARP, 2020), which is the average score of seven livability categories.

Albuquerque’s total livability score ranks slightly higher than those of peer cities, such as Tucson, Arizona (49) and Oklahoma City, Oklahoma (49) and just under that of Colorado Springs, Colorado (53). Peer cities are cities that are experiencing similar trends and/or challenges (Federal Reserve Bank of Chicago, 2020).

The city’s highest category score was 63 for health. Albuquerque ranks in the top third of communities in the United States for quality of health care (preventable hospitalization rate) and healthy behaviors (obesity prevalence). Albuquerque’s lowest category score was 37 for opportunity, evaluated by economic and educational opportunities. The city’s high school graduation rate of 64.4% is below the national



average and the city's age-diversity at the neighborhood level is just below the national average of .86 index from 0 to 1.

Through the One Albuquerque Age-Friendly initiative, the City will be able to assist in improving the livability of the community and champion ways in which residents can take an active role in improving the city for all.

One Albuquerque

The One Albuquerque initiative significantly influences and guides the Age-Friendly Albuquerque work. One Albuquerque is a citywide call to action in which every resident has a role to play to help make Albuquerque a **safe, inclusive, and innovative** city that works for all of our residents.

One Albuquerque turns city government inside out and enables each resident to play a role in the operation of the City departments that matter most to them. Opportunities exist in most City departments for residents to assist with the development and delivery of programming, and the City continually strives to identify areas and projects in every department that lend themselves to public participation.

One Albuquerque offers residents multiple ways to get involved in the community, including:

- Youth Connect, which connects Albuquerque youth to activities and programs
- ABQ Volunteers, a volunteer database and online portal where residents can learn about, and sign up for, multiple volunteer opportunities throughout the city
- Inside Out, a simple to use communication tool to get in touch with the mayor's office and sign up to volunteer and/or serve on a City board and/or committee

The One Albuquerque tenets of safety, inclusion and innovation significantly overlap with the eight age-friendly domains of livability and are used in the Age-Friendly Albuquerque Action Plan to organize livable domain strategies.



Age-Friendly Cities

Age-friendly cities are communities that enable residents to thrive in every stage in life. The World Health Organization (WHO) established the age-friendly movement to address the rapidly increasing older adult population across the world and increased urbanization throughout the world (WHO, 2007). The WHO developed 8 domains of livability standards as a framework to guide communities in adapting to these changes. The 8 domains of livability embody quality of life metrics for people of all ages from young children to older adults and those in between. These domains are:

Outdoor Spaces and Buildings
Transportation
Housing
Social Participation

Respect and Social Inclusion
Work and Civic Engagement
Communication and Information
Community and Health Services

To encourage communities to adopt these livability standards, the WHO started a Global Network of Age-Friendly Cities that recognizes communities for their progress in addressing the age-friendly domains of livability. AARP is the WHO's official delegate in the United States to designate and support communities in their age-friendly cities application process. AARP offers resources and support for the age-friendly application process through the AARP Network of Age-Friendly Communities.

The designation process requires communities to enroll and be accepted into the age-friendly network, conduct a community needs assessment, develop an action plan to grow along the 8 domains of livability, and implement and evaluate the action plan in 3-5-year cycles.



Background of Age-Friendly Albuquerque

In 2013, The City of Albuquerque Department of Senior Affairs took the lead and began the Age-Friendly Albuquerque initiative. Inspired by The World Health Organization and AARP, Senior Affairs updated their goals from senior-friendly to age-friendly to reflect a more inclusive and comprehensive approach to quality of life. The Department also hosted a series of town halls with residents of all ages, and representatives from all City departments, to discuss ways the City could improve with regard to the 8 age-friendly domains of livability.

In 2017, the City of Albuquerque applied for membership into the AARP Network of Age-Friendly Communities and the World Health Organization Global Network of Age-Friendly Cities and Communities. On November 21, 2017, AARP enrolled the City of Albuquerque in the Network of Age-Friendly Communities as the 189th community to be enrolled in the network.

The City of Albuquerque, under the leadership of the Department of Senior Affairs, developed an Age-Friendly Core Team of community advisors to strategize the next steps in the age-friendly designation process, including the community assessment and development of an age-friendly action plan. The Department recruited multiple

community organizations and other City departments as partners in the initiative. Each partner completed a signed commitment statement detailing what it would contribute to the initiative. An asset inventory of current age-friendly resources and programming within Albuquerque was also compiled as part of the process. Additionally, an Age-Friendly Family Action Plan Activity encouraged young children to create an age-friendly action plan for their households and neighborhoods.

Table 3. Strategies Used to Develop Age-Friendly Action Plan

• Age-Friendly Core Team Meetings	• Family Action Plans & Coloring Activities
• Asset Inventory	• Needs Assessment
• Community Partner Commitments	○ Survey
• City Department Commitments	○ Listening Sessions

COVID-19

The COVID-19 pandemic abruptly emerged in the United States just as the Department of Senior Affairs began the community engagement efforts toward the development of the Age-Friendly Action Plan. Senior Centers and other facilities were closed due to the public health emergency, as were most other City venues. City departments, including Senior Affairs, immediately collaborated with the City's Emergency Operations Center, and emergency response efforts were quickly initiated. Senior Affairs pivoted to provide drive-thru pick-up meals at several senior center locations, expanded home delivered meal service and expanded care management. Throughout the pandemic, the City also provided information; support for businesses, including fee waivers and grants; support for families, including childcare for essential workers and monetary support; among many other efforts.

The City recognized the age-friendly survey and listening sessions as excellent opportunities to stay connected and engaged with the community, particularly those older adults who were encouraged to stay at home. The age-friendly needs assessment continued along with the City's emergency response. In-person listening sessions pivoted to virtual conversations over web conferencing and the telephone. In-person paper survey sessions, intended for community members without home Internet service, were replaced by paper survey distributions to home delivered meal recipients and attendants at Senior Affairs lunch pick up sites.

Survey and listening session participants greatly appreciated these age-friendly engagements and were encouraged that the City was able to continue this initiative while also providing essential services during the COVID-19 public health emergency. Age-Friendly Core Team meetings pivoted to virtual web conferences to observe social distancing guidelines.



Age-Friendly Core Team Zoom Meeting

Age-Friendly Core Team

Representatives from community organizations and City departments made up the Age-Friendly Core Team. This team met several times throughout 2019-2020 to discuss community assessment strategies, community partnerships and age-friendly domain strategies to inform the Age-Friendly Albuquerque Action Plan.

Table 4. Age-Friendly Albuquerque Core Team

<ul style="list-style-type: none"> ● William Gallegos, Solid Waste* ● Trish Lopez, Teeniors ● Tony Johnson, Community Member ● Terra Reed, Planning/Vision Zero* ● Stephanie Dominguez, Transit* ● Shanna Lapsley, AARP New Mexico ● Robert Griego, Planning* ● Richard Giron, Family & Community Services* ● Rebecca Owl Morgan, National Indian Council on Aging ● Ray DelGreco, Police Department* ● Perry Hampel, Municipal Development* ● Onastine Jaramillo, Senior Affairs Advisory Council ● Nicole Taylor, City Council ● Michelle Melendez, Equity and Inclusion* ● Michelle Briscoe, Area Agency on Aging ● Martin Salazar, Fire Rescue* ● Marie Morra, NM Rail Runner ● Lynne Anker-Unnever, Senior Affairs*, Consultant ● Loc Truong, Human Resources* ● Kinsey Cooper, Senior Affairs* 	<ul style="list-style-type: none"> ● Kathleen Raskob, Oasis of Albuquerque ● Joie Glenn, Senior Affairs Advisory Council ● Jenifer Gonzales, Senior Affairs* ● James Burton, Police Department* ● Havens Levitt, SAGE ● Greg Lopez, Senior Affairs Advisory Council ● Gene Gallegos, Fire Rescue* ● Emily Jaramillo, Fire Rescue* ● Diann Huddleson, Senior Affairs Advisory Council ● Diana Delgado, Cultural Services* ● David Flores, Parks and Recreation* ● Cristin Chavez-Smith, Family & Community Services* ● Claudia Rivera, Family & Community Services* ● Bryan Wolfe, Municipal Development* ● Beau Ballinger, AARP New Mexico ● Anthony Romero, Senior Affairs* ● Andrew West, Senior Affairs*, Project Manager ● Allison Weber, Senior Affairs Advisory Council
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* *Department of the City of Albuquerque*

Asset Inventory

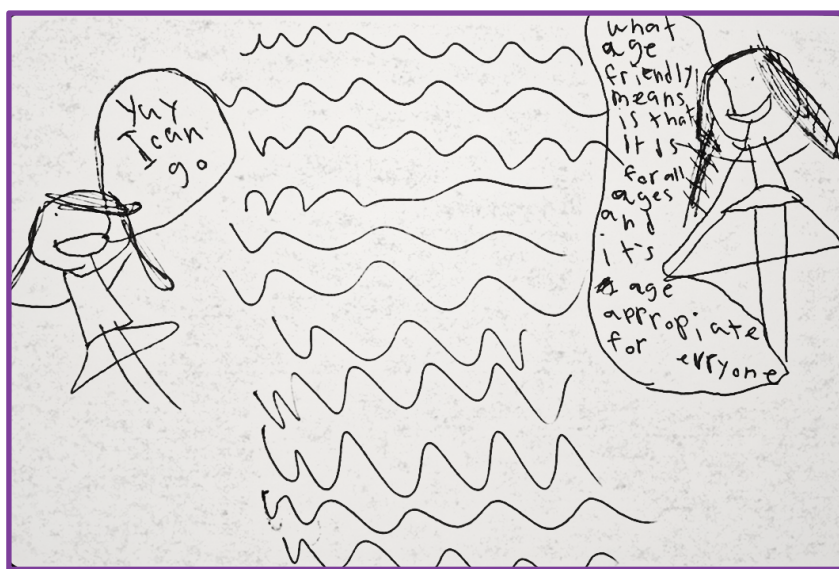
The Department of Senior Affairs began, and continues to maintain, an asset inventory of current age-friendly practices and resources within the Albuquerque community. Information collected from surveys and listening sessions was added to this list. The Age-Friendly Core Team and City of Albuquerque departments also contributed to the list. The asset inventory includes resources and programs provided by local businesses, non-profit organizations and City departments and will be continually updated as the Age-Friendly initiative grows.

City Department Age-Friendly Commitments

All City of Albuquerque departments completed age-friendly commitment statements detailing their age-friendly work throughout City operations and governance. Each department committed to “include the term ‘Age-Friendly’ into news releases, talking points and other communications” in reference to its efforts that “increase the livability of our city for people of all ages.” Each department also provided an inventory of its age-friendly programs and initiatives.

Family Action Plans and Coloring Activity

Age-Friendly Albuquerque sought participation from residents of all ages. The survey and listening sessions were open to adults 18 years of age and older. Teenagers and young children were invited to participate with their families through an *Age-Friendly Action Plan Activity* and an *Age-Friendly ABQ Coloring Sheet*. The Family Action Plan Activity encourages young children to create an age-friendly action plan for their households and neighborhoods. The coloring sheet was designed for children to draw a picture of what an age-friendly city looked like to them. These activities are available on the Age-Friendly Albuquerque website and were also distributed to children at the 2020 Summer Recreation Program held at the North Domingo Baca and Manzano Mesa Multigenerational Centers.



Age-Friendly Coloring Activity Response

Table 5. Selections from Age-Friendly Albuquerque Asset Inventory

10 Minute Walk Program	Campaign to ensure everyone in the city lives within a 10-minute walk to a park
311 Albuquerque Community Call Center and ABQ 311 App	Information source and non-emergency incident reporting system
AARP New Mexico Events	Provides opportunities to connect and help build an even stronger New Mexico
Accessibility on Open Space Lands	Accessible trails, facilities and parking at Albuquerque Open Space recreation areas
ADA Transition Plan	City of Albuquerque's plan for curb, ramp and sidewalk improvements
Albuquerque Fire Rescue (AFR) Community Risk Reduction Programs	Offers education programs and information for families and local businesses in the community
New Mexico Asian Family Center	Provides programs for a Pan-Asian community that advocates for and supports itself
Catholic Charities of Central New Mexico	Provides older adults with transportation for appointments, business transactions and groceries
City of Albuquerque Community Centers	Provides recreation, cultural activities, education, health and fitness activities
City of Albuquerque Library classes and computer labs	Provides public access to library computer labs and computer literacy classes
Jewish Community Center of Albuquerque	Offers multi-generational programs in a welcoming environment that is respectful to all
Cultural Services Volunteer Docent Programs	Museum volunteers committed to engaging the community in art and history
Oasis of Albuquerque	Provides educational programs, performances, trips, volunteering, and more for lifelong adventure
One Albuquerque Volunteers	Network and database of city-wide volunteer opportunities
Residential Accessibility Modification Program (RAMP)	State funded program that offers accessibility home modifications for people with disabilities
Retired and Senior Volunteer Program (RSVP)	Enrolls, places and provides support for volunteers age 55+ to serve in numerous organizations
SAGE Advocacy & Services for LGBT Elders	Provides social programs to enhance the lives of older LGBT individuals
Senior Citizens Law Office	Offers legal assistance, education & advocacy for older New Mexicans
Sun Van Paratransit Service	Public transportation to persons with disabilities who cannot access fixed route services
Teeniors	Tech-savvy young adults who help and coach seniors to learn technology
City of Albuquerque Cultural Services <i>Tipping Points for Creatives</i>	Initiative to connect creative entrepreneurs to career resources and services
Vison Zero	A city commitment to create safer streets for all, regardless of age or ability

Community Partner Commitments

To expand the Age-Friendly Albuquerque initiative more broadly throughout Albuquerque, the Department of Senior Affairs invited dozens of organizations and community leaders to partner in this effort. Over 50 community partners made commitment statements to uphold age-friendly practices. They wrote their names on a commitment form, stating that they “*commit to helping build an Age-Friendly Albuquerque and have age-friendly practices or plan to adopt practices in the future that are age-friendly.*” They listed specific current or planned age-friendly practices and identified which domains of livability these age-friendly practices supported. Programs and services from community partners were added to the Age-Friendly Asset Inventory.

Table 6. Committed Age-Friendly Community Partners

• AARP New Mexico	• New Mexico Asian Family Center
• <i>Adelante</i> Development Center	• New Mexico Association for Home & Hospice
• African American Greater Albuquerque Chamber of Commerce	• New Mexico Center for Nursing Excellence
• New Mexico Caregivers Coalition	• New Mexico Gas Company
• Aging Life Network	• New Mexico NEW Elders
• Albertsons	• New Mexico Philharmonic
• Albuquerque Hispano Chamber of Commerce	• New Mexico Rail Runner
• American Bone Health	• New Mexico Senior Olympics
• Blissful Spirits Yoga	• New Mexico Telehealth Alliance
• Blue Cross Blue Shield of New Mexico	• North Campus Community Project (NCCP)
• Catholic Charities of Central New Mexico	• Oasis of Albuquerque
• Comcast	• Parkland Village
• Del Webb	• PNM
• Dual Language Education of New Mexico	• Prime Time Publishing
• <i>Encuentro</i>	• Rio Grande Credit Union
• Falls Coalition of New Mexico	• Road Runner Food Bank
• Fierce Pride	• SAGE Albuquerque
• French Funerals	• Senator Bill Tallman
• Home Instead	• Senior Citizens' Law Office
• Homewise	• Senior Health Resource Center
• InnovAge	• Share Your Care
• Junior Achievement	• Teeniors
• Kirtland Club Toastmasters of New Mexico	• Terri O'Hare, Community Advocate
• Meals on Wheels	• United Way of Central New Mexico
• Molina	• University of New Mexico Hospital (UNMH) Senior Health Center
• New Mexico Alzheimer's Association	• WESST Enterprise Center

Needs Assessment

Age-Friendly Albuquerque conducted a community survey and multiple listening sessions with Albuquerque residents. The survey and listening sessions were promoted through both digital and paper strategies, in order to engage residents without computer devices and internet access. Findings from these assessments informed the specific strategies for the Age-Friendly Albuquerque Action Plan. City departments along with community partners, promoted the survey and listening sessions through email and social media.

Recruitment Process

Community members were recruited for the age friendly survey and listening sessions through paper and digital promotions implemented by the City of Albuquerque and age-friendly community partners. Paper surveys in English were distributed at Senior Affairs lunch sites and with home delivered meals. These surveys included a cover sheet with an invitation to call Senior Affairs to sign up for a one-on-one telephone interview or a web conference focus group. Email and digital promotion for the online English and Spanish language versions of the age-friendly survey was distributed through City of Albuquerque email lists and social media posts. AARP New Mexico and other community partners also promoted the online survey among their members and contact lists.

Age-Friendly Survey

The Age-Friendly Albuquerque Community Survey collected residents' perspectives on the availability and use of community resources as related to the 8 domains of livability, as well as demographic information such as age and retirement/employment status. The survey concluded with 16 short answer questions designed for participants to share their opinions on the City's current age-friendly practices and how the City might improve within each livability domain. Most questions from the survey were taken from the AARP Age-Friendly Survey Template. Other survey items were adapted from those used by The Age-Friendly initiative, Miami-Dade County, Florida (2019). These questions allowed Age-Friendly Albuquerque to develop an Urgency Matrix to identify which age-friendly domains require the greatest attention.

The Age-Friendly Albuquerque Survey received a total of 1,321 responses (n= 774 paper, n= 547 online). Twenty responses were from participants ages 28-49 years of age. Since the age range of participants was highly skewed toward adults 50 years of age and older, these 20 responses were removed from analysis (N= 1,301). The 50 years of age cut off aligns with many age-friendly surveys from communities throughout the United States. It also aligns with the membership age limits for Albuquerque senior centers. More than half of survey participants (n=840) provided qualitative responses to the short answer questions on Albuquerque's current age-friendliness and ways that the City can improve in each of the age-friendly domains of livability. The survey results have a 3% margin of error, confidence interval at 95%.

Many respondents commented that, though the public health emergency safety measures such as social distancing and facility closures impacted their current behaviors, their responses reflect their general behaviors and opinions outside of the public health crisis context.

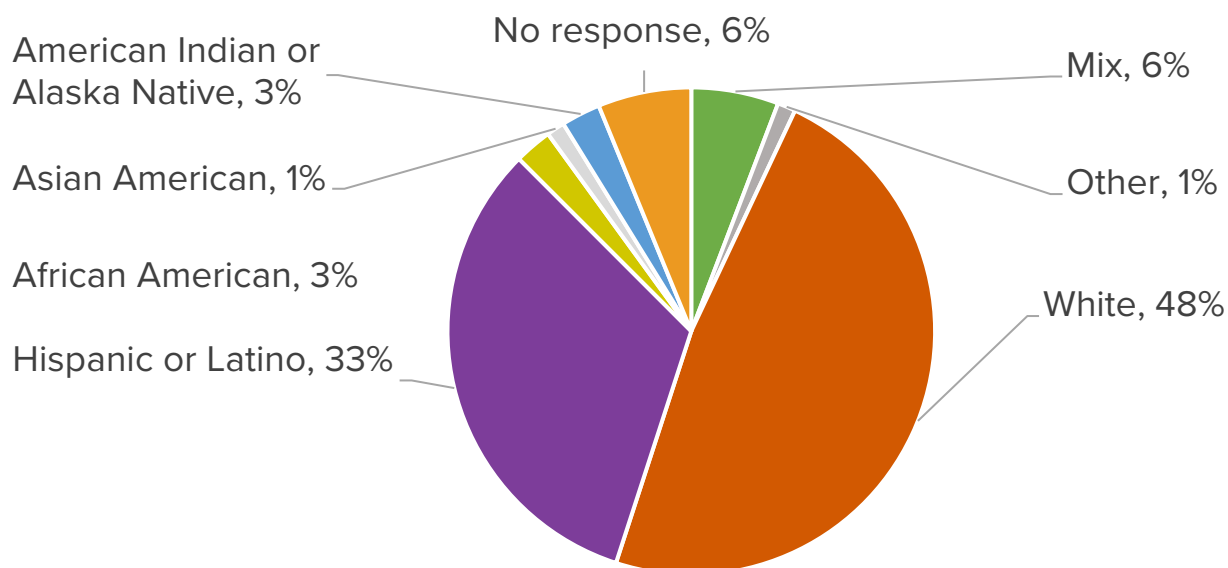
Survey Demographics and Results

- 86% of all participants rated Albuquerque “Good” to “Excellent” as a place to live as one ages.
- More than half (60%) of participants were female (n=782) and just under 10% did not specify gender.
- Hispanic or Latino participants (n=423) made up about a third of all respondents.
- More than one third of participants were married (n=456) at the time of the survey, and 45% (n=586) were either widowed or divorced.
- More than 52% of reported education levels were beyond high school, including having at least some college and/or trade school education and 116 (8.9%) did not finish high school.
- About half of participants reported income below the median household income of Albuquerque, New Mexico (\$51,000).
- More than half of participants reported being in good health or better.

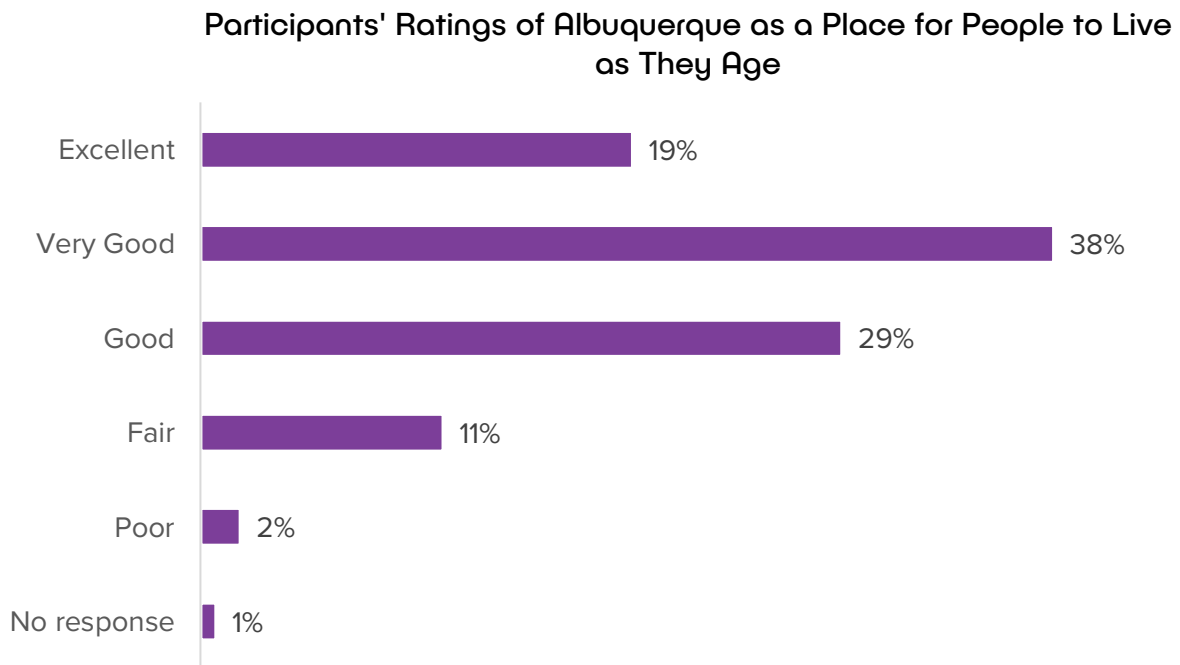
Survey Participants' Age

Youngest	50
Oldest	102
Average Age	72.6

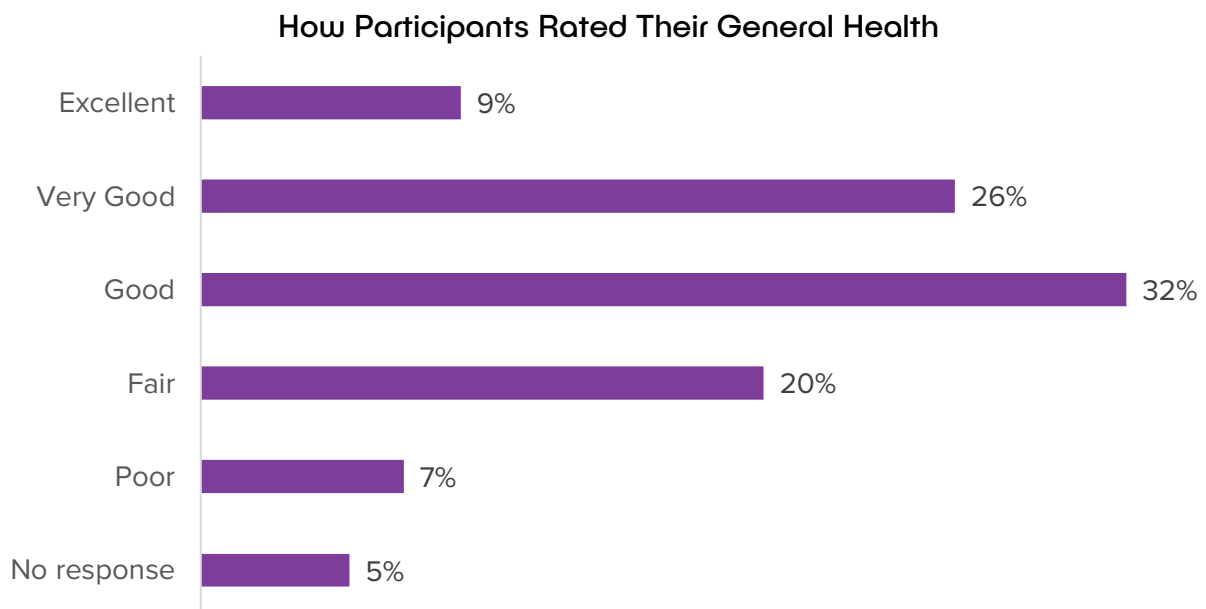
Survey Participants' Race/ Ethnicity



More than three fourths (86%) of survey participants rated Albuquerque as a good to excellent place to live as they age.

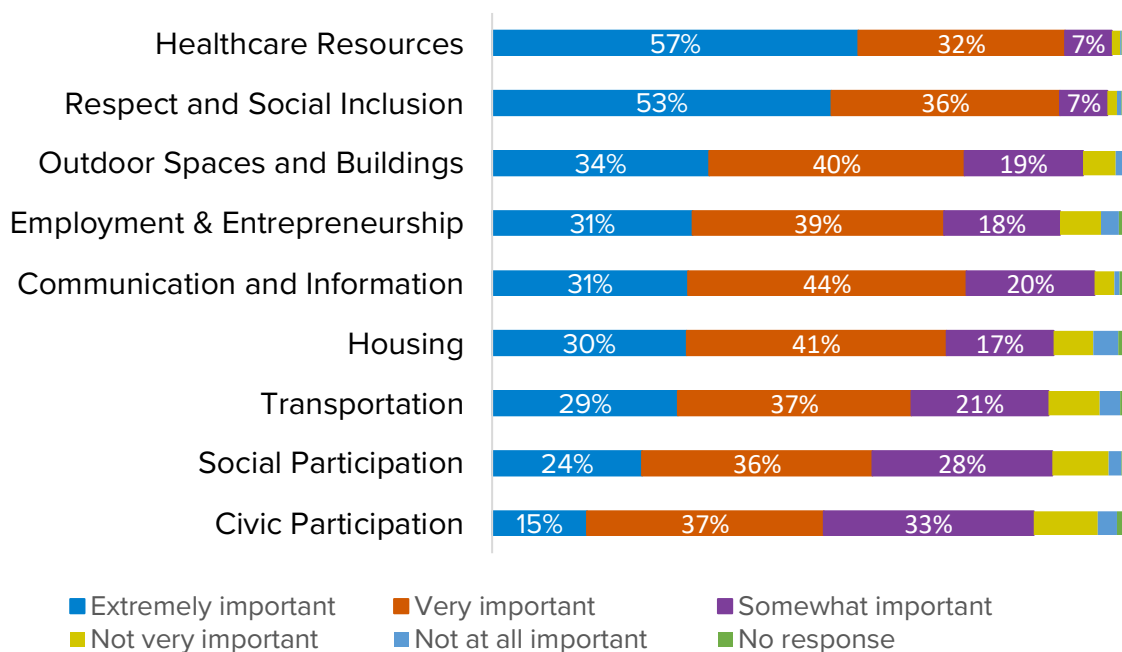


More than half of participants reported being in good health or better.



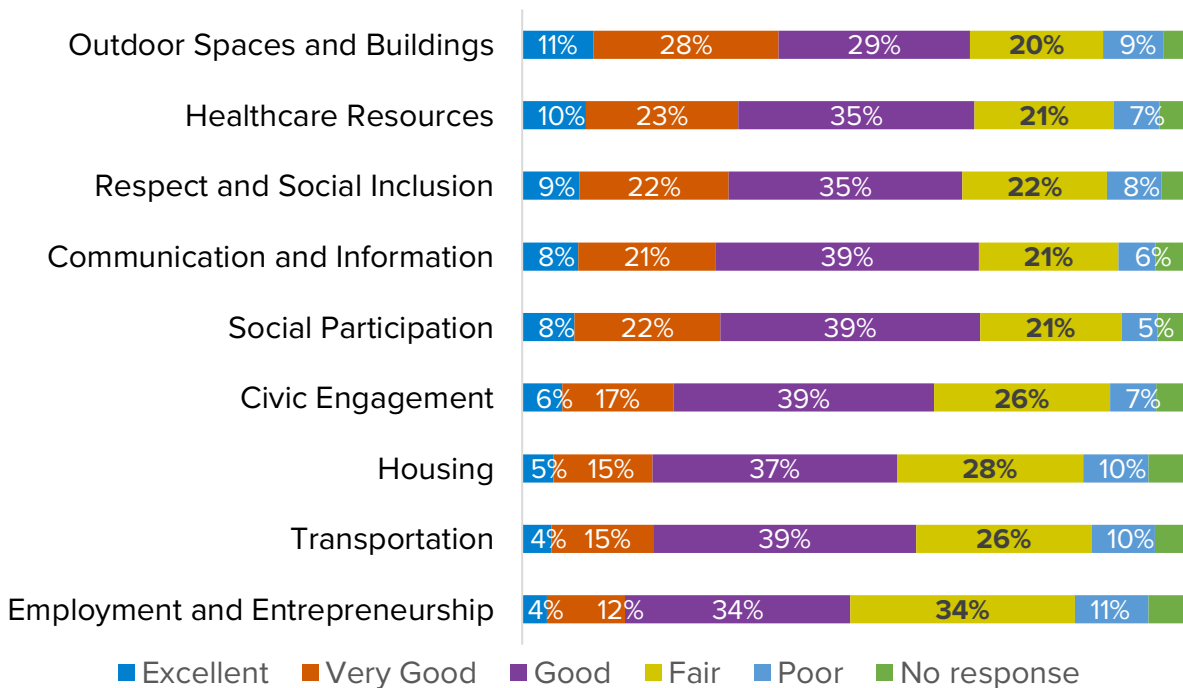
Respect for people of all ages and quality healthcare and wellness resources were the most important for participants.

Importance of Livability Domains for Survey Participants



Employment/entrepreneurial opportunities, housing and transportation received the most fair-to-poor ratings.

Albuquerque's Performance along the Livability Domains



To develop the urgency matrix of livability domains, priority scores and importance scores were added to generate an urgency score. Importance scores are the average of domain importance responses (Poor = 1, Fair = 2, Good = 3, Very Good = 4, Excellent = 5). Current rating average scores were reverse coded to create a priority score for each domain item (Poor = 5, Fair = 4, Good = 3, Very Good = 4, Excellent = 5). The higher the score, the more an item was prioritized. Employment/entrepreneurship, accessible & affordable housing, reliable and affordable transportation and civic engagement received high priority scores.

Table 7. Age-Friendly Domain Urgency Matrix

Livability Item	Domain	Importance Score	Priority Score	Urgency Score
The sense that people of all ages are valued and respected	Respect & Social Inclusion	4.41	2.98	7.39
Quality healthcare, as well as fitness and wellness resources	Health & Support	4.47	2.92	7.39
A wide range of employment and entrepreneurship opportunities for people of all ages	Civic Participation & Employment	3.92	3.39	7.31
Affordable and accessible housing that is or can be adapted to your needs	Housing	3.89	3.25	7.14
Reliable and affordable transportation options	Transportation	3.82	3.22	7.04
Access to information about resources, events and opportunities in your community	Communication & Information	4.02	2.94	6.96
Safe and enjoyable parks and spaces that are accessible and close to where you live	Outdoor Spaces & Buildings	4.02	2.88	6.90
A wide range of opportunities for you to engage and socialize with members of your community	Social Participation	3.71	2.94	6.65
Opportunities to get involved with local government and support issues important to you	Civic Engagement	3.52	3.12	6.64

The urgency matrix suggests the Age-Friendly Albuquerque Action Plan should prioritize those strategies that support the age-friendly domains of **Respect and Social Inclusion, Health and Community Support, Civic Participation and Employment, Housing and Transportation.**

Listening Sessions

Listening sessions resulted in meaningful conversations with community members, allowing them to share their thoughts and ideas on ways that Albuquerque could address the age-friendly domains. Listening sessions consisted of several individual interviews

over the telephone and multiple focus groups held through web conferencing. Focus groups ranged from 3-15 participants each. Forty-five residents participated in the listening sessions and their ages ranged from 19 to 92 years. Listening sessions were audio recorded and transcripts from the listening sessions were qualitatively analyzed together with the qualitative responses from the age-friendly survey.

Though listening session participants addressed the COVID-19 public health crisis, participants predominantly discussed age-friendly practices and suggestions outside of the pandemic context.

Listening Session Results

The overall findings from the listening sessions and qualitative survey feedback demonstrated that Albuquerque has many age-friendly practices and excellent resources, but information about, and access to, these resources is a challenge for many residents.

Table 8. Specific Findings from Listening Sessions and Qualitative Survey Feedback

Significant themes from participants included the following:

- Sidewalks in many neighborhoods need ADA compliant repairs or updates
- More public transportation options are needed in rural and suburban neighborhoods
- More affordable and safe housing options are needed for residents on fixed incomes
- The City needs to improve the consistency and variety of communication strategies
- People with disabilities need more opportunities to engage in civic matters
- Residents need to be more involved in their neighborhoods and local communities
- Crime reduction would encourage greater economic opportunities for people of all ages
- The City needs strategies to encourage more doctors to practice and live in Albuquerque

Though some participants discussed age-friendly concepts as practices and ideas only for older adults, many participants considered their age-friendly suggestions to be good for people of all ages and abilities, including, children, families and young professionals.

Domain specific feedback from listening sessions and surveys are provided in domain sections of the action plan.

Needs Assessment Limitations

Findings from the needs assessment may be limited. The listening sessions were only facilitated with English speakers and the Spanish language version of the online survey received no responses. As the initiative continues, the City will need to engage a more robust recruitment strategy of, and engagement with communities that speak other languages.



Mission Statement

Age-Friendly Albuquerque is committed to making our city an inclusive, innovative and safe place to live for people of all ages. Through conversations with, and commitments from, community members, local organizations, businesses and government, we develop and support practices and policies that allow people of all ages to engage and stay connected with their communities.

Vision Statement

Albuquerque: Where people of all ages have a sense of belonging and value in their community.

This 3-year action plan provides goals and strategies that support quality of life for people of all ages in Albuquerque. These goals and strategies are organized along the 8 domains of livability. These domains are not mutually exclusive and the goal and strategies specific to one domain may support and complement the goals and strategies within another domain. Most needs assessment participants recognized these connections and addressed these domains as interrelated.

Each domain section in this plan provides excerpts from the needs assessment pertaining to that domain, a goal and set of strategies, and a list of community partners and a commitment statement specific to that age-friendly domain.

To best address the needs assessment findings, this action plan focuses on goals and strategies that reduce isolation and increase community engagement. Specifically, these goals and strategies aim to:

- raise community member’s awareness of existing age-friendly resources and programming
- increase community members’ engagement with their communities
- increase community members’ sense of connection to the City of Albuquerque

Some strategies in this plan offer general recommendations for “people of all ages”, while others provide specific ideas for older adults. There are also specific strategies for people with disabilities. More focused strategies address the needs of specific groups within our community and embody a multi-faceted approach to inclusion. This plan adopts the “8-80 principle” – when the community supports the youngest and oldest among us, it supports all of us. The One Albuquerque initiative fosters the belief everyone should have a seat at the table. This plan offers strategies that invite people to find the seat that best suits them.

The One Albuquerque initiative significantly guides the Age-Friendly Albuquerque Action Plan. One Albuquerque’s whole community approach to engage residents to help make Albuquerque a **safe, inclusive, and innovative** city that works for all residents echoes the



Inclusion

inclusive quality of life within the age-friendly domains of livability. To highlight this *One Albuquerque Age-Friendly* connection, each domain has specific One Albuquerque strategies for inclusion, innovation and safety.



Innovation

This plan is a living document that will be revisited in future years, by various City Administrations and community members as strategies become more defined and more community partnerships are formed. The Department of Senior Affairs will continue to lead these efforts through members of its Advisory Council, who will become the Age-Friendly Albuquerque Committee that will oversee updates, evaluate plan strategies and implement new actionable items to continue to build a more age friendly community for Albuquerque. The COVID-19

pandemic highlighted the need for flexibility when responding to rapid changes in a community and lessons learned will inform future age-friendly strategies.



Safety

ONE ALBUQUERQUE

age friendly



Respect Social Inclusion



Communication Information



Social Participation

Safety



Transportation



Inclusion

Innovation



Housing



Outdoor Spaces Buildings



Civic Engagement Employment



Community Health Services



Communication & Information

Domain Value Statement

Information needs to be shared through a variety of methods, so all people have access to information about their communities.

Findings From Survey Feedback and Listening Sessions

- A diverse mix of media and communication strategies needs to be employed to keep all older adults connected to the City and their communities.
- Social Media, such as Facebook and YouTube, keep older adults engaged and connected.
- Print and radio messages reach those older adults without computers, smartphones and other Internet Communication Technologies (ICTs).
- Local television is an important source of information for older adults without ICTs.
- Public access TV and Govt. TV should be used more consistently.
- Civic engagements & meetings need to be promoted with sufficient advance warning (30-14 days) to allow residents to better plan for attendance.
- More consistent engagement through Facebook and YouTube is needed to provide community information and encourage virtual participation at civic events.

From participants:

“I have been pleased with Mayor Keller’s teleconference calls... I really enjoy being included in town meetings by phone. That is a good start to providing information.”

“If someone has come into contact with the City senior services department, they get all kinds of information. They have newsletters, printed materials, etc. I just don't know how many other folks know about all of that.”

Participants discussed Communication and Information in connection with the following domains:



Social
Participation



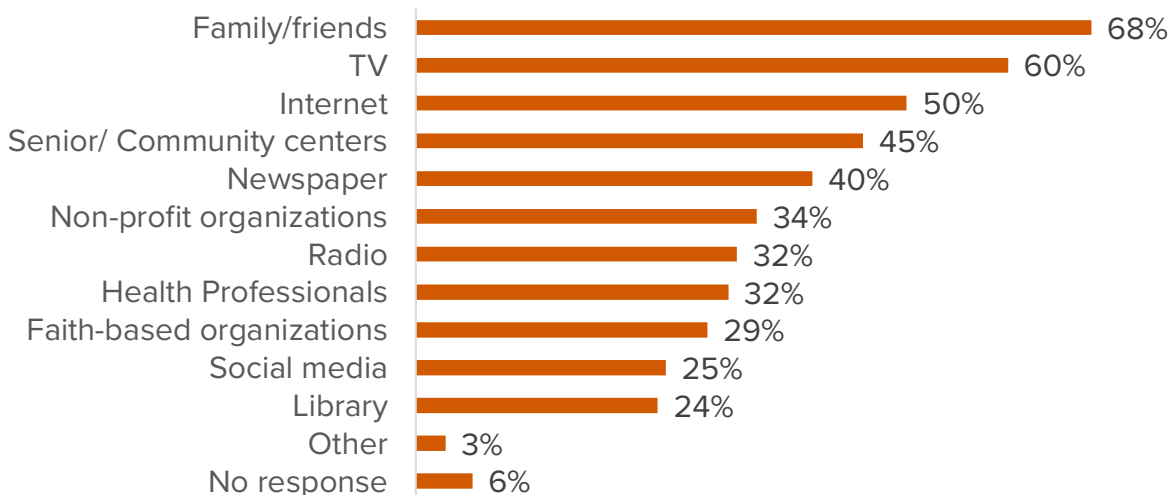
Respect
Social
Inclusion



Transportation

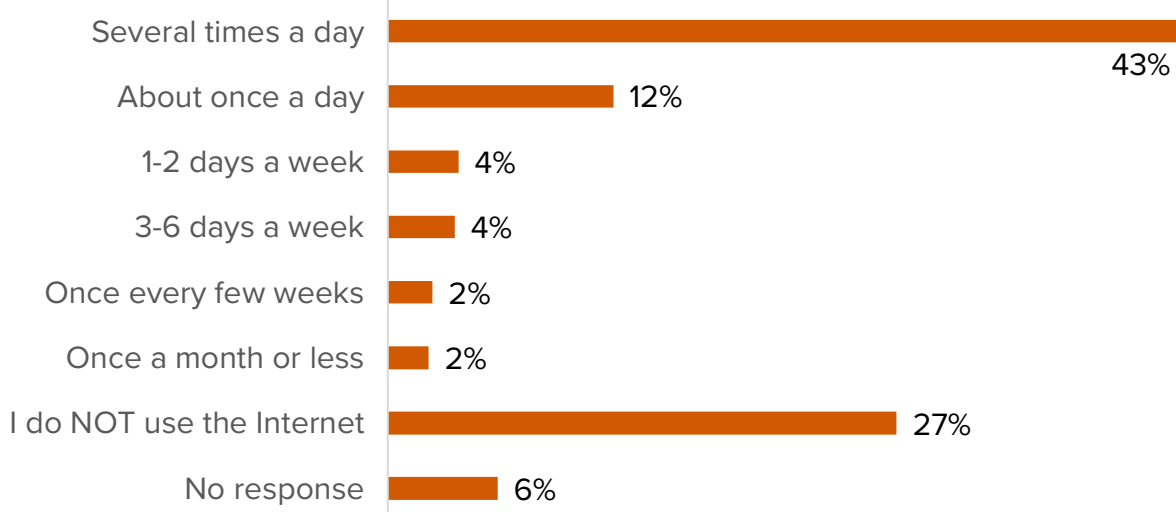
Almost three quarters of survey participants reported going to family/friends for information about their communities and more than half get community information from television.

Survey Participants' Information Sources for Community Resources



Almost half of all survey participants reported using the Internet several times a day and just over one quarter stated they do not use the Internet.




Survey Participants' Reported Internet Use



Communication and Information Goal

To keep people informed and connected with their communities through easily accessible and understandable information.

One Albuquerque Strategies

<p>Inclusion</p> 	<ol style="list-style-type: none"> 1. Improve communication among City departments on respective programs/services. 2. Increase public virtual engagement at city council meetings, advisory meetings and civic events. 3. Standardize senior center newsletters for consistency with regard to publication and distribution. 4. Increase paper and digital distribution of the DSA Quick Guide.
<p>Innovation</p> 	<ol style="list-style-type: none"> 5. Expand and maintain consistent Senior Affairs social media strategies to target diverse audiences (older adults, their children, family, friends, and neighbors). 6. Update Senior Affairs website content with pictures & more information on services and programs. 7. Create a multigenerational/senior center link in the ABQ 311 app.
<p>Safety</p> 	<ol style="list-style-type: none"> 8. Investigate feasibility of website/online presence for Senior Information and Assistance hotline. 9. Develop and coordinate a campaign to centralize City & community information on age-friendly resources and services.

These strategies also support the goals for the following domains: Social Participation, Respect and Social Inclusion and Transportation.

Communication and Information Community Partners

Aging Life Network	French Funerals
Comcast	Prime Time Publishing
Encuentro	Teeniors

Community Partner Commitment Statement

Oasis of Albuquerque:

“We offer the Oasis Intergenerational Tutoring Program - pairing adults with elementary schoolchildren to help with kids’ reading skills and the Oasis Lifelong Learning Program - offering a wide variety of educational programs (for example - humanities, health & wellness) for all.”



Respect & Social Inclusion

Domain Value Statement

People of all ages should feel valued in their community. Intergenerational gatherings and activities should be readily available for young and older people to learn from one another, honor what each has to offer, and feel good about themselves.

Findings From Survey Feedback and Listening Sessions

- The community needs more intergenerational programming in both public and private sectors.
- The City needs to increase younger adult community and civic engagement.
 - Engaged youth would take more responsibility in their roles as community members.
- The safety of streets, parks and other public spaces needs improvement.
- Images of mixed generation, LGBTQ and other diverse styles of families and households should be included in City marketing and communication materials.
- Residents need more opportunities for positive engagement with law enforcement.
- People with different abilities need to be invited to City meetings and advisory councils and provided with transportation to these events.
- Young children need to be educated about older adult experiences.

From participants:

“Reduce crime and beautify the City. Provide free workshops or meet and greet situations to cultural locations for people to learn about different races, religions, age and gender issues.”

“Get to know more about seniors and ask them directly what they want or need. Just like this survey.”

Participants discussed Respect and Social Inclusion in connection with the following domains:



Communication
Information



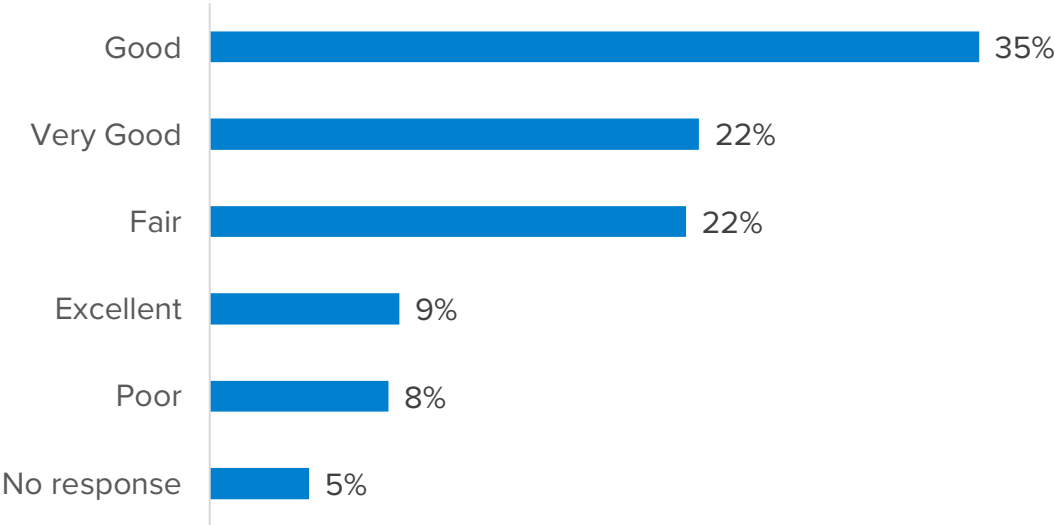
Civic
Engagement
Employment



Social
Participation

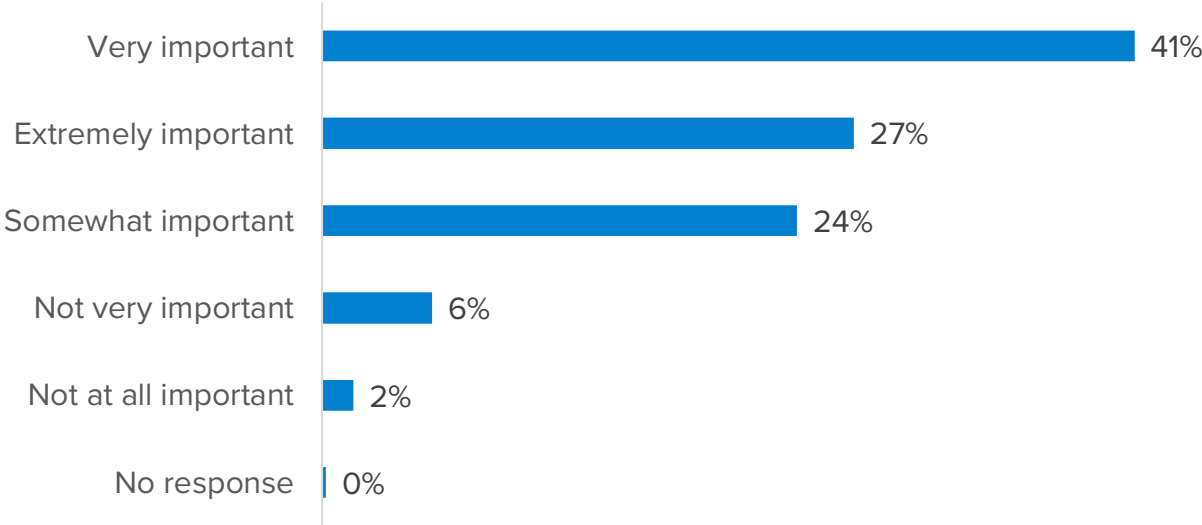
More than half (66%) of survey participants rated Respect and Social Inclusion in Albuquerque as good or better.

Survey Participants' Ratings of Respect and Social Inclusion in Albuquerque



For most survey participants, staying in one's community was very or extremely important.




How Much Staying in One's Community is Important to Survey Participants



Respect and Social Inclusion Goal

To create a responsible and inclusive community that recognizes the contributions of people of all ages and abilities.

One Albuquerque Strategies

<p>Inclusion</p> 	<ol style="list-style-type: none"> 1. Provide free and accessible transportation for persons with disabilities to participate in advisory boards & committees. 2. Promote city-wide use of age-inclusive language.
<p>Innovation</p> 	<ol style="list-style-type: none"> 3. Organize and plan an Age-Friendly ABQ conference to address older adult empowerment and ageism. 4. Ensure that City marketing and communication materials include images of alternative and diverse types of families and households. 5. Install One Albuquerque volunteer sign up computer tablet terminals at senior centers and promote the system with tech support volunteers.
<p>Safety</p> 	<ol style="list-style-type: none"> 6. Improve safety of public parks, bus stops and other city spaces. 7. Plan and implement more community “meet and greet” events with law enforcement personnel.

These strategies also support the goals for the following domains: Communication and Information, Social Participation and Civic Engagement and Employment.

Respect and Social Inclusion Community Partners

Fierce Pride	Adelante Development Center
New Mexico Philharmonic	Albertsons
Senior Olympics	Home Instead
Share Your Care	United Way of Central New Mexico
Road Runner Food Bank	Meals on Wheels
Blissful Spirits Yoga	American Bone Health

Community Partner Commitment Statement

United Way of Central New Mexico:

“We provide community and social events that engage all ages, and we offer employment, entrepreneurship and volunteer options for all ages.”



Community & Health Services

Domain Value Statement

Health and wellness resources should be accessible, available, affordable and close by for people of all ages.

Findings From Survey Feedback and Listening Sessions

- Participants need better transportation options to attend medical and doctor visits.
- Transit Department's Sun Van and Senior Affairs' Transportation offerings should provide rides to medical facilities that are outside city limits but closer to residents' homes.
- The City needs to do more to encourage doctors and health professionals to stay and practice in New Mexico.
- Encourage more respectful interactions with service providers and staff.
- Reduce patronizing and demeaning language and behaviors (elderspeak).
- Reduce crime, which prevents healthy behaviors like walking outside and/or enjoying outdoor spaces.

From participants:

"We are fortunate to be connected to a health care system, but there is a shortage of doctors, so it can be hard to get into the system. What would it take to attract more doctors? This is key to attracting seniors and families."

"I always have a hard time when I interact with people at help desks. They may be sitting down with a counter between us or they talk too fast. Train staff to make eye contact while speaking clearly at a modest pace."

Participants discussed Community and Health Services in connection with the following domains:



Communication
Information



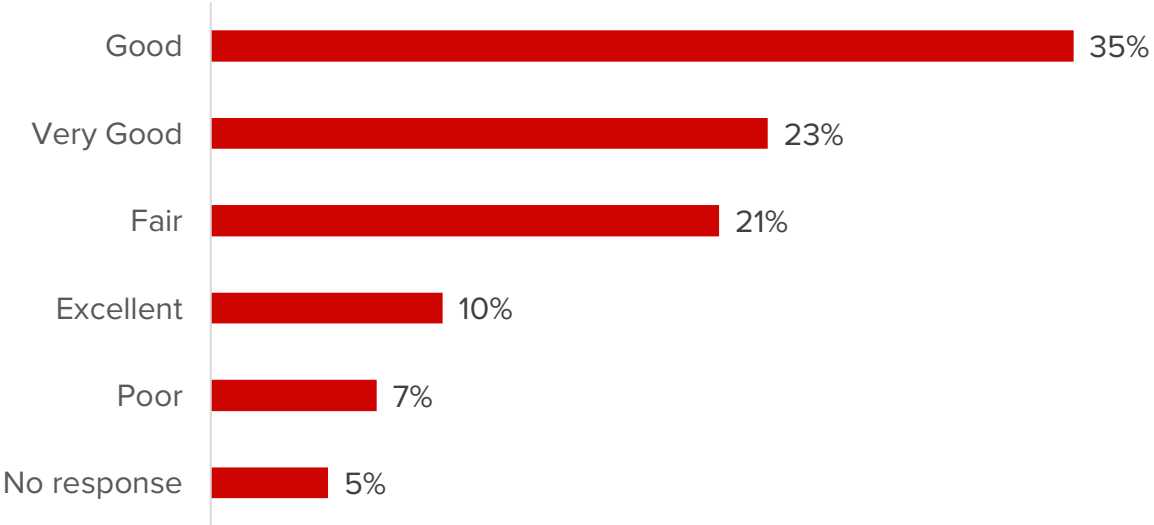
Respect
Social
Inclusion



Transportation

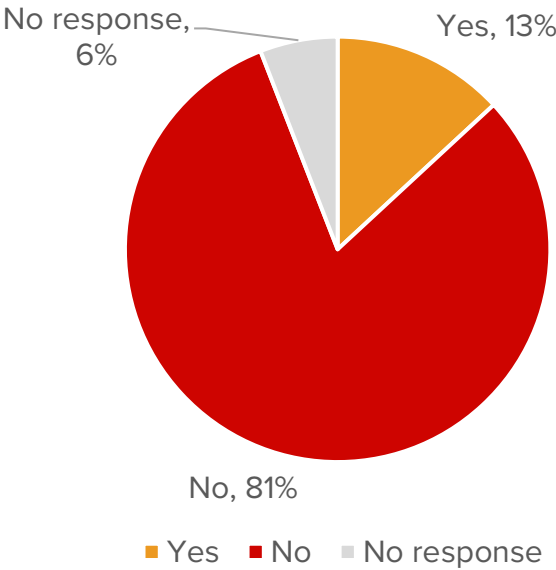
Just over half of survey participants rated Health and Community Resources in Albuquerque as good or better.

Survey Participants' Ratings of Health and Community Resources in Albuquerque



Just over 10% of participants act as a caregiver to a family member or friend for a disability or chronic illness.




Survey Participants who are Caregivers



Community and Health Services Goal

To provide resources and programs that support access to healthy and engaged living.

One Albuquerque Strategies

<p>Inclusion</p> 	<ol style="list-style-type: none"> 1. Promote “connected communities” and "villages" to neighborhood associations. 2. Provide educational resources to health professionals on <i>Elderspeak</i> and respectful language. 3. Increase promotion of health and wellness resources offered by community partners (such as AARP, Oasis, SAGE, American Bone Health).
<p>Innovation</p> 	<ol style="list-style-type: none"> 4. Develop strategies to recruit and retain medical providers to live and practice in Albuquerque. <ol style="list-style-type: none"> 4.a Provide outreach to medical professionals through the Economic Development Department’s (EDD) Boomerang initiative. 4.b Include healthcare as a target industry for workforce development services through the City’s EDD. 5. Investigate relationship with Uber Health as a supplement to Sun Van, Senior Van and City Transit to connect older adults with centers, hospitals, and doctor visits.
<p>Safety</p> 	<ol style="list-style-type: none"> 6. Increase promotions and events for Community Risk Reduction Program. 7. Expand and promote the Silver Alert program and host enrollment events and plan and implement an enrollment campaign. 8. Increase awareness of hospitals and medical facilities that are located along bus lines. <ol style="list-style-type: none"> 8.a Create a map of medical facilities located along bus routes.

These strategies also support the goals for the following domains: Communication and Information, Respect and Social Inclusion and Transportation.

Community and Health Services Community Partners

Senior Health Resource Center	UNMH Senior Health Center
Blue Cross Blue Shield of New Mexico	New Mexico Center for Nursing Excellence
New Mexico Caregivers Coalition	New Mexico Association for Home & Hospice

Community Partner Commitment Statement

New Mexico Alzheimer’s Association:

“We provide support, fundraising and advocacy on behalf of 43,000 New Mexicans with Alzheimer’s disease. We are community based and volunteer driven.”



Civic Participation & Employment

Domain Value Statement

People of all ages should feel encouraged to be actively engaged in community life and have opportunities to work for pay or volunteer their skills.

Findings From Survey Feedback and Listening Sessions

- Transportation options should be provided for older adults and those with different abilities to attend civic meetings, town halls, and advisory meetings.
- City government meetings and proceedings should be consistently disseminated through public access television and YouTube.
- Reduced crime to create safer communities and encourage more older adults to engage in their communities and volunteer.
- Increased job opportunities for younger and older adults are needed.
- The City should address ageism and incorporate training for, and awareness of, ageism through public and private sector partnerships.

From participants:

“We need more inclusive job fairs with opportunities for high school students to the recently retired with varying industries and professions as the presenters.”

“The City and state governments have multiple outreach and informational outlets for those who are interested. You can call 311 anytime to get information on anything in the city.”

Participants discussed Civic Participation and Employment in connection with the following domains:



Communication
Information



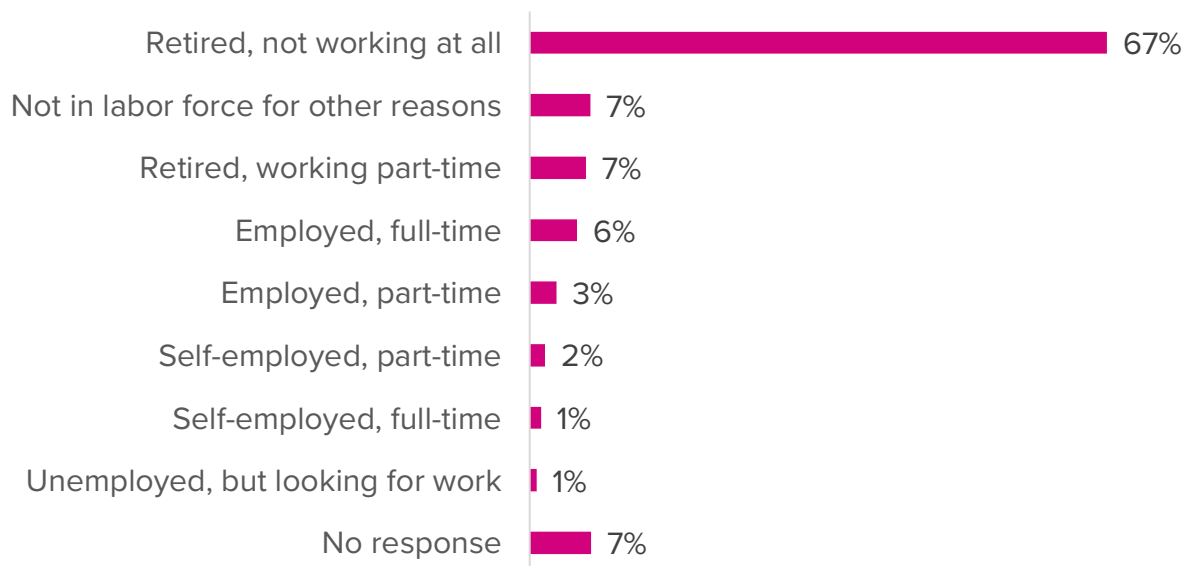
Respect
Social
Inclusion



Transportation

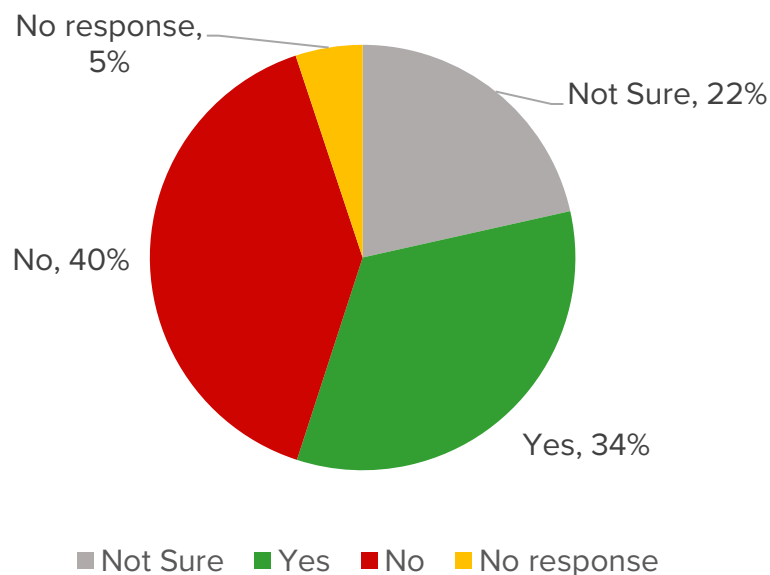
More than half of participants are retired and not working at all and 7% were not in the labor force for other reasons such as disability and/or physical limitations (qualitative comments).

Survey Participants' Employment Status



One third of participants reported volunteering within the last year in Albuquerque and just about the same number stated interest in volunteer opportunities in Albuquerque.




Survey Participants' Interest in Volunteer Opportunities



Civic Participation and Employment Goal

To increase opportunities for people of all ages to get involved in the community in ways that are meaningful to them.

One Albuquerque Strategies

<p>Inclusion</p> 	<ol style="list-style-type: none"> 1. Sponsor age-inclusive and age-friendly trainings and workshops for City departments and businesses. 2. Increase intergenerational programming within Cultural Services (such as libraries, museums, zoo and botanical park). 3. Partner with the <i>Job Training Albuquerque</i> programs at Central New Mexico College to adopt age-friendly practices to eliminate barriers that may prevent any age group from participating. 4. Identify and eliminate existing barriers that prevent industries from hiring younger and older adults. 5. Increase Senior Affairs’ presence at career fairs and advocacy for awareness of older adult employment.
<p>Innovation</p> 	<ol style="list-style-type: none"> 6. Promote <i>Tipping Points for Creatives</i> as a resource for older adult entrepreneurship. 7. Promote the One Albuquerque volunteer program as a “Pathway to Employment” for people of all ages. 8. Investigate ways that the City can increase employment and entrepreneurship opportunities for people of all ages, in particular older adults (such as “second act” careers for people 40+ and 50+ years of age).
<p>Safety</p> 	<ol style="list-style-type: none"> 9. Ensure a selection of civic meetings, hearings and events are consistently made available on public access television.

These strategies also support the goals for the following domains: Communication and Information, Respect and Social Inclusion and Transportation.

Civic Participation and Employment Community Partners

Junior Achievement	Albuquerque Hispano Chamber of Commerce
New Mexico NEW Elders	African American Greater Albuquerque Chamber of Commerce

Community Partner Commitment Statement

WESST Enterprise Center:

“WESST is a statewide small business development and training organization committed to growing New Mexico’s economy by cultivating entrepreneurship. Our vision is to provide sustainable economic opportunities for any New Mexican.”



Housing

Domain Value Statement

People of all ages should be able to stay in their current home and community. Homes should be designed or modified for aging in place. Our community should have suitable housing options for people of all incomes, ages and life stages.

Findings From Survey Feedback and Listening Sessions

- More housing options for older adults on fixed incomes are needed.
- New housing structures and developments should exceed ADA compliance for aging in place (incorporate *Universal Design*).
- Waiting periods for housing authority vouchers need to be reduced.
- The City needs to support development of Accessory Dwelling Units (ADU).
 - ADUs keep living expenses down, provide income for older adults, and increase family/community connections.
- More information on affordable and/or senior housing is needed throughout the community.
- Expanded bus routes are needed to better connect neighborhoods to community resources throughout the city.

From participants:

“Our neighborhood is age eclectic. Many neighbors have been in their homes for decades. We are all welcome and I appreciate the diversity and mutual respect.”

Allow second dwellings ("granny units") with kitchens in neighborhoods if there is sufficient lot size and setbacks can still be met. This would help both young and old people with housing.”

Participants discussed Housing in connection with the following domains:



Communication
Information



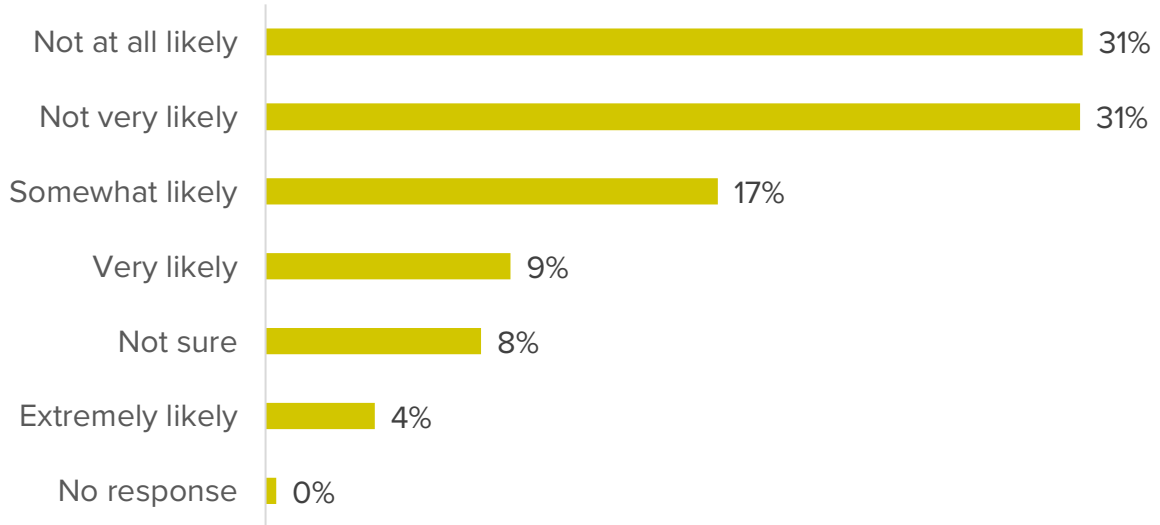
Respect
Social
Inclusion



Transportation

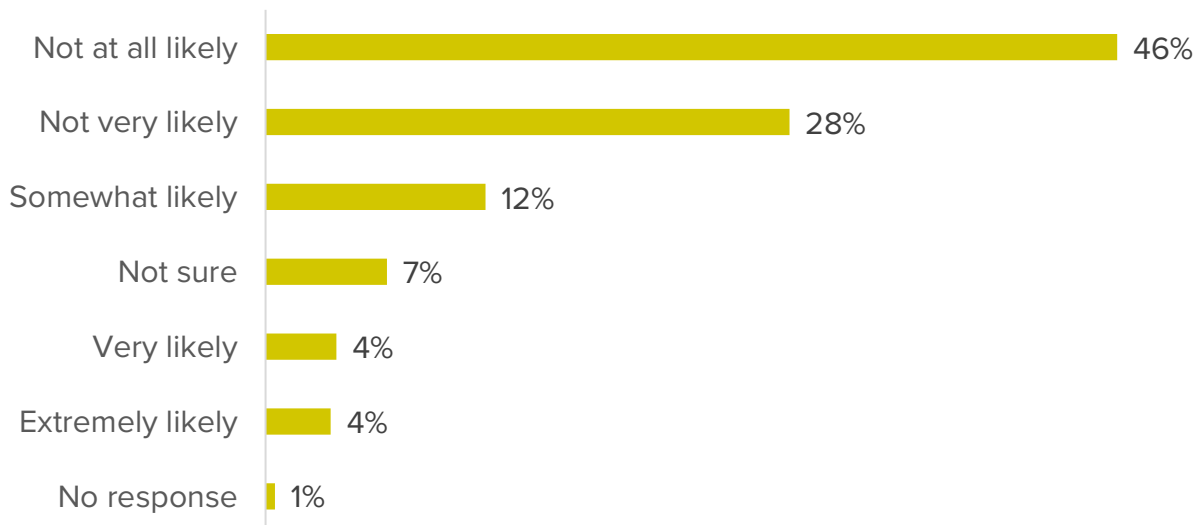
About a quarter of survey participants are likely to change homes within Albuquerque.

How Likely Survey Participants are to Move Homes within Albuquerque



Less than 10% of survey participants are likely to moves to homes outside of Albuquerque.

How Likely Survey Participants are to Move Homes Outside of Albuquerque



Housing Goal

To provide resources and policies that allow for safe and accessible dwelling for people of all ages and abilities.

One Albuquerque Strategies

<p>Inclusion</p> 	<p>1. Increase awareness of housing opportunities among City departments.</p> <p>2. Increase awareness of regulation updates to the City’s Integrated Development Ordinance (IDO) that incentivize affordable housing developments.</p> <hr/> <p>2.a Promote Cottage Developments (small, affordable communal living options) permitted by IDO.</p>
<p>Innovation</p> 	<p>3. Conduct Community Planning Assessments for Accessory Dwelling Units (ADUs) in specific areas in the city.</p> <hr/> <p>4. Update information on the City’s Universal Design brochure and website.</p> <hr/> <p>5. Increase awareness of Universal Design principles among developers/construction firms.</p> <hr/> <p>6. Explore strategies to address older adults downsizing to smaller homes.</p>
<p>Safety</p> 	<p>7. Increase public awareness of the new HUD income-based home repair voucher program.</p> <hr/> <p>8. Recruit more helpers for Senior Affairs home services program.</p> <hr/> <p>9. Increase awareness of housing developments that are near Transit facilities and along bus lines.</p> <hr/> <p>9.a Create a map of housing developments near Transit bus stops.</p>

These strategies also support the goals for the following domains: Communication and Information, Respect and Social Inclusion and Transportation.

Housing Community Partners

Del Webb	New Mexico Gas Company
Homewise	North Campus Community Project (NCCP)
Molina	PNM Good Neighbor Fund

Community Partner Commitment Statement

Senior Citizens' Law Office:

“We provide free legal services to seniors 60 + pursuant to the Older Americans Act. We assist seniors access the benefits to which they are entitled.”



Transportation

Domain Value Statement

Driving isn't the only way to get around. Pedestrians should have access to walkable sidewalks and safe, crossable streets. Dedicated bicycle lanes benefit nondrivers and drivers. Public transit options should range from large-scale to small-scale and be affordable and accessible for all.

Findings From Survey Feedback and Listening Sessions

- Bus routes are needed in the more rural and peripheral neighborhoods.
- More benches at bus stops are needed.
- Public transportation options need increased police/public safety presence.
- Traffic violations need to be better enforced.
- Sidewalks need improvement.
- Sun Van and Senior Van need to improve scheduling and reduce wait time for pick up/drop off.
- More awareness on the Sun Van email application process is needed.
- More ride share options, like Uber and Lyft, are needed to supplement public transit.

From participants:

"It's age friendly because it's car friendly with ample parking available everywhere I want and need to go. I have severe arthritis so I'm mobility impaired. I recently moved here from a larger city and I've regained my freedom of movement by moving to Albuquerque."

"We need more bus stops and routes along our streets. One of the busiest streets in ABQ doesn't have bus service. You have to walk several blocks for service."

Participants discussed Transportation in connection with the following domains:



Communication
Information



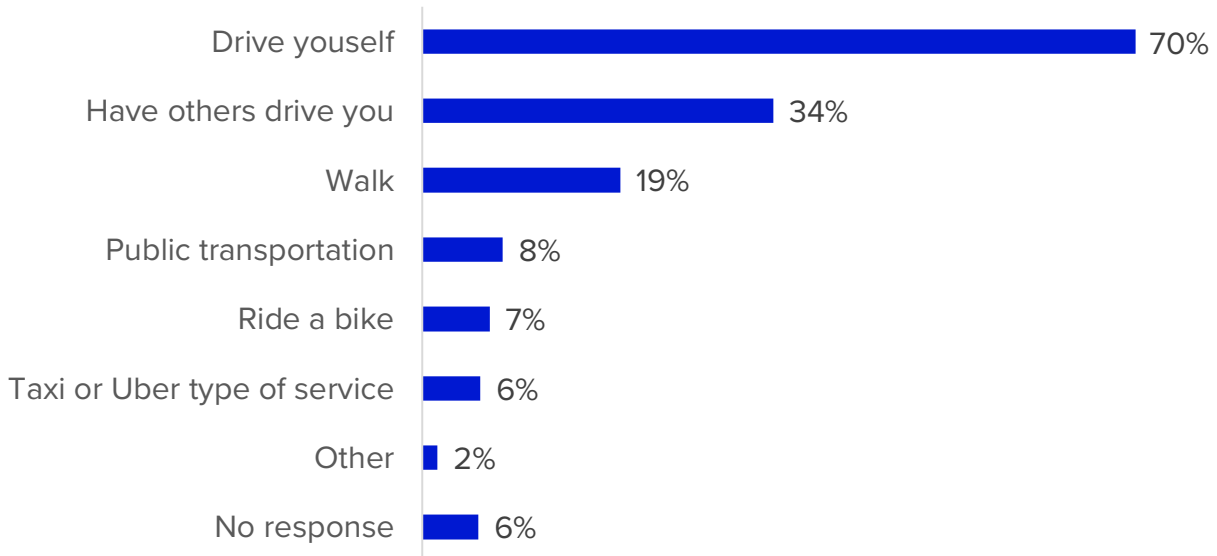
Respect
Social
Inclusion



Civic
Engagement
Employment

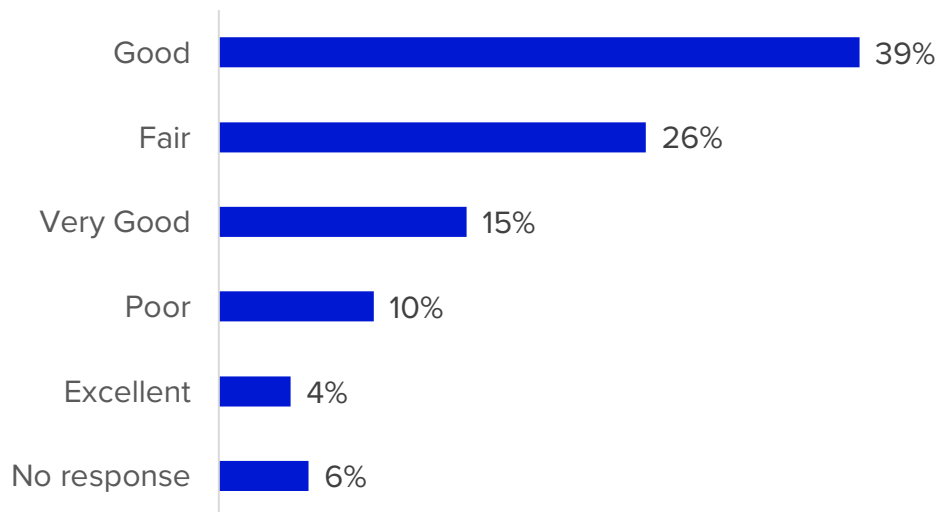
Almost three quarters of participants reported driving themselves to get around. Two percent reported using other means of transportation such as Sun Van, Senior Van and Catholic Charities (qualitative comments).

Survey Participants' Transportation Options



More than 35% of survey participants rated Transportation poor to fair.




How Survey Participants Rated Reliable and Affordable Transportation in Albuquerque



Transportation Goal

To improve mobility options and resources for people of all ages and abilities.

One Albuquerque Strategies

<p>Inclusion</p> 	<ol style="list-style-type: none"> 1. Increase public participation on and with the Paratransit Advisory Board. <li style="padding-left: 20px;">1.a Distribute flyers at senior and community centers. 2. Explore the option of providing low cost or discounted transportation and/or parking for residents to and from City civic engagements. 3. Explore the option of allowing Sun Van to travel outside Albuquerque city limits to medical facilities more convenient for patrons living on the edge of city limits.
<p>Innovation</p> 	<ol style="list-style-type: none"> 4. Increase promotion of Transit’s Sun Van online/email application submission and online/email submission of Part II - Healthcare Provider Certification. 5. Increase promotion of Transit’s Trip Planning Assistance Workshops throughout the community.
<p>Safety</p> 	<ol style="list-style-type: none"> 6. Investigate the feasibility of increasing the number and service area of bus routes and scheduled stops throughout the city. 7. Promote the <i>Adopt a Stop</i> program for residents to volunteer to perform routine care and maintenance at bus stops. 8. Ensure traffic laws are consistently enforced.

These strategies also support the goals for the following domains: Communication and Information, Respect and Social Inclusion and Civic Engagement and Employment.

Transportation Community Partners

Blue Cross Blue Shield of New Mexico
InnovAge

Catholic Charities of Central New Mexico
New Mexico Rail Runner

Community Partner Commitment Statement

InnovAge:

“We align care with each participant's health outcome goals and care preferences. We provide safe transportation to medical appointments and Adult Day Health Center. We support mobility and safety and maintaining function through therapy and durable medical equipment (DME) and fully integrated healthcare.”



Social Participation

Domain Value Statement

Opportunities to socialize should abound. Accessible, affordable and fun social activities should be available to people of all ages.

Findings From Listening Sessions and Survey

- Residents need to be more engaged with their neighborhood/neighborhood associations.
- Village communities and neighborhood watches increase older adult social connections.
- Increased police/public safety official presence in the community increases older adults' sense of security and belonging to their communities.
- Increased technology training is needed for older adults.
- Older adult participants want more opportunity for intergenerational learning and exchanges to build strong community.
- Improved city walkability through sidewalk repairs demonstrates concern with accessibility for all community members.
- Improved public transportation schedules and options are needed to allow older adults greater access to social events.

From participants:

“The City of Albuquerque does a good job in posting activities and volunteer opportunities on the Internet. The Office of Neighborhood Associations is excellent, too, encouraging activities within neighborhoods. Community centers here also provide opportunities for all ages, although there is not one near my home.”

“Virtual villages generally have goals to encourage and improve social participation. I would like to see more of these villages spring up in the city.”

Participants discussed Social Participation in connection with the following domains:



Communication
Information

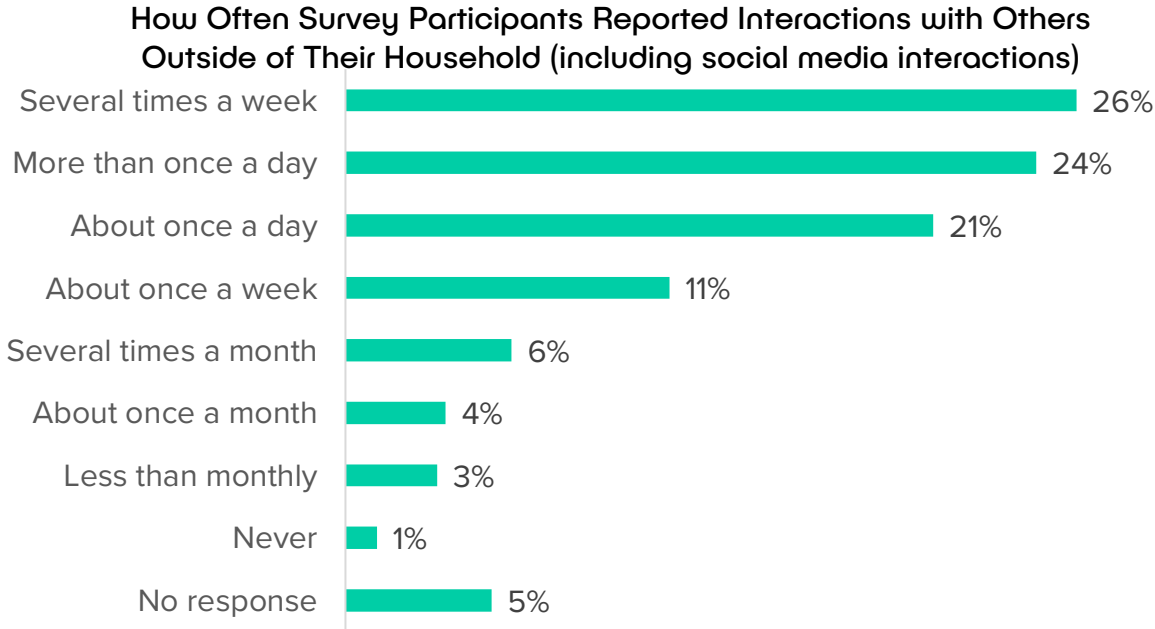


Civic
Engagement
Employment

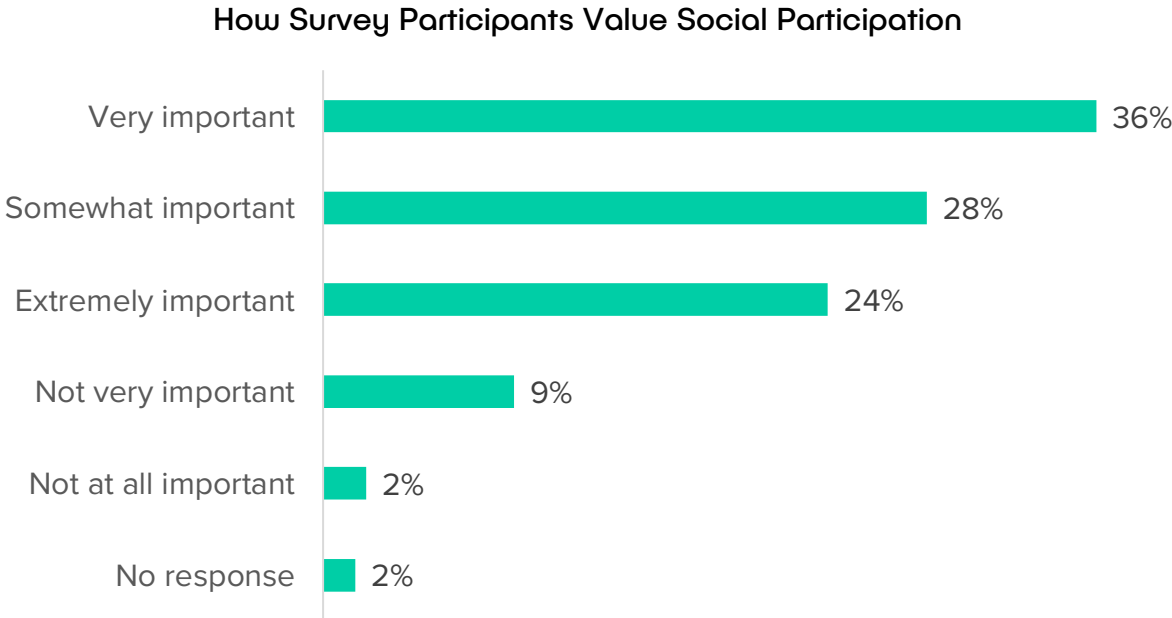


Transportation

More than half of respondents said they interact with family/friends outside of their household at least several times a week (including social media interactions) and 1% reported never having interactions with people outside of their household. Many participants commented their responses reflect general behaviors outside of the public health crisis context (qualitative comments).






Almost 60% of participants believe Social Participation is very to extremely important.



Social Participation Goal

To provide plentiful and diverse opportunities that encourage social engagement for people of all ages and abilities.

One Albuquerque Strategies

<p>Inclusion</p> 	<p>1. Expand multigenerational offerings through One ABQ Youth Connect. 1.a Promote community partner multigenerational offerings in Youth Connect program information (such as Teeniors, Oasis, SAGE).</p> <hr/> <p>2. Engage the <i>Tarde de Oro</i> Production to develop and host a multigenerational dance program that teaches older adults and youth New Mexican Dance.</p> <hr/> <p>3. Promote community partner social events and engagement opportunities (such as Oasis, SAGE, AARP).</p>
<p>Innovation</p> 	<p>4. Research and implement more contemporary Senior Affairs programming to consider future “older adult” cohorts.</p> <hr/> <p>5. Create more multigenerational engagements and programming at local colleges and universities.</p> <hr/> <p>6. Promote technology training and education programs offered by City and community partners (such as AARP, Oasis, Teeniors, computer classes and Lynda.com resources w/Cultural Services).</p>
<p>Safety</p> 	<p>7. Improve consistency of park maintenance and repair of vandalism.</p> <hr/> <p>8. Collaborate with APD on creative ways to increase neighborhood association patrols.</p>

These strategies also support the goals for the following domains: Communication and Information, Civic Engagement and Employment and Transportation.

Social Participation Community Partners

New Mexico Asian Family Center	Kirtland Club Toastmasters of New Mexico
Oasis of Albuquerque	Rio Grande Credit Union
Parkland Village	Dual Language Education of New Mexico

Community Partner Commitment Statement

SAGE Albuquerque:

“We provide events for folks to socialize online or in accessible, well-lit, easy to find places. We offer support to members needing computer assistance for Zoom meetings. We constantly celebrate the fact that we are living our best lives at every age!”



Outdoor Spaces & Buildings

Domain Statement

People need public spaces to gather. Green spaces, seating and accessible buildings should be available for and enjoyed by people of all ages and abilities.

Survey Feedback and Listening Session Items

- Older buildings throughout the city need increased handrails, automatic doors and ramps for easier access.
- Sidewalks in many neighborhoods need ADA-compliant repairs/updates.
- Rural neighborhoods need streetlights to increase a sense of safety.
- Increase police/public safety presence at parks and public spaces to deter vandalism and public disturbances.
- Homelessness, vagrancy and public disturbances are barriers to age-friendly communities.
- Improve public transportation options and/or implement free parking for increased engagement at civic events such as town halls, city council and advisory board meetings.
- Improved transportation options to access open spaces and cultural service sites are needed to better accommodate those with transportation and mobility concerns.

From participants:

“There is a lack of sidewalks in my neighborhood because it was established prior to 1920, forcing many people to unsafely walk in the street. The sidewalks we do have are in disrepair as well.”

“Albuquerque has several well-maintained community centers with fitness rooms and outdoor courts. The parks and open space trails are great such as the Petroglyph National Monument walking trails.”

Participants discussed Outdoor Spaces and Buildings in connection with the following domains:



Communication
Information



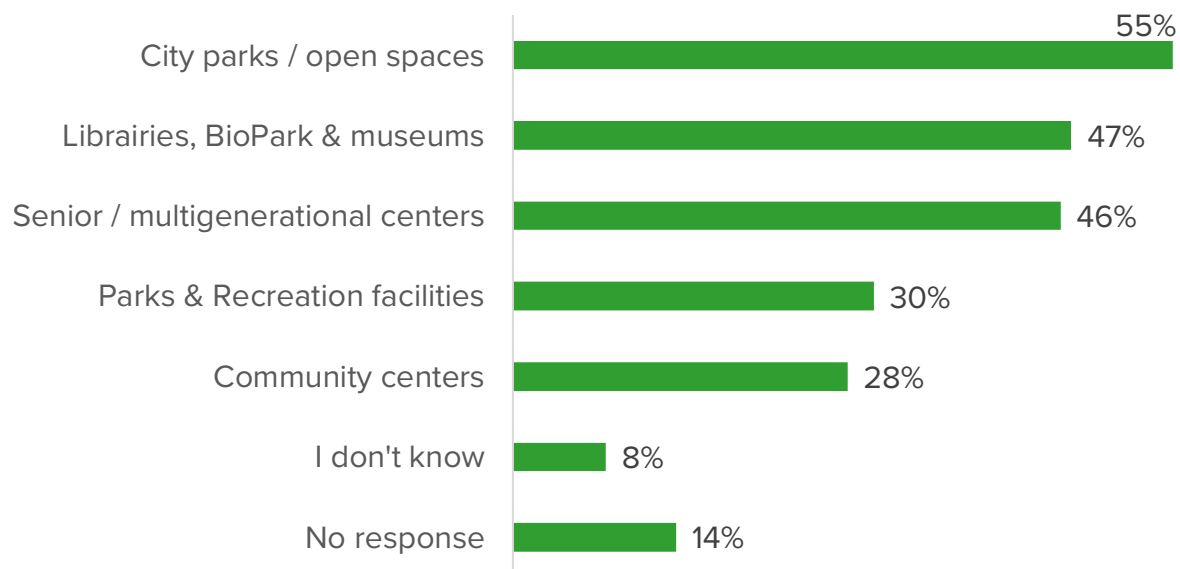
Respect
Social
Inclusion



Transportation

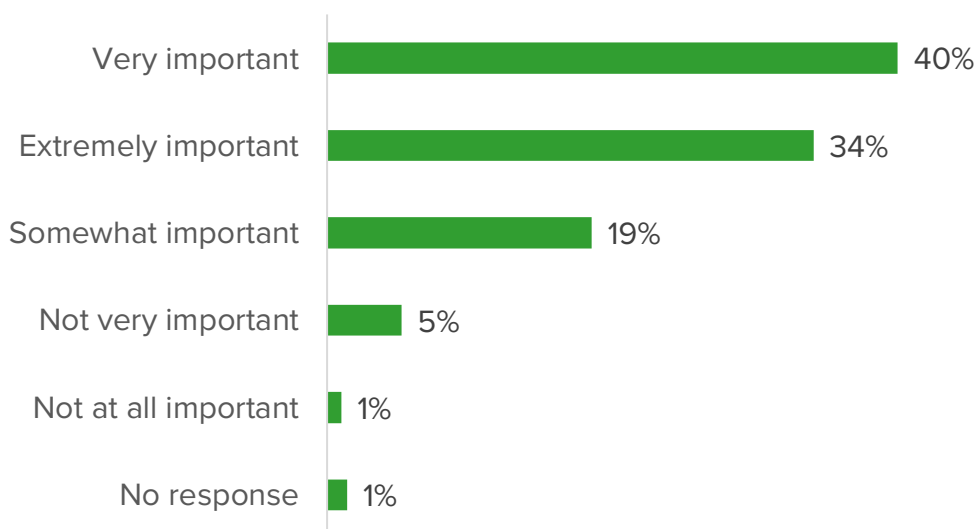
More than half of participants reported using City parks and open spaces and almost half use community, senior or multigenerational centers.

Community Services Used by Survey Participants



More than three quarters of survey participants believe parks and spaces are important.




How Survey Participants Value Safe and Accessible Parks and Spaces



Outdoor Spaces and Buildings Goal

To create safe and accessible outdoor spaces and buildings for people of all ages and abilities.

One Albuquerque Strategies

<p>Inclusion</p> 	<p>1. Increase public participation with the City ADA Advisory Council.</p> <hr/> <p>2. Provide updates on the City’s plan to offer shuttle services that connect museums, the zoo and botanical gardens to existing Transit bus stops.</p> <hr/> <p>3. Increase public awareness of <i>10 Minute Walk to the Park</i> campaign.</p>
<p>Innovation</p> 	<p>4. Increase awareness of sidewalk repair rules, regulations and reporting.</p> <hr/> <p>5. Promote 311 and the ABQ 311 app as a tool for reporting of damaged/inaccessible sidewalks.</p> <hr/> <p>6. Increase public awareness of City Planning and Community Assessment meetings.</p> <hr/> <p>6.a Finalize the purchase and buildout of the "Plan Van" which will allow City Planning staff to attend events and host informal interactions with the public.</p> <hr/> <p>6.b Develop in-person and online activities that engage the public on the City's Community Planning assessments and meetings.</p>
<p>Safety</p> 	<p>7. Increase public awareness of the City Transition Plan and Complete Streets Ordinance.</p> <hr/> <p>8. Increase the number of streetlights throughout the city.</p> <hr/> <p>9. Increase accessibility and safety of sidewalks throughout the city.</p>

These strategies also support the goals for the following domains: Communication and Information, Respect and Social Inclusion and Transportation.

Outdoor Spaces and Buildings Community Partners

Terri O'Hare, Community Advocate
 Senator Bill Tallman

Falls Coalition of New Mexico
 AARP New Mexico

Community Partner Commitment Statement

Falls Coalition of New Mexico

“We promote the use of senior centers and parks as venues for physical activity and evidence-based falls prevention programming such as tai chi.”

Summary Table of Action Plan

This summary table provides an overview of potential age friendly efforts for the City of Albuquerque. Strategies were created with stakeholder input and many will rely on the continued support of stakeholders to execute at the highest level. Consideration was given to reasonable timelines and likely budgetary impacts but this plan also recognizes the need for flexibility to meet changing or urgent needs. In addition to allowing for re-evaluation by future Administrations and updates as more community organizations and individuals join this effort, this plan also tasked the Senior Affairs Advisory Council with regular monitoring to ensure goals are being met and to recommend priority shifts, if needed.

Strategy	Responsible City of Albuquerque Dept. (COA)	Indicators	Resources Needed (0, +) 0= current/existing resources, + = may require additional funding	Time Frame (years)	
<i>Elements of this action plan are subject to change at the discretion of the City and the Age-Friendly Albuquerque Committee as City department responsibilities and budgets change.</i>					
Domain	Communication and Information				
Goal	To keep people informed and connected with their communities through easily accessible and understandable information.				
Community Partners for Communication and Information					
AARP New Mexico, Adelante Development Center, Aging Life Network, Albuquerque Hispano Chamber of Commerce, American Bone Health, Catholic Charities of Central New Mexico, Comcast, Encuentro, Falls Coalition of New Mexico, Fierce Pride, French Funerals, Home Instead, Junior Achievement, Molina, New Mexico Asian Family Center, New Mexico Philharmonic, New Mexico Alzheimer's Association, New Mexico NEW Elders, North Campus Community Project (NCCP), Oasis of Albuquerque, Parkland Village, Prime Time Publishing, Rio Grande Credit Union, Road Runner Food Bank, SAGE Albuquerque, Senior Health Resource Center, Senior Olympics, Terri O'Hare, WESST Enterprise Center					
1	Improve communication among COA departments on respective programs/services.	Civic Engagement	Increased cross-promotion of other dept initiatives in external communications	0	2
2	Increase public virtual engagement at city council, advisory meetings and civic events.	Civic Engagement	# of telephone and web conference town halls, meetings and information sessions; One Albuquerque volunteer engagement platform analytics.	+	1
3	Standardize senior center newsletters for consistency with regard to publication and distribution.	Dept of Senior Affairs (DSA)	Creation and implementation of template for all center locations	0	1

Strategy	Responsible City of Albuquerque Dept. (COA)	Indicators	Resources Needed (0, +) 0= current/existing resources, + = may require additional funding	Time Frame (years)	
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4	Increase paper and digital distribution of DSA Quick Guide.	DSA	Number of hard copies handed out to residents; number promotional social media posts, digital promotions and downloads	+	1
5	Expand and maintain consistent Senior Affairs social media strategies to target diverse audiences (older adults, their children, family, friends, and neighbors).	DSA	Development of multigenerational Strategy and social media scheduler	0	1
6	Update Senior Affairs website content with pictures & more information on services and programs.	DSA	Updated website with last update timestamp	0	1
7	Create a multigenerational/ senior center link in the ABQ 311 app.	Albuquerque Fire Rescue (AFR) & DSA	Presence of link in interface	0	1
8	Investigate feasibility of website/online presence for Senior Information and Assistance hotline.	DSA	Feasibility report; website update and number of visits, clicks and online inquiries	+	2
9	Develop and coordinate a campaign to centralize City & community information on age-friendly resources and services	DSA	Dedicated webpage, more age-friendly resources included in City-wide external communications; # of entries in the Age-Friendly Asset Inventory	+	2

Strategy	Responsible City of Albuquerque Dept. (COA)	Indicators	Resources Needed (0, +) 0= current/existing resources, + = may require additional funding	Time Frame (years)	
<i>Elements of this action plan are subject to change at the discretion of the City and the Age-Friendly Albuquerque Committee as City department responsibilities and budgets change.</i>					
Domain	Respect and Social Inclusion				
Goal	To create a responsible and inclusive community that recognizes the contributions of people of all ages and abilities.				
Community Partners for Respect and Social Inclusion					
AARP New Mexico, Adelante Development Center, African American Greater Albuquerque Chamber of Commerce, Albuquerque Hispano Chamber of Commerce, Blissful Spirits Yoga, Catholic Charities of Central New Mexico, Del Webb, Dual Language Education of New Mexico, Falls Coalition of New Mexico, Fierce Pride, Home Instead, Homewise, InnovAge, Junior Achievement, Kirtland Club Toastmasters of New Mexico, Meals on Wheels, Molina, New Mexico Asian Family Center, New Mexico Philharmonic, New Mexico Alzheimer's Association, New Mexico NEW Elders, New Mexico Telehealth Alliance, North Campus Community Project (NCCP), Oasis of Albuquerque, Rio Grande Credit Union, Road Runner Food Bank, SAGE Albuquerque, Senator Bill Tallman, Senior Health Resource Center, Senior Olympics, Share Your Care, Terri O'Hare, United Way of Central New Mexico, WESST Enterprise Center, University of New Mexico Hospital (UNMH) Senior Health Center					
1	Provide free and accessible transportation for disabled persons to participate in advisory boards & committees.	Transit	Number of rides provided to civic engagements	+	3
2	Promote city-wide use of age-inclusive language.	Office of Equity and Inclusion (OEI) & DSA	# of signed commitments from COA departments; # of "age-friendly" references in City messaging	0	1
3	Organize and plan an Age-Friendly ABQ conference to address older adult empowerment and ageism.	DSA	Establishment of planning committee and conference agenda & plans	+	3
4	Ensure that City marketing and communication materials include images of alternative and diverse types of families and households.	OEI	# of images and references of alternative family styles (i.e., multigenerational, LGBTQ)	0	1
5	Install One Albuquerque volunteer sign up computer tablet terminals at senior centers and promote the system with tech support volunteers.	Civic Engagement	# of volunteers signed up through program; program evaluation results; Cities of Service/ Experience Matters Program evaluation Data (Grant Funded Project)	0	1

Strategy	Responsible City of Albuquerque Dept. (COA)	Indicators	Resources Needed (0, +) 0= current/existing resources, + = may require additional funding	Time Frame (years)	
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6	Improve safety of public parks, bus stops and other City spaces.	Albuquerque Police Department (APD)	Increased # of police or community patrols in public spaces	+	2
7	Plan and implement more community "meet and greet" events with law enforcement personnel.	APD	# of engagements with neighborhood associations.	0	1
Domain		Community and Health Services			
Goal		To provide resources and programs that support access to healthy and engaged living.			
Community Partners for Community and Health Services					
AARP New Mexico, Adelante Development Center, Albertsons, American Bone Health, Blissful Spirits Yoga, Blue Cross Blue Shield of New Mexico, Catholic Charities of Central New Mexico, Comcast, Encuentro, Falls Coalition of New Mexico, Fierce Pride, Home Instead, InnovAge, Meals on Wheels, Molina, New Mexico Asian Family Center, New Mexico Caregivers Coalition, New Mexico Gas Company, New Mexico Alzheimer's Association, New Mexico Association for Home & Hospice, New Mexico Center for Nursing Excellence, New Mexico Telehealth Alliance, Oasis of Albuquerque, Parkland Village, PNM Good Neighbor Fund, Road Runner Food Bank, Senator Bill Tallman, Senior Citizens' Law Office, Senior Health Resource Center, Share Your Care, Terri O'Hare, University of New Mexico Hospital (UNMH) Senior Health Center					
1	Promote "connected communities" and "villages" to neighborhood associations.	DSA	# of neighborhood associations contacted; # of engagements with neighborhood organizations	0	2
2	Provide educational resources to health professionals on Elderspeak and respectful language	DSA	Development of resources; number of providers using resources	+	2
3	Increase promotion of health and wellness resources offered by community partners (i.e., AARP, Oasis, SAGE, American Bone Health).	DSA	# of digital and print promotions and cross promoted events and resources	0	1
4	Develop strategies to recruit and retain medical providers to live and practice in Albuquerque.	Economic Development Dept. (EDD)	Workforce Development Liaison Assessments	0	2

Strategy	Responsible City of Albuquerque Dept. (COA)	Indicators	Resources Needed (0, +) 0= current/existing resources, + = may require additional funding	Time Frame (years)	
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4.a	Provide outreach to medical professionals through the Economic Development Department's Boomerang initiative.	EDD	# of professionals contacted; # of outreach events and communications	+	3
4.b	Include healthcare as a target industry for workforce development services through the City's Economic Development Department.	EDD	Assessment from Workforce Development Liaison	0	3
5	Investigate relationship with Uber Health as supplement to Sun Van, Senior Van and COA Transit to connect older adults with centers, hospitals, and doctor visits.	DSA	Results from report	+	2
6	Increase promotion and events for Community Risk Reduction Program	AFR	Increased # of community engagements and presentations	0	2
7	Expand and promote the Silver Alert program and host enrollment events/campaign.	DSA	Number of events and attendees	+	2
8	Increase awareness of hospitals and medical facilities that are located along bus lines.	Transit	Distribution of digital and print information sheets.	+	2
8.a	Create a map of medical facilities located along bus routes.	Transit	ABQ Ride will develop a map of what hospitals are along a bus line to be distributed at Senior Centers.	+	2
Domain	Civic Participation and Employment				
Goal	To increase opportunities for people of all ages to get involved in the community in ways that are meaningful to them.				
Community Partners for Civic Engagement and Employment					

Strategy	Responsible City of Albuquerque Dept. (COA)	Indicators	Resources Needed (0, +) 0= current/existing resources, + = may require additional funding	Time Frame (years)	
<i>Elements of this action plan are subject to change at the discretion of the City and the Age-Friendly Albuquerque Committee as City department responsibilities and budgets change.</i>					
AARP New Mexico, Adelante Development Center, African American Greater Albuquerque Chamber of Commerce, Albuquerque Hispano Chamber of Commerce, Catholic Charities of Central New Mexico, Del Webb, Dual Language Education of New Mexico, French Funerals, Home Instead, Junior Achievement, Molina, New Mexico Asian Family Center, New Mexico Philharmonic, New Mexico NEW Elders, North Campus Community Project (NCCP), Oasis of Albuquerque, Parkland Village, Road Runner Food Bank, Senior Olympics, Terri O'Hare, United Way of Central New Mexico, WESST Enterprise Center					
1	Sponsor age-inclusive and age-friendly trainings and workshops for City departments and businesses.	DSA	Creation of curriculum plan; # learning modules created	+	3
2	Increase intergenerational programming within Cultural Services (i.e., libraries, museums, Biopark)	Cultural Services	Increased # of intergenerational programs	+	2
3	Partner with the <i>Job Training Albuquerque</i> programs at Central New Mexico College to adopt age-friendly practices to eliminate barriers that may prevent any age group from participating.	EDD	JTA annual review results	0	2
4	Identify and eliminate existing barriers that prevent industries from hiring younger and older adults.	EDD	Results from The EDD Workforce study on Target Industry growth	0	2
5	Increase Senior Affairs' presence at career fairs and advocacy for awareness of older adult employment.	DSA	# of fairs DSA attends; # outreach to orgs on older adult employment; # of DSA volunteers interested to table at fairs	0	2
6	Promote Tipping Points for Creatives as a resource for older adult entrepreneurship.	Cultural Services	Increased # of older adult participants	0	1

Strategy	Responsible City of Albuquerque Dept. (COA)	Indicators	Resources Needed (0, +) 0= current/existing resources, + = may require additional funding	Time Frame (years)	
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7	Promote One ABQ Volunteers as a "Pathway to Employment" for people of all ages.	Civic Engagement	Creation and implementation of information campaign; increased # of volunteers who gain employment	0	2
8	Investigate ways the City can increase employment and entrepreneurship opportunities for people of all ages, in particular older adults (i.e., "second act" careers for people 40+ and 50+ years of age).	DSA	Results from DSA report on older adult entrepreneurship strategies	+	3
9	Ensure a selection of civic meetings, hearings and events are consistently made available on public access television.	Civic Engagement	Scheduler tool created and maintained	+	1
Domain		Housing			
Goal		To provide resources and policies that allow for safe and accessible dwelling for people of all ages and abilities.			
Community Partners for Housing					
AARP New Mexico, Adelante Development Center, Catholic Charities of Central New Mexico, Del Webb, Falls Coalition of New Mexico, Home Instead, Homewise, Molina, New Mexico Gas Company, North Campus Community Project (NCCP), Senior Citizens' Law Office, Terri O'Hare, PNM Good Neighbor Fund					
1	Increase awareness of housing opportunities among COA departments/divisions	Department of Family and Community Services (DFCS)	# of representatives from other COA depts at DFCS events; # mentions in COA external communications	0	1
2	Increase awareness of regulation updates to the Integrated Development Ordinance (IDO) that incentivize affordable housing developments.	Planning	# of promotional communications; # of developers contacted	0	2

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2.a	Promote Cottage Developments (small, affordable communal living options) permitted by the City's Integrated Development Ordinance.	Planning	# of Community Planning Assessments; # of developers contacted	+	3
3	Conduct Community Planning Assessments for Accessory Dwelling Units (ADUs) in specific areas in the City.	Planning	# of Community Planning Assessments; # of developers contacted	0	3
4	Update information on Universal Design brochure and website	DFCS	updated website and downloadable brochure	+	1
5	Increase awareness of Universal Design principles among developers/ construction firms.	DFCS	# of developers contacted	0	2
6	Explore strategies to address older adults downsizing to smaller homes.	DFCS & DSA	# of collaborative meetings between DFCS/ DSA	+	3
7	Increase public awareness of new HUD income-based home repair voucher program.	Planning	Increased # of voucher applicants; Increased # of media communications about voucher program	+	2
8	Recruit more helpers for Senior Affairs home services program.	DSA	# of volunteers recruited through One Albuquerque volunteer platform; # of promotional material distributed, social media posts; # of organizations contacted	+	2
9	Increase awareness of housing developments that are near Transit facilities and along bus lines.	Transit	# of promotional communications shared; # of social media posts, # of flyers distributed.	0	1

Strategy	Responsible City of Albuquerque Dept. (COA)	Indicators	Resources Needed (0, +) 0= current/existing resources, + = may require additional funding	Time Frame (years)	
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9.a	Create a map of housing developments near Transit bus stops.	Transit	Creation of map by ABQ Ride	+	1
Domain		Transportation			
Goal		To improve mobility options and resources for people of all ages and abilities.			
Community Partners for Transportation					
AARP New Mexico, Blue Cross Blue Shield of New Mexico, Catholic Charities of Central New Mexico, Home Instead, InnovAge, Molina, New Mexico Rail Runner, North Campus Community Project (NCCP), Parkland Village, Senior Citizens' Law Office, Share Your Care, Terri O'Hare					
1	Increase public participation on and with the Paratransit Advisory Board.	Transit	# of new board members; # of attendants	0	1
1.a	Distribute flyers at senior and community centers.	Transit	# of flyers distributed; # of participants recruited through flyers	0	1
2	Explore the option of providing low cost or discounted transportation and/or parking for residents to and from City civic engagements.	Transit	Report from Transit Advisory Board	+	3
3	Explore the option of allowing Sun Van to travel outside Albuquerque city limits to medical facilities more convenient for patrons living on the edge of city limits.	Transit	Report results and input from Paratransit Advisory Board	+	2
4	Increase promotion of Transit's Sun Van online/email application submission and online/email submission of Part II - Healthcare Provider Certification.	Transit	# of promotional material, social media posts, flyers at community and senior centers, etc.; # of organizations and health providers contacted	0	1
5	Increase promotion of Transit's Trip Planning Assistance Workshops throughout the community.	Transit	# of organizations contacted; # of events scheduled	0	2

Strategy	Responsible City of Albuquerque Dept. (COA)	Indicators	Resources Needed (0, +) 0= current/existing resources, + = may require additional funding	Time Frame (years)	
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6	Investigate the feasibility of increasing the number and service area of bus routes and scheduled stops throughout the city.	Transit	Topics at Transit Advisory Board meetings; results from annual and budget reports	+	3+
7	Promote the <i>Adopt a Stop</i> program for residents to volunteer to perform routine care and maintenance at bus stops.	Transit	# of promotional material, social media posts, flyers at community and senior centers, etc.; # of organizations contacted	0	1
8	Ensure traffic laws are consistently enforced.	APD	# of educational campaigns and increased traffic enforcement	0	1
Domain		Social Participation			
Goal		To provide plentiful and diverse opportunities that encourage social engagement for people of all ages and abilities.			
Community Partners for Social Participation					
AARP New Mexico, Adelante Development Center, African American Greater Albuquerque Chamber of Commerce, Aging Life Network, Albuquerque Hispano Chamber of Commerce, American Bone Health, Blissful Spirits Yoga, Catholic Charities of Central New Mexico, Comcast, Del Webb, Dual Language Education of New Mexico, Falls Coalition of New Mexico, Fierce Pride, Home Instead, Homewise, InnovAge, Junior Achievement, Kirtland Club Toastmasters of New Mexico, Molina, New Mexico Asian Family Center, New Mexico Alzheimer's Association, New Mexico NEW Elders, North Campus Community Project (NCCP), Oasis of Albuquerque, Parkland Village, Rio Grande Credit Union, Road Runner Food Bank, SAGE Albuquerque, Senator Bill Tallman, Senior Health Resource Center, Senior Olympics, Share Your Care, Teeniors, Terri O'Hare, United Way of Central New Mexico, WESST Enterprise Center, University of New Mexico Hospital (UNMH) Senior Health Center					
1	Expand multigenerational offerings through One ABQ Youth Connect.	Youth Connect	# of multigenerational program offerings	0	2
1.a	Promote community partner multigenerational offerings in Youth Connect program information (such as Teeniors, Oasis, AARP).	Youth Connect	# of programs promoted; # of collaborations with community organizations	0	1

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2	Engage the <i>Tarde de Oro</i> Production to develop and host a multigenerational dance program that teaches older adults and youth New Mexican Dance.	DSA	Program development and promotion	+	1
3	Promote community partner social events and engagement opportunities (such as Oasis, SAGE).	DSA	# of social media and paper media promotions of these community partner resources; # of events promoted in senior center newsletters	0	1
4	Research and implement more contemporary Senior Affairs programming to consider future “older adult” cohorts.	DSA	Results from reports; # of programs identified and planned	+	3
5	Create more multigenerational engagements and programming at local colleges and universities.	DSA	# of institutions and school departments contacted; # of school departments and/or contacts interested in new multigenerational programming	+	2
6	Promote technology training and education programs offered by City and community partners (i.e., Cities of Service program, AARP, Oasis, Teeniors, computer classes and Lynda.com resources w/Cultural Services).	DSA & Cultural Services	# of cross-promoted events and attendees; # of promotional communications	0	1
7	Improve consistency of park maintenance and repair of vandalism.	Parks and Recreation (Parks and Rec)	# of public nuisance/vandalism complaints; frequency of maintenance operations	0	1

Strategy	Responsible City of Albuquerque Dept. (COA)	Indicators	Resources Needed (0, +) 0= current/existing resources, + = may require additional funding	Time Frame (years)
<i>Elements of this action plan are subject to change at the discretion of the City and the Age-Friendly Albuquerque Committee as City department responsibilities and budgets change.</i>				
8	Collaborate with APD on creative ways to increase neighborhood association patrols.	APD	# of neighborhood patrols; # of outreach communications between APD and neighborhood associations.	+ 2
Domain		Outdoor Spaces and Buildings		
Goal		To create safe and accessible outdoor spaces and buildings for people of all ages and abilities.		
Community Partners for Outdoor Spaces and Buildings				
AARP New Mexico, Adelante Development Center, Catholic Charities of Central New Mexico, Del Webb, Falls Coalition of New Mexico, Home Instead, Molina, New Mexico Philharmonic, North Campus Community Project (NCCP), SAGE Albuquerque, Senator Bill Tallman, Share Your Care, Terri O'Hare, WESST Enterprise Center				
1	Increase public participation with City ADA Advisory Council.	Department of Municipal Development (DMD)	# of meeting attendants; # of website visits, meeting minutes downloaded	0 1
2	Provide updates on the City's plan to offer shuttle services that connect museums, the zoo and botanical gardens to existing Transit bus stops.	Cultural Services & Transit	Progress report on plans; # of external comms	0 1
3	Increase public awareness of <i>10 Minute Walk to the Park</i> campaign.	Parks and Rec	# of media communications; information outreach on campaign	0 1
4	Increase awareness of sidewalk repair rules, regulations and reporting.	DMD	# of media communications and information outreach on sidewalk regulations	+ 2
5	Promote 311 and the ABQ 311 app as a tool for reporting of damaged/inaccessible sidewalks.	DMD	# of media communications and information outreach on sidewalk regulations and reporting; # of sidewalk defects reported through 311	+ 2

Strategy	Responsible City of Albuquerque Dept. (COA)	Indicators	Resources Needed (0, +) 0= current/existing resources, + = may require additional funding	Time Frame (years)	
<i>Elements of this action plan are subject to change at the discretion of the City and the Age-Friendly Albuquerque Committee as City department responsibilities and budgets change.</i>					
6	Increase public awareness of City Planning and Community Assessment meetings.	Planning	# of meeting attendants at meetings; increased # of communications and information outreach about meetings; # of community leaders contacted and invited to events/meetings.	0	1
6.a	Finalize the purchase and buildout of the "Plan Van" which will allow City Planning staff to attend events and host informal interactions with the public.	Planning	Purchase and buildout of the Plan Van; # of events attended; # of attendants at events	+	3
6.b	Develop in-person and online activities that engage and educate the public on the City's Community Planning assessments and meetings.	Planning	Development of activity plans and schedule; # of events and engagements	+	2
7	Increase public awareness of City ADA Transition Plan and Complete Streets Ordinance.	DMD	# of website and social media clicks and visits; #communications and information outreach	0	1
8	Increase the number of streetlights throughout the city.	DMD	# of collaborations/ consultations with developers; increased # of streetlights installed	+	3
9	Increase accessibility and safety of sidewalks throughout the city.	DMD	# of completed ADA ramp and sidewalk repairs through Annual Road Rehab Program	+	3

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