



*From Twinkle to Wrinkle*  
Age-Friendly National City  
**ACTION PLAN**

August 2021





On behalf of the City of National City, I am very proud to support the Age-Friendly National City initiative and the Action Plan described here. It is a strong, viable plan that will contribute to the quality of life for everyone who lives and works in National City for generations to come.

The Age-Friendly planning team members worked diligently for the past year to create goals and objectives that will improve the health and well-being of our community's residents of all ages. The key to developing this tailored plan was significant resident participation in online surveys, several city boards and commission conversations and action planning sessions, staff participation from all departments, and ongoing assistance from our partners at Circulate San Diego and AARP. The project was supported by a generous grant from The San Diego Foundation.

Special thanks to the Housing Department, who were essential in ensuring the project was relevant, achievable, and honored the history, culture, and vibrancy of National City.

The National City Age-Friendly Action Plan was available for public comment, and the project team reviewed all comments, revised the plan accordingly, and has submitted this Action Plan to the City Council for approval. A recommended three-year implementation phase follows and will culminate in National City becoming certified as an Age-Friendly Community by AARP.

We aim to be a city that meets the challenges and opportunities of an aging population, so all ages can participate in a fulfilling community life and enjoy robust health and well-being.

I truly hope that each and every one of you who live, learn, work, play in National City will join in the process of helping to build an even more Age-Friendly National City.

Sincerely,

A handwritten signature in black ink, appearing to read "Alejandra Sotelo-Solis".

**Alejandra Sotelo-Solis**  
Mayor  
City of National City





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# Executive Summary

## Age-Friendly National City

The City of National City launched the Age-Friendly National City project in 2019 through AARP’s Livable Communities Initiative, with support from The San Diego Foundation Age-Friendly Communities Program. This initiative is an affiliate of the World Health Organization’s Global Network of Age-Friendly States and Communities, an international effort launched in 2006 to help cities prepare for their own and the world’s growing population of older adults. AARP’s Network of Age-Friendly Communities targets improvements in Domains of Livability that influence the health and quality of life of older adults. Over the course of the past 12 months, and with input from the National City residents, the Age-Friendly National City team has prepared this Action Plan to make National City a more livable community for all ages.

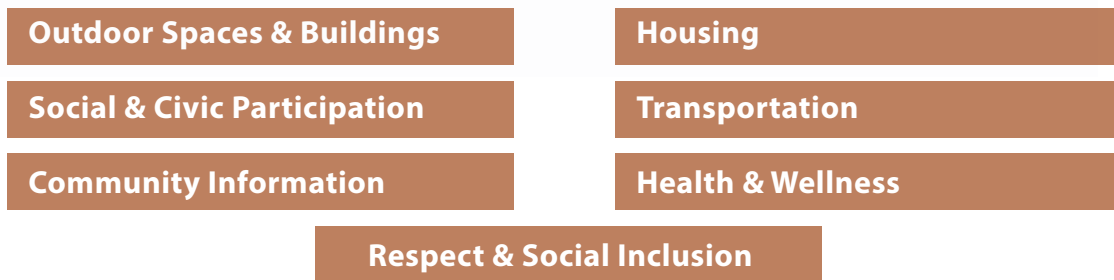






During the baseline assessment phase of the process, residents were asked to complete an online survey of livability perceptions, contribute their input through online engagement tools, and participate in an informational Town Hall workshop. Results from these activities helped inform where challenges and opportunity areas for livability improvements in National City. This data was compiled and prepared as a Mid-Project Report, which was made publicly available on February 16, 2021.

The Age-Friendly National City project team, with support from City staff and resident feedback, determined that the baseline assessment pointed to seven Domains of Livability most relevant to National City:



The Action Plan was drafted based on input received and shared with the community, stakeholders, and City staff to ensure that the Action Plan encapsulates the community's needs and feedback. The Action Plan is designed to meet the needs of all residents, of all ages and backgrounds, and create a more livable and connected community.

The project team worked closely with City staff to finalize the Action Plan for City Council approval and begin steps towards implementing programs and policies within the Action Plan. This has resulted in an Action Plan that is not merely a "to do list" for City staff, but rather a template for shared responsibility and implementation. Appendix A lists the Domain-specific implementation tasks of this Action Plan.

# Age-Friendly National City Goals, Objectives, and Actions At-A-Glance



## Domain 1: Outdoor Spaces & Buildings

### Goals:

1. Provide well-maintained and safe public spaces to all residents across all City-owned facilities.

### Objectives/Actions:

- ▶ Inform the public on the progress of policies related to parks and facilities in the General Plan, specifically related to older adults.
- ▶ Equally distribute the availability of open space, public facilities, and community programs.
- ▶ Encourage community-oriented programs that facilitate the routine use of public spaces and these facilities' maintenance.
- ▶ Include more crime prevention strategies for residents and City staff to maintain and design current and future public spaces.



## Domain 2: Social & Civic Participation

### Goals:

1. Build on and expand opportunities for social participation for all ages.
2. Build capacity for Civic Engagement, Volunteerism, and Employment.

### Objectives/Actions:

- ▶ Continue to provide high-quality and diverse activities and events.
- ▶ Increase the visibility of opportunities for social participation.
- ▶ Train and develop additional citizen leaders.
- ▶ Empower residents to work or volunteer as they desire.



## Domain 3: Community Information

### Goals:

1. Increase public visibility and access of the City's plans, programs, and resources.
2. Maximize the use and impact of technology throughout the City.

### Objectives/Actions:

- ▶ Broaden the public's access and visibility by employing a multi-media and multi-level communications approach.
- ▶ Ensure the City's communications strategy uses updated and existing communication tools and methods.



## Domain 4: Respect & Social Inclusion

### Goals:

1. Increase citywide awareness around the impacts of age, disability, and isolation.
2. Increase social connections to reduce social isolation.

### Objectives/Actions:

- ▶ Increase awareness for City staff about respect and inclusion topics.
- ▶ Grow public awareness around respect and inclusion topics.
- ▶ Build neighborhood interactions and connectivity.
- ▶ Combat isolation through citywide programming.





## Domain 5: Housing

### Goals:

1. Provide safe, affordable housing options to allow for all residents to age in place.
2. Grow the affordable housing stock in National City and expand the alternative living options.

### Objectives/Actions:

- ▶ Inform the public on the progress of the Housing Element that relates directly to older adults' concerns.
- ▶ Implement strategies to protect the comfort and safety of all residents in neighborhoods.
- ▶ Promote National City to be a community where people of all ages and backgrounds can live and thrive.
- ▶ Provide more education about affordable housing strategies.
- ▶ Increase the availability of transit-oriented development and housing options within walking distance to community resources.



## Domain 6: Transportation

### Goals:

1. Provide a greater opportunity for the community to become involved in active transportation planning and the development of improvements.
2. Create a safe and comfortable travel experience for all mode types and for all ages and abilities.
3. Increase information and education about transportation options

### Objectives/Actions:

- ▶ Increase education and opportunities for public participation in transportation planning.
- ▶ Inform the public on the Circulation Element's progress that relates directly to older adults' concerns.
- ▶ Create a branding strategy to advertise transportation-related work.
- ▶ Increase City-wide bicycle ridership by providing safe, maintained, and well-connected bicycle facilities throughout the City.
- ▶ Create a more accessible and safe public transportation experience for all residents.
- ▶ Enforce the speeds and behaviors for all roadway users.
- ▶ Apply traffic calming measures to reduce traffic speeds and improve the pedestrian experience.
- ▶ Provide more transportation-specific education through workshops and informational strategies.



## Domain 7: Health & Wellness

### Goals:

1. Review current health conditions for National City populations to identify areas of concern.
2. Provide health-related programs to expand upon the educational health resources available in National City.

### Objectives/Actions:

- ▶ Assess health-related data and make health information available to residents.
- ▶ Inform the public on the Health and Environmental Justice Element progress that relates directly to older adults' concerns.
- ▶ Improve access to health facilities and programs.
- ▶ Provide workshops and classes on healthy lifestyle living, eating, exercise, and mental health.
- ▶ Raise awareness around mental health and the importance of socialization.

This Action Plan outlines the goals and tasks, with implementation timeframes to be accomplished over the next few years by elected officials, municipal staff, city residents, and community partners working together for a common goal of making National City a livable community for all ages. City of National City staff will create an annual progress report and deliver updates to the City Council and AARP in June 2022 and 2023 with a final report in June 2024.



## Introduction to the Action Plan

The AARP Network of Age-Friendly States and Communities is the United States affiliate of the World Health Organization's Age-Friendly Cities and Communities Program that was launched in 2006 to help localities prepare for rapid growth of an aging population. Currently, there are 516 AARP Age-Friendly states, territories, counties, and cities/towns. The AARP Network serves as a catalyst to inform, involve, and recognize the successful efforts that make communities livable for residents of all ages, especially older adults.<sup>1</sup>

AARP works directly with stakeholders and local governments to promote programs and systems level change to create more livable environments for residents of all ages and abilities. It focuses on actions that foster the full participation of older people in community life and promotes the health and well-being of all ages. National City, California became part of AARP's Network of Age-Friendly States and Communities in 2019 as the 40th city to join the network. By joining this network, National City agreed to explore common challenges across the eight Domains of Livability.

### The Social Environment

Social Participation

Respect & Social Inclusion

Civic Participation & Employment

Communication & Information

Community Support & Health Services

### The Built Environment

Transportation

Housing

Outdoor Spaces & Buildings





San Diego Association of Governments (SANDAG) recognizes that by 2050 the number of National City residents over 65 will significantly increase, as illustrated below, making livability improvements in National City more important than ever.<sup>2</sup>

Age	2012 Population	2050 Population	2012 to 2050 % Change
65 to 69	1,648	3,823	132%
70 to 74	1,285	3,521	174%
75 to 79	1,150	3,392	195%
80 to 84	1,085	3,241	199%
85 and over	938	3,208	242%

In an effort to engage residents, community leaders, and staff to review policies and successful programs, the City partnered with The San Diego Foundation, the County of San Diego HHSA, AARP, and Circulate San Diego to develop this Action Plan to create a more Age-Friendly National City.

## National City Population Trends

**2012**

POPULATION  
**58,967**



**2020**

POPULATION  
**65,984**

*6% increase*



**2035**

POPULATION  
**73,329**

*18% increase*



**2050**

POPULATION  
**85,121**

*16% increase*

### Community Profile

National City is located in San Diego County, approximately five miles south of downtown San Diego and eleven miles north of the Mexican border. It encompasses 9.2 square miles and is considered almost fully developed. It is bordered by the City of San Diego to the north and east, the San Diego Bay to the west, and the City of Chula Vista to the south.

National City is San Diego County's second oldest city and was incorporated on September 17, 1887. It has a long and rich history. The land that National City now occupies was originally home to the Jamacha Tribe of the Diegueno Indians and was later used by Spanish soldiers to graze horses.<sup>3</sup> As of 2019, National City is home to an estimated 61,394 residents.<sup>4</sup>

### What is Age-Friendly National City?

Age-Friendly National City is a project through AARP's Livable Communities and States Initiative, with support from The San Diego Foundation Age-Friendly Communities Program. This initiative is an affiliate of the World Health Organization's Global Network of Age-Friendly Cities and Communities and was adapted for National City to meet the needs of the growing population of older adults, while also serving residents of all ages to comfortably live and age in place. National City is the sixth jurisdiction in the San Diego region to become an Age-Friendly Community. Other jurisdictions include the County of San Diego and the cities of Chula Vista, La Mesa, San Diego, and National City.

### Existing Building Blocks for Livability

Surveys, public comments, and anecdotal information all attest that National City older adults can identify many ways their livability needs are being met in the community. However, feedback also provides insight into how the community can make improvements to not only support older adults, but residents of all ages.

The Age-Friendly National City project considers and supports the existing values and planning efforts that are already in place and has sought to develop an Action Plan that incorporates, rather than duplicates them. Early in the project, a policy scan was conducted by reviewing fifteen (15) existing city plans and resources to identify what is already in-line with AARP's eight Domains of Livability. Those efforts were further cross referenced to the World Health Organization's *Essential Features of Age-Friendly Cities*. As a result of this process, it became apparent where older adults are specifically considered, and where consideration can be strengthened. These findings helped shape the approach for collecting community input to further assess how the City of National City was serving older adults. Refer to Appendix B for a full copy of the Age-Friendly National City Policy Scan.



***"I use a walker and sidewalks are uneven or have potholes, so it is unsafe to walk to the park."***

- Social Pinpoint Resident Input



Outdoor Spaces  
& Buildings



Social & Civic  
Participation



Community  
Information



Respect & Social  
Inclusion



Housing



Transportation



Health & Wellness





## Journey to Age-Friendly National City

The purpose of the Age-Friendly Cities and Communities Program is to serve as a catalyst to educate, encourage, promote, and recognize improvements to make National City a more supportive community for residents of all ages.

### Impetus for the Action Plan

The journey for Age-Friendly National City has been an evolution of key events that have consolidated into the current, on-going effort. The City keeps the health and well-being of National City residents at the forefront of planning decisions, and this process ensures that the older adult population is taken into consideration when decisions are being made.

The City demonstrates policies and programs that align with the Age-Friendly initiative and this Action Plan strengthens those efforts by utilizing existing and proposed policies about older adults to build a more livable city. Livability components include providing a safe and active community; continuing to offer and improve high-quality services and facilities; enhancing recreation and quality of life opportunities; having accessible and convenient mobility options; and providing safe and affordable homes for all current and future residents. National City has demonstrated a commitment to aging in place through the creation of the Park, Recreation, and Senior Citizens' Advisory Committee, which increases representation in city government for older adults, as well as making the commitment to becoming an Age-Friendly Community.





## **2009** Park, Recreation, and Senior Citizens' Advisory Committee

The Park, Recreation, and Senior Citizens' Advisory Committee advises the City Council upon policy and administrative matters concerning the parks owned and operated by the City and concerning the recreation activities conducted in said parks, and serve in an advisory capacity to the City Council in all matters pertaining to the senior citizens of the City.

## **2019** National City invited to join Age-Friendly Network

The San Diego Foundation's Age-Friendly Communities Program in partnership with AARP asked National City to join the AARP Network of Age-Friendly Communities.

## **2020** Age-Friendly Action Planning Process

The National City Age-Friendly Action Planning process began in January of 2020. Due to the COVID-19 epidemic, project outreach was delayed until May 2020. Once outreach picked back up, the project team conducted an inclusive and comprehensive engagement effort, which led to the creation of this Action Plan.

## How the Action Plan was Developed

The Age-Friendly National City Action Plan resulted from community and City staff involvement. The Action Plan represents the authentic voice of people who live and work in National City and for whom the actions that result from the plan will make a difference in the quality of life for all ages.

## Baseline Assessment

A four-part baseline assessment was conducted to collect quantitative and qualitative data. Components of the baseline assessment included an online survey, online engagement through a tool called Social Pinpoint, one-on-one phone calls, and a virtual Town Hall workshop. A comprehensive summary of information from the baseline assessment period can be viewed within the Mid-Project Report in Appendix C.

### Community Survey

For each of AARP's Domains of Livability, specific community characteristics or services were listed and residents were asked to rate how the City of National City is performing currently. Respondents were asked to indicate the importance of the Domains of Livability, as well as their perception of National City's success in providing services within each Domain area. Refer to Appendix D for a comprehensive look at the Community Survey findings.

369 responses were received in August 2020. Seventy percent of the respondents were female and the average age was 71 years old. One third of respondents reside in the Westside/Old Town/Kimball community and 43% selected "Other," meaning that they did not identify with any of the communities listed. Over 71% have an annual income of less than \$50,000, and 27% reported an annual income less than \$10,000. Sixty-one percent of the respondents have lived in National City for more than 15 years, with the range of residence as less than five years to more than 45 years. The percentage of residents who own the rent the home they live in is 54%.

Over 80% of the respondents rated National City as an "excellent," "very good," or good place to live. The online survey was widely advertised through print and digital media. Hard copies of the survey were provided through the AARP and City staff, with participation incentives included. Residents were shared information about the survey through the project webpage, social media, and e-newsletters.

The survey questions were developed by AARP and are based on the Domains of Livability. Typically, there are Eight Domains of Livability, which include Housing, Outdoor Spaces & Buildings, Transportation, Social Participation, Respect & Social Inclusion, Work & Civic Engagement, Communication & Information, and Community and Health Services. Those topics have been included and consolidated into the six topic areas shown below, including an additional topic related to COVID-19. The table below shows a summary of the key themes from each topic area from the survey.

***"Having my family near  
is important."***

- Social Pinpoint Resident Input



Domain of Livability	Key Themes
<b>Housing</b>	<ul style="list-style-type: none"> <li>▶ Housing maintenance and safety</li> <li>▶ Importance of independent living</li> <li>▶ Affordability and accessible housing options</li> </ul>
<b>Outdoor Spaces &amp; Buildings</b>	<ul style="list-style-type: none"> <li>▶ Well-maintained public spaces</li> <li>▶ Improved accessibility of facilities</li> </ul>
<b>Transportation</b>	<ul style="list-style-type: none"> <li>▶ Improved pedestrian infrastructure</li> <li>▶ Maintained or bettered public transportation services and costs</li> <li>▶ Convenience and timeliness</li> </ul>
<b>Health &amp; Wellness</b>	<ul style="list-style-type: none"> <li>▶ Improved healthcare options</li> <li>▶ Affordable health programs</li> <li>▶ Diverse healthcare staff and services</li> </ul>
<b>Social &amp; Civic Participation</b>	<ul style="list-style-type: none"> <li>▶ Isolation concerns</li> <li>▶ Need for socialization and programming</li> <li>▶ Desire for employment and volunteering opportunities</li> </ul>
<b>Community Information</b>	<ul style="list-style-type: none"> <li>▶ Improve accessibility for diverse populations</li> <li>▶ Maintain or improve access to the internet</li> <li>▶ Expand information methods to reach more residents</li> </ul>
<b>COVID-19*</b>	<ul style="list-style-type: none"> <li>▶ High concern about COVID-19</li> <li>▶ Need for resources and programs</li> <li>▶ Improved community connections and support</li> </ul>

*\*COVID-19 is not a typical Domain of Livability, but survey questions were added under this category to assess the impacts of the pandemic on livability in National City.*

### ***Social Pinpoint Online Engagement, One-on-One Phone Calls, and the Virtual Town Hall***

Residents and leaders were encouraged to participate in the engagement tools through e-newsletters, senior living community outreach and meals programs, school district outreach, information from City leaders, social media, by participating in a Virtual Town Hall via Zoom, and word of mouth. The tool could be accessed through the Age-Friendly National City webpage at: <http://nationalcityca.gov/afnc>.

Social Pinpoint is an online engagement and input tool that makes it easy for community members and stakeholders to provide comments and feedback in a virtual format. The Social Pinpoint tool was chosen for this project because of the onset of COVID-19 restrictions that prevented large groups gatherings. Typically, in-person community workshops would be hosted at locations around the community to collect input from residents, but this was not an option due to the pandemic. Social Pinpoint provided the opportunity to engage community members in a safe and thoughtful manner, while also providing a format that allows residents and stakeholders to participate at any time, at a convenient pace, and with a preferred language.

101 comments have been posted to the Ideas Wall and 12 comments have been posted to the Mapping Tool through the Social Pinpoint online engagement platform, hosted on the project webpage. Paper versions of the online engagement questions were delivered to targeted community locations, and completed forms were collected and inputted into the online platform (these forms have been included in the total counts shown).

To expand upon the outreach efforts done online through Social Pinpoint, phone calls were also made to residents living in Summercrest Apartments in National City to increase accessibility to participate in the project. Residents were provided with a summary about the project and asked questions from the printed questionnaire. City staff and volunteers from AARP had a total of 17 conversations with residents who primarily speak Spanish and Tagalog. All questions were designed in a way to be uploaded and added to the online input tool via the phone call volunteers. Data from these calls have been included in the total count of the online tool participants.

A Virtual Town Hall was held on September 24th (in English and Spanish) to share background information about the project, initial findings from the survey, information about how to use the online input tools, and solicit feedback about how to grow participation for the project. The recording of the Virtual Town Hall can be viewed on the project webpage at: <http://nationalcityca.gov/afnc>.

The data summarized below includes resident feedback on Social pinpoint, which includes input from the printed questionnaires and the One-on-One phone calls.

Typically, there are Eight Domains of Livability, which include Housing, Outdoor Spaces & Buildings, Transportation, Social Participation, Respect & Social Inclusion, Work & Civic Engagement, Communication & Information, and Community and Health Services. Those topics have been included and consolidated into the six topics shown to the right.





Key concepts from the Ideas Wall input included providing housing that is accessible and affordable for all income levels, offering healthy living opportunities, the importance of open space and programming across the community, combating social isolation, and improving the mobility network to offer safe and reliable transportation options.

Participants provided their input on the Mapping Tool based on categories, as shown below. Categories help indicate locations that show good examples of why National City is a community for all ages, locations where there are livability issues and concerns, and locations where residents recommend improvements be made.



In the Mapping Tool, an interactive map allowed participants to drop a pin at an exact location and leave a comment about that location. These comments could be up or down voted by others. Additionally, residents could comment on others’ responses, and those items have been included as a sub-bullet.

Key ideas from the Mapping Tool included highlighting Summercrest Apartments and bicycle facilities as existing livability areas in National City, as well as recommendations for where improvements can be made roadway safety for pedestrians and the availability of open space and accessible activities for all ages.

A comprehensive summary of information from the baseline assessment period can be viewed within the Mid-Project Report in Appendix C.

## Action Planning

The Age-Friendly National City Action Plan is a document that compiles community input from the baseline assessment period, findings from the policy scan, and resources and guidance from city staff and local partners. The intent of the Action Plan is to have a document with implementable programs and policies that will help create a more vibrant, livable, and age-friendly National City where residents of all ages can live and thrive.

### *Draft Action Plan and Public Review*

The Age-Friendly National City project team, determined that the baseline assessment pointed to seven Domains of Livability most relevant to National City:



There is considerable cross-over and interaction between the domains, and therefore, there will be collaboration between city departments, residents, and community partners to achieve goals outlined within this Action Plan. City staff and the project team developed a draft vision statement, goals, objectives, and actions for each National City domain, based on cumulative input from the community.

The Draft Action Plan was shared with the community and city staff for review and input prior to finalization of the document.

### *Final Action Plan*

The project team worked closely with city staff to integrate input and finalize the Action Plan. The final Action Plan was approved by the City Council on June 15, 2021.

## Implementation and Oversight of the Plan

The first step of implementation is for City staff to operationalize key tasks and establish a schedule for planning purposes and accountability. This will include developing an evaluation plan for regular progress reporting by key departments and tracking of metrics, or measures of success. A continuous quality improvement (CQI) process will be applied so that resulting data can be used to direct and improve implementation. An annual progress report will be delivered to the City Council and AARP in June 2022 and 2023 with a final report in June 2024.



*“I don't have a car and public transportation is important.”*

- Social Pinpoint Resident Input



Outdoor Spaces  
& Buildings



Social & Civic  
Participation



Community  
Information



Respect & Social  
Inclusion



Housing



Transportation



Health & Wellness





## Domains of Livability for Age-Friendly National City

The Age-Friendly National City Action Plan was developed to increase livability for people of all ages, with particular attention paid to the City's evolving needs of adults over 65 years of age, a rapidly increasing age cohort. The Age-Friendly National City project team gathered data from the community during the baseline assessment period, analyzed data from the AARP Livability Index for National City (2021) and conducted a policy scan of City documents, such as the General Plan (2011).<sup>5</sup>

*\*Refer to Appendix A for the full Action Plan.*





## National City Domains of Livability

The pages that follow lay out the plans in each domain area using the following template:

<i>Domain Definition</i>	Details what this domain is/entails; shared language helps to build shared understanding.
<i>Vision</i>	What is desired to happen/be in place once this plan is complete; describes future aspirations.
<i>What We Heard</i>	Key findings from the baseline assessment survey, community conversations, policy scan and other relevant existing data
<i>What We Know</i>	Key assets that are already in place and available to build on; includes programs, services, City plans and facts (data) regarding the population.
<i>What We Will Do</i>	Goals (what we want to achieve) and objectives (what will result or be in place) for each domain. (Note the associated actions, metrics and timeline are found in Appendix A.)





## Domain 1: Outdoor Spaces & Buildings

*Outdoor Spaces & Buildings focuses on the availability of safe and accessible public facilities.*

### **Vision**

National City provides safe and accessible public buildings and open spaces that offer amenities and resources supportive of healthy living for all ages and abilities.



## What We Heard

The Age-Friendly National City team gathered data from the community through a series of community engagement activities and a project survey. Additionally, the team analyzed data from the AARP Livability Index for National City (2021) and conducted a policy scan from adjacent City documents and plans. Through this data collection process, the following themes and issues were identified:

### ***Safety and Accessibility***

- ▶ Maintain the safety and accessibility of all parks, buildings, and other public spaces, as well as the access to reach these facilities. (Project Survey)
- ▶ Improve accessibility of all public facilities and programs. (Project Survey)
- ▶ Support neighborhood watch programs to keep all areas of the community safe. (Social Pinpoint)

### ***Amenities***

- ▶ Provide well-maintained parks, public areas, sidewalks, and streets across the City so that residents can access and enjoy these facilities within a safe and comfortable walking distance. (Project Survey)
- ▶ Include benches and resting areas in public spaces. (Project Survey)
- ▶ Create more community gathering opportunities for residents of all ages to socialize and live healthy and active lifestyles. (Project Survey, Social Pinpoint)

## What We Know

### ***Maintenance and Access***

- ▶ Access to safe and cared for open space and public facilities is important to National City residents. Having public amenities within walking distance showcases the City's development of the 10-Minute Neighborhood concept. (Social Pinpoint, One-on-one phone calls)
- ▶ Having resources available helps facilitate a healthy lifestyle, community interaction, and a greater quality of life.

### ***Community Resources***

- ▶ Resources available to the public include the National City Public Library, the Kimball Senior Center, and the National City MLK, Jr. Community Center. At these facilities, the City provides programs available to people of all ages. Additional programs and resources will be made available through the Kimball Highland Master Plan project, which will be Integrating intergenerational homes, healthcare, and community amenities in a transit and pedestrian-oriented village in downtown National City.<sup>6</sup>
- ▶ The City manages seven public parks scattered throughout the community, made up of 70.2 acres of public open space and includes access to grassy areas, picnic areas, play courts, and habitat areas.<sup>7</sup>
- ▶ The City manages one public golf course, made up of 44 acres of public open space.
- ▶ The City manages seven recreation and community centers with amenities including indoor gymnasiums, senior resources, community kitchens, and exercise rooms.
- ▶ The National City Feeling Fit Club helps maintain or improve the ability to do daily living tasks while promoting wellness and independence.
- ▶ The National City Community Services Department also provides support to a variety of programs throughout the City, many of which have been suspended due to COVID-19.



### **Access to Green Space and Public Facilities**

- ▶ Providing green spaces offers safe routes for walking and cycling, physical activity, and social interaction. These spaces are also important to mental health. Having access to green spaces and social outlets can reduce health inequalities, improve well-being, and aid in the treatment of mental illness.<sup>8</sup>
- ▶ Expanding and maintaining public facilities and open spaces throughout the community is an important concern for the community. Parks, public facilities, and open space are not equally distributed across the City, inhibiting equity and access.
- ▶ National City has been actively working to improve community open space and buildings as a part of community plans. The 2011 General Plan includes implementable strategies for improved open space, recreation, and civic opportunities throughout the City.

### **What We Will Do**

Through the National City Age-Friendly Initiative, we hope to address identified gaps, ensuring the safety of all residents when using the City's public areas and buildings, as well as addressing accessibility concerns and providing amenities for a more comfortable and enjoyable experience.

#### **Goal 1.1**

*Provide well-maintained and safe public spaces to all residents across all City-owned facilities.*

Objective 1.1.1: Inform the public on the progress of policies related to parks and facilities in the General Plan, specifically related to older adults.

Objective 1.1.2: Equally distribute the availability of open space, public facilities, and community programs.

Objective 1.1.3: Encourage community-oriented programs that facilitate the routine use of public spaces and these facilities' maintenance.

Objective 1.1.4: Include more crime prevention strategies for residents and City staff to maintain and design current and future public spaces.

***“I like going to the park  
and going on walks.”***

- Social Pinpoint Resident Input









## Domain 2: Social & Civic Participation

*Social & Civic Participation focuses on access to leisure and cultural activities, including opportunities for all residents to socialize, engage with their peers, and participate in paid work and volunteer activities.*

### **Vision**

National City fosters resident engagement through a range of intergenerational activities, events, civic engagement opportunities, and employment and volunteer positions.





## What We Heard

The Age-Friendly National City team gathered data from the community through a series of community engagement activities and a project survey. Additionally, the team analyzed data from the AARP Livability Index for National City (2021) and conducted a policy scan from adjacent City documents and plans. Through this data collection process, the following themes and issues were identified:

### **Social Interaction**

- ▶ When it comes to diversity of activities, residents said that National City could improve at offering programs that involve both younger and older people, as well as cultural activities for diverse populations. (Community Survey)
- ▶ There lack of availability of continuing education classes or social clubs to pursue new interests, hobbies, or passions. (Project Survey)
- ▶ Requests were made for a broader range of programs in all parts of the community. (Social Pinpoint and On-on-One Phone Calls)
- ▶ Residents desire intergenerational programming to accommodate age-specific needs and attract multi-generations.
- ▶ The Kimball Senior Center is a hub for programs and resources, but with limited or suspended programming due to COVID-19, residents desire socialization opportunities.

### **Civic Engagement and Volunteering**

- ▶ Residents desire greater access to volunteering opportunities and participating in decision-making bodies. This includes opportunities for older adults to participate in decision-making bodies, having access to easy-to-find information on local volunteer opportunities, volunteer training opportunities, and transportation to and from volunteer activities. (Project Survey)

### **Employment Opportunities**

- ▶ When it comes to employment and training, respondents rated many services poor or fair. This includes job training opportunities for older adults who want to learn new skills, policies that ensure older adults can continue to have equal opportunities to work, jobs that adapt to meet the needs of people with disabilities, and have a range of flexible job opportunities for older adults. (Project Survey)

## What We Know

### **Social Interaction**

- ▶ The Kimball Senior Center, the National City Library, and the Casa de Salud Recreation Center promotes healthy, active aging through creative and extensive programs (e.g., events, day trips, information and referral, health screenings, exercise).
- ▶ The City provides and aspires to provide a range of volunteer and job services (General Plan 2011, Education and Public Participation Element).
- ▶ The City seeks to maintain and improve the Kimball area as a central place for community activities (Kimball



Highland Master Plan, City Council Presentation, October 20, 2020).

- ▶ The Community Services Department has responsibility for recreational services, educational, social service programs, cultural events, facilities rentals, and some facilities planning. Additional facilities in the area that provide opportunities for recreation and social activities for adults.

**Civic Engagement**

- ▶ The City of National City has a variety of boards and commissions offering an excellent opportunity for individuals to volunteer their services. Boards and commissions may be fiduciary, regulatory, policy-setting, and/or advisory.<sup>9</sup>
- ▶ The Parks, Recreation, & Senior Citizens Advisory Board is a 7-member advisory board that acts in an advisory capacity to the City Council in matters of policy and administration of city-owned parks and the recreation programs operated within the parks and recreation centers; investigates and reports on related matters as referred by the Council, and submits recommendations to Council on relative subjects which the Board deems important. No position is specified by age, experience, or interest.
- ▶ The City desires to organize Community Councils and Neighborhood Organizing Workgroups (NOWs) for the purpose of involving community members in decision-making and implementation processes. (General Plan 2011, Education and Public Engagement Element, Policy E-7.4)

**Work and Volunteer Opportunities**

- ▶ National City has a Volunteer Opportunities page on the City’s website under Human Resources, with opportunities for all ages and information about the application process.<sup>10</sup>
- ▶ National City includes a Jobs Opportunity page for City-specific employment opportunities, but there is no citywide job board, particularly for older adults or other unique populations.<sup>11</sup>
- ▶ More residents desire and need to work longer.

**What We Will Do**

Through the Livable National City Age-Friendly initiative, we hope to build on existing efforts, develop a process to assess and respond to changing needs timely, build capacity for civic engagement, and increase awareness of career and volunteer opportunities within the City.

**Goal 2.1**  
*Build on and expand opportunities for social participation for all ages.*

- Objective 2.1.1: Continue to provide high-quality and diverse activities and events.
- Objective 2.1.2: Increase the visibility of opportunities for social participation (Cross-reference Community Information).

**Goal 2.2**  
*Build capacity for civic engagement, volunteerism, and employment.*

- Objective 2.2.1: Train and develop additional citizen leaders.
- Objective 2.2.2: Empower residents to work or volunteer as they desire.









## Domain 3: Community Information

*Community Information is the distribution of information, person-to person communication, printed information, media, access to and use of technology and the internet.*

### **Vision**

National City enables residents to be informed about and engaged in community programs, services, and activities through a variety of accessible formats.





## What We Heard

The Age-Friendly National City team gathered data from the community through a series of community engagement activities and a project survey. Additionally, the team analyzed data from the AARP Livability Index for National City (2021) and conducted a policy scan from adjacent City documents and plans. Through this data collection process, the following themes and issues were identified:

### **Usability of Resources**

- ▶ Internet competency has increased because of COVID-19 and other online resources and a majority of residents say that they heavily rely on the internet for information and communication. (Project Survey)
- ▶ Information hubs for residents to receive information include from family and friends, the Senior Center, a doctor or health professional, and faith-based organizations. (Project Survey)

### **Visibility of Information**

- ▶ Information outlets and increasing the modes of communication through paper (newspaper, flyers) and online (City's website and social media) was a general theme throughout the community engagement process. While National City has many existing channels for distributing information, identifying untapped communication channels, and making access to information clearer and easier can benefit the City's older adults.
- ▶ Accessibility to information was rated well by residents who participated in the project survey, but improvement suggestions include providing larger lettering and the process for getting information delivered to home-bound residents.
- ▶ Diversity in communication is important because National City is rich in culture and is a multi-lingual community, so continuing to provide informational resources in multiple languages is valued and necessary.
- ▶ Expand topics of information shared with residents to include events, civic updates, and up-to-date community resources. (Social Pinpoint)

## What We Know

### **Usability of Resources**

- ▶ The City of National City offers multiple hubs for information dissemination including the National City Library, City facilities, and the City website and social media channels.
- ▶ The National City Library supports lifelong learning and offers resources such as remote activities, adult literacy, computers and Wi-Fi, intergenerational events, and 3D printing.
- ▶ The Kimball Senior Center is an information and activity hub for older adults and a broad range of individual and group services are provided, as well as access to other community resources and agencies serving older adults
- ▶ The City created the Age-Friendly National City webpage (<https://www.nationalcityca.gov/community/age-friendly-national-city>) as the landing page for age-friendly resources.



### **Visibility of Information**

- › Social media such as Facebook (over 7,300 followers), Twitter (Over 2,800 followers) and Instagram (over 1,700 followers)
- › National City online newsletter “Nat City News” is an e-newsletter and City Guide
- › National City keeps recordings of City Council and Boards/Committee meetings on the website
- › National City offers multiple e-government tools including and National City Connect (mobile and web application).
- › The quarterly Neighborhood Council Program breakfast meetings are a timely, friendly, and transparent way to get information to and from the public. All meeting topics are driven by resident requests, current events, and a desire by the City to keep residents informed on new programs and upcoming developments.
- › National City provides National City Connect through the National City Facebook page where residents can report location-specific issues such as fire hazards, graffiti, and homeless concerns.
- › Applications, such as Next Door, are used by residents

### **What We Will Do**

Through the Age-Friendly initiative, we hope to address identified gaps, allowing residents of National City to remain informed and engaged while also increasing communication access.

#### **Goal 3.1**

*Increase public visibility and access of the City’s plans, programs, and resources.*

Objective 3.1.1: Broaden the public’s access and visibility by employing a multi-media and multi-level communications approach.

#### **Goal 3.2**

*Maximize the use and impact of technology throughout the City.*

Objective 3.2.1: Ensure the City’s communications strategy uses updated and existing communication tools and methods.

***“We would like to know what is going on throughout the City.”***

- Social Pinpoint Resident Input





**IMPORTANT UPDATES: COVID-19/Coronavirus**

The City of National City is here to serve you by appointment only until further notice. While in-person services are limited, many services are available [online](#). For more details, please visit our [Coronavirus page here](#).

- 211 San Diego
- Age-Friendly National City
- Census 2020
- Calendar of Events
- Community Videos
- Demographics
- Department of Motor Vehicles
- Disaster Preparedness
- eNotification Sign-up
- Fire Safety
- Housing Resources Directory
- Join CERT
- + Military
- Neighborhood Councils

[Community »](#)

## Age-Friendly National City

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Welcome to the Age-Friendly National City webpage. Age-Friendly National City is a project through AARP's Livable Communities Initiative, with support from The San Diego Foundation Age-Friendly Communities Program. This webpage is used to share information about the project and receive input from the community about ways to increase the livability of National City.

*Age-Friendly Livable Community: Well-designed, age-friendly communities foster economic growth and make for happier, healthier residents of all ages.*







## Domain 4: Respect & Social Inclusion

*Respect & Social Inclusion draws upon the wisdom and experience of older adults, encourages intergenerational and multicultural understanding, and works to eliminate ageism and ensure consistent levels of high-quality service for all ages.*

### **Vision**

National City is inclusive of persons at all life stages and abilities and fosters enhanced awareness and respectful interactions to support full participation in community life.





## What We Heard

The Age-Friendly National City team gathered data from the community through a series of community engagement activities and a project survey. Additionally, the team analyzed data from the AARP Livability Index for National City (2021) and conducted a policy scan from adjacent City documents and plans. Through this data collection process, the following themes and issues were identified:

### **Respect**

- ▶ Participants of the Social Pinpoint tool and the One-on-one phone calls often expressed respect as the most important value for older adults

### **Isolation**

- ▶ When it comes to companionship, respondents to the Project Survey said that they experience a lack of companionship, feeling isolated from others, and the feeling of being left out.
- ▶ COVID-19 heightened the feeling of isolation, and it is difficult to have programs and social events canceled or moved online because of the pandemic.
- ▶ Sixty-nine percent of Project Survey respondents said they feel more socially isolated because of Coronavirus, but over 75% of the respondents have used video chat, social media, or a phone to connect with others.
- ▶ Fifty-five percent of survey respondents said that they do not think their community took steps to make it easier for people to gather in public places, such as parks or recreation centers, and still can appropriately social distance from one another.

## What We Know

### **Social Inclusion and Isolation**

- ▶ In older adults, loneliness and social isolation are serious public health risks affecting a significant number of people in the United States and putting them at risk for dementia and other serious medical conditions (Centers of Disease Control).<sup>12</sup>
- ▶ Social Isolation Impacts:
  - ▶ Social isolation significantly increased a person's risk of premature death from all causes, a risk that may rival those of smoking, obesity, and physical inactivity.
  - ▶ Social isolation was associated with about a 50% percent increased risk of dementia.
  - ▶ Poor social relationships (characterized by social isolation or loneliness) were associated with a 29% increased risk of heart disease and a 32% increased risk of stroke.
  - ▶ Loneliness was associated with higher rates of depression, anxiety, and suicide.
  - ▶ Loneliness among heart failure patients was associated with a nearly four times increased risk of death, 68% increased risk of hospitalization, and 57% increased risk of emergency department visits.<sup>13</sup>



## What We Will Do

Through the Livable National City Age-Friendly initiative, we hope to build on existing efforts, develop a process to assess and respond to changing needs timely, build capacity for the inclusion of all residents in community life, and increase awareness about mental health and isolation within the city.

### **Goal 4.1**

*Increase citywide awareness around the impacts of age, disability, and isolation.*

Objective 4.1.1: Increase awareness for City staff about respect and inclusion topics.

Objective 4.1.2: Grow public awareness around respect and inclusion topics.

### **Goal 4.2**

*Increase social connections to reduce social isolation*

Objective 4.2.1: Build neighborhood interactions and connectivity.

Objective 4.2.2: Combat isolation through citywide programming.

***“Seniors should be more Included.”***

***“We need opportunities to participate and know about events happening.”***

- Social Pinpoint Resident Input









## Domain 5: Housing

*Housing looks at the availability of housing programs and a range of age-friendly housing options to support residents of all ages and income levels.*

### **Vision**

National City offers safe, affordable, and accessible housing options to allow all residents to age in place and live in a community-oriented environment.





## What We Heard

The Age-Friendly National City team gathered data from the community through a series of community engagement activities and a project survey. Additionally, the team analyzed data from the AARP Livability Index for National City (2021) and conducted a policy scan from adjacent City documents and plans. Through this data collection process, the following themes and issues were identified:

### **Accessibility and Affordability**

- ▶ Provide accessible housing that allows residents to age in place as they face physical mobility challenges. (Social Pinpoint, and One-on-one phone calls)
- ▶ It is important to have housing options within walking distance of community resources, such as the grocery store, restaurants, community centers, etc. (Social Pinpoint, and One-on-one phone calls)
- ▶ Provide more affordable living options for older adults who have limited income. (Project Survey)
- ▶ Over half of the Project Survey respondents say that their home does not need any major modifications or changes to stay there as long as possible. However, it was brought up that it is hard to find housing options that are built with amenities like a no-step entrance, wider doorways, and first-floor bedrooms and bathrooms.
- ▶ It is challenging to find affordable housing options for older adults or for those with varying incomes. (Project Survey, Social Pinpoint, and One-on-one phone calls)

### **Safety and Independence**

- ▶ Survey respondents said that the maintenance of homes and properties could be improved.
- ▶ Eighty-seven percent of the survey participants said that it is very important or extremely important to be able to live independently in their own home as they age.
- ▶ In evaluating a resident's desire to stay in National City as they age or to move, the top factors include personal safety or security concerns and having a home that helps them live independently (Project Survey).

## What We Know

### **Population and Housing Need**

- ▶ National City had a 2010 population of 58,582.<sup>14</sup>
- ▶ The City of National City is currently working on a Housing Element update for 2020 – 2025.
- ▶ The City is over one hundred years old. However, most of it was built between 1940 and 1970. This is reflected by its population growth and the age of its housing.<sup>15</sup>
- ▶ National City experienced negligible population growth from 1990 to 2000 and then experienced a 1.8% increase from 2015 to 2019 for a total of 215.6 persons per year.<sup>16</sup>
- ▶ The City has approximately 16,658 housing units.<sup>17</sup> The average percent of overcrowding, which represents over one person per room, is 9.2% of the estimated number of occupied housing units in the City, compared to a 4.5% average of overcrowding in the County.<sup>18</sup>



### **Low Income Housing Options**

- ▶ National City, much like other California cities, is facing a housing shortage, and the older adult population is a group that relies heavily on affordable housing options, including senior-specific housing. Based on the HCD Regional Housing Need Determination for the 6th Cycle RHNA, SANDAG has determined through their methodology that the housing unit allocation for National City for the period between June 30, 2020, through April 15, 2029, and National City is allocated 5,437 units.
- ▶ The City includes three “at-risk” low-income rental housing options for a total of 904 units[7]. Affordable multi-family rental project housing is “at-risk” if it is government-subsidized and has the potential to convert to market-rate housing during the next ten years (2021 – 2031). Housing options at-risk are Granger Apartments, Park Villa Apartments, and National City Park Apartments I & II.<sup>19</sup>
- ▶ National City’s Housing Authority provides resources and services to residents seeking affordable housing opportunities. Listed below are the resources in National City that accept Housing Choice Vouchers (Section 8) and additional resources such as emergency/transitional housing and shelters for residents seeking housing:
  - ▶ Granger Apartments (Seniors)
  - ▶ InnerCity Manor (Seniors and Persons with Disabilities)
  - ▶ Morgan & Kimball Towers (Seniors & Low-Income Persons)
  - ▶ National City Park Apartments, I & II (Low- to Moderate-Income Persons)
  - ▶ National City Collaborative Family Resource Center (Families)
  - ▶ Paradise Creek Apartments (Low-Income Persons)
  - ▶ Park Villas Apartments (Low-Income Persons, Families, Seniors, and Persons with Disabilities)
  - ▶ Plaza City apartments (Seniors and Persons with Disabilities)
  - ▶ Summercrest Apartments (Families)
  - ▶ T.E.L.A.C.U Southbay Manor Apartments (Seniors)
  - ▶ Temporary Bridge Shelters (Adults, Veterans, Families, and Single Women)
  - ▶ Victorian Heights (Homeless Women and their Children who Experience Domestic Violence)
  - ▶ Vista Del Sol (Low-Income Persons)
- ▶ Proposed Affordable Housing Recourses:
  - ▶ Roosevelt Tower (Very-Low- to Low-Income Persons, Military Families, Mixed-income Families)
  - ▶ Kimball Highland Master Plan (Senior-Housing, Intergenerational Housing)<sup>20</sup>
- ▶ Housing Element Policy 1.3 says that the City will encourage micro-unit housing and other residential housing models that create economies of scale, shared facilities, and supportive services to help meet the needs of specialized groups, such as the elderly, students, and lower-income. However, there is limited educational and process information about this housing type, which would further expand the City’s affordable housing stock.

### **Adult Living Facilities**

- ▶ In addition to low-income housing options, National City also provides privately owned older adult living facilities for various needs and ability levels. These facilities include senior living centers, respite and memory care centers, and hospice. A certain number of older adults who live in their private residences also depend on local programs to access community resources.





### Accessibility of Housing

- ▶ Housing that is accessible to transportation and local resources is important for a thriving, livable community. Much like affordability, access to destinations via walking, transit, and other alternative modes of travel, is highly valued amongst residents when selecting a place to live. This concept also adheres to the 10-Minute Neighborhood concept that the City has been developing.
- ▶ The Housing Element (2021) recognizes these priorities through the implementation of Goal 1: Encourage the development of a diverse housing stock that can meet the needs of National City residents of all ages, abilities, and incomes.<sup>21</sup>

### What We Will Do

Through the Livable National City Age-Friendly initiative, we hope to address identified gaps, evaluate the housing options available for older adults and residents of all ages and income levels, and provide safe, affordable, and accessible living opportunities.

#### Goal 5.1

*Provide safe, affordable housing options to allow for all residents to age in place.*

Objective 5.1.1: Inform the public on the progress of the Housing Element that relates directly to older adults' concerns.

Objective 5.1.2: Implement strategies to protect the comfort and safety of all residents in neighborhoods.

Objective 5.1.3: Promote National City to be a community where people of all ages and backgrounds can live and thrive.

#### Goal 5.2

*Grow the affordable housing stock in National City and expand the alternative living options.*

Objective 5.2.1: Provide more education about affordable housing strategies.

Objective 5.2.2: Increase the availability of transit-oriented development and housing options within walking distance to community resources.







## Domain 6: Transportation

*Transportation focuses on safe and affordable modes of private and public transportation.*

### **Vision**

National City is a community where people of all abilities have access to safe, reliable, and affordable public, private, and alternative transportation options.





## What We Heard

The Age-Friendly National City team gathered data from the community through a series of community engagement activities and a project survey. Additionally, the team analyzed data from the AARP Livability Index for National City (2021) and conducted a policy scan from adjacent City documents and plans. Through this data collection process, the following themes and issues were identified:

### **Safety**

- ▶ Enforced speed limits were rated poorly by residents. (Project Survey)
- ▶ Road conditions are bad for vehicles and pedestrians at Grove and Plaza Boulevard because of backed-up traffic. (Social Pinpoint)
- ▶ Overall public transportation is perceived well by residents for accessibility and safety. (Project Survey)

### **Convenience**

- ▶ Sixty percent of the project survey respondents said that they primarily get around by walking, and 43% rely on public transportation.
- ▶ Project survey respondents would like to see more driver education or refresher courses.
- ▶ Better transportation options and programs designed specifically for older adults, especially for older adults who face difficulties using public transportation
- ▶ It is challenging to get to medical appointments without a car or using transit (mostly due to the timeliness of the public transit service). (Social Pinpoint and One-on-one phone calls)
- ▶ The wait time for buses is too long, and buses do not come around frequently enough. (Project Survey)

## What We Know

### **Accessibility and Safety**

- ▶ National City is a centrally located community close to Downtown San Diego. Most regions of the County are within a half-hour drive time, and many destinations are easily accessible by the transit system.
- ▶ The City has better than average automobile and public-transit access. Interstate 5 and Interstate 805 cross the city from north to south, and State Route 54 traverses the southern edge of the city. Bus service is available throughout the city via the Metropolitan Transit System (MTS), and light rail service is provided by two San Diego Trolley stations.<sup>22</sup>
- ▶ National City is known in the region for hosting the “Mile of Cars.”
- ▶ For older adults, access to alternative transportation provides mobility independence, and a connection to community resources, especially after they are unable to drive.
- ▶ The average speed limit (MPH) on streets and highways is higher at 32.6, compared to the Median US Neighborhood of 28.0 (AARP 2021 Livability Index).
- ▶ National City has a higher rate of households who take walking trips per day (.99) compared to the Median US Neighborhood (.73) (AARP 2021 Livability Index).



### **Alternative Transportation and Plans**

- ▶ Alternative transportation modes, like walking, biking, and public transit, expand the mobility options available to residents of all ages and abilities and help build a “complete neighborhood” community. A “complete neighborhood” is an area where residents have safe and convenient access to goods and services they need on a daily or regular basis.<sup>23</sup>
- ▶ National City adopted a Bicycle Master Plan in 2010, but there is limited reference to accommodations for older adults or persons with disabilities.
- ▶ National City does not currently have a Pedestrian Master Plan
- ▶ The Climate Action Plan was adopted in 2011 and encourages the improvement of transit, pedestrian, and bicycle conditions to help combat greenhouse gas emissions.
- ▶ In addition to what is included in the 2012 General Plan, these plans illustrate actions being made to provide a more equitable transportation network throughout the City and provide a greater level of mobility access to all residents.
- ▶ National City does not currently have a Vision Zero commitment, which recognizes that everyone has the right to move safely in their community and that system designers and policymakers share the responsibility to ensure safe systems for travel. A Vision Zero commitment would also have co-benefits with the City’s Climate Action Plan.
- ▶ CIP projects that relate to Pedestrian and Bicycle Accessibility include:
  - ▶ INTRA-Connect Plan (2020)
  - ▶ Smart Foundation Plan (2014)
  - ▶ Homefront to Waterfront Study (2020/21)
  - ▶ Americans with Disabilities Act (ADA) Plan (2019)
  - ▶ National City Bike Map (2019)
  - ▶ National City Bicycle Master Plan (2010)<sup>24</sup>



Image Source: SANDAG





## What We Will Do

Through the Livable National City Age-Friendly initiative, we hope to address identified gaps, improve the visibility of transportation policies in City documents, meet the residents' expectations to expand mobility options, and prioritize transportation safety and accessibility across the City.

### Goal 6.1

*Provide a greater opportunity for the community to become involved in active transportation planning and the development of improvements.*

*Objective 6.1.1: Increase education and opportunities for public participation in transportation planning.*

*Objective 6.1.2: Inform the public on the Circulation Element's progress that relates directly to older adults' concerns.*

*Objective 6.1.3: Establish a communication strategy to advertise transportation-related work.*

### Goal 6.2

*Create a safe and comfortable travel experience for all mode types and for all ages and abilities.*

*Objective 6.2.1: Increase City-wide bicycle ridership by providing safe, maintained, and well-connected bicycle facilities throughout the City.*

*Objective 6.2.2: Create a more accessible and safe public transportation experience for all residents.*

*Objective 6.2.3: Enforce the speeds and behaviors for all roadway users.*

*Objective 6.2.4: Apply traffic calming measures to reduce traffic speeds and improve the pedestrian experience.*

### Goal 6.3

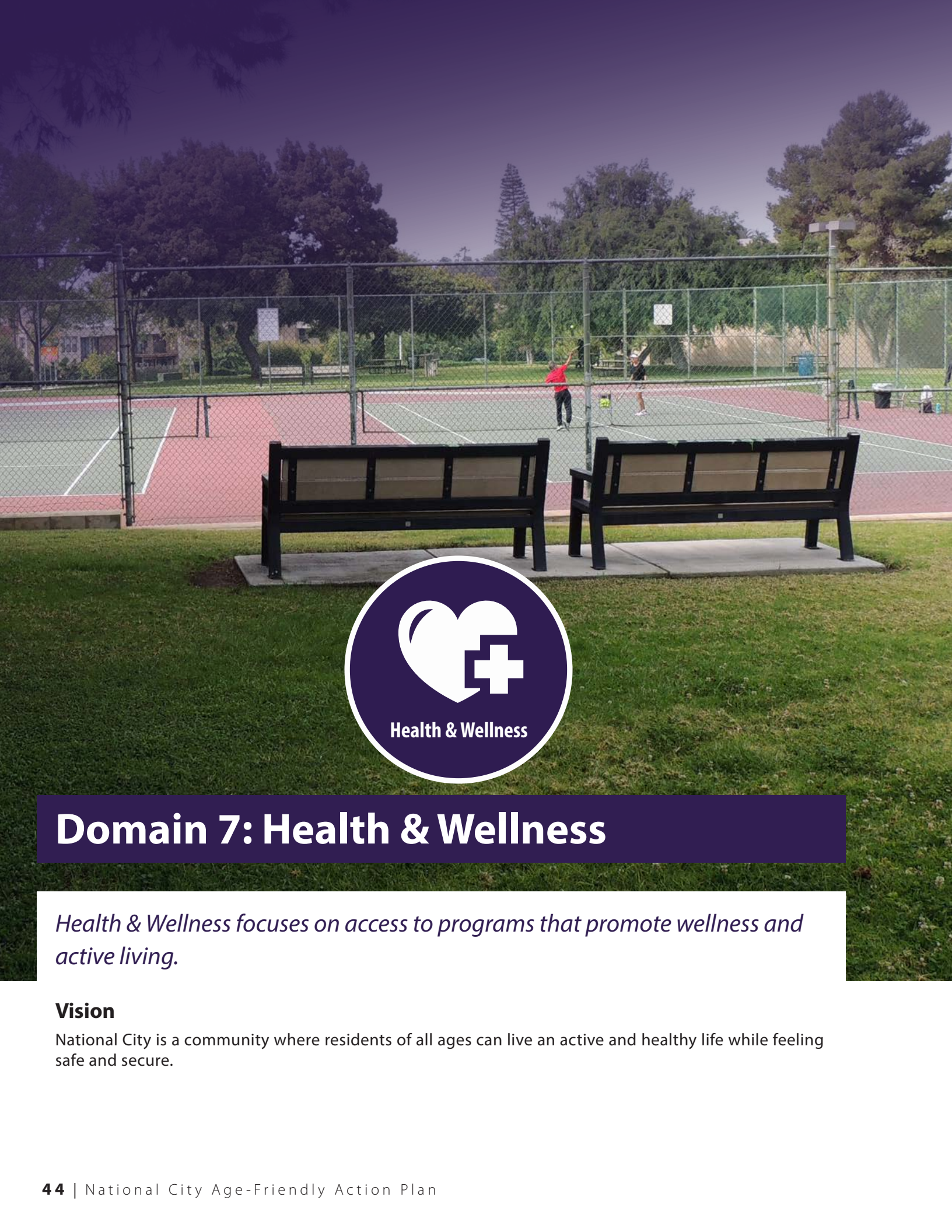
*Increase information and education about transportation options.*

*Objective 6.3.1: Provide more transportation-specific education through workshops and informational strategies.*



Image Source: SANDAG





## Domain 7: Health & Wellness

*Health & Wellness focuses on access to programs that promote wellness and active living.*

### **Vision**

National City is a community where residents of all ages can live an active and healthy life while feeling safe and secure.





## What We Heard

The Age-Friendly National City team gathered data from the community through a series of community engagement activities and a project survey. Additionally, the team analyzed data from the AARP Livability Index for National City (2021) and conducted a policy scan from adjacent City documents and plans. Through this data collection process, the following themes and issues were identified:

### **Accessible and Affordable Healthcare Services**

- ▶ Overall, residents rated their health as good (38%) or very good (32%) on the Project Survey
- ▶ Forty-eight percent of survey respondents said that having access to better healthcare is a major factor for moving outside of National City
- ▶ It is important to have healthcare providers speak a variety of languages
- ▶ Residents desire healthcare services that are affordable and provide access to a variety of healthcare professionals and specialists
- ▶ Information about healthcare services and where to access services could be improved
- ▶ Improve walkability and safety to reach healthcare services in National City (Social Pinpoint)

### **Healthy and Active Lifestyle**

- ▶ Residents desire affordable health and wellness programs and classes, as well as affordable fitness activities geared towards older adults (Project Survey)
- ▶ Having good health is a priority for residents (One-on-one calls and Social Pinpoint)
- ▶ It is important to have a healthy body to maintain independence, movement and to avoid illness
- ▶ Residents feel healthier when they are around others and able to access open spaces and socialize with others.

## What We Know

### **Delivery of Health and Wellness Services**

- ▶ As of 2015, there were 431,699 older adults 65 and over, approximately 13% of the County's population. By 2030, this number is expected to increase to 754,606, over a fifth of the population (21%).<sup>25</sup>
- ▶ National City has a lower patient satisfaction rate for health care (64.6%) as compared to the Median US Neighborhood (71.3%) (AARP 2021 Livability Index)
- ▶ National City has a lower rate of preventable hospitalization rate (45.8) as compared to the Median US Neighborhood (48.5) (per 1000 patients) (AARP 2021 Livability Index)
- ▶ National City has a higher percentage of residents who live within a half-mile of parks and within a 1 mile of recreational facilities (96.1%) as compared to the Median US Neighborhood (90.7%) (AARP 2021 Livability Index)
- ▶ The social determinants of health impact both the quality and longevity of life.
- ▶ The availability of healthy food options may correlate with higher consumption of fruits and vegetables, which can alleviate the prevalence of excess weight and obesity. Within National City, there are approximately twice as many fast food and convenience stores as general grocery and fruit and vegetable markets.<sup>26</sup>



**Health Conditions**

- ▶ National City has worse environmental health conditions when compared to Median US Neighborhoods for regional air quality and near-roadway pollution. On average, the Median US Neighborhood has 5.7 days per year when regional air quality is unhealthy, and National City has 40.7 days. Additionally, 12.7% of National City residents live within 200 meters of a high-traffic road where more than 25,000 vehicles pass per day (AARP 2021 Livability Index)
- ▶ National City has a lower prevalence rate of smoking (13.7%) compared to Median US Neighborhood (20.5%) (AARP 2018 Livability Index).
- ▶ National City has a lower obesity rate (19.0%) as compared to the Median US Neighborhood (28.9%) (AARP 2021 Livability Index)
- ▶ Heart disease is the leading cause of death for both women and men in the United States. According to the County of San Diego Community Health Statistics Unit, in 2005, approximately 4.9% of adults were diagnosed with heart disease in the South Region compared to 5.9% countywide.<sup>27</sup> (National City General Plan, Chapter 6 Background Report)
- ▶ In 2007, the percentage of individuals diagnosed with diabetes was higher in the South Region (8.3%) than in the County (6.3%) (County of San Diego Community Health Statistics Unit, 2009). National City had the highest rate of deaths from diabetes in San Diego County (40.1 to 50 deaths per 100,000 population) (National City General Plan, Chapter 6 Background Report)
- ▶ According to the 2018 Life Expectancy Study by the County of San Diego, National City’s life expectancy is 78.9 years old, compared to the County expectancy rate of 82.6 years old.<sup>28</sup>
- ▶ Improved health conditions are closely tied to eliminating inequities in National City. Equity is the absence of avoidable or remediable differences among groups of people, whether those groups are defined socially, economically, demographically, or geographically. Health inequities involve access to the resources needed to improve and maintain health or health outcomes (World Health Organization).<sup>29</sup>

**What We Will Do**

Through the Livable National City Age-Friendly initiative, we hope to increase civic engagement, build consensus and identify action steps to highlight the current and projected health and wellness for those who live and work in National City.

**Goal 7.1**  
*Review current health conditions for National City populations to identify areas of concern.*

- Objective 7.1.1: Assess health-related data and make health information available to residents.*
- 
- Objective 7.1.2: Inform the public on the Health and Environmental Justice Element progress that relates directly to older adults’ concerns.*
- 
- Objective 7.1.3: Improve access to health facilities and programs*

**Goal 7.2**  
*Provide health-related programs to expand upon the educational health resources available in National City.*

- Objective 7.2.1: Provide workshops and classes on healthy lifestyle living, eating, exercise, and mental health.*
- 
- Objective 7.2.2: Raise awareness around mental health and the importance of socialization*









# Call to Action

This Action Plan outlines the goals and tasks with time frames to be accomplished over the next few years by elected officials, municipal staff, residents, and numerous community partners working together towards making National City a livable community for all ages.

With the approval of the Age-Friendly National City Action Plan, we move from discussing and planning to collaborating and doing. In the coming years, we will address the action steps listed in the Action Plan. City departments and community partners have been identified to work together on the different tasks,





along with residents. The role of City staff and related partners is presented in this Action Plan. Residents of all ages are also called upon to take an active role in helping to shape an Age-Friendly National City.

Please look for project announcements to stay informed and participate. Announcements will be posted online on the City website <https://www.nationalcityca.gov/community/age-friendly-national-city>, via the City's social media outlets, City Hall, the Senior Center, and the Library. If you have recommendations or input, please submit to [Housing@nationalcityca.gov](mailto:Housing@nationalcityca.gov)

Please share the Age-Friendly National City Action Plan with your family, friends, neighbors, and others. Age-Friendly National City is for all ages and benefits each and every one of us today, tomorrow, and in the years to come.



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# Appendices

Appendix A **Age-Friendly National City Action Plan Implementation Table**

Appendix B **Policy Scan**

Appendix C **Age-Friendly National City Mid-Project Report**

Appendix D **Community Survey Findings**

*Appendix B, C, and D can be found at <http://nationalcityca.gov/afnc>*

# National City Age-Friendly Action Plan: Outdoor Spaces & Buildings

Objectives and Specific Action Steps	Metrics/Deliverable (A quantifiable measure that is used to assess the success of the action)	Timeline Short Term (ST) < 1 yr Medium Term (MT) = 2 -3 yrs Long Term (LT) > 3+ yrs	Implementation Partners
<b>Goal 1.1 Provide well-maintained and safe public spaces to all residents across all City-owned facilities.</b>			
<p><b>1. Inform the public on the progress of policies related to parks and facilities in the General Plan, specifically related to older adults.</b></p> <p>a. Provide written and verbal reports on the progress at the Parks, Recreation, &amp; Senior Citizens Advisory Board.</p>	1a. Report and presentation	1a. ST: Quarterly	1a. Comm. Services, PR&SCAB
<p><b>2. Equally distribute the availability of open space, public facilities, and community programs.</b></p> <p>a. Conduct an inventory of all public facilities to evaluate if every resident is within a 10-minute walk of a park or open space.</p> <p>b. Continue discussions with the National City School District on the possibility of joint use agreements expand open space availability across the City outside of school hours.</p>	2a. Map and written report with residential walksheds 2b. Meet with NCSD and create written agreement on maximum use of school grounds	2a. LT: By 2023 for all residences 2b. MT: By 2022	2a. Engineering/PW 2b. Comm. Services
<p><b>3. Encourage community-oriented programs that facilitate the routine use of public spaces and these facilities' maintenance.</b></p> <p>a. Document accessibility, maintenance, and safety concerns at all parks with community members through National City Connect.</p> <p>b. Provide how-to courses through the Kimball Community Center to use the National City Connect app and web-based platform.</p> <p>c. Partner with local schools to create intergenerational activities that bring students and older adults together to socialize and utilize the parks and recreation centers.</p> <p>d. Offer more programs in parks and open spaces, when possible.</p> <p>e. Create a Senior Saturdays program series at Kimball Park and provide intergenerational activities and resources.</p>	3a. Audit of each park and open space with app and a summary of findings 3b. Multilingual workshops for all ages 3c. Deployment of In-person/virtual activities 3d. Assess current distribution of park/open space activities 3e. Pursue grant and deploy event programs	3a. LT: Annually, each park and open space 3b. ST: Quarterly, in-person and virtual 3c. LT: Annual activity starting in 2022 3d. MT: By mid-2022 3e. ST: By close of 2021	3a. NCPD, Comm. Services 3b. Human Resources, Library 3c. NCSD, Comm. Services, Senior living facilities 3d. Comm. Services 3e. Comm. Services, Housing



<p><b>4. Include more crime prevention strategies for residents and City staff to maintain and design current and future public spaces.</b></p> <ul style="list-style-type: none"> <li>a. Provide Crime Prevention Through Environmental Design (CPTED) recommendations and strategies for all parks in the City, current and future.</li> <li>b. Work with the National City Police Department to provide CPTED training to City staff.</li> <li>c. Provide neighborhood watch and safety trainings for residents by partnering with the National City Police Department.</li> </ul>	<p>4a. National City Older Adult Policy</p> <p>4b. Workshop with City staff</p> <p>4c. Community workshops and ongoing communication with NCPD</p>	<p>4a. ST: Annually, when the General Plan progress report is released</p> <p>4b. ST: Annually, EOY</p> <p>4c. MT: Workshop on neighborhood safety every six (6) months, or as requested</p>	<p>4a. NCPD, Comm. Development</p> <p>4b. NCPD, Comm. Development</p> <p>4c. NCPD, Comm. Development</p>
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# National City Age-Friendly Action Plan: Social & Civic Participation

Objectives and Specific Action Steps	Metrics/Deliverable (A quantifiable measure that is used to assess the success of the action)	Timeline Short Term (ST) < 1 yr Medium Term (MT) = 2 -3 yrs Long Term (LT) > 3+ yrs	Implementation Partners
<b>Goal 2.1 Build on and expand opportunities for social participation for all ages.</b>			
<p><b>1. Continue to provide high-quality and diverse activities and events.</b></p> <ul style="list-style-type: none"> <li>a. Maintain an inventory of existing intergenerational and senior programming.</li> <li>b. Establish a system for continuous quality improvement and use attendance and consumer feedback/input to improve or phase-out activities.</li> <li>c. Build off of the General Plan Goal E-2 and promote college-bound and technical training opportunities for all funding opportunities for all ages.</li> <li>d. Create satellite programs and activity centers at locations across the City to supplement programs at the Kimball Senior Center that not all residents can access.</li> </ul>	<ul style="list-style-type: none"> <li>1a. Maintain list of programs from 211 and City resources</li> <li>1b. Offer a satisfaction survey and submittal box</li> <li>1c. Promote career pathways and funding opportunities</li> <li>1d. Assess variety of program options and distribute activity locations</li> </ul>	<ul style="list-style-type: none"> <li>1a. MT: Update monthly and host on a website</li> <li>1b. LT: At public meetings, MLK, and website</li> <li>1c. ST: Add to website and post signage at community centers</li> <li>1d. ST: Annually track event locations and number of participants</li> </ul>	<ul style="list-style-type: none"> <li>1a. 211, County, Comm. Services</li> <li>1b. City Mngrs. Office</li> <li>1c. Comm. Services, local colleges</li> <li>1d. Comm. Services</li> </ul>
<p><b>2. Increase visibility of opportunities for social participation. (Cross reference Community Information)</b></p> <ul style="list-style-type: none"> <li>a. Provide the community with information about social and civic participation opportunities using a variety of communication methods.</li> <li>b. Compare results of communication methods to determine relative effectiveness in garnering increased participation.</li> <li>c. Maintain the community calendar hosted on the City's website and cross-promote information on social media and in print.</li> </ul>	<ul style="list-style-type: none"> <li>2a. Include a digital, print, and social media posts</li> <li>2b. Create a tracker to compare engagement number across communication methods over the past five (5) years</li> <li>2c. Create digital webpage calendar with printing capabilities</li> </ul>	<ul style="list-style-type: none"> <li>2a. ST: For all public postings</li> <li>2b. MT: By 2022</li> <li>2c. MT: Update the activities and civic events calendar monthly, print quarterly</li> </ul>	<ul style="list-style-type: none"> <li>2a. 211, Comm. Services, AARP, City Mngrs. Office</li> <li>2b. Comm. Services</li> <li>2c. City Mngrs. Office</li> </ul>



<b>Goal 2.2 Build capacity for civic engagement, volunteerism, and employment.</b>			
<p><b>1. Train and develop additional citizen leaders.</b></p> <ul style="list-style-type: none"> <li>a. Maintain and expand intergenerational resident leadership opportunities in partnership with the County of San Diego.</li> <li>b. Establish a mentorship program among residents currently serving on Boards and Commissions and those interested in serving.</li> <li>c. Promote and create transportation options for volunteering as needed.</li> <li>d. Evaluate and increase well-paying job opportunities, specifically for older adults and persons with disabilities.</li> <li>e. Maintain the establishment of Community Councils and Neighborhood Organizing Workgroups (NOWs) for the purpose of involving community members in decision-making and implementation processes.</li> <li>f. Consider two (2) positions on the Parks, Recreation, &amp; Senior Citizens Advisory Board to be specifically for older adult residents and/or persons with disabilities.</li> </ul>	<ul style="list-style-type: none"> <li>1a. Maintain list of programs from 211, AARP, and the City</li> <li>1b. Create mentorship matching program on committee/ commission webpage</li> <li>1c. Assess transportation options and create FAQ of resources</li> <li>1d. Assess employment options and create specific FAQ of resources</li> <li>1e. Promote NOW program to encourage wider and more diverse participation</li> <li>1f. Evaluate feasibility and interest from Council for up to two (2) positions created in addition to existing positions</li> </ul>	<ul style="list-style-type: none"> <li>1a. MT: Update monthly and host on a website</li> <li>1b. LT: Hosted on committee/commission webpage</li> <li>1c. LT: Digital and print-capable FAQ</li> <li>1d. LT: Digital and print-capable FAQ</li> <li>1e. MT: Provide bi-monthly promotion using diverse mediums</li> <li>1f. MT: Bring up to City Council by 2022</li> </ul>	<ul style="list-style-type: none"> <li>1a. 211, County, City Mngrs. Office</li> <li>1b. City Mngrs. Office</li> <li>1c. Comm. Services, Engineering/PW</li> <li>1d. City Mngrs. Office, Comm. Services</li> <li>1e. Comm. Services, City Mngrs. Office</li> <li>1f. City Mngrs. Office, P&amp;RSCAB</li> </ul>
<p><b>2. Empower residents to work or volunteer as they desire.</b></p> <ul style="list-style-type: none"> <li>a. Consider a Volunteer and Employment Coordinator position with the City.</li> <li>b. Host employment workshops to help residents of all ages with interview skills, resume suggestions, and navigating an online application.</li> <li>c. Expand awareness about job opportunities and multigenerational workforce opportunities.</li> <li>d. Provide an intergenerational job fair with opportunities available, regardless of age or educational attainment.</li> </ul>	<ul style="list-style-type: none"> <li>2a. Evaluate the feasibility of creating a position</li> <li>2b. Workshop on employment for all ages and experience levels</li> <li>2c. Assess employment options and create specific FAQ of resources</li> <li>2d. Host job fair at Kimball Community Center with virtual participation opportunities</li> </ul>	<ul style="list-style-type: none"> <li>2a. MT: By 2022</li> <li>2b. MT: Annually</li> <li>2c. LT: Digital and print-capable FAQ</li> <li>2d. MT: Annually</li> </ul>	<ul style="list-style-type: none"> <li>2a. City Mngrs. Office</li> <li>2b. Comm. Services, City Mngrs. Office</li> <li>2c. City Mngrs. Office, Comm. Services</li> <li>2d. Comm. Services, City Mngrs. Office</li> </ul>

# National City Age-Friendly Action Plan: Community Information

<p><b>Objectives and Specific Action Steps</b></p>	<p><b>Metrics/Deliverable</b> (A quantifiable measure that is used to assess the success of the action)</p>	<p><b>Timeline</b> Short Term (ST) &lt; 1 yr Medium Term (MT) = 2 -3 yrs Long Term (LT) &gt; 3+ yrs</p>	<p><b>Implementation Partners</b></p>
<p><b>Goal 3.1 Increase public visibility and access of the City’s plans, programs, and resources.</b></p>			
<p><b>1. Broaden the public’s access and visibility by employing a multi-media and multi-level communications approach.</b></p> <p>a. Conduct a public information assessment to determine existing communication channels and residents’ preferences for receiving community information.</p> <p>b. Provide communication counseling and training for City officials and staff interacting with the public.</p> <p>c. Enlist volunteers to help reach populations by canvassing neighborhoods. (<i>Crossover with Social and Civic Engagement</i>)</p> <p>d. Offer live coverage of City Council meetings through the website and Facebook Live.</p> <p>e. Improve centralized sources as “one stop” for information about volunteer and decision-making opportunities.</p> <p>f. Create automated community information sources that are easy to understand and clearly displayed with large lettering.</p> <p>g. Ensure community information is delivered in-person to homebound residents.</p>	<p>1a. Send out a citywide mailer with paid response postage and an incentive for participating</p> <p>1b. Invite expert to training</p> <p>1c. Host a canvassing volunteer sign-up MLK and Library</p> <p>1d. Host streaming service and set-up Facebook live streaming</p> <p>1e. Promote the Library and Kimball Community Center as the resource/information hubs</p> <p>1f. Establish a messaging system and maintenance strategy to address community needs</p> <p>1g. Partner with the Nutrition Center to send out information to homebound residents</p>	<p>1a. MT: Coincide with other planning efforts</p> <p>1b. MT: Annually</p> <p>1c. MT: By beginning of 2022</p> <p>1d. MT: By 2022</p> <p>1e. ST: By end of 2021</p> <p>1f. MT: By 2022</p> <p>1g. MT: By end of 2022</p>	<p>1a. City Mngrs. Office</p> <p>1b. City Mngrs. Office</p> <p>1c. Comm. Services</p> <p>1d. City Mngrs. Office</p> <p>1e. Library, Comm. Services</p> <p>1f. City Mngrs. Office, Library</p> <p>1g. Nutrition Center, City Mngrs. Office</p>



<b>Goal 3.2 Maximize the use and impact of technology throughout the City.</b>			
<p><b>1. Ensure the City’s communications strategy uses updated and existing communication tools and methods.</b></p> <ul style="list-style-type: none"> <li>a. Conduct an internal communications audit to determine what is missing or outdated.</li> <li>b. Maintain and grow the Age Friendly National City webpage to include links to City of National City tools and other websites that serve as resources for older adults.</li> <li>c. Provide educational opportunities to residents that remove barriers to the digital divide.</li> <li>d. Ensure the City communications meet ADA requirements.</li> <li>e. Expand accessibility of digital resources on the National City webpage by integrating a language selection widget and a text size option menu.</li> <li>f. Create a Marketing and Communications Plan to help reach targeted populations and provide awareness training to City staff.</li> </ul>	<p>1a. Audit of internal and external communication tools and outcomes</p> <p>1b. Ensure content is accurate, current, and accessible in the webpage platform</p> <p>1c. Expand the number of digital education training offered</p> <p>1d. Internal audit of accessibility</p> <p>1e. Add lettering size widget to website and all future web-based programs</p> <p>1f. Complete Plan with consultant</p>	<p>1a. MT: Coincide with Communication Plan</p> <p>1b. ST: Review/update quarterly</p> <p>1c. LT: Quarterly</p> <p>1d. ST: By 2021</p> <p>1e. MT: By 2022</p> <p>1f. ST: On-going, complete by 2022</p>	<p>1a. City Mngrs. Office</p> <p>1b. Housing, City Mngrs. Office</p> <p>1c. AARP, Comm. Services, Library</p> <p>1d. ADA Coordinator, City Mngrs. Office</p> <p>1e. ADA Coordinator, City Mngrs. Office</p> <p>1f. City Mngrs. Office</p>

# National City Age-Friendly Action Plan: Respect & Social Inclusion

Objectives and Specific Action Steps	Metrics/Deliverable (A quantifiable measure that is used to assess the success of the action)	Timeline Short Term (ST) < 1 yr Medium Term (MT) = 2 -3 yrs Long Term (LT) > 3+ yrs	Implementation Partners
<b>Goal 4.1 Increase citywide awareness around the impacts of age, disability, and isolation.</b>			
<p><b>1. Increase awareness for City staff about respect and inclusion topics.</b></p> <ul style="list-style-type: none"> <li>a. Hire a consultant to host City staff trainings related to aging, disability, memory loss, and isolation.</li> <li>b. Make trainings available to community-based service providers, appointed members of boards and commissions, and community safety groups (i.e., National City Police and Fire).</li> <li>c. Develop and share best practices for improving the accommodations for older adults and people with disabilities at public meetings (e.g., captioning), including a list of vendors/service providers capable of improving access during such meetings.</li> </ul>	<ul style="list-style-type: none"> <li>1a. Invite expert for training</li> <li>1b. Invite appointed/elected officials to trainings</li> <li>1c. Conduct assessment of case studies from other jurisdictions</li> </ul>	<ul style="list-style-type: none"> <li>1a. MT: Twice a year and host on a website</li> <li>1b. ST: On-going</li> <li>1c. MT: By mid-2022</li> </ul>	<ul style="list-style-type: none"> <li>1a. County Age Well, AARP</li> <li>1b. City Mngrs. Office</li> <li>1c. City Mngrs. Office, AARP</li> </ul>
<p><b>3. Grow public awareness around respect and inclusion topics.</b></p> <ul style="list-style-type: none"> <li>a. Promote dementia awareness in National City.</li> <li>b. Work with the County of San Diego Age Well team to promote the Dementia Friendly initiative and how to become a dementia ally.</li> <li>c. Improve the language used pertaining to aging and older adults by using terms such as “older adults” and “elders” instead of “senior citizens” and “the elderly.”</li> <li>d. Advance civil rights, equity, and social sustainability for older adults by removing barriers and conditions that prevent minority, low-income, limited English proficiency, and other disadvantaged groups from receiving access, participation, and benefits from City and County programs, services, and activities.</li> <li>e. Consider developing an Equity and Inclusion Committee or Commission and including at least one position for an older adult resident.</li> </ul>	<ul style="list-style-type: none"> <li>2a. Digital, print, and social posts</li> <li>2b. Set-up a meeting to decide on promotional strategy</li> <li>2c. Across all communication platforms and oral presentations</li> <li>2d. Across all communication platforms, programs, and oral presentations</li> <li>2e. Draft committee bylaws for City Council review</li> </ul>	<ul style="list-style-type: none"> <li>2a. ST: On-going</li> <li>2b. MT: By close of 2022</li> <li>2c. ST: On-going</li> <li>2d. ST: On-going</li> <li>2e. MT: By close of 2022</li> </ul>	<ul style="list-style-type: none"> <li>2a. County Age Well</li> <li>2b. County Age Well, Comm. Services</li> <li>2c. City staff</li> <li>2d. City staff</li> <li>2e. City Mngrs. office</li> </ul>



<b>Goal 4.2 Increase social connections to reduce social isolation.</b>			
<p><b>1. Build neighborhood interactions and connectivity.</b></p> <p>a. Mobilize schools and the faith-based community to increase activities and events available to residents of all ages.</p> <p>b. Streamline the neighborhood block party (<i>temporary use permit</i>) process to facilitate community connections within the neighborhood setting.</p>	<p>1a. Create a specific school-based contact to help coordinate communication between the City and the NCSD</p> <p>1b. Evaluate use of permit for block parties and promote availability and ease of process to obtain a permit</p>	<p>1a. MT: On-going</p> <p>1b. MT: By mid-2022 (<i>always promoting COVID-19 restrictions as they exist</i>)</p>	<p>1a. Communication Coordinator, School PTAs, Interfaith partners, Live Well</p> <p>1b. Comm. Development</p>

# National City Age-Friendly Action Plan: Housing

Objectives and Specific Action Steps	Metrics/Deliverable (A quantifiable measure that is used to assess the success of the action)	Timeline Short Term (ST) < 1 yr Medium Term (MT) = 2 -3 yrs Long Term (LT) > 3+ yrs	Implementation Partners
<p><b>Goal 5.1 – Provide safe, affordable housing options to allow for all residents to age in place.</b></p>			
<p><b>1. Inform the public on the progress of the Housing Element that relates directly to older adults' concerns.</b></p> <ul style="list-style-type: none"> <li>a. Provide written and verbal reports on the progress at the Parks, Recreation, &amp; Senior Citizens Advisory Board and City Council.</li> <li>b. Adopt the Accessory Dwelling Unit (ADU) Ordinance and Permit-Ready Program and provide a citywide announcement about the program's details.</li> <li>c. Adopt the Inclusionary Housing Ordinance and provide a citywide announcement about the details of the program.</li> </ul>	<ul style="list-style-type: none"> <li>1a. Report and presentation</li> <li>1b. Pass ordinance at City Council</li> <li>1c. Pass ordinance at City Council</li> </ul>	<ul style="list-style-type: none"> <li>1a. ST: Quarterly</li> <li>1b. ST: By end of 2021</li> <li>1c. ST: By end of 2021</li> </ul>	<ul style="list-style-type: none"> <li>1a. Comm. Services, PR&amp;SCAB, Housing</li> <li>1b. City Mngrs. Office, Housing</li> <li>1c. City Mngrs. Office, Housing</li> </ul>
<p><b>2. Implement strategies to protect the comfort and safety of all residents in neighborhoods.</b></p> <ul style="list-style-type: none"> <li>a. Promote the Crime-Free Multi-Housing (CFMH) program to citywide apartment complexes and living facilities.</li> <li>b. Consider a Crime Prevention Through Environmental Design (CPTED) walk audit program with housing property managers and the National City Police Department.</li> <li>c. Work with National City Police and private, multi-family housing developments to create a neighborhood watch program in every neighborhood.</li> <li>d. Work with developers to increase the number of units with zero-entry doorways, first-floor bedrooms, and wider doorways.</li> </ul>	<ul style="list-style-type: none"> <li>2a. Host link on City's website</li> <li>2b. Develop program strategy</li> <li>2c. Develop program strategy</li> <li>2d. Develop educational material for developers</li> </ul>	<ul style="list-style-type: none"> <li>2a. ST: On-going</li> <li>2b. LT: By 2024</li> <li>2c. LT: By 2024</li> <li>2d. MT: By 2022</li> </ul>	<ul style="list-style-type: none"> <li>2a. City Mngrs. Office, NCPD</li> <li>2b. City Mngrs. Office, NCPD</li> <li>2c. NCPD, housing managers, Housing</li> <li>2d. Housing</li> </ul>



<p><b>3. Promote National City to be a community where people of all ages and backgrounds can live and thrive.</b></p> <ul style="list-style-type: none"> <li>a. Provide first-time homeowner workshops to complement the 2021 – 2029 Housing Element’s First-Time Homebuyer Program.</li> <li>b. Consider home modification grants to accommodate modifications for aging and multi-family housing options, as well as building micro-units and ADUs.</li> </ul>	<ul style="list-style-type: none"> <li>1a. Multilingual workshops, offered in-person and virtual</li> <li>1b. Evaluate grant availability and document funding options</li> </ul>	<p>1a. LT: Quarterly</p> <p>1b. ST: By middle of 2022</p>	<p>1a. City Mngrs. Office, Housing</p> <p>1b. City Mngrs. Office, Housing</p>
<p><b>Goal 5.2 Grow the affordable housing stock in National City and expand the alternative living options.</b></p>			
<p><b>1. Provide more education about affordable housing strategies.</b></p> <ul style="list-style-type: none"> <li>a. Work with the National City Housing Authority and other social service agencies to offer information sessions on how to apply for housing resources such as the Section 8 Housing Choice Voucher Program.</li> <li>b. Increase awareness about implementing Accessory Dwelling Units (ADUs) through resource development and multilingual guidance about the permitting process.</li> <li>c. Develop an ADU handbook, similar to the City of San Diego, and include pre-approved ADU plans that residents can use to expedite the permitting process.</li> <li>d. Consider additional intergenerational housing options, similar to Kimball Highland, where families and community members can live together and support living and care needs.</li> </ul>	<ul style="list-style-type: none"> <li>1a. Multilingual workshops, offered in-person and virtual</li> <li>1b. Workshops with City staff, ADU Experts, and AARP and resource materials</li> <li>1c. Develop handbook and present to City Council</li> <li>1d. Assess housing projects planned for the next five (5) years and feasibility of integrating elements similar to Kimball Highland</li> </ul>	<p>1a. LT: Twice a year</p> <p>1b. LT: Twice a year</p> <p>1c. LT: By end of 2023</p> <p>1d. MT: By 2022</p>	<p>1a. City Mngrs. Office, Housing</p> <p>1b. City Mngrs. Office, Housing, ADU consultant, AARP</p> <p>1c. City Mngrs. Office, Housing</p> <p>1d. Housing</p>

<p><b>2. Increase the availability of transit-oriented development and housing options within walking distance to community resources.</b></p> <ul style="list-style-type: none"> <li>a. Encourage the development of older adult housing and affordable units within a 10-minute walk of major transit hubs and parks.</li> <li>b. Encourage the implementation of neighborhood businesses within a 10-minute walk of every home.</li> <li>c. Consider a zoning overlay to allow markets/restaurants to exist within a 10-minute walk of every home.</li> <li>d. Promote National City Connect through the mobile application and Facebook as a communication tool to share neighborhood housing and walkability concerns. (<i>Cross-reference with Transportation and Community Information</i>)</li> </ul>	<ul style="list-style-type: none"> <li>2a. Draft an incentives program to share with City Council</li> <li>2b. Draft an incentives program to share with City Council</li> <li>2c. Conduct a feasibility study</li> <li>2d. Create educational materials to host at the Library, MLK, Kimball Community Center, and the City's website</li> </ul>	<ul style="list-style-type: none"> <li>2a. MT: By 2022</li> <li>2b. MT: By 2022</li> <li>2c. LT: by 2023</li> <li>2d. ST: By end of 2021</li> </ul>	<ul style="list-style-type: none"> <li>2a. Housing, Comm. Development</li> <li>2b. Housing, Comm. Development</li> <li>2c. Comm. Development, Housing</li> <li>2d. City Mngrs. Office</li> </ul>
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## National City Age-Friendly Action Plan: Transportation

Objectives and Specific Action Steps	Metrics/Deliverable (A quantifiable measure that is used to assess the success of the action)	Timeline Short Term (ST) < 1 yr Medium Term (MT) = 2 -3 yrs Long Term (LT) > 3+ yrs	Implementation Partners
<b>Goal 6.1 Provide a greater opportunity for the community to become involved in active transportation planning and the development of improvements.</b>			
<p><b>1. Increase education and opportunities for public participation in transportation planning.</b></p> <ul style="list-style-type: none"> <li>a. Consider modifying the “Traffic Safety Commission” to be renamed the “Mobility Commission” and dedicating at least one (1) seat on the traffic commission specifically for a bicycle/pedestrian representative.</li> <li>b. Maintain an up-to-date National City bike map online so that residents can interact with the map by toggling layers on and off, and updates can be made more efficiently.</li> <li>c. Provide education about National City Connect to report an infrastructure issue.</li> </ul>	<ul style="list-style-type: none"> <li>1a. Draft language for the new position to share with City Council</li> <li>1b. Update map quarterly, or as necessary</li> <li>1c. Conduct a social media campaign and send a mailer about how to use the platform</li> </ul>	<ul style="list-style-type: none"> <li>1a. MT: By 2022</li> <li>1b. ST: On-going</li> <li>1c. ST: On-going</li> </ul>	<ul style="list-style-type: none"> <li>1a. City Mngrs. Office, Engineering/ PW</li> <li>1b. Engineering/ PW</li> <li>1c. Engineering/ PW, City Mngrs. Office</li> </ul>
<p><b>2. Inform the public on the Circulation Element's progress that relates directly to older adults' concerns.</b></p> <ul style="list-style-type: none"> <li>a. Provide written and verbal reports on the progress at the Parks, Recreation, &amp; Senior Citizens Advisory Board, Traffic Safety Commission, and City Council.</li> </ul>	<ul style="list-style-type: none"> <li>2a. Report and Presentation</li> </ul>	<ul style="list-style-type: none"> <li>2a. ST: Quarterly</li> </ul>	<ul style="list-style-type: none"> <li>2a. Comm. Services, PR&amp;SCAB, Housing</li> </ul>
<p><b>3. Establish a communication strategy to advertise transportation-related work.</b></p> <ul style="list-style-type: none"> <li>a. Maintain the Capital Improvement Program Dashboard on the Engineering &amp; Public Works website so that residents can easily identify transportation-related project updates.</li> </ul>	<ul style="list-style-type: none"> <li>3a. Update map quarterly, or as necessary</li> </ul>	<ul style="list-style-type: none"> <li>3a. ST: On-going</li> </ul>	<ul style="list-style-type: none"> <li>3a. Engineering/ PW</li> </ul>

<b>Goal 6.2 Create a safe and comfortable travel experience for all transportation types and for all ages and abilities.</b>			
<p><b>1. Increase City-wide bicycle ridership by providing safe, maintained, and well-connected bicycle facilities throughout the City.</b></p> <ul style="list-style-type: none"> <li>a. Evaluate the feasibility of providing more Class IV facilities to increase the percentage of roadways that provide separation from vehicular traffic.</li> <li>b. Prioritize bicycle improvements in future transportation infrastructure projects.</li> <li>c. Consider bicycle signal detection at intersection crossings to recognize bicyclists without a vehicle present.</li> </ul> <p><b>2. Create a more accessible and safe public transportation experience for all residents.</b></p> <ul style="list-style-type: none"> <li>a. Provide multilingual public transportation educational programs that residents can access in-person and online.</li> <li>b. Advertise the MTS senior discount services at Vons and Albertsons</li> <li>c. Work with MTS to provide more bus service lines and more frequent service in transportation gap areas.</li> <li>d. Consider applying for CIP funding to create a Pedestrian Master Plan with all abilities in mind.</li> <li>e. Ensure all crossing areas have ADA-compliant curb cuts.</li> <li>f. Pass a Vision Zero resolution and make a commitment to eliminate all traffic-related injuries and fatalities in National City.</li> </ul>	<p>1a. For all new and retrofit transportation projects</p> <p>1b. For all new and retrofit transportation projects</p> <p>1c. For all new and retrofit Signalized intersection projects</p>	<p>1a. ST: On-going</p> <p>1b. ST: On-going</p> <p>1c. ST: On-going</p>	<p>1a. Engineering/ PW</p> <p>1b. Engineering/ PW</p> <p>1c. Engineering/ PW</p>
	<p>2a. Partner with MTS to offer classes virtual and in-person</p>	<p>2a. MT: On-going</p>	<p>2a. MTS, Comm. Services</p>
	<p>2b. Promote on social media, e-newsletters, and direct mailers</p> <p>2c. Have meeting with MTS to review service area needs</p>	<p>2b. MT: By 2022</p> <p>2c. MT: By 2022</p>	<p>2b. City Mngrs. Office, MTS</p> <p>2c. MTS, Engineering/PW</p>
	<p>2d. Pursue grant funding</p>	<p>2d. ST: On-going</p>	<p>2d. Engineering/ PW</p>
	<p>2e. Identify current conditions and apply improvements during new and retrofit transportation projects</p>	<p>2e. MT: On-going</p>	<p>2e. Engineering/ PW</p>
	<p>2f. Create resolution and present to City Council</p>	<p>2f. LT: By 2023</p>	<p>2f. City Mngrs. Office, Engineering/ PW</p>



<p><b>3. Enforce the speeds and behaviors for all roadway users.</b></p> <ul style="list-style-type: none"> <li>a. Evaluate the location and need for bicycle racks and scooter parking to reduce sidewalk obstacles.</li> <li>b. Make sure all traffic signs and roadway paint are clean and visible for vehicles to see and abide by.</li> <li>c. Evaluate the location of existing audible crossing mechanisms and install additional devices at intersections throughout the City.</li> <li>d. Conduct a street lighting audit in neighborhoods to identify areas that could be better lighted for walking and biking at night.</li> <li>e. Establish adequate and safe crossing times for pedestrians.</li> </ul> <p><b>4. Apply traffic calming measures to reduce traffic speeds and improve the pedestrian experience.</b></p> <ul style="list-style-type: none"> <li>a. Consider the implementation of continental crosswalks near parks, public facilities, and schools.</li> <li>b. Consider a pedestrian crossing lead phase on roads with high-pedestrian volumes and over 35 mph.</li> </ul>	<p>3a. MT: By 2022</p> <p>3b. MT: By 2022</p> <p>3c. MT: By 2022</p> <p>3d. LT: Annually, one neighborhood per year</p> <p>3e. LT: Annually, one neighborhood per year</p> <p>4a. LT: By 2023</p> <p>4b. MT: By 2022</p>	<p>3a. Create a location list</p> <p>3b. Create and implement a maintenance strategy</p> <p>3c. Create a location list and installation strategy</p> <p>3d. Create an audit report for each neighborhood</p> <p>3e. Conduct a timing audit for all intersections</p> <p>4a. Internal evaluation and creation of a location list</p> <p>4b. Create a location list and installation strategy</p>	<p>3a. Engineering/ PW</p> <p>3b. Engineering/ PW</p> <p>3c. Engineering/ PW</p> <p>3d. Engineering/ PW, Comm. Services</p> <p>3e. Engineering/ PW</p> <p>4a. Engineering/ PW</p> <p>4b. Engineering/ PW</p>
<p><b>Goal 6.3 Increase information and education about transportation options.</b></p>			
<p><b>1. Provide more transportation-specific education through workshops and informational strategies.</b></p> <ul style="list-style-type: none"> <li>a. Partner with the County and AARP to promote publicly available workshops and conferences that provide educational resources about regional transportation.</li> <li>b. Create a fact sheet for the National City webpage that provides a list of locally-available transportation options, how/where they function, and where to learn more about these options.</li> <li>c. Provide information about driver education/refresher courses and current state and Department of Motor Vehicle (DMV) laws and programs.</li> </ul>	<p>1a. ST: On-going</p> <p>1b. ST: On-Going</p> <p>1c. ST: On-going</p>	<p>1a. Create an event list and promote through communication channels</p> <p>1b. Publish digital and print resources hosted at the Library and Kimball Community Center</p> <p>1c. Publish digital and print resources hosted at the Library and Kimball Community Center</p>	<p>1a. Engineering/ PW, City Mngrs. Office</p> <p>1b. Engineering/ PW, City Mngrs. Office, Library</p> <p>1c. Engineering/ PW, City Mngrs. Office, Library</p>

# National City Age-Friendly Action Plan: Health & Wellness

**Metrics/Deliverable**  
(A quantifiable measure that is used to assess the success of the action)

**Timeline**

Short Term (ST) < 1 yr  
Medium Term (MT) = 2 -3 yrs  
Long Term (LT) > 3+ yrs

**Objectives and Specific Action Steps**

**Implementation Partners**

## Goal 7.1 Review current health conditions for National City populations to identify areas of concern.

### 1. Assess health-related data and make health information available to residents.

- a. Maintain an up-to-date record of available data from local and regional data sources (e.g., San Diego HHSA Live Well, San Diego Health Connect, and 2-1-1) to best support National City residents.
- b. Maintain the Coronavirus (COVID-19) webpage on the National City website and update when appropriate with health-related information that is up-to-date and accessible.
- c. Consider creating a “health report” that highlights National City populations’ health, health trends, and impacts on wellness.
- d. Use print, media, and electronic media for multilingual communication regarding health and wellness activities.

- 1a. Create a shared document that can be updated with current resources
- 1b. Add latest HHSA/City/CDC short-term and long-term information
- 1c. Pull medical calls to evaluate and create a summary assessment of trends between years
- 1d. Develop multilingual health materials

- 1a. LT: Created by 2023 and maintained on-going
- 1b. ST: Review webpage monthly for updates, or as needed
- 1c. LT: Pull files and assess annually (*pending permission*)
- 1d. ST: By close of 2021 and On-going

- 1a. City staff, County Live Well, health providers
- 1b. City staff, HHSA, health providers
- 1c. Fire, NCPD City Attorney
- 1d. Comm. Services, County Live Well

### 2. Inform the public on the Health and Environmental Justice Element progress that relates directly to older adults’ concerns.

- a. Provide written and verbal reports on the progress at the Parks, Recreation, & Senior Citizens Advisory Board and City Council.
- b. Develop a strategic plan for updating the Health and Environmental Justice Element to include specific details about older adults, persons with disabilities, and the impacts of COVID-19, specifically for persons of color and older adults.

- 2a. Report and presentation

- 2a. ST: Quarterly

- 2a. Comm. Services, PR&SCAB, Housing

- 2b. Develop draft strategy with draft goals and policies for internal review

- 2b. LT: By 2024, in parallel with EJ Element update

- 2b. City staff



<p><b>3. Improve access to health facilities and programs.</b></p> <ul style="list-style-type: none"> <li>a. Evaluate sidewalk conditions within 1/2 mile of all healthcare facilities, living facilities, and public facilities (i.e., parks and buildings) to improve residents' walkability conditions to access health-related resources.</li> <li>b. Consider an intra-city vehicle service for older adult residents, similar to La Mesa's <a href="#">Rides4Neighbors</a> program, to improve safety and access to health appointments and necessity trips without the need for a private vehicle (Cross-reference with Transportation).</li> <li>c. Explore funding opportunities to provide free and accessible outdoor fitness equipment in parks near senior populations.</li> </ul>	<p>3a. Conduct an internal assessment and promote National City Connect to report issues</p> <p>3b. Evaluate feasibility of program for operation and funding</p> <p>3c. Seek funding sources</p>	<p>3a. MT: Complete internal assessment by close of 2022 and promote NC Connect On-going</p> <p>3b. MT: By 2022</p> <p>3c. ST: On-going</p>	<p>3a. Engineering/ PW, Housing, Volunteers</p> <p>3b. Engineering/ PW, City Mngrs. Office</p> <p>3c. Comm. Services, Housing</p>
<p><b>Goal 7.2 Provide health-related programs to expand upon the educational health resources available in National City.</b></p>			
<p><b>1. Provide workshops and classes on healthy lifestyle living, eating, exercise, and mental health.</b></p> <ul style="list-style-type: none"> <li>a. Work with local health partners to provide courses on exercise, healthy eating, and preventive care.</li> <li>b. Offer free or reduced-priced classes and programs at the Kimball Senior Center and at additional locations across the City to increase accessibility.</li> <li>c. Promote the Kitchenistas Program in National City to residents of all ages to raise awareness around healthy eating and the availability of this program</li> </ul>	<p>1a. Create a health partners stakeholder group</p> <p>1b. Evaluate funding allocations to reduce activity fees</p> <p>1c. Social media and print media promotion</p>	<p>1a. MT: Twice a year, Meet with stakeholder group</p> <p>1b. ST: On-going</p> <p>1c. ST: On going</p>	<p>1a. City Mngrs. Office, County, health providers</p> <p>1b. Comm. Services</p> <p>1c. City Mngrs. Office, Kitchenistas</p>

<p><b>2. Raise awareness around mental health and the importance of socialization.</b></p> <ul style="list-style-type: none"> <li>a. Offer a workshop series that specializes in mental health and how to help ourselves and those around you</li> <li>b. Pilot a pen pal program with the National City School District that partners students with older adults living in care facilities</li> <li>c. Work with A Reason to Survive (ART) and the Public Art Committee to offer intergenerational art programs that bring residents of all ages together</li> <li>d. Provide training for City staff about mental health awareness and how to identify signs of depression and isolation</li> <li>e. Consider a phone tree program that connects older adults who live alone with other residents to increase socialization and establish a community-based emergency contact system</li> </ul>	<p>2a. Invite expert for training</p> <p>2b. Consult the school district and identify a class and senior center to pilot this program</p> <p>2c. Set-up standing meetings</p> <p>2d. Invite expert for training</p> <p>2e. Create and promote program that residents can opted into</p>	<p>2a. MT: Twice a year</p> <p>2b. MT: By 2022</p> <p>2c. ST: By close of 2021</p> <p>2d. ST: Annually</p> <p>2e. MT: By mid-2022</p>	<p>2a. Mental health professional, HHSA, AARP</p> <p>2b. Housing, Comm. Services</p> <p>2c. ART, PAC, City staff</p> <p>2d. Mental health professional, HHSA</p> <p>2e. Comm. Services, older adult facilities, NCPD</p>
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