

CITY OF HENDERSONVILLE AGE-FRIENDLY COMMUNITY ACTION PLAN



The purpose of this document is to highlight the work the City of Hendersonville is doing to keep and expand upon its distinction as an Age-Friendly Community as defined and awarded by the AARP.

Prepared for the City of Hendersonville Planning Department May 2025

Formally adopted by City Council on _____.

DRAFT

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INTRODUCTION

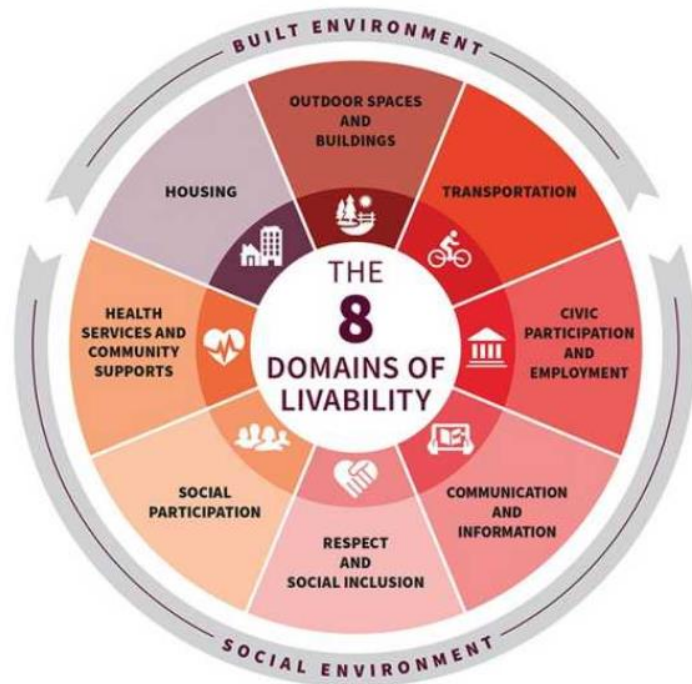
The Age-Friendly Community Action Plan was informed by, and references aspects of, the [Gen H Comprehensive Plan](#) and [AARP's 8 Domains of Livability](#). To establish a baseline for the plan, the [Gen H Short-Term Implementation Projects](#) were categorized within the various categories of the 8 Domains of Livability. The [2023 Walk Hendo Pedestrian Plan](#), the [2017 Bicycle Plan](#), and the [2024 Parks & Greenspace Master Plan](#) were also used as references, along with resources from AARP, community survey data, and information provided by individuals and representatives of stakeholder organizations including, but not limited to, the Council on Aging for Henderson County, AARP NC Mountain Region, and Jewish Family Services of WNC.

For more information about the ongoing work of the city, long and short-term projects, see the city website: (<https://www.hendersonvillenc.gov>) [Community Development Department - Planning Division](#) section.

The *Hendersonville Age-Friendly Community Action Plan* builds on the work of previous Community Development documents and community inputs, but does so through an age-friendly lens and is arranged to highlight the AARP's "Domains of Livability," community aspects that impact the well-being of older adults, and help make communities more livable for citizens of all ages.

These resources help mitigate some of the challenges of growing older, allowing aging adults to embrace the positive aspects of the later stages of life. Each of AARP's 8 Domains of Livability (Outdoor Spaces and Buildings, Transportation, Housing, Social Participation, Respect and

Social Inclusion, *Work* and Civic Engagement, Communication and Information, and Community and Health Services) are important to establish and maintain a vibrant age-friendly community. In this document we highlight some of the what the city and county have in place to date, and which city programs and projects will contribute to each domain going forward.



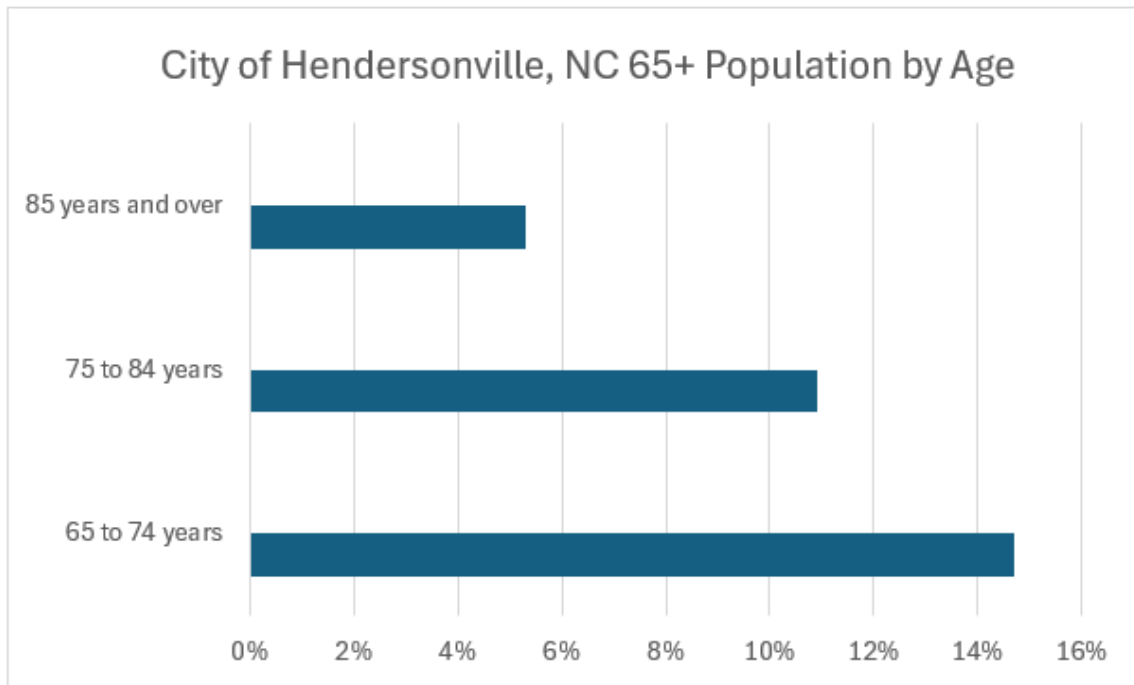
BACKGROUND

The City of Hendersonville, along with many U.S.

cities, is experiencing an increase in the proportion of the population made up by older adults. In Hendersonville, those aged 55 and older make up 42% of the population according to the 2023 US Census Bureau American Community Survey. Meanwhile, 30.3% of the population in North Carolina is aged 55+. The 2023 ACS 5-Yr estimates the median age in Hendersonville is 50.3 while the estimated median age in N.C. is 39.4. In 2015 the median age in Hendersonville was 45.4. (United States Census Bureau QuickFacts, n.d.)

The population of Hendersonville is growing, and the percentage of older residents is growing too. In 2015 those aged 65+ made up 27.6% of Hendersonville's population. In 2023 that percentage rose to 30.9%. Recognizing these trends presented an opportunity for the city to evaluate

the services it provides through the lens of catering to older adults, and to assess how it might better meet the needs of this population going forward.



DP05 2023 American Community Survey 5-Year Estimates

To that end the City of Hendersonville partnered with the Henderson County Aging Coalition Steering Committee and with their guidance began the process of applying for designation as an AARP Age-Friendly Community¹. In February 2024 the City of Hendersonville, NC, became the 17th community in North Carolina and the 833rd nationwide to join the AARP Network.²



¹ <https://www.aarp.org/livable-communities/archives/age-friendly-communities.html>

² <https://states.aarp.org/north-carolina/hendersonville-nc-is-striving-to-become-more-age-friendly>

“With a population of seniors that is nearly twice the percentage of North Carolina as a whole, Hendersonville has a growing need to make the community more age friendly.”

- Gen H Comprehensive Plan Appendix A. Policy & Ordinance Review (Fall 2023)

COMMUNITY ENGAGEMENT

Throughout the process of creating the Gen H Comprehensive Plan and its supporting documents, extensive community research was done. Community members of all ages were invited to participate in surveys, workshops, and open house meetings to convey their preferences and priorities (see [Gen H - Appendix D](#) for additional information). During this multi-month process, special attention was given to ensure that the voices of aging residents and those that work with our aging population were heard. The data gathered from that process was consulted to inform this Plan as well as was information gathered for the City’s initial research into AARP’s “Age-Friendly” distinction and additional meetings with stakeholders in the spring of 2025. Members of the Henderson County Aging Coalition, the Director of Operations of the Henderson County Council on Aging, and the Associate State Director of AARP North Carolina Mountain Region were also engaged as part of this effort. Individual members of the older adult population were invited to share their thoughts at an informal meeting at one of the Council on Aging’s Community Dining lunches.

COLLABORATION

The City of Hendersonville has a key role to play in helping reach County level Age-Friendly goals, and there are many benefits the County provides for the City. Overlapping services and areas of possible coordination with Henderson County, Private Service Providers, Businesses, or Non-profits can be found in each of the focus areas of this plan. Some, such as the Apple County Public Transportation system, are in operation and striving to meet community needs. Others have yet to be acted upon. One possible area of collaboration might be in the creation of a public Senior Center, another would involve having a City Council representative sit on the Henderson County Aging Coalition. Additionally, having a representative of older residents sit on each of the City's advisory boards would boost collaboration and reduce redundant efforts while creating greater transparency. A strong network of community support services working in partnership with the city will create the most opportunities for residents to thrive.



Photo by Stephanie Sweeney

HOW TO USE THIS PLAN

The primary content of this planning document is organized into two main sections.

1. **Table of Objectives** – which is made up of eight sections that address AARP’s Domains of Livability. To find a specific area of interest, the table of contents can be used. Each section has a goal, a brief summary of relevant context including existing resources, stated objectives, and possible opportunities for growth. Each section contains weblinks and information about existing resources or where to find more information on the topic at hand.
2. **Project List** – is a summary of actions intended to achieve the main goals (organized by domain topic). These sections are followed by the **Implementation** summary and a list of Sources for reference material.

Word Choice: The words we use to describe members of society reflect how we perceive their capabilities and their role in our community. This Action Plan uses the terms “older adults” or “aging adults” to identify people over the age of 65, as industry leaders indicate that this demographic increasingly prefers this language to the term “seniors”

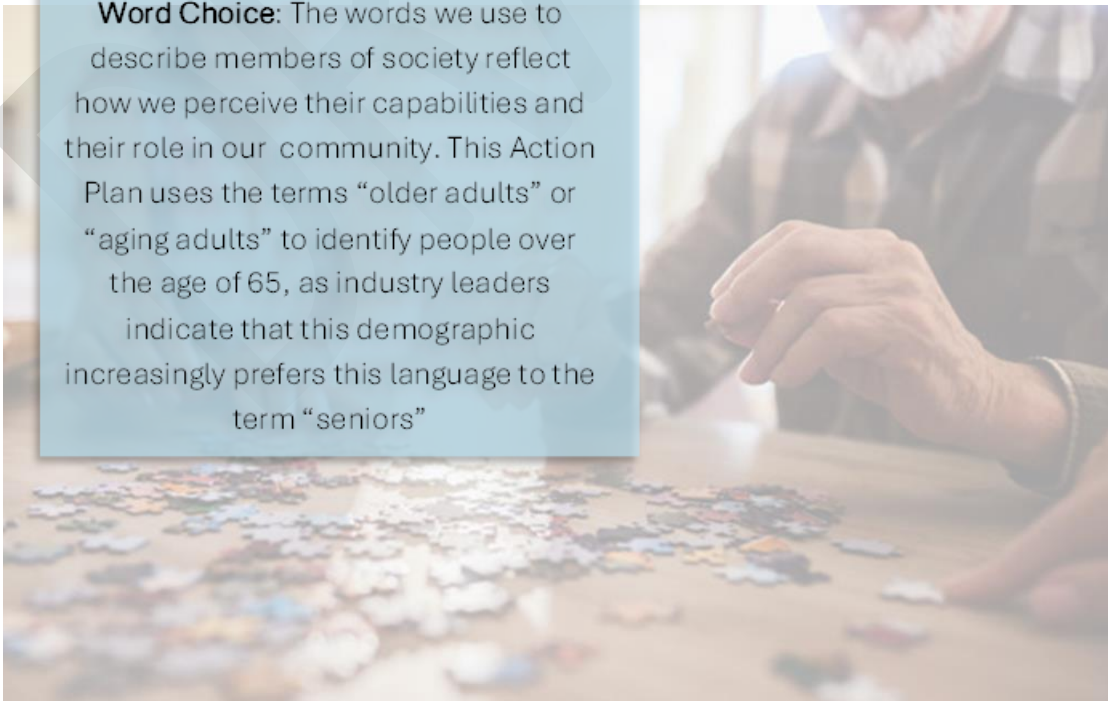


TABLE OF OBJECTIVES

1 - OUTDOOR SPACES AND BUILDINGS

HENDERSONVILLE PARKS AND GREENSPACE MASTER PLAN

VISION STATEMENT:

“Hendersonville will have a park and greenspace system we love—with high-quality neighborhood parks accessible to all; connectivity between parks, open space and where people live and work; leadership in sustainable practices and preservation of the natural environment; destination parks and placemaking that promote local character, community vibrancy, safety and sense of place.”

For More Information about [Parks and Recreation](https://www.hendersonvillenc.gov/parks) see <https://www.hendersonvillenc.gov/parks>

People need public places to gather — indoors and out. Green spaces, seating and accessible buildings (elevators, zero-step entrances, staircases with railings) can be used and enjoyed by people of all ages. –

AARP³

Hendersonville and Henderson County are home to many excellent park facilities that encourage recreation and socialization. Hendersonville has more than 99 acres dedicated to city-maintained parks. Additionally, Hendersonville has greenways such as the [Oklawaha Greenway Trail](#)⁴ which begins near the Henderson County Parks & Recreation building in [Jackson Park](#) and travels three and a quarter miles to [Berkeley Mills Park](#) with connections to [Patton Park](#), [Sullivan Park](#), and [William H. King Memorial](#)

³ <https://www.aarp.org/livable-communities/network-age-friendly-communities/info-2016/8-domains-of-livability-introduction.html>

⁴ <https://www.hendersonvillenc.gov/parks/parks-facilities-map>

Park The City will also be home to the first six miles of the much-anticipated Ecusta Trail.⁵

“Parks range in size from ¼ acre to 60 acres. A sample of park amenities include an Olympic-sized outdoor pool, skate park, baseball fields, multi-use fields, playgrounds, picnic areas, tennis courts and walking trails.”

– Hendersonville Park and Greenspace Master Plan

According to the Trust for Public Land, the average distance most people are willing to walk to reach a destination is 10 minutes or roughly half a mile. The 10-minute walk standard helps us examine the availability of parks close to home.⁶

50% of city residents live within a 10-minute walk of a park.

By Age (%)⁷

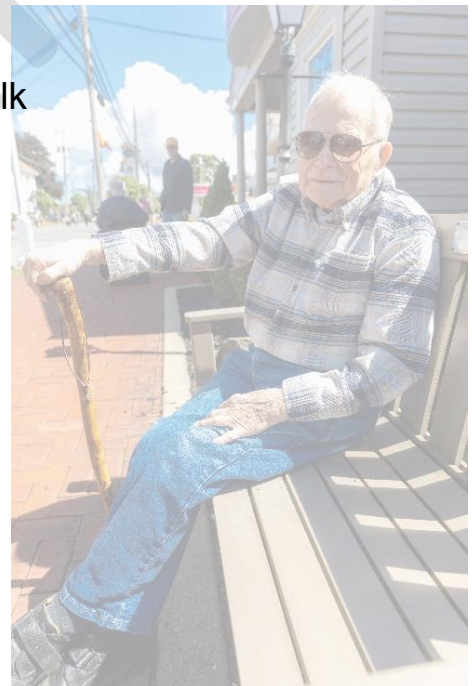
40% of Children (0 - 19) live within a 10-minute walk

40% of Adults (20 - 64) &

30% of Seniors (65+)

“Adequate public seating, such as benches in and around civic buildings, shopping areas, and public parks, is associated with a 10 percent higher level of community pride and trust in local government and a four percent increase in public participation. Living within 10 minutes of a community garden or a public park has a similar effect.”

-AARP Roadmap to Livability (2018)



⁵ <https://www.ecustatrail.org/>

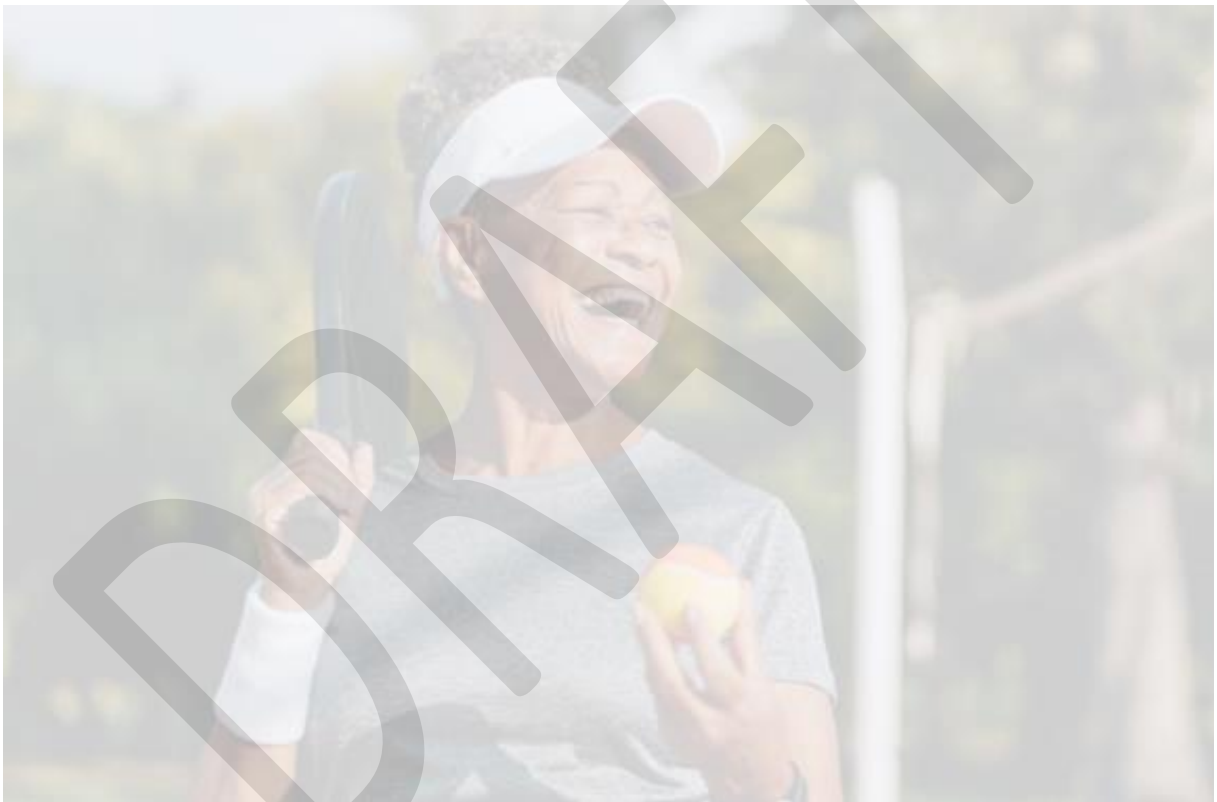
⁶ <https://www.tpl.org/parkscore>

⁷ (based on 2019 Census data)

EXISTING RESOURCES and AREAS for GROWTH:

A dedication to greenspaces and quality outdoor experiences for all Hendersonville residents is evident throughout the Gen H Comprehensive Plan as well as other planning documents. Projects include:

- Efforts to expand and connect existing parks
- Plans to make parks more ADA compliant and accessible to all
- Changes to the UDO to expand and protect green spaces and trails
- Initiatives to ensure adequate public seating




2 - TRANSPORTATION

AARP's "5 A's of Senior-Friendly Transit"

By incorporating the following features, communities empower residents of *all* ages and incomes who cannot or choose not to drive to be independent and socially engaged.

- **Availability:** Transit exists and is available when needed
- **Accessibility:** Transit can be reached and used (e.g., buses have low-floor boarding, bus seats are high enough, bus stop signage is readable)
- **Acceptability:** Transit options are clean, safe and user-friendly (e.g., the transit operators are courteous and helpful)
- **Affordability:** Transit fees are affordable (with costs comparable to or, ideally, less than driving a car) with voucher or discount options that can help defray out-of-pocket expenses for low-income individuals
- **Adaptability:** Transit that can be modified or adjusted to meet special needs and wheelchairs (or baby strollers) can be accommodated⁸



Over 50% of adults responding to the Hendersonville survey cite Transportation would be a factor if they were to consider moving out of the community.

⁸ Transportation Workbook - Book 4 in the AARP Roadmap to Livability Collection

Apple Country Public Transit – a joint venture funded by Hendersonville, Henderson County and the town of Fletcher. This system is ADA accessible, can accommodate several bicycles, strollers, assistive devices/wheelchairs, and has a mobility lift.

To contact the **Apple Country Public Transit Office call (828) 698-8571.**⁹

Apple Country Public Transit provides bus service throughout the City of Hendersonville, Town of Fletcher, and Laurel Park with three (3) bus routes running from 6:30 a.m. - 7:30 p.m., Monday through Friday (exceptions include holidays and severe weather). Routes 1 (White) and 2 (Red) run on a 1-hour cycle, and Route 3 (Blue) runs on a 90-minute cycle. Routes originate from the Transfer Site, located at the corner of 4th and Grove Street in downtown Hendersonville (next to the 1995 Henderson County Courthouse). Henderson County contracts with WNCSource (formerly WCCA/Western Carolina Community Action) to provide transit and paratransit services.¹⁰ While some residents say they appreciate this service, many emphasize that they would like to see it expanded with more frequent routes, and weekend service.



BICYCLE AND PEDESTRIAN PLANS

Walking and biking are affordable, health-conscious, and environmentally friendly ways to travel. Creating safe places for these modes of transportation is an important issue that needs attention. **According to data collected by the NCDOT (2010-2019),**

Hendersonville had the highest number of pedestrian fatalities and

serious injuries in N.C. cities with populations between 10,000-

25,000. City Bicycle and Pedestrian plans can be found under the

Community Development section of the city website¹¹, as can more information about the Ecusta Rail Trail project.



⁹ (Policies & Programs | Henderson County North Carolina, n.d.)

<https://www.hendersoncountync.gov/planning/page/policies-programs>

¹⁰ (Apple Country Public Transit | Henderson County North Carolina, n.d.)

¹¹ <https://www.hendersonvillenc.gov/community-development/bicycle-and-pedestrian-plans>

EXISTING RESOURCES and AREAS for GROWTH:

Efforts to improve multi-modal transportation options are on-going, and include efforts to implement the following:

- Complete Streets renovations (A Complete Street is a road that is designed to be safe for drivers; bicyclists; transit vehicles and users; and pedestrians of all ages and abilities)
- Curb revisions, lane narrowing, on-street parking and other non-speed bump traffic calming measures
- Landscaped Medians, and Pedestrian refuge islands
- Additional greenway connections
- A network of integrated and dedicated bike lanes and increased bike parking – working towards distinction as a “Bicycle-Friendly Community” as provided by the League of American Bicyclists
- Sidewalk expansion and improvement
- Promote Hendersonville’s [Walk Wise Drive Smart](https://www.hendersonvillenc.gov/parks/walk-wise-program) program (aimed at adults 65+) ¹²
- Collaborating with the County, other municipalities, and regional entities to maintain and enhance the transit system as most residents participating in a recent community survey indicated they “drive themselves” for most all in town excursions and rated public transportation “fair” to “poor”. ¹³¹⁴



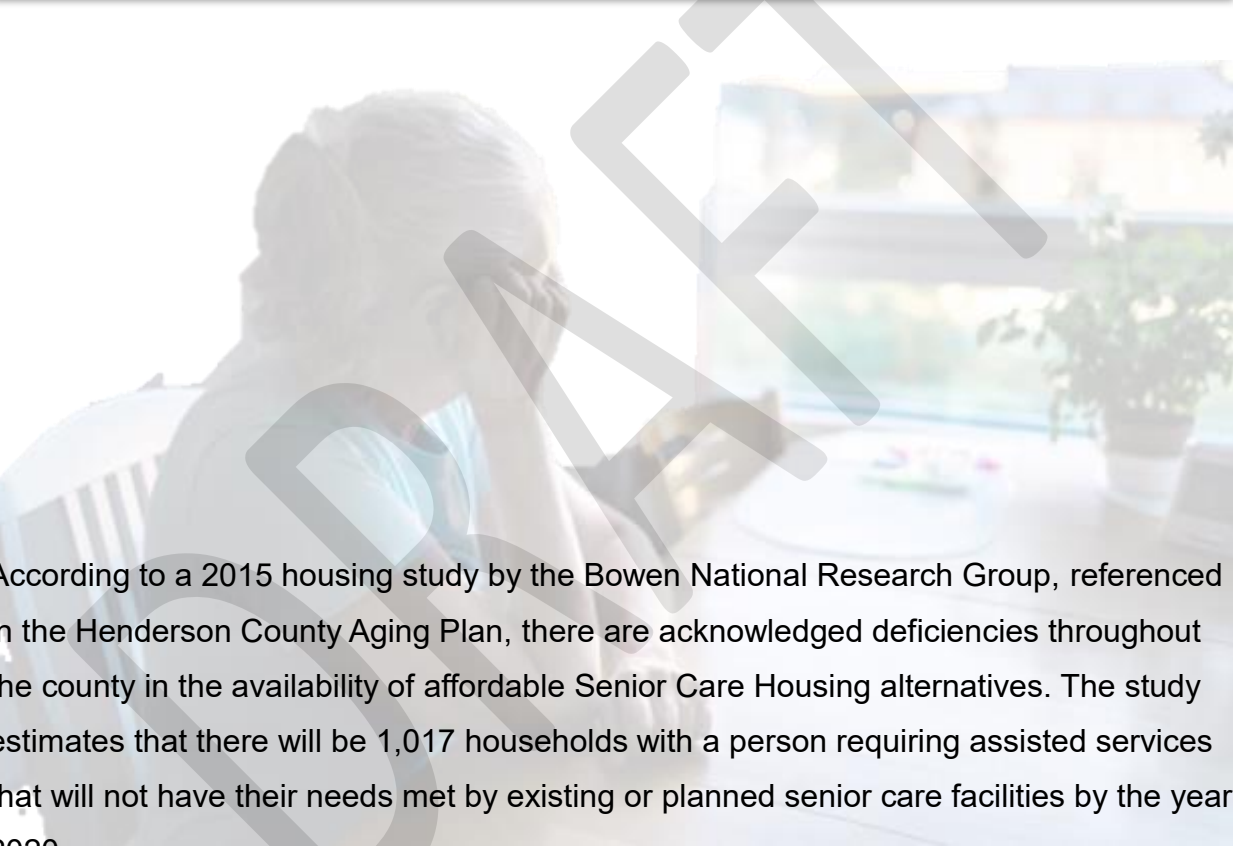
¹² <https://www.hendersonvillenc.gov/parks/walk-wise-program>

¹³ (French Broad River Metropolitan Planning Organization, n.d.)

¹⁴ (*Comprehensive Plan*, 2025)

3 - HOUSING

The need for housing for older adults is highly relevant in Hendersonville where the American Community Survey (2023) estimates 55.5% of households include one or more persons over the age of 60.



According to a 2015 housing study by the Bowen National Research Group, referenced in the Henderson County Aging Plan, there are acknowledged deficiencies throughout the county in the availability of affordable Senior Care Housing alternatives. The study estimates that there will be 1,017 households with a person requiring assisted services that will not have their needs met by existing or planned senior care facilities by the year 2020.

The Bowen Study also identifies a shortage of multi-family housing within the county. Multi-family housing is essential to meet the needs of people who provide support services to seniors. Seniors themselves also need accessibility to affordable housing alternatives like multi-family housing.¹⁵

¹⁵ 2018 Aging Plan for Henderson County

Affordable Housing

Affordable housing and the development of a strategic housing plan is a priority for the City¹⁶. In addition to their [Strategic Housing Plan](#), a Hendersonville [Housing Dashboard](#) has been implemented. This tool is an online platform that presents up-to-date information on previous, ongoing, and upcoming housing initiatives. It provides details for each project, including housing type, unit count, acreage, density, and the current construction stage.¹⁷

The ability to live independently in their own home is an “extremely important” issue for 60.7% of Adult Respondents living in Henderson Co according to a to a 2023 survey, with another 25.7% rating it as “very



According to that same survey, 27.5% feel their current residence needs major repairs, modifications, or changes to enable them to stay there for as long as possible.

¹⁶ (Strategic Housing Plan, 2025) <https://www.hendersonvillenc.gov/projects/strategic-housing-plan>

¹⁷ (City of Hendersonville, 2024) <https://www.hendersonvillenc.gov/>

EXISTING RESOURCES and AREAS for GROWTH:

Current planning documents outline the following steps to maintain and expand the availability of suitable housing across the city's demographic spectrum including:

- Take steps to support individuals with limited resources or fixed incomes in making needed repairs, maintenance and safety updates to their properties such as handrails and zero-step entryways¹⁸.
- Utilize partnerships between the city and neighborhood organizations to bring about enhancements such as sidewalks, gateway signage, art or historical installations, and pocket park improvements.
- Connect more neighborhoods with safe sidewalks, bike paths, and greenway trails.



The Harvard University Joint Center for Housing Studies estimates that only 1 percent of existing homes have a set of five key accessibility features:

1. A zero-step (no-step) entry,
2. Single-floor living,
3. Halls and doors that can accommodate a wheelchair,
4. Lever-style handles, and
5. Electrical controls that can be reached from a wheelchair.

Source: [Aging Well in America: AARP Vision for a National Plan on Aging.](#)

¹⁸ For examples of home safety tips and modifications see: <https://www.pinellas-park.com/1865/CARES-Program>

4 - SOCIAL PARTICIPATION

Regardless of a person's age, loneliness is often as debilitating a health condition as having a chronic illness or disease. Sadness and isolation can be combated by having opportunities to socialize and the availability of accessible, affordable and fun social activities. – AARP¹⁹

According to the CDC,²⁰

Social isolation is when a person does not have relationships or contact with others and has little to no social support.

- Social isolation can pose a health risk to people, even if they don't feel lonely.

Loneliness is feeling alone or disconnected from others. It is feeling like you do not have meaningful or close relationships or a sense of belonging. It reflects the difference between a person's actual and desired level of connection.

Social isolation and loneliness can increase a person's risk for:

Heart disease and stroke.

Type 2 diabetes.

Depression and anxiety.

Suicidality and self-harm.

Dementia.

Earlier death.

About 1 in 3 adults in the U.S. report feeling lonely.

About 1 in 4 U.S. adults report not having social and

Social Participation is an important part of life in Henderson County. According to a 2023 Survey of Adult residents of Henderson County 75.6% of respondents say they have contact with friends, neighbors or family (that they do not live with)

19

liv

20

https://www.cdc.gov/social-connectedness/risk-factors/index.html#cdc_risk_factors_other_factor-risk-factors-for-individuals-and-groups

While the City of Hendersonville does not currently offer recreational programming, [Henderson County Parks and Recreation](https://www.hendersoncountync.gov/recreation/page/senior-games-silver-arts-2025) offers a wide range of activities for all levels of ability year-round. The County offers “programs/activities for our seniors, 50 and older, to have opportunities to get involved in the community, make new friends, and get active.” Some activities allow seniors to prepare for the NC Senior Games/Silver Arts where they can compete with other older adults in our area and across the state in events including swimming, running, pickleball, table tennis disc golf, billiards, basketball, mini golf, bowling, cycling and visual and performing arts events.²¹ For more information see the Parks and Recreation section of the County website.

Beyond opportunities to complete social offerings through the County: weekly fun walks, lunch in the park, horseshoes, shuffleboard, croquet, disc golf, cornhole bocce, kayaking, progressive painting, dance, yoga, kickboxing, hiking, tai chi and more²²



Participation in private social groups such as the Hendersonville Country Club or the Welcome



²¹ <https://www.hendersoncountync.gov/recreation/page/senior-games-silver-arts-2025>

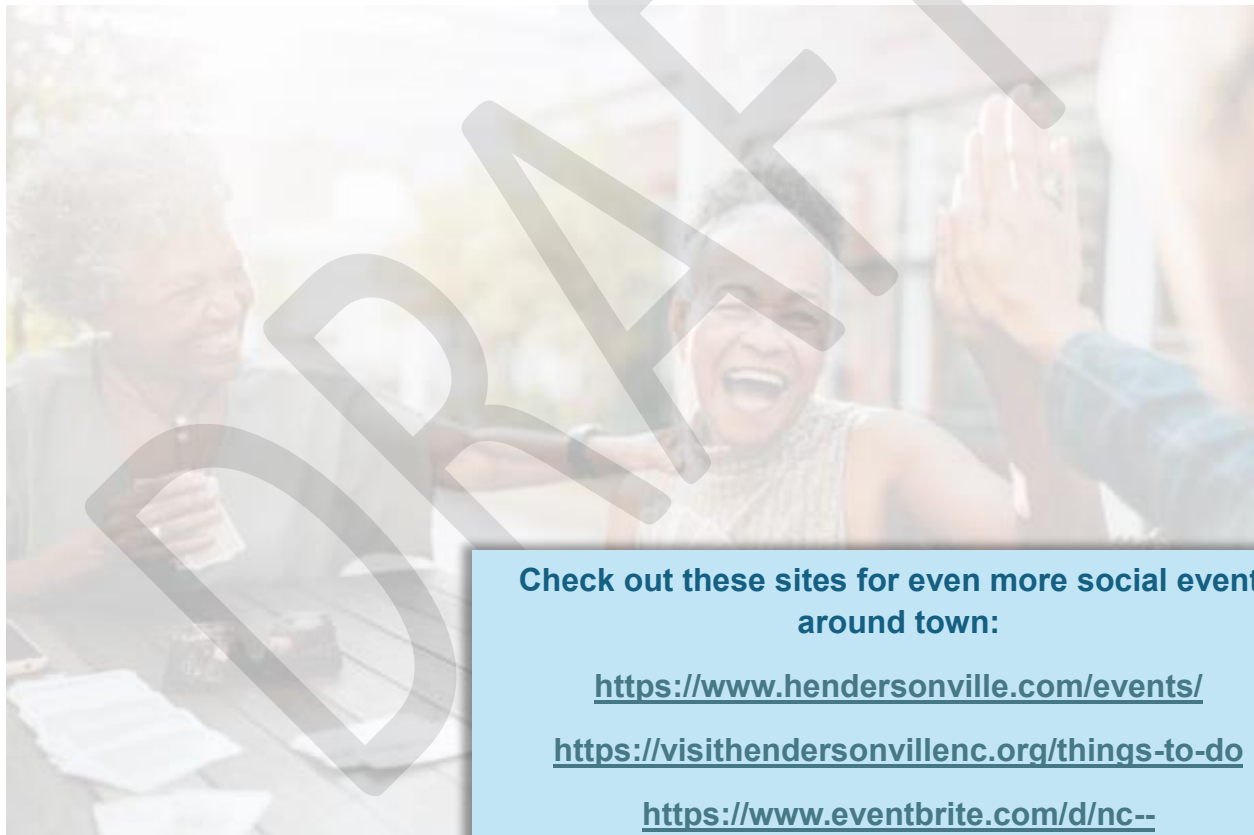
²² (Senior Programs and Activities | Henderson County North Carolina, n.d.)

<https://www.hendersoncountync.gov/recreation/page/senior-programs-and-activities>

Club of Henderson County offer even more opportunities to meet people and have fun including a wealth of affinity group activities such as book clubs, pickleball, food, beer, and wine-centered activities, tour groups, movies, fishing, walking, knitting, golf, crafting, card and table game playing groups.²³

EXISTING RESOURCES and AREAS for GROWTH:

- Finish the strategy for improving accessibility in the community.
- Support the development of neighborhoods with housing for all ages by allowing a broader range of housing types and other development standards in a manner consistent with community character.



Check out these sites for even more social events around town:

<https://www.hendersonville.com/events/>

<https://visithendersonvillenc.org/things-to-do>

<https://www.eventbrite.com/d/nc--hendersonville/events/>

<https://hcwelcomeclub.org/>

<https://www.hendersonvilleecc.com/>

<https://local.aarp.org/hendersonville-nc/>

²³ <https://hcwelcomeclub.org/activities>

5 - RESPECT AND SOCIAL INCLUSION



Everyone wants to feel valued.

Intergenerational gatherings and activities are a great way for young and older people to learn from one another, honor what each has to offer and, at the same time, feel good about themselves. – AARP

A thriving community is one in which all members of society regardless of their age feel respected and as though their contributions are valued.

Opportunities to learn from one another strengthen community bonds and enrich our lives. AARP encourages “fostering programs that encourage ethnic and cultural diversity, intergenerational interaction, and opportunities

for older adults to participate in civic, social, and economic life, ultimately aiming for active aging and a more inclusive society”.

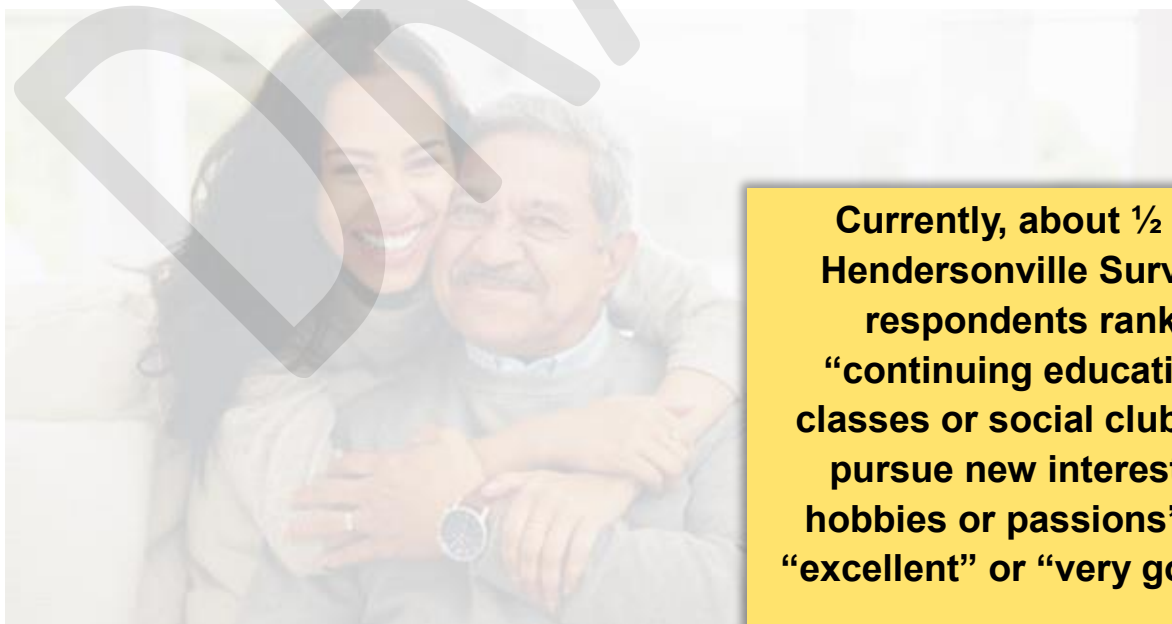
Community Support Matters

“Local services — such as an active intergenerational community center and recreation programs — make it easier for people to connect with one another and build community ties. Programs that promote food security, help residents make critical repairs to their homes, and provide affordable recreational opportunities enable residents to participate fully in community life — regardless of age, economic level or ability.”²⁴

²⁴ (AARP Livable Communities, 2018)

EXISTING RESOURCES and AREAS for GROWTH:

- Seek opportunities to strengthen and expand funding partners for aging services in Henderson County
- Continue ongoing work to expand accessibility and the ADA transition plan, making the community more welcoming to residents and visitors with disabilities
- Support community members who need access to community/social services for basic needs as well as mental/emotional well-being
- Create spaces and events that encourage all ages of community to interact
- Consider development of an “Age-Friendly Business” distinction – perhaps in partnership with a community organization
- Explore the possibility of a future Senior Center in the city or county
- Look for ways to support or expand the [Council on Aging’s](#) Community Dining or Meals on Wheels efforts
- Support and promote the maintenance of benches and ADA accessible beds in the [Brooklyn Community Garden](#)²⁵ and ADA additions to the [Bountiful Harvest Community Garden](#)²⁶



Currently, about ½ of Hendersonville Survey respondents rank “continuing education classes or social clubs to pursue new interests, hobbies or passions” as “excellent” or “very good”.

²⁵ <https://www.hendersonvillenc.gov/brooklyn-community-garden>

²⁶ <https://henderson.ces.ncsu.edu/2020/07/bountiful-harvest-community-garden-2020/>

6 - CIVIC PARTICIPATION AND EMPLOYMENT

Why does work need to be an all or nothing experience? An age-friendly community encourages older people to be actively engaged in community life and has opportunities for residents to work for pay or volunteer their skills. - AARP²⁷

According to the U.S. Bureau of Labor Statistics, by 2024, people in the 65-to-74 and 75-plus age groups will represent the fastest growing segments in the U.S. labor market. The Kauffman Foundation reports that people in their 50s and 60s start businesses at nearly twice the rate of those in their 20s — and they do so for many reasons.²⁸

Would-be-entrepreneurs in Hendersonville can explore the [Downtown Hendersonville Opportunity Fund](#) as a possible source of information or seed money.



21.4% of Henderson Co Survey respondents in 2023 indicated they were “very” or “extremely” likely to choose to work for pay as long as they are able.

²⁷ <https://www.aarp.org/livable-communities/network-age-friendly-communities/info-2016/8-domains-of-livability-introduction.html>

²⁸ (Apple Country Public Transit | Henderson County North Carolina, n.d.)

American Community Survey (2023) estimates show that approximately 52% of Hendersonville residents between 60 and 64 and 25.2% of those aged 65 to 74 still participate in the labor market.



“Approximately three in five 50-plus adults believe communities should have policies that provide equal opportunities for older adults to continue working throughout their lives (58%).”

Volunteering

In addition to paid work, there are numerous opportunities for residents to share their time and talents as volunteers in the community.

Each season community-oriented individuals give their time volunteering to enhance downtown Hendersonville, and the wonderful events offered to both residents and visitors. By signing up to be a [Friend of Downtown](#) you can get involved with events such as Rhythm & Brews, Bearfootin' Art Walk, the Farmer's Market, Holiday Events and more. Sign up on the [Downtown Hendersonville page](#).²⁹

Worthwhile organizations in Hendersonville are seeking Volunteers to help both in-person and remotely. Volunteer opportunities exist to work with babies, young people, elders, special needs youth, inmates, church groups and everyone in between.

Do you have a special skill or talent to lend? Is there a group in need or an area of interest you'd care to explore? Chances are someone needs the gifts you possess!

²⁹ (Get Connected, 2024) <https://www.hendersonvillenc.gov/downtown-hendersonville>



Mentor a Public School Student³⁰

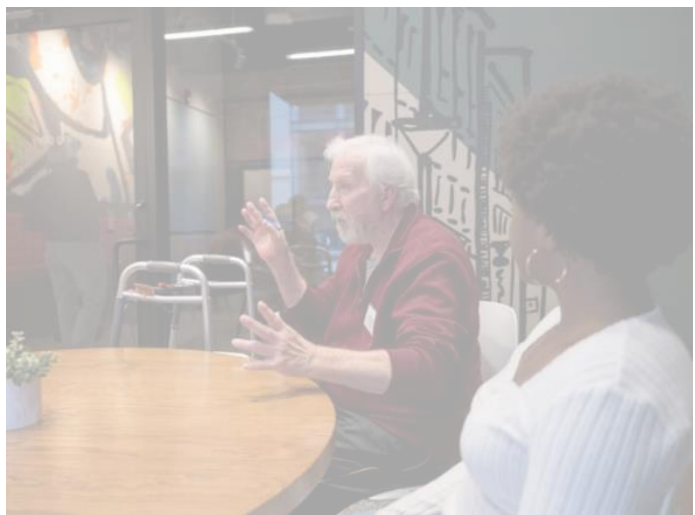
Those interested in dedicating time to young people might consider becoming a mentor with the Henderson County Education Foundation's [Pathfinder Program](#).

"Created to support the development of students in Henderson County Public Schools, the Henderson County Pathfinders Program (HCPP) is an innovative mentorship program that places middle and high schoolers with a mentor (a community volunteer) who will provide individualized support to students throughout their journey from grades 7 to 12."

For information about area organizations looking for Volunteers that might suit your interests check out [VolunteerMatch](#) <https://www.volunteermatch.org>

EXISTING RESOURCES and AREAS for GROWTH:

- Increase and promote initiatives and events that encourage mentorship or other intergenerational interactions
- Create opportunities for entrepreneurship at all levels of the community.
- Centralize information and expand opportunities for volunteering
- Highlight ways to participate in City Events



³⁰ <https://hcefnc.org/programs/henderson-county-pathfinders-program/>

7 - COMMUNICATION AND INFORMATION

More and more communication is conveyed through digital media, and many older adults are now internet savvy and are comfortable with electronic communications of which there are many sources.

For those that prefer physical print media there are of course newspapers and magazines available. A list of these resources is available on the [Henderson County Chamber of Commerce website](#).³¹

One publication that might be of particular interest to older adults in Henderson County is [Aging Resources](#), an annual directory “providing everything you need to know about managing the many issues of aging and caregiving of a loved one, or yourself.”³²

An estimated 93.5% of households in Hendersonville have one or more computing device, and 86.8% have an internet subscription.

³¹ (Hannush, n.d.) <https://www.hendersoncountychamber.org/relocate/media-outlets.html>

³² (*Aging Resources WNC* |, n.d.) <https://www.agingresourceswnc.com/>

Connecting with City Resources

The city website:

<https://www.hendersonvillenc.gov/> is a great first place to look for information about the city and its resources. The “[City News](#)” section has a wealth of information on a variety of topics of potential interest to residents and visitors.³³



[AlertHVL](#) is the official notification system used by the City of Hendersonville to communicate both emergency and non-emergency information with city residents and visitors. [Sign up](#) now to receive free alerts from the city via text message, email, or voice message. You decide which types of notifications you receive and how you receive them.³⁴

[Social media](#) and the Hendersonvillenc.gov website are also excellent sources of information. The “[get connected](#)” section of the City’s website features links to a wealth of municipal social media outlets.

[City Council Meetings](#) are open to the public, and recordings are made available on the internet. More information on meeting times, agendas, links to recordings, public hearings and notices are available on the city’s website: www.hendersonvillenc.gov under the “Government” heading.³⁵



The [Hendersonville Police Department](#) has launched a mobile app aimed at connecting with the public and

³³ (City of Hendersonville, NC | Official Website, n.d.) <https://www.hendersonvillenc.gov>

³⁴ (Get Connected, 2024) <https://www.hendersonvillenc.gov/get-connected>

³⁵ (Mayor & City Council, 2024) <https://www.hendersonvillenc.gov/mayor-city-council>

making resources easier to access. The app features options to submit crime tips, request extra patrols, commend an officer, search crime maps and receive important safety notifications. Watch a short video about the [app](#). The app can be downloaded in the App Store and Google Play.³⁶

[Download the Hendersonville Police Department App](#)

EXISTING RESOURCES and AREAS for GROWTH:

- Create Citizens Academy and other opportunities for civic engagement
- Continue utilization and development of the city's website, social media outlets, AlertHVL, and explore new communication tools as they become viable
- Promote public meetings, hearings, and events through digital and print media
- Offer even more opportunities for citizens to participate in government and share their views



³⁶ (Police Department, n.d.) <https://www.hendersonvillenc.gov/police-department/contact-us>

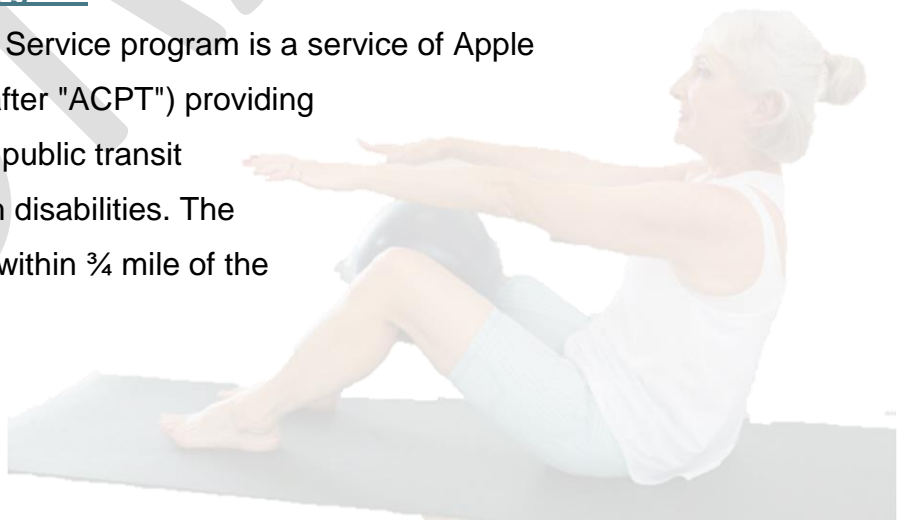
8 - HEALTH SERVICES AND COMMUNITY SUPPORTS

“Public health promotes and protects the health of people and the communities in which they live, learn, work, and play. Strategies to improve public health are multifaceted and involve multiple entities, including federal and state governments, health providers, faith- and community-based organizations, and individuals. “— AARP Policy Book

To an extent this entire initiative supports health,

“Social determinants of health – such as access to employment, education, housing, healthy foods, safe streets and neighborhoods, and social supports- are important predictors of health outcomes and health behaviors.”

ADA Paratransit Services Program The Americans with Disabilities Act (hereinafter "ADA") Paratransit Service program is a service of Apple Country Public Transit (hereinafter "ACPT") providing a safe and reliable shared-ride public transit service for eligible persons with disabilities. The program serves only locations within $\frac{3}{4}$ mile of the



ACPT fixed-route system (the service area).³⁷

ADA Paratransit Service Contracted Provider:

WNC Source

PO Box 685

Hendersonville, NC 28793

828.698.8571


Henderson County Health Department Information about public health concerns including community illness, vaccine information, nutrition assistance, mental health resources, vital records and environmental concerns can be found under the “Public Health” Department section of the county website.³⁸

United Way's 2-1-1 of Western North Carolina is an information line with access to a wide variety of local community services.³⁹

³⁷ (Apple Country Public Transit | Henderson County North Carolina, n.d.)
<https://www.hendersoncountync.gov/planning/page/apple-country-public-transit>

³⁸ (Henderson County Department of Public Health | Henderson County North Carolina, n.d.)
<https://www.hendersoncountync.gov/health>

³⁹(NC 211, 2025) <https://nc211.org/>



The Council on Aging for Henderson County is a wonderful resource for county residents to find information about nutrition, seasonal assistance, health support, care-giver services, social opportunities, volunteer roles, and more.

EXISTING PROGRAMS FOR GROWTH:

- Continue Support of Paratransit through ACPT – with opportunities for possible future expansion
- Continue work to improve mental and physical health outcomes through expanded parks programs and greenways which encourage physical activity, overall wellness, and improve air quality
- Work with the community to update or redevelop dilapidated buildings/physical structures
- Look for ways to support or expand the Council on Aging's Heat Relief program in warmer months



PROJECT LIST

The following tables are also arranged according to the AARP's 8 Domains of Livability, but the projects and priority levels are the same as those included in the Short Term Implementation Projects Table, and just as in that plan each also references an action item on the Gen H Comprehensive Plan. These projects are also tracked internally by the City using the "Achievelt" software platform.

KEY FOR "PRIORITY LEVEL" in Project List

(an extension of those used in the Short-Term Project Implementation Plan).

This designation after each project name suggests a prioritization for the short-term projects for the city to consider when deciding which projects to initiate.

P-1 = Consider initiating these projects first.

P-2 = Consider initiating these projects second.

P-3 = Consider initiating these projects third.

P-4 = Consider initiating these projects fourth

P-5 = Consider initiating these projects fifth.

AARP DOMAIN #1 OUTDOOR SPACES AND BUILDINGS PLANS

People need public places to gather — indoors and out. Green spaces, seating and accessible buildings (elevators, zero-step entrances, staircases with railings) can be used and enjoyed by people of all ages. – AARP

PRIORITY LEVEL	GEN H PLAN NO.	PROJECT NAME	DESCRIPTION
P-1	5.07	Continue to develop team approach to coordinate floodplain management, stream restoration, trails, and on-street bicycle and pedestrian facilities.	Integrate work to improve the pedestrian and bicycle network with floodplain management and restoration of riparian corridors to harmonize these activities and maximize their effectiveness. Utilize utility improvements and road resurfacing projects to assist with this work.
	3.02	Explore updating floodplain development standards, including increasing freeboard requirements, strengthening	Review existing floodplain protection requirements for new development and redevelopment against current best practices to identify potential updates to reduce flood risk and damage

		redevelopment standards	
	3.03	Integrate Natural Resources requirements in zoning ordinance with floodplain requirements as part of the new UDO (Project 4.01)	Combine the development standards for natural resources and floodplain protection as part of drafting a new Unified Development Ordinance.
	3.04	Seek federal and state grants to fund floodplain property buyouts to expand flood storage capacity and increase urban greenspace	Reduce the risk of future property damage and loss of life by acquiring properties damaged by flooding from property owners on a voluntary basis using funding from state and federal sources. This will also increase the flood storage capacity in the floodplain and increase public open space along the rivers and creeks in the community. (Example: Lyons, CO)
	3.09	Identify and pursue several streambank / stream corridor restoration projects	Improve water quality and local stream ecosystems by restoring eroding streambanks and damaged stream corridors.
	3.10	Add standards to protect steep slopes	Improve local environmental protection and reduce the risk of landslides by drafting ordinance provisions to protect steep slopes from new development and redevelopment.
	3.11	Assist local partners in acquiring conservation easements on sensitive lands (floodplains, creeks, steep slopes, wetlands, etc.)	Protect the community's essential green infrastructure by helping partner organizations acquire the development rights to sensitive natural areas to keep them in conservation uses
	4.01	Create Unified Development Ordinance (UDO) to improve clarity and quality of	Provide a single, integrated set of development standards that is consistent with the new Gen H Comprehensive Plan by drafting a Unified Development Ordinance.

		development standards	
P-2	1.02	Better connect neighborhoods to green space amenities by making public investments and adding code standards in new UDO	Strengthen the linkages between residential areas and parks through public improvements such as sidewalks and trails, and development requirements requiring these connections.
	3.01	Update green space protection standards as part of new UDO to promote access and prioritize type and quality of green space protected with new development	Develop green space standards for new development that clarify the preferred type and characteristics of land to be protected, and that promote local access to this resource.
	3.06	Develop urban forestry plan for maintaining and expanding tree canopy	Work systematically to protect and expand the tree canopy in the City by drafting and implementing an urban forestry plan.
	4.02	Codify Downtown Design Guidelines with UDO updates	Translate the Downtown Design Guidelines into enforceable standards for new development and redevelopment by integrating them into the new UDO.
	4.04	Update development standards in new UDO to catalyze aging commercial redevelopment; consider developing form-based code standards for activity centers	Increase the vitality and utilization of aging commercial areas by preparing updated development standards that promote walkable mixed-use environments. Consider using form-based code standards for these and other activity centers.
	4.05	Explore additional Municipal Service Districts (MSDs) and consider merging or expanding current MSDs or using other	Evaluate the creation of new public investment mechanisms including Municipal Service Districts to promote walkable redevelopment in the 7th Avenue, Downtown Edge, Lower Trail Head districts, and other

		mechanisms in selected locations	key activity nodes and commercial corridors
	4.06	4.06: Provide incentives for activation / redevelopment of upper floors in downtown for residential, service, or micro-commercial uses	Increase the vitality of downtown by developing incentives to promote the use of upper floors in downtown buildings.
	4.08	Establish vacant property program as component of revised Commercial Building Maintenance Code and/or Minimum Housing Code	Improve the maintenance of vacant buildings and catalyze their redevelopment through the creation of a vacant property program.
	5.06	Promote trail-oriented development, guidelines, and standards in new UDO	Adopt code provisions to support appropriate development along local trails to serve users and leverage this public investment.
P-3	1.05	Offer neighborhood conservation overlay district option	Create process for residents to request preparation of development standards that protect the form and character of existing neighborhoods, while allowing for compatible home updates and redevelopment.
	3.05	Implement top priorities of Parks & Green Space Master Plan	Improve the local park system by pursuing the top implementation projects called for in the new Parks & Green Space Master Plan.
	3.07	Develop educational program to reduce spread of invasive species and promote native and pollinator plants	Promote the care and planting of vegetation that is adapted to local conditions and representative of the local natural history by conducting a community education program on native plants, including how to reduce the spread of invasive species and plant edible trees/edible landscaping in

			community landscaped areas and community gardens.
	3.08	Support County to update and implement 2010 Henderson County Agricultural Preservation Plan to promote agricultural economic development	Boost local farm economics and the ability to make a living from the land by supporting Henderson County in updating and implementing its Agricultural Preservation Plan.
	10.05	Implement projects in 2024 Sustainability Plan	Reduce the City's environmental footprint by implementing actions from the Sustainability Strategic Plan to reach greenhouse gas reduction goal (specified in plan).

AARP DOMAIN #2 TRANSPORTATION

Driving shouldn't be the only way to get around. Pedestrians need sidewalks and safe, crossable streets. Dedicated bicycle lanes benefit nondrivers and drivers alike. Public transit options can range from the large-scale (trains, buses, light rail) to the small (taxis, shuttles or ride share services). – AARP

PRIORITY LEVEL	GEN H PLAN NO.	PROJECT NAME	DESCRIPTION
P-1	5.07	Continue to develop team approach to coordinate floodplain management, stream restoration, trails, and on-street bicycle and pedestrian facilities.	Integrate work to improve the pedestrian and bicycle network with floodplain management and restoration of riparian corridors to harmonize these activities and maximize their effectiveness. Utilize utility improvements and road resurfacing projects to assist with this work.
	5.08	Continue to utilize local and NCDOT resurfacing projects as an opportunity to improve mobility for all users	Use resurfacing projects as an opportunity to reconfigure and restripe road rights of way to include safe bicycle and pedestrian facilities
	5.09	Develop City street cross sections that support pedestrian friendly design and traffic calming (i.e. street trees, narrow lanes, chicanes, etc.)	Create standard City street cross sections for construction by the City and by developers that make streets safer for all modes of travel.
	8.06	Complete ADA transition plan	Finish the strategy for improving accessibility in the community.
	8.07	Implement top projects in ADA transition plan	Make the community more welcoming to residents and visitors with disabilities by pursuing the top projects identified in the ADA transition plan.
P-2	5.01	Implement low-cost projects from 2023 Walk Hendo Pedestrian Plan and begin design on other priority projects in the plan	Work to improve pedestrian safety and convenience by pursuing projects from the new Walk Hendo that the City can currently afford, and begin design on more expensive projects in the plan to use in securing additional funding.
	4.03	Study entry corridors and other areas as needed for development	Improve the appearance and function of entry corridors and other areas by exploring the development of design

		of appropriate Design Guidelines in new UDO	guidelines for these areas for inclusion in the UDO.
	1.02	Better connect neighborhoods to green space amenities by making public investments and adding code standards in new UDO	Strengthen the linkages between residential areas and parks through public improvements such as sidewalks and trails, and development requirements requiring these connections.
P-3	5.02	Seek NCDOT grant to fund targeted updates to HVL Bike Plan	New trail projects and other initiatives such as the Ecusta Trail necessitate an update to the 2017 Hendersonville Bike Plan to reflect a changing bike network. As a result, request grant monies from the N.C. Department of Transportation to fund this work
	5.05	Develop gateway corridor streetscape plans	Improve the appearance and functionality by preparing streetscape plans for the City's gateway corridors
	5.03	Pass transportation bond to fund top pedestrian and bike projects	Seek authorization from the voters to finance local funding to build priority pedestrian and bike projects.
	5.04	Use local funds to leverage state and federal funding for top transportation projects	Use local funding as a match to pursue state and federal funding for transportation projects.
	5.05	Develop gateway corridor streetscape plans	Improve the appearance and functionality by preparing streetscape plans for the City's gateway corridors.
	5.10	Identify road safety projects to help reduce and eliminate serious accidents and deaths (Corridor Studies, Access Management, Address Congestion Point at 25 & 64)	Coordinate with local, regional, and state partners on infrastructure improvements to create safer streets.

AARP DOMAIN #3 HOUSING

AARP surveys consistently find that most older adults want to reside in their current home or community for as long as possible. Doing so *is* possible if a home is designed or modified for aging in place, or if a community has housing options that are suitable for differing incomes, ages and life stages. - AARP

PRIORITY LEVEL	GEN H PLAN NO.	PROJECT NAME	DESCRIPTION
P-1	1.03	Update minimum housing code to reinvent code enforcement to improve dilapidated properties in equitable manner	Revise code requirements to catalyze action to address unsafe conditions and poor maintenance on properties in a way that assists residents with limited resources or fixed incomes.
	2.01	Utilize existing Mixed Use Zoning Districts to introduce multi-family housing in commercial corridors and redevelopment areas	Support the production of multi-family housing units in commercial corridors and redevelopment areas through the City's existing mixed use zoning districts to support implementation of the Future Land Use and Conservation Map.
P-2	2.02	Implement top projects from Affordable Housing Strategic Plan	Support the production of more affordable housing by implementing the top projects in the City's new Affordable Housing Strategic Plan. Strategies might include creating a Housing Trust Fund, working with institutional partners to catalyze affordable housing development, using development standards to promote affordable housing production (e.g. expand housing types, incentivize affordable housing, update conditional zoning standards), working with selected neighborhoods (e.g. Green Meadows) to develop a community land trust to protect and develop affordable housing, studying publicly owned land for use for affordable housing, and assisting property owners as micro developers.

	2.03	Explore code provisions in new UDO to diversify housing stock to promote lifecycle housing and more neighborhood age diversity	Support the development of neighborhoods with housing for all ages by allowing a broader range of housing types and other development standards in a manner consistent with community character.
	7.02	Encourage property owners to re-imagine their real estate	Engage and incentivize commercial owners in more fully utilizing their property, for example by activating upper floors downtown and introducing residential development and a mix of uses in gateway corridors to create more employment opportunities and greater community vitality. Also, empower residential property owners to become microdevelopers by introducing ADUs, side/backyard lots, duplex additions, etc. as a means of maximizing real estate investment and increasing housing supply.
P-3	2.04	Develop City Land Bank to clear dilapidated properties and promote redevelopment	Create an organization to acquire, stabilize, improve, and resell unsafe and abandoned properties to put them back into productive use.
	2.05	Support development proposals that mix subsidized housing with market-rate housing	Encourage mixed-income and market rate development to boost affordable housing production.

AARP DOMAIN #4 SOCIAL PARTICIPATION

Regardless of a person's age, loneliness is often as debilitating a health condition as having a chronic illness or disease. Sadness and isolation can be combated by having opportunities to socialize and the availability of accessible, affordable and fun social activities. - AARP

PRIORITY LEVEL	GEN H PLAN NO.	PROJECT NAME	DESCRIPTION
P-1			
P-2	9.04	Explore joint use opportunities to maximize public facility infrastructure (utilizing schools, places of worship, etc.	Evaluate the potential to leverage existing public and civic facilities to help meet community demand for services such as recreation, senior activities, and community programs
P-3	1.01	Establish neighborhood matching grant program for self-directed improvements	Invite neighborhood organizations and community groups to submit grant proposals to the City to make improvements that they propose such as gateway signage, artwork, local history installations, and improvements to pocket parks
	8.01	Support local partners to host cultural festivals and celebrate community diversity	Celebrate different traditions by supporting local partners in conducting community festivals and other events.
	8.02	Expand community events to add retail promotion events	Work with local business owners to hold events that feature their products and services and invite customers to the community
	8.08	Encourage partners to explore possible food hall that celebrates community diversity through food	Support the vending of food from different cultures in a food hall format to celebrate local diversity. (Example: Fletcher, NC)

AARP DOMAIN #5 RESPECT AND SOCIAL INCLUSION

Everyone wants to feel valued. Intergenerational gatherings and activities are a great way for young and older people to learn from one another, honor what each has to offer and, at the same time, feel good about themselves. - AARP

PRIORITY LEVEL	GEN H PLAN NO.	PROJECT NAME	DESCRIPTION
P-1	8.14	Work with County and Aging Coalition to identify and address action plan to address needs of aging population	Work to make the community more age friendly by helping partners implement targeted action plan.
	8.06	Complete ADA transition plan	Finish the strategy for improving accessibility in the community.
	8.13	Support community partners in developing multi-generational program for senior adults and youth partnerships	Help civic organizations connect the young and the old for the benefit of each.
P-2	4.07	Create pedestrian gateways to each neighborhood through safe pedestrian connections utilizing pocket parks and art installations that celebrate local history, character and culture	Enhance neighborhoods and celebrate local history through customized art installations with pedestrian improvement
	9.01	Continue to consider access for all in development of service master plans (e.g. parks plan, Walk Hendo plan)	Work to make City systems more accessible to all ages and income levels by continuing to include these considerations in the development of service master plans.

P-3	8.09	Explore certification as an autism/sensory friendly community	Build on existing assets such as St. Gerard House and educational amenities downtown like the Hands On! Children's Museum and the Aquarium & Shark Lab by Team ECCO to explore certification as an autism/sensory friendly community.
	8.12	Support community partners to develop youth activities	Help partners provide more opportunities for productive outlets for energizing young people.

AARP DOMAIN #6 CIVIC PARTICIPATION AND EMPLOYMENT

Why does work need to be an all or nothing experience? An age-friendly community encourages older people to be actively engaged in community life and has opportunities for residents to work for pay or volunteer their skills. - AARP

PRIORITY LEVEL	GEN H PLAN NO.	PROJECT NAME	DESCRIPTION
P-1			
P-2	9.02	Continue to identify additional opportunities to consistently provide accessible meetings and public participation	Work to increase public engagement and involvement by finding additional ways to make public meetings and activities accessible.
	7.03	Encourage pop-up and micro retail	Support existing and new entrepreneurs by catalyzing small-scale retail opportunities to test business concepts and serve as a stepping stone to growing local businesses.
	7.04	Ensure Zoning Code is evolving to permit emerging business opportunities and pop-up/micro arrangements	Track and adjust zoning regulations to support community-friendly business opportunities and catalyze small-scale businesses to create more employment and build local enterprises.
	7.05	Use Downtown Opportunity Fund as test case for possible expansion outside downtown	Leverage experience with the Downtown Opportunity Fund to potentially assist businesses throughout the community
	8.10	Develop Citizens Academy to build local leadership and civic participation	Establish a program to teach people about how government and other civic organizations work and build their leadership skills.
P-3	1.04	Define the process for resident-initiated designation of additional local historic districts.	Map out procedure for residents to pursue designation of new local historic districts.
	7.06	Work with Henderson County Partnership for Economic	Support desired industrial development by coordinating with the Economic Development

		Development to support appropriate industrial development including ensuring adequate land zoned for this use	Partnership and zoning adequate land.
	8.03	Establish program to connect business owners and entrepreneurs with state and federal grant and loan opportunities for business development	Help local businesses tap state and federal resources to build their enterprises. Continue efforts of the Downtown Opportunity Fund program (7.05).
	8.04	Encourage development of entrepreneur assistance program	Work to catalyze and support local businesses by assisting in the creation of small-business development initiative. Continue efforts of the Downtown Opportunity Fund program (7.05).
	8.05	Develop robust business recruitment and retention program, incorporating existing small business training and new business outreach efforts and materials	Build on existing efforts to attract and retain new businesses to serve the community.
	8.11	Develop City youth internships, apprenticeships, and civic participation opportunities	Support youth engagement and skill-building by offering internships, apprenticeships, and community involvement opportunities.
	10.04	Explore payment in lieu of taxes for tax exempt property owners	Support improved service delivery for all community members by evaluating manageable and meaningful revenue contribution opportunities from those that are currently tax exempt.

AARP DOMAIN #7 COMMUNICATION

We now communicate in ways few could have imagined a decade ago. Age-friendly communities recognize that information needs to be shared through a variety of methods since not everyone is tech-savvy, and not everyone has a smartphone or home-based access to the internet. – AARP

PRIORITY LEVEL	GEN H PLAN NO.	PROJECT NAME	DESCRIPTION
P-1			
P-2	9.05	Continue to explore smart cities technologies to make selected improvements to service delivery	Develop tools and processes such as vendor demos and pitch and pilot events to evaluate the potential of new technologies to improve local services.
	7.01	Continue to engage business community in business improvement and policy decisions	Continue to hold regular meetings and other activities with members of the local business community to actively involve them in improving local business conditions and related policy questions
P-310.07	10.01	Prepare Community Readiness Plan	Help the community manage future disruptive events like the COVID-19 pandemic & Hurricane Helene by preparing a special plan to increase its readiness and resilience
	10.06	Support County in implementing top projects from 2025 South Mountains Regional Hazard Mitigation Plan, once it's updated	Improve regional readiness and resilience to respond to natural hazards by helping the County implement the regional hazard mitigation plan.
	10.07	Explore and advocate for additional revenue options, like 1/4-cent sales tax, grants, and loans	Identify and pursue new revenue sources to help provide local public services.
	10.08	Conduct analysis to ensure full alignment of adopted City plans	Help make sure all of the City's adopted plans are working together in a coordinated manner by analyzing their consistency.

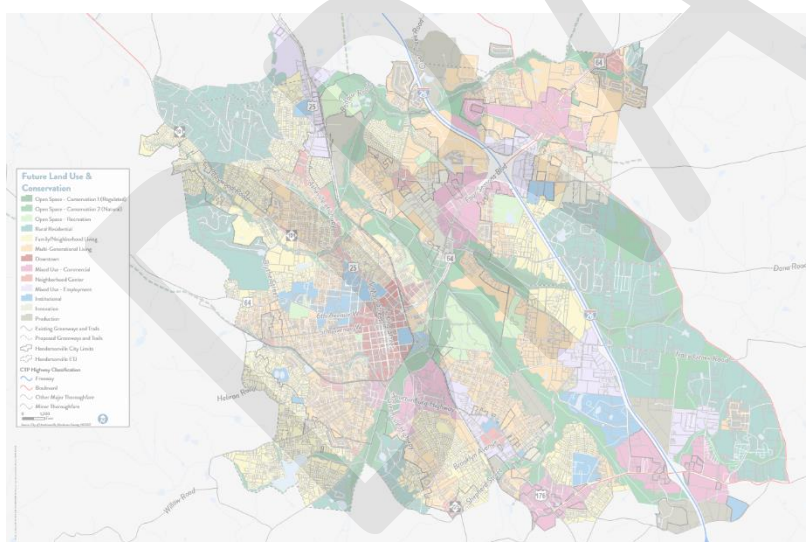
AARP DOMAIN #8 HEALTH SERVICES AND COMMUNITY SUPPORT

At some point, every person of every age gets hurt, becomes ill or simply needs some help. While it's important that assistance and care be available nearby, it's essential that residents are able to access and afford the services required. -AARP

PRIORITY LEVEL	GEN H PLAN NO.	PROJECT NAME	DESCRIPTION
P-1	6.01	Align utility and infrastructure policy/plans with land use plans and with local and state partners	Coordinate land use, utility, and infrastructure planning and policies with partner agencies to advance community goals.
P-2	9.06	Support opportunities to strengthen local wrap around services for community members experiencing homelessness, mental illness, substance abuse, domestic abuse, and other issues	Help improve social service delivery by supporting provision and coordination of integrated solutions and assistance.
P-3	6.02	Explore options to help community pursue renewable energy and energy efficiency improvements	Research ways to increase the use of clean energy as a percentage of overall energy needs, and engage partners on promising options.
	6.03	Explore options for funding watershed protection to ensure clean water supply	Research ways to protect water supply by investing resources in watershed protection.
	6.04	Pursue additional water, wastewater, and stormwater projects	Fund priority utility and infrastructure projects to provide water, wastewater, and stormwater management services
	9.03	Conduct cost-benefit analysis to see which public investments would deliver the most value	Use analytical tools to evaluate the community benefits of future public investments.
	10.02	Develop Community Emergency Response Teams (CERT) to help with community preparedness	Create and train a corps of local volunteers to assist during natural disasters and other disruptive community events.

IMPLEMENTATION

The City of Hendersonville Age-Friendly Action Plan includes many action steps to help the City of Hendersonville move quickly and effectively from planning to implementation to begin pursuing its shared community vision. The projects found in this Plan represent a years-long, and ever-evolving undertaking, however. Priorities may change, funds may shift, and this document is a snapshot of the current landscape (Spring 2025) and, unless updated periodically, may in time lose relevance. In order to track implementation milestones, these projects will be entered into the City's "AchieveIt" software⁴⁰. This software provides a comprehensive and strategic way to track complex projects that span multiple work groups or departments and includes a dashboard for ease of use.



⁴⁰ <https://www.achieveit.com/>

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