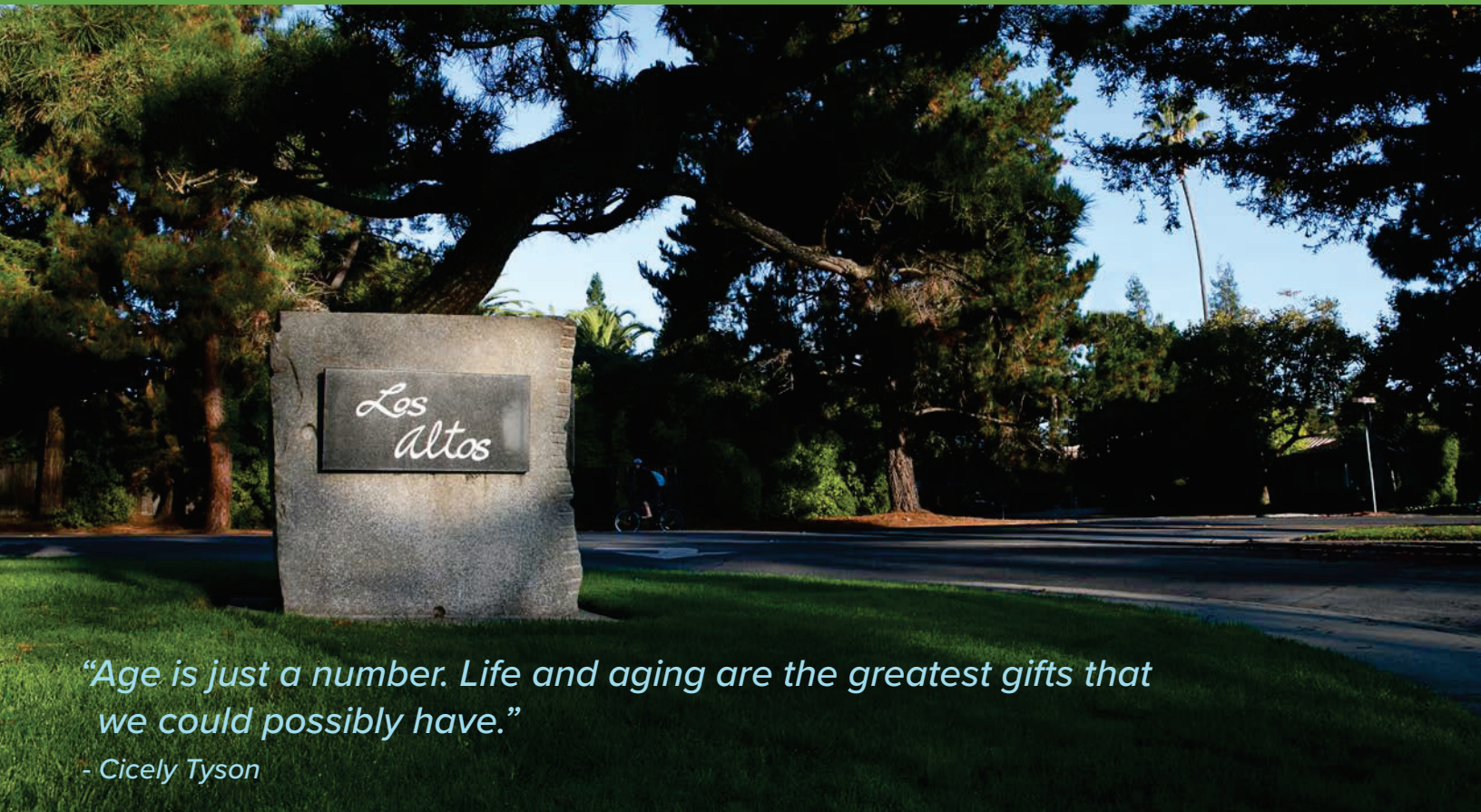




# Los Altos Age-Friendly Action Plan

2025–2028



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

*- Cicely Tyson*



# Executive Summary

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

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

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

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

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

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

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

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



# Table of Contents

<b>5</b>	Overview Age-Friendly Cities
<b>6</b>	8 Domains of Livability and Examples
<b>15</b>	Action Plan Introduction
<b>19</b>	Domain 1: Outdoor Spaces and Buildings
<b>22</b>	Domain 2: Transportation Strategies
<b>26</b>	Domain 3: Housing
<b>28</b>	Domain 4: Social Participation
<b>31</b>	Domain 5: Communication and Information
<b>34</b>	Domain 6: Respect and Social Inclusion
<b>37</b>	Domain 7: Civic Participation and Employment
<b>39</b>	Domain 8: Community Support & Health Services
<b>41</b>	Domain 9: Emergency Services
	<i>Appendices:</i>
<b>45</b>	A. Age-Friendly Projects to Consider
<b>46</b>	B. Current Age-Friendly Practices
<b>58</b>	C. The City of Los Altos
<b>60</b>	D. City Government
<b>63</b>	E. Demographic Profile of Los Altos Residents
<b>66</b>	F. Livability Index
<b>68</b>	Acknowledgement
<b>70</b>	Resources



# Overview:

## AGE-FRIENDLY CITIES

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

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

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

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

# AGE-FRIENDLY DOMAINS





## DOMAIN 1: Outdoor Spaces and Buildings

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

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

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

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

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

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







## DOMAIN 2: Transportation

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

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

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

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

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

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

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





## DOMAIN 3: Housing

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

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

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

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

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

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





## DOMAIN 4: Social Participation

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

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

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

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

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







## DOMAIN 5: Communication and Information

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

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

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

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

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

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

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





## DOMAIN 6: Respect and Social Inclusion

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

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

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

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

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

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





## DOMAIN 7: Civic Participation and Employment

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

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

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

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

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







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

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

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

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

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

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





# Action Plan

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

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

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

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

## ACTION PLAN INTRODUCTION (continued)

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

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

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

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

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

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





## ACTION PLAN INTRODUCTION (continued)

that it now operates under the umbrella of the Adult 50+ Program. The city provides the space, facility attendants, and apply for the appropriate permits needed for the event.

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



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

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



## ACTION PLAN INTRODUCTION (continued)

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

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







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

## SURVEY RESULTS

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

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

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

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

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



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

**STRATEGIES**

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

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

<b>PARTNERS</b> Senior Commission Community Volunteers PARC Commission	<b>RESPONSIBLE STAFF</b> Parks & Recreation IT Public Information Officer	<b>TIME FRAME</b> <b>6 Months to 1 Year</b>	<b>METRIC</b> YES/NO (I/P*)
---	--	--	-----------------------------------

b. Work collaboratively with Parks, Arts, Recreation and Cultural Commission (PARC) to support senior use/age-friendly programming. Hold a joint meeting between Council, Senior Commission, PARC Commission to collaborate with the public to survey and prioritize open space programming.

<b>PARTNERS</b> Council PARC Commission Senior Commission Community Volunteers	<b>RESPONSIBLE STAFF</b> Parks & Recreation	<b>TIME FRAME</b> <b>6 Months to 1 Year</b>	<b>METRIC</b> YES/NO (I/P)
--	--	--	----------------------------------

c. Develop a senior ad hoc subcommittee to discuss and research more comfortable seating, “Age-Friendly Furniture”, for parks and other open space areas in the downtown. Encourage inclusion of age-friendly equipment when renovating parks.

<b>PARTNERS</b> Senior Commission PARC Commission Community Volunteers	<b>RESPONSIBLE STAFF</b> Parks & Recreation Public Works	<b>TIME FRAME</b> <b>6 Months to 1 Year</b>	<b>METRIC</b> YES/NO (I/P)
---	--	--	----------------------------------

\* I/P: In Progress

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



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

**STRATEGIES** (continued)

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

<p><b>PARTNERS</b> Senior Commission PARC Commission Community Volunteers</p>	<p><b>RESPONSIBLE STAFF</b> Parks &amp; Recreation Public Works Finance</p>	<p><b>TIME FRAME</b> <b>2-3 Years</b></p>	<p><b>METRIC</b> <b>YES/NO</b> <b>(I/P)</b></p>
---	---	---	---

**2** Promote pedestrian safety among older adults in the community.

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

<p><b>PARTNERS</b> Senior Commission Community Volunteers PARC Commission</p>	<p><b>RESPONSIBLE STAFF</b> Public Works</p>	<p><b>TIME FRAME</b> <b>1 Year</b></p>	<p><b>METRIC</b> <b>YES/NO</b> <b>(I/P)</b></p>
---	--	--	---

- b. Work with community partners to provide educational seminars on pedestrian and bicycle safety in addition to the Vision Zero Program.

<p><b>PARTNERS</b> Senior Commission Complete Streets Commission Police Schools Bike/Pedestrian Advisory</p>	<p><b>RESPONSIBLE STAFF</b> Police</p>	<p><b>TIME FRAME</b> <b>6 Months</b></p>	<p><b>METRIC</b> <b>YES/NO</b> <b>(I/P)</b></p>
--	--	--	---





An age-friendly community should have accessible and affordable transportation options throughout the city. It is difficult to remain independent when transportation options are limited. Mobility education related to existing options such as the RideCare program need to be disseminated, and staff available to assist with technology and paperwork is essential.

### SURVEY RESULTS

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

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

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

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

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

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



**GOAL: Improve mobility options for older adults.**

**STRATEGIES**

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

<p><b>PARTNERS</b>                  Avenidas                  VTA                  Aging and Adult Services                  Planning Commission                  Complete Streets                  Commission                  Senior Commission</p>	<p><b>RESPONSIBLE STAFF</b>                  Public Works                  Parks &amp; Recreation</p>	<p><b>TIME FRAME</b>  <b>6 Months</b></p>	<p><b>METRIC</b>                  YES/NO                  (I/P)</p>
---	---	---	---



**GOAL: Improve mobility options for older adults.**

**STRATEGIES (continued)**

**2** Look at ways to partner with cities to provide transportation options.

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

<p><b>PARTNERS</b>                  Technology Companies                  County of Santa Clara                  Los Altos Hills                  Mountain View                  Palo Alto                  Planning Commission                  Complete Streets Commission                  Senior Commission                  City of Brisbane</p>	<p><b>RESPONSIBLE STAFF</b>                  Public Works                  Parks &amp; Recreation</p>	<p><b>TIME FRAME</b>                  2-3 Years</p>	<p><b>METRIC</b>                  YES/NO                  (I/P)</p>
---	---	---	---







**GOAL: Improve mobility options for older adults.**

**STRATEGIES** (continued)

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

<p><b>PARTNERS</b>                  Senior Commission                  Complete Streets Commission                  Police                  Community Volunteers                  California Walks                  DMV                  AARP</p>	<p><b>RESPONSIBLE STAFF</b>                  Public Works</p>	<p><b>TIME FRAME</b>                  2-3 Years</p>	<p><b>METRIC</b>                  YES/NO                  (I/P)</p>
---	---	---	---







Housing is essential to the safety and well-being of residents in a city. The cost of housing is a major factor influencing where older people want to live, work and maintain their quality of life. Multiple housing options need to be considered in a city, whether that is preserving existing safe housing structures, building new senior developments, or encouraging co-housing solutions. It is important to remember that housing be conveniently located near public transportation, health clinics, businesses, and day to day access to essential services.

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

### **SURVEY RESULTS**

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

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

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



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

**STRATEGIES**

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

<p><b>PARTNERS</b>                  Santa Clara County Housing                  Los Altos Affordable Housing Alliance                  Senior Commission                  Planning Commission</p>	<p><b>RESPONSIBLE STAFF</b>                  Development Services</p>	<p><b>TIME FRAME</b>                  1 Year</p>	<p><b>METRIC</b>                  YES/NO (I/P)</p>
---	---	--	--

- 2** Partner with service providers to help seniors hire trusted repair providers.

- a. Work with Rebuilding Together Silicon Valley to utilize as a resource to provide affordable repairs and incorporate ADA improvements.

<p><b>PARTNERS</b>                  Rebuilding Together Silicon Valley                  Heart of the Valley</p>	<p><b>RESPONSIBLE STAFF</b>                  Development Services</p>	<p><b>TIME FRAME</b>                  6 Months to 1 Year</p>	<p><b>METRIC</b>                  YES/NO (I/P)</p>
---	---	--	--



An age-friendly community encourages social participation and social support which are strongly connected to good health and well-being throughout life. According to the Surgeon General’s Advisory, U.S. Surgeon General Dr. Vivek Murthy warns about the public health crisis that loneliness and isolation pose to the American public (*Our Epidemic of Loneliness and Isolation, 2023*). It is important to have affordable, accessible, inclusive and intergenerational activities for older adults to participate in. Integrating generations, cultures and communities encourage opportunities for participation by people of different ages and levels of ability.

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

## SURVEY RESULTS

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

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

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

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

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



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

**STRATEGIES**

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

<p><b>PARTNERS</b>                  PARC Commission                  Senior Commission                  Faith Based Organizations</p>	<p><b>RESPONSIBLE STAFF</b>                  Parks &amp; Recreation                  Library                  Public Information Officer</p>	<p><b>TIME FRAME</b>                  1 Year+</p>	<p><b>METRIC</b>                  YES/NO                  (I/P)</p>
---	--	---	---

- 2** Encourage generations to feel connected and promote intergenerational programs.
  - a. Have the younger generation interact with older adults at senior luncheons during the summer.
  - b. Publicize the Call a Friend Line California: (800) 971-0016 - [ioaging.org/services/friendship-line](http://ioaging.org/services/friendship-line).
  - c. Schedule family nights with open seating at large tables and have board games available.
  - d. Facilitate one-on-one mentoring/support, companionship, and space for seniors to tell their stories and exhibit their generational wisdom.

<p><b>PARTNERS</b>                  Senior Commission                  PARC Commission                  Schools                  Faith Based Organizations                  Youth Commission</p>	<p><b>RESPONSIBLE STAFF</b>                  Parks &amp; Recreation                  Library</p>	<p><b>TIME FRAME</b>                  6 Months to 1 Year</p>	<p><b>METRIC</b>                  YES/NO                  (I/P)</p>
--	--	--	---



DOMAIN 4: **Social Participation**



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

**STRATEGIES** (continued)

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

<b>PARTNERS</b> Senior Commission Youth Commission Schools	<b>RESPONSIBLE STAFF</b> Parks & Recreation Library Public Information Officer	<b>TIME FRAME</b> <b>1 Year</b>	<b>METRIC</b> <b>YES/NO</b> <b>(I/P)</b>
---	--	------------------------------------	--





An age-friendly community offers multiple modes of communication to help residents stay connected with events, and receive practical information in a timely manner in order to manage life and meet personal needs. Information is accessible and available to all ages and is inclusive. It is important to provide more information targeted to older people through newspapers, newsletters, bulletin boards and television; understanding that many people don't own a smartphone, have a reliable WiFi connection, or feel comfortable with technology.

## SURVEY RESULTS

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

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

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

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

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



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

**STRATEGIES**

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

<p><b>PARTNERS</b> IT Library Senior Commission Community Volunteers Schools Faith Based Organizations</p>	<p><b>RESPONSIBLE STAFF</b> Parks &amp; Recreation</p>	<p><b>TIME FRAME</b> <b>6 Months to 1 Year</b></p>	<p><b>METRIC</b> <b>YES/NO (I/P)</b></p>
--	--	--	--





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

**STRATEGIES** (continued)

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

<b>PARTNERS</b> Youth Commission Senior Commission Community Volunteers Public Information Officer	<b>RESPONSIBLE STAFF</b> Parks & Recreation Library	<b>TIME FRAME</b> <b>6 Months to 1 Year</b>	<b>METRIC</b> <b>YES/NO (I/P)</b>
--	---	--	--------------------------------------





An age-friendly community offers an environment that is friendly, respectful and courteous. Engagement of older adults is encouraged, and it is important to focus on training service providers to understand how they can better respond to the needs of older people.

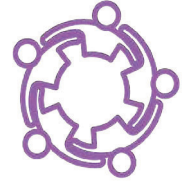
## SURVEY RESULTS

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

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







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

**STRATEGIES**

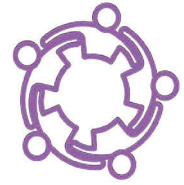
- 1** Offer opportunities that encourage cultural arts and events which celebrate diversity.
  - a. Create and support a diverse community that identifies as Los Altos, and supports its citizens. Survey a diverse array of residents to develop a calendar of cultural events throughout the year.
  - b.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

<p><b>PARTNERS</b>                  Community Volunteers                  Senior Commission                  Chamber of Commerce                  Downtown Businesses                  Translators                  All Staff</p>	<p><b>RESPONSIBLE STAFF</b>                  Library                  Parks &amp; Recreation</p>	<p><b>TIME FRAME</b>  <b>6 Months to 1 Year</b></p>	<p><b>METRIC</b>                  YES/NO                  (I/P)</p>
---	--	---	---

- 2** Expand programs to reach isolated seniors and/or homebound residents.
  - a. Make social activities available to homebound residents by hosting online and in-person community events.
  - b. Establish a partnership with high schools to have students visit homebound seniors and develop friendships.
  - c. Encourage homebound seniors to sign up through [www.eldera.ai](http://www.eldera.ai) to connect with younger generations, and establish weekly virtual conversations and activities.

<p><b>PARTNERS</b>                  Community Volunteers                  Senior Commission                  Schools</p>	<p><b>RESPONSIBLE STAFF</b>                  Parks &amp; Recreation                  Library</p>	<p><b>TIME FRAME</b>  <b>1 Year</b></p>	<p><b>METRIC</b>                  YES/NO                  (I/P)</p>
--	--	---	---





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

**STRATEGIES** (continued)

**3** Continue to offer intergenerational programs and opportunities.

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

<p><b>PARTNERS</b> Youth Commission Senior Commission</p>	<p><b>RESPONSIBLE STAFF</b> Parks &amp; Recreation</p>	<p><b>TIME FRAME</b> 1-2 Years</p>	<p><b>METRIC</b> YES/NO (I/P)</p>
---	--	--	---





An age-friendly community offers employment and volunteer opportunities for older people to thrive and remain actively involved. Volunteering can help people stay healthy and live longer. Older people would like to have more opportunities to volunteer, and work toward jobs that are better tailored to their needs and interests. This could also lead to efforts to encourage civic participation.

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

## SURVEY RESULTS

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

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

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

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





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

**STRATEGIES**

- 1** Create a centralized location to post employment and volunteer opportunities.
  - a. Set up a centralized location both on the website, and a bulletin board to post job and volunteer opportunities.
  - b. Work with nonprofit organizations and Chamber of Commerce to advertise job and volunteer options. Increase opportunities for volunteer activities such as “Compassion Week”.
  - c. Arrange transportation for volunteers who are helping with city events.
  - d. Hold a job and volunteer fair. Have tables representing local nonprofits, city commissioners and any other entities that need volunteers.
  
- 2** Engage seniors in local government.
  - a. Encourage council members to have “Coffee with Council” on a rotation basis, have two council members set up a booth at the Farmers’ Market and talk with community members.
  - b. Develop a senior civics academy program to engage residents in order to foster civic leadership and improve Los Altos resident’s knowledge and understanding of the functions and responsibilities of local government. The academy is a way for seniors to become involved in their community. There is an opportunity to meet city leaders, staff, and department heads. Residents can learn how the city makes decisions and tackles challenges by listening to presentations and participating in interactive activities. It is an opportunity to learn about commissions and advisory groups where residents may want to volunteer to serve.
  - c. Encourage older adults to apply for commissions.

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



# Community Support and Health Services



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

## SURVEY RESULTS

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

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

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

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

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



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

**STRATEGIES**

- 1** Increase awareness of services and programs in Santa Clara County, especially related to Aging and Adult Services.
  - a. Provide and disseminate information and resources related to transportation, housing, nutrition and health. *(refer to Appendix B)*
    - i. <https://mysourcewise.com/programs-services/information/>
    - ii. <https://mysourcewise.com/resource-connection/>
    - iii. [https://stgenssa.sccgov.org/debs/documents/SCC\\_Community\\_Resource\\_Guide.pdf](https://stgenssa.sccgov.org/debs/documents/SCC_Community_Resource_Guide.pdf)
    - iv. <https://www.csacares.org/>
    - v. <https://ssa.santaclaracounty.gov/departments/department-aging-and-adult-services/resources-older-adults>
    - vi. <https://socialservices.sccgov.org/food-assistance/senior-nutrition-program>
    - vii. <http://scclld.org/community-resources/>
  
- 2** Increase partnerships with local hospitals and clinics.
  - a. Identify services, health services and other resources needed by older adults, and refer residents to programs which would be beneficial for both their physical and mental well-being.
  - b. Have a health fair once a year and offer health prevention classes through the Community Center.
  - c. Have a booth at the Farmers’ Market that would offer free blood pressure checks. Work in partnership with Santa Clara County.
  - d. Hold educational series on various health related topics such as symptoms of stroke, cardiac disease, good nutrition, and diabetes.

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

ADDITIONAL DOMAIN:  
**Emergency Services**



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

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







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

### STRATEGIES

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



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

**STRATEGIES** (continued)

<p><b>PARTNERS</b>                  Santa Clara County Fire Department                  County EMS                  Red Cross                  Los Altos Emergency Coordinator                  Los Altos Mountain View Foundation                  Community Volunteers/Physicians                  PG&amp;E</p>	<p><b>RESPONSIBLE STAFF</b>  <b>Police</b></p>	<p><b>TIME FRAME</b>  <b>1-2 Years</b></p>	<p><b>METRIC</b>  <b>YES/NO (I/P)</b></p>
---	--	--	---

**2** Establish, promote and maintain emergency related programs and activities.

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



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

**STRATEGIES** (continued)

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



Almond Fire Station



# Appendix A: AGE-FRIENDLY PROJECTS TO CONSIDER

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

*- Brightwater*

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

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



## Appendix B:

# CURRENT AGE-FRIENDLY PRACTICES

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



## Age-Friendly Public Works

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

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

## Age-Friendly Public Works (continued)

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





## Age-Friendly Public Works (continued)

the public.

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



### Other Projects/Tasks:

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



## Age-Friendly Library: Los Altos and Woodland

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

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

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

## Age-Friendly Library: Los Altos and Woodland

(continued)

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



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



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

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

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

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





## Age-Friendly City Manager's Office and Economic Development

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

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

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

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





## Age-Friendly Development Services Department

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

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



## Age-Friendly Los Altos Hills County Fire District

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

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

## Age-Friendly Police

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



## Age-Friendly Police (continued)

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

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

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

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







## Age-Friendly Parks & Recreation Department

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

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

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

## Age-Friendly Parks & Recreation Department (continued)

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

### Passport Program

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

### Community Luncheon Program

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

### Cultural Exchange

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

### Excursions & Events

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

### Services

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

### Bocce Ball

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

Los Altos Community Center Bocce Ball Courts

Mondays - Thursdays, 9am – 1pm

### Pickleball

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

Egan Junior High School

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

Passport Program Members - Free



## Age-Friendly Parks & Recreation Department (continued)

### **Ping Pong**

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

Grant Park Community Center, Multi-Purpose Room

Mondays, 10:30am – 1pm

Los Altos Community Center, Grand Oak Room

Thursdays, 11:15am – 2pm

### **RideCare Program**

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

### **Bridge**

Los Altos Community Center, Cedar Room

Thursdays, 10am – 2pm

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



Los Altos Community Center, Grand Oak Room

# Appendix C: THE CITY OF LOS ALTOS



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

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

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



## The City of Los Altos (continued)

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

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

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

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

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







## Appendix D:

# CITY GOVERNMENT

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

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

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

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



## City Government *(continued)*

### Mission Statement

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

The city will accomplish this mission by:

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



## City Government (continued)

### Administrative Staff

#### APPOINTED BY CITY COUNCIL

City Manager  
City Attorney

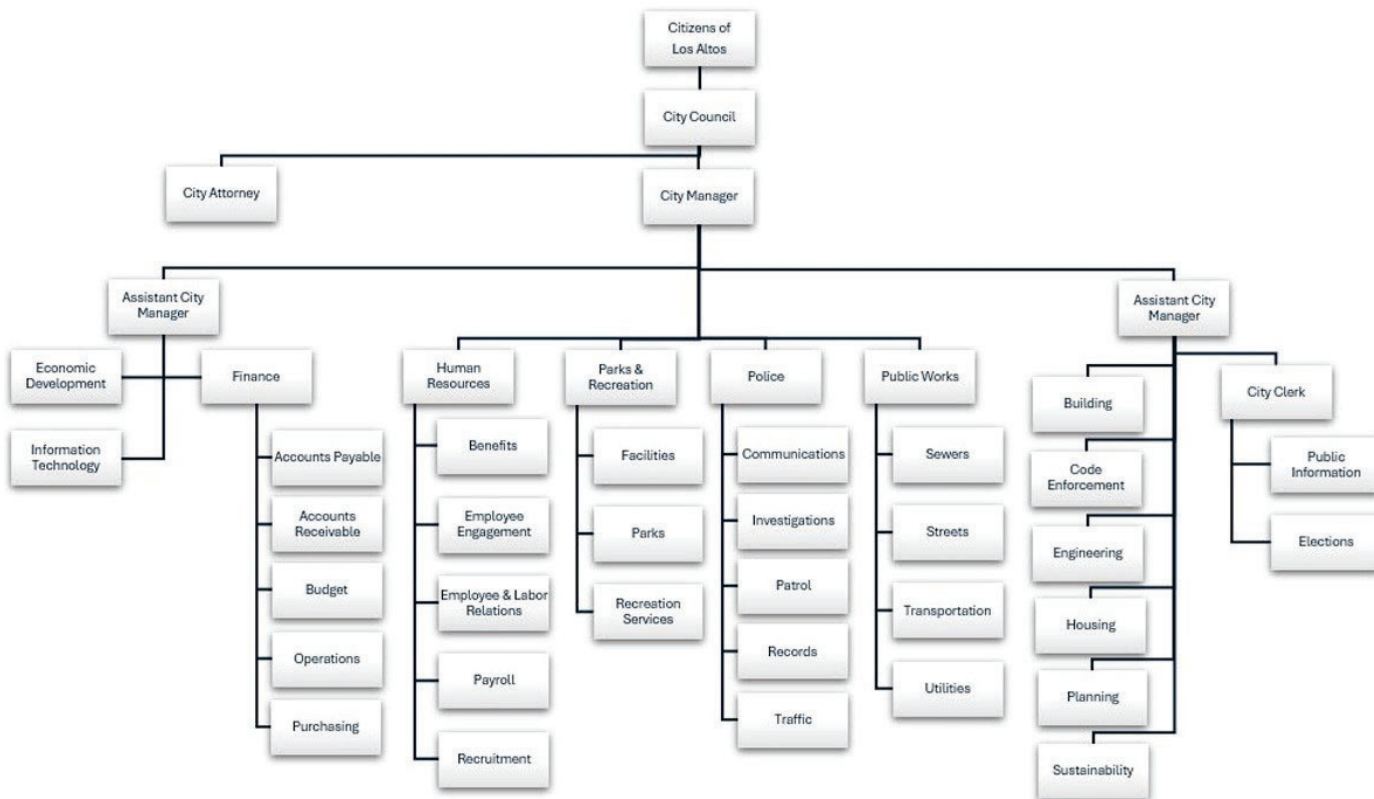
**Gabriel Engeland**  
**Julie Houston**

#### EXECUTIVE TEAM

Assistant City Manager  
Assistant City Manager for Land Development  
Assistant to the City Manager  
City Clerk  
Human Resources Director  
Interim Finance Services Director  
Police Chief  
Parks & Recreation Director  
Public Works Director

**Jon Maginot**  
**Nick Zornes**  
**Anthony Carnesecca**  
**Melissa Thurman**  
**Irene Barragan**  
**Stephanie Beauchaine**  
**Saskia Lagergren**  
**Manuel Hernandez**  
**Aida Fairman**

### City Organizational Chart — Citywide by Function





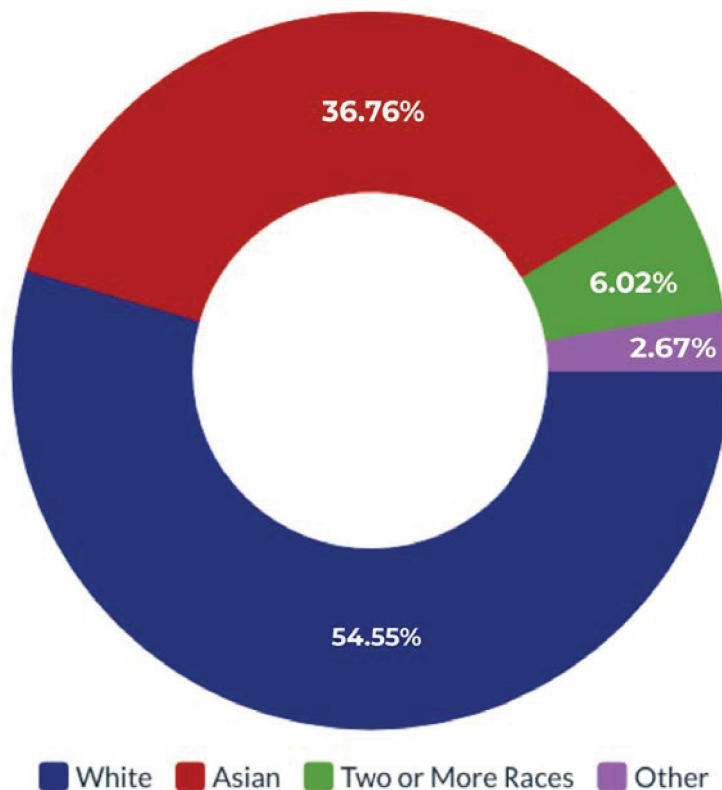
## Appendix E: DEMOGRAPHIC PROFILE

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

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

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

### LOS ALTOS RACIAL DEMOGRAPHICS



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

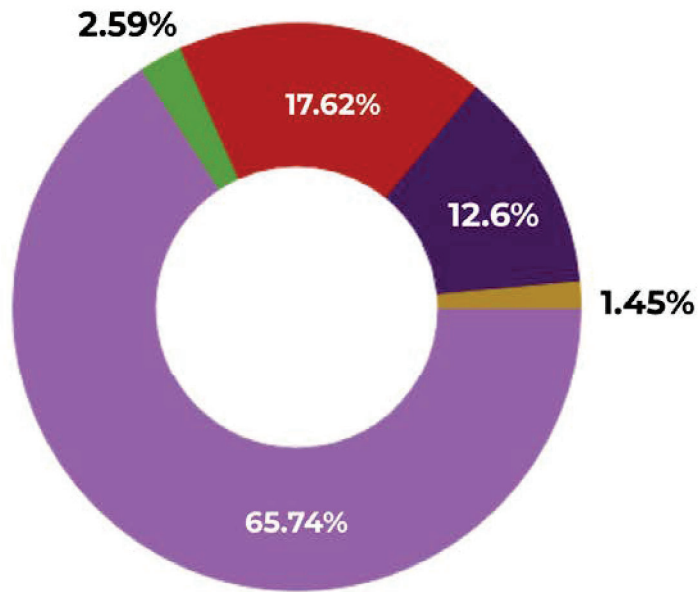
# POPULATION BY AGE GROUP

Los Altos Population Pyramid 2024



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

# LOS ALTOS LANGUAGES



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

For All Age Groups Combined



## Appendix F:

# LIVABILITY INDEX

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



The overall livability index score for **Los Altos, California** is **55**.

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

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



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



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



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



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



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








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



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

## Livability Index (continued)

	Los Altos, California	2023 Median US City
<b>Overall Score</b>	<b>55</b>	<b>50</b>
 <b>Housing</b>	<b>28</b>	<b>56</b>
 <b>Neighborhood</b>	<b>66</b>	<b>36</b>
 <b>Transportation</b>	<b>54</b>	<b>45</b>
 <b>Environment</b>	<b>50</b>	<b>59</b>
 <b>Health</b>	<b>88</b>	<b>44</b>
 <b>Engagement</b>	<b>49</b>	<b>45</b>
 <b>Opportunity</b>	<b>52</b>	<b>52</b>

For interpretation of scores, please refer to the following link:

<https://livabilityindex.aarp.org/search/Los%20Altos,%20California,%20United%20States>

# ACKNOWLEDGEMENT

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

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

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

The members of that Senior Commission in alphabetical order are:

## Senior Commission Los Altos: 2011

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

## Los Altos Hills

**Diane Branch**  
**Catherine Long Popell**  
**Alexander (Al) Traficanti**

Staff Liaisons:  
**Candace Bates, *Los Altos***  
**Sarah Gualtieri, *Los Altos Hills***





## Acknowledgement *(continued)*

### Age-Friendly Task Force: 2024

**Jaime Chew**  
*Parks & Recreation Deputy Director*

**Bridget Matheson**  
*Recreation Supervisor*

**Chris Knopf**  
*Recreation Coordinator*

**William Buchholz**  
*Senior Commissioner*

**Jayne Cohen**  
*Senior Commissioner, Vice Chair*

**Kevin O'Reilly**  
*Senior Commissioner*

**Monica Gallardo-Melkesian**  
*Housing Manager*

**Jennifer Kelly**  
*Seniors' Agenda Project Manager*

**Iqbal Rai**  
*Assistant Civil Engineer*

### Current Senior Commission: 2024

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

### Los Altos Hills

**Jim Basiji**  
**Sharvari Dixit, Chair**



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

# RESOURCE PAGE

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

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

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

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

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

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

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

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

AARP Network of Age-Friendly States & Communities: [www.AARP.org/livable](http://www.AARP.org/livable)