

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

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

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

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

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

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

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

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

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

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