



Age friendly Tempe

Action Plan 2020–2025



Mark W. Mitchell Mayor

April 13, 2020

Dana Kennedy, Arizona State Director AARP Arizona
7250 North 16th Street, Suite 302
Phoenix, AZ 85020

Dear Ms. Kennedy:

On behalf of the City of Tempe, I offer this letter to ensure our commitment to creating an age- friendly environment. We are eager to join AARP's Age-Friendly Communities network and believe as a city we are well-positioned to advance our efforts to achieve a livable community. What we know is that our community is rapidly aging and that people of all ages will benefit from the adoption of policies and programs that make neighborhoods walkable, highlight our multi-modal transportation options, enable seamless access to key services, enhance participation in community activities, and support housing that is affordable and adaptable. Working toward an Age-Friendly Tempe designation will accelerate our successes by creating opportunities for collaborative discussions that align with City Council's strategic priorities to actualize safe & secure communities; strong community connections; enhance quality of life; create sustainable growth & development; and, maintain long-term financial stability and vitality.

As the City of Tempe moves toward the formation of an Age-Friendly Action Plan, we are interested in evaluating existing efforts in our community that support healthy aging, identifying gaps and barriers that prohibit residents from aging in place, while evaluating it from the perspective of the community's lived experience. We are interested in a sustainable community that is well-designed for healthy development of residents of all ages. It is tremendously helpful to gain access to the AARP's Eight Domains of Livability and the Age-Friendly Communities network to learn from the best practices of like-minded communities.

As a participant in the AARP and the World Health Organization Age-Friendly Community it is the intent of the City of Tempe to:

1. Pursue the active engagement of older adults in the planning process through outreach and inclusion by bringing the age-friendly conversation to older people where they live and recreate.
2. Coordinate inclusive conversations with internal and external stakeholders who are strategically in line with creating a livable community.
3. Establish a plan of action that responds to the needs identified by community members, specifically older adults.
4. Develop a means to measure our activities, reviewing action plan outcomes and plans to determine we are meeting our goals.
5. Create an awareness campaign to make sure our community is well informed throughout the process.

We look forward to working with AARP staff, members and volunteers to enhance the quality of life for all Tempe residents.

Warm Regards,

A handwritten signature in blue ink that reads 'Mark W. Mitchell'.

Mark W. Mitchell, Mayor



Corey D. Woods Mayor

October 28, 2022

Dana Kennedy, Arizona State Director AARP Arizona
7250 North 16th Street, Suite 302
Phoenix, AZ 85020

Dear Ms. Kennedy:

The City of Tempe is honored to partner with the World Health Organization, through AARP Arizona, to become an Age-Friendly Community.

I stand beside the work of my colleagues and city staff throughout the years and today. Tempe has long sought to be an age friendly community when in 2015 it became the first Dementia-Friendly city in the United States. The programs developed through that designation are used as a model for other Arizona cities seeking the Dementia-Friendly designation.

In 2020, when the Tempe City Council set its Strategic Priorities, which are overarching goals that are important to our city, such as creating a safe and secure community and quality of life, corresponding performance measures were created to accomplish those priorities. Becoming an AARP age-friendly designation was adopted as performance measure 3.30 and, as with all other performance measures, publicly shared through Tempe's Accelerates Program as motivation for the city to search for new ways to achieve its goals.

Tempe has been twice-awarded a gold certification from What Works Cities for managing its priorities by using data to make fact-based decisions for its residents. Only 35 cities received the organization's certification and Tempe is one of just seven with a gold rating for achieving between 67 percent and 83 percent of the certification criteria.

But the City of Tempe does not achieve its goals through data alone. Equity and community-centered communication is equally important to Tempe to cultivate a healthy and resilient city and connected community, where diverse opinions are sought out, heard, understood, and incorporated into decision-making.

Creating an age-friendly community and being recognized by AARP is another step towards a Tempe that is livable and welcoming to all ages and life situations.

Sincerely,

A blue ink handwritten signature of Corey D. Woods, consisting of a large, stylized 'C' followed by a horizontal line.

Corey D. Woods, Mayor



Naomi Farrell

October 28, 2022

Dana Kennedy, Arizona State Director AARP Arizona
7250 North 16th Street, Suite 302
Phoenix, AZ 85020

Dear Ms. Kennedy:

The City of Tempe's Office of Education, Career, and Family Services is pleased to support and lead the development and implementation of Tempe's Age-Friendly Action Plan. Our work and partnerships play a significant role in achieving a livable community that promotes the health, sustainable growth and contributes to the well-being of residents in all stages of life.

The World Health Organization defines the Age-Friendly cities concept as "a local response to encouraging active ageing by optimizing opportunities for health, participation and security." Their proposed eight interconnected domains guided Tempe in its efforts to identify and address barriers to the well-being and participation of older adults.

Tempe is proud of its existing work that touches the Eight Domains of Livability. Concerns regarding traffic and street safety are being addressed through the Vision Zero Tempe Action Plan 2020. Efforts to reduce social isolation and increase digital literacy have found tremendous success through Connect Tempe. This digital loan program provides Chromebooks and hotspots to low-income older adults while also providing education internet safety and device set-up and usage. In addition, our Hometown for All initiative supports affordable and workforce housing in Tempe.

We are honored to present our Age-Friendly Action Plan for consideration in our pursuit of the Age-Friendly Community Designation. Work on this plan began in 2020 with engagement from local agencies, community members and our own city departments. With the assistance of AARP, we dove deeply into analyzing our community's assets and identifying those areas that could benefit from additional supports or new programs and services. The result is the plan that you have before you. It is a roadmap for Tempe to follow and a guidebook to assist us on our journey. We know that our Action Plan is just the start of an on-going cycle of review, revision, and reassessment.

We look forward to working with City staff and community partners to accomplish the goals laid out in Tempe's Age-Friendly plan, and to continuing to be a City that maintains a strong commitment to serving the various needs of our community, and in alignment with the principles of an Age-Friendly Community, supports the health, vibrancy, and livability of our community for all ages.

Sincerely,

A handwritten signature in blue ink that reads 'Naomi Farrell' in a cursive script.

Naomi Farrell

Director of the Office of Education, Career, and Family Services

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City of Tempe Community Profile

Early Tempe History

The City of Tempe's 40 square miles are the historic homelands of the O'odham, Piipaash and their ancestors, according to an official acknowledgement approved unanimously by the Tempe City Council.

The area encompassing the City of Tempe has a history of long-term settlement that stretches back more than two thousand years. The people we know today as the Hohokam built extensive canal systems to water their crops. Whether due to extreme droughts, floods or other factors, the Hohokam decided to leave this area after untold generations. By 1450, most of these people had migrated to other parts of the Southwest. The communities that settled along the Gila River nearby call themselves Akimel O'odham (formerly known as the Pima) and those who moved further south and west into the desert are Tohono O'odham (formerly known as the Papago). The re-excavated canals of their Hohokam ancestors remain a feature of the metropolitan area and are still an important water source for the area's agricultural interests.

The establishment of Fort McDowell to the northeast in 1865 encouraged the settlement of new towns in the Salt River Valley. Early among these frontier communities was Tempe which attracted Hispanic/Mexican and Anglo/European settlers and farmers in the late 1860s. The hard work to open canals and clear farmland came together in 1871 with the establishment of the Tempe Irrigating Canal Company. From that time, this portion of the Valley was known as Tempe, and the name was firmly established when the local post office took on the name in 1879. The city's name is often attributed to an English settler named Darrel Duppa, and the inspiration came from the Vale of Tempe, the lush valley under Mt. Olympus in Greece.

In the late 1880s, new railroads connected Tempe to the rest of the nation and paved the way for the city's incorporation in 1894. The completion of Roosevelt Dam in 1911 ensured a water supply to support agriculture in the region and the Arizona Territory overall. Statehood followed in 1912.

Until World War II, Tempe grew steadily but remained a modest farming community at the center of a 20,000-acre irrigation district. The end of the war in 1945 brought rapid growth to the city as veterans and others moved to Arizona and the wartime restrictions on building materials eased. The decades-long construction boom that followed saw Tempe transform from an agricultural landscape into a modern suburban city focused on an urban core and a well-established, thriving university.

(Source of information: Tempe History Museum)





Tempe Today

Today Tempe is a city of 184, 118 population within 39.4 square miles in the heart of the Phoenix metropolitan area of 4.2 million which makes up the largest area in Maricopa County, the largest county in the State of Arizona.

The metro area, often referred to as the Valley of the Sun, or just the Valley, is one of the nation's fastest-growing metropolitan areas.

Tempe offers a mixed urban-suburban feel and an affordable place to live. Although the city's cost of living is 2 percent higher than the national average, the City of Tempe is committed to providing affordable housing through the Hometown for All initiative. This innovative initiative approved by the Tempe City Council in January 2021, accelerates the growth of affordable housing through a sustainable funding stream. The initiative ensures that Tempe can create the next generation of affordable and workforce housing opportunities for its residents.

Tempe provides access to several employment opportunities in the education, finance, food distribution, healthcare, and technology industries. The city is a net importer of jobs, having more positions than can be filled by residents who can work. Commute time for Tempe residents is about 20 minutes and nearly one-third of them bike, walk, take light rail or bus to get to work. Tempe is the only city in Arizona with border-to-border light rail service that connects to a larger system of regional buses and is an important transit option to the area's international airport.

Tempe is a city that values education; 93 percent of residents hold a high school diploma and more than 46.5 percent age 25 and older have earned a bachelor's degree or higher.

Tempe is home to several colleges and universities: Arizona State University named by U.S. News & World Report as the nation's most innovative school for seven consecutive years; Maricopa County Community Colleges which has the most affordable tuition in Arizona, Southwest College of Naturopathic Medicine, University of Advancing Technology, University of Phoenix, and Southwest Institute of Healing Arts. The City of Tempe partners with Tempe elementary school districts to offer a full-day preschool program free to qualifying low-income families and has a commitment to reading literacy by third grade that is supported through the City's AARP Experience Corps Program.

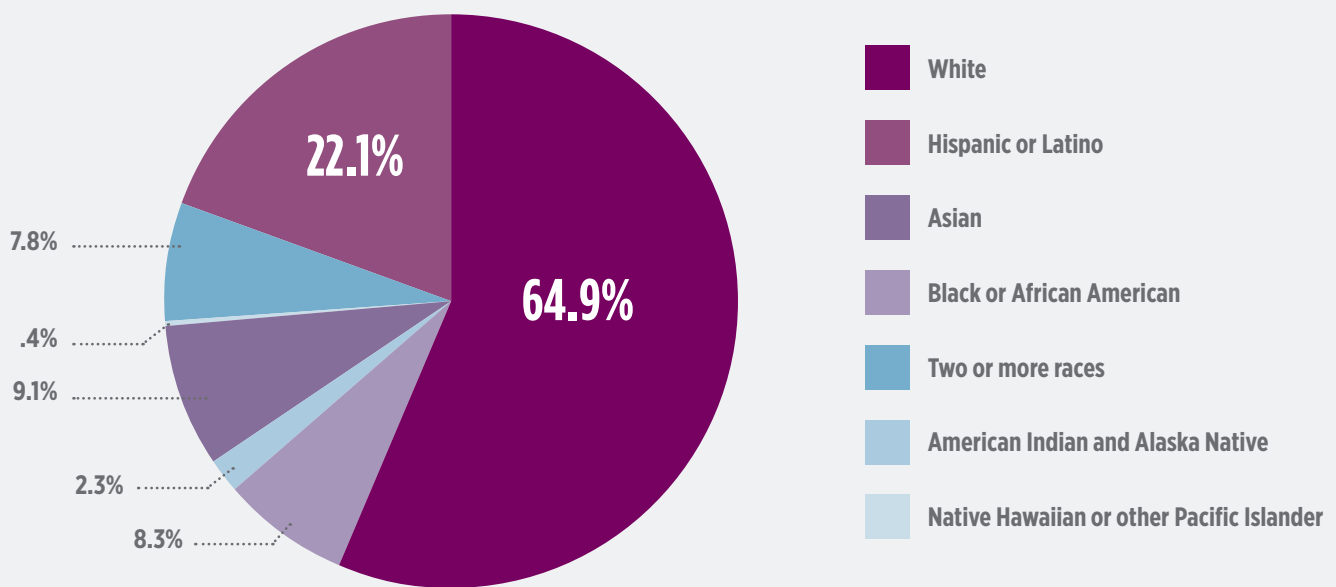
Demographics

In 2021, the U.S. Census Bureau estimated that Tempe is a city of 184,118 people. The city's population within 39.4 square miles lies in the heart of the Phoenix metropolitan area, the largest area in Maricopa County, which at almost 4.5 million is the largest county in the State of Arizona.

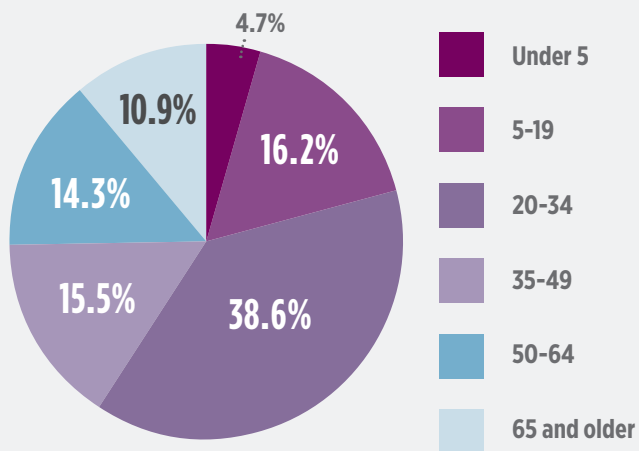
Tempe's average household income is \$61,290, with a poverty rate of 18.5 percent. The median house value is \$287,600 with 40.3 percent of residents owning their home. For those who rent, the median rental cost is \$1,230 per month.

The city is as diverse as it is vibrant. While most of the population is ethnically white, many people of differing races and ethnicities claim Tempe as home.

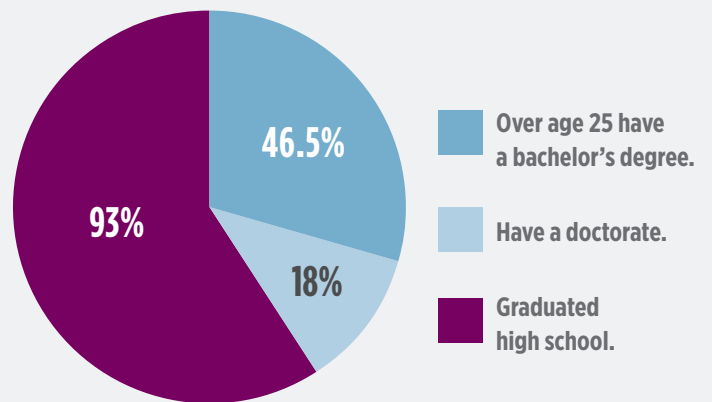
Ethnicity



Ages



Education



Source: U.S. Census Bureau

Age-Friendly Features of Tempe

While the City of Tempe offers services and involvement opportunities for residents and community members of all ages, it has specific programs and partnerships for Adults 50+ which include health and wellness resources, recreational and social activities, volunteer and continued learning opportunities, and more.

Facilities

Tempe's community centers and recreational facilities are established through the city with four of the sites enjoying programs and social activities for older adults.

Dennis J. Cahill Senior Center

Escalante Community Center

North Tempe Multi-Generational Center

Pyle Adult Recreation Center

Opportunities

Older adults can access information specific to their interests or participate in recreational activities, social events or community involvement.

Tempe Connections

AARP Experience Corps

Tempe Opportunities Brochure

Services

With the help of community partnerships, Tempe offers many services and resources for the older adult.

Home Delivered Meals Program

Dial-a-Ride

Tempe Orbit Bus System

Tempe Flash Bus System

Tempe Neighbors Helping Neighbors

Tempe Community Council, one of Tempe's partner agencies, is committed to creating a community that not only meets the immediate needs of its aging citizens, but also embraces the concepts of healthy aging. The council has established the Task Force on Aging to assist Tempe in preparing to care for our older adult population.



Strategic Management and Performance Measures

In 2020, when the Tempe City Council set its Strategic Priorities, which are overarching goals that are important to our city, such as creating a safe and secure community and quality of life, corresponding performance measures were created to accomplish those priorities.

Council's Strategic Priority #3 focuses on Quality of Life for all Tempe residents and workers through investment in neighborhoods, parks, the arts, human services, and city amenities, with an emphasis on equity and diversity which are important to all ages in a community. Specifically, becoming an AARP age-friendly designation was adopted as performance measure 3.30.

City Council Strategic Priority #3

3.01 Property Code Enforcement

3.05 Subsidized Housing Funding Usage

3.06 Quality Pre-K Enrollment

3.07 3rd Grade Reading Level Proficiency

3.08 High School Graduation Rate

3.09 Post-Secondary School Achievement Rate

3.10 Human Service Grants Performance Rate

3.12 Municipal Equality Index

3.13 Disability Social Inclusion

3.14 ADA Transition Plan

3.16 City Recreation, Arts & Cultural Centers

3.17 Community Services Programs

3.19 Value of Special Events

3.20 Dementia-Friendly Community Designation

3.21 Veteran-Supportive Community Designation

3.22 Graffiti Removal

3.23 Right of Way Landscape Maintenance

3.25 Equal Pay Ratio

3.26 20 Minute City

3.27 Traffic Delay Reduction

3.28 Ending Homelessness

3.29 Transportation System Satisfaction

3.30 Age-Friendly Community Designation

3.31 Poverty Rate

3.32 Patient Advocate Services

3.33 Culture of Literacy and Engagement

3.34 Community Health and Well-Being

3.35 Data-Driven Governance

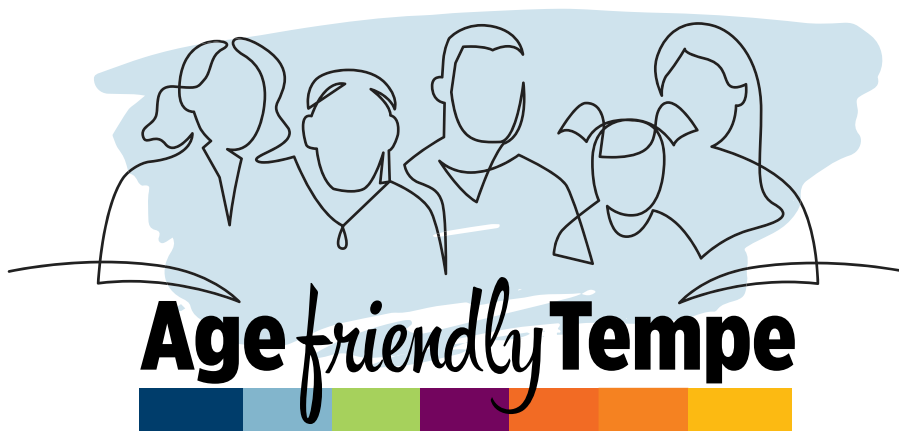
3.36 Quality of City Services

3.37 Mental Health & Wellness

Introduction to Tempe Plan

Vision Statement:

The City of Tempe is an Age-Friendly and Dementia-Friendly community that is diverse and livable for people of all ages and backgrounds. Residents are engaged, respected, included, and informed. They have options for transportation, housing, health services, and community information that are conveyed through a wide range of media to keep them informed and allow them to participate in their favorite activities and programs.



Mission Statement:

The City of Tempe is a diverse and livable community and will continue building on its current momentum to become a truly welcoming environment for people of all ages and backgrounds by continuing to identify and leverage existing assets while securing new partnerships and resources for future opportunities.

Age-Friendly Tempe Plan Development

Tempe developed its Age-Friendly Tempe Action Plan with an inclusive and multilayered approach. An Age-Friendly Tempe Action Team was formulated and included older adults, caregivers, professionals, care providers, City leadership and staff, and community volunteers. And their community outreach was extensive.

In 2021, the Comprehensive Human Services Needs Assessment was conducted by Corona Insights, a consulting and research group, that included a community survey mailed to 1500 Tempe residents living in high-need neighborhoods, with a targeted mailing to senior center members, and 11 in-person interviews. Additionally, Tempe's Office of Education, Career, and Family Services (ECFS) held focus groups at senior centers and interviewed caregivers, volunteers, and advocates from Dementia-Friendly Tempe. The office's Age-Friendly Tempe staff gave a presentation about the Age-Friendly Initiative at the first Tempe Elder Abuse Conference and then collected participants' feedback.

The AFT Action Team divided into seven subgroups who met monthly to create the City Asset Inventory Map determining the successful aspects of City offerings and recognizing where there are gaps.

The City budgeted specific staff positions in the ECFS Office who focus on Age-Friendly Tempe and Dementia-Friendly Tempe. They will oversee the AFT Action Plan implementation over the next two years supported by the AFT Action Team and provide periodic updates to the Tempe City Council. Upon completing the two-year implementation cycle, the City will submit a progress report to the AARP and then continue with the assessment process and cycle of continuous improvement.



Age-Friendly Tempe Action Team

Thank you to everyone who contributed to the development of the AFT Action Plan.

Members:	Affiliations:
Aaron Guest	Assistant Professor - Center for Innovation in Healthy and Resilient Aging - ASU
Alex Jovanovic	Community Services Manager - City of Tempe
Allie Peckman	Assistant Professor - Center for Innovation in Healthy and Resilient Aging - ASU
Allison Burke	Human Services Supervisor - City of Tempe
Anne McFarland	Aster Aging
Cindy Kominska	Executive Assistant - Tempe Community Council
Dana Cardenas	RN, EMS/Community Coordinator - Tempe Fire Medical Rescue Department
Deborah Schaus	CEO - Aster Aging
Diana Meyer	Sr. Recreation Coordinator, Pyle Adult Recreation Center - City of Tempe
Dustin Baker	Community member - Business owner
Haeli Miceli	Resident Services - Mirabella Older Adult Community at ASU
Heather Hamilton	Age-Friendly Tempe Facilitator - City of Tempe
Julie Armstrong Starkey	Director of Operations - Tempe Community Action Agency
Kathy Nugent	Housing Services Accountant - City of Tempe
Kevin Brown	Community Member and Volunteer
Kim Nimwegen	Community Impact Manager - Tempe Community Council
Linda Martin	Board Member - Tempe Community Council, Community Member & Volunteer
Lindsey Beagley	Resident Services - Mirabella Older Adult Community at ASU
Lyle Begiebing	Transportation Planner, Planning & Project Review - City of Tempe
Marie Raymond	Education, Career & Family Services Manager - City of Tempe
Martha Williams	Social Services Coordinator, Human Services/Care 7 - City of Tempe
Melanie Overton	Case Manager - Tempe Community Action Agency
Nancy Knoche	Community Coordinator - Age-Friendly Arizona
Nicole Burner	Sr. Social Services Coordinator, Experience Corps - City of Tempe
Paul Bentley	Human Services Deputy Director - City of Tempe
Paula Hardy	Senior Program Manager, Senior Independence - Tempe Community Action Agency
Richard C. Knopf	Director - Osher Lifelong Learning Institute
Rick Oliphant	Sr. Recreation Coordinator, North Tempe Senior Center - City of Tempe
Robert Yabes	Principle Planner, Engineering & Transportation - City of Tempe
Sara Johnson	Senior Recreation Coordinator, Pyle Adult Recreation Center - City of Tempe
Sima Gharagozly	Senior Social Services Coordinator, Age-Friendly Tempe Leader - City of Tempe
Susie Peck	Volunteer - Dementia Friendly Tempe & Tempe Community member
Susie Steckner	Public Information Officer - City of Tempe
Tricia Sirlin	Information & Referral - Ability 360
Wydale K. Holmes	Strategic Management Analyst - City of Tempe

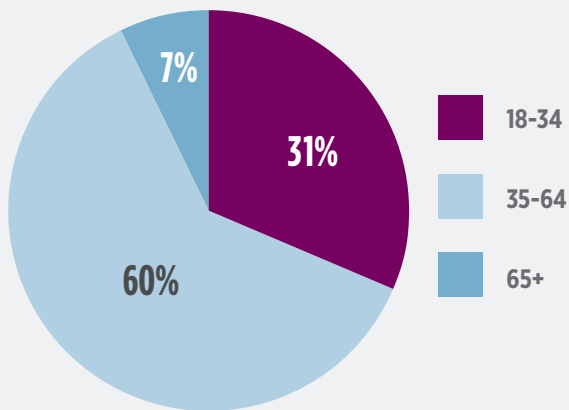
Summary of Community Survey

Tempe partnered with the Tempe Community Council, the Needs Assessment Advisory Team, and key leadership and staff in the Office of Education, Career, and Family Services to conduct Community Needs Assessment Survey.

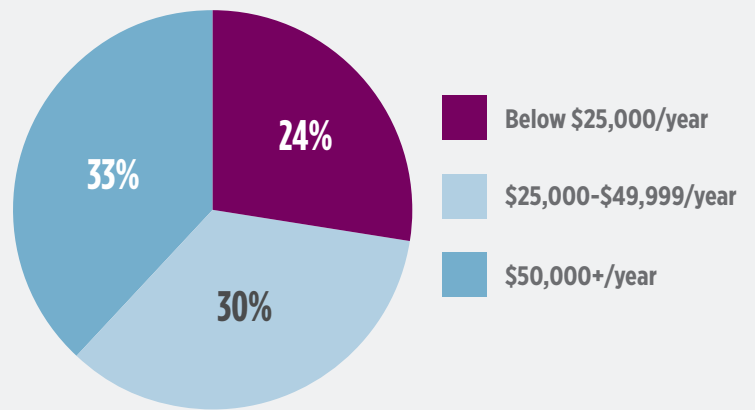
There were 350 responses from the 1500 community mailings and 11 in-person interviews conducted by Corona Insights, a market research company. The survey asked residents to share about their community and what they'll need as they get older to ensure their community is a great place to live.

Survey demographics

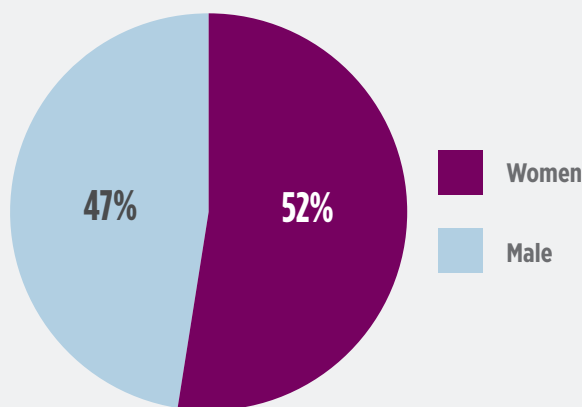
Age



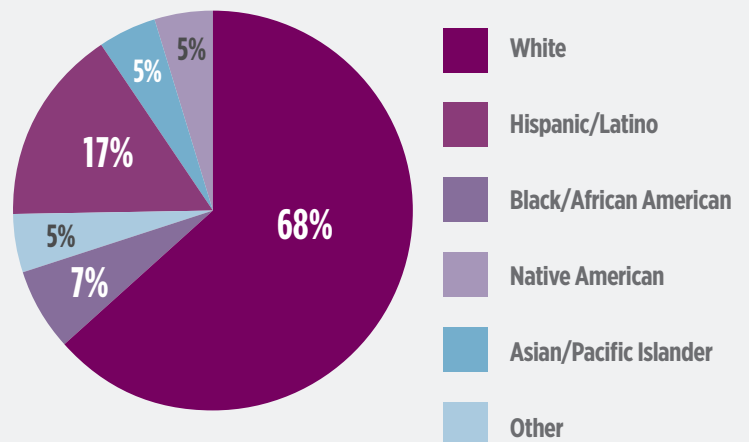
Income



Gender



Race/Ethnicity



Source: 2021 Comprehensive Human Services Needs Assessment



Transportation

- Older adults were the primary group concerned about transportation and expressed concerns with rising traffic, lack of reliable access to transportation and parking.
- 87% have a reliable car and 84% drive themselves to get around the community.
- 27% usually walk, 17% take public transit, and 9% have others drive them.
- 7% who carpool to work live below the poverty line compared to 30% who took public transit to work.



Civic Participation & Employment

- Unemployment rates decreased for most populations between 2010-2019, especially for people with a high school diploma or less education.
- The number of employed older adults aged 65-74 rose from 25% in 2010 to 29% in 2019.
- The number of older adult volunteer tutors participating in the City of Tempe's Experience Corps program has almost doubled since pandemic closures.



Respect & Social Inclusion

- Respondents who are homeless, renters, or those with smaller household incomes reported higher levels of loneliness.
- 38% of surveyed residents felt lonely some of the time or often, while 40% felt lonely hardly ever or never.
- 68% have family or friends living close by who could help them.
- Ambulatory difficulty, hearing difficulty, and independent living difficulty were more common with respondents 65+.
- About 18% of surveyed residents reported a disability, handicap, or chronic disease kept them from fully participating in typical activities.



Housing

Housing situations are more likely to be good than bad. Most older adults who were interviewed wish to maintain their independence, are reluctant to commit to a full-time assisted living situation, and currently rely on family and friends for support staying in their home.

- The percentage of Tempe seniors who rent increased from 21% in 2010 to 27% in 2019.
- 69% reported their current housing situation as good or very good, while 4% rated it bad or very bad.
- 22% need help finding an affordable home; 11% need help paying rent or making house payments, and 11% need help paying utility bills.
- 8% get help paying utility bills and 6% get help paying rent or making housing payments.
- 17% worry about needing to move or being forced to move from their home and 5% were evicted or forced to move between May 2020-May 2021.
- 6% need help or more help living independently as they age.



Community Support & Health Services

Illness, injury, or death were the most common significant challenges of the past year for surveyed residents.

- 75% rated themselves as healthy, while only 3% rated their health as bad.
- 92% had health insurance and 20% received Medicare or Medicaid.
- 27% had a serious health problem, illness, or injury, which was the second most common stressful experience
- 22% experienced death of a close friend or family member.
- 46% have had a day in the past month when their mental health was not good while only 8% get the needed help to access mental healthcare.
- 7% need more help caring for an older family member, plus interviewed residents who are providing help to an older family member feel overwhelmed by their multitude of responsibilities.

Key Findings, Our Guide for the AFT Action Plan

We have used the community survey, as well as the findings from senior center focus groups and one-on-one resident interviews, to determine focus areas. These key findings will be used in our action plan to improve our community through seven of the Eight Domains of Livability.

• Transportation concerns

Include increasing traffic, street safety, and the need for reliable transportation when they no longer drive.



Transportation

• Independence and aging at home

Older adults rely on support from family and friends, who feel overwhelmed by the multitude of responsibilities.



Health Services
& Community
Supports

• Social isolation

Include lack of involvement, lack of information about senior services and supports, lack of civic/employment participation, and lack of intergenerational community involvement.



Respect and
Social Inclusion



Civic
Participation
& Employment



Social
Participation



Communication
and Information

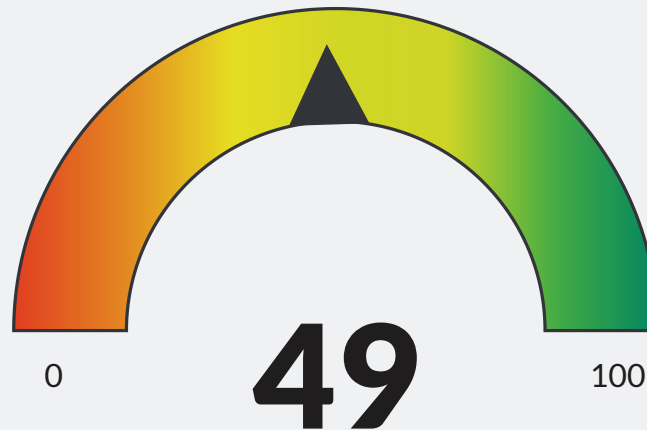


Housing

• Affordable housing

Include rapidly increasing rents, which could put many older adults in jeopardy of losing their housing.





The overall livability index score for **Tempe, Arizona** is **49**.

Total Population:

187,454

African American: 7%

Asian: 9%

Hispanic: 22%

White: 68%

Age 50+: 24%

Age 65+: 10%

Households w/Disabilities: 9%

Life Expectancy: 79 years old

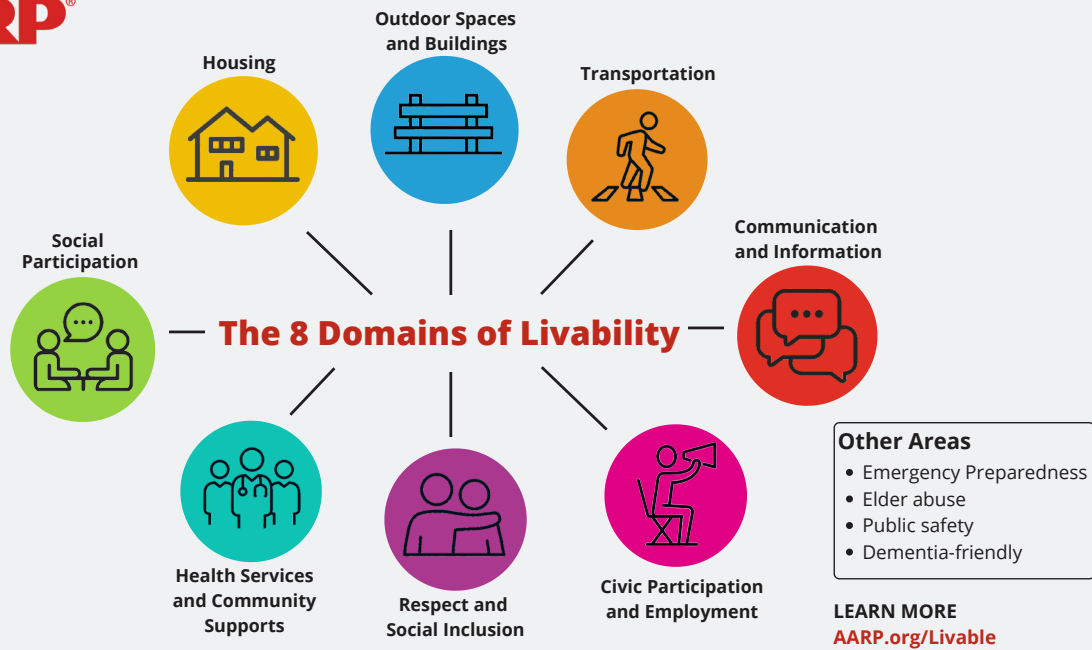
Households Without a Vehicle: 9%

Median Income: \$64,980

Poverty: 21%

Upward Mobility: 41

Domain Specific Action Plans



Illustrations from iStock

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The City of Tempe is committed to improving the quality of life for its residents by continually re-evaluating community needs and City offerings by creating action plans that help guide City staff.

Several of these action plans are addressing livability in the Tempe community.

Climate Action Plan 2021

- Improve heat-index ratings at parks and bus stops through innovative shade structures.
- Maintain and grow tree canopy.
- Improve outdoor lighting by converting bulbs to LED.
- Address equity regarding extreme heat for residents.

ADA Transition Plan

- Improving accessibility of parking facilities and on-street parking, public right-of-way- signalized intersections/sidewalks/ramps/transit stops, parks, public facilities, multi-use trails/paths, park restrooms, emergency shelter, and online communications.

Vision Zero Tempe 2019

- Transportation education for high-risk intersections
- Identifying low-cost pedestrian and bicyclist safety countermeasures such as pavement markings, signal timings, signs.
- Invest in neighborhood traffic calming.

- Develop guidelines for installation of high visibility crosswalks.
- Promote safe driving options, including transit, rideshare, and taxis.
- Promote alternative mobility options to older drivers and adults caring for their parents or other relatives that are older drivers.
- Evaluate transportation needs of older residents to ensure mobility as they age.

Parks and Recreation Master Plan Update 2021

- More clearly identify in the Tempe Opportunities Brochure those programs that are designed for a specific population.
- Expand Park access by providing amenities that allow people to use various transportation modes to safely and reliably access parks.
- Consider universal access and multi-generational uses to encourage participation and inclusive play by people of all abilities and ages in all park and recreation facility upgrades and design decisions.



The Strategic Framework

The Age-Friendly Tempe Action Plan uses the Eight Domains of Livability established by the World Health Organization as a guide, with the understanding that each key finding involves multiple domains. As a result, we have organized the action plan by these challenges instead of by domain. What follows are the key findings for the action plan with goals, essential activities, target dates, and responsible parties, needed resources, and indicators of progress.

Responsible parties

Age-Friendly – section of the Tempe Office of Education, Career, and Family Services (ECFS)/Age-Friendly Tempe

Arizona@Work – a City partner, a statewide workforce development network providing innovative workforce solutions to employers and job seekers.

Communication and Marketing Office – City’s public information, social media, marketing, graphics, web design and video services

Community Services Department – provides educational, recreational, cultural and social services.

Tempe Community Action Agency – a City partner that delivers programs that seek to intervene in homelessness and stabilize housing, promote healthy upbringings for infants and toddlers, address food insecurity, promote aging in place, and further an individual or family’s economic status.

Tempe Community Council – a City partner that addresses immediate and long-term human service needs in Tempe

Tempe Fire Medical Rescue Department

Tempe Human Services Department

Tempe Public Library – a division of the Community Services Department



Key Finding: Transportation – Mobility Options

Domains:



Transportation



Communication and Information

Challenge: Older adult community lacks information and understanding about mobility options.

Action Step: Creating an age friendly marketing campaign could help us to promote mobility options to older adults.

Responsible Party: Age-Friendly Tempe
Communication and Marketing Office

Action Year: 2023

Summary: Communication about available transit options for residents of Tempe will be provided in an Age-Friendly manner. This information will be provided to all Tempe senior centers in print and made available in multiple languages.

Indicator of Progress: Public transit usage for older adult population will increase.



Key Finding: Transportation – Alternate Options

Domains:



Transportation



Respect and
Social Inclusion

Challenge: Not all older adults are able to use public transportation easily.

Action Step: Working with the community to create a program to match volunteer drivers with isolated older adults could decrease loneliness and increase mobility options.

Responsible Party: Community Partners
Age-Friendly Tempe

Action Year: 2024

Summary: Using similar programs from other cities as a model, we will work with community partners to support the development of a volunteer mobility program that matches older adult volunteers that have a vehicle with those that need transportation. This program will help to alleviate loneliness and support older adults that are not capable of using public transit for errands, doctor appointments, etc.

Indicator of Progress: The pilot program begins with volunteers transporting older adults.



Transportation Domain Action Plan

Goal:

We will ensure that streets, intersections, and sidewalks are safe for drivers and pedestrians of all ages.

Objective	Actions	Partnerships and Resources	Measures of Success	Action Year
Improve safety of streets, intersections, and crosswalks in our city.	Identify locations where drivers may be at a higher risk and provide targeted educational outreach.	Vision Zero Tempe Action Plan: G.6 G.9 P.5 Int.5	Outreach completed	2023
	Brighten street lights by converting all City street lights to LED.	COT Climate Action Plan 2021 Vision Zero Tempe Action Plan: N.3	All street light bulbs replaced with LED	2023
	Identify intersections for low cost pedestrian & bicyclist safety measures such as signal timing, pavement markings, street signs, improved lighting, etc.	Vision Zero Tempe Action Plan: Int.1 N.2 P.3	Intersections identified and safety measures implemented.	2023
	Develop guidelines for installation of high visibility crosswalks, including shared paths and school areas.	Vision Zero Tempe Action Plan: P.1 P.2	Guidelines established and usage in place	2024

Transportation Domain Action Plan

Goal:

We will ensure multiple options are available for safe, reliable, and affordable transportation.

Objective	Actions	Partnerships and Resources	Measures of Success	Action Year
Expand and promote available safe transportation options for older adults.	Promote safe driving options including public transit, ride-share programs, and taxis.	Vision Zero Tempe Action Plan: Imp.1	Safe option usage increases.	2023
	Evaluate transportation needs of older residents to ensure mobility as they age.	Vision Zero Tempe Action Plan: R.4	Evaluation begins and is performed annually.	2024
	Partner with community organizations to support the creation of a volunteer program that offers transportation with companionship to homebound older adults.	Community Partners	Program created and implemented.	2024
	Promote programs that offer traffic education courses for all ages.	Vision Zero Tempe Action Plan: G.5	Residents are informed of traffic education courses.	2023

Key Finding: Social Isolation – Information Access

Domain:



Communication
and Information

Challenge:

Older adults & their caregivers need a simple way to find senior services and support.

Action Step:

Updating the City's Senior Services webpage to use images/icons would simplify the process of finding information online and could resolve these concerns.

Responsible Party:

Age-Friendly Tempe
Communication and Marketing Office

Action Year:

2023

Summary:

Work with the City's Webmaster to redesign the current Senior Services webpage away from being text focused to a design that is visually focused using images and icons. This will allow the page to operate as a hub of easy to locate information for older adults and their caregivers.

Indicator of Progress:

New simplified Senior Services webpages are designed to be age-friendly and incorporate easy to identify links to important information that older adults want or need.



Key Finding:

Social Isolation – Technology Access & Training

Domain:



Respect and
Social Inclusion

Challenge:

Lack of access to technology impacts older adults in Tempe, increasing feelings of isolation and being disregarded.

Action Step:

Expanding the Connect Tempe program to include support and technology training designed for older adults can improve technical confidence and decrease feelings of isolation.

Responsible Party:

Age-Friendly Tempe
Communication and Marketing Office
Community Services

Action Year:

2023

Summary:

The Connect Tempe Program will be transformed into an innovative way to decrease the impact of isolation by providing laptops, high speed internet, and age-friendly technology classes to older adults. This will help to improve confidence in older adults, decrease loneliness, and ensure that older adults do not feel left behind because of the digital divide.

Indicator of Progress:

Funding secured, device loans increase, and technology classes designed for older adults are being taught through multiple city departments throughout the City of Tempe.



Key Finding: Social Isolation – Community Interaction

Domain:



Social
Participation

Challenge:

Older adults want to participate in their community through multigenerational opportunities.

Action Step:

Work with community partners to create volunteer opportunities for older adults to work with youth programs in community centers.

Responsible Party:

ECFS Office/Age-Friendly Tempe

Action Year:

2024

Summary:

Seek funding for the creation of an innovative after school program that partners older adult volunteers with school-aged children at community centers in Tempe.

Indicator of Progress:

Community partners identified and funding secured for the development of program. Pilot program hosted at 1 community center.



Key Finding: Social Isolation – Employment & Volunteering

Domain:



Civic Participation
& Employment

Challenge:

Older adults want to remain active in their community through employment and/or volunteer work but are unaware of the opportunities in Tempe.

Action Step:

Partner with Maricopa County's Arizona@Work program & Tempe Volunteer Services to promote opportunities that meet the needs of older adults in Tempe.

Responsible Party:

Age-Friendly Tempe
Arizona@Work
Human Services Department
Community Services Department

Action Year:

2023

Summary:

The City of Tempe will partner with Maricopa County's Arizona@Work program, through its involvement in Tempe's Human Services department, to support older adults returning to work. We will also partner with the City's Volunteer Services department to promote service opportunities that meet the needs of older adults.

Indicator of Progress:

Older adult volunteer participation increases through the City's Volunteer Services and older adult employment placements increases through the Arizona@Work office.



**Communication & Information Domain
Respect & Inclusion Domain
Social Participation Domain
Civic & Employment Domain
Action Plan**

Goal: We will improve information dissemination to ensure older adults are included in all aspects of community life.				
Objective	Actions	Partnerships and Resources	Measures of Success	Action Year
Ensure all information from the City and Community Partners are easily accessible and provided in multiple modalities.	Create an age-friendly marketing campaign to ensure older adults are aware of multi-generational programs and their accessibility.	Communication and Marketing Age-Friendly Tempe	Marketing campaign launched.	2023
	Redesign the Senior Services web page to act as a hub for all COT and Partner Agency related information for older adults.	Communication and Marketing Age-Friendly Tempe	Updated web page launched.	2023
	Promote older adults serving on City of Tempe councils and committees through online Senior Services web page and printed materials.	Communication and Marketing Age-Friendly Tempe	Information shared with community through web page presence and printed materials.	2023
	Create opportunities for older adults to interact with younger generations through innovative after school programming.	Human Services Community Services	Older adults are able to participate in their community through multi-generational opportunities.	2023

**Communication & Information Domain
Respect & Inclusion Domain
Social Participation Domain
Civic & Employment Domain
Action Plan**

Goal: We will help to bridge the “digital divide” that exists for older adults to ensure they are included in modern communication.				
Objective	Actions	Partnerships and Resources	Measures of Success	Action Year
Ensure older adults are included and feel confident with technology by ensuring they have access to devices, high speed internet, and technology training.	Establish and promote the Connect Tempe technology program to provide Chromebooks and Wi-Fi hotspots to low-income adults in our community.	Age Friendly Tempe	Older adult participation increases in program.	2022
	Pursue sustainable funding support for Connect Tempe program.	Age Friendly Tempe	Grant applications submitted.	2022
	Develop a technical training program for older adults to be trained on relevant software and device management.	Age-Friendly Tempe Community Services/Library	Technology training program established.	2023
	Develop a plan to host Technical Support Open Houses quarterly at Senior Centers as a way for older adults to receive help with technical issues or questions.	Age-Friendly Tempe	Technology Support Open House schedule created and volunteers recruited to assist.	2023

Key Finding:

Independence And Aging At Home – Information & Referral, Problem Solving

Domains:



Health Services
& Community
Supports



Housing

Challenge:

Older adults aging-in-place without the support of a caregiver need accessible, personalized help.

Action Step:

By funding senior advisor position(s), we could address the need for accessible, personalized, local support. This would benefit both older adults and their caregivers.

Responsible Party:

Age-Friendly Tempe
Human Services Department

Action Year:

2024

Summary:

Seek funding for a social worker/senior advisor to be staffed at each senior center to support older adults with information, referrals, help with bills, applications for services, and other problem-solving.

Indicator of Progress:

Funding secured, senior advisor position(s) created and filled with qualified candidates that support older adults through Tempe senior centers.



Key Finding:

Independence and Aging at Home – Medical Support System

Domains:



Health Services
& Community
Supports



Housing

Challenge:

Low-income older adults who live alone are at a higher risk of falling and need access to a medical alert support system.

Action Step:

Creating a program to fund & distribute medical alert style systems to at-risk residents could help address caregiver concerns for low-income loved ones living alone.

Responsible Party:

Age-Friendly Tempe
Human Services Department

Action Year:

2024

Summary:

Seek funding to develop a pilot program that will purchase, distribute, and support emergency medical alert systems being provided to in-need low-income older adults who live alone.

Indicator of Progress:

Pilot program developed, funding secured, and device distribution begins.



Key Finding:

Affordable Housing – Housing Support Awareness

Domain:



Housing

Challenge:

Many older adults live on a fixed income, cannot afford rising rent costs, and are concerned about losing their housing.

Action Step:

Ensure older adults are aware of the housing supports offered through the City of Tempe and its partner agencies.

Responsible Party:

Age-Friendly Tempe
Human Services Department

Action Year:

2023

Summary:

Work with community partners to promote access to emergency support for older adults facing loss of housing. Ensure the information is included in new senior services hub webpage and made available at senior centers in multiple languages.

Indicator of Progress:

Older adults report awareness of programs in place to support them in case of emergency. Staff are better informed of available options to better help older adult residents.



**Housing Domain
Health and Community Support Domain
Action Plan**

Goal:

We will assist older adults that want to age-in-place by ensuring resources and support are available and accessible.

Objective	Actions	Partnerships and Resources	Measures of Success	Action Year
Ensure community is aware of resources and methods that support older adults aging-in-place.	Create a guide with aging-in-place resources specific to Tempe and surrounding cities to ensure older adults and their caregivers have accessible information	Age-Friendly Tempe Communication and Marketing	Guide available online on Senior Services 'hub' and printed bilingually.	2023
	Support TCAA's new Roommate Matching Program to soften living costs and reduce loneliness.	Age-Friendly Tempe TCAA	Community outreach conducted on behalf of TCAA. Support through grant requests as applicable.	2023
	Funding for medical alert systems that can be distributed to at risk residents through Tempe Fire Medical Rescue and Care 7.	Tempe Fire Department Care 7	Include a 'Caregiver' link on Senior Services hub with all pertinent information.	2024
	Additional funding for a social worker/senior advisor on staff at senior centers to connect older adults with senior services supports.	Human Services	Staff members hired and working in senior centers.	2024

**Housing Domain
Health and Community Support Domain
Action Plan**

Goal:

We will support older adults facing emergency eviction or loss of housing.

Objective	Actions	Partnerships and Resources	Measures of Success	Action Year
Ensure older adults facing loss of housing have emergency support and resources to resolve situation.	Create a comprehensive list of emergency resources for older adults facing eviction or loss of housing within 30 days.	Care 7 Age-Friendly Tempe TCAA TCC	List is available online on Senior Services web page and printed versions.	2023
	Provide training for Senior Center and Community Center staff on emergency services that are available for seniors facing loss of housing.	Age-Friendly Tempe Community Services	Printed materials provided along with information on how to handle situations.	2023
	Provide online information for seniors facing loss of housing on Senior Services 'hub' page.	Age-Friendly Tempe Communication and Marketing	Emergency services link and all pertinent information included online.	2023



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