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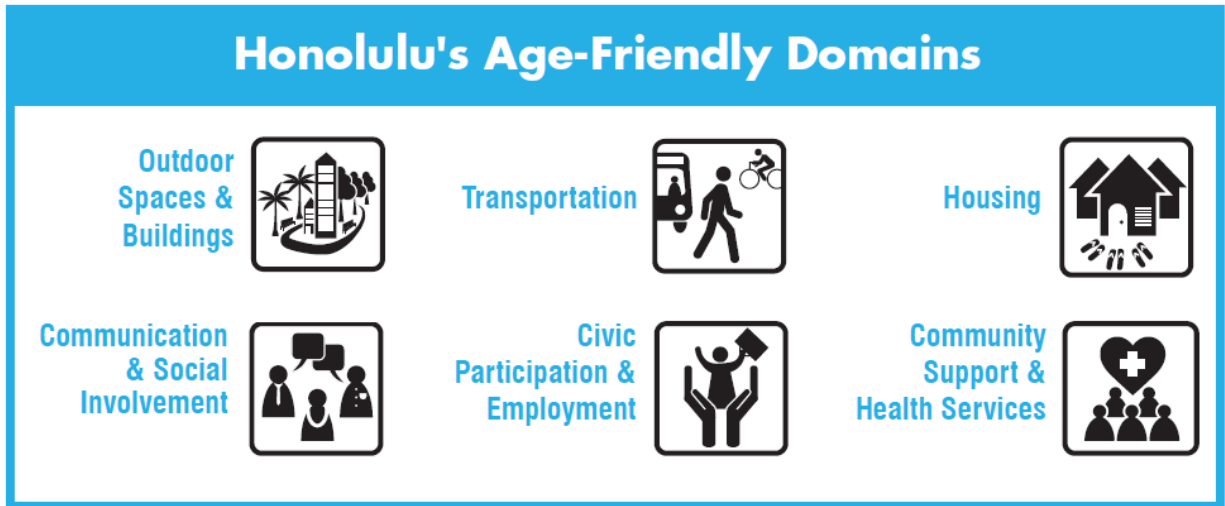
**CITY AND COUNTY OF HONOLULU  
AGE-FRIENDLY CHECKLISTS**

**April 1, 2019**

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## **Background**

In compliance with the Age-Friendly Honolulu Resolution 14-10 (2014) and Ordinance 18-36 an age-friendly checklist is submitted, reflecting a baseline assessment of the City and County of Honolulu's (City) current alignment with age-friendly goals and principles. These checklists were developed based on Age-Friendly Honolulu's 2015 Action Plan and World Health Organization guidance. The vision of Age-Friendly Honolulu is to create a more livable community for persons of all ages and abilities, and in particular, maximize the quality of life of our kupuna.



## **Cross-Cutting Themes**

City departments were tasked with reviewing their current departmental plans, policies, projects and other efforts with an age-friendly lens. The checklists by department reflect current age-friendly efforts and activities.

In assessing city departments' current alignment with age-friendly goals and principles, five prominent themes emerged:

1. *Accessibility and Accommodation* - City departments are actively working to ensure accessibility and accommodation for persons of all ages and abilities. This includes physical accessibility (to accommodate wheelchairs and walkers) and also information on accessibility (i.e. websites). Beach wheelchairs and beach mats allow persons with disabilities to enjoy the island's beaches.

2. *Engagement and Inclusion* – City departments are making significant efforts to ensure engagement and inclusion of kupuna and keiki. Department of Parks and Recreation's (DPR) senior clubs and summer fun program and the Department of Community Services (DCS) Retired Senior Volunteer Program are examples of efforts to engage the community. In addition, community input and feedback are solicited by neighborhood boards, as well as Honolulu Police Department (HPD) and Honolulu Authority for Rapid Transit (HART).

3. *Affordability* - A critical component of a livable community is affordability. Affordable housing developments, accessory dwelling units, and real property tax credits for homeowners are critically important strategies employed by the City that often benefit kupuna. DPR club programs and activities are low-cost to enable broad engagement.

4. *Safety* - Safety is defined in two ways: protecting citizens from scams and ensuring disaster preparedness. City departments have developed outreach and educational programs to inform the public about scams, especially those targeting kupuna. In addition, disaster preparedness plans take into account kupuna and individuals with disabilities.

5. *Direct Services* - Long-term services and supports are provided to kupuna through city programs. In particular, the Elderly Affairs Division (EAD) is the sponsoring agency for Honolulu's Aging and Disability Resource Center (ADRC). The ADRC provides critically important services to kupuna (e.g., meal delivery, adult day care, transportation) and caregivers.

**Next Steps in Implementation**

Annual reports will refer to and expand checklists as well as describe progress toward achieving age-friendly goals.

## **Board of Water Supply**

### **Housing Domain**

#### *Affordable Housing Support*

- To support the City Administration initiatives to increase affordable and homeless housing projects, Board of Water Supply (BWS) may waive the applicable fees and charges for qualified on-site affordable and homeless dwelling units up to 500 dwelling units per year. The waivers will be granted when the building permit is submitted for approval.

### **Communication and Social Involvement Domain**

#### *Community Engagement*

- The Halawa Xeriscape garden offers tours, workshops, and volunteer opportunities.
- BWS holds an annual conservation poster and poetry contest.

### **Other**

#### *Affordable Water Service*

- Creation of Essential Needs Water Rate Tier to support affordability and reward conservation. All residential customers will get a below-cost rate for their first 2,000 gallons of water used. This tier will benefit those on fixed and/or low incomes and reward those customers who use water very efficiently.

#### *Consumer Protection*

- When BWS becomes aware of scams, it issues a news release and publicizes this information on social media

## Department of Budget and Fiscal Services

### Housing Domain

#### *Affordable Housing Development*

- Real Property Tax Credit for Homeowners – The City & County of Honolulu offers a real property tax credit to property owners who meet certain eligibility requirements. Applicants who qualify are entitled to a tax credit equal to the amount of taxes owed for the current tax year that exceed 3% of the titleholders' combined gross income.

### Communication and Social Involvement Domain

#### *Assistance for Taxpayers*

- Department of Budget and Fiscal Services (BFS)–Department ensures that anyone with a disability who comes to the office is informed of the process to file for a disability exemption.
- If kupuna or persons with disabilities come to the office, BFS staff will assist them in filling out forms. If kupuna or persons with disabilities call the office, staff will do their best to explain filing processes step-by-step.
- If kupuna or those with disabilities have trouble paying their property tax on their one home, the BFS has pamphlets on tax relief from the Treasury to teach them about how tax credits could help them save money on their property taxes.
- Exemption (or other) forms are typically not mailed to customers, since they are easy to download online and customers can file completely online as well. However, the office will mail forms to kupuna and those with disabilities.
- Annual staff assistance is provided to taxpayers needing help with completing the tax credit applications at offices located at 715 S. King Street and 530 S. King Street.

#### *Information and Education*

- BFS has a booth at the Senior Fair each year to assist kupuna and those with disabilities (some are veterans) to file for all potential exemptions. The Tax Relief booth is often co-located and BFS staff are able to cross-refer customers to the other booth for information on exemptions and tax credits (a home exemption is one of the requirements to receive a tax credit).
- Annual Senior Fair Seminars are conducted to improve taxpayer education and awareness of the Real Property Tax Credit program.
- Annual Tax Credit Seminars are conducted at senior clubs located at various parks around 'Oahu.

#### *Involvement of kupuna volunteers*

- Kupuna volunteer(s) from the City's Community Outreach Program assists annually with processing the Real Property Tax Credit for homeowners.

## Department of Community Services

### **Community Support and Health Services Domain**

#### *Providing Community Supports and Health Services*

- EAD is the Area Agency on Aging for Honolulu County and the sponsoring agency for Honolulu's Aging and Disability Resource Center.
  - EAD is implementing the state Kupuna Care program, a state program which provides long-term services and supports to frail and vulnerable kupuna who are non-Medicaid eligible.
  - EAD is implementing the state Kupuna Caregivers program, which helps family caregivers who work at least 30 hours/week outside the home by providing up to \$70/day benefit in services.
  - EAD administers federal Older Americans Act funds, which provides services including meals and caregiver support services.
- EAD develops and implements a four-year area plan to assess and plan for the needs of kupuna in the county.
- EAD develops and publishes a Senior Information and Assistance Handbook with a listing of services including senior centers and adult day care programs.
- EAD administers the Retired Senior Volunteer Program provides adults 55+ with meaningful volunteer opportunities.

#### *Expanding Needed Services*

- The Office of Grants Management administers grant opportunities including Grants in Aid, which funds non-profit organizations including those serving kupuna, youth, and homeless populations.

### **Civic Engagement and Employment Domain**

#### *Job Training and Support*

- American Job Center Hawaii is a one-stop center for job training, including life skills, education and job training for youth.
- Youth Services Center provides vocational training and job placement services, as well as supportive services including anger management and leadership development.

### **Housing Domain**

#### *Finding Affordable Housing*

- EAD has a Memorandum of Understanding with WorkHawai'i to provide housing assistance for kupuna. EAD makes referrals to WorkHawai'i and housing specialists help eligible kupuna to find affordable housing.

## Department of Customer Services

### **Transportation Domain**

#### *Age-Friendly Service and Support*

- The Department of Customer Services (CDS) Division of Motor Vehicles, Licensing, and Permitting provides age-friendly services and amenities:
  - Ergonomic seating is provided at branch offices so guests can be seated comfortably while waiting their turn in the queue.
  - Through the customer service phone line, staff often help kupuna to make appointments online in order to avoid lines altogether.
  - The recently revised Aloha Q appointment system, which previously required a smart phone, now allows for use of a landline to make an appointment. This change benefits those without smart phones, including kupuna.
  - Staff repeatedly calls out numbers in case it wasn't heard. Additionally, staff demonstrate patience to allow slower moving clients to get to the service window and are trained to assist those who have difficulty walking.
  - The setup of service centers has been changed to offer seating areas for those who have difficulty standing for long periods.
  - Wheelchair accessible customer service windows are provided at all sites.

### **Communication and Social Involvement Domain**

#### *Accessible Design*

- The graphic design team at the Design and Print Center encourages clients to consider various design best practices, including guidelines offered by the American Foundation for the Blind.
- Graphic designers use icon standards when appropriate (i.e. wheelchair access, hearing access, fire extinguisher, no smoking, etc.)
- Graphic designers encourage clients to consider appropriate fonts, point size of the type, spacing, and color contrast selection.
- All new signs produced for Driver Licensing Centers and Satellite City Hall facilities utilize the age-friendly "Myriad Pro" font.

#### *Information Disseminated through Various Channels*

- CSD provides direct public information via its Information and Complaints Branches.
- Available communication intake channels include via live telephone operators, voicemail submission, smartphone app, email submission, social media platforms, online submission forms, written letters, in-person at an ADA accessible site, or via written "Tell It To the Mayor" drop box form submission.
- Outbound communication is primarily provided via press releases, press conferences, media appearances, and the City's website. Press releases are posted electronically in a readable format to the website and also available via email distribution to opt-in subscribers. Additionally, messaging is provided via social media platforms, smartphone

push notification, and email messages distributed via the City's HNL.info platform and app.

- Press releases for public meetings include information about how to request accommodations.
- For press events pertaining to emergency situations, the services of a sign language interpreter is normally secured.
- A number of CSD staff have taken training related to accessibility issues for websites and electronic documents.



## Department of Design and Construction

### **Outdoor Spaces and Buildings**

#### *Ensuring Accessibility*

- Seeks advice and recommendations from the Disability Commission and Access Board (DCAB), to ensure public buildings, facilities, and sites are designed to be accessible by persons with disabilities (Hawaii Revised Statutes (HRS) Section 103-50)
- Provides advice and recommendations through comprehensive and technical plan review to the Americans with Disabilities Act Accessible Guidelines (ADAADG), the Fair Housing Accessibilities Guidelines (FHAG), and DCAB Interpretive Opinions.
- The standards the Facilities Division follow are:
  - 2010 ADA (Americans with Disabilities Act) Standards for Accessible Design, under Title II as the basis of design.
  - State of Hawaii, Hawaii Outdoor Developed Areas Accessibility Guidelines January 2, 2017
  - City and County of Honolulu General Accessibility Design Guidelines and Policies and Procedures, Curb Ramps with Public Rights-of-Way, June 2017.
  - On certain civil projects involving sidewalks, shared use paths and street crossings, the department complies with certain provisions of the Public Rights-of-Way Accessibility Guidelines.
  - On projects with financing from Federal funds, the department may need to comply with certain provisions of the Uniform Federal Accessibility Standards.
  - All projects needing a building permit have plans reviewed by the State of Hawaii DCAB.

## **Department of Emergency Management**

### **Transportation Domain**

#### *Transportation During Disasters*

- Accessible transportation to evacuate individuals along the coastal evacuation zone; Free pickup along bus routes – individuals do not need to be at a bus stop
- Buses are capable with a loud announcement voice, lift for easy boarding, and wheelchair accommodations

### **Communication and Social Involvement Domain**

#### *Disseminating Emergency Information*

- Redundant, multi-notification platforms are used, including HNL.info Smart app, Wireless Emergency Alerts (WEA), Emergency Alert System (EAS), State Outdoor Warning Siren System, Social Media platforms such as Facebook, Twitter, and Nextdoor, traditional media such as local TV and Radio (KZOO, KREA and KNDI AM Station language broadcasts), and NOAA Weather Radio.
- Printed materials such as Disaster Preparedness Guide section available in the Hawaiian Telcom Telephone Book, poster size Tsunami Evacuation Maps in all Public Libraries (maps are all in color with different zones outlined differently for individuals who are color blind)
- Large print versions and language translations of informational materials
- Ensure public comment periods include feedback from all age groups including kupuna and individuals with limited English proficiency.

#### *Community Inclusion*

- Community Emergency Response Team (CERT) training is offered free of charge to the general public, is all-inclusive, no matter the age of each person who attends the training learns how they can contribute in an emergency event/situation.
- Outreach Services include helpful staff and volunteers trained to respond to any age group, young and old, educated and non-educated, English as first language and limited English proficient.

### **Community Support and Health Services Domain**

#### *Disaster Preparation and Planning Includes Kupuna*

- Public education and information on preparing for emergencies and disasters is widely available to individuals of all ages and abilities
- Ensure emergency shelters are accessible for kupuna and individuals with disabilities.

## Department of Enterprise Services

### **Communication and Social Involvement Domain**

#### *Discounts Provided*

- City golf courses offer discounts to kupuna and persons with disabilities.
- Keiki discounts offered at the Honolulu Zoo (Children 2 and under are free)
- In Waikiki, lockers provided for storage of surfboards and paddleboards. Discounts provided to kupuna and persons with disabilities.

#### *Accommodations Provided*

- The Neal Blaisdell Center provides barrier-free access for persons with mobility impairments and auxiliary aids for persons with hearing impairments
  - Persons with mobility impairment will be accommodated prior to the general opening of the gates at the Neal Blaisdell Center facilities
  - Infrared hearing system devices provided at no cost to patrons
  - Can offer one American Sign Language (ASL) interpreted performance of the event
- Wheelchair rentals provided at the Honolulu Zoo
- Service animals welcomed at Department of Enterprise Services facilities

#### *Community Engagement*

- Youth programs widely available at the zoo, including zoo camp, Snooze at the Zoo, Twilight Tours, and Field Trips

## Department of Environmental Services

### **Outdoor Spaces and Buildings Domain**

#### *Health and Safety*

- The goal of Department of Environmental Services (ENV) is to manage Oahu's solid and liquid waste in a manner that complies with all local, state and federal laws, in a manner that ensures the health and safety of all island residents.

#### *Support Kupuna and Persons with Disabilities*

- City ordinance requires that curbside collection carts be stored on the resident's property (not on/near the street where they are collected) in between collection days, and placed out for collection no earlier than the night before or morning of collection.
- ENV grants a special exemption to residents with disabilities, kupuna, or anyone who have difficulty transporting the carts to and from the property, allowing them to keep their carts at the curb in between collection days.

### **Communication and Social Involvement Domain**

#### *Communicating Key Information*

- Works closely with the DCS EAD to provide information on recycling and refuse related issues such as household hazardous waste. Due to an increase in household hazardous waste generated by kupuna, a tip sheet was created for EAD staff to distribute.
- Engages in extensive community outreach, including maintaining refuse collection schedules and information on disposal on its website, Opala.org.
- Participates and is an exhibitor at community events and tradeshow where ENV educates the community about out solid waste and wastewater programs and initiatives.
- Public Service Announcements (PSA) made for wastewater issues and concerns.

#### *Community Education Initiatives*

- Partnership with the Honolulu Theatre for Youth to educate students, teachers and parents on proper recycling and disposal practices through in-school and theatre-based performance workshops.
- Annual "Tour de Trash" event that takes participants on free bus and walking tours of Oahu's main solid waste and wastewater treatment facilities.
- ENV participates in annual fairs to educate individuals of all ages on proper disposal of fats, oils, and greases generated in the home.

## Department of Facility Maintenance

### **Outdoor Spaces Domain**

#### *Ensuring Safety and Accessibility*

- Maintains road right-of-way, bikeways, City roads, road signs and striping to ensure safety for all users.
- Follows ADA guidelines to ensure accessibility for all users and all abilities.

## Department of Human Resources- Equal Opportunity Office

### **Transportation Domain**

#### *Specialized Transport Services*

- Attend quarterly meetings of “Citizens for a Fair ADA Ride” (CFADAR) to better understand the concerns of kupuna and persons with disabilities that ride “TheBus” and “Handi-Van”
- Provide assistance and guidance to Department of Transportation Services (DTS) and Office of Transit Services on issues related to accessibility of vehicles and services to the public

#### *Ensuring Accessibility*

- Provide technical assistance to various city departments/agencies on accessibility guidelines related to the public rights-of-way
- Assist with intake of maintenance-related calls from the public regarding accessibility of walkways (e.g. uplifting sidewalks, cracks in curb ramps, etc.), then discuss with and follow-up on concerns with the appropriate City department/agency

### **Communication and Social Involvement Domain**

#### *Ensuring Inclusion*

- Provide assistance and guidance to departments/agencies in developing policies and/or procedures to meet the needs of individuals and their caregivers (e.g. access to restroom facilities for caregivers of the opposite sex)

#### *Information is Accessible*

- Provide and update list of resources for language interpreters and translation of materials to departments/agencies
- Sponsored multiple workshops for various department/agency staff on how to create accessible documents and accessibility requirements for websites

#### *Accessible Community Events and Activities*

- Provide assistance and guidance to departments/agencies regarding accessibility requirements and requests for auxiliary aids and/or services at community events.
- Provide assistance and guidance to departments/agencies to ensure that meaningful access to information for Limited English Proficiency individuals is available in all City programs and services.

## **Civic Participation and Employment Domain**

### *Age-Friendly Employment*

- Provide training to departments/agencies regarding non-discrimination in employment
- Provide assistance and guidance to departments/agencies regarding employees' requests for reasonable accommodations
- City has policies in place for the following:
  - Flexible Work Hours Program
  - Telecommuting Program
  - Employee Assistance Program
  - Reasonable accommodations for individuals with disabilities

## **Outdoor Spaces Domain**

### *Accessible Public Spaces*

- Provide training and technical assistance to departments/agencies on accessible design and accessibility guidelines (e.g. ADA, Hawaii Outdoor Developed Areas Accessibility Guidelines)
- Coordinated and co-sponsored a PSA on the use of accessible parking spaces and the disability parking placards throughout the State

## **Housing Domain**

### *Universal Design and Visitability*

- Provide technical assistance to departments/agencies on various accessibility guidelines and Universal Design principles (e.g.: ADA, Fair Housing, HUD's Section 504 requirements, HRS §103-50, and Visitability)

## **Community Support and Health Services Domain**

### *Promote public education in preparing for emergencies and disasters*

- Provide guidance and assistance to departments/agencies to ensure meaningful information is provided to individuals with limited English proficiency during emergencies and disasters
- Provide guidance and assistance to departments/agencies on issues related to accessibility for persons with disabilities during emergencies and disasters

## Department of Information Technology

### **Communication and Social Involvement Domain**

#### *Accessibility of Websites*

- Department of Information Technology (DIT) is committed to complying with the American Disability Acts (ADA). DIT is fixing the main website ([www.honolulu.gov](http://www.honolulu.gov)) and its contents to improve the website's accessibility.
- DIT provided training and show-n-tell sessions annually and as needed to the departments web editors, so that departments can fix their own web content.
- Although it is not 100% compliant, DIT is working to improve its website's compliance with ADA by doing weekly scanning for errors.



## Department of Land Management

### **Housing Domain**

#### *Accessible Common Areas in Affordable Housing*

- Proper maintenance of walkways (smooth, non-slip, wide enough to accommodate wheelchairs)
- Ensures visibility of signage and adequate lighting
- ADA parking spaces available
- Implementing proper railing and/or ramp accessibility on properties
- Convenient and accessible laundry room features: front load washer and dryers, inside turning radius of three feet.

#### *Accessible Units in Affordable Housing*

- Five percent of units have to be wheelchair or ADA compliant
- Accessible units include: accessible doorways and hallways; toilets, sinks and counters at a convenient height

#### *Common Areas for Recreation*

- Request For Proposals (RFP) for private developers require passive recreation areas
- Affordable housing projects have community rooms for recreation and socialization
  - Upcoming development at 1902 Young Street will include a workout area with low intensity exercise machines, benches, and spaces for social interaction

#### *Affordable Housing Well-Maintained*

- Green spaces are well-lit by switching to LED lighting
- Address vandalism and graffiti in a timely manner
- RFPs for private developers encourages use of native plants

### **Community Support and Health Services Domain**

#### *Supports and Services*

- Support development of housing and services for homeless individuals in partnership with the Institute of Human Services (IHS). Hale Mauliola uses container units as housing for homeless individuals. A 5000 square foot garden is being constructed for IHS to teach homeless individuals gardening as well as work and independent living skills.
- Private developers encouraged through department RFPs to use common space for service providers and special programs.

#### *Emergency Preparedness*

- Emergency preparedness included in affordable housing design: fire exits, flood gates for properties in flood zones, hurricane-resistant windows.
- Emergency alert systems on properties and in units (e.g., fire alarm that blinks and makes noise for hearing impaired individuals).

## Department of the Medical Examiner

### **Community Support and Health Services Domain**

#### *Youth Outreach Programs*

- Outreach programs targets at-risk teens who are part of not-for-profit programs.
- Presentations on various topics such as smoking, drug avoidance, driving under the influence, ocean safety, and general motor vehicle safety.
- High school groups also schedule presentations with the Department of the Medical Examiner (MED). Presentations are conducted by a forensic scientist retired from MED and host approximately 150-250 students per year.

#### *Empathy and Communication with Family*

- All Medicolegal Investigators are trained in the proper approach to working with grieving family and friends.
- Training for new investigators conducted through ride-alongs. New investigators witness appropriate behavior and communication from experienced senior investigators before they are observed leading the interactions. Suggestions, guidance, and corrections are made to all investigators whenever the need arises.

#### *Identification of Family or Next of Kin*

- The first priority for our decedent cases is to identify them conclusively. Once identified, the search for next of kin begins. Investigators are trained intensively and extensively in search methodologies, whether through a decedent's belongings (mail, e-mail, or telephone contacts), medical records, employment history or public databases. Even for kupuna who lived alone, next of kin usually can be identified.

## Department of Parks and Recreation

### **Communication and Social Involvement Domain**

#### *Senior Clubs Widely Available*

- There are 31 senior clubs that are associated with City parks that provide opportunities for activity and socialization
- In addition to these clubs, there are some activity based clubs that are part of area programs. These clubs include, “holo holo” clubs, ceramics clubs, painting clubs (water & oil based), etc. An estimated registration count of 2000 kupuna (55 years+) participate in club programs.
- Programs are low-cost (club programs pay a yearly membership fee of \$1-3); activities are free or low cost

#### *Summer Fun for Youth*

- Last year, there were 61 Summer Fun sites located at park facilities. It served approximately 8900 total Summer Fun participants and 1477 total junior leaders
- DPR provided inclusion services to 52 children with 43 inclusion aides
- Summer Fun programs are low cost. In addition, families can apply for a waiver to bypass the \$25 registration fee.

### **Outdoor Spaces and Buildings Domain**

#### *Beach Accessibility*

- There are currently nine beaches that have accessible beach mats that can lead an individual to a viewing point or out to the high tide mark. These areas include Waimea Bay Beach Park, Waimanalo Beach Park, Waimanalo Bay Beach Park, Kaimana Beach Park, Haleiwa Ali'i Beach Park, Ala Moana Regional Park (1 mat near the Diamond Head side and 1 on the Ewa side), 'Ehukai Beach Park, Kuhio Beach Park, and Kailua Beach Park.
- There are also seven locations that have accessible beach wheelchairs available for use. These locations include Kualoa Regional Park, Hanauma Beach Nature Preserve, The New Otani Kaimana Beach Hotel, Ala Moana Regional Park, Pokai Bay at Pili'au Army Recreation Center, and Kailua Beach Park.

#### *Exercise and Play*

- Many of the play apparatuses on the island meet at least the minimum ADA requirements, which include providing at least 50% of the number of elevated play components as ground level play components.
- At least a dozen park sites have exercise equipment available.

#### *Pools*

- DPR has accessible pools that provide the correct means of entry whether through a pool lift, pool stairs, transfer wall, or sloped entry.

- The ADA standards are met by providing two accessible points of entry unless the pool is less than 300 linear feet, then only one accessible entry is required which is usually a pool lift or sloped entry.

#### *Park Accessibility*

- DPR follows ADA and ADAAG guidelines for all pathways within the park by having awareness for the path of travel. This includes insuring that walkways, sidewalks, floors, and paths to the primary function of the program are clear.
- If there is construction or a diversion in these areas, DPR will post correct signage and make an alternate accessible route.
- DPR follows ADA and ADAAG guidelines for all pathways within the park by providing the correct number of accessible parking stalls and access aisles in a parking lot.
- DPR follows ADA and ADAAG guidelines for pathways within the park by providing accessible sidewalks and walkways that have a 1:20 or less running slope and 1:48 or less cross slope. The sidewalks are also a minimum of 36 inches wide.
- We have completed a self-assessment and have been funded for ADA and ADAAG upgrades to parks located in areas eligible for CDBG funding.

## Department of Planning and Permitting

### *Long Range Planning*

- Ongoing review and assessment of the General Plan and Development and Sustainable Communities Plans to include language promoting Age-Friendly Honolulu goals and guidelines
- Ongoing review the land use ordinance for consistency with Age-Friendly Honolulu goals

### **Communication and Social Involvement Domain**

#### *Age-Friendly Honolulu Website*

- Provide user-friendly information to the community about the City's Age-Friendly Honolulu program and initiatives through the Age-Friendly Honolulu website and story maps
- Ongoing maintenance of Age-Friendly Honolulu website and story maps

### **Outdoor Spaces and Buildings Domain**

#### *Outdoor Spaces with Services and Amenities Nearby*

- Create gathering spaces for socialization (e.g., facing benches, paved areas with sit walls or benches, shade structures, game tables) by applying TOD Special District Design Guidelines in station areas that allow for expanded sidewalks, streetscape improvements, and publicly accessible open space requirements in the Transit Orient Development (TOD) special district, and by monitoring success.
  - This objective can also be achieved when developers apply for planned development-resort, planned development-apartment, planned development-housing, and cluster permits island wide.

### **Transportation Domain**

#### *Safe and Maintained Roadway Design/Infrastructure*

- Increase walkable areas through the implementation of the TOD Special District permitting
  - Improve visualization and navigation through implementation of the TOD Wayfinding Master Plan. The plan will maximize wayfinding for persons with disabilities (i.e., physical, vision, hearing, and cognitive disabilities).

#### *Increased Pedestrian Safety*

- Implement changes to street design to accommodate pedestrians and enhance safety by continuing to facilitate data sharing and data mapping between HPD and DTS
- Increase pedestrian safety by continuing to work toward the city-wide implementation of Complete Streets policies and standards and the "Look All Ways" pedestrian safety measures.

## **Housing Domain**

### *Affordable Housing Options Are Widely Available*

- Revise current permitting requirements and maintain supply of affordable housing by completing and implementing the City's affordable housing rules pursuant to Ordinance 18-10.
- Department of Planning and Permitting is encouraging more widely available affordable housing options by recently simplifying and updating the 201-H program to encourage the production of more affordable housing.

### *Expand Use of Accessory Dwelling Units*

- Incentivize the development of Accessory Dwelling Units by implementing Ordinance 16-19 that provides fee waivers and by smoothing the permitting application process.

## Department of Transportation

### **Transportation Domain**

#### *Timely and Responsive Transport*

- Provide enhanced TheBus services with more frequent all-day services
- Streamline TheHandi-Van qualification, reservations, and scheduling processes
- Open the rail system to allow expedited transit access across Oahu's busiest areas
- Connect and create a multimodal, Age-Friendly transit network
- Improve reliability across the multimodal, Age-Friendly transit network

#### *Enhance accessibility for all aboard public transit vehicles*

- Maximize space aboard rail, bus, and paratransit vehicles
- Designate more priority seating
- Minimize steps to and within all vehicles
- Reduce barriers to boarding at transit stops
- Provide better accessibility across all modes, incorporation pedestrians, bicyclists, new mobility, transit, automobiles, and commercial vehicles

### **Communication and Social Involvement Domain**

#### *Designate all transit vehicles Age-Friendly*

- Enhance the Age-Friendly "brand"
- Place designation stickers with Age-Friendly logo on all vehicles at access points
- Ensure public comment periods include feedback from older adults

### **Outdoor Spaces and Buildings Domain**

#### *Implement Oahu Pedestrian Plan*

- Create vibrant, safe, and accessible Age-Friendly streetscapes
- Undertake island-wide inventory of existing pedestrian facilities
- Make technical recommendations to make our pedestrian environments safe, convenient, and comfortable for all ages, enhancing mobility for all

## Honolulu Police Department

### **Outdoor Spaces Domain**

#### *Addressing Criminal Activity and Vandalism*

- Address vandalism and graffiti in a timely manner through the "City Sourced" online reporting system
- Implement crime prevention strategies through environmental design

### **Transportation Domain**

#### *Increasing Pedestrian Safety*

- Educate the public on pedestrian rules
- Increase enforcement of pedestrian rules

#### *Increasing Bicycle Safety*

- Educate the public on bicycle rules
- Increase enforcement of bicycle rules

### **Community Support and Health Services Domain**

#### *Kupuna Safe from Abuse and Neglect*

- Increase public education on financial scams, abuse, and neglect
- Foster collaboration between Adult Protective Services (APS) and community

### **Civic Participation and Employment Domain**

#### *Kupuna Recognized as Assets*

- Older people are consulted on ways to serve them better
- Services have helpful and courteous staff trained to respond to older adults.
- Services provided through "Kupuna ID" program and "Kaukau with a Kupuna" program

#### *Community Inclusion*

- Promote volunteer opportunities and cultivate volunteer leaders. Volunteer opportunities available through various programs such as "CrimeStoppers Hawaii"



## Honolulu Authority for Rapid Transit (HART)

### **Transportation Domain**

#### *Timely and Responsive Transport*

- Partnership with DTS / DOT / UH on pursuit of research grant investigating safety and accessibility characteristics of autonomous vehicles
- Coalition membership with Sustainable Transportation Coalition of Hawaii to educate the public about multi modal opportunities and learn about how people interact with multimodal transportation systems

#### *Increased pedestrian safety*

- Continued coordination with DTS on the station access program

#### *Safe and maintained roadway design/infrastructure*

- Development of the “Middle Loch Connector”, a multi-use path access project connecting Waipahu High School, the Honolulu Rail Transit Project Maintenance and Storage Facility, and Leeward Community College to the Pearl Harbor Bike Path
- Participation in TOD wayfinding and design of station signage

### **Civic Participation and Employment Domain**

#### *Community Engagement*

- First public ride of the Honolulu Rail Transit Project is planned to be a “Kupuna Ride”
- Kupuna were included in the station name working group

## Honolulu Emergency Services Department

### **Community Supports and Health Services Domain**

#### *Appropriate Training*

- Emergency Services Department (EMS) staff receive education in altered mental status which included dementia and Alzheimer's pathophysiology and treatment protocols.
- Continuing medical education opportunities are available to EMS personnel on an elective basis which include dementia.

#### *Outreach and Support*

- EMS participates in the State of Hawaii Injury Prevention Steering, Advisory, and Drowning and Aquatic Injury Prevention Committees.
- Institutional support (e.g., personnel resources, program evaluation) is provided to a wide variety of non-profit organizations and groups which provide outreach services to persons with disabilities and kupuna.

### **Communication and Social Involvement Domain**

#### *Outreach Programs*

- EMS has outreach programs that visit schools, participate in emergency preparedness fairs, and produce online, in-hotel room PSAs, and broadcast television public services safety videos.

## Honolulu Fire Department

### **Community Support and Health Services Domain**

#### *Safety Programs for Older Adults*

- Trains kupuna in the use of smoke alarms, fire extinguishers, emergency evacuation, general fire, and fall prevention.
- The Honolulu Fire Department's (HFD) Community Relations/Education section (CRO) visits senior facilities four to five times a month to promote fire and fall prevention. The CRO utilizes *Remembering When: A Fire and Fall Prevention Program for Older Adults*, produced by the National Fire Protection Association, to educate kupuna on eight fire prevention and fall prevention safety messages.
- Partners with the American Red Cross and the International Brotherhood of Electrical Workers in the Smoke Alarms For Everyone (SAFE) campaign twice a year.
  - The SAFE program is geared toward kupuna. Nearly 450 smoke alarms were installed and 151 homes were visited in 2017. Approximately 310 smoke alarms were installed and 98 homes were visited in 2018. Over 90% of the homes visited in 2017 and 2018 were kupuna homes.
- Publishes the Fire Fighter's Safety Guide, which is distributed annually to approximately 120,000 students statewide.
- Conducts school visitations for fire prevention and career day presentations
- Enables school field trip visits to fire stations
- Engages with youth and their families in community events
- Youth Fire Prevention and Intervention program was created in 2002. Participants are referred by the HFD or the Department of Education.

#### *Medical Training*

- Personnel are trained to recognize and treat patients with dementia or disabilities appropriately
- Medical training is provided to 235 first responders, 754 National Registry Emergency Medical Technicians (NREMT), 13 Advanced NREMT, and 12 Paramedics
- Provide training and certification for new hires as NREMTs during the HFD's Fire Fighter Recruit training program
- Provide training in the NREMT curriculum that covers geriatric patients and other differences that may be encountered
- Complete monthly on-line tests and a 24-hour annual refresher training for incumbent personnel as a part of the HFD's and the NREMT's continuing medical education requirements

#### *Identifying Other Opportunities*

- Applied for a 2018 Fire Prevention and Safety Grant (FPSG) to procure and install SafeAwake smoke alarm aids for kupuna and those with hearing impairments. If awarded, 119 units will be provided and installed in the homes of kupuna targeting those with hearing impairments.

## **Mayor's Office (MAY) and Managing Director's Office (MDO)**

Offices under **MDO** include: Office of Economic Development (**OED**), Office of Culture & Arts (**MOCA**), Neighborhood Commission (**NCO**), Office of Housing (**HOU**), and Office of Climate Change, Sustainability and Resiliency (**CCSR**)

### **Outdoor Spaces and Buildings Domain**

#### *Safe and Attractive Outdoor Spaces*

- Retain 24/7 security at the Civic Center Grounds to prevent and stop criminal activity and vandalism (**MOCA**)
- Hold frequent events on the Civic Center grounds to deter occupation of criminals (**MOCA**)
- Increase trees and other greenery (**CCSR**)

#### *Accessible and Convenient Spaces*

- Hold Neighborhood Board meetings at facilities which can accommodate wheelchairs, and are safe and affordable (**NCO**)
- All spaces managed by MOCA are ADA accessible (**MOCA**)
- Plans to acquire hearing-impaired audio equipment for the Mission Memorial Auditorium (**MOCA**)
- Keep public restrooms open during business hours in Honolulu Hale (**MOCA**)

#### *Multigenerational/Multiuse spaces*

- Accommodate events for people of all ages at the Honolulu Hale courtyard, Mission Memorial Auditorium, and the Civic Center Grounds (**MOCA**)

### **Transportation Domain**

#### *Timely and Responsive Transport*

- Work with DTS to develop green modes of transport (**CCSR**)
- Have readily available transportation for neighborhood board members for special events (**NCO**)

### **Housing Domain**

#### *Expand Affordable Housing*

- Encourage policies and developments which increase housing targeting homeless and formerly homeless individuals and families (**HOU**)
- Support affordable transit-oriented development with no parking requirements (**HOU**)

#### *Age-Friendly Design*

- Include emergency preparedness in planning and design (**CCSR**)

### *Accessory Dwelling Units*

- Implement an education, outreach, and communications strategy which increases the construction of ADU's (**HOU**)

## **Communication and Social Involvement Domain**

### *Community Engagement*

- Create opportunities to share knowledge and encourage mentorship, including an internship program for college students (**CCSR, MDO, NCO**)
- Create opportunities for cultural exchange. The city has hosted a multitude of cultural events in the Mission Memorial Auditorium and on the Civic Center Campus, including cultural dance recitals, the Korean Festival, Puerto Rican festival. (**CCSR, MOCA**)
- Support policies and developments which facilitate intergenerational housing and including those with disabilities (**HOU**)
- Go out to communities – restaurants, stores, malls, libraries, community centers, businesses, etc. to promote the neighborhood board system (**NCO**)
- Open up neighborhood board elections every two years by doing community outreach, events, and usage of television media and social media (**NCO**)
- Open up neighborhood board voting every two years through online and paper ballots (**NCO**)
- Work with individuals and groups from keiki to kupuna frequently, allowing for intergenerational connection (**MDO, MOCA**)
- Host many different types of art exhibits, performances, and events on the grounds open to the public. People of all ages can visit, learn, and enjoy (**MOCA, MDO**)
- Efforts made to engage socially isolated older adults. The communications staff promote events aimed at seniors that are offered by other city agencies like the Senior Valentine's day dance and Senior Fair (**MDO**)

### *Accessible Information*

- Distribute information about events through different sources including internet, phone, fax, newspaper, social media (**MAY, MDO, CCSR, MOCA, NCO, OED**)
- Depict kupuna positively and without stereotypes in media (**MDO**)
- Publish information on websites or brochures so it is accessible to persons with low vision and other disabilities (**MAY, MDO, CCSR, OED**)
- Facilitate programs and events that are easy to attend with no special skills (i.e., literacy) required to sign up or participate (**CCSR**)
- Provide readily available information on sustainable agriculture practices provided via training funded by OED to farmers of all ages interested in farming on 'Oahu (**OED**)
- Communicate information on community resources and activities to kupuna, including information about the activity, its accessibility, and transportation options (**CCSR, MDO**)
- Ensure culturally tailored information and messaging to kupuna (**CCSR, MDO**)
- Provide information and reading materials so that information is readily available to all segments of the population through the website, brochures, or reading materials (**MOCA, NCO, OED**)

## **Civic Participation and Employment Domain**

### *Kupuna are Valued*

- Recognize the value of kupuna, both past and present contributions (**CCSR, MOCA, NCO**)
- Maintain connections with knowledgeable kupuna to consult for cultural purposes if needed (**MOCA**)

### *Community Inclusion*

- Include kupuna as full partners and key informants in community decision-making affecting them including climate change and housing policies (**CCSR, HOU**)
- Department to collaborate with other community organizations to do clean-up day events (**NCO**)
- City events are open to all community members (**MOCA, NCO**)

## **Community Support and Health Services Domain**

### *Education and Support*

- Promote public education in preparing for emergencies and disasters specifically targeted to kupuna and persons with disabilities (**CCSR**)
- Ensure volunteers at events look to assist kupuna in the event of an emergency (**MOCA**)

## Royal Hawaiian Band

### **Communication and Social Involvement Domain**

#### *Providing Entertainment*

- The Royal Hawaiian Band (RHB) performs regularly at 'Iolani Palace, Queen Kapiolani Park Bandstand, community, cultural events, shopping centers and parades, continuing to promote and perpetuate the music and culture of Hawaii and provide a unique musical experience for an age-friendly city of local residents and visitors.

#### *An Intergenerational Band*

- The RHB is intergenerational with members of all ages and generations. RHB members (Regular and part-time) range in age from 18-72.

#### *Outreach to Youth and Kupuna*

- In addition, the RHB delivers entertainment to a vast number of hospitals, nursing homes, adult day-care facilities, assisted living facilities and retirement communities for our kupuna and persons with disabilities who may no longer be physically able to travel to see the band in concert.
- The RHB also provides valuable music education opportunities to our younger generation through numerous preschool, elementary school, middle school, and high school concerts throughout the year.