Application

(Please check all applicable boxes and provide requested documentation.)

City: City of Independence, Mo  Contact Name: Twintenia Strother
Contact Phone Number: 816-325-7796  Contact Email: tstrother@indepmo.org

Which level of recognition are you applying for?

☐ Bronze / Awareness
☐ Silver / Assessment
☐ Gold / Implementation

Bronze / Awareness

Required:

☐ Governing body has adopted a resolution indicating its intent to become a Community for All Ages. (Please include a copy of the resolution.)

☐ One or more presentations made to governing body and relevant commissions (planning commission, strategic planning committee, aging task force, etc.) on becoming age friendly and the Communities for All Ages program. (Please include a copy of minutes or other documentation about the meetings.)

A minimum of two of the following are required:

☐ Held at least one community meeting to discuss Communities for All Ages issues and present information. (Please include documentation.)

☐ Prepared written materials on the issue and distributed to the public. (Please include materials.)

☐ Established a speakers bureau to share information with neighborhood groups, businesses and civic groups. (Please include a list of each presentation made.)

☐ Put information on demographic changes and CFAA on website. (Please include the web address where this information is located.)

Silver / Assessment

Required:

☐ Met the requirements for the Bronze / Awareness level.

☐ Assembled a committee to conduct the Communities for All Ages assessment, or appointed an existing committee to oversee the assessment. (Please provide documentation.)

☐ The committee used the "Communities for All Ages Checklist" to assess the community and issued a report of its findings, including recommended actions. (Please provide a copy of the report. To assist in recording your progress, download a Checklist workbook at MARC.org/CAAre cognition.)
Gold / Implementation

Required:

☐ Met the requirements for the Bronze / Awareness level and the Silver / Assessment levels.

☐ Adopted the Communities for All Ages plan developed from the community’s assessment, either as a stand-alone plan or as a part of another plan, such as a comprehensive plan or street plan. (Please provide a copy of the plan and the resolution or ordinance adopting the plan.)

To maintain your recognition level

- After achieving one of these levels of recognition, a community must demonstrate that it is continuing to work to become a Community for All Ages, by moving to the next level or demonstrating a substantive investment identified in the Communities for All Ages plan.
- If a community fails to meet this maintenance standard every two years, it will forgo its recognition and the benefits that result.

Additional Comments

Please provide any additional comments you think are important for consideration of this application, including steps taken to implement plan recommendations.

(See Attachment)
BILL NO. 18-800
RESOLUTION NO. 6377

A RESOLUTION SUPPORTING AND PROMOTING THE MID-AMERICA REGIONAL COUNCIL’S COMMUNITIES FOR ALL AGES INITIATIVE AND RECOGNITION PROGRAM AND SUBMITTING AN APPLICATION FOR THE SILVER AND GOLD LEVELS OF SAID PROGRAM.

WHEREAS, the City of Independence has worked in partnership with the First Suburbs Coalition, the KC Communities for All Ages and the Mid-America Regional Council; and,

WHEREAS, the First Suburbs Coalition, KC Communities for All Ages, and the Mid-America Regional Council have, through the efforts of its membership, developed a Communities for All Ages Checklist, which helps communities orient their physical and service efforts to meet the needs of all ages; and,

WHEREAS, on June 20, 2016, the City Council passed Resolution No. 6109 supporting the Community for All Ages program and submitting an application for the Bronze level recognition by the Mid-America Regional Council; and,

WHEREAS, from April 2018 through July 2018, City staff, MARC staff and the Independence Planning Commission utilized the Community for All Ages checklist to assess City policies and programs to make sure they are responsive to the needs of all residents of the city; and,

WHEREAS, the City of Independence Community for All Ages Assessment resulted in recommended actions that align with Community for All Ages checklist; and,

WHEREAS, the City of Independence has made every effort to be an Age Friendly community, and has demonstrated such efforts through the City’s Independence for All Strategic Plan and the City’s Comprehensive Plan Imagine Independence 2040; and,

WHEREAS, on October 9, 2018, the City’s Planning Commission has recommended approval of the Community for All Ages Assessment recommendation actions; and,

WHEREAS, the City Council desires the City of Independence to advance its designation as a Community for All Ages in furtherance of the City Council’s Strategic Goals.

NOW, THEREFORE, BE IT RESOLVED BY THE COUNCIL OF THE CITY OF INDEPENDENCE, MISSOURI, AS FOLLOWS:

SECTION 1. The City Council hereby expresses its support for the recommended concepts and strategies of the Community for All Ages.

SECTION 2. City Staff is hereby directed to take reasonable steps necessary to participate in the Communities for All Ages Recognition Program for the City of Independence.
Community for all Ages

PASSED THIS 15th DAY OF October, 2018, BY THE CITY COUNCIL OF THE CITY OF INDEPENDENCE, MISSOURI.

[Signature]
Presiding Officer of the City Council of the City of Independence, Missouri

ATTEST:

[Signature]
City Clerk

APPROVED AS TO FORM AND LEGALITY:

[Signature]
City Counselor

REVIEWED BY:

[Signature]
City Manager
Silver Application Attachment

The City of Independence has completed the necessary prerequisites to apply for silver level designation as a Community for All Ages. The process was initiated in April 2018 after the city attained Bronze Awareness recognition in 2016.

The Silver Assessment recognition process was overseen by the City's Planning Commission and facilitated by Mid-America Regional Council's Communities for All Ages' Project Manager, Cathy Boyer-Shesol. The initial meeting established the assessment's agenda and discussion topics for subsequent meetings. Additionally, James Cadoret, Assistant City Manager of Raymore, Missouri, testified to the program's benefits and potential impact, based on the City of Raymore having met Community for All Ages Gold Level recognition.

The Planning Commission met regularly on the 2nd and or the 4th Tuesday of each month, beginning April 24, 2018 through July 10, 2018, to evaluate and contrasted the city's existing policies and plans with Community for All Ages' multi-generational planning concepts. This evaluation and the awareness recognition process helped transform long range planning objectives, and resulted in 17 "age friendly" recommendations. The recommendations were endorsed by the Planning Commission and forwarded on to City Council for final approval and resolution, on October 9, 2018. City Council approved the Community for All Ages final recommendations and implementation on October 15, 2018.

Recommendations will be evaluated and measured annually. Additionally, staff will also report on and track the progress of already established plan goals found in the city’s Comprehensive and Strategic Plan Community for All Ages initial report will be effective October 31, 2019.

The assessment process was documented and televised on Government Access Television-City 7.

April 10, 2018
http://www.ci.independence.mo.us/city7/citycouncilvideo?id=264255110

April 24, 2018
http://www.ci.independence.mo.us/city7/citycouncilvideo?id=266714075

June 12, 2018
http://www.ci.independence.mo.us/city7/citycouncilvideo?id=274904820

June 26, 2018
https://www.youtube.com/embed/orudHOFeKoc#action=share

July 10, 2018
https://www.youtube.com/embed/x-Nw2_Nyh0M#action=share

October 9, 2018
https://www.youtube.com/embed/g98xEqDwKyk#action=share

Workbook and Final Recommendations-Enclosed
Community Development

Becoming a Community for All Ages
June 15, 2018

Creating a Great Place to Live and Age Well in the City of Independence

City of Independence residents are invited to attend the city’s upcoming Planning Commission meetings to provide input on the city’s efforts to address multi-generational planning and community development for people of all ages and abilities.

The Planning Commission will discuss various assessment topics and make recommendations to the Mayor and City Council regarding steps to make toward becoming a more "age friendly" community. Please join the discussions that are held at City Hall, Council’s Chambers on the ground floor at 6 pm, on the second and fourth Tuesday.

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* One or more assessment topics will be discussed

To learn more about Community for All Ages, please visit our Community For All Ages Page.

For additional questions or concerns, contact Tenia Strother, Redevelopment Coordinator via email at tstrother@indepdmo.org
Independence CFAA Recognition Process
April - July 2018
Questions, Actions, Recommendations from Working Group Discussions

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1 Public Outdoor Spaces and Buildings

Policy

1A All Ages-friendly Siting, Design, and Development Policies for Public Spaces
   • Question: Given that the inclusive playgrounds and ball fields make it easier for older residents
     with joint issues to play with their grandchildren, will there be opportunities to create additional
     fields in more locations throughout Independence?

1B Bike and Pedestrian Facilities that Maximize Safety for All Ages
   • No follow up at this time.

1C Design and Build Public Buildings to Meet the Needs of All Ages
   • Recommendation: When considering long term maintenance and space needs, that city
     consider using the CFAA “lens” through which to consider long term strategies for building and
     design plans of city/public facilities.

1D Safety in Parks and Neighborhoods
   • Question: How might the City use the CFAA lens to identify opportunities for safety
     improvements in the parks and neighborhoods?

1E Involve Residents of All Ages in Planning for Siting and Design of Public Buildings
   • No follow up at this time.

Action

1F Provide Seating in Public Outdoor Spaces and Buildings that Meet the Stamina Needs of
   All Ages
   • Question: How does City address the transitions between sidewalks and trails for ease of
     walking or the use of assistive devices?

1G Stairways on Public Property Designed and Constructed for Maximum Safety
   • Recommendation: that city staff assess current status of stair safety in city buildings and
     facilities. Based on that assessment, consider enhancements consistent with best practices for
     stair safety, such as stair tips and additional railing. This may include research to identify best
     practices that will complement the assessment of current stair safety. Such research will provide
     guidance for future actions.

1H Ample Pick-up and Drop-off spaces Near Public Facilities
   • No follow up at this time.

1I Flexible Access to City Services and Customer Arrangements to Meet Needs of All Ages
   • Recommendation: assess physical areas within public buildings and operational or situational
     settings where usual operations or special circumstances may create heightened congestion or
     prolonged waiting where additional seating or dedicated lines may be helpful, e.g. concerts,
     public events.
   • Staff suggests utilization of the most appropriate body or staff unit to look at this issue.
• Note that some of it may be from customer point of view

1J Encourage Downtown Walkability
• No follow up at this time.

2 Housing and Commercial Development
Policy
2A Audit of Development Codes to Ensure Range of Housing Options Allowed
• 14-505-01 Accommodate a wide range of housing to promote quality housing and neighborhood design that complies with city and state regulations, and minimizes land use conflict.

2B Policies that Allow for and Encourage Housing Options Such as Accessory and Shared Dwellings
• Downtown Redevelopment Council has presented the Accessory Dwelling Units to City Council and the Community Development Department Director. This is currently under review.

2C Streamline Building Code Review Processes to be Consistent with Plans and Policies, Including those that Reduce Costs and Encourage Multiple Price Points
• No follow up at this time.

2D Policies that Encourage Developers to Include Features that Meet All Types of Mobility Needs
• Community Development Department invites interested bidders to consider universal design for HOME development funding opportunities. Universal Design or visibility projects receive additional preference points, effective October 2018.

2E Evaluate Zoning and Building Codes for Encouragement of Design and Building of Commercial Properties that Consider Needs of All Ages
• No follow up at this time.

Action
2F City Uses Property Maintenance Enforcement to Support Neighborhood Quality and Provide Resources to Property Owners Who Need Assistance
• Note: Commission members noted this may be an area where there are additional opportunities to identify community partners.

2G Information is Available about Housing Options to Meet Different Mobility Needs
• No follow up at this time but further discussion is desired.

2H Property Tax Relief Program for Qualified Residents
• Discussion: How might the City further publicize this program to increase participation?

2I Programs that Offer Residents Information on Strengthening Crime Prevention by Assessing and Protecting Private Property
• Volunteers in Polices Services assist with various patrols.
3 Transportation

Policy

3A  Multiple Transportation Modes are addressed in Comprehensive Plan
   - Imagine Independence 2040-Comprehensive plan’s connected theme promotes accessible neighborhoods for pedestrians, bicyclists and motorists.

3B  Adopt Complete Streets or Comparable Policy; Take Steps to Implement
   - Complete streets implemented on all new construction projects.

3C  Work to Ensure that Public Transit Stops Meet Needs of All Ages and Abilities
   - Recommendation: Explore whether Community Development can initiate discussion with KCATA and First Transit to improve accessibility for the bus stop across from City Hall. Commissioners suggested that rider research might be valuable to understand the rider experience at that location.
   - Question: Commissioners wondered if it might be possible to place a structure over the bus stop in front of the Chamber of Commerce office. In addition, who are the potential partners for the city in providing additional protective structures and the resulting maintenance needs?
   - Recommendation: Ask KCATA to add additional time to the turnaround at stop in front of the Chamber.

3D  Towards Zero Deaths
   - No follow up at this time.

Action

3E  Work with Partners to Implement Strategies to Support Independent Mobility for All Ages and abilities
   - No follow up at this time.

3F  Provide Transportation Resource Information
   - Action: MARC staff will provide information about linkforcare.org.

3G  Construct Pedestrian Facilities to Connect Neighborhoods, Transit, and Other Locations like Retail.
   - No follow up at this time.

3H  Resources for Determining Older Driver Competency
   - Provide link to and follow up information about the section in MARC CFAA website older driver safety, divided by role (law enforcement, family medical provider etc.).

3I  Consider Application for Walk Friendly Designation from Pedestrian Bicycle Information Center
   - No follow up at this time.
3J  Consider Application for Bicycle Friendly Community Designation from Bicycle League of America
   - Recommendation: Continue to actively look for potential partners, e.g. bike vendors.

4 Social Inclusion, Communication, and Participation

Policy

4A  City Designs Programming that Reflect Understanding of its Demographics
   - Recommendation: Continue to support the current evidence-based approach and programs that orient towards wellness.
   - Recommendation: Continue taking services to the community by using employees and city capabilities to partner with locations around the city, e.g. churches.
   - Question: are there opportunity to partner more closely with churches who’s buildings are not in use during the week – explore opportunities with faith-based communities to share/leverage available space for rec programs for older adults?
   - Question: Commissioners interested in hearing about the future for water exercises for residents with orthopedic problems such as replaced hips and knees. Adventure Oasis provides a venue for that type of exercise.
   - Question: Is there enough building space and staff capacity at Palmer house? Does the city need to consider expansion? Staff responded there is occasional need for additional space.
   - Question: Commissioners noted the historical discussion about using public schools and churches. Staff reported meeting with schools; staff have also met with Fairmount. The layouts in specific buildings can interfere with the types of use sought by the city.

4B  Comprehensive City Communication Plan that Reflects Diversity of Age, Culture, and Abilities
   - Encouragement to continue monitoring success in informing older residents about city activities through digital means and about use of print media.
   - Recommendation: Request assistance from MARC to identify zip codes where there are likely populations that are at risk for social isolation, i.e. living alone combined with other indicators. Report that information in percentages.

4C  City Communicates Information about Accessibility and Accommodations for City Activities and Events
   - Recommendation: Look at all current bus stops to see if provides stops at important services sites for older adult. Do an inventory of current stops and to be sure is providing services to important locations.
   - Recommendation: That Independence develop a CFAA icon be developed to represent when a Comprehensive Plan or other city activity addresses or utilizes a CFAA strategy.

Action

4D  City Communication Plan has Strategies for Reaching Residents at Risk of Social Isolation
   - No follow up at this time.
4E City and Its Partners Showcase the Skills and Contributions of All Ages, Cultures, and Abilities
- Cultural Heritage festival displays an array of ethnic diversity of all Independence residents.

5 Civic Participation and Employment

Policy
5A City Policy Encourages Civic Participation by All Age Groups in Community
- No follow up at this time.

Action
5B City Maintains and Promotes Volunteer and Employment Opportunities with Easy Means to Apply
- Volunteer opportunities to serve in city departments and with community partners can be found on the city’s website at: http://www.ci.independence.mo.us/Volunteer

5C City Provides Flexible Volunteer Options for All Ages and Abilities, including Training, Recognition, and Guidance
- Recommendation: Explore a method to streamline the process for becoming a volunteer for the city, such as providing one point of contact for interested residents.
- Action: MARC staff will send White Paper that addresses how cities can work effectively with volunteers, including the hiring of a volunteer coordinator. This paper resulted from a regional workshop.
- Recommendation: That city explore methods for strengthening the identification and utilization of volunteers, consider the use of volunteer task force to organize/track/encourage use of volunteers.
- Recommendation: That there be discussion about possible methods for quantifying the value of volunteerism on behalf of the city and opportunities for expansion.

5D City Encourages Community Partners and Organizations to Use Volunteer Engagement and Management Best Practices
- No further action at this time.

5E City and Its Partners Encourage Adaptable, Flexible Employment Practices to Meet Needs of All Ages
- Recommendation: That the city continue to work the Regulated Industry Division that encourages business development, to conduct outreach with ideas for employee practices that may include flexible employment practices to leverage all ages and abilities in the work force of independence.

5F City and Its Partners have Outreach Plan to Ensure Residents of All Ages Are Included in Community and Civic Conversations
- No follow up at this time.
5G City Ensures that Meeting Locations are Accessible to All Residents and Meets Communication Needs and Challenges of Diverse Populations
- Recommendation: Develop infographics that represent the level/types of accessibility, with symbols that represent like sneakers, strollers, and wheelchairs to communicate the type of surface or the availability of extra handicapped parking.
- Suggestion: Have a designated city contact to provide information about accessibility and to see that these issues are explicitly addressed.
- Action: MARC staff will share standard language for meeting announcements that informs people on how to request accessibility accommodations.

6 Community and Health Services

Policy

6A City Plans Recognize Need for Accessible Health Care Options Served by Transportation Options
- No follow up at this time.

Action

6B City Partners with Health Care Organizations to Offer Health Services at Community Facilities
- Note: Consider inquiring whether senior center could offer cholesterol screenings in addition to blood pressure screening.

6C City Partners with Local Health Department to Publicize Plans and Services to Improve Immunization Rates among City Residents
- Recommendation: That the city participate in promoting future immunization events to be sponsored by Jackson County Health Department. Combine this with information about the transition of public health services from the City Health Department to other city departments and the county.
- Action: Will distribute brochures from other organizations about immunization opportunities.

6D City Personnel are Educated and Knowledgeable about Specialized Needs for Different Ages and Abilities, including Reporting Requirements for Abuse and Neglect, Regardless of Age
- Recommendation: Consider methods for increasing staff awareness about signs of abuse and neglect, regardless of age, and mechanisms for reporting concerns about abuse and neglect.

6E City Promotes and Enables Location of Full Services Grocery Stores and Retail Establishments that Expand Availability of Healthy Food Options
- Note/Recommendation: Explore creation of policies that will incentivize the eradication of food deserts in Independence.

6F City Works with Local Ambulance Service Providers to Ensure City Demographic Information is incorporated into Planning for Services
- No additional follow up at this time.
6G  City Partners with Health Care Organizations to Educate Citizens about Health Choices and Preventive Services, Including Benefits of Smoking Cessation
   •  Action: Cathy will provide Tenia information about whether CHAMPS vouchers for low-cost food are available in Missouri.

6H  City Encourages Healthy Eating by Providing Information about Home-delivered Meals, Food Banks, and other Resources
   •  Note: Regional Aging Services can provide services for home-delivery of meals.

6I  City Supports Community Gardens and Similar Initiatives to Encourage Health Eating and Community Participation
   •  No additional follow up at this time.

6J  City and its Partners Provides Referrals to Residents needing more Intensive Services
   •  Note: In addition to needs identified by codes enforcement, Police and Fire Departments are partners in identifying residents needing intensive support services.
City of Independence-Planning Commission
Community for All Ages Recommendations

1. Public outdoor spaces and buildings

Locate, design and construct public facilities to allow for connectivity with neighborhoods and other destinations, and enable maximum use and benefit by residents, visitors, and employees of all ages.

1) Apply the Community for All Ages (CFAA) lens to the city’s long-term strategies to address ongoing maintenance of outdoor spaces and public facilities, and to furthermore decrease accessibility barriers throughout the City of Independence.

2. Housing and commercial development

Provide age-Friendly housing options.

2) Continue to develop housing standards based on the city’s Comprehensive and Strategic development plans, which already align with the CFAA lens. And pursue a wide range of housing options including Universal Design and Accessory Dwellings.

3. Transportation and mobility

Ensure that the community transportation system meets the needs of all users.

3) Continue to enhance mobility options by providing alternative transportation solutions.

4) Continue to assess transit facilities to ensure sufficient services are provided to primary destinations and within close proximity.
Include all residents in developing community activities and adapt communication strategies for multiple audiences.

5) Continue to promote CFAA awareness through various methods of communication to all segments of the population.

6) Encourage key personnel to take CFAA education and programming into the community.

7) Continue to identify and engage at risk, and isolated populations throughout the city to promote social inclusion and participation.

8) Create an annual assessment and reporting standard to evaluate “age friendly” growth throughout the city.

Provide opportunities for residents to be involved and keep all residents informed of city affairs and of employment and volunteer opportunities and other ways to be engaged.

11) The City will actively participate and engage community organizations, churches, and non-profit organizations to develop a central database for volunteer service opportunities throughout the city.

12) City services should provide information on business development alternatives that consider flexible employment practices that embraces all ages and abilities in the workforce of Independence.

13) Develop a recognizable CFAA symbol that that represents “age friendly” services, programming and accessibility.

14) The City will strive inasmuch as possible to provide special accommodations, upon request, for those visiting public facilities and or attending public meetings. Requests shall be made at least 48 hours in advance to ensure (i.e., accessibility, large print, and hearing assistance).
Offer a range of community and health services that address the needs of all ages.

15) The City will promote future immunization events to be sponsored by Jackson County Health Department and also inform residents of available and transitioned public health services.

16) Train city staff to recognize signs of abuse and neglect, and how to report it.

17) Explore the creation of policies to expand food and nutrition services throughout Independence.
This Workbook is designed to assist committees assigned to document progress on their city’s age-friendly self-assessments using the Communities for All Ages Checklist. Enter progress information, notes, statistics, to-do lists, etc., in the green text boxes corresponding to each Policy and Action Item.

A final version of this Workbook may be used to support your application to the KC Communities for All Ages recognition program.

This workbook contains the discussion notes and information supplied by staff from the City of Independence, Missouri, for an assessment conducted by the Independence Planning and Zoning Commission between April and July, 2018. Blue text in the notes section reflect information contained in PowerPoint slides and documents detailing city policy and action.

1 Public outdoor spaces and buildings

(See Making Your Community Work for All Ages — A Toolkit for Cities, Chapter 2)

Locate, design and construct public facilities to allow for connectivity with neighborhoods and other destinations, and enable maximum use and benefit by residents, visitors and employees of all ages.

Cities are responsible for the location, design and construction of parks, trails, community centers, city halls and other public facilities and spaces. Most communities have assessed these facilities to ensure compliance with the Americans with Disabilities Act (ADA), and some have taken steps to make improvements beyond the minimums established by ADA.

Physical limitations and mobility needs must be considered when designing and creating both outdoor spaces and buildings. Residents with physical limitations are more comfortable, safe and active when communities consider and address their needs in the design of public buildings and spaces. The following policies and actions provide guidance on maximizing physical accessibility to public spaces for all levels of ability and age.
Policy

1-A The city develops and implements age-friendly policies that consider the needs of persons of all ages in the siting, design and development of public spaces. Examples include: parks and other outdoor spaces, walkways, outdoor seating, streetscapes and buildings.

XX Existing policies. (Please cite and attach copies for documentation.)

Independence for All Strategic Plan Quality Goals Objectives & Strategies: Prioritize and Implement recommendations of the Parks and Recreation 2010 Master Plan.

- Continued opportunities to create ADA compliant spaces throughout park system
  - Expansion, programmed through 2020 so elements are programmed, including renovations.
  - ADA expectations have changed since 2010. McCoy Park is an Inclusive Play Park and it goes beyond ADA requirements. These services are becoming the norm. We would like to do more to give more inclusive experiences.
  - First round of playground replacements next year (2019).
  - Same applies to trails; the intent is to meet ADA and exceed ADA requirements.
  - Facilities – do what we can with historical properties. More difficult because of the building requirements for modifying historical properties. Supplying video scenarios for visitors if someone can’t access the second and third floors.
  - Recreation centers all have elevators and they are now being installed at the National Frontier Trail Museum.
- Goal is accessibility and inclusiveness.
- Also apply to programming. Adapting means making it possible to participate –
  - Have adaptive ball field.
  - Next step is to make it so individual can participate in “regular” events to the best of their ability – customize to meet the needs of residents – explore the different strategies for inclusion.
  - Have expanded inclusion into swim lessons, ice skating, looking at additional sports.
- New plan in 2 years; all debt service handled. Question: Will there be opportunity to create inclusive fields in other parts of town? Definite need: RECORD numbers. People are driving 30-40 miles to use the facility. Have seen more activity on that field because of the changed surface even though residents thought it would decrease activity. NOTE that grandparents with bad knees and hips are able to play with grandchildren and other children.
- Addressing the elderly – programming in Palmer building – continues to be very busy. Now using Truman memorial building to provide programming for active older seniors. Membership at Palmer also good at Truman center – can choose facility. Now under contract with Silver Sneakers for third year – very successful.
- Question: Are outside funding sources, like conservation funding, considered? Answer: Yes, especially when thinking about trails. When there is a special projects with particular appeal to specific groups of users, the city will go out and do special fundraising.
1-B The city plans and constructs bike and pedestrian facilities to maximize use and safety for all users. Examples include: width, surface material and expected use. The city may use the American Association of State Highway and Transportation Officials’ (AASHTO) Highway Safety Manual standards or other recognized standards for bicycle and pedestrian facility design.

Included in city plans. (Please cite and attach copies for documentation.)

Independence for All Strategic Plan Quality Goals Objectives & Strategies: Ensure Complete Streets Policy is implemented during all new construction and renovation

- City staff discussed specific examples of widening streets under the Complete Streets policy. City is working actively to develop and implement projects with improved sidewalks and improved ramps. Identify and develop bike facility projects using complete streets design standards. Sidewalks to schools and sidewalk to parks — actually getting people safely to parks, schools, etc. Also trying to identify projects that will enable residents to accomplish activities of daily living without a car. This will help older adults to stay in their homes if they can walk to grocery stores and other services if they don’t have a car or have stopped driving. Public Works is updating its standards beyond ADA to incorporate best management practices for accessible design in all road way components.

- Example: The McCoy Park cross walk is not well demarcated and the challenge is how to slow or “calm” the traffic. The city is looking for strategies that don’t require additional built infrastructure because those solutions are less expensive to install and reduce maintenance costs.

- City is still using sidewalks to schools federal funding; one project will be completed this summer and will start another one this fall.

- Concerns about speed and the impact on pedestrian traffic.

1-C The city designs and builds its public buildings to meet the needs of residents of all ages. Examples include: easy-to-read signage and accessible elevators, ramps, railings and stairs, and non-slip floors.

Included in city plans. (Please cite and attach copies for documentation.)

Independence for All Strategic Plan Quality Goals Objectives & Strategies: Evaluate space and maintenance needs for city buildings and determine a long-term strategy for needed improvements

- See earlier comments about rehabbing historical properties (National Frontier Trails Museum).

- Recommendation: When considering long term maintenance and space needs, that city consider using the CFAA “lens” through which to consider long term strategies for building and design plans of city/public facilities.
1-D The city prioritizes safety in parks and neighborhoods. Examples include: providing good street lighting, trimmed trees and bushes and other appropriate safety measures.

**XX** Included in city plans. (Please cite and attach copies for documentation.)

Independence for All Strategic Plan Quality Goals Objectives & Strategies: Improve street lighting and sidewalks in priority locations.

- Information provided about adoption of maintenance and replacement schedules for facilities.
- Question about whether the above can be viewed through lens of CFAA to not just maintain but to take opportunities to improve.
- Addressing desire for safe parks – have park lighting program – adding new light poles with more aesthetics that also provide sense of safety. Next fiscal year increasing park patrol program – 43 parks to cover.
- Deploying more trail cameras (inexpensive, portable, camouflaged to gather more information in hot spots. Been used for capturing illegal dumpers. Assessment of tripping hazards – doing more of a risk analysis in addition to policy law enforcement approach. Have two safety inspectors who check on playgrounds Reviving park watch programs. Good neighborhood partners who keep an eye on neighborhood properties.

1-E The city involves residents of varying ages and abilities in planning for the siting and design of public outdoor spaces and buildings.

**XX** Included in city plans. (Please cite and attach copies for documentation.)

Independence for All Strategic Plan Quality Goals Objectives & Strategies: Ensure that land use policies and housing strategies incorporate Community for All Ages best practices.

- All major infrastructure projects with public funds, have public engagement component for high profile or heavily used e.g. farmers market. Use multiple methods of traditional meetings, social media, down town redevelopment committee with stakeholders who can both represent the community and provide outreach to their groups.

Action

1-F The city provides seating areas in public outdoor spaces and outside public buildings in recognition that residents have different levels of mobility and stamina.

**XX** Completed. (Please provide documentation.)

Parks & Recreation Masterplan 2010: Guiding Principle #2 Enhance Current Parks and Facilities

- Develop and Implement a schedule to make park improvements
- If residents have an idea about needed park bench, more seating – there’s an Action Center, some residents will call Parks & Recreation, working on direct requests more specifically. Get emails, walk-ins. City tries to accommodate specific requests but will also look at surrounding neighborhood activities. Have to be mindful of previous history related to vandalism or homelessness. Because Parks and Recreation routinely have funds available in the revitalization budget, it can respond quickly to citizen requests for additional benches. Have memorial program to allow residents to purchase benches in tribute to someone; done in conjunction with city to be sure that city needs are met while meeting the donor’s expectation that the tribute will be acknowledged.
- There was discussion about the transitions from sidewalks to trails and about who maintains that transition.
1-G Stairways on public property, including within park facilities, are designed and constructed to maximize safety. Examples include: railings and painted or taped stair tips to distinguish each step.

XX Completed. (Please provide documentation.)

Parks & Recreation Masterplan 2010: Guiding Principle #2 Enhance Current Parks and Facilities

- Discussed safety risk assessment.
- Recommendation: that staff assess current situation of stair safety consistent with best practices, such as stair tips and railings, and apply those best practices going forward. Additional research may be needed.

1-H The city provides ample parking and drop-off areas near the entrances to public facilities that meets mobility and accessibility needs of all citizens. (ADA requirements are an expected minimum, the composition.

XX Completed. (Please provide documentation.)

14-501-11 Accessible Parking and Uniform Federal Accessibility Standards

14-501-11-E Signs and Marking

- If there is discrepancy between the federal requirements and those of the city or state, it is the Parks and Recreation Director’s policy to follow the higher standard.

1-I The city considers the mobility needs and stamina of all citizens in accessing city services and provides flexible customer arrangements. Examples include: separate waiting lines and seating if the wait is long, special queues and service counters and online and mail-in access.

XX Completed. (Please provide documentation.)

Further consideration required.

- Public works would be the department that would implement any actions.
- Recommend: assess physical areas within public buildings and operational or situational settings where usual operations or special circumstances may create heightened congestion or prolonged waiting where additional seating or dedicated lines may be helpful. Also identify the situational/operation settings where additional seating may be needed e.g. concerts, public events as a way to speed up lines. Parks & Recreation uses flex space to temporarily increase ADA space for certain events.
- Staff suggests utilization of the most appropriate body or staff to look at this issue.
- Noted that some of that review may be from the customer point of view.
The city encourages walkability in downtown areas.

**Completed. (Please provide documentation.)**

*Comprehensive Plan Theme: Connected, Welcoming and Distinctive*

- Have adopted Complete Streets.
- Moving to phase 3 of Englewood complete streets.
- Have just completed study of Fairmount neighborhood.
- Have performed study in Maywood area to identify how to better implement Complete Streets.
- Actively participating in national historic Three Trails Corridor project – retrace national historic trails.

*City of Independence Guidance on Public Spaces*

*City's Outdoor Spaces-Policy Considerations*

1. Guiding Principle #1: Take Care of What We Have
2. Guiding Principle #2: Enhance Current Parks and Facilities
3. Guiding Principle #3: Plan, Preserve, and Build for the Future
4. "Complete Streets Policy"
5. To protect the environment and to improve park system maintenance.
6. Develop and implement a schedule to make park improvements
7. To increase citizen awareness of IP & R offerings; e.g. programs, activities, facilities, special events, and volunteer opportunities; to adopt standards for selected recreation facilities.
8. To increase the number of citizens who use the recreation programs
9. Develop and implement a schedule to: repair and replace playgrounds, picnic sites, benches, fountains, concrete sidewalks, and patios system wide, and other park renovations
10. Develop renovation and implementation plans for Sermon Center, Palmer Center, and the Truman Memorial Building.
11. Form partnership to upgrade the Fairmount Center; e.g. Fitness Center

*Community for All Ages Recommendations: Key Components to Ensure Maximum Use of Outdoor Spaces*

1. Create walkable neighborhoods
2. Ensure building & park facilities are designed to be accessible for all ages and abilities
3. Implement way finder programs for residents & visitors
4. Ensure all residents including older adults and young families have input
5. Support the existence of “third places” such as community centers, church’s, local coffee shop networking,
6. Develop land-use plan that considers the needs of the aging
Provide age-friendly housing options.

Studies document that older citizens wish to “age in place.” Buyers and renters of all ages are becoming wary of the costs of commuting long distances. Communities that provide a range of age-friendly housing options will retain their older adult residents and provide an attractive alternative for all ages looking for housing.

Cities have a role in the siting and design of housing and commercial development through their planning and regulatory processes. Through these processes, cities can impact how well development meets the needs of all populations.

Policy

2-A The city conducts an audit of its development codes to ensure that a range of housing options are allowed, particularly in places connected to public transit, employment centers and community services.

**XX** Existing policies. (Please cite and attach copies for documentation.)

Imagine 2040 - Promote a mix of housing types within each neighborhood, to provide options for households of all types (singles, families, retirees, etc.) and people of all incomes and ages.

- 14-505-01 Accommodate a wide range of housing to promote quality housing and neighborhood design that complies with city and state regulations, and minimizes land use conflicts.

- 14-505-03 All single family detached houses shall enclose a floor area of not less than 900 square feet for a single story structure, and 1,100 square feet for structures of more than one story, in all non-planned Unit Development (PUD) zoning districts.

- 14-505-05 Manufactured housing units commonly known as ‘panelized’, ‘modular’ or ‘precut’ homes may be placed on individual lots in R districts that permit detached houses only if they meet all local building codes. Housing built to meet the National Manufacturing Housing Construction Safety Standards Act of 1976 as amended, are not allowed in R districts that permit detached housing.
Discussion

- Facilitator provided regional examples of several cities about to come forward with ordinances allowing accessory dwelling units.
- Independence for All (Strategic Plan) and Comp Plan lay out objectives to promote mixed types of housing in neighborhoods to address a variety of needs.
- The goal is to accommodate all incomes and stages of life. Performance measures in strategic plan are being tracked, e.g. How many accessible home are being built?
- City staff shared demographics to illustrate how the vision will be reached.
  - Approximately 53,000 units of housing in Independence: 90% occupied. 64% are owner occupied, 35% rental. 6-8% of housing stock built since 2001.
  - Developing CDBG RFP preferences for development using Universal Design Standards, and/or visitability.
  - Median income approximately $44,000.
  - 20% of residents are 65 or older – consider tax abatement? What would it look like as they consider selling?
  - Want to track 5 year plan/ CDBG – have added age lens to Comprehensive and Strategic Plans; looking for a multigenerational approach.
- Recommendations in place through the Comprehensive and Strategic Plan to pursue implementation of a wide range of housing with universal design options (UDO). Downtown redevelopment committee considering accessory dwellings in some parts of city. Making every effort to understand what the community wants.
- Question: how aggressive is city moving abandoned properties to organizations like Habitat? Answer: staff has to do environmental review process that takes time; yes, there is an effort to move them to tax rolls.
- Question remains are we insistent enough? Answer: the city moves deliberately to allow voice for owners and neighborhoods.
- Question: Is the county involved in abandoned properties? Answer: there are lots of barriers. The county has its own process and the city does not control. There is money for demolish blight but even after it is cleared, the city still does not own because there’s a lien. County land trust holds a lot of land. Every year Truman Habitat applies for CDBG, Home RFP, allows not for profits to consider what city would like to happen. There is consideration of an RFP process that would favor universal design. This would be an annual process with designated amounts of money with the goal to stabilize neighborhoods.
2-B The city has in place policies to allow for and encourage a range of housing options, including accessory and shared dwellings that meet the needs of all ages and generations.

**Existing policies. (Please cite and attach copies for documentation.)**

Independence for All Strategic Plan 2017-2021

- Quality neighborhoods, 21st century jobs, growing economy, safe, family friendly community, and cultural diversity makes Independence, Missouri a nationally recognized city with a unique history and sense of place.
- Quality built environments- Develop model zoning codes to encourage housing near transit or other key services at activity centers.
- Consider adjusting code and building specifications to create a more flexible development.
- Ensure land use policies and housing strategies incorporate Community for All Ages.

2-C The city evaluates and streamlines its building code review processes to be consistent with adopted plans and policies, including those that reduce costs and provide housing in a range of cost points.

**Completed. (Please provide documentation.)**

14-505-01 Provision to accommodate a wide range of housing

- Independence for All Strategic Plan 2017-2021
- Conduct proactive code enforcement sweeps along key commercial corridors and entryways.
- Evaluates and prioritize recommendations of current corridor plans.
- Develop model zoning codes to encourage affordable housing units near transit or other key services at activity centers

2-D The city has in place policies that encourage developers to include features in new or restored housing stock that meets the different mobility needs of as many people as possible. Cities may refer to universal design, enabling design, visitability features or other design elements.

**Existing policies. (Please cite and attach copies for documentation.)**

- Target Incentive Programs including tax abatement CDBG, HOME resources in neighborhoods in need of revitalization and stabilization.
- Create annual HOME RFP preference to developers that provide universal design, enabling design, and/or visitibility design elements.
- Ensure land-use policies and housing strategies incorporate Community for All Ages-best Practices.

2-E The city evaluates its zoning and building code review processes to ensure that the siting and design of commercial properties consider the needs of users of all ages.

**Completed. (Please provide documentation.)**

- Independence for All Strategic Plan Quality Goals Objectives & Strategies: Consider adjusting code and building specification to create more flexible development
- Unified Development Ordinance: 14-505-01- Provision to accommodate a wide range of housing
Action

2-F The city uses its property maintenance enforcement to support neighborhood quality and, as appropriate, assists property owners in identifying resources to maintain their homes.

XX Completed. (Please provide documentation.)

- Independence for All Strategic Plan Quality Goals Objectives & Strategies: Targets incentive programs (including tax abatement), CDBG and HOME resources in neighborhoods in need of revitalization and stabilization.
- Comprehensive Plan- Guiding Principles: Provide diversity of housing options in all neighborhoods.
- Citizens facing code enforcement violations and who are without financial means are provided community referrals to minor home repair and abatement programs.

Discussion

- Not specifically in strategic plan but there are resources on the city website. Commonly engage with citizens who have these needs. City is considering a minor home repair program in-house rather than relying solely on community organizations. Goal is to meet needs of more residents.
- May be opportunity to look for more community partners.

2-G The city and its partners make information available about housing options within the city that meet different mobility and dependence levels.

XX Completed. (Please provide documentation.)

- Community referrals to partnering agencies.

Discussion

- City is aware of community needs, spelled out in plan (income, accessibility, retirees) – as presented to city, and going through annual engagement process required by CDBG to listen to community needs and requests.
- City website lists community partners and the types of resources that can be provide to residents requiring assistance.
- Residents also welcome to contact city staff.
- Further discussion desired.
2-H The city has a property tax relief program for homeowners with a fixed income who meet defined criteria (if allowed under state law).

XX Completed. (Please provide documentation.)

- The City's tax abatement programs benefit a diverse mix of residents. A relief program for senior homeowners is being considered.

Discussion

- Looking into tax abatement for seniors who have properties for a while and providing relief if they are considering selling.

- Question: But if city helps and improves property, won't county increase taxes on the property? Answer: The city works with the county to extend abatement by honoring what city has done.

- Criteria for assistance does not always involve code violations but City can track code complaints by GIS then could provide more incentives in those neighborhoods.

- When an area is identified by GIS, letters go out to all residents explaining options.

- Commission had questions around the balance of incentives against the pressure of possible code violations. How to encourage more people to take advantage? City notes that it has struggled to increase participation.

- Would be helpful if there were more neighborhood associations/organizations because they can be conduits of information to residents.

- There is a recommendation in the Comprehensive Plan to provide programming on building neighborhood organizations.

- Question: is there a program for tax abatement for those on fixed incomes? Answer: There is minimum investment required of the homeowner to qualify for the tax abatement program and some residents cannot meet requirement. In future abatement program look to layer tax abatement with block grant to enable participation.

- Further discussion desired.

2-I The city and its partners offer residents information about assessing and protecting their property to strengthen crime prevention.
XX Completed. (Please provide documentation.)

- Independence for All Strategic Plan Quality Goals Objectives & Strategies: Increase public education regarding crimes of opportunity.
- Proactively address crime trends and pattern with targeted policing
- City seeks to expand Neighborhood Watch Programs through strategic plan.
- The VIPS (Volunteers In Police Service) is a volunteer group organized to assist the police department in providing a higher level of service to the community. The VIPS do this by providing services that would otherwise keep officers from responding to higher priority calls for service.
- “Two left, two right” – expand neighborhood watch program per Strategic Plan.

City of Independence Guidance on Housing Policy Considerations

1. Stabilize and revitalize neighborhoods
2. Build new housing units to meet the market’s demand
3. Increase the median value of owner-occupied housing units
4. Develop model zoning codes to encourage affordable housing units near transit or other key services at activity centers
5. Expand Neighborhood Watch Programs
6. Target Incentive Programs including tax abatement CDBG, HOME resources in neighborhood in need of revitalization and stabilization.
7. Ensure land-use policies and housing strategies incorporate Community for All Ages-best Practices

Community for All Ages Recommendation: Key Components to Age in Place

1. Accessible remodeling, zero step entry
2. Neighborhood watch program “two left, two right”
3. Building a sense of community amongst older adults & young families and “third places”
4. Encourage existing visual and physical character of Independence
5. Discourage “age restricted “communities
6. Encourage housing development that promotes independent living & universal design
7. Deferred payment of property taxes based on income eligibility and to be paid upon the property being sold
8. Ask Elected Officials to create policies that require or encourage developers to provide universal design or simple visibility
9. Create a “visitable” housing rehab program
10. Create a range of housing options and choices
Ensure that the community transportation system meets the needs of all users.

Healthy, vibrant communities provide multiple, accessible transportation options that contribute to the independence of all residents. Young adults, baby boomers and all ages increasingly seek and choose communities where they can walk, bike or access transit to get to school, work, services and entertainment.

There are many resources available to help a city meet this criterion, including guidelines and checklists provided by the National Complete Streets Coalition (www.smartgrowthamerica.org/complete-streets), U.S. Department of Transportation National Highway Traffic Safety Administration Bikeability Checklist (www.nhtsa.gov/people/injury/pedbimot/bike/bikeability/); Bicycle Friendly America (www.bikeleague.org/bfa); and Walk-Friendly Communities. (www.walkfriendly.org/).

These guidelines help communities ensure that the transportation system meets the needs of all users. Cities can work proactively with local transit operators to plan and implement transit services to address the needs of their residents and workforce.
3-A The city addresses multiple transportation modes in its comprehensive plan.

**Included in city plans. (Please cite and attach copies for documentation.)**

- Imagine 2040-Connected Theme: There are multiple benefits to a City that is connected physically and socially. Walkability, safety and shared public spaces offer social and economic benefits.

- **Plan Action Items:**
  - A complete trail system contributes to overall health and well-being, limiting congestion, building community
  - City continues to improve transportation access to education, training and employment opportunities.
  - Balance open space and environmental preservation with the community’s development needs.
  - Promote accessible neighborhoods for pedestrians, bicyclists and motorists.

**Discussion**

- Contract with First City, doing mixed use roads, Commission familiar with Comprehensive Plan and its outline for transportation.

- Multiple modes of transportation are addressed, ADA requirements for sidewalks, adding multimodal trails, Complete Streets underway.

3-B The city has adopted a Complete Streets resolution or comparable policy and is taking steps to implement the policy.

**Existing policy. (Please cite and attach copies for documentation.)**

- Complete Streets Policy is implemented during all new construction projects.

**Discussion**

- Funding from MARC is being used for several projects. Pursuing grants to also build transportation network.

- Complete Streets can include “road diets” where streets go from 4 lanes to 2-3 lanes with bike lanes to allow alternate forms of transit.

- Urban Land Institute (ULI) is an excellent resource about transportation; the planning organization smartgrowthamerica.org breaks down communities by typology and provides examples of transportation options.

- Independence has submitted request for funds under the Surface Transportation Plan (STP) for Van Horn high School area to improve safety for pedestrians, cars.

- **Discussion about street diet –**
  - **Question:** How is “street diet” defined? How do residents and businesses response?
  - **Answer:** Have to walk through and calculate specific benefits to address common concerns about congestion, loss of parking, loss of traffic for businesses
  - The city hasn’t done much yet to explore street diets; it is using some funds to do a public engagement to develop understanding. However there are good examples in the region that can be
used to show what happens. Engagement important to establishing and maintaining trust with residents.

- MARC has written resources that city might find useful. MARC willing to discuss possibility workshop. One strategy is to set up a temporary diet so public can experience what the change might be like. Good strategy because goes beyond visualization ("guerilla urbanism").

**3-C** The city — with or without a transit partner — works to ensure public transportation stops and stations have infrastructure that meets the needs of all ages and abilities. Examples include: shelter with lighting, benches and curb cuts.

**XX** Completed. (Please provide documentation.)

- **September 2017 CDBG and STP grant funding were used to enhance 20 bus stop.**

**Discussion**

- These enhancements will start expanding concrete pads for busier stops, will add shelters later, and possibly add sidewalks. City working to improve transit systems and ability of all riders to get to buses safely.

- Discussion about specific challenges associated with bus stop across from city hall. Good shelter but the location is on a grade that makes it difficult to navigate.

- First step to addressing often begins with a visual inventory for recognizing what improvements might be helpful.

- Hard to address existing facilities.

- **Recommendation:** Investigate alternative solutions for improving access to the described bus stop — community development can work through KCATA and First Transit to look at best practices, research options to solve problem. Would likely benefit from rider research about user destinations. Add a structure over the bus stop in front of the Chamber of Commerce? May be more level. Discussion about cost. There is existing pad but building shelter is expensive.

- Discussion about how users become more familiar with options. Important to have easily available well publicized information for public. There is a general need to publicize transit. Google transit is another tool but it may not have all the information.

- Consider partnerships for encouraging the building of structures; maintenance and snow removal can become an issue. Who ARE the cities partners that might have an interest?

- **Recommendation:** Ask KCATA to add some time to the turnaround for that stop.
3-D The city and its partners review and consider adoption of older driver and pedestrian safety provisions in the region's long-range safety plan. The city may use Toward Zero Deaths 2013–2017, or other recognized standards as guidance.

XX Included in city plans. (Please cite and attach copies for documentation.)

Discussion

- The facilitator noted that the team has learned this policy is difficult to implement. Now know that its most practical to look through the book to find strategies that might be useful or applicable to the needs of specific communities.
- There are some built environment policies and actions within the report that may be useful.

Action

3-E The city works with partners, including transportation providers, to develop and implement strategies to support independence of non-drivers and those with additional needs for assistance in using transportation options.

XX Completed. (Please provide documentation.)

- City contracts with First Transit to provide our local fixed routes and KCATA to provided inter-city fixed routes and ADA para-transit and senior transit.
- 431,538 Total Ridership; 4,266 Trips Provided to Senior Citizens; 21,199 Trips Provided to Persons with Disabilities, over 287,116 Miles traveled

Discussion

- The facilitator encouraged the Commission to look at opportunities for the city to communicate with residents transitioning from driving to not driving, but who still need options for mobility and independence.
- The city has a contract with First transportation for inner city routes; Ride Share also intended to assist older adults/disabled adults in maintaining mobility.
- Important to communicate this information to residents.

3-F The city and its partners provide resource information on where residents can find transportation options.

XX Completed. (Please provide documentation.)

- https://www.ridesharekc.org/Public/Home.aspx
- https://www.ci.independence.mo.us/ActionCenter/Public/Category?mp=r&c=15
- https://www.go-missouri.com/Independence/Tourism-Information

Discussion

- City and KCATA work well together.
- City has pamphlets, information on its website about routes and apps.
- Drew Stiehl, MARC, noted that choice is important to older adults/disabled adults, so it's important to provide information about alternatives. Several organizations are working to expand what can be done with
transportation. There is a new resource: Link-for-Care.org (KU) inventoried all transportation services, users can enter point of origin and destination and the service will identify providers that can meet that route need.

- ACTION: provide to Tenia the linkforcare.org. Very comprehensive: housing, transportation, health care.
- Commission member reminded all that not all older adult can access the internet.
- MARC partnering with Goodwill to develop print materials that can be distributed throughout the city.

3-G The city constructs pedestrian facilities to allow for safe travel to transit stops and stations from neighborhoods and other locations.

XX Completed. (Please provide documentation.)

Discussion

- The city is pursuing Surface Transportation Program (STP) funding and other sources to get funds to get bus stops up to where they should be.

3-H The city and its partners provide resource information for determining older driver competency and the supports available for transitioning from driver to passenger.

XX Completed. (Please provide documentation.)

Discussion

- Caveat: recognize that it’s not the city’s job to do this BUT what is the city doing to promote or act as a resource?
- On MARC website there I whole section on older driver safety, divided by role (law enforcement, family medical provider etc.).
- Follow up: Send the link and info to Tenia. Tenia will also share with call center and other points of service.

3-I The city has considered application for or has achieved the Walk-Friendly Community designation from the Pedestrian Bicycle Information Center. (www.walkfriendly.org)

___ Completed. (Please provide documentation.)

Discussion

- Example of good program but very resource intensive. A city that obtains this designation is probably at Gold level.
- Few cities have been able to attain.
- These two designations are important to Millennials.
- Lee’s Summit has done both Walk and Bike Friendly.
Discussion

- Both organizations provide very helpful assessments with recommendations.
- Could bicycle vendors be a partner? City – PSP projects – have discussed partnership with some biking groups. Have not yet reached out to retailers but assume the vendors have connection.
- The city is open to direct contact from vendors.
- **Recommendation:** City always considers and looks for partnerships in the community.
- Final question to group: anything additional ideas or comments you would like to add? None offered.
- Next week – looking to extend transit hours past 6:00 p.m. Looking for funds to dedicate.
- Continue to invest in system.
- Keep focus on multi-modal transportation because people want to walk more but city doesn’t have enough facilities – continue to work on that.
- Uber and Lyft are allowed. City licenses taxis. Regulated industry division seeks to keep the playing field level and that regulations are up to date. Prior regulations just focused on Yellow Cab.
- Hoping to update regulations.
- **Question:** Is there a policy if leveraging funds, bikes always consider? **Answer:** City requires sidewalks for all new projects, requiring new businesses to provide for bike racks and parking. Q: Resurfacing? **Answer:** Complete Streets requires that when resurface look at full width of corridor to see if can provide for other transportation/bike.
- **Question:** What about autonomous vehicles? **Answer:** city aware it will have to starting thinking about possible changes in required parking – worried about overbuilding/over-requiring. MARC staff noted that the biggest impact of Uber and Lyft is changing the perception of what’s possible, especially for para-transit. ATA’s Ride KC Freedom addresses the on demand component and will send a cab right to your door. KC Taxi has 40 some wheelchair accessible vehicles to fleet; MARC encouraging Independence and Eastern Jackson County to get in on the expansion.
- Other resources: Mobility Advisory Committee at MARC.
Include all residents in developing community activities and adapt communication strategies for multiple audiences.

By leveraging the knowledge, skills and abilities of all residents and including them in decision-making, communities create a competitive advantage for themselves. Cities will benefit when residents of all ages are an integral part of a community and the cities are knowledgeable about their diverse needs.

Meaningful participation in affordable community activities helps residents to develop relationships, maintain good health and have a sense of belonging. Cities obtain input from all residents to develop community activities that will engage residents and meet their needs.

NOTE: reached out to Palmer Center and invited other residents to participate.

City Subject Matter Experts: Meg Lewis, Public Information Officer from city manager's office; Cheryl DeHaan Parks and Recreation.

Communication Plan

- Seek public input like that which was generated for Independence 2040
- Market new and existing community services and successes, and encourage intergenerational activity.
The city and its partners understand the demographic makeup of residents, engages with the community and then designs programming, including recreational opportunities, that respects the needs and interests of diverse populations.

XX Completed. (Please provide documentation.)

- [http://www.ci.independence.mo.us/Community](http://www.ci.independence.mo.us/Community) (website includes: Historical data, census data, commerce and economic development data and schools).

Discussion

- Parks and Recreation develops programs to address the unique problems of citizens, e.g., adaptive playground for residents of all abilities.
- Information provided about Miracle League baseball and adaptive hockey league.
- The city sponsors the Heritage Festival that celebrates differences of cultural backgrounds and other regular programs that bring all types of residents together.
- Participants contributed highlights from other activities.
- Adapting to Independence environments.
- Palmer House including evidence based programs like Aging Mastery. The first class has finished and it will be offered again. Offering Tai Chi for arthritis, chronic disease and diabetes programs, offer on-site nutritional programs along with diet and fitness, and travel opportunities.
- Use surveys to assess resident needs and interest.
- **Recommendation for enhancing programming – support programs and current direction towards well-being based and evidence based.**

- Question about numbers of participants. Answer:
  - Nutrition up to 50-60
  - Fitness niche up to 100
  - Travel up to 100

- Programming in eastern Independence includes Silver Sneakers at Truman Memorial and at George Owens.
- Travel is one of the core activities at Palmer and Truman Memorial.
- Dream/vision to have it available more broadly throughout city.
- Question about support from: AARP? Answer: not a function of AARP, more support from MARC.
- Question; What’s the future for water exercises for replaced hips and knees? Answer: there is one at Adventure Oasis.
- Question: Is there enough building and staff capacity at Palmer house? Do we need to look to expanding? Answer: Occasionally could use additional space.
- Question: There is a historical discussion about using public schools and churches. Answer: The city has met with schools and also met with Fairmount Community Center. The layout in many of those building can be limit their usefulness for older adult programming.
• Recommendation: Beneficial to have capable employees take services into the community either through partnering or by having more locations.

• Question: Is there opportunity to partner more closely with churches whose buildings are not in use during the week? Answer: Have explored opportunities with faith-based communities to share/leverage available space for recreation programs for older adults.

• Example: Aging Mastery grad who has signed up to be volunteer.

• Question: Is there transportation by bus to the Palmer?

• Discussion about Independence residents’ access. Is there door to door transportation service? Answer: A number of participants use that method for traveling to programming. However, there are limited number of spots for site specific transportation.

4-B The city has a comprehensive communication plan with marketing and outreach strategies and tools that include diverse public imagery, depicting all ages, cultures and abilities.

_ Included in city plans. (Please cite and attach copies for documentation.)_

• City Charter-Section 14.8: Public meetings, records and votes are opened to the public as required;

• 2017-2021 Strategic Plan Goals

  1. Customer focused, Improve customer service and Communicate more effectively;

  2. Collaboration – work across departments and partner with the community;

  3. Open communication – clear with our ideas and decisions, build respect and trust, resolve our differences, and create a positive environment;

  4. Engaging – actively engage our citizens to ensure that community concerns and aspirations are consistently understood and considered.

• Comprehensive Plan: Establish and maintain housing, transportation, communication and utility systems which support and foster quality development.

Discussion

• City has a communication plan to use multiple methods of communication: city TV, city newsletter, website, and social media.

• Plan is one year old; city strategic plan include engagement as key goal.

• Success story -- budget town hall -- well attended; Award winning engagement plan.

• Brand review, recent citizen survey to provide input into brand.

• Use print platform that goes to all utility customers who get paper bill.

• Discussion about the use press releases and social media.

• Question: The word doesn’t always get “out” as much as hoped especially for older adults. How does print material get into hands of residents? Answer: Palmer House does its own newsletter, there also specific
mailings that go to that targeted audiences. City Scene fills in the gap for people who don't get paper bill and that is distributed to local libraries and buildings.

- Question: Are there partnerships with health providers to distribute city-based materials Answer: This is an opportunity for growth.
- Information: There will be a question about communication in the upcoming citizen satisfaction survey.
- Continued discussion about how well print material being used.
- Facebook audience growing, use Next Door to target information to specific neighborhoods.
- Use library, non-profits, and community service league help to disseminate messages into the community for those who may not be using digital platforms.
- Performance measures –
  - Have external task force – interdepartmental approach.
  - Have combine/consolidated social media platforms to centralize message and identity.
  - Benchmarking – doing quarterly measurement of social media engagement because easy to track. Can see growth rates and they have met or exceeded hoped for growth and engagement.
  - But don't have much ability to track print although have qualitative.
- Question: Is there the ability to target messages to zip code? Answer: Not through social media platforms but use Next Door to target information to specific locations. However, not targeting messages to those who are isolated or who have physical limits.
- Interest: Is MARC able to identify neighborhoods with the most residents at risk for social isolation?
- Recommendation: Request assistance form MARC to identify by zip code the percentages or numbers of people living alone who are particular high risk for isolation.
- The facilitator provided examples of actions and recommendations from other Cities:
  - Analyze strategies for gaps in addressing certain population like Spanish speaking and older adults
    Recommendation: investigate whether there are other rapidly growing populations that may not be fully served by city communication methods.
  - Use line graphics to avoid stereotyping, use posts of actual residents at Palmer.
  - City regularly talks with school districts about collaboration opportunities, including access to broadcast media.
  - Parks, recreation and tourism considering staffing changes to expand ability to create content – KUDOS for improving communication!

4-C The city communications plan requires that information about accessibility of facilities and transportation options is included when publishing information about city activities and events.

Included in city plans. (Please cite and attach copies for documentation.)
Discussion

- The facilitator shared examples from other cities that have committed to assuring that transportation information is included with meeting and event announcements.

- The city council has allocated funding to expand hours of operation, especially to aid public meeting attendance. Rely on KCATA to push out the info. Have discussed inter-city bus access, dial-a-ride, city working to make rides readily available NOTE: KCATA does not stop in front of Palmer.

- Recommendation: Look at all current bus stops to see if bus service provides stops at important services sites for older adult. Do an inventory of current stops and to be sure is providing services to important locations.

- When plan events, makes plans so that people with different abilities can access events, e.g. Ground breakings.

- Have Facebook live stream events as a way to expand access to those who can’t attend physically, City 7 and YouTube.

- Goal of comprehensive plan engagement was to make it as available as possible through Facebook live, including public meetings, award ceremonies, and other meetings.

Action

4-D The city communication plan includes strategies to work with partners to inform people at risk of social isolation about community activities and events.

--- Included in city plans. (Please cite and attach copies for documentation.)

- (How do we improve our current process?)

- 2017-2021 Strategic Plan Goals
  1. Customer focused, Improve customer service and Communicate more effectively;
  2. Collaboration – work across departments and partner with the community.

Discussion

- Independence is connected to, partners with, emergency services network to identify vulnerable populations including isolated older adults. Also already working with Homelessness Coalition to participate in Point in Time count and that provides additional information.

- The city utilities provide a registry for medically vulnerable residents to identify themselves.

4-E The city partners with community organizations to develop and implement opportunities for utilizing and showcasing the skills and contributions of all ages, cultures and abilities.

--- Completed. (Please provide documentation.)

- (How to expand existing programs offered at Palmer Center?)
Discussion

- City Assessment
  - Heritage Festival – in the last few weeks the Council has formed committee to refocus on the festival.
  - Utilities regularly raise funds for utility assistance – work with community service league.
  - Work with many faith based communities, neighborhood associations, and business districts.
- Question: Is there a central method for informing residents about special events? Answer: There is a new policy for streamlining event permits, page on the website that allows for cross promotion for events that meet requirements. This is new. Special event policy allows for organizations that meet criteria to promote the activity on the city platform.

Social Inclusion, Communication, and Participation (4)

CFAA Aging Friendly Recommendations

- Create a communication plan.
- Seek public input.
- Market existing and new community services and promote success within the community.
- Create opportunities for intergeneration interaction.
- Encourage organizations to collaborate in using existing facilities.
- Provide services geared specifically toward older adults.
- Establish a plan for community engagement
- Develop an understanding of community’s key characteristics
- Ask the community what are their needs.

Provide opportunities for residents to be involved and keep all residents informed of city affairs and of employment and volunteer opportunities and other ways to be engaged.
With increased levels of involvement in community affairs and civic life, citizens are well positioned to build connections and support communities for all ages.

Cities will benefit from welcoming residents to be employed or become involved in city affairs. Input and participation from residents of all ages will strengthen the city’s programs and services.

Policy

5-A The city has a policy in place to encourage civic participation by all age groups in the community.

___ Existing policy. (Please cite and attach copies for documentation.)

   (661 households completed the survey)
   Of the citizens who were surveyed, 55% said they are satisfied with the quality of life in Independence and 70% gave a positive rating to the City as a place to live. City services that received the highest level of satisfaction were fire services (86%), water and sanitary sewer utilities (71%), police services (71%), electric utilities (69%) and parks and recreation programs/facilities (68%).

   a. Allows residents to request a service, make a comment or submit a complaints.
   b. Calendar of events etc.

Discussion

- The facilitator provided an example from another community that developed an implementation plan to integrate systematically volunteers into city activities and programs.
- Independence recently had an article in City Scene about how to join or volunteer for the city and how to follow application process. Looking to directly engage those how are interested in change.
- For city employment, the city recently reid police department site to better promote jobs.
- City scene regularly promotes events and volunteer opportunities.

Action

5-B The city maintains and promotes a list of volunteer and employment opportunities within city government and offers an easy means to apply, including drop in, mail, on line and telephone.

___ Completed. (Please provide documentation.)

Discussion

- The facilitator provide an example from another city that explored whether it could participate in Truman Heartland Boomers Get Connected initiative. It used both the city website and Facebook page to promote the finding volunteer opportunities through the Boomer initiative.
5-C The city provides flexible options for volunteers of all ages and abilities, including training, recognition and guidance.

Completed. (Please provide documentation.)

Discussion

- The city has opportunities to volunteer in different departments but there is no centralized source of information or application process.

- **Recommendation**: Explore a method to streamline process or make it easier for the resident to want to volunteer with the city and have one point of contact (POC).

- Palmer Center has 80 active volunteers doing activities like meal delivery, calls to homebound residents, office work. Palmer has annual breakfast and recognition program for its volunteers.

- The city’s Tourism Office trains over 200 volunteers and has an annual banquet to honor their service.

- Information provided about the City Shawnee hiring a volunteer coordinator. The facilitator will share its report on assessing need for volunteer coordinator.

- **Recommendation**: That city explore methods for strengthening the identification and utilization of volunteers, consider the use of volunteer task force to organize/track/encourage use of volunteers.

- **Recommendation**: That there be discussion about possible methods for quantifying the value of volunteerism on behalf of the city and opportunities for expansion.

5-D The city encourages stakeholders, community organizations and nonprofits serving its community to work with volunteers of all ages, cultures and abilities, using best practices and guidelines for volunteer engagement and management promoted by organizations such as the Shepherd Center’s Coming of Age, the United Way of Greater Kansas City, United Way of Wyandotte County and Nonprofit Connect.

**XX** Completed. (Please provide documentation.)

Discussion

- Information was shared that Non Profit Connect has volunteer management Institute.
5-E The city and its partners encourage local businesses to adopt flexible employment practices to meet the needs of citizens of all ages.

**Completed. (Please provide documentation.)**

**Discussion**

- The city provided information about the regulated industry division created by the city to encourage outreach to businesses on how to build businesses through the Innovation Center. City works hand in hand with the Chamber of Commerce.
- **RECOMMENDATION:** That continue outreach through the regulated industry division that encourages business development, to consider the inclusion of flexible employment practices to leverage all ages and abilities in the work force of Independence.

5-F The city and its partners develop an outreach plan to ensure residents of all ages are included in community and civic conversations.

**Completed. (Please provide documentation.)**

**Discussion**

- Through CDBG, the city partners with Community Services League to encourage jobs such as welding and nurse practitioners.
- Nursing program is through Twelve Blocks West – CAN training.

5-G The city ensures that meeting locations are accessible to all residents and meet the communication needs and challenges of diverse populations.

**Completed. (Please provide documentation.)**

**Discussion**

- The city is reviewing city hall master plans. As part of that review, it is looking to enhance accessibility in all city buildings. At this time there is one main room for city meetings and it is accessible.
- When use community buildings, e.g. library and genealogy center, trying to mirror engagement efforts from Independence 2040.
- Discussion about Meeting in a Box.
- Question: How is accessibility communicated? Do residents know how to request accommodation? Answer: The majority of city sites are ADA compliant. For outdoor events, city staff work to be aware of levelness, sufficient seating, and areas to rest.
- **RECOMMENDATION:** Develop infographics that represent the level/types of accessibility — key at bottom of graphic with key to sneaker, stroller, WC, extra handicapped parking.
- **SUGGESTION:** designate a city staff person as the accessibility contact and/or be sure that accessibility issues are explicitly addressed in all meeting and/or event announcements.
• ACTION: Cathy will provide the language used by MARC to inform possible meeting participants about how to request accommodation.

6 Community and health services

(See Making Your Community Work for All Ages — A Toolkit for Cities, Chapter 6)

Offer a range of community and health services that address the needs of all ages.

Many residents desire easy access to a range of health and social services. Communities that address the community and health services needs of residents can generate value from both a real estate and a community health perspective.

Local governments may offer a range of direct services at their public facilities or work with private for-profit or nonprofit providers to deliver services using city facilities. In some cases, communities identify health needs and encourage private providers to locate programs and services in the city.

Policy

6-A Applicable city plans recognize the need for health care services that are accessible to all residents and served by transportation options.

NA Included in city plans. (Please cite and attach copies for documentation.)

Discussion

• The facilitator provided examples of recommendations adopted by other cities.
• The city strategic plan addresses public safety via neighborhood watches, Citizens Academy, and ride-aways.
• Parks and Recreation provides programming for wellness.

Action

6-B The city, in partnership with area health care organizations, makes arrangements to offer health services at community facilities. Examples include: hearing tests, hearing aid cleaning, flu shots, blood pressure checks, etc.

XX Completed. (Please provide documentation.)

Discussion

• The facilitator provided examples from other cities of activities and recommendations.
6-C The city, in partnership with the local public health department, publicizes plans and services to improve the rate of immunizations among city residents.

**XX** Completed. (Please provide documentation.)

**Discussion**

- The facilitator provided examples from other cities of actions and recommendations about partnering with local health departments, e.g., establishing communication with local health departments since cities do not typically have their own health departments.

- The city now partners with Jackson County Health Department. Information provided by staff about how city health department services have been distributed across other city agencies and jointly with Jackson County Health Department. Staff provided a description of prior efforts to promote immunization, as the transition proceeds these promotional efforts will resume. A new communication specialist has been hired and will be integral to promoting immunization.

- **Question/idea:** Could immunizations be offered at public events and locations? **Answer:** Jackson County Health Department is talking with local schools about holding on-site immunization clinics, and identifying special events where clinics might be offered.

- **Recommendation:** City staff participate in promoting future immunization events to be sponsored by Jackson County Health Department. Combine this with information about the transition of public health services from the City Health Department to other city departments and the county.

6-D The city has educated personnel to ensure those who work with the public are knowledgeable about specialized needs for citizens of different ages and abilities. Personnel are also trained in applicable reporting requirements of abuse or neglect, regardless of age.

**XX** Completed. (Please provide documentation.)

**Discussion**

- Examples from other cities: police and public safety are legally mandated reporters of abuse and neglect; different cities had different approaches to addressing this problem. Some cities recommended training and development of policies.
- Palmer House provides staff with information about working with people with specialized needs, publish hotline numbers, and talk with staff and volunteers about mechanism for reporting. Volunteer handbook discusses signs of abuse and mechanism for training.

- Discussion about training city staff for noting/observing abuse and neglect; commissioners asked for more information.

- Citizen Council on Disabilities is another resources to whom residents can direct requests for investigations or accommodations.

- Recommendation: Train “front line” city staff be informed and trained about signs of abuse and neglect and reporting.

6-E The city promotes and enables the location of full-service grocery stores and retail establishments to expand the availability of healthy food options.

XX Completed. (Please provide documentation.)

Discussion

- The facilitator provided examples from other cities about assuring full-service grocery stores.

- City staff noted that grocery stores fall under general retail uses rather than being zoned for specifically; the city has not historically promoted grocers. City now aware of food deserts in western part of the city and the city council is now having discussion on possible actions.

- A description was provided of a program called “Double Up Food Bucks” that enables SNAP benefits to be doubled for fresh fruits and vegetables. This program has been at the farmer’s market and will continue to be at the new market.

- Double-Up Food Bucks received funds for the past 3 years to promote the program to residents and market saw an increase in participation at the farmers market.

- Recommendation: Explore creation of policies that will incentivize the eradication of food deserts in Independence.

6-F The city works with local ambulance providers to ensure city demographic information is incorporated into planning for services.

XX Completed. (Please provide documentation.)

Discussion

- Examples from other cities that illustrate sharing of demographic info with ambulance and for services to also share data with city

- Information from city staff: the city licenses ambulances. There is an Emergency Services committee where information about topics like demographics and demand is exchanged between the city staff and emergency services; this information exchange this could be expanded. The police department and AMR share numbers
on monthly visits, needs, other trends. By ordinance, the city is required to provide quality services for its residents. There is strong communication between different sectors providing emergency services.

6-G The city, in partnership with area health care organizations, has developed and implemented education programs about healthy choices and preventive services, including the benefit of smoking cessation.

XX Completed. (Please provide documentation.)

Discussion

- The facilitator provided examples of partnership from other cities: Adoption of Tobacco 21 Initiative, another city hosted CHAMPS, a program where Hy-Vee grocers provides vouchers for low cost nutritious meals.
- Action: Cathy will find out if Champs operates in Missouri and provide that information to Tenia.
- Palmer Center regularly brings in speakers to address nutrition, exercise, wellness, mental health, diabetes. Also offer classes like Aging Mastery, diabetes management. If needed, people are referred to smoking cessation services.

6-H The city encourages healthy eating by providing information to residents about programs such as home-delivered meals, food banks or other resources.

XX Completed. (Please provide documentation.)

Discussion

- Information was shared about communication with vulnerable and isolated populations; cities are thinking about how to expand expectation that all front line city staff be able to provide this information, not just through the senior centers.
- Palmer House offers congregate and home delivered meals. The number of home delivered meals has increased delivered this year. Palmer House advertises menus and how to get services through the Palmer Post and its website. Staff is versed in how to make referrals to get home delivered meals. Also have Meals on Wheels. Community Service League works with local food bank.
- Question: Is there a central location for residents to get information about food banks? Answer: The Community Development Office has that information listed on its website. Fairmount also provides meals and transportation, using community development block grant funds to provides services.
- Question about ease of access. Answer: The city collects information on the number of hits and the website is periodically refreshed to be sure that heavily trafficked information is visible and easily accessed. Not sure thought whether it’s possible to collect data on the demographics of the individuals who are accessing the site.
- Idea: Using residents, conduct a test to determine who they assess the ease of use and access for the city website.
6-I The city encourages healthy eating and community participation by supporting community gardens and other initiatives that promote healthy eating.

**Completed. (Please provide documentation.)**

**Discussion**

- Community development department worked with Community Service League to plant community gardens to provide fresh nutritious food to participants in those programs. Food that is grown is provided and shared with local community.

6-J The city and its partners provide referrals to those residents identified as needing more intensive services.

**Completed. (Please provide documentation.)**

**Discussion**

- The facilitator provided examples from other cities: All city departments are being asked to become aware of residents who need more support, e.g. codes violations. Most cities address on case by case basis; some have trained front line staff to be more aware of residents who seem to be need additional supports.
- A description was provided of referral processes from different city departments to address particular needs that could be met through services provided by other organizations.

### CFAA Aging Friendly Recommendations

- Ensure adequate health care facilities exist for older adults and others who need care, at varying levels of need.
- Help establish adequate guidelines that make it easier to provide affordable, effective health care.
- Work with community organizations to support healthy food network.
- Develop a healthy food store incentive program.
- Promote opportunities for grocery purchases.
- Explore and create local urban agricultural community gardens.
- Ensure access to recreation facilities and healthy wellness programs.
Feedback from Commissioners:

Learned information about city programs, enjoyed hearing about what other cities do. The discussion provided opportunities for linking and coordinating among city departments.

Next steps:-

- Two weeks to compile recommendations and background information
- Tenia to return in late August to review recommendations, see if there are areas for expansion, if there’s a desire to add additional items
- Commission will then make set of recommendation to the Mayor and City Council
- Implementation process: When possible, recommendations will have specific steps, timelines, and assignments of responsibilities
City of Independence
Community for All Ages Assessment Report

Period of Review
Date: April 24-July 10, 2018

The City of Independence has carefully assessed its existing policies and directives in conjunction with the Community for All Ages initiative and found that City’s CFAA-Awareness efforts, which began in April 2016, helped to ensure long range planning goals would include Community for all Ages planning concepts.

The CFAA-Assessment component helped expanded actions necessary to enhance age-friendly options within the community. Below, you will find immediate actions taken at the conclusion of our Community for all Ages-Assessment period, all other recommended actions items will be gradually implemented.

Assessment #1: Public Outdoor Spaces and Buildings

Existing Condition: The City has worked to ensure compliant ADA space throughout the park system. And has mandated complete streets policy in all new construction and renovation projects. Long range planning goals require the City to evaluate accessibility and space options in public facilities.

Immediate Actions Taken: The City will work to apply the Community for All Ages lens to the city’s long-term strategies to address ongoing maintenance of outdoor spaces and public facilities, and furthermore decrease accessibility barriers throughout the city.

Assessment #2: Housing and Commercial Development

Existing Condition: The City promotes a mix of housing types within each neighborhood for all households regardless of income and/or age.

Immediate Actions Taken: The City will develop housing standards based on the city’s comprehensive and strategic development plans, which already align with the CFAA lens and pursue a wide range of housing options including Universal Design and Accessory Dwellings.

Assessment #3: Transportation and Mobility

Existing Condition: The City has worked diligently to provide various transportation modes for all users, especially, seniors, and paratransit riders of various abilities.

Immediate Actions Taken: The City will further enhance mobility options by providing alternative transportation solutions, and also ensure sufficient services are provided to primary destinations and within close proximity.
Assessment #4: Social Inclusion, Communication and Participation

Existing Condition: The City works to provide various means of engagement for residents based on the City’s Strategic Plan: Independence for All directive.

**Immediate Actions Taken**: The City will promote CFAA awareness through various methods of communication to all segments of the populations by ensuring key personnel handle CFAA outreach education and programming in throughout the community.

Assessment #5: Civic Participation and Employment

Existing Condition: The City encourages civic participation and allows residents to raise concerns or complaints via the City’s Action Center, an online portal. Additional community surveys and listening sessions were held in conjunction with the long range planning objectives.

**Immediate Actions Taken**: Volunteer opportunities to serve in city departments and with community partners can be found on the city’s website at: [http://www.ci.independence.mo.us/Volunteer](http://www.ci.independence.mo.us/Volunteer). The City will strives inasmuch as possible to provide special accommodations, upon request, for those visiting public facilities and or attending public meetings. Requests shall be made at least 48 hours in advance to ensure (i.e., accessibility, large print, and hearing assistance. Additionally, we are actively working to develop a recognizable CFAA symbol that represents “age friendly” services.

Assessment #6: Community and Health Services

Existing Condition: City Health Services were transitioned to the Jackson County Health Department.

**Immediate Actions Taken**: The City will promote future immunization events to be sponsored by Jackson County Health Department and also inform residents of available and transitioned public health services.