City Council Study Session Agenda
Puyallup City Council Chambers
333 S Meridian, Puyallup 98371
Tuesday, March 19, 2019
6:30 PM

PLEDGE OF ALLEGIANCE

ROLL CALL

APPROVAL OF THE AGENDA

AGENDA ITEMS

Public Safety Building

Age Friendly Plan and Programs
Aging Puyallup Action Plan Draft Revised for 3-19-19

CITIZEN COMMENTS

ADJOURNMENT

The City Council Chambers is wheelchair accessible. Those needing assistance with hearing devices should contact the City Clerk's Office (253-841-5480) the Friday preceding the meeting.
AGE-FRIENDLY CITY ACTION PLAN
Puyallup, Washington

Revised Draft Submitted: March 19, 2019

“We are celebrating aging as the next chapter of living rather than the last chapter of life.”
—LeadingAge
INTRODUCTION

Puyallup as an Age-Friendly Community

Although the vision of being an age-friendly community is not new, it became more focused in 2001 when Puyallup became one of 10 US cities participating in the AdvantageAge Initiative, a community-building effort focused on creating vibrant and elder-friendly, or “AdvantAged” communities. A community stakeholder group including the mayor, members of the City Council and representatives from key community organizations was formed to meet grant requirements.

In the intervening years, the city has been engaged in activities that increase age-friendliness and has supported community partnerships in the process. As an example, installation of Rectangular Flash Beacons (RRFB) makes crossing streets safer for older adults and of young children alike.

The 20-year vision statement found in the 2015 city’s updated Comprehensive Plan clearly reflects the city’s intent to be livable for all ages.

“**In 2030, Puyallup is a friendly, active and safe community that celebrates its heritage. The community, while retaining its unique character, has grown responsibly by supporting diverse transportation, recreation, and housing options. Puyallup encourages local economic development and learning opportunities, while providing amenities for all members of the community.**”

By 2016, Puyallup was ready to seek a more defined approach to being a recognizably age-friendly community. As noted in the March 15, 2016 Proclamation, Puyallup declared that the City of Puyallup “is committed to promoting, creating and sustaining communities for all ages.” And in late March of 2016, the City of Puyallup was designated as the first age-friendly city in Washington State by the AARP Network of Age-Friendly Communities, an institutional affiliate of the World Health Organization’s Global Network of Age-Friendly Cities and Communities. The Puyallup Area Aging in Community Committee (PAAICC) was named to facilitate the process of meeting the requirements outlined by AARP to retain the city’s age-friendly designation.
The draft action plan, intended to be a collaborative community partnership, follows.

**ACTION PLAN METHODOLOGY**

The Age-Friendly City designation follows a five-year plan format with specific requirements to be completed during this time period.

**Phase I—Years One and Two**

**Form Community Stakeholder Group**

The stakeholder group consists of community organizations and groups thought to be representative of the 8 domain areas identified as being key in an age-friendly community including: 1) outdoor spaces and buildings; 2) transportation; 3) housing; 4) social participation; 5) respect and social inclusion; 6) civic participation and engagement; 7) communication and 8) information and community support and health services. Many of these stakeholder organizations were part of the original AdvantAge Initiative group. A listing of participating groups may be found in the Acknowledgements section.

**Complete Community Needs Assessment**

The Age-Friendly Puyallup Stakeholder members made the decision to conduct a community needs assessment using a questionnaire/survey format based on the survey developed by AARP\(^2\). The Stakeholders group carefully reviewed the AARP survey and came to consensus on the addition and modification of survey questions to better address the specific needs of the Puyallup community. The survey consisted of 58 questions, primarily focused on the eight domains of an age friendly community (listed above) as developed by AARP\(^3\). Those 58 questions included the areas of: housing; outdoor spaces and buildings; transportation and streets; health and wellness; social participation, inclusion and education opportunities; volunteering and civic engagement and community information.

The needs assessment was finalized in April of 2017 and the data analysis sub-committee made the needs assessment available in both hard copy and online format in May of 2017. Adults age 45 and over living in the five Puyallup zip codes were invited to complete the questionnaire using either an online version through Survey Monkey or hard copy format.

The invitation to participate in the needs assessment was highly publicized. Print survey sites included the Puyallup Library, the Puyallup Activity (Senior) Center, Celebrate Seniority (an
older adults program of MultiCare), Grannies Attic, a thrift shop run by MultiCare Good Samaritan Hospital, Kaiser Permanente Puyallup, the Highlands, a 50+ housing community, Life Care Center of Puyallup and South Hill, Sunset Gardens (SHAG housing), Mel Korum YMCA, provided to City Council members, a chiropractic clinic, through a homebound visitation program of the library and at the Farmer’s Market.

**Survey Analysis**

The survey was available for approximately three months until July 30, 2017. Once the survey time period was closed, a member of the stakeholder group and volunteers entered all the hard copy survey responses into Survey Monkey so that the data could be analyzed in a uniform way. By the end of that time period, we collected 237 surveys total with 67% being submitted online. A question by question analysis of the community needs assessment data was completed using the analysis functions available in Survey Monkey. Table 1 provides a breakdown of the survey respondents by demographic information obtained as part of the survey.

In addition, listening posts were held at a number of locations to assess input from people about their expectations of an age-friendly community. Sites included meetings of various civic organizations, a City Council meeting, booth at the Farmer’s Market, Puyallup Library and the May 2016 Blaze a Trail to Successful Aging community event. While anecdotal in nature, many of these comments mirrored the formal data.

**Table 1: Sample Characteristics**

<table>
<thead>
<tr>
<th>Characteristic</th>
<th>Range (Mean)</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Age</td>
<td>46-96 (70.29)</td>
<td></td>
</tr>
<tr>
<td>Gender</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Male</td>
<td>33.1</td>
<td></td>
</tr>
<tr>
<td>Female</td>
<td>66.5</td>
<td></td>
</tr>
<tr>
<td>Marital Status</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Married</td>
<td>51.85</td>
<td></td>
</tr>
<tr>
<td>Cohabitating</td>
<td>2.3</td>
<td></td>
</tr>
<tr>
<td>Divorced</td>
<td>18.52</td>
<td></td>
</tr>
<tr>
<td>Widowed</td>
<td>22.22</td>
<td></td>
</tr>
<tr>
<td>Never Married</td>
<td>1.85</td>
<td></td>
</tr>
<tr>
<td>Separated</td>
<td>3.24</td>
<td></td>
</tr>
<tr>
<td>Years in Community</td>
<td></td>
<td></td>
</tr>
<tr>
<td>&lt; 5</td>
<td>26.07</td>
<td></td>
</tr>
</tbody>
</table>
5 but < 15  20.09
15 but < 25  20.09
25 but < 35  9.40
35 but < 45  11.11
45 or more  13.25

Living Arrangements
Child/children under 18  10.73
Child/children 18 or older  11.30
Children away at college  7.14
Parents  1.79
Other adults relative or friend 18+  24.74

Health Insurance
Medicare  72.60
Medicaid  12.29
VA or other military health coverage  23.24
Insurance through a current or former employer  43.81
Insurance purchased directly from an insurance company  40.31

Disability, handicap or chronic disease prevention participation
Myself  23.56
My spouse or partner  9.13
Both  3.37
No prevention of participation  63.94

Hispanic  3.41

Racial Background
Caucasian  95.87
African American  1.65
American Indian or Alaska Native  1.65
Asian  1.65
Native Hawaiian or Pacific Islander  0.83
Other  0.83

Overall Survey Impressions:

- A greater number of surveys were completed online than was anticipated;
- In general, there is a disconnect between what people believed to be important in an age-friendly city and what they actually know exists and
- Improved communication appeared to be a need in all domains.
Develop an Action Plan

Both the quantitative survey analysis discussed above as well as the more anecdotal input received at listening posts were considered in developing a collaborative action plan involving both the city and community.

Domain Selection Process

Over the course of several meetings, the group was led through an activity that directed group members to consider the 93-page community needs assessment results and to identify which of the 8 domains was most important in improving Puyallup’s age-friendliness. It was determined that it would be impossible to address issues in all of the domain areas. The group selected the following four areas on which to focus: housing, transportation, communication and respect and social inclusion. The responses below pertain specifically to three of the four domains targeted. It appeared obvious that there was a communication gap, which prompted inclusion of a specific communication domain.

Housing

Respondents indicated:

- 37.66% rated the community as being a very good place in which to age.
- 26.07% have lived in the community less than 5 years, while 32.62% had lived in the county 45+ years.
- 94.95% live year round in their community, 35.16% are not likely to move to another home in the community upon retirement and 36.87% report that they are unlikely to move from the community upon retirement.
- If they did decide to move, 60.10% would look for a different home size that met their needs while 67.37% would look for a home that would help them to live independently as they age.
- 42.6% believe it is extremely important to remain in their community. 51.95% believe it is extremely important to live

Additional Comments:

- Where to live after running out of money.
- Senior housing is expensive.
- South Hill desperately needs affordable, low-income housing.
- Affordable housing is biggest obstacle.
- Housing costs are not senior-friendly.
- Need lower rental cost.
- Considering moving out-of-state to get lower cost-of-living.
independently while 35.06% indicate it is very important.
- 53.77% believe that is important to have trustworthy and affordable home repair contractors in the community.
- 47.8% indicated they thought they would need bathroom modifications in order to stay in their homes.

### Transportation

**Respondents indicated:**
- 58.48% reported they had no difficulty getting to where they needed to be due to lack of transportation.
- 8.93% report that they often have difficulty getting to where they need to go, while 12.95% sometimes have difficulty.
- Typical method of transportation included driving, walking or having others drive them.

**Additional comments:**
- Community should have accessible and convenient public transportation.
- Safe public transportation.
- Well-maintained streets.
- Reliable, well-maintained public transportation.
- Public parking.
- Easy to read signs.
- Enforced speed limits.
- Special transportation for people with disability or older adults.

### Respect and social inclusion

**Respondents indicated:**
- 52.02% interact with others more than once a day with 94.64% doing so in person and 78.13% by phone.
- 39.53% typically do not attend educational or self-help activities in the community.
- 59.53% reported socializing in restaurants/cafes while 39.53% socialized at a faith-based organizations and 38.14% did so at a community or senior center.
- 42.72% believe that it is important to have affordable activities and most believe that the community offers activities geared towards older adults.

**Additional comments:**
- Middle age people have no social outlets.
- Puyallup is not age friendly.
• During 2016 26.03% reported never volunteering while 21.92% indicated that they volunteered several times per week.
• 34.78% believe that it is important to have the opportunity to participate in decision-making bodies such as community councils or committees.
Understanding that housing is at the heart of an age-friendly city, we envision housing options that attract and keep lifelong residents. The majority of older adults want to be able to age in place. They are not seeking to move away from the neighborhoods, the friends and the day-to-day routines that they have established through years of residency. However, factors such as accessibility and affordability can force older adults out of their communities in search of better options.

<table>
<thead>
<tr>
<th>Puyallup will support:</th>
<th>Potential partners:</th>
<th>Target Implementation:</th>
<th>Outcome Metrics:</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. The construction of innovative, affordable housing solutions such as mixed-use developments, accessory dwelling units, and accessible, single-story housing</td>
<td>Puyallup City Council, Puyallup Department of Development Services/Permits, commercial developers, non-profit affordable housing developers, transit authorities, residents of the City of Puyallup</td>
<td>Ongoing, with goal of implementing age-friendly code revisions by the end of 2020</td>
<td>The City of Puyallup will see a 50% increase in the number of accessory dwelling unit permit applications during CY 2021 compared to baseline (CY 2019)</td>
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<tr>
<td>Currently, the city is improving collaborative relationships with building contractors to ease any existing obstacles to building more affordable housing.</td>
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<tr>
<td>2. Educating older adult residents of the City of Puyallup on existing housing options for older adults</td>
<td>Shared Housing Services, non-profit affordable housing developers (i.e. SHAG, CCS, Mercy Housing, KWA), Pierce County Housing Authority</td>
<td>Provide three educational workshops between July and December of 2019</td>
<td>60 older adults will participate in educational workshops between July and December of 2019</td>
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**Transportation**

In recent surveys of older adults living in Pierce County, transportation has been identified as a clear need. Residents may lose the ability to drive as they age, or may not be able to afford insurance and upkeep on an automobile. We envision an age-friendly city that will take into account the transportation needs of residents who live away from the city center and ease the use of existing transportation options.

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<tr>
<td>1. Activities that educate residents about existing transportation options and alternatives to using private vehicles for travel within the City of Puyallup and common destinations in the Puget Sound region</td>
<td>Pierce Transit, Pierce County Coordinated Transportation Coalition, Pierce County Aging &amp; Disability Resource Center, private accessible transportation providers (i.e., Around the Sound), home care agencies, taxi services, Uber and Lyft</td>
<td>Offer three in-person and web-based workshops between July and December of 2019</td>
<td>Surveys of older adults living in the City of Puyallup will show an increased understanding of transportation options, and increased frequency of use over baseline (livable communities survey)</td>
</tr>
<tr>
<td>2. Broad mix of activities to inform residents of the availability of 211 to assist with identifying appropriate transportation options.</td>
<td>United Way of Pierce County/211</td>
<td>Conduct first information strategy by September of 2019</td>
<td>211 will report a 10% increase in calls during CY 2020 from Puyallup zip codes requesting information about transportation alternatives over baseline (CY 2019)</td>
</tr>
<tr>
<td>3. Advocate with Sound Transit for adequate transit hub parking garage allocations and service to the City of Puyallup</td>
<td>Pierce County Coordinated Transportation Coalition, residents of the City of Puyallup and Sound Transit.</td>
<td>Ongoing, beginning immediately</td>
<td>Completion by 2020-2021</td>
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Communication

The multi-pronged efforts made by the City of Puyallup to ensure that we remain an age-friendly city will be largely overlooked without a comprehensive communication plan. To ensure that residents learn about the transformative initiatives undertaken by the City, information to residents should be disseminated in a structured, purposeful way. We envision a community where there is a more robust presence of age-friendly city information across all communication platforms.

In an informal survey conducted at the 2018 Volunteer Fair, 8 of 10 respondents indicated a willingness to attend an educational event to learn about community services and 6 would listen to a webinar.

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<tr>
<td>1. Maintaining an up-to-date Age-Friendly Puyallup website that includes information with links to resources for older adults and their families</td>
<td>City of Puyallup, United Way of Pierce County/211, Pierce County Aging &amp; Disability Resource Center, Sound Transit, Pierce Transit, Puyallup Public Library and multiple other community-based organizations</td>
<td>June 2019</td>
<td>The City of Puyallup will measure an increase in page visits to the Age-Friendly Puyallup website of at least 20% between CY 2019 and CY 2020</td>
</tr>
<tr>
<td>2. An ongoing series of informational webcasts, distributed quarterly, and communication events used to share information about services and opportunities for older adults</td>
<td>Puyallup Senior Advisory Board, Puyallup Public Library, Puyallup-Sumner Chamber of Commerce, Puyallup Main Street Association, Puyallup Senior Activity Center, Salvation Army-South Hill Senior Center, MultiCare Celebrate Seniority, senior housing providers</td>
<td>First webinar will be launched in the fall of 2019</td>
<td>Surveys of older adults will identify the City’s webcasts and communication events (e.g., Ice Cream with the Mayor) as sources of information for community-based resources</td>
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Respect and Social Inclusion

As we age, we often face overt and subtle forms of ageism. We envision an age-friendly city that embraces all older adults by creating opportunities for older adults to contribute to the community, and by fostering opportunities for different generations, different cultures and different ethnicities to share knowledge and life experiences with one another. Regardless of one’s age, beliefs, or nationality, individuals are sought and valued for their differences as well as their similarities.

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</tr>
</thead>
<tbody>
<tr>
<td>1. Providing appropriate resource assistance to aid in creating a coordinated approach that promotes affordable, accessible, age-friendly educational and enrichment activities that are affordable for older adult residents of Puyallup.</td>
<td>Puyallup Senior Activity Center, Salvation Army-South Hill Senior Center, MultiCare Celebrate Seniority, YMCA, Puyallup Parks and Recreation, Puyallup Senior Advisory Board and Pierce College Puyallup</td>
<td>January 2020</td>
<td>The City of Puyallup will see a 5% increase over baseline in the number of older adults reporting participation in community-based activities</td>
</tr>
<tr>
<td>2. Support the development of an “Age-Friendly Business” certification program</td>
<td>Puyallup Area Aging in Community Committee, Puyallup-Sumner Chamber of Commerce, Puyallup Main Street Association</td>
<td>January 2020</td>
<td>Three Puyallup businesses will receive Age-Friendly Business certification by December, 2020</td>
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Phase III, IV, V — Years Three through Five

The remaining years of the plan are devoted to activities in support of the selected domains and to measuring the outcomes of each. A final report will then be submitted to AARP. While the plan is intended to be a five-year process, it is hoped that creating and supporting a livable community for all ages becomes a lens through which all endeavors are measured.

SUMMARY

Nearly twenty years ago, Puyallup wisely began to consider how the community might respond to the changing demographics indicative of an aging population. Increasingly, it has become clear that being age-friendly in fact means being friendly for all ages. Being named an age-friendly city and the subsequent creation of this action plan mark a milestone in that process.

The framers of this plan considered the formal and informal data received from the representative sample of individuals who participated in the needs assessment, envisioned what might be, considered what is currently in existence and offered ways in which the city and partner organizations can work together to enhance and formulate new opportunities. While there are outcome expectations in the plan, this does not mean that the plan is not fluid.

The benefits of a livable community for all ages are both tangible and intangible. Puyallup is already experiencing the economic benefit of being an age-friendly city with the decision of Minnesota-based Village Cooperative’s decision to build their first retirement community in the area in Puyallup because of this designation. The essence of a livable community is a shared belief that all residents, no matter their age, beliefs or nationality, are sought and valued for their differences as well as their similarities. Puyallup has the opportunity of championing such a belief.

As Salem Massachusetts Mayor Kimberley Driscoll states, “Great cities do not happen by accident, they take careful planning, public input and meaningful action.” We agree.
ACKNOWLEDGEMENTS

PAAICC Board Members

Community stakeholder organizations that participated during all or any part of the process beginning in August 2016.

- MultiCare Good Samaritan Hospital
- Kaiser Permanente Puyallup (formerly Group Health)
- Puyallup Independent School District
- Mel Korum YMCA
- Puyallup Activity Center (Senior Center)
- Life Care Center of Puyallup and South Hill
- Pierce College Puyallup
- The Herald
- Pierce Transit
- Pierce County Aging and Disabilities Services
- SHAG Housing
- Wesley Bradley Park
- UW Tacoma
- Puyallup Main Street Association
- Stakeholder members who served during all or any part of the process beginning in August 2016.

- Lauren Adler
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- Stacie Brown
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- Candace Carr
- Rick Crozier
- Cindee DeWitt
- Brian Devereux
- Charles Emlet
- Jamie Gregory
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- Ron Myers
- Lisa Osterloh
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- Stephanie Roberts
- Rick Schultz
- Linda Woodall

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References