



# City of San Leandro **Age-Friendly Assessment & Action Plan**

Community Engagement Data Review  
April 18, 2024



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# Listening Session Results

## Community Agreements

Thỏa thuận Cộng đồng

- Use 'I' Statements
- What is said here, stays here.
- Try's Recreation and Social Participation
- 1st Basic language class(es)
- Step 2
- Free

- Xưng là "Tôi".
- Những điều thảo luận tại đây sẽ giữ lại ở đây.

社區同意

## Civic Participation and Volunteering

Tham gia  
các hoạt động  
công dân và  
volunteering

- ① More language interpretation
- ② City alerts, IP

## Public Safety

- ① Fire, natural disasters
- ② Pandemic threats
- ③ Portage, pedestrian safety, bike safety

## Healthcare

- ① Emergency healthcare - low cost
- ② Emergency services (ambulance, fire, police)

# March 2<sup>nd</sup> Asian & Pacific Islander Listening Session

- Public safety is a major concern
  - More police officers & pedestrian safety improvements
- Social participation is important
  - Interested in more group activities around hobbies
  - Field trips to parks and beautiful outdoor areas
- Support and training for caregivers

# March 9<sup>th</sup> Black & African American Listening Session

- Public safety is a major concern
  - More security guards & lighting in shopping areas
  - Address the homeless & mental health situation
  - More cameras at intersections to enforce unsafe driving
- Hire and recruit more Black medical personnel
- Increase income thresholds for affordable housing

# March 16<sup>th</sup> Hispanic & Latino Listening Session

- More transportation/marketing of existing options
- Address homeless camps, especially near pedestrian areas
- Need for respite (out of home) and resources for caregivers
- Computer and technology classes for seniors
- Intergenerational volunteering opportunities
- Financial workshops and training for seniors/caregivers

# March 19<sup>th</sup> & April 9<sup>th</sup> LGBTQ+ Listening Sessions

- More affordable housing specifically for LGBTQ+ seniors
- Access to culturally-competent caregivers
- Improved communication about existing resources  
(ex. create an LGBTQ+ resource guide)
- Improve access to healthcare and social services, especially mental health
- Opportunities for connecting and socialization - there is lots of isolation and loneliness out there right now

# March 23<sup>rd</sup> Persons with Disabilities Listening Session

- Enact policy reducing stigma/raising awareness of disability
- Clean and fix sidewalks and streets to increase mobility
- More ped accessibility infrastructure (flashing crosswalks, automatic doors)
- Accessible social opportunities to combat isolation and loneliness
- Make the bus safer to ride once onboard; covered seating while waiting
- Increase access to mental health care/services
- Increase access to assistive devices and mobility aids
- Affordable, accessible housing (ex. inclusionary zoning policy)

# April 6<sup>th</sup> Native & Indigenous Listening Session

- Transportation for errands and to ceremonies/events
- In-person, in-home assistance and caregiving
- Affordable housing
- Food delivery and cooking/bringing hot, prepared meals
- Social engagement through home and phone visits
- Information about existing resources available to elders



# April 9<sup>th</sup> General Population Listening Session

- Social activities that combat isolation and loneliness
- Traffic measures to increase pedestrian safety
- Effective security measures to address crime
- Better communication about existing resources/services
- Increase access to healthy, affordable food and basic needs
- Programs and training to help/support caregivers

# April 11<sup>th</sup> Community Organization Listening Session

- Attendees affirmed the priorities we have heard from community members, with the following thoughts to add:
- Effect of lack of transportation on health (ex. missed appointments)
- Impact of “age-on-age” households (65+ caring for 90+)
- Think about undocumented seniors, as well as transportation and food access for homeless seniors
- Solutions need to be a part of community; leverage existing assets
- The need for services increased but COVID funding went away; how can we make this Plan sustainable? Private partners?

# Similarities/Overlap between Listening Sessions

- Caregiving resources/access/respite
- Need to address pedestrian safety and fear of crime
- Better communication about existing resources
- Need to address social isolation and loneliness
- Need for affordable, accessible housing
- Need for affordable, reliable transportation

# Differences/Nuances between Listening Sessions

- Need for accessibility (language and physical limitations)
- How to address social isolation and loneliness
- Need for food and basic needs programs for seniors
- Shifting what we mean by 'senior' from 50+ to 70+
- Interconnectivity of different areas of need

A grayscale background image showing a person's hands writing on a document with a pen. The person is wearing a light-colored shirt. The image is slightly blurred, focusing on the text overlay.

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# Survey Sample

# All Submitted Survey Responses

TYPE	RESPONSES (%)	RESPONSES (#)
Online (SurveyMonkey)	58.98%	1,015
Hard Copy	41.02%	706
TOTAL	100.00%	1,721

# Hard Copy Responses

**\*not included in analysis**

TYPE	RESPONSES (%)	RESPONSES (#)
Fully Complete	48.58%	343
Portions Complete	9.49%	67
Non-Residents*	14.31%	101
Incomplete/Unclear*	27.62%	195
TOTAL	100.00%	706

# Online Responses

**\*not included in analysis**

TYPE	RESPONSES (%)	RESPONSES (#)
Valid Responses	28.67%	291
Non-Residents*	1.18%	12
Potentially Fraudulent Responses*	70.15%	712
TOTAL	100.00%	1,015



# Final Survey Sample

TYPE	RESPONSES (%)	RESPONSES (#)
Online (SurveyMonkey)	41.51%	291
Hard Copy	58.49%	410
TOTAL	100.00%	701



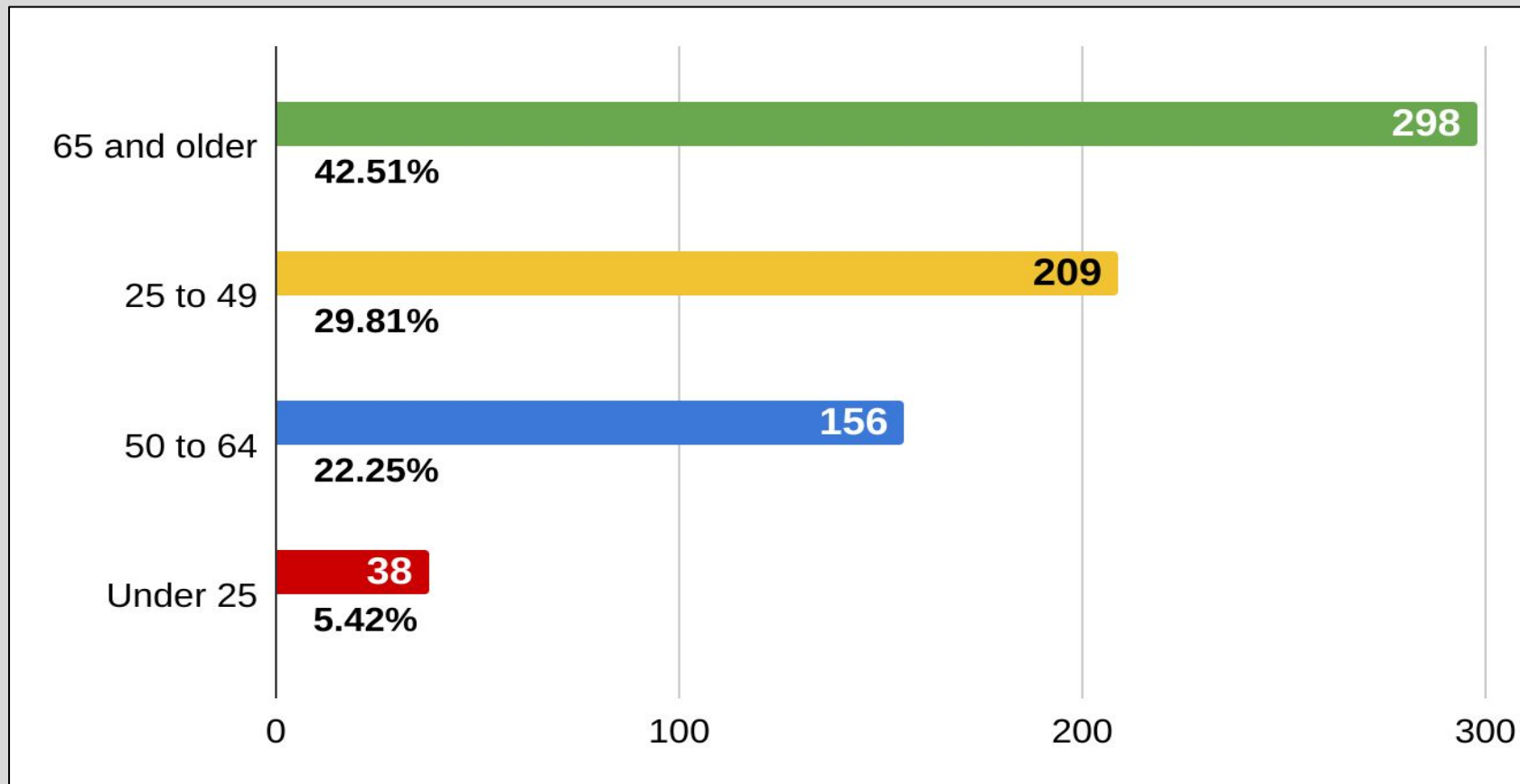
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# Demographics

# Age Groups

N = 701

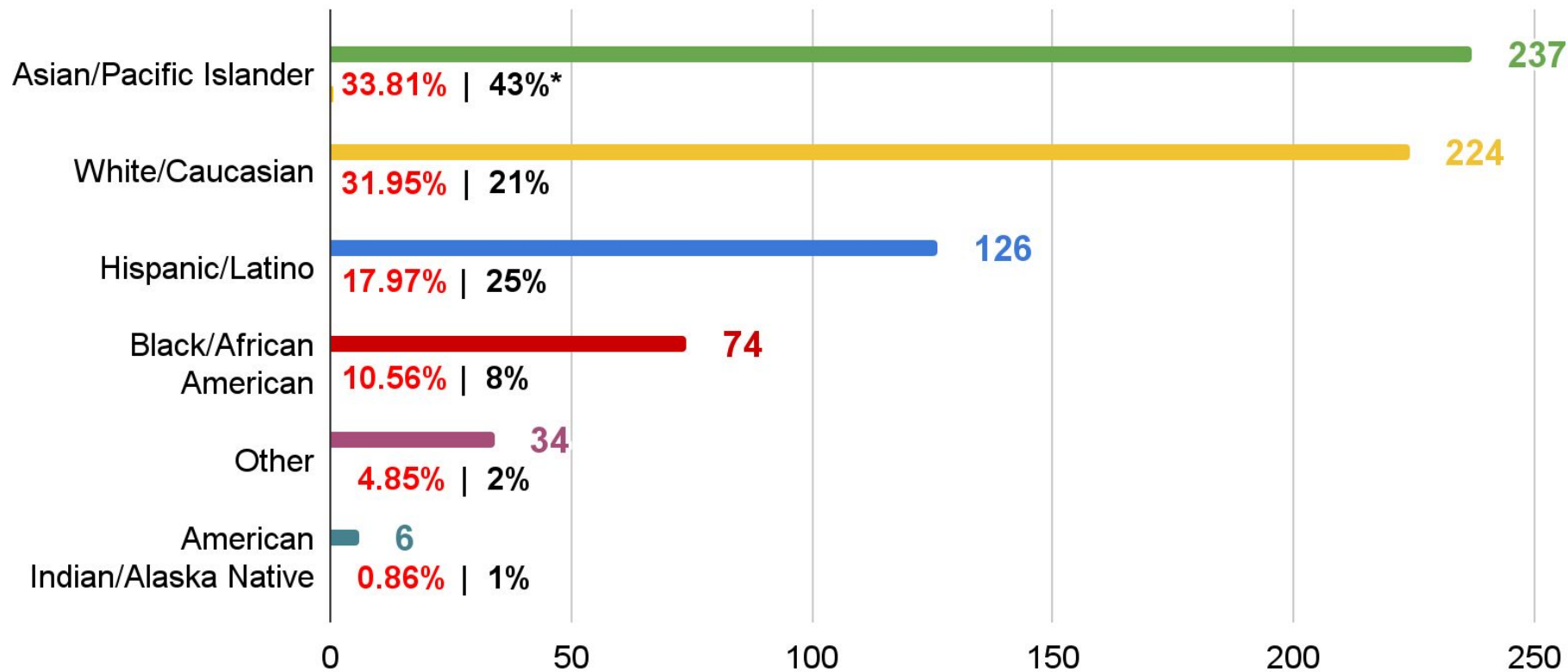
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# Racial & Ethnic Groups

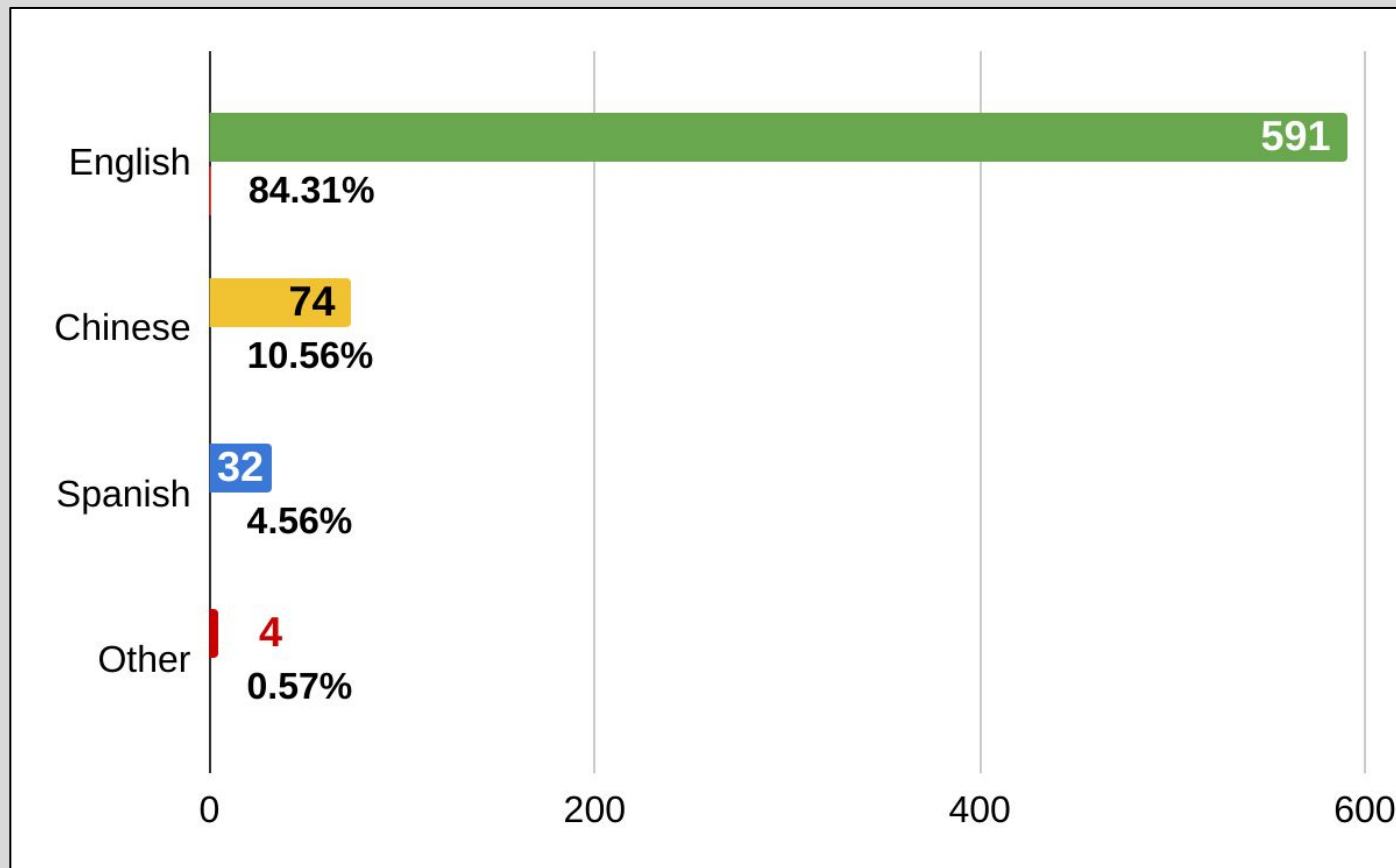
\*survey % vs. population %, N = 701

16



# Languages

N = 701





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# Priority Areas

# Community Survey



Making San Leandro a great place to  
live a long and vibrant life!

## SURVEY FOR ALL SAN LEANDRO RESIDENTS

Answer all of the questions (front and back) and place in the  
box for a chance to win a \$50 Visa gift card

1. Your name:

\_\_\_\_\_

2. Your email, phone number or street address:  
(to contact you about the Visa gift card)

\_\_\_\_\_

3. Are you a San Leandro resident?

- ☐ Yes  
☐ No

4. Do you live alone?

- ☐ Yes  
☐ No

5. What is your age?

- ☐ Under 25  
☐ 25 to 49  
☐ 50 to 64  
☐ 65 and older

6. What is your race or ethnicity?

- ☐ American Indian or Alaska Native  
☐ Asian or Pacific Islander  
☐ Black or African American  
☐ Hispanic, Latino or Spanish origin  
☐ White or Caucasian  
☐ Two or more races  
☐ Other - please specify:  
\_\_\_\_\_

7. How would you rank the following areas of need for  
older adults (age 50+) in San Leandro from most  
pressing (1) to least pressing (8)? You can only use  
each number (1-8) once.

Civic Participation & Volunteering	_____
Economic Participation (work/shop)	_____
Healthcare	_____
Housing Security	_____
Public Safety	_____
Recreation & Social Participation	_____
Wellness Services (food/exercise)	_____
Transportation & Mobility	_____

In each area of need from highest priority (1) to lowest priority (6). You can only  
rank each area once. These ideas came from interviews with community stakeholders.  
Age-friendly for more information.

### Participation

Programs \_\_\_\_\_  
Appropriate programs \_\_\_\_\_  
Programs \_\_\_\_\_  
Space programs \_\_\_\_\_  
Programs \_\_\_\_\_  
\_\_\_\_\_

### Housing Security

Build more affordable senior housing units \_\_\_\_\_  
Enact housing protections like rent control \_\_\_\_\_  
Expand aging-in-place models like the PACE Center \_\_\_\_\_  
Remove barriers to building Accessory Dwelling Units \_\_\_\_\_  
Repurpose underutilized buildings/space like malls \_\_\_\_\_  
Other: \_\_\_\_\_

### Participation & Volunteering

Parking at businesses \_\_\_\_\_  
Places for working seniors \_\_\_\_\_  
Opportunities \_\_\_\_\_  
Help seniors \_\_\_\_\_  
Family/volunteer caregivers \_\_\_\_\_  
\_\_\_\_\_

### Public Safety

Cleaner, more beautiful private yards/public spaces \_\_\_\_\_  
Expand companion traveling programs for errands \_\_\_\_\_  
Expand the City Ambassadors program \_\_\_\_\_  
More lighting in public places/parks \_\_\_\_\_  
Raise awareness of emergency response/resilience info \_\_\_\_\_  
Other: \_\_\_\_\_

### Services

Programs like at the Senior Center \_\_\_\_\_  
Management supports \_\_\_\_\_  
Appropriate services/clinics \_\_\_\_\_  
Healthy aging/brain health \_\_\_\_\_  
Age-related services \_\_\_\_\_  
\_\_\_\_\_

### Transportation & Mobility

Increase pedestrian safety (sidewalks/crosswalks) \_\_\_\_\_  
Increase wheelchair accessibility everywhere \_\_\_\_\_  
More bike lanes and safer bike infrastructure \_\_\_\_\_  
More disability-accessible parking spaces \_\_\_\_\_  
Raise awareness of transportation resources/options \_\_\_\_\_  
Other: \_\_\_\_\_

# Ranking Questions Explained

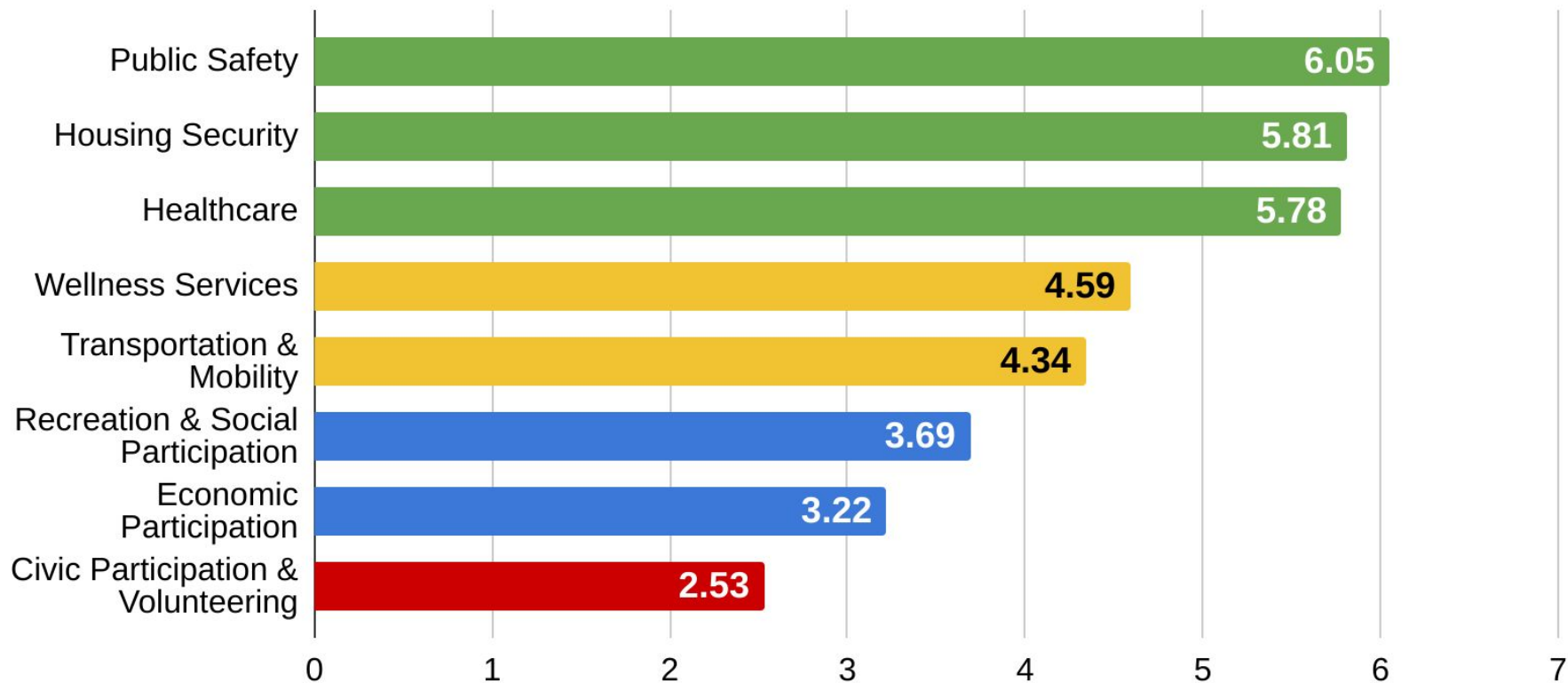
- Ranking questions calculate the average ranking for each answer choice so we can determine which answer choice is most preferred overall.
- Weights are applied in reverse. In other words, the respondent's most preferred choice (which they rank as #1) has the largest weight, and their least preferred choice (which they rank in the last position) has a weight of 1.



# Priority Areas, by Average Ranking

N = 683

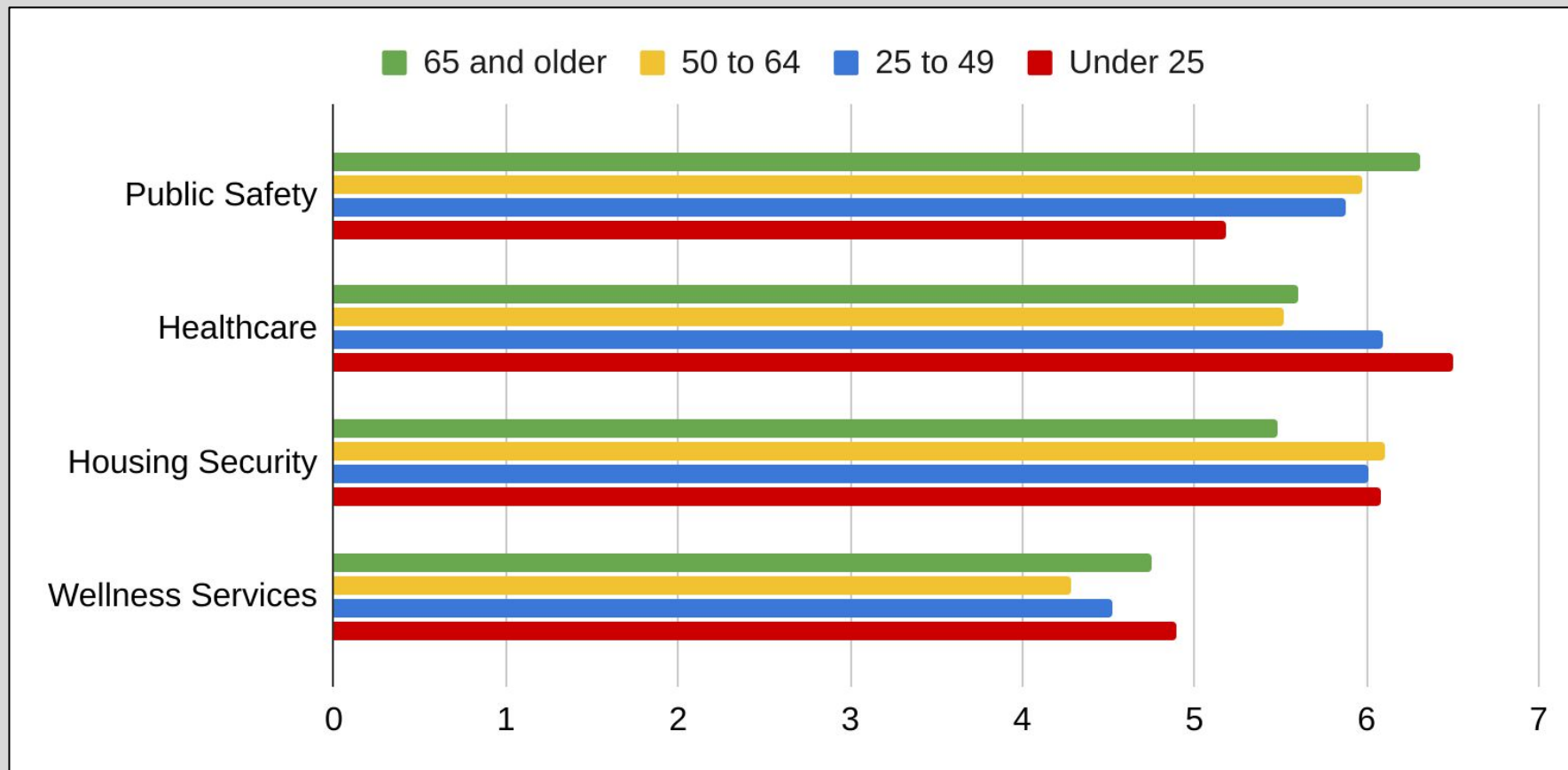
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# Priority Areas, by Age Group

N = 683

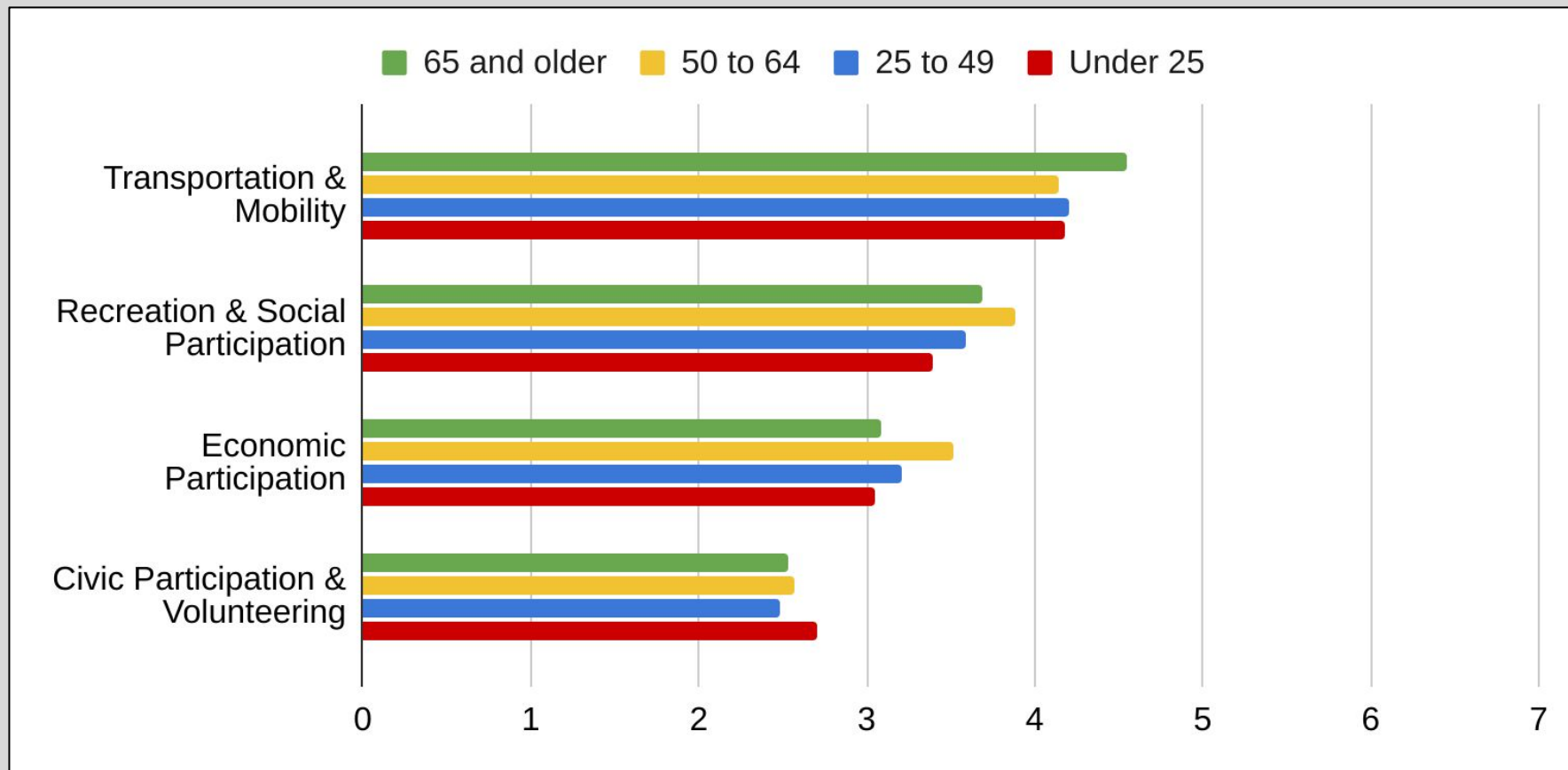
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# Priority Areas, by Age Group (cont.)

N = 683

22

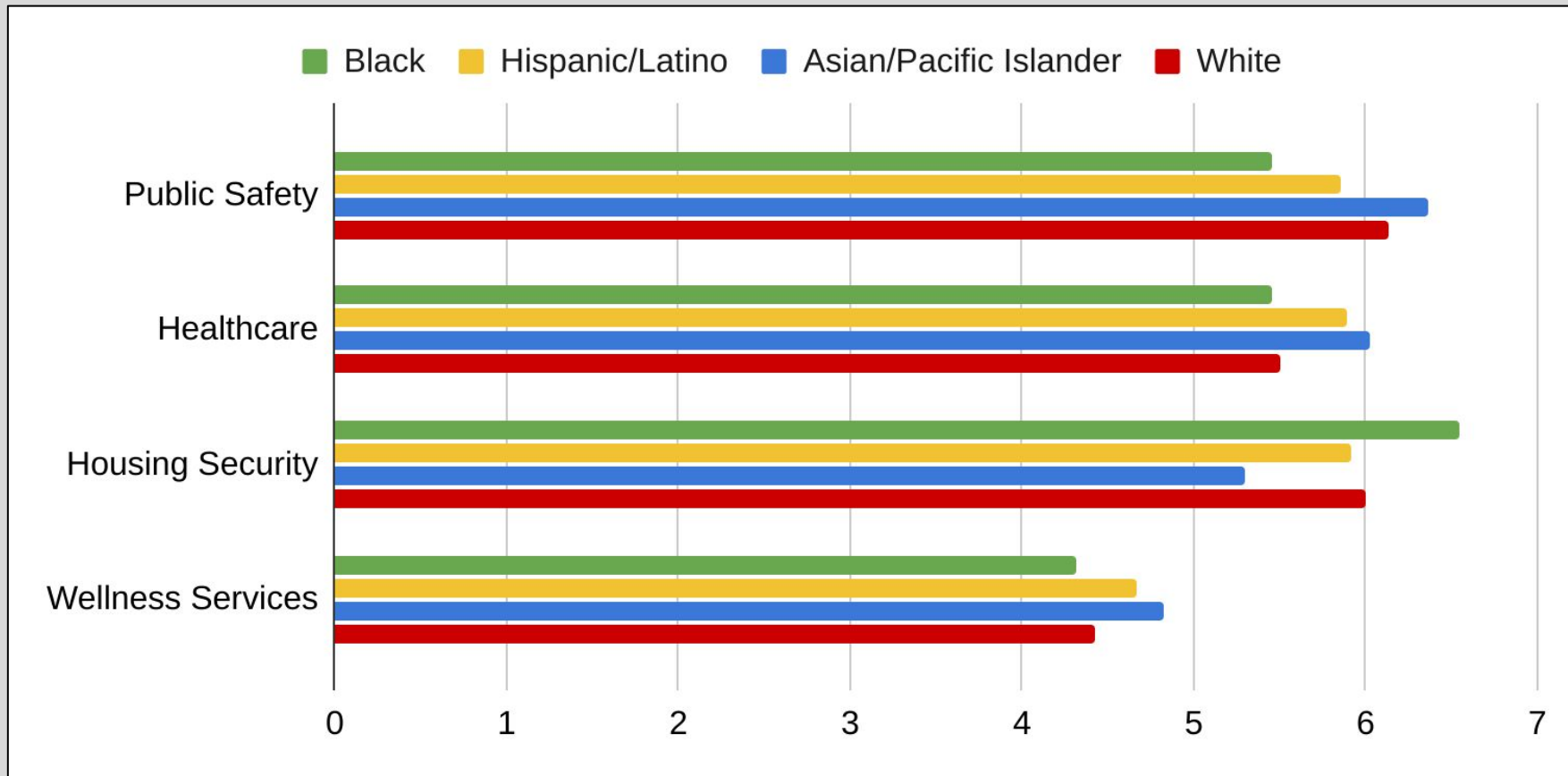


# Notable Differences Among Age Groups

- The general distribution of priorities holds across age groups, with the following nuances:
- As people grow older, their concern over Public Safety slightly increases, while their concern over Housing Security slightly decreases.
- Younger generations inflate the priority of Healthcare and underestimate the priority of Transportation & Mobility among seniors.
- Concern about Economic Participation spikes among people approaching retirement age, and decreases afterwards.

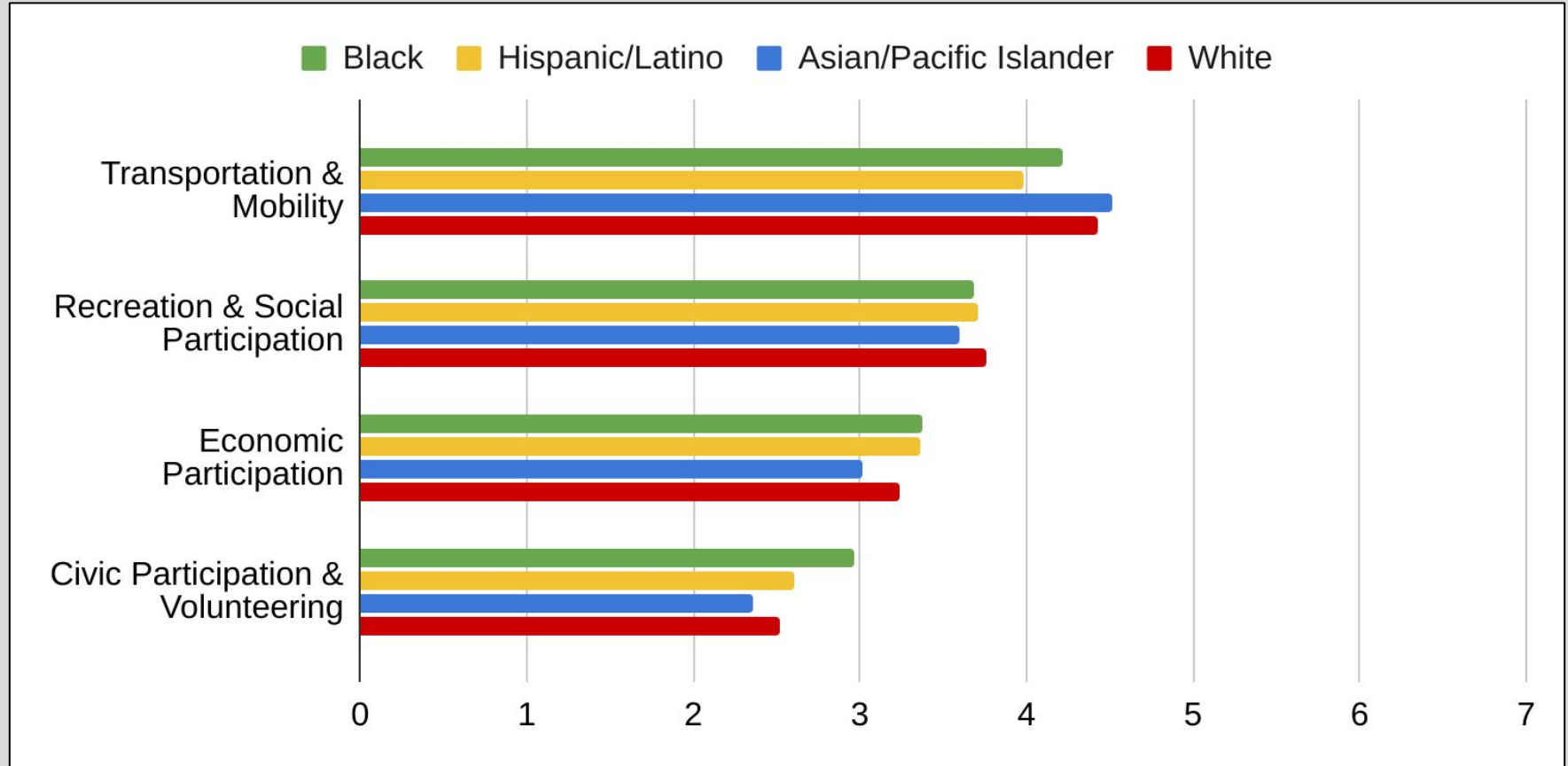
# Priority Areas, by Racial & Ethnic Group N = 683

24



# Priority Areas, by Racial/Ethnic Group (cont.) N = 683

25



# Notable Differences Among Racial & Ethnic Groups

- The general distribution of priorities also holds across racial and ethnic groups, with the following nuances:
- The Black community is much more concerned about Housing Security than Public Safety (and the inverse is true for Asian Americans).
- The API and Hispanic and Latino communities are more concerned about Healthcare and Wellness Services, which might indicate unique issues related to language accessibility.



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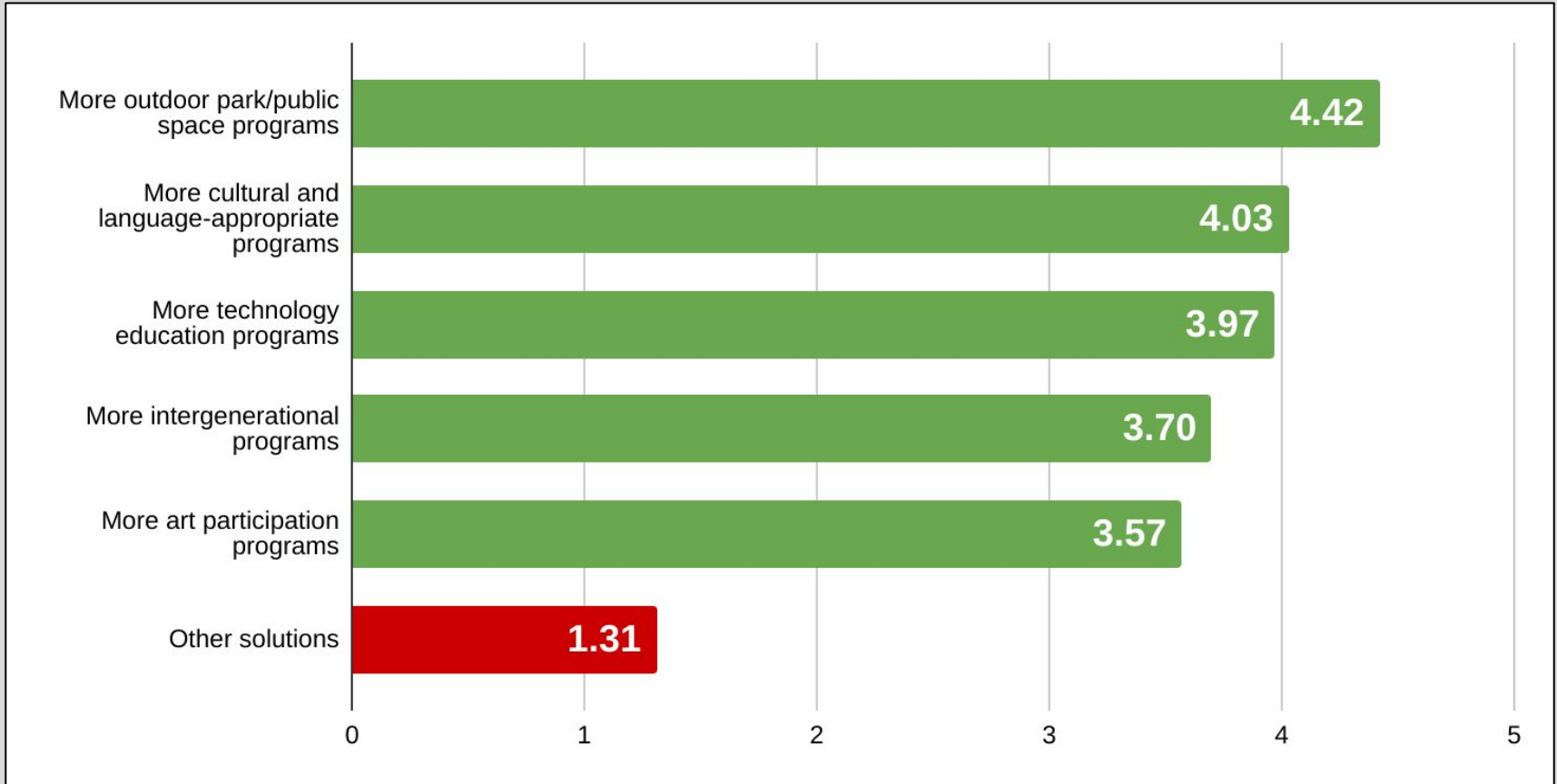
# Project Preferences



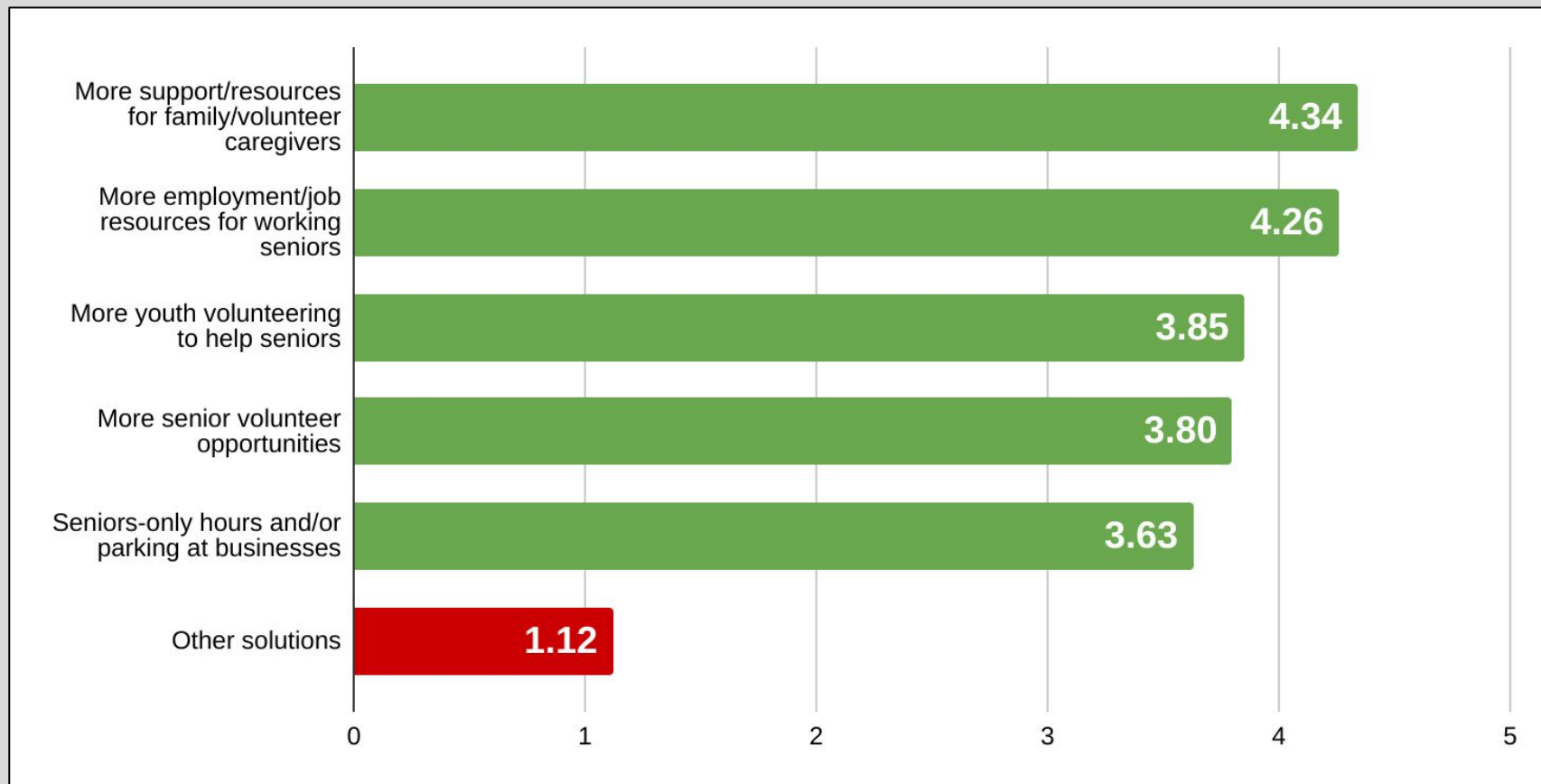
# Recreation & Social Participation

N = 661

27



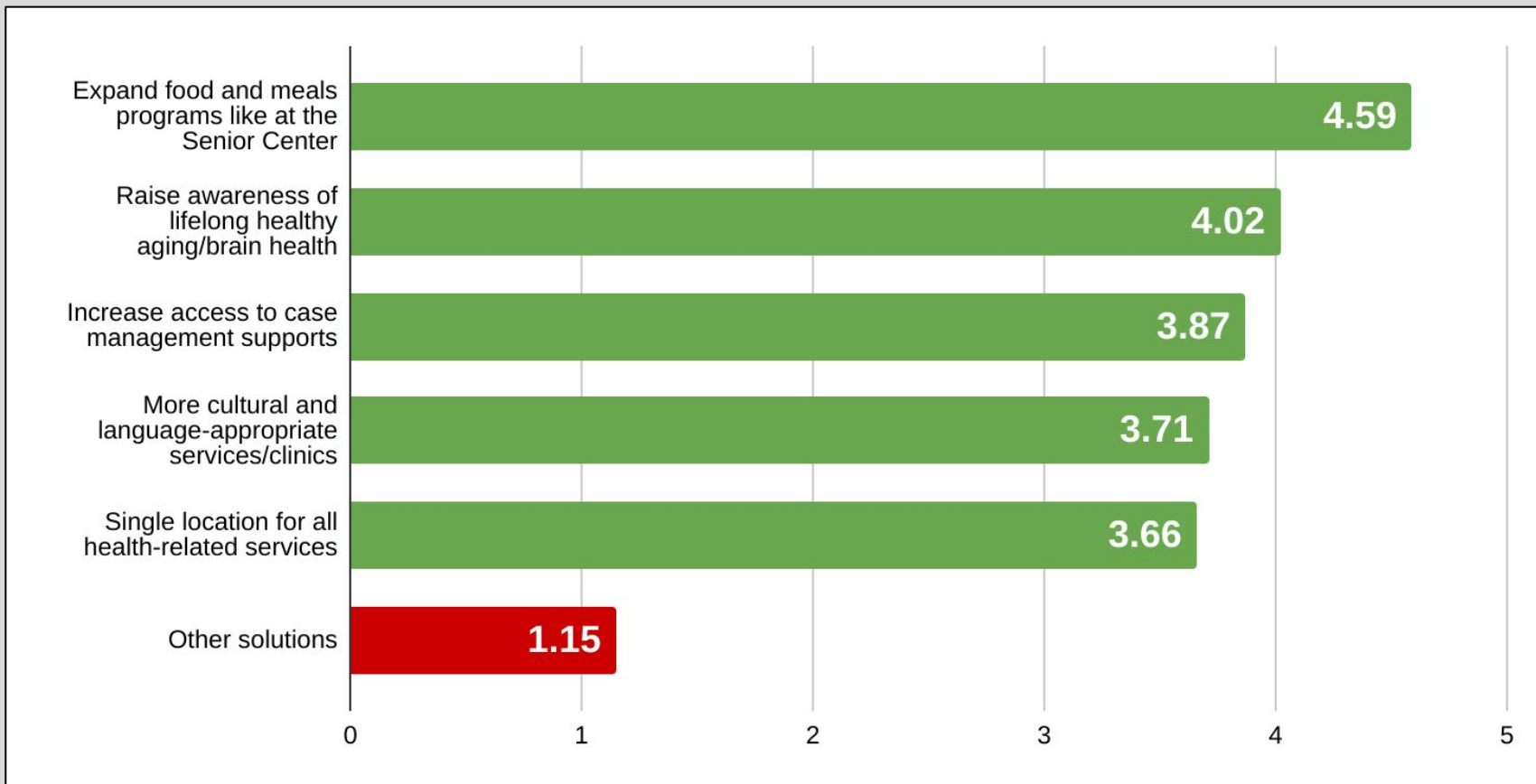
# Civic/Economic Participation & Volunteering N = 654 28



# Healthcare & Wellness Services

N = 652

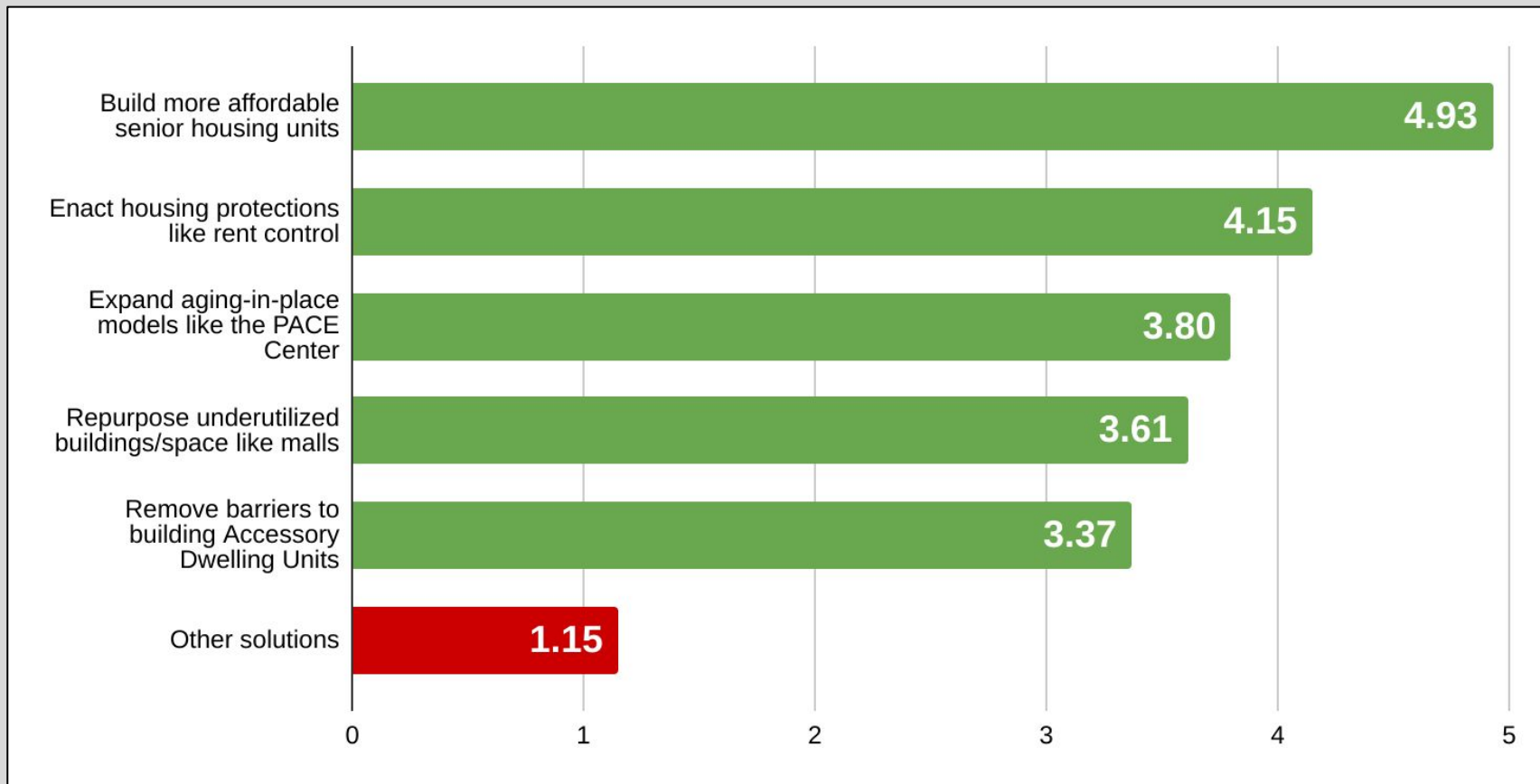
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# Housing Security

N = 650

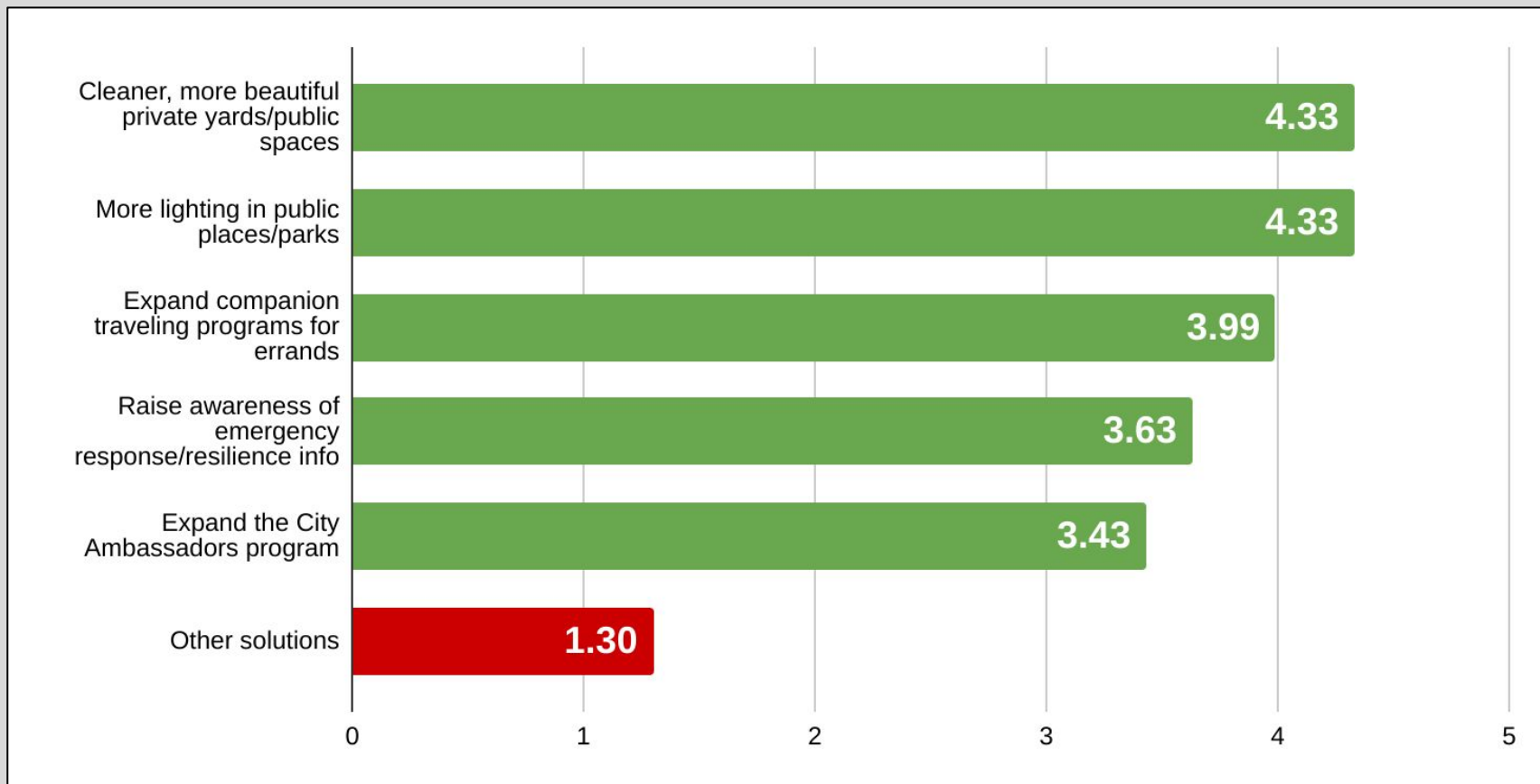
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# Public Safety

N = 652

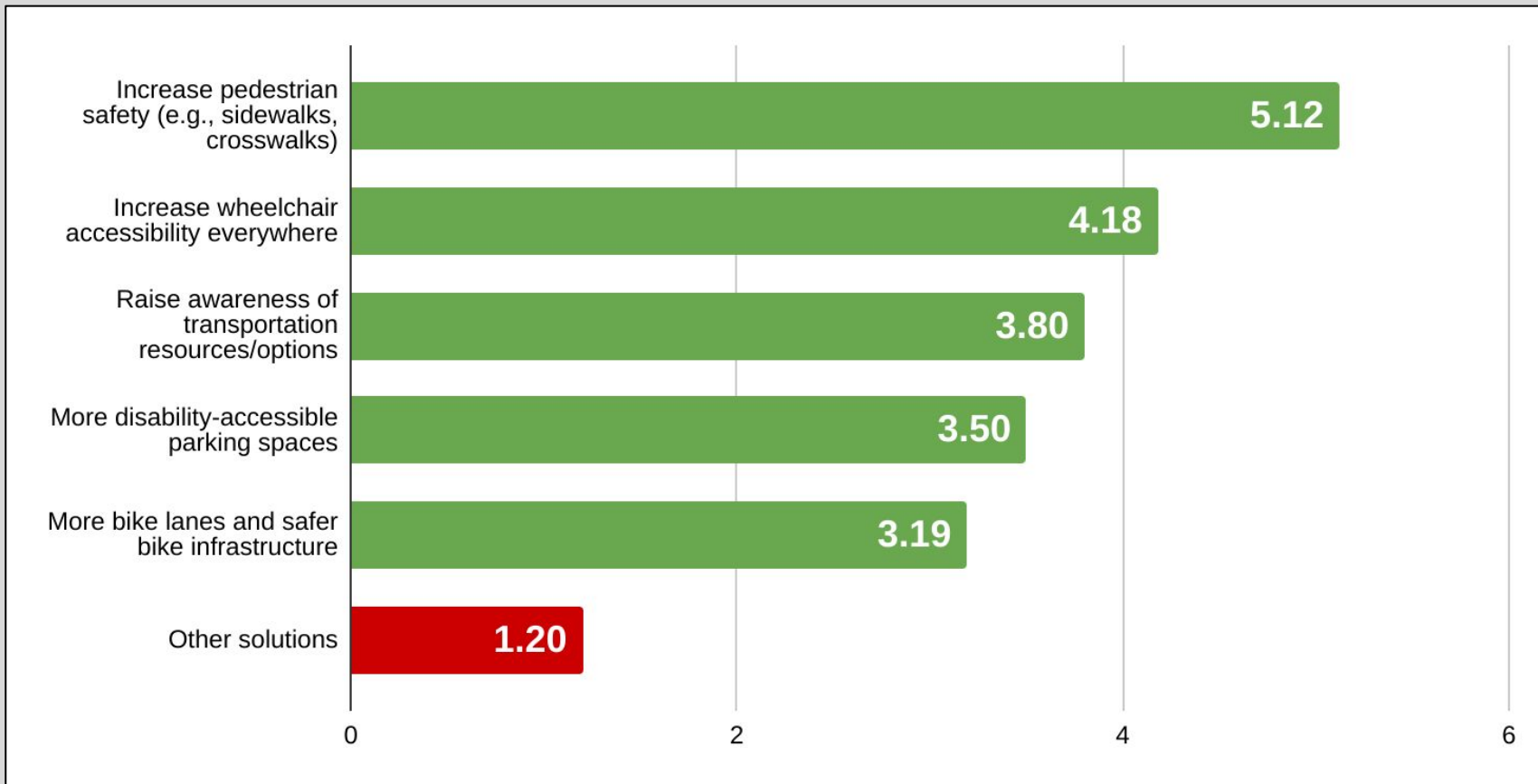
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# Transportation & Mobility

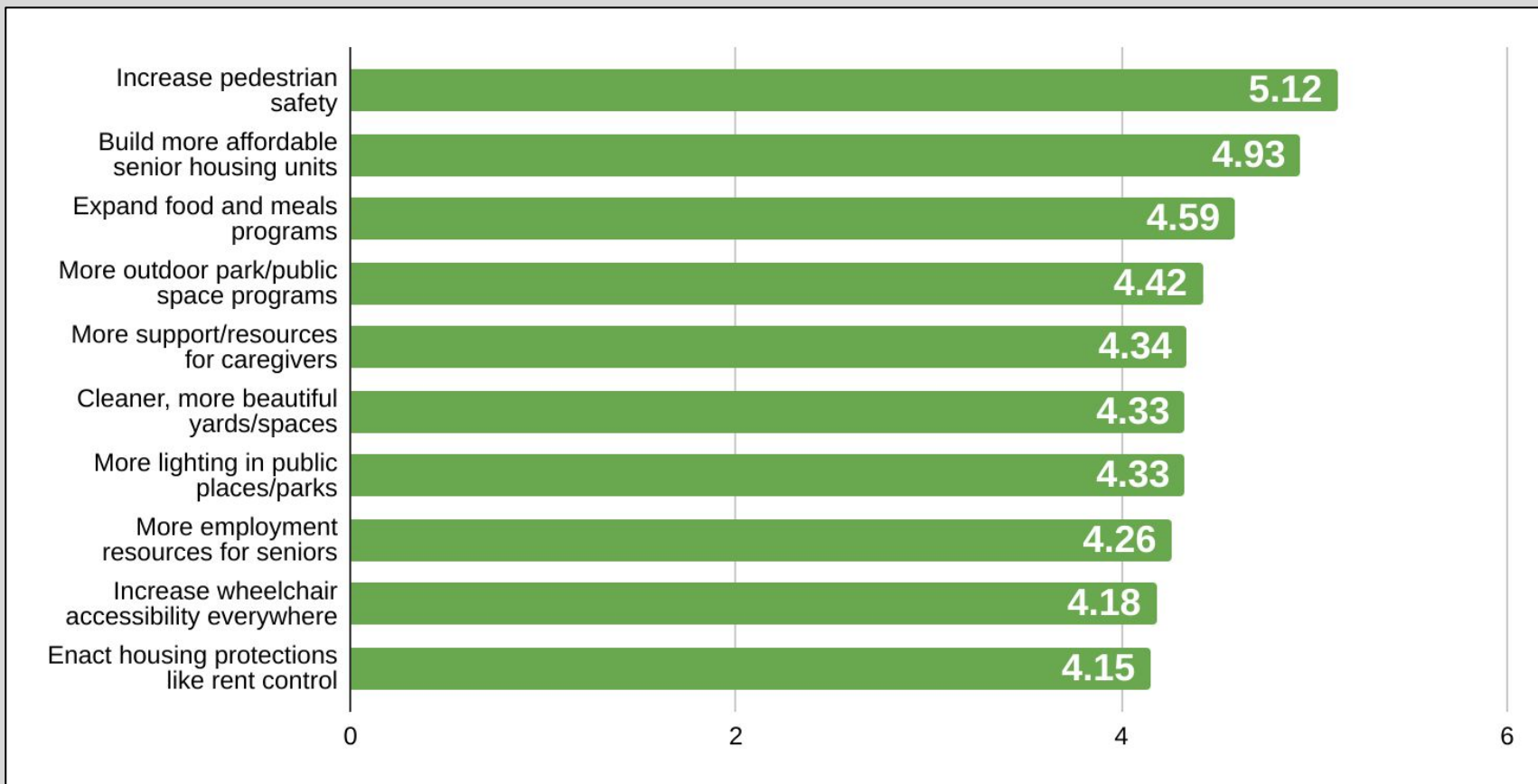
N = 650

32



# Top 10 Projects, by Average Ranking

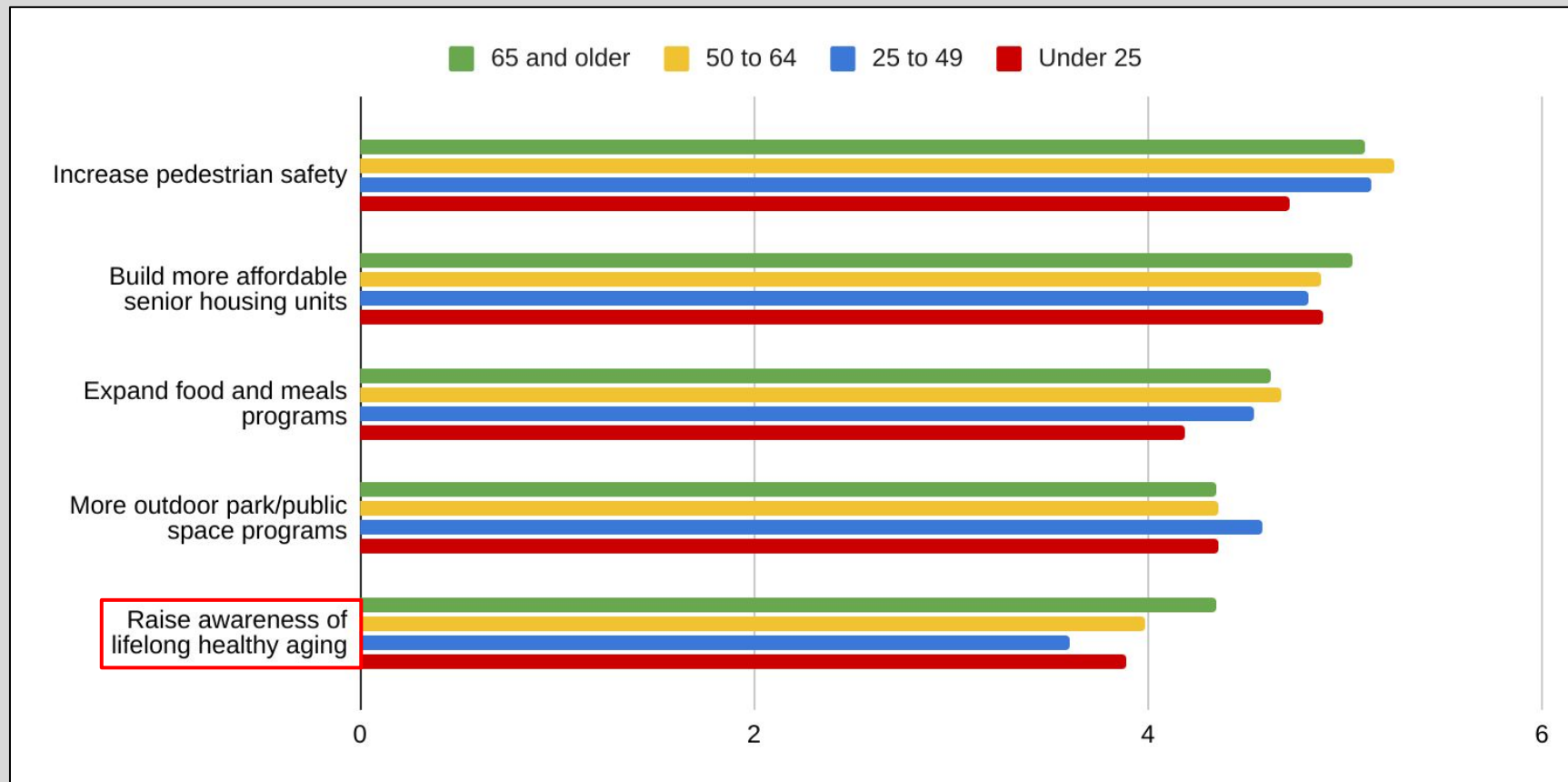
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# Project Preference, by Age Group

\*65 and older top 10

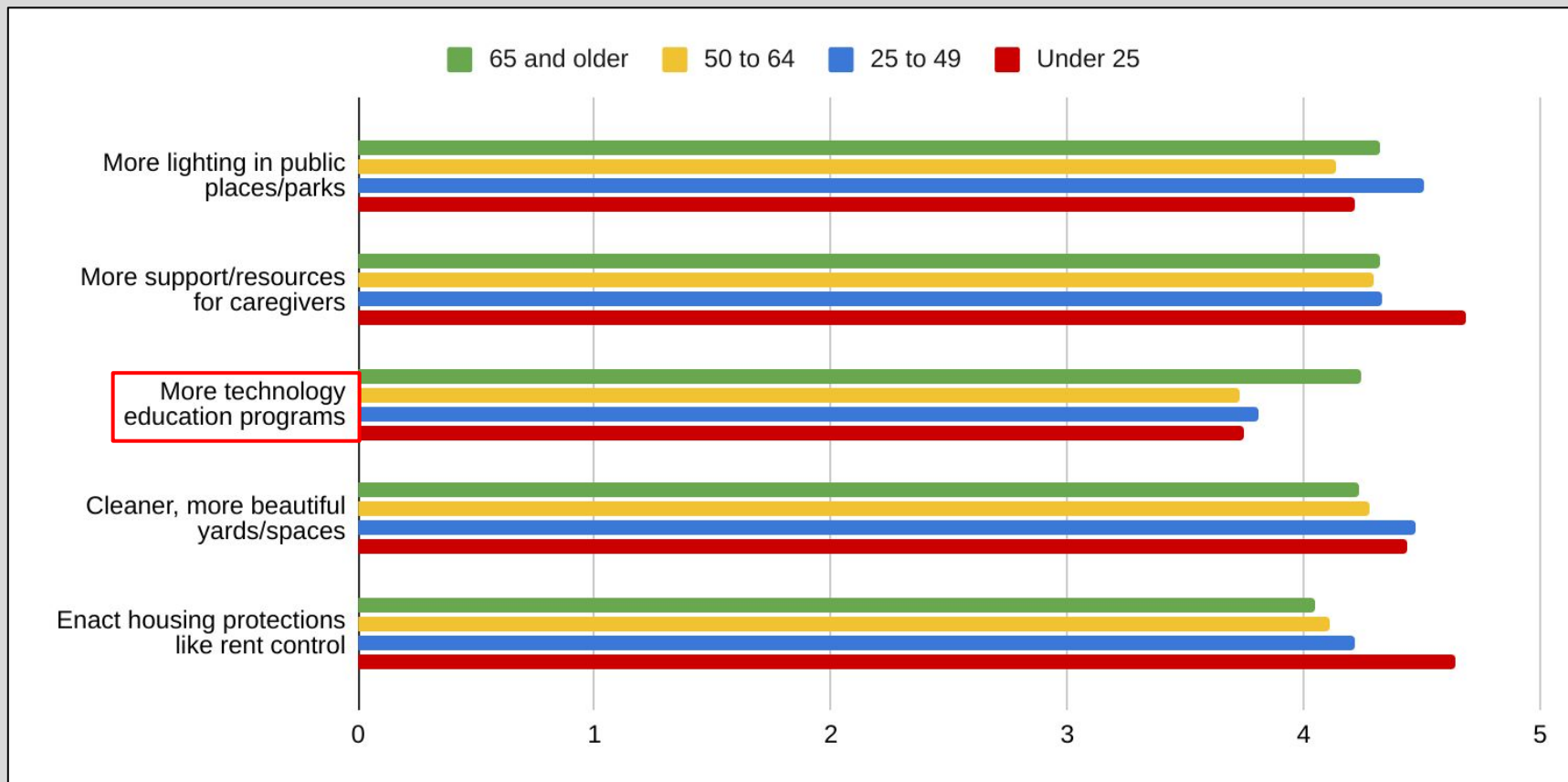
34





# Project Preference, by Age Group (cont.) \*65 and older top 10

35



## On Average, Projects with More Support as People Age:

- Expand food and meals programs
- Expand aging-in-place models like the PACE Center
- Raise awareness of transportation resources/options
- More senior volunteer opportunities
- Seniors-only hours and/or parking at businesses

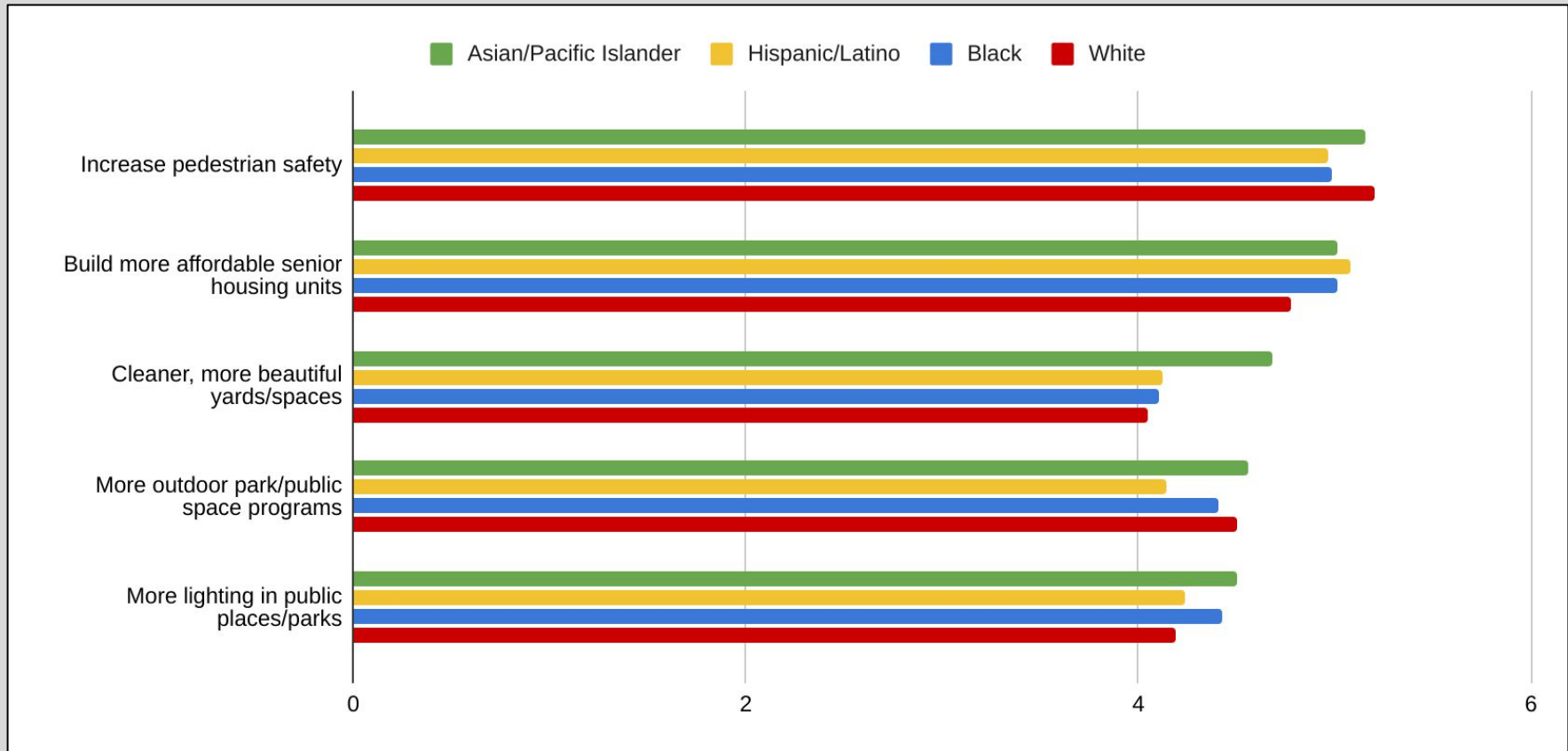
# On Average, Projects with Less Support as People Age:

- Enact housing protections like rent control
- Increase wheelchair accessibility everywhere
- More cultural and language-appropriate programs
- More youth volunteering to help seniors
- Repurpose underutilized buildings/space like malls
- More cultural and language-appropriate services/clinics
- More bike lanes and safer bike infrastructure

# Other Notable Differences Among Age Groups

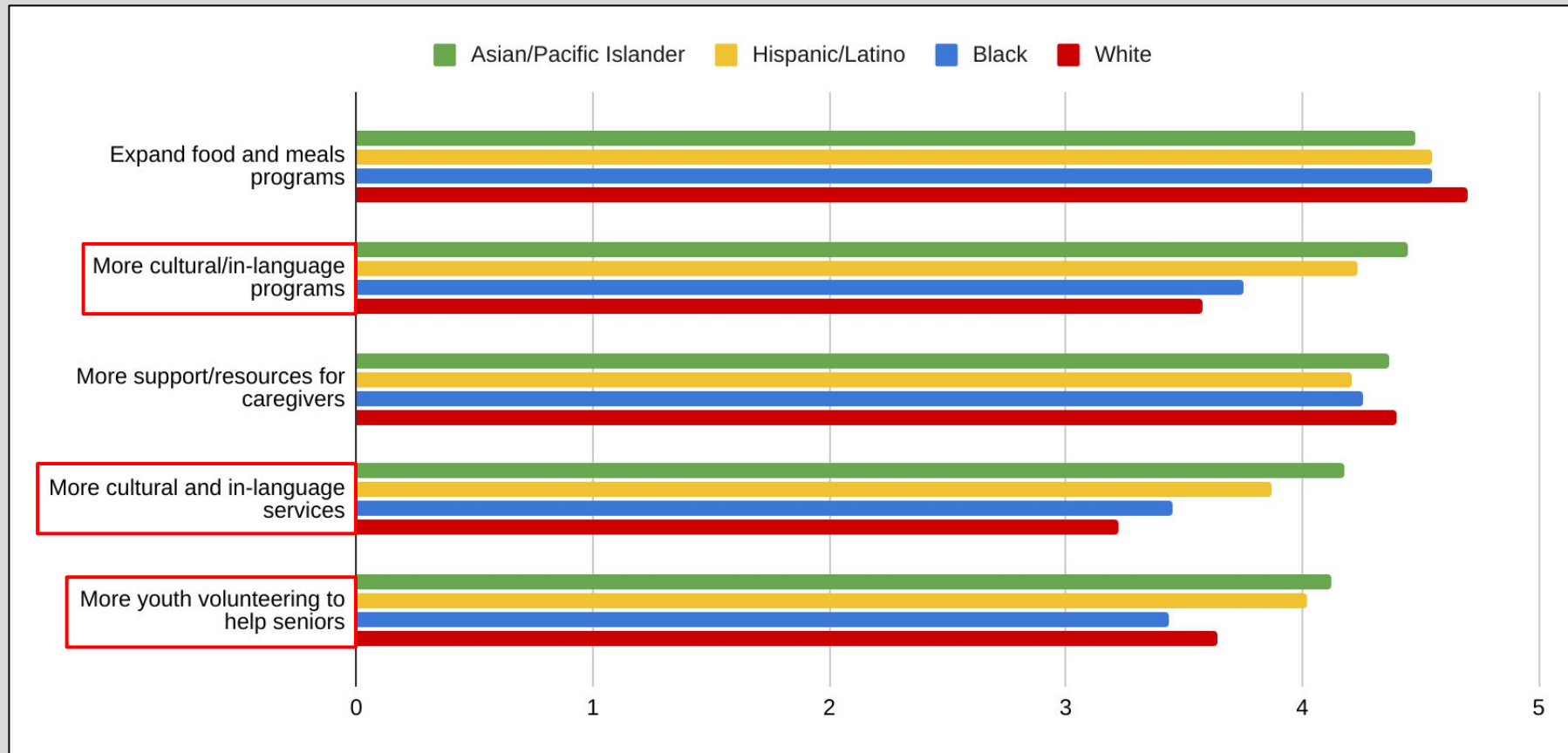
- 65+ age group more interested in disability-accessible parking spaces, raising awareness of lifelong healthy aging/brain health, and having more technology education programs.
- Under 25 age group less interested in increasing pedestrian safety.
- Younger generations generally more interested in cleaner, more beautiful yards/spaces, and more employment resources for seniors.

# Project Preference, by Racial & Ethnic Group \*API top 10



# Project Preference, by Racial/Ethnic Group (cont.)

40



## On Average, Projects with More Support among POC:

- Enact housing protections like rent control
- More employment resources for seniors
- Increase wheelchair accessibility everywhere
- More disability-accessible parking spaces
- More cultural/in-language programs, services and clinics, and more youth volunteering to help seniors (only API and Hispanic/Latino communities)

## On Average, Projects with Less Support among POC:

- Expand aging-in-place models like the PACE Center
- Repurpose underutilized buildings/space like malls
- Remove barriers to building Accessory Dwelling Units
- More senior volunteer opportunities



# Other Notable Differences Among Racial & Ethnic Groups

- API communities are generally more interested in cleaner, more beautiful yards/spaces.
- API communities are generally less interested in expanding companion traveling programs for errands.
- The African American community is generally more interested in intergenerational programs.
- Hispanic and Latino communities are generally less interested in more technology education programs (running counter to the listening session).

## Word Cloud of Survey Comments

44



A grayscale background image showing a person's hands writing in a lined notebook. The person's left hand is visible at the top left, resting on the page. The right hand is holding a pen and writing on the right side of the page. The notebook is open, and the pages are lined.

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# Draft Action Plan

# Plan Development

- Time permitting, we can start working on possible scenarios for what types of projects/outcomes to prioritize in the Action Plan (or wait until our April 24 meeting)
- Once we have a draft list of projects/goals, we will share them with the appropriate City departments to gather the next level of detail for project/program planning



# City of San Leandro

## **Age-Friendly Assessment & Action Plan**

Send feedback and suggestions to:

[mk.pearstreetconsulting@gmail.com](mailto:mk.pearstreetconsulting@gmail.com)