



# Annual Report Age-Friendly Honolulu

2021-2022



Prepared by  
University of Hawai'i  
Center on Aging

<https://www.hiphi.org/age-friendly-honolulu/>

# Table of Contents



Introduction .....	4
Profile of Aging Population in Honolulu County .....	7
Department Highlights .....	9
COVID-19 Response Highlights .....	12
Community Engagement Efforts .....	14
Next Steps .....	17
Department Age-Friendly Checklists.....	18

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**MESSAGE FROM MAYOR RICK BLANGIARDI**

Aloha. An “age-friendly” perspective is essential to ensuring that Honolulu is a city that is accessible and enjoyable for all our residents regardless of age. The City and County of Honolulu is proud to highlight our efforts to become more age-friendly through this Age-Friendly Honolulu Annual Report.

In this report, the City proudly presents the progress towards implementing Ordinance 18-36, Relating to Age-Friendly Honolulu. In order to empower our kupuna and create a more accessible city, key staff within city departments are trained in age-friendly practices and approaches, and recently developed their own "checklists", detailing the departments' plans for becoming more age-friendly.

Age-Friendly Honolulu successfully partnered with community partners to support the critical basic needs of kupuna during the pandemic - including food security and vaccine outreach and education. In addition, it has partnered to create a home accessibility educational booklet and pilot home modification program for kupuna and caregivers. As we look to rebuild from this pandemic, Age-Friendly Honolulu also strives to change mindsets around aging, from the narrative that older adults are vulnerable to older adults as valuable assets. To support this shift, Age-Friendly Honolulu is partnering with an internationally recognized consultant and founder of Ibasho to create programs that empower elders to lead in their communities.

We know that by 2030, more than a quarter of our population will be over the age of 60. I can tell you firsthand, people over 60 have so much to contribute to their families, to their communities, and to our world. We need to make sure our communities are safe, accessible, and inclusive so that their voices can be heard, because there is so much we can learn from those who came before us. Please continue reading this excellent report to learn more about the steps Age-Friendly Honolulu has taken toward creating a better environment for our kupuna, helping to ensure active engagement for people of all ages and abilities.

A handwritten signature in black ink that reads "Rick Blangiardi". The signature is fluid and cursive, with the first letters of the first and last names being capitalized and prominent.

Rick Blangiardi



# Introduction

In an ***Age-Friendly Honolulu***, inter-connected communities will embrace older adults who want to remain socially involved and physically active; the city infrastructure will remain responsive to the capabilities and safety of our people; equitable services will enable community-wide health promotion; robust opportunities for intergenerational exchanges will exist; and, quality of life will thrive among all residents.

Honolulu perceives active aging as a lifelong process and this initiative envisions the city being livable for all ages, not just for older adults. Safe and affordable transportation benefits all people, young and old. Families experience less stress when they have access to community support and health services for older adults they care for. A barrier-free city infrastructure enhances the mobility and independence of people of all ages with disabilities.





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## The City and County of Honolulu joined...

the World Health Organization's (WHO) Global Network of Age-Friendly Cities and AARP National's Network of Age-Friendly Communities in 2013. The concept of Age-Friendly cities was developed by WHO in 2005 to guide communities to implement policies, services and infrastructure that support older adults to live in healthy and vibrant cities as they grow older.

The City and County of Honolulu leverages global best practices along with the strong support of the aging network within the community, including AARP Hawai'i. In 2018, an *Age-Friendly Honolulu* ordinance was passed (Bill 54), which required and signified a commitment by the City and County of Honolulu to be "age-friendly".

“It is a place that enables people of all ages to actively participate in community activities. It is a place that treats everyone with respect, regardless of their age. It is a place that makes it easy to stay connected to those around you and those you love. It is a place that helps people stay healthy and active even at the oldest ages. And it is a place that helps those who can no longer look after themselves to live with dignity and enjoyment..”



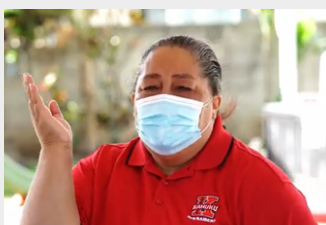
**World Health  
Organization**



# Age-Friendly Vision:

*An Age-Friendly Honolulu will embrace its aging demographics by ensuring informed and empowered kūpuna, reducing barriers to inclusion, and providing opportunities for engagement and active aging.*

## Age-Friendly Goals:



Enable Residents of all ages to actively participate in activities that keep them socially engaged, healthy, and active, particularly at the oldest ages.

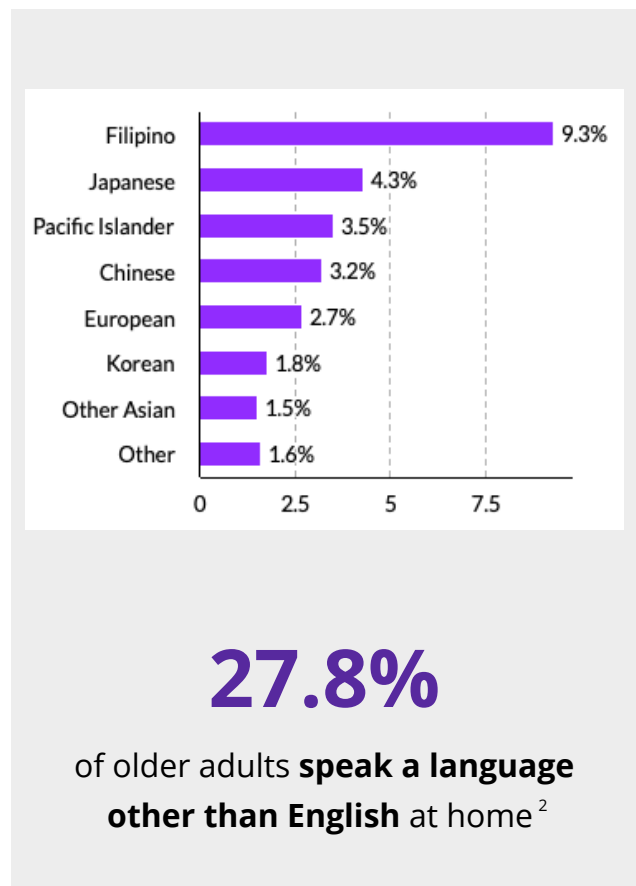
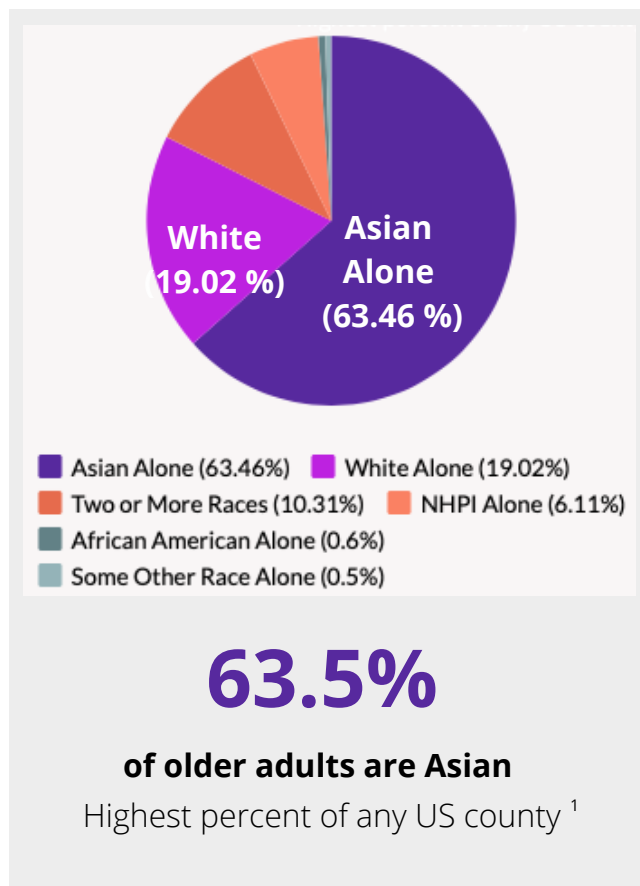
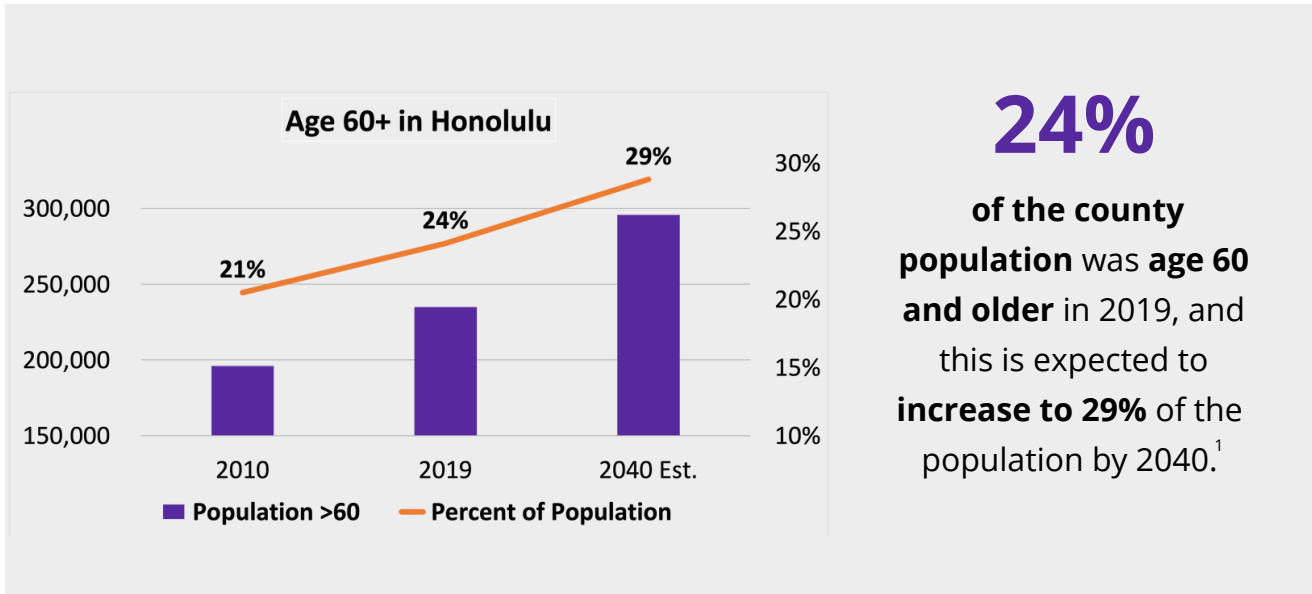


Provide kūpuna with meaningful roles in the community, including mentors, volunteers, or through intergenerational programming.



Remove barriers to support community inclusion and accessibility for persons of all abilities.

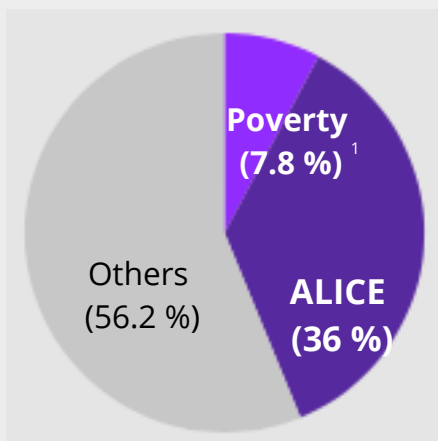
# Profile of Aging Population in Honolulu



1. 2020 ACS 5-Year Estimates Subject Tables (<https://data.census.gov/cedsci/>)

2. Detailed Languages Spoken at Home in the State of Hawaii, Department of Business, Economic Development ([https://files.hawaii.gov/dbedt/census/acs/Report/Detailed\\_Language\\_March2016.pdf](https://files.hawaii.gov/dbedt/census/acs/Report/Detailed_Language_March2016.pdf))





**43%**

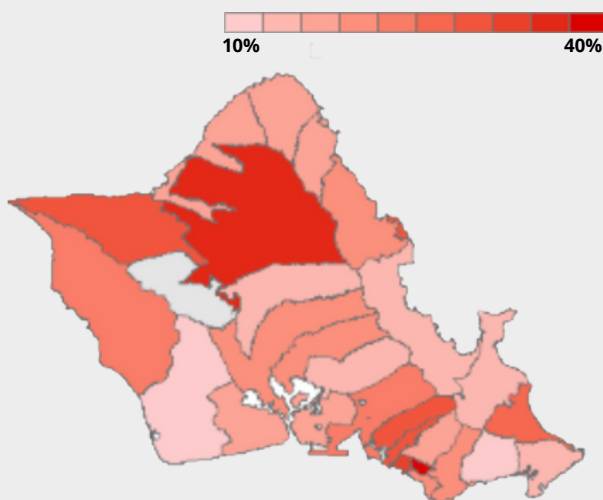
of older adults **struggle to make ends meet**

ALICE : Asset Limited, Income Constrained, Employed<sup>2</sup>



**19%**

of older adults **live alone**  
9,000 increase since 2012  
(from 24,000 to 33,000) <sup>1</sup>



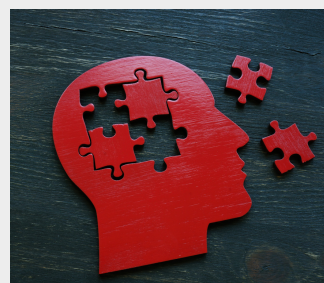
**35,000**

older adults  
with **limited or no internet access**<sup>1</sup>



**36%**

of older adults with  
**disabilities**<sup>1</sup>



**29,000**

older adults with  
**Alzheimers**

<sup>3</sup>

1. 2020 ACS 5-Year Estimates Subject Tables (<https://data.census.gov/cedsci/>)

2. ALICE®: A Study in Financial Hardship in Hawaii, Aloha United Way (<https://www.auw.org/alice-study-financial-hardship-hawaii>)

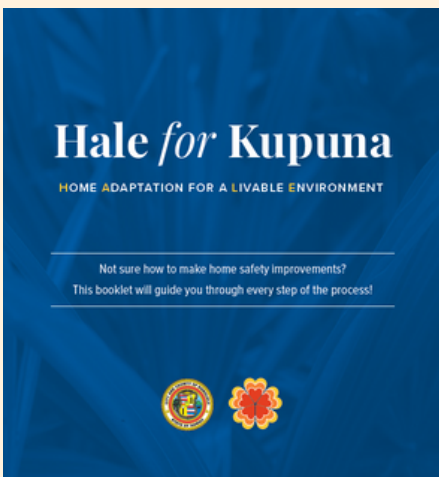
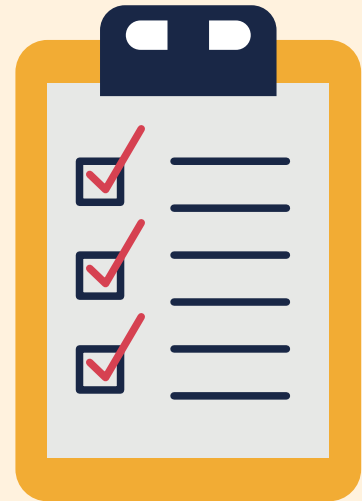
3..2022 Alzheimer's Disease Facts and Figures, Alzheimer's Association (<https://www.alz.org/media/Documents/alzheimers-facts-and-figures.pdf>)

# Department Highlights

In 2021, the City and County Departments engaged in many age-friendly projects. Read the following highlights below to learn about exciting accomplishments this year.

## Age-Friendly Honolulu Bonus Points

Starting in FY2023, City and County Grants-in-Aid proposals that align *Age-Friendly Honolulu's* goals will receive bonus points. Administered by the *Department of Community Services*, nearly 100 community-based organizations viewed a training video that included *Age-Friendly Honolulu's* goals to support active aging, improve equity and inclusion, and enhance intergenerational engagement.



## Hale4Kupuna Booklet

*Age-Friendly Honolulu*, in partnership with the *Department of Community Services* and the *Department of Planning and Permitting*, created a home modification booklet to support older adults and their families, which contains a home assessment checklist, a guide to the permitting process, photos of home modifications, and helpful tips.

To download a copy of this booklet, visit:  
<https://www.hiphi.org/age-friendly-honolulu/>

## Oahu Pedestrian Plan

The *Department of Transportation Services*' Complete Streets Program has produced an 'Oahu Pedestrian Plan. It is an action plan to create vibrant, safe, and accessible streets to enable pedestrians of all ages and abilities to get around safely and comfortably. Pedestrian activity helps to build strong and safe communities, helps residents connect, and builds stronger physical and mental health.



The Oahu Pedestrian Plan includes an inventory of existing pedestrian conditions, identifies pedestrian safety issues, and prioritizes safety improvements. Related to older adults, the plan recommends a longer crossing time at crosswalks near senior centers.

Source: <https://www.honolulu.gov/completestreets/pedplan.html>

## Dementia Training

The Alzheimer's Association - Hawai'i Chapter provided dementia training to 1,200 members of the *Honolulu Fire Department* in September 2021 as part of HFD's Biennial Medical Refresher Training for all personnel. The comprehensive training, titled, *Approaching Alzheimer's: First Responder Training*, included an overview of dementia and covered topic areas such as wandering, driving, abuse and neglect, shoplifting, and disaster response.





## Groundbreaking on Senior Housing Projects

Affordable senior housing is a critical need to address 'Oahu's growing older population. In 2021, the city commissioned another building that is slated to become the Halewaiolu Senior Residences, with 156 units and completed in 2023. Other senior housing projects are being proposed by developers in Chinatown.



Photo Credit: Jamm Aquino

## Retired Senior Volunteer Program (RSVP)



*The Department of Community Services' Retired Senior Volunteer Program (RSVP) matches retired volunteers with community organizations. Currently, two dozen RSVP volunteers are placed at Satellite City Halls and provide concierge services. According to the Community Services Division's CSD e-Bulletin, volunteers indicate that they are getting paid for from their "hearts", enjoy helping others, and learning from staff.*



RSVP Volunteer at Wahiawa Satellite City Hall  
Source: Wahiawa Satellite Live Newsletter

# Highlights:

## Critical Response to COVID-19

### Rental and Utility Relief Program



Source: Honolulu Star Advertiser

In response to the devastating impacts of COVID-19, the City and County of Honolulu has taken numerous steps to support its residents, including the Rental and Utility Relief Program. More than 13,000 families have received support through the city rent relief program in partnership with Catholic Charities Hawai'i.

(Source: <https://www.catholiccharitieshawaii.org/rental-utility-relief-program/>)

### Kūpuna Food Security Coalition

The Kūpuna Food Security Coalition (KFSC), convened by the Hawaii Public Health Institute (HIPHI) and chaired by the *Elderly Affairs Division, Department of Community Services*, with critical support provided by AARP Hawaii and *Age-Friendly Honolulu*, brought together a diverse cross-sector of non-profit, government, private, and community stakeholders across the state to collectively address the food needs of older adults. The coalition identified opportunities to synergize existing resources through innovative community partnerships. It strived to support impactful and sustainable solutions that provide food and wraparound services to kūpuna who need it most. In the first eight months of the pandemic, it served more than 1.2 million meals.



## Kūpuna Vaccination Outreach Group



The Kūpuna Vaccination Outreach Group (KVOG), co-chaired by the *Elderly Affairs Division, Department of Community Services* and AARP Hawaii, is a partnership of over 60 stakeholders centered around the health and wellbeing of our kūpuna and other underserved populations. It works together to increase equitable access to COVID-19 vaccination regardless of geographic location, language proficiency, physical and mental abilities, and socioeconomic status. As a result, 100.0% of kūpuna residing in the City & County of Honolulu have initiated COVID-19 vaccination.

## TEAM WorkHawaii

TEAM (Teach, Educate, Advocate and Motivation) WorkHawaii, is a group of experienced and skilled outreach workers and housing coordinators that formed in July 2020 using U.S. Department of Housing and Urban Development (HUD) Community Development Block Grant (CDBG) funding through the CARES Act.

The purpose of TEAM WorkHawaii is to assist individuals and families who are experiencing homelessness, at risk for homelessness, unemployed or underemployed. The TEAM works island-wide to help project participants secure housing and employment and provides them with resources for food, medical assistance, and identification attainment.





# Community Engagement Efforts

In addition to collaborating with the City and County Departments, *Age-Friendly Honolulu* strongly believes in engaging community-based organizations and residents of all ages in its activities. This year there were extensive efforts to engage residents and organizations in order to promote inclusion, independence, and active aging.

## Ibasho Model

Dr. Emi Kiyota created a global initiative called Ibasho ([www.ibasho.org](http://www.ibasho.org)). In Japanese, it means a place where one feels a sense of belonging. This initiative has created community centers called Ibasho houses, in Japan, Nepal, and the Philippines that are led by local elders.

Her expertise is in helping communities change their thinking about aging. Too often, our society sees our older adults as a vulnerable population in need of care. She, instead, promotes the view of older adults as valuable assets with many potential contributions, including skills and experience, to the community, a view well aligned with our *Age-Friendly Honolulu* vision.

Now, she is helping us in Honolulu. Dr. Kiyota is a consultant for the *Age-Friendly Honolulu* initiative and supporting efforts locally to promote Ibasho cafe sites. While she was in Hawaii in August 2021 and February 2022, she presented her innovative work to community groups, conducted asset mapping activities with older adults at Waikiki Community Center which empowered them to think about strengthening community, and strategized on creating new Ibasho cafe sites and training programs in Hawaii.



## Innovations in Nutrition Programs and Services Grant

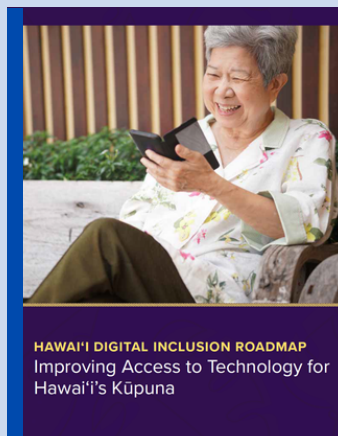


Source: Lanakila Meals on Wheels

*Age-Friendly Honolulu*, in partnership with Lanakila Pacific and the Kūpuna Food Security Coalition, was awarded a federal Administration on Community Living grant. The project builds off the work that was done during the COVID-19 pandemic to better integrate food access, nutrition, socialization and recreation, and education by providing meals and access to an online platform with activities offered by Kūpuna Food Security Coalition members.

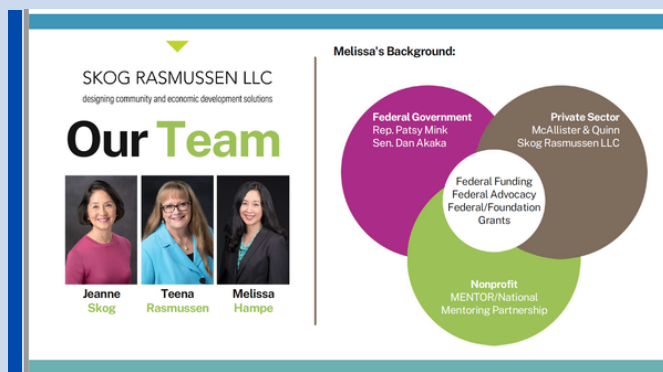
## Kūpuna Digital Inclusion Roadmap

*Age-Friendly Honolulu* supported the development of a Kūpuna Digital Inclusion Roadmap, funded by AARP Hawaii. HIPHI conducted an extensive needs assessment that included data analysis and community listening sessions in all counties and developed policy recommendations and next steps.



**HAWAII DIGITAL INCLUSION ROADMAP**  
Improving Access to Technology for  
Hawaii's Kūpuna

## Trainings on Federal Grant Strategy



A series of trainings on federal grant strategies was provided to *Age-Friendly Honolulu*, Kūpuna Food Security Coalition, and Kūpuna Vaccine Outreach Group members by *Melissa Hampe* of *Skog Rasmussen* on federal grant strategy.

## SafeHomes4Kupuna Project

*Age-Friendly Honolulu* in partnership with Palolo Chinese Home and Curt Kiriū from CK Independent Living Builders implemented the SafeHomes4Kupuna (SH4K) project, a simple, yet powerful project that provided widespread aging-in-place education as well as home assessments and modifications to older adults in Palolo Valley, an older neighborhood on the island of `Oahu.

Virtual educational sessions discussed terms such as aging in place, universal design, and home modification; trip and fall hazards; addressing current needs and anticipating future needs; and showed photos of sample designs and products that can help in different parts of the home. Home assessments and modifications were provided to Palolo Homeowners. As a workforce development opportunity, Kapiolani Community College Occupational Therapy Assistant students shadowed the home assessment process.



**AARP**  
Real Possibilities

In 2018, Age-Friendly Honolulu initiative obtained the state license for Dementia Friends and is part of the Dementia Friends USA network. Dementia Friends is part of a global movement to educate community members from different sectors (libraries, financial institutions, business owners, church members, and students) about dementia and how to help those in the community with dementia.

To date, 60 sessions have been offered to 1456 individuals.





# Next Steps

*Age-Friendly Honolulu* will continue to build its capacity and identify opportunities for City and County of Honolulu departments to collaborate and build and strengthen age-friendly guidelines, policies, and programs. In addition, *Age-Friendly Honolulu* will host listening sessions and conduct surveys of providers in order to support development of the Honolulu County Area Plan on Aging 2023-2027.

## **Kūpuna Collective - Continued Engagement of the Aging Network**

Based on the lessons learned from the COVID-19 pandemic, the agencies and organizations formed *Age-Friendly Honolulu*, the Kūpuna Food Security Coalition, and Kūpuna Vaccine Outreach Group are evolving to form the Kūpuna Collective. The vision of this Collective is a permanent shift in the way the aging network comes together through cross-sector partnerships to leverage funds and respond nimbly to critical issues and needs facing our kūpuna. It utilizes a strong backbone organization, breaks down service silos, leverages funds strategically, and uses program analytics to examine impact.

Expanding beyond food security, the Kūpuna Collective addresses intersecting social drivers of health, recognizing that many aging issues are inherently linked and impact older adults' overall ability to be healthy and live independently. At the same time, the Collective aims to change mindsets on aging, to see the possibilities in aging, and will create opportunities to engage and empower older adults in the community.



**Visit our new website at:**  
**<https://www.hiphi.org/age-friendly-honolulu/>**

# Appendix



Department Age-Friendly Checklists  
2021-2022

**BOARD OF WATER SUPPLY**

Strategy	Specific Actions	Status
Ensure affordable housing development	Waive the applicable fees and charges for qualified on-site affordable and homeless dwelling units, up to 500 dwelling units per year	Ongoing
Provide affordable water service	All residential customers will get a below-cost rate for their first 2,000 gallons of water used. This tier will benefit those on fixed and/or low incomes and reward those customers who use water very efficiently	Ongoing
Support opportunities for community engagement	The Halawa Xeriscape garden offers tours, workshops, and volunteer opportunities	Ongoing
	Annual conservation poster and poetry contest	Ongoing
Provide consumer protection	Issue news release and use social media to notify public about scams	Ongoing
Ensure community inclusion	Special assistance and accomodations due to a disability to participate in Board meetings can be made upon request.	Ongoing
	Board meetings are televised on 'Olelo	Ongoing

## OFFICE OF CLIMATE CHANGE, SUSTAINABILITY, AND RESILIENCY

Strategy	Specific Actions	Status
Develop safe and attractive outdoor spaces	Increase trees and other greenery	Ongoing
	Work with DTS to expand alternative modes	Ongoing
	Ensure timely and responsive transport	Ongoing
Ensure timely and responsive transport	Work with DTS to expand alternative modes of transport, including establishing bus-only lane in downtown Honolulu	Ongoing
Ensure emergency preparedness	Include emergency preparedness in planning and design	Ongoing
Encourage community engagement	Create opportunities to share knowledge and encourage mentorship, including an internship program for college students on climate change and resilience	Ongoing
	Include kupuna as full partners and key informants in community decision-making affecting them including climate change and housing policies	Ongoing
Ensure accessible information	Distribute information about events through different sources including internet, radio, phone, newspaper, social media	Ongoing
	Publish information on websites or brochures so it is accessible to persons with low vision and other disabilities	Ongoing
Ensure kupuna are valued and consulted	Recognize the value of kupuna, both past and present contributions and experience	Ongoing
	Include kupuna as partners in the research, design, and development of resilience hubs	Proposed
Provide community education and support	Promote public education in preparing for emergencies and disasters specifically targeted to kupuna and persons with disabilities	Ongoing



## DEPARTMENT OF DESIGN AND CONSTRUCTION

Strategy	Specific Actions	Status
Ensure accessibility of outdoor spaces and buildings	Seeks advice and recommendations from the State of Hawaii Disability Commission and Access Board (DCAB) to ensure public buildings, facilities, and sites are designed to be accessible by persons with disabilities (Hawaii Revised Statutes (HRS) Section 103-50)	Ongoing
	Provides advice and recommendations through comprehensive and technical plan review in accordance with the applicable Americans With Disabilities Act Accessible Guidelines (ADAAG), the Fair Housing Accessibility Guidelines (FHAG), and DCAB Interpretive Opinions	Ongoing
	<b>Standards the department follows include:</b>	
	2010 ADA (Americans With Disabilities Act) Standards for Accessible Design, under Title II, as the basis of design	Ongoing
	State of Hawaii, Hawaii Outdoor Developed Areas Accessibility Guidelines effective January 2, 2017	Ongoing
	City and County of Honolulu General Accessibility Design Guidelines and Policies and Procedures, Curb Ramps with Public Rights-of-Way, June 2017	Ongoing
	On certain projects involving sidewalks, shared use paths and street crossings, the department complies with relevant provisions of the Public Rights-of-Way Accessibility Guidelines	Ongoing
	On projects with federal funding, the department may need to comply with certain provisions of the Uniform Federal Accessibility Standards	Ongoing
Implement changes to street design to accommodate pedestrians	All plans prepared by DDC are submitted to the State DCAB for compliance with ADAAG. They are not reviewing as part of the Building Permit process with DPP.	Ongoing
	Projects required to do Complete Streets Checklist and improvements; including accommodations for pedestrians.	Ongoing
Increase walkable areas	Some paving projects selected to include Complete Streets improvements; including increased walkable areas.	Ongoing
Maintain walkways and bikeways	Some paving projects selected to include Complete Streets improvements; including improved walkways and bikeways.	Ongoing
Improve bicycle connectivity and bicycle access on streets	Some paving projects selected to include Complete Streets improvements; including improved bicycle connectivity and bicycle access on streets.	Ongoing

## DEPARTMENT OF EMERGENCY MANAGEMENT

Strategy	Specific Actions	Status
Disseminate emergency information in multiple, accessible formats	Information is disseminated across various platforms including, but not limited to, smartphone app (HNL Info), Wireless Emergency Alerts, TV, radio, printed materials, social media, multilingual radio, outdoor warning system (sirens), and more.	Ongoing
	Large print copies of informational materials .	Proposed
Ensure community education and inclusion	Ensure public comment periods include feedback from all age groups including kupuna and individuals with limited English proficiency.	Ongoing
	Community Emergency Response Team (CERT) training is offered free of charge to the general public, is all-inclusive, no matter the age of each person who attends the training learns how they can contribute in an emergency event/situation.	Ongoing
	Public education and information on preparing for emergencies and disasters is targeted to the unique needs of aging populations.	Ongoing
	Review human services components of the City's Emergency Operations Plan with EAD to ensure unique needs of elderly populations are addressed and key partners are integrated in the emergency management network.	Ongoing
	Evaluate emergency shelters for accessibility for kupuna and individuals with disabilities.	Ongoing
Coordination of accessible transportation	Accessible transportation to evacuate individuals along the coastal evacuation zone; Free pickup along bus routes – individuals do not need to be at a bus stop.	Ongoing

## DEPARTMENT OF COMMUNITY SERVICES

Strategy	Specific Actions	Status
Provide community support and health services	Implement state Kupuna Caregivers program to provide working caregivers with \$70/day benefit for services	Ongoing
	Implement federal Older American Act funds which provides services including meals and caregiver support services	Ongoing
	Develop and implement four-year area plan	Ongoing
	Update and publish Senior Information and Assistance Handbook for 2022	Completed
	Administer Retired Senior Volunteer Program, providing meaningful retirement opportunities to adults 55+	Ongoing
Leverage funding and support collaboration and innovation in the aging network.	City Grant-in-Aid funding opportunity provides bonus points to age-friendly proposals.	Ongoing
	Support and sustain the Kupuna Collective, a strategic network of organizations in the aging network who are incubating pilots to tackle key aging issues*	Ongoing
	Share Wisdom Keepers Heritage program broadly, a video series featuring cross-cultural linkages between Native Hawaiian and Native American elders.	Ongoing
Expand needed services through grant opportunities	Office of Grants Management to offer grants, including Grants In Aid to fund non-profit organizations, including those serving youth, kupuna, and homeless populations. Age-Friendly GIA proposals to receive bonus points.	Ongoing
Provide job training and support	American Job Center Hawaii is a one-stop job center for job training, including life skills, education, and job training for youth	Ongoing
	Youth Services Center vocational training and job placement services, as well as supportive services including career management and leadership development	Ongoing
Provide assistance in finding affordable housing	EAD makes referrals to Work Hawaii housing specialists to assist kupuna in finding affordable housing	Ongoing

## DEPARTMENT OF CUSTOMER SERVICES

Strategy	Specific Actions	Status
Provide age-friendly services and support at all satellites and licensing offices.	Ergonomic seating provided for guests to wait comfortably.	Completed
	Service centers have seating areas for those who have difficulty standing for long periods.	Completed
	Implement policy that allows caregivers to collect documents and act on behalf of their care receiver.	Ongoing
Disseminate information through various channels	A range of distribution channels are used including: operators, voicemail submission, smartphone app, email submission, social media platforms, written letters, in-person at ADA accessible site, or via written "Tell it to the Mayor" dropbox through its Information Branch.	Ongoing
	Staff to take and maintain training related to accessibility issues for websites and electronic documents.	Ongoing
Effectively utilize older volunteers	Provide older volunteers from the city's Retired Senior Volunteer Program with opportunities at Satellite City Hall locations.	Ongoing



## DEPARTMENT OF ENVIRONMENTAL SERVICES

Strategy	Specific Actions	Status
Support health and safety of all residents	The goal of Department of Environmental Services (ENV) is to manage Oahu's solid and liquid waste in a manner that complies with all local, state and federal laws, in a manner that ensures the health and safety of all island residents.	Ongoing
Support kupuna and persons with disabilities	Although city ordinance requires that curbside collection carts be stored on the resident's property and placed out for collection no earlier than the night before or morning of collection, ENV grants a special exemption to residents with disabilities, kupuna, or anyone who have difficulty transporting the carts to and from the property, allowing them to keep their carts at the curb in between collection days	Ongoing
Communicate important information to the public	Works closely with the Department of Community Services, Elderly Affairs Division (EAD) to provide information on recycling and refuse related issues such as household hazardous waste. Due to an increase in household hazardous waste generated by older homeowners, a tip sheet was created for EAD staff to distribute.	Completed
	Engages in extensive community outreach, including maintaining refuse collection schedules and information on disposal on its website, Opala.org.	Ongoing
	Participates and is an exhibitor at community events and tradeshow where ENV educates the community about out solid waste and wastewater programs and initiatives.	Ongoing
	Public Service Announcements (PSA) made for wastewater issues and concerns.	Completed
	Annual "Tour de Trash" event that takes participants on free bus and walking tours of Oahu's main solid waste facilities.	Ongoing
	ENV participates in annual fairs to educate individuals of all ages on proper disposal of fats, oils, and greases generated in the home.	Ongoing
Sustain community education and engagement initiatives	Partnership with the Honolulu Theatre for Youth to educate students, teachers and parents on proper recycling and disposal practice through in-school and theatre-based performance workshops.	Completed
Encourage volunteerism and flexible work among retirees	ENV offers volunteer opportunities to recognize the value and contributions of older adults who wish to continue to serve the department after formal retirement.	Ongoing
Ensure good communication and customer Service	ENV is proud to have helpful and courteous staff who interact with the public via telephone as well as on the front lines (investigators, refuse collection workers, etc.). Advanced customer service training is available to employees via city-wide classes offered by the Department of Human Resources and employees are encouraged to attend.	Ongoing

## DEPARTMENT OF ENTERPRISE SERVICES

Strategy	Specific Actions	Status
Provide discounts	City golf courses offer discounts to kupuna and persons with disabilities.	Ongoing
Provide free golf	City golf courses offer free golf to keiki between the ages of 8 and up to 17 years old. Must be a registered golfer and present golf ID card	Ongoing
Offer solo rider cart	City golf courses offers solo rider golf cart rental for physically challenged golfers	Ongoing
Online tee time reservations	City golf courses offer online advanced tee time reservation bookings, along with touch tone telephone reservation bookings	Ongoing
	Keiki discounts offered at the Honolulu Zoo (Children 2 and under are free)	Ongoing
Provide accommodations	The Neal Blaisdell Center provides barrier-free access for persons with mobility impairments and auxiliary aids for persons with hearing impairments	Ongoing
	Persons with mobility impairment will be accommodated prior to the general opening of the doors at the Neal Blaisdell Center facilities	Ongoing
	Infrared hearing system devices provided at no cost to patrons	Ongoing
	Can offer one American Sign Language (ASL) interpreted performance of the event	Ongoing
	Wheelchair rentals provided at the Honolulu Zoo	Ongoing
Promote community engagement through programs and activities	Youth programs widely available at the zoo, including zoo camp, Twilight Tours, and Field Trips	Ongoing
Provide ample ADA Parking	Hold parking stalls near the Concert Hall for elderly or mobility impaired individuals. Provide sufficient stalls for ADA placard vehicles	Ongoing
Accessible restrooms	Level access to restrooms to Concert Hall Lobby	Proposed
Family style Restrooms	Install family style restrooms with adult changing stations in FY23-24	Proposed
Provide touchless water dispensing devices	Add drinking fountains with bottle/cup filling feature in FY23-24	Proposed
Provide touchless ordering Point of Service (POS) system	Install POS system for concessions for touchless ordering in FY22	Proposed

DEPARTMENT OF FACILITY MAINTENANCE

Strategy	Specific Actions	Status
Ensure safety and accessibility	Maintains road right-of-way, bikeways, city roads, road signs, sidewalks, medians, striping, and crosswalks to ensure safety for all users.	Ongoing
	Follows ADA guidelines to ensure accessibility for all users and all abilities.	Ongoing

## DEPARTMENT OF HUMAN RESOURCES

Strategy	Specific Actions	Status
Ensure public spaces are usable and accessible to older adults and persons with disabilities	Intake of calls from the public related to building/facility access and accessibility issues; then discuss with and follow-up on concerns with the appropriate City department/agency	Ongoing
	Intake of maintenance-related calls from the public regarding usability and accessibility of walkways and pedestrian routes, then discuss with and follow-up on concerns with the appropriate City department/agency	Ongoing
	Provide recommendations and technical assistance to departments regarding ADA Self-Assessments and Transition Plans	Ongoing
	Provide guidance and technical assistance to departments/agencies on accessible design and/or construction issues for specific projects	Ongoing
Maintain walkways and bikeways for individuals of all ages and persons with disabilities	Provide guidance, technical assistance to various departments/ agencies on accessibility guidelines and design/construction issues related to the public rights-of-way (e.g. 2010 ADA Standards, ABA Accessibility Guidelines, HODAAG, Section 504, etc.)	Ongoing
	Provide guidance and technical assistance to departments/agencies related to pedestrian safety, such as: <ul style="list-style-type: none"> <li>• Crosswalks</li> <li>• Sidewalks</li> <li>• Curb ramps</li> <li>• Accessible on-street parking</li> <li>• Bikelanes</li> </ul>	Ongoing
Implement changes to street design to accommodate pedestrians & minimize conflicts across modes of transport	Work with DDC on requests for curb ramps from the public in accordance with City's Consent Decree	Ongoing
	Provide guidance and technical assistance on accessibility issues related to City's Complete Streets, Bike Plan, Pedestrian Plan and minimizing conflicts across modes of transportation	Ongoing



Ensure accessible transportation and transportation services for older adults and persons with disabilities	Attend quarterly meetings of “Citizens for a Fair ADA Ride” (CFADAR) to better understand the concerns of kupuna and persons with disabilities that ride “TheBus” and “Handi-Van”	Ongoing
	Provide assistance and guidance to Department of Transportation Services (DTS) on accessibility requirements for vehicles and services to the public	Ongoing
	Intake of calls from the public regarding service, drivers and/or access issues from the public; provide guidance, technical assistance to and follow-up with DTS	Ongoing
Ensure housing is usable and accessible for older adults and persons with disabilities	Conduct training on ‘Non-Discrimination’ and ‘Reasonable Modification’ for staff that oversee and/or manage residential facilities or services	Ongoing
Promote accessibility, universal design and visitability requirements	Provide technical assistance to departments/agencies on various accessibility guidelines and Universal Design principles (e.g.: ADA, Fair Housing, HUD’s Section 504 requirements, HRS103-50, and Visitability)	Ongoing
Ensure City services are accessible to older adults’ needs and preferences	Develop policies on to ensure non-discrimination and reasonable modifications FY 2019 City adopted three (3) new policies: • Non-discrimination • Complaint Procedure - Americans with Disabilities Act • Reasonable Modification	Ongoing
	Provided trainings on accessibility guidelines and City policies (e.g. Non-discrimination, reasonable modifications and Title VI Language Access)	Ongoing
	Provide guidance and technical assistance on laws and regulations to various departments/agencies (e.g. ADA Title II, Section 504 of the Rehabilitation Act and Title VI of the Civil Rights Act)	Ongoing
	Intake of calls from the public regarding accessibility issues in programs, service and activities, technical assistance to and follow-up with applicable department/agency regarding complaints	Ongoing
Ensure information is accessible to older adults, persons with disabilities	Provide guidance on accessibility guidelines to departments/agencies to help ensure accessibility of their websites	Ongoing
	Sponsor trainings for City staff on how to create accessible documents and accessibility requirements for websites	Ongoing

Ensure culturally tailored information and messaging to older adults	Provide assistance and guidance to departments/agencies to ensure that meaningful access to information for Limited English Proficiency individuals is available in all City programs and services.	Ongoing
	Update and provide list of resources for language interpreters and translation of materials to departments/agencies	Ongoing
	Provide assistance and guidance to departments/agencies regarding ADA Title I issues and City policies such as: <ul style="list-style-type: none"> <li>• Flexible Work Hours Program</li> <li>• Telecommuting Program</li> <li>• Employee Assistance Program</li> <li>• Reasonable accommodations for individuals with disabilities</li> </ul>	Ongoing
	Provide training to departments/agencies regarding nondiscrimination in employment	Ongoing
	Conduct investigations regarding complaints of discrimination the basis of age and/or disability	Ongoing
	Offer opportunities for retirees to work on a part-time basis	Ongoing
Ensure emergency shelters are accessible for older adults and persons with disabilities	Provide guidance and assistance to departments/agencies on issues related to accessibility in their emergency planning and shelter operations	Ongoing

DEPARTMENT OF INFORMATION TECHNOLOGY

Strategy	Specific Actions	Status
Ensure accessibility of websites	Department of Information Technology (DIT) is committed to complying with the American Disability Acts (ADA). DIT is beginning to work on redesigning the main website (www.honolulu.gov) and its contents to improve the website's accessibility and including features to scale font sizes and adjust color contrast.	Ongoing
	DIT provides training and show-n-tell sessions annually and as needed to the departments web editors, so that departments can fix their own web content.	Ongoing

## DEPARTMENT OF LAND MANAGEMENT

Strategy	Specific Actions	Status
Develop affordable senior housing	Partner with the state and private developers to create new affordable senior housing properties*	Ongoing
Ensure accessible common areas in affordable housing	Proper maintenance of walkways (smooth, non-slip, wide enough to accommodate wheelchairs)	Ongoing
	Ensures visibility of signage and adequate lighting	Ongoing
	ADA parking spaces available	Ongoing
	Implementing proper railing and/or ramp accessibility on properties	Ongoing
	Convenient and accessible laundry room features: front load washer and dryers, inside turning radius of three feet.	Ongoing
Require accessible units in affordable housing	Five percent of units have to be wheelchair or ADA compliant	Ongoing
	Accessible units include: accessible doorways and hallways; toilets, sinks and counters at a convenient height	Ongoing
Develop common areas for recreation	Request For Proposals (RFP) for private developers require passive recreation areas	Ongoing
	Affordable housing projects have community rooms for recreation and socialization	Ongoing
Ensure affordable housing is well-maintained	Green spaces are well-lit by switching to LED lighting	Ongoing
	Address vandalism and graffiti in a timely manner	Ongoing
Provide support services	Private developers encouraged through department RFPs to use common space for service providers and special programs.	Ongoing
Include emergency preparedness design features	Emergency preparedness included in affordable housing design: fire exits, flood gates for properties in flood zones, hurricane-resistant windows.	Ongoing
	Emergency alert systems on properties and in units (e.g., fire alarm that blinks and makes noise for hearing impaired individuals).	Ongoing



## MEDICAL EXAMINER DEPARTMENT

Strategy	Specific Actions	Status
Provide youth outreach	Outreach programs targets at-risk teens who are part of not-for-profit programs.*	Completed
	Presentations on various topics such as smoking, drug avoidance, driving under the influence, ocean safety, and general motor vehicle safety.*	Completed
	Presentations scheduled with high school groups and are conducted by a forensic scientist retired from MED and host approximately 150-250 students per year.*	Completed
	Presentations at career fairs of high schools and universities to provide information on forensic careers for youth, provided virtually by the supervising medicolegal investigator.	Ongoing
	Internship program for youth at approved university programs. Interns can shadow and assist responding investigators in the course of their investigations.	Ongoing
Use empathy in communication with family	All Medicolegal Investigators are trained in the proper approach to working with grieving family and friends.	Ongoing
	Training for new investigators conducted through ride-alongs. New investigators witness appropriate behavior and communication from experienced senior investigators before they are observed leading the interactions. Suggestions, guidance, and corrections are made to all investigators whenever the need arises.	Ongoing
Accurate identification of next of kin	The first priority for our decedent cases is to identify the person conclusively. Once identified, the search for next of kin begins. Investigators are trained intensively and extensively in search methodologies, whether through a decedent's belongings (mail, e-mail, or telephone contacts), medical records, employment history or public databases. Even for kupuna who lived alone, next of kin usually can be identified.	Ongoing

\*Outreach programs have been cancelled due to coronavirus pandemic and staff shortage.

## DEPARTMENT OF PLANNING AND PERMITTING

Strategy	Specific Actions	Status
Ensure plans and procedures include age-friendly goals	Ongoing review and assessment of the General Plan and Development and Sustainable Communities Plans to include language promoting Age-Friendly Honolulu goals and guidelines	Ongoing
	Ongoing review of the land use ordinance for consistency with Age-Friendly Honolulu goals	Ongoing
Update age-friendly GIS maps	Update and maintain Age-Friendly Honolulu GIS story maps	Completed
Provide education on aging-in-place and home modifications	Create and disseminate widely an educational booklet on aging-in-place and home modifications for older adults and kupuna	Completed
Promote the creation of outdoor spaces with services and amenities nearby	Create gathering spaces for socialization by applying Transit Orient Development (TOD) Special District Design Guidelines in station areas that allow for expanded sidewalks, streetscape improvements, and publicly accessible open space requirements in the TOD special district, and by monitoring success.	Ongoing
Promote walkability and support wayfinding	Implement <u>Ordinance 20-41</u> which amends the Land Use Ordinance (LUO) Parking and Loading Article with new regulation intended to prevent vehicles from encroaching onto sidewalks and rights-of-way for greater pedestrian safety and mobility	Ongoing
	Create a TOD Wayfinding Master Plan that assists people by having clear and consistent information where and when they need it.	Completed
Support availability of affordable housing	Increase number of affordable units through implementation of Affordable Housing Rules and updates to the Land Use Ordinance	Ongoing
	Around 330 applications for DPP-regulated affordable housing were approved.	Completed
	Prior and up to 2021: Adoption of Ordinances 18-1 relating to AH incentives, 18-10 relating to AH requirement (ROH chapter 38), and 19-8, as amended, relating to AH rental (ROH chapter 42, as amended)	Completed
	Prior and up to 2021: Creation of around 700 AH units (built and proposed), as of end of 2021, as a result of implementing the AH Rules for DPP-regulated AH projects developed pursuant to Ordinance 18-10 and other discretionary approvals issued by the City.	Completed
	In 2021: Drafted administrative rules which will allow the City to approve and exempt from general excise taxes any qualified person or firm involved in a newly constructed affordable housing project, or a moderately or substantially rehabilitated affordable housing project.	Completed
	In 2021: Drafted rules governing the City's Multi-Family Rental Housing program and restores the City as an active issuer of tax-exempt special revenue bonds or private activity bonds (PAB).	Completed
	Adoption of Ordinance 21012 providing grants to incentivize construction of affordable housing.	Completed
	Implement <u>Ordinance 20-41</u> which amends the LUO Parking and Loading Article, to eliminate minimum parking requirements in many instances in the Primary Urban Center, Ewa DP area, and the TOD rail corridor. This gives developers the opportunity to build less parking, thus reducing housing unit costs.	Ongoing

## DEPARTMENT OF PARKS AND RECREATION

Strategy	Specific Actions	Status
Ensure senior clubs are widely available	There are 32 senior clubs that are associated with City parks that provide opportunities for activity and socialization	Ongoing
	Activity-based clubs provide a range of activities (e.g., “holo holo” clubs, ceramics clubs, painting clubs)	Ongoing
	Club programs and activities are free or low cost	Ongoing
Support summer fun for youth	Summer Fun programs are widely available at park facilities to youth participants	Ongoing
	Provide inclusion services and aides to youth	Ongoing
	Summer Fun programs are at low cost.	Ongoing
Ensure beach accessibility	Increase availability of accessible beach mats that can lead an individual to a viewing point or out to the high tide mark.	Ongoing
	Increase availability of accessible beach wheelchairs	Ongoing
Opportunities for exercise and play	Ensure play apparatuses meet minimum ADA requirements, which include providing at least 50% of the number of elevated play components as ground level play components.	Ongoing
	Park sites have exercise equipment available.	Ongoing
Ensure accessible pools	Accessible pools that provide the correct means of entry whether through a pool lift, pool stairs, transfer wall, or sloped entry.	Ongoing
	Provide two accessible points of entry unless the pool is less than 300 linear feet, then only one accessible entry is required which is usually a pool lift or sloped entry.	Ongoing
Require park accessibility	Follow ADA and ADAAG guidelines for all pathways within the park by having awareness for the path of travel. This includes insuring that walkways, sidewalks, floors, and paths to the primary function of the program are clear.	Ongoing
	If there is construction or a diversion in these areas, DPR will post correct signage and make an alternate accessible route.	Ongoing
	DPR follows ADA and ADAAG guidelines for all pathways within the park by providing the correct number of accessible parking stalls and access aisles in a parking lot.	Ongoing
	DPR follows ADA and ADAAG guidelines for pathways within the park by providing accessible sidewalks and walkways that have a 1:20 or less running slope and 1:48 or less cross slope. The sidewalks are also a minimum of 36 inches wide.	Ongoing
	Conduct self-assessment and secure funding for ADA and ADAAG upgrades to parks	Ongoing

## DEPARTMENT OF TRANSPORTATION SERVICES

Strategy	Specific Actions	Status
Ensure timely and responsive transport	Provide enhanced TheBus services with more frequent all-day services	Ongoing
	Streamline TheHandi-Van qualification, reservations, and scheduling processes	Ongoing
	Open the rail system to allow expedited transit access across Oahu's busiest areas	Ongoing
	Connect and create a multimodal, age-friendly transit network	Ongoing
	Improve reliability across the multimodal, age-friendly transit network	Ongoing
Enhance accessibility for all aboard public transit services	HOLO card provides discounted rates on TheBus	Completed
	Maximize space aboard rail, bus, and paratransit vehicles	Ongoing
	Designate more priority seating	Ongoing
	Minimize steps to and within all vehicles	Ongoing
	Reduce barriers to boarding at transit stops	Ongoing
Enhance Age-Friendly Honolulu brand	Provide better accessibility across all modes, including pedestrians, bicyclists, new mobility, transit, automobiles, and commercial vehicles	Ongoing
	Place designation stickers with age-friendly logo on all vehicles at access points	Proposed
	Create vibrant, safe, and accessible age-friendly streetscapes. The new Ward Avenue protected bike lanes provide a bikeway connection to Kakaako that is safer for all ages and abilities	Ongoing
	Ensure public comment periods include feedback from kupuna. Complete Streets projects continue to use both virtual and in-person means to collect community concerns and ideas.	Ongoing
	Make technical recommendations to make our pedestrian environments safe, convenient, and comfortable for all ages, enhancing mobility for all	Ongoing
	Oahu Pedestrian Plan includes a recommendation to increase crossing times in crosswalks near senior centers and schools.	Completed
	Champion the Vision Zero strategy, an initiative to reduce and eliminate pedestrian accidents and fatalities.	Ongoing

HONOLULU AUTHORITY FOR RAPID TRANSPORTATION

Strategy	Specific Actions	Status
Develop timely and responsive transport	Continue coordination with DTS on rail station access program	Ongoing
Increase pedestrian safety	Working with HDOT to add a signalized crosswalk at Kamehameha Highway and Kuala Street to provide access to the Waiawa Station	Ongoing
Support accessibility and wayfinding	Participate in TOD wayfinding and the design of station signage	Ongoing
Ensure community engagement	Kupuna were included in the station nameworking group	Completed
	Provide project updates to Kūpuna groups	Ongoing

## HONOLULU EMERGENCY SERVICES DEPARTMENT

Strategy	Specific Actions	Status
Provide appropriate training on aging and dementia	Implement Reso 21-173, urging city administration to provide dementia training for first responder personnel.	Ongoing
	Emergency Services Department (EMS) staff receive education in altered mental status which includes dementia and Alzheimer's pathophysiology and treatment protocols.	Ongoing
	Continuing medical education opportunities are available to EMS personnel on an elective basis which include dementia.	Ongoing
Collaborate with community organizations	EMS participates in the State of Hawaii Injury Prevention Steering, Advisory, and Drowning and Aquatic Injury Prevention Committees.	Ongoing
	Institutional support (e.g., personnel resources, program evaluation) is provided to a wide variety of non-profit organizations and groups which provide outreach services to persons with disabilities and kupuna.	Ongoing
Conduct community outreach and education	EMS has outreach programs that visit schools, participate in emergency preparedness fairs, and produce online, in-hotel room PSAs, and broadcast television public services safety videos.	Ongoing



## HONOLULU FIRE DEPARTMENT

Strategy	Specific Actions	Status
Provide appropriate training on aging and dementia	Implement Reso 21-173, urging city administration to provide dementia training for first responder personnel. HFD 2021 biennial EMT refresher training included a module on dementia that was provided through the alzheimer's association specifically for first responders.	Ongoing
Conduct safety education programs	Train kupuna in the use of smoke alarms, emergency evacuation, general fire, and fall prevention (Kupuna and keiki are not trained to use a fire extinguisher. Instead they are educated to evacuate the building).	Ongoing
	The Honolulu Fire Department's (HFD) Community Relations/Education section (CRO) visits senior facilities to promote fire and fall prevention using Remembering When: A Fire and Fall Prevention Program for Older Adults, produced by the National Fire Protection Association.	Ongoing
	Partners with the American Red Cross and the International Brotherhood of Electrical Workers in the Smoke Alarms For Everyone (SAFE) campaign	Completed
	Publish and distribute the Fire Fighter's Safety Guide	Completed
	Conduct school visitations for fire prevention and career day presentations	Ongoing
	Enable school field trip visits to fire stations	Ongoing
	Engage with youth and their families in community events (BIA Home Building & Remodeling Show and the Safety & Wellness Walk)	Ongoing
	Continue Youth Fire Prevention and Intervention program	Ongoing
	Personnel are trained to recognize and treat patients with dementia or disabilities appropriately	Ongoing
	Provide training in the NREMT curriculum that covers geriatric patients and other differences that may be encountered	Ongoing

*\*Due to the pandemic, in-person presentations were held virtually and school visitations were cancelled.*

## HONOLULU POLICE DEPARTMENT

Strategy	Specific Actions	Status
Provide appropriate training on aging and dementia	Implement Reso 21-173, urging city administration to provide dementia training for first responder personnel.	Ongoing
	Crisis Intervention Team Training is provided to several officers addressing persons in mental crisis to include individuals suffering from dementia.	Ongoing
	Review training for all officers in partnership with Alzheimer's Association of Hawaii.	Ongoing
Address criminal activity and vandalism	Address vandalism and graffiti in a timely manner through the "City Sourced" online reporting system	Ongoing
	CPT have been addressing graffiti complaints in an ongoing status utilizing statistics and gang affiliation tagging.	
Increase pedestrian safety	Educate the public on pedestrian rules	Ongoing
	Increase enforcement of pedestrian rules. Patrol officers in partnership with our Traffic Division officers have been conducting static and roving patrols. We provide educational contact and enforcement of traffic and pedestrian laws.	Ongoing
Increase bicycle safety	Educate the public on bicycle rules	Ongoing
	Increase enforcement of bicycle rules. Our patrol officers in partnership with our Traffic Division officers have been conducting static and roving patrols. We provide educational contact and enforcement of traffic and pedestrian laws.	Ongoing
Keep kupuna safe from abuse and neglect	Increase public education on financial scams, abuse, and neglect. Officers are provided with brochures to inform kupunas of financial crimes, abuse and neglect.	Ongoing
	Provide information and public speaking engagements by Criminal Investigation Divisions and Financial Crimes Detail to educate the public on preventative actions to identify and prevent these types of crimes.	Ongoing
	Foster collaboration between Adult Protective Services (APS) and community	Ongoing
Recognize kupuna as assets	Older people are consulted on ways to serve them better.	Ongoing
	Programs have helpful and courteous staff trained to respond to older adults. Annual training is provided to all employees in regards to providing excellent service to our community.	Ongoing
	Services provided through "Kupuna ID" program and "Kaukau with a Kupuna" program. A variety of information, including safety tips, crime prevention and personal health during the pandemic has been provided to not only our kupuna but also to our community members of all ages.	Ongoing
	Promote volunteer opportunities and cultivate volunteer leaders. Volunteer opportunities available through various programs such as CrimeStoppers Hawaii, Police Activities League, and Traffic Division through the Special Enforcement Officer Program which conduct handicap parking patrol and enforcement.	Ongoing

## MAYOR'S OFFICE AND MANAGING DIRECTOR'S OFFICE

Strategy	Specific Actions	Status
Develop safe and attractive outdoor spaces	Retain 24/7 security at the Civic Center Grounds to prevent and stop criminal activity and vandalism	Ongoing
	Hold frequent events on the Civic Center grounds to deter criminals. Honolulu City Lights was held in 2021, community art exhibitions restarted in January of 2022, and we have begun permitting public events at Frank Fasi Civic Grounds and Mission Memorial Auditorium beginning in the Summer of 2022.	Ongoing
Create accessible spaces	Ensure all events permitted on the grounds are ADA accessible and appropriate for all ages.	Ongoing
	Acquire hearing-impaired audio equipment for the Mission Memorial Auditorium	Proposed
Create multigenerational and multiuse spaces	Ensure all events at the Honolulu Hale courtyard, Mission Memorial Auditorium, and the Civic Center Grounds are ADA accessible and appropriate for all ages.	Ongoing
Expand affordable housing	Support affordable transit-oriented development with no parking requirements	Ongoing
Support expansion of ADUs	Implement an education, outreach, and communications strategy which increases the construction of ADU's	Ongoing
Encourage community engagement	Create opportunities to share knowledge and encourage mentorship. The City has a robust training program that covers professional development in the areas of leadership, job skills, safety, and cultural knowledge, amongst others. The City also participates in the Americorp Vista program and hosts a Po'okela Internship program for current college students.	Ongoing
	Create opportunities for cultural exchange. The city has hosted a multitude of cultural events in the Mission Memorial Auditorium and on the Civic Center Campus, including cultural dance recitals, the Korean Festival, Puerto Rican festival.	Ongoing
	Support policies and developments which facilitate intergenerational housing and including those with disabilities.	Ongoing
	Engage with keiki and kūpuna through the arts in offering lei-making, free performances, and events targeted at school aged children and senior citizens and Hawaiian Civic Clubs.	Ongoing
	Host many different types of art exhibits, performances, and events on the grounds open to the public. People of all ages can visit, learn, and enjoy.	Ongoing
	Efforts made to engage socially isolated older adults. The communications staff promote events aimed at seniors that are offered by other city agencies like the Senior Valentine's Day dance and Senior Fair.	Ongoing
Ensure accessible information	Distribute information about City events and programs through different sources including internet, phone, fax, newspaper, social media. The One Oahu website is one of the most frequently visited online resources for City relief programs and the One Oahu call center provides information people need about COVID safety. In addition, the Rental and Utility Relief Program has a network of nonprofits that distributes information to vulnerable renters, including kūpuna.	Ongoing
	Depict kupuna positively and without stereotypes in media	Ongoing
	Publish information on websites or brochures so it is accessible to persons with low vision and other disabilities. The One Oahu website and small business email newsletter meet ADA standards for the visually impaired.	Ongoing
	Facilitate programs and events that are easy to attend with no special skills (i.e., literacy) required to sign up or participate	Ongoing

	Communicate information on community resources and activities to kupuna, including information about the activity, its accessibility, and transportation options	Ongoing
	Ensure culturally tailored information and messaging to kupuna	Ongoing
	Provide information and reading materials so that information is readily available to all segments of the population through the website, brochures, or reading materials. The One Oahu website has a page dedicated to resources for kūpuna and keiki. In addition, The Rental and Utility Relief Program supports kūpuna and community members who need help completing an application, including in person help.	Ongoing
Ensure kupuna are valued	Recognize the value of kupuna, both past and present contributions. We engage and acknowledge kūpuna through ceremonies and events that honor Hawai'i's rich history, like lei-drapings at the Kamehameha statues, May Day pageants for Kūpuna, and lei contests during the May Day festival	Ongoing
	Maintain connections with knowledgeable kupuna to consult for cultural purposes if needed. Whenever necessary, we consult with kūpuna in regards to names of our storied places, access to cultural sites, and in consultation for decisions in their communities.	Ongoing
Provide community education and support	Ensure volunteers at events look to assist kupuna in the event of an emergency. In all feasible situations, we reserve seating for kūpuna and assure they depart the events safely.	Ongoing

NEIGHBORHOOD COMMISSION OFFICE

Strategy	Specific Actions	Status
Facilitate monthly community meetings	The Neighborhood Commission Office (NCO) facilitates monthly Neighborhood Board Meetings for 33 communities on the island of Oahu. These meetings are open to the public with attendees of all age groups. Residents of the area who are 18+ years of age may serve as a member of the board.	Ongoing
Provide outreach to community groups	NCO provides outreach to numerous community groups and organizations. Many of which include members who are middle aged as well as older adults.	Ongoing

ROYAL HAWAIIAN BAND

Strategy	Specific Actions	Status
Provide entertainment	The Royal Hawaiian Band (RHB) performs regularly at ‘Iolani Palace, Queen Kapiolani Park Bandstand, community, cultural events, shopping centers and parades, continuing to promote and perpetuate the music and culture of Hawaii and provide a unique musical experience for an age-friendly city of local residents and visitors.	Ongoing
Ensure an intergenerational band	RHB is intergenerational with members of all ages and generations. RHB members (Regular and part-time) range in age from 18 to 76.	Ongoing
Provide outreach to kupuna and youth	RHB delivers entertainment to a vast number of hospitals, nursing homes, adult day-care facilities, assisted living facilities and retirement communities for our kupuna and persons with disabilities who may no longer be physically able to travel to see the band in concert.	Ongoing
	RHB provides valuable music education opportunities to our younger generation through numerous preschool, elementary school, middle school, and high school concerts throughout the year.	Ongoing