



Annual Report

# Age-Friendly Honolulu

2022-2023



Prepared by  
University of Hawai'i  
Center on Aging

<https://manoa.hawaii.edu/aging/afh/>



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KE KE'ENA O KA MEIA  
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**MESSAGE FROM MAYOR RICK BLANGIARDI**

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

In this report, the City proudly presents the progress towards implementing the Revised Ordinances of Honolulu Chapter 2 Section 22.1 – 22.4. In order to empower our kūpuna and create a more accessible city, key staff within city departments are trained in age-friendly practices and approaches, and recently developed their own "checklists" detailing the departments' plans for becoming more age-friendly.

Age-Friendly Honolulu is a collaborative project between the City and the University of Hawai'i Center on Aging, and they have successfully partnered with community partners to support the critical basic needs of kūpuna and has worked to create a home accessibility educational booklet and pilot home modification program for kūpuna and caregivers. Above all, Age-Friendly Honolulu also strives to change mindsets around aging, from the narrative that older adults are vulnerable to older adults as valuable assets.

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

A handwritten signature in black ink that reads "Rick Blangiardi".

Rick Blangiardi

# Introduction

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

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

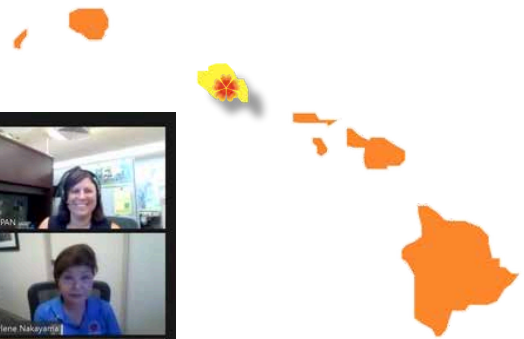
The Age-Friendly Honolulu website is housed through the Center on Aging (<https://manoa.hawaii.edu/aging/afh>) and is continually updated with current projects and resources. As a joint initiative with the City and County of Honolulu, a link to this site is also available through the Department of Community Services - Elderly Affairs Division (<https://www8.honolulu.gov/dcs/ead/>).



Photo Credit: Center on Aging



Photo Credit: Center on Aging



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

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

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

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





# Age-Friendly Vision:

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

## Age-Friendly Goals:



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



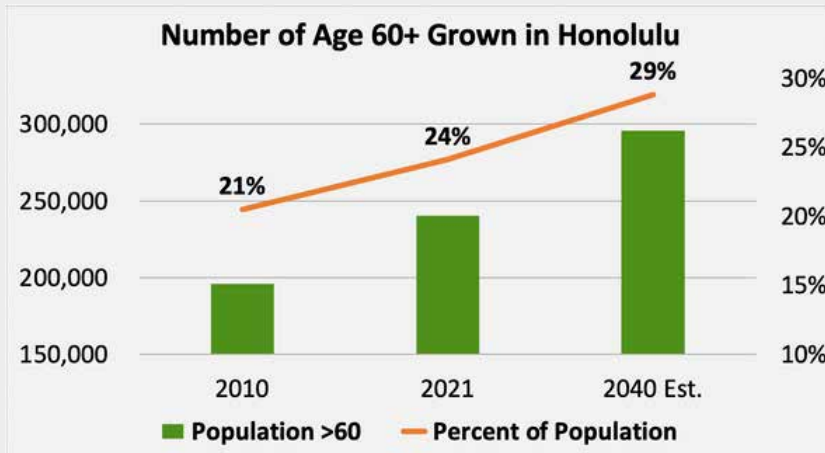
Provide kūpuna with meaningful roles in the community, including mentors, volunteers, or through intergenerational programming.



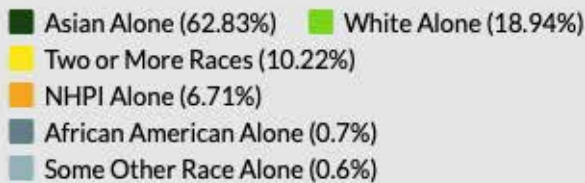
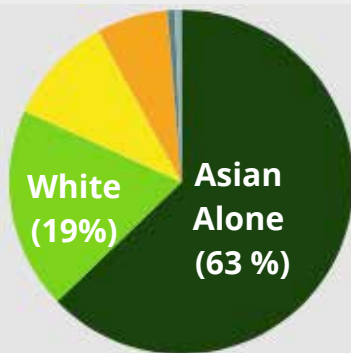
Remove barriers to support community inclusion and accessibility for persons of all abilities.

Photo Credit: Center on Aging

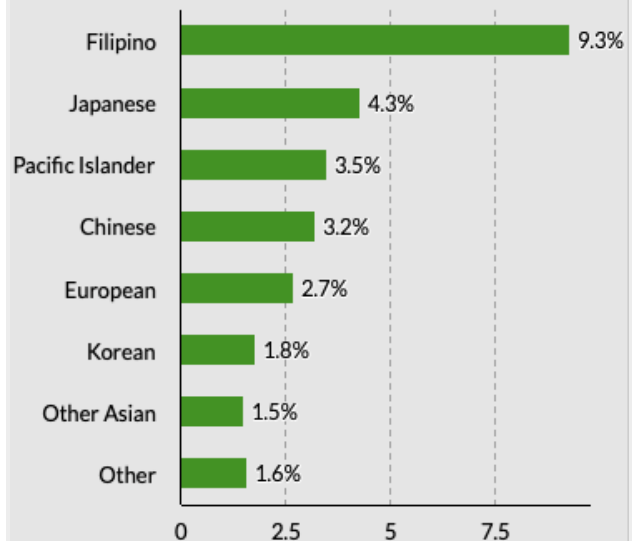
# Profile of Aging Population in Honolulu County



**24%**  
of the county population was age 60 and older in 2019, and this is expected to increase to 29% of the population by 2040.<sup>1</sup>



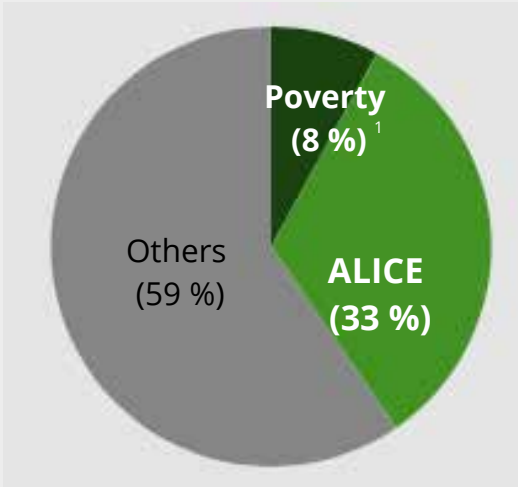
**63%**  
of older adults are Asian.<sup>1</sup>



**28%**  
of older adults speak a language other than English at home.<sup>2</sup>

1. 2021 ACS 5-Year Estimates Subject Tables (<https://data.census.gov/cedsci/>)

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



**43%**

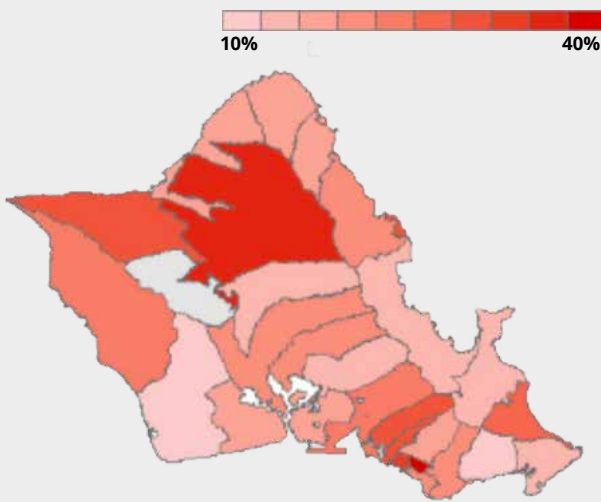
of older adults **struggle to make ends meet.**

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



**19%**

of older adults **live alone**  
Increase of 10,000 since 2012  
(from 24,000 to 34,000).<sup>1</sup>



**29,000**

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



**32%**

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



**29,000**

older adults  
with **Alzheimers.**<sup>3</sup>

1. 2021 ACS 5-Year Estimates Subject Tables (<https://data.census.gov/cedsci/>)

2. ALICE®: 2023 Hawai'i State Report, Aloha United Way ([https://unitedforalice.org/Attachments/AllReports/23UFA\\_Report\\_Hawaii\\_5.18.23\\_FINAL.pdf](https://unitedforalice.org/Attachments/AllReports/23UFA_Report_Hawaii_5.18.23_FINAL.pdf))

3. 2023 Alzheimer's Disease Facts and Figures, Alzheimer's Association (<https://www.alz.org/media/Documents/alzheimers-facts-and-figures.pdf>)



# Age-Friendly Department Training

In 2023, Age-Friendly Honolulu enhanced the annual City and County Department Training. Each department designated representatives to learn age-friendly goals via a training video and then discussed their department's initiatives with AFH staff. Below, explore key highlights from this initiative.

## Age-Friendly Honolulu Department Training Video

This 13-minute video provides an overview of the concept "age-friendly," the background of Age-Friendly Honolulu, and outlines three goals that define age-friendliness: Aging in Place, Social Engagement, and Education & Outreach. Additionally, it presents examples of current Department initiatives that represent each goal. View video: <https://manoa.hawaii.edu/aging/afh>



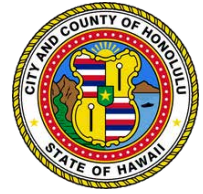
Photo Credit: Center on Aging

## Collaborative Discussions on Age-Friendly Initiatives



Age-Friendly Honolulu staff met with representatives from each City Department to learn about their department's current age-friendly initiatives. Along with identifying new and current Strategies and Actions, this year, staff gathered new insights, including the sustainability of programs, barriers, and key factors for success, and categorized each action to its corresponding age-friendly goal.

# Age-Friendly Department Initiatives



City department representatives identified their department's age-friendly programs and policies.

**25** participating city departments

**124**

department age-friendly  
**strategies**

**267**

department age-friendly  
**actions**

## Distribution of Actions across Priority Areas

**49%**



**Aging in Place**  
Initiatives enhance the ability to thrive at home and in the community safely, independently, and comfortably.

**25%**



**Social Engagement**  
Initiatives that enable meaningful roles in the community and opportunities for intergenerational connections.

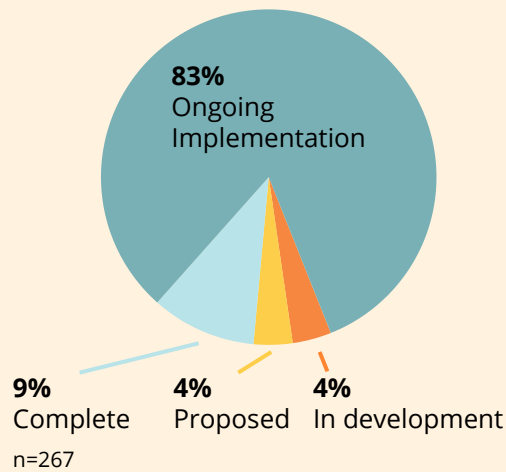
**26%**



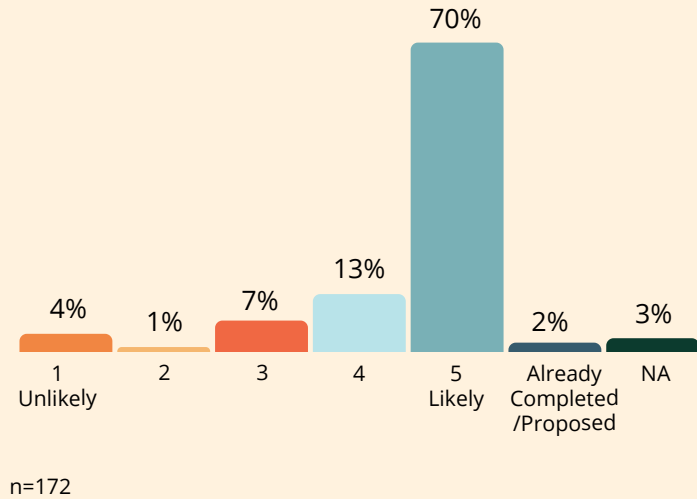
**Education & Outreach**  
Initiatives that provide education on age-friendly issues and communicate age-friendly efforts to the community.

n=308 (some actions fall under 1 or more priority areas)

## Status of Age-Friendly Actions



## Likelihood that Action will be Completed



## Contributors to program success

**41%**

mandate, policy or departmental prioritization

### Other contributors

Staff / Volunteers	11%
High engagement	7%
Strong partnerships	10%
Affordable / Accessible	7%
Successful outreach	7%
Continuous improvement	5%
Training	5%
Other (funding, leadership, etc)	7%

n=135

## Barriers to program success

**28%**

insufficient funding

### Other barriers

Lack of staff / volunteers	17%
Difficult to implement	16%
COVID-19	9%
Difficult to maintain	5%
Lack of engagement	5%
Not accessible	4%
Lack of community input	4%
Lack of partnerships	4%
Other (compliance, scams, etc)	8%

n=82

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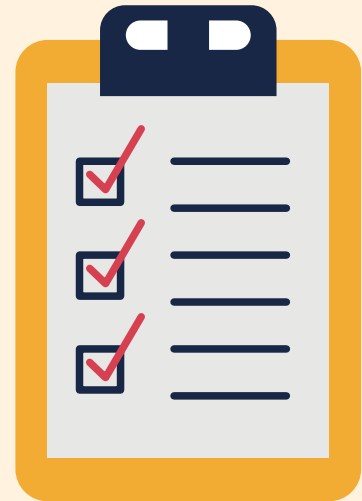
# Department Highlights

In 2022-2023, the City and County Departments engaged in many age-friendly projects. Read the following highlights below to learn about exciting accomplishments this year.

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## Age-Friendly Honolulu Bonus Points

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



## Water Audit Program for Kūpuna



Photo Credit: Board of Water Supply

The *Board of Water Supply* runs a program for kūpuna to receive a below-cost rate for their first 2,000 gallons of water used. This tier will benefit those on fixed and/or low incomes and reward those customers who use water very efficiently. The program will target communities on the west side first, then move east. This water audit program is in collaboration with city and private agencies that work with kūpuna.

## The Community Resilience Plan

The Community Resilience Plan is a collaboration between the *Center for Resilient Neighborhoods (CERENE)* and the *Office of Climate Change, Sustainability, and Resiliency*. The mission of CERENE is to support neighborhood-level resilience planning.



Photo Credit: CERENE

This includes how to best implement state and local hazard mitigation plans at the neighborhood level. CERENE has held numerous workshops across the island, and these workshops discuss the particular needs of groups that may be vulnerable in a natural disaster, including kūpuna and persons with disabilities. Participation of kūpuna has been invaluable to this initiative.

## Halewai'olu Senior Residences

The Halewai'olu Senior Residences is a 156-unit affordable housing development for kūpuna with incomes ranging from 30% to 80% of the area median income. This project will provide residents with amenities that create a sense of belonging, including a community center and rooftop garden. This project is a collaboration between the *Office of Housing* and the *Department of Community Services*.



Photo Credit: Office of Housing

## Retired Senior Volunteer Program (RSVP)

*The Department of Community Services'* Retired Senior Volunteer Program (RSVP) matches retired volunteers with community organizations. This program, part of Senior Corps for volunteers ages 55 and older, has over 300,000 volunteers nationwide.

Opportunities for kūpuna include supporting healthy futures and independent living, food support, supporting keiki to develop school readiness, community priority projects, and disaster preparedness.

In May 2023, RSVP wrapped up its third pen-pal year of weekly writing exchanges between RSVP volunteers and sixth-grade students from Pearl Ridge Elementary. The RSVP program started during the pandemic to mitigate feelings of loneliness, and this year's iteration concluded with an in-person lunch meeting.

Learn more about RSVP: <https://www.elderlyaffairs.com/site/460/rsvp.aspx>  
Pen-pal program: <https://generations808.com/aloha-pen-pal/>



Photo Credit: Rick Tabor, Generations Magazine

## 52nd Annual Senior Valentine Dance

On February 7th, 2023, the *Honolulu Department of Parks and Recreation (DPR)* hosted the 52nd Annual Senior Valentine Dance at the Neil S. Blaisdell Exhibition Hall. This year's theme was "Crazy Little Thing Called Love." The event was free, open to people of all ages, and highlighted kūpuna dancers from the 32 DPR Senior Clubs.



Photo Credit: Department of Parks and Recreation

## Department Websites compliance with ADA

The *Department of Information Technology* is committed to complying with the American Disability Acts (ADA). DIT is beginning to work on redesigning the main website ([www.honolulu.gov](http://www.honolulu.gov)) and its contents to improve the website's accessibility and include features to scale font sizes and adjust color contrast. There is a phase-out plan for each of the 26 department websites, of which 16 sites are already using an accessibility tool.



Photo Credit: Department of Information Technology

# Community Engagement Efforts

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

## Examples of Organizations that Received Grants-In-Aid Funding with Age-Friendly Bonus Points

### Wāhine in Film Lab

The *Wāhine in Film Lab*, organized by Hawai'i Women in Filmmaking, offers mentorship, seminars, and a series of services and gatherings leading to the selection and development of 10 short film project ideas that will be ready to be produced by the end of their time at the Lab. The Lab operates as an incubator of film/multimedia projects to help wāhine filmmakers turn good film ideas into viable projects ready to be done and seen.

The 2023 *Wāhine in Film lab* successfully involved kūpuna as storytellers in filmmaking. During the open call, we ensured it was clear that there was no age restriction for applying nor previous filmmaking experience needed, and we were pleased to select a project submitted by an applicant over 50. Additionally, five out of the ten mentors were also over 50. This demonstrates that age should never be a barrier to pursuing one's passions and sharing our stories in film with the world.



Photo Credit:  
Hawai'i Women in Filmmaking



## Moanalua Gardens Foundation

The 2021 and 2022 Virtual Prince Lot Hula Festivals, hosted by the Moanalua Gardens Foundation (MGF), featured kūpuna performing.



2022 PLHF Ka Hale I o Kahala Hālau Hula, Kumu Hula Leimomi I-Maldonado – Kūpuna class. Aunty Lei is also a very active kūpuna Kumu Hula.



2022 PLHF Hālau Ka Lei 'Ilima Ka Po'ohiwi, Nā Kumu Hula Kamana'o Manoi-Hyde and Hi'ilei Manoi-Hyde. Intergenerational performance with kūpuna and younger haumana.



2021 PLHF Hālau Hula 'O Namakahulali, Kumu Hula Shirley Recca. Active kūpuna and Kumu Hula Shirley Recca leading her hālau at the Virtual 44th Annual Prince Lot Hula Festival.

Photo Credit: Moanalua Gardens Foundation

## Pop-Up Labs for STEAM (PULS)

Over the course of the City & County Grant in Aid award period, *Pop-Up Labs for STEAM (PULS)* built a Kupuna Scientist Project. A key element of its success was its innovative idea to partner with the YMCA's Senior Lunch program. Through this partnership, PULS engaged more than thirty seniors, with about half participating on a regular basis at two YMCA branches: Leeward and Kalihi.

PULS developed the Kupuna Volunteer-in-a-Box to bring a meaningful activity to seniors at the Senior Lunch time. PULS Lab Scientists attended these lunches regularly, where they shared about their program and the topics taught in local schools (e.g., coral reef bleaching, manta ray identification, knots), and set up a table for kūpuna to prepare the materials needed for lessons.



The seniors were extremely interested in learning what PULS was doing at the schools and often reminisced about their childhoods on the island. While at YMCA Kalihi, kūpuna wrote down their “Kūpuna favorite memories of Oahu” for PULS to share with the campers.

A significant number of volunteers were engaged in this activity, with strong commitment by many seniors and support from YMCA staff. PULS plans to continue this program at the YMCA Windward and other senior locations.

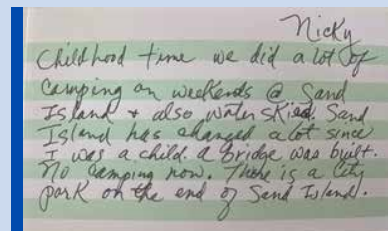


Photo Credit: Pop-Up Labs for STEAM

## Art for Life by the Honolulu Museum of Art HoMA

*Art for Life* is a multi-week studio class tailored for individuals age 55+ to unleash their creativity and self-expression and to build a sense of community. Classes are led by professional teaching artists skilled in arts education who create welcoming and safe, creative spaces. They have been trained in leading classes for older adults.

Art for Life classes includes social interaction and engagement in every session, is responsive to what students want to learn, culminates in an open house to celebrate art created by kūpuna with the community, and does not require any prior experience.



Photo Credit: Honolulu Museum of Art

## Hawai'i Youth Symphony

HYS endeavors towards a Hawai'i where music is a right: where age-friendly activities like music can thrive. HYS welcomed kūpuna from 'Ilima to attend its "Listen & Learn" school concert. They were the first kūpuna group to attend these concerts which have traditionally been reserved for children.

The accompanying photo features residents from 'Ilima at Leihano senior living and three of the 80+ HYS student musicians who performed. HYS believes it can continue to build intergenerational opportunities for their community through music.

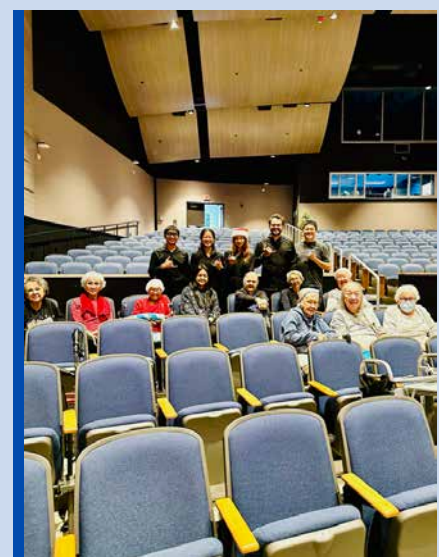


Photo Credit: Hawai'i Youth Symphony

## Kūpuna Collective is an initiative delivering the goals of Age-Friendly Honolulu.

### Kūpuna Collective

The Kūpuna Collective was built upon the lessons learned from the COVID-19 pandemic and the initiatives developed as a part of the Age-Friendly Honolulu program, the Kūpuna Food Security Coalition, the Kūpuna Vaccine Outreach Group, and the Kūpuna Digital Inclusion Workgroup. The vision of this Collective is a permanent shift in the way the aging network comes together through cross-sector partnerships to leverage funds and respond nimbly to critical issues and needs facing our kūpuna. It utilizes a strong backbone organization, breaks down service silos, strategically leverages funds, and uses program analytics to examine impact.

The Collective focuses on addressing the intersecting social drivers of health in recognition that many issues of aging are inherently linked and impact older adults' overall ability to remain healthy and live independently. Over 180 member organizations represent a large and diverse network of aging service providers, advocates, government agencies, academia, and other community-based organizations. Through this collaborative network of partners, the Collective will elevate critical issues, mobilize community assets, and drive innovative solutions that support and empower kūpuna.

Over the last year, the Collective has been supporting multiple initiatives to make Hawai'i (including Honolulu) a great place to live for all ages. A number of these initiatives are highlighted on the following pages.



Photo Credit: Kūpuna Collective

## KūpunaU

KūpunaU is a virtual congregate meal program (Title III C-1) designed to overcome challenges related to COVID-19 (such as the temporary closure of congregate meal sites, increased social isolation, and reduced access to grocery stores), thereby extending the impact to kūpuna who were previously unable to participate. The program was developed through a partnership between Lanakila Pacific, a meal service provider, and key community stakeholders, including the City and County of Honolulu Elderly Affairs Division, the UH Center on Aging, the Hawai'i Public Health Institute, and other Collective members.

In 2022, KūpunaU was awarded the Innovations in Nutrition grant as a pilot program from the Administration for Community Living (part of the Department of Health and Human Services). This grant supports a three-year project aimed at testing, documenting, and enhancing innovative services and practices that contribute to the well-being of kūpuna.

KūpunaU brings together meal programs (including both grab-and-go and home delivery) and access to classes and activities that promote improved health and increased socialization. Using the KūpunaU platform, seniors can browse the activity calendar, sign up for classes that are held around the island, and find resources all in one place. The program increases the availability of services to a greater number of seniors, offering them essential social engagement, nutrition cation, and access to healthy meals, which collectively foster enhanced health and well-being. Learn more by visiting: <https://manoa.hawaii.edu/aging/kupunau/>



Photo Credit: Lanakila Pacific

## Addressing Food Security through CDBG-CV

Through the Community Development Block Grant (CDBG-CV) under the CARES Act, from June 2022 to May 2023, the Collective focused on improving kūpuna access to healthy food and comprehensive health and social services. Aloha Harvest and Waianae Coast Comprehensive Health Center, members of the Collective, were selected to execute this grant, focusing on enhancing food security among older adults. Backed by the Hawai'i Public Health Institute and UH Center on Aging, which provide fiscal management and program evaluation, this program effectively distributed nutritious meals and wrap-around services to approximately 1,000 kūpuna in need.



Photo Credit: Waianae Coast Comprehensive Health Center



Photo Credit: Aloha Harvest

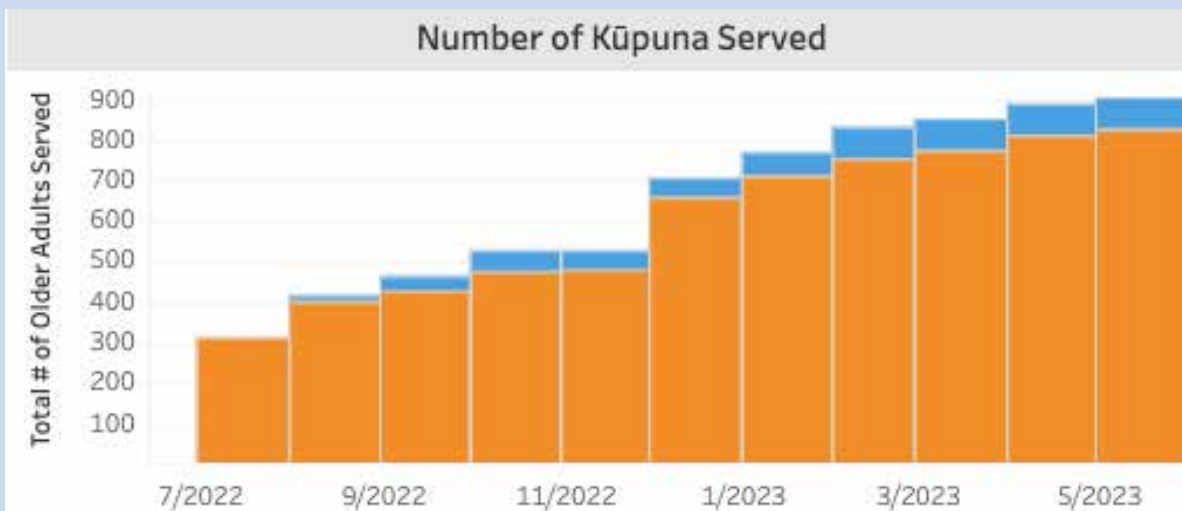


Photo Credit: Center on Aging

## Kūpuna Support Navigators

The Kūpuna Support Navigators program is an innovative pilot program launched by the Kūpuna Collective (Collective), designed to connect kūpuna (elders) with essential community-based services and programs. Within this program, the role of Community Health Workers is uniquely defined and designated as "Kūpuna Support Navigators (KSN)." These KSNs are tasked with conducting a comprehensive screening process that includes both social needs and brain health assessments, tailored to identify the unique needs and well-being objectives of each kūpuna they assist. This detailed approach highlights the program's commitment to offering person-centered service, focusing on the distinctive needs of this vulnerable population.

This program has been made possible through support from the office of Representative Ed Case under the Consolidated Appropriations Act 2022 and the Collective. In 2023, the Collective members such as Na Hoaloha, Our Kūpuna, Hawai'i Meals on Wheels, and Hui O Hau'ula were selected to implement the program.

The success of the program is further enhanced by the Hawai'i Public Health Institute and the UH Center on Aging, which provide critical fiscal management and program evaluation services. Additionally, Pear Suite offers technical support with its software, facilitating efficient data collection and enabling the measurement of the program's effectiveness and the achievement of its goals. The program will continue to grow and expand in 2024.



Photo Credit: Kūpuna Collective

# Next Steps

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

Visit our website to stay informed about our latest projects:  
<https://manoa.hawaii.edu/aging/afh>

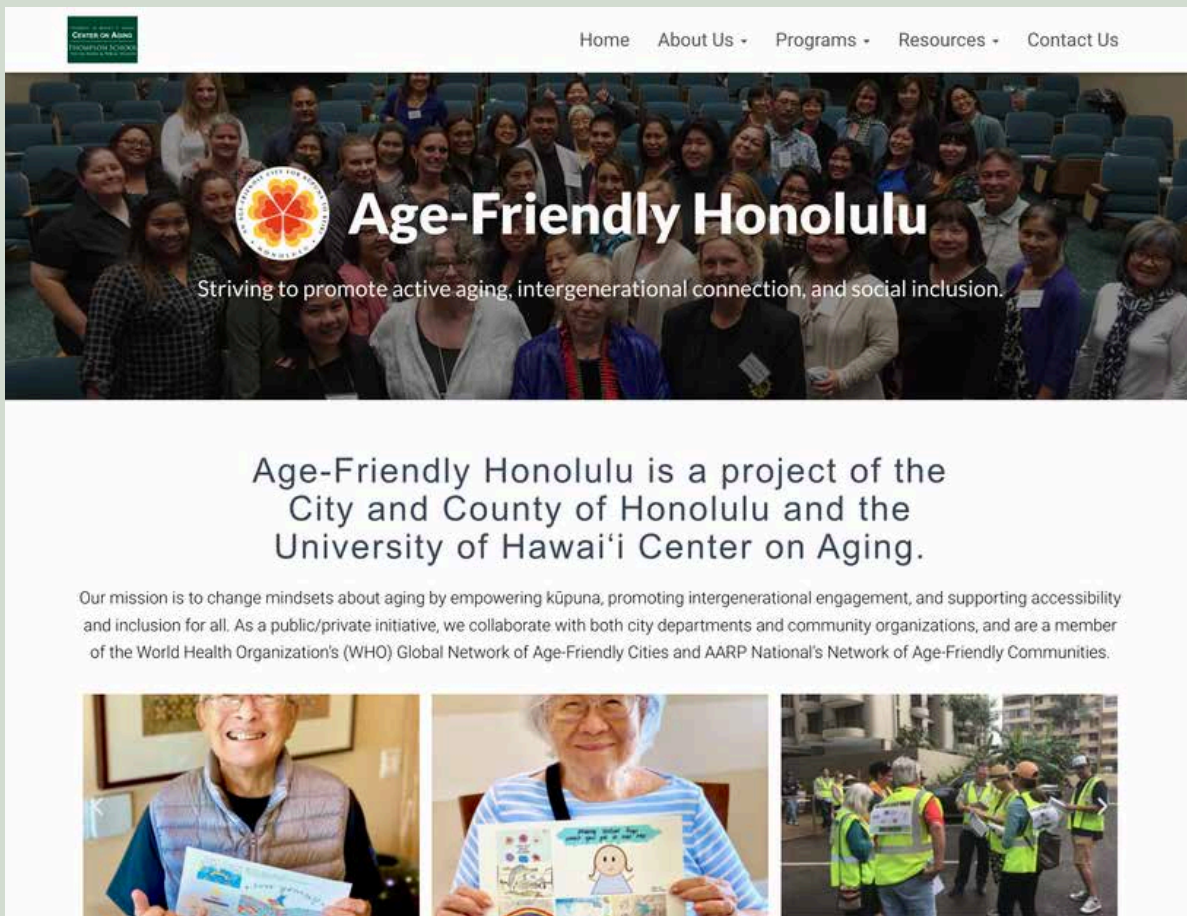


Photo Credit: Center on Aging





# Appendix

## Department Age-Friendly Checklists 2022-2023

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## BOARD OF WATER SUPPLY (BWS)

Strategy	Specific Actions	Status
Provide affordable water service	Implement a program for kūpuna to receive a below-cost rate for their first 2,000 gallons of water used. This tier will benefit those on fixed and/or low incomes and reward those customers who use water very efficiently. The program will target communities on the west side first, then move east. Looking to implement program for kūpuna on the west side to keep costs down. This water audit program is in collaboration with city and private agencies that work with the elderly.	Ongoing implementation
Support opportunities for community engagement	Offer tours, workshops, and volunteer opportunities at the Halawa Xeriscape garden.	Ongoing implementation
	Host the annual conservation poster and poetry contest.	Ongoing implementation
Provide consumer protection	Issue news release and use social media to notify public about scams (1-2 times a year).	Ongoing implementation
Ensure community inclusion	Provide, upon request, special assistance and accommodations due to a disability to participate in Board meetings.	Ongoing implementation
	Televisе board meetings on ‘Olelo and livestream on the website.	Ongoing implementation
Senior outreach	Go to events for seniors several times a year to provide them with information and hand out water bags.	Ongoing implementation

## DEPARTMENT OF COMMUNITY SERVICES (DCS)

Strategy	Specific Actions	Status
Provide community support and health services	Implement federal Older American Act funds, which provides services including meals and caregiver support services.	Ongoing implementation
	Develop and implement the four-year area plan.	Ongoing implementation
	Update and publish Senior Information and Assistance Handbook for 2022.	Complete
	Administer Retired Senior Volunteer Program, providing meaningful retirement opportunities to adults 55+.	Ongoing implementation
	Implement a pilot program to provide non-emergency, medical transportation utilizing ride sharing programs through a 3rd party provider (NEW).	In development
Leverage funding and support collaboration and innovation in the aging network.	Implement a pilot program with hospitals to support older patients post-discharge with meals.	Ongoing implementation
	Implement the City Grant-in-Aid funding opportunity to provide bonus points to age-friendly proposals.	Complete
	Support and sustain the Kūpuna Collective, a strategic network of organizations in the aging network that are incubating pilots to tackle key aging issues.	Ongoing implementation
Expand needed services through grant opportunities	Offers grants via the Office of Grants Management, including Grants In Aid to fund non-profit organizations, including those serving youth, kūpuna, and homeless populations. Age-Friendly GIA proposals to receive bonus points.	Ongoing implementation
Provide job training and support	Provides job training services, including life skills, education, and job training for youth, as a one-stop job center at American Job Center Hawai'i.	Ongoing implementation
	Offer vocational training and job placement services at the Youth Services Center. This also includes supportive services such as anger management and leadership development.	Ongoing implementation
Provide assistance in finding affordable housing	Make referrals to Work Hawai'i housing specialists by EAD to assist kūpuna in finding affordable housing.	Ongoing implementation

Support affordable housing initiatives	Build the Halewai'olu Senior Residences, a 156-unit affordable housing development specifically designed for kūpuna with incomes ranging from 30% to 80% of the AMI. This project will provide residents with amenities that create a sense of belonging, including a community center and rooftop garden. The Administration proudly acknowledges the successful realization of this project, leveraging city-owned lands to enhance the lives of kūpuna in the Chinatown neighborhood. The Michaels Organization was chosen to spearhead this significant development. This effort is in collaboration with the Office of Housing.	In development
	Provides Housing First vouchers for 20 older adults at our Kumuwai complex. The property is managed by Housing Solutions Inc., but the supportive services are provided by DCS' WorkHawai'i Division. This program is funded by the State of Hawai'i Ohana Zone funding, and it has been in existence since 2020.	Ongoing implementation
	Manage the City's Affordable Housing Fund, and in 2023, awarded funding to support the Halewilikō senior housing in Aiea.	Complete
	Offer housing vouchers to older adults (age 62 and older) through various programs, including the Housing Choice Voucher Program, Emergency Housing Voucher Program, and Veterans Affairs Supportive Housing Program. Currently, 1857 older adult participants were provided with vouchers.	Ongoing implementation

**DEPARTMENT OF CUSTOMER SERVICES (CSD)**

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

**DEPARTMENT OF DESIGN AND CONSTRUCTION (DDC)**

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

## DEPARTMENT OF ENVIRONMENTAL SERVICES (ENV)

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



## DEPARTMENT OF ENTERPRISE SERVICES (DES)

Strategy	Specific Actions	Status
Provide discounts	Offer discounts to kūpuna and persons with disabilities at city golf courses.	Ongoing implementation
	Offer keiki discounts at the Honolulu Zoo (children ages 2 and under are free).	Ongoing implementation
Provide free golf	Offer free golf to keiki between the ages of 8 and 17 years old at city golf courses. Must be a registered golfer and present golf ID card	Ongoing implementation
Offer solo rider cart	Offer solo rider golf cart rental for physically challenged golfers at city golf courses.	Ongoing implementation
Offer online tee time reservations	Offer online advanced tee time reservation bookings, along with touch tone telephone reservation bookings at city gold courses.	Ongoing implementation
Provide accommodations	Provide barrier-free access at the Neal Blaisdell Center for persons with mobility impairments and auxiliary aids for persons with hearing impairments.	Ongoing implementation
	Accomodate persons with mobility impairments prior to the general opening of the doors at the Neal Blaisdell Center facilities.	Ongoing implementation
	Provide infrared hearing system devices at no cost to patrons.	Ongoing implementation
	Offer one American Sign Language (ASL) interpreted performance of the event.	Ongoing implementation
	Provide wheelchair rentals at the Honolulu Zoo.	Ongoing implementation
	Created mobile food and drink ordering at at Honolulu Zoo food concessions. Guests can scan a QR code and place their orders. No waiting in lines.	Complete
	Provided surfboard lockers for kūpuna and individuals with disabilities.	Complete
Promote community engagement through programs and activities	Offer youth programs at the zoo, including zoo camp, Twilight Tours, and Field Trips.	Ongoing implementation
Provide ample ADA Parking	Hold parking stalls near the Concert Hall for elderly or mobility-impaired individuals. Provide sufficient stalls for ADA placard vehicles.	Ongoing implementation
Provide accessible restrooms	Provide level access to restrooms in the Concert Hall Lobby.	Proposed
Provide family-style restrooms	Install family style restrooms with adult changing stations in FY23-24.	Proposed
Provide touchless water dispensing devices	Add drinking fountains with bottle/cup filling feature in FY23-24.	Proposed
	Added bottle filling stations at Exhibition Hall and Meeting Rooms.	Complete
Provide touchless ordering Point of Service (POS) system	Install POS system for concessions for touchless ordering in FY22.	Proposed

## DEPARTMENT OF EMERGENCY MANAGEMENT (DEM)

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

## DEPARTMENT OF FACILITY MAINTENANCE (DFM)

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

**DEPARTMENT OF HUMAN RESOURCES AND EQUAL EMPLOYMENT OPPORTUNITY (DHR & EEO)**

Strategy	Specific Actions	Status
Ensure public spaces are usable and accessible to older adults and persons with disabilities	Continue the intake of calls/emails from the public related to building/facility accessibility issues. Discuss with and follow-up on remedial action, if applicable, with the appropriate City department/agency.	Ongoing implementation
	Continue to provide guidance and technical assistance to departments/agencies on accessible design and/or construction issues for specific projects regarding accessibility guidelines and design/construction issues related to public spaces. For example: <ul style="list-style-type: none"> <li>■ Requirements for accessible parking &amp; accessible electric vehicle charging stations</li> <li>■ Accessible Community Gardens</li> <li>■ Kaiaka Beach Park Accessible Camping Area</li> <li>■ Blaisdell Center Adult Changing Stations</li> <li>■ Kailua Beach Park Accessible Route</li> </ul>	Ongoing implementation
Maintain walkways and bikeways for individuals of all ages and persons with disabilities	Continue the intake of maintenance-related concerns from the public regarding usability and accessibility of walkways/pedestrian routes and bikeways. Discuss with and follow-up on remedial action, if applicable, with the appropriate City department/agency. <ul style="list-style-type: none"> <li>■ City's Accessibility Guidelines and General Policies and Procedures Applicable to Curb Ramps in the Public Right-of-Way</li> <li>■ Hawai'i Kai Sidewalks</li> <li>■ Ala Pono - Ala Wai Bridge</li> <li>■ Nehoa Street Curb Ramps</li> </ul>	Ongoing implementation
Implement changes to street design to accommodate pedestrians & minimize conflicts across modes of transport	Continue to provide information and technical assistance to departments regarding the U.S. Access Board's Final Public Rights of Way Accessibility Guidelines (PROWAG).	Ongoing implementation
Ensure accessible transportation and transportation services for older adults and persons with disabilities	Continue the intake of concerns from the public regarding service, drivers and/or access issues from the public regarding TheBus, Handi-Van and/or Skyline; provide guidance and/or technical assistance as applicable.	Ongoing implementation
Ensure housing is usable and accessible for older adults and persons with disabilities	Continue to provide technical assistance on the ADA and Fair Housing Accessibility Guidelines to staff that oversee and/or manage residential facilities or services. For example: <ul style="list-style-type: none"> <li>■ Request for information on accessible on-site parking at residential facilities</li> <li>■ Questions regarding City-related projects and Hawai'i Revised Statute 103-50</li> <li>■ National webinars on the Fair Housing Accessibility Guidelines and ADA Title II requirements for accessible housing</li> </ul>	Ongoing implementation

Promote accessibility, universal design and visitability requirements	Continue to provide technical assistance to departments/agencies on various accessibility laws, guidelines and Universal Design principles related to housing.	Ongoing implementation
Ensure City services are accessible to older adults' needs and preferences	Develop policies and guidance to ensure non-discrimination: <ul style="list-style-type: none"> <li>■ City's Administrative Directive on Service Animals</li> <li>■ City's ADA Title II Notice</li> </ul>	Complete
	Provided training on accessibility guidelines and City policies (e.g. Non-discrimination, accessible documents and websites) <ul style="list-style-type: none"> <li>■ Conducted two (2) training each on accessible MSWord documents &amp; PDFs</li> <li>■ Conducted one (1) training on Service Animals</li> </ul>	Ongoing implementation
	Continue to provide guidance and technical assistance on laws and regulations to various departments/agencies: <ul style="list-style-type: none"> <li>■ ADA Title II</li> <li>■ Section 504 of the Rehabilitation Act</li> <li>■ Title VI of the Civil Rights Act</li> </ul>	Ongoing implementation
	Continue the intake of calls from the public regarding issues in programs, service and activities, technical assistance to and follow-up on remedial action, when applicable with applicable department/agency.	Ongoing implementation
Ensure information is accessible to older adults, persons with disabilities	Continue to provide guidance and information on accessibility guidelines and make City websites accessible to the various departments/agencies. For example: <ul style="list-style-type: none"> <li>■ Title II of the ADA - Online Content and Third Party Platforms</li> <li>■ DOJ's Notice of Proposed Rule Making on Title II Rule to Strengthen Web and Mobile App Access for People with Disabilities</li> <li>■ Provided information on a national webinar on 'Accessible Maps'</li> </ul>	Ongoing implementation
Ensure culturally tailored information and messaging to older adults	Continue to provide assistance and guidance to ensure that meaningful access to information for Limited English Proficiency individuals is available in all City programs and services. <ul style="list-style-type: none"> <li>■ Updated and provided a list of applicable communication access resources to departments/agencies</li> </ul>	Ongoing implementation
Ensure equal opportunity in employment	Continue to provide assistance and guidance to departments/agencies regarding ADA Title I issues and City policies such as: <ul style="list-style-type: none"> <li>■ City's Non-discrimination and Anti-Harassment Policy</li> <li>■ Telecommuting Program</li> <li>■ Employee Assistance Program</li> <li>■ Reasonable accommodations for individuals with disabilities</li> </ul>	Ongoing implementation
	Offer opportunities for retirees to work on a part-time basis	Ongoing implementation

Ensure emergency policies and procedures are accessible for older adults and persons with disabilities	Continue to provide guidance and information to departments/agencies on issues related to non-discriminatory and accessibility in their emergency planning operations. For example: <ul style="list-style-type: none"><li>■ National Council on Disabilities Report to the President on "Impact of Extreme Weather Events on Persons with Disabilities"</li></ul>	Ongoing implementation
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**DEPARTMENT OF INFORMATION TECHNOLOGY (DIT)**

Strategy	Specific Actions	Status
Ensure accessibility of websites	Committed to complying with the American Disability Acts (ADA). DIT is beginning to work on redesigning the main website (www.honolulu.gov) and its contents to improve the website's accessibility and include features to scale font sizes and adjust color contrast. Phase out for each 26 department website (16 sites are using accessibility tool)	Ongoing implementation
	Provides training and show-n-tell sessions bi-annually and as needed to the departments' web editors, so that departments can fix their own web content. Vendor out to ADA specialists to train city departments, and some sessions are recorded to distribute to wider audience. Work directly with EOO to ensure departments are updated on ADA training.	Ongoing implementation
	Aiming for a service-based approach to make it easier for people to navigate and find services ("I want to..." list)	Ongoing implementation

## DEPARTMENT OF LAND MANAGEMENT (DLM)

Strategy	Specific Actions	Status
Develop affordable senior housing	Partner with the state and private developers to create new affordable senior housing properties.	Ongoing implementation
Ensure accessible common areas in affordable housing	Ensure proper maintenance of walkways (smooth, non-slip, wide enough to accommodate wheelchairs).	Ongoing implementation
	Ensures visibility of signage and adequate lighting.	Ongoing implementation
	Ensure ADA parking spaces are available.	Ongoing implementation
	Implement proper railing and/or ramp accessibility on properties.	Ongoing implementation
	Provide convenient and accessible laundry room features: front load washer and dryers, inside turning radius of three feet.	Ongoing implementation
Require accessible units in affordable housing	Require five percent of units to be wheelchair or ADA compliant.	Ongoing implementation
	Ensure accessible units include: accessible doorways and hallways; toilets, sinks and counters at a convenient height.	Ongoing implementation
Develop common areas for recreation	Ensure that Request For Proposals (RFP) for private developers require passive recreation areas.	Complete
	Ensure affordable housing projects have community rooms for recreation and socialization.	Ongoing implementation
Ensure affordable housing is well-maintained	Ensure green spaces are well-lit by switching to LED lighting.	Ongoing implementation
	Address vandalism and graffiti in a timely manner.	Ongoing implementation
Provide support services	Encourage that private developers to use common space for service providers and special programs through department RFPs.	Ongoing implementation
Include emergency preparedness design features	Ensure that emergency preparedness included in affordable housing design: fire exits, flood gates for properties in flood zones, hurricane-resistant windows.	Ongoing implementation
	Have emergency alert systems on properties and in units (e.g., fire alarm that blinks and makes noise for hearing impaired individuals).	Ongoing implementation
Recommend building safe housing	Suggest developers incorporate specific safety components for housing improvements, such as: Adequate lighting on stairs, slip-resistant covers for stairs, cable covers for electronic devices to prevent tripping hazards, installation of D-handles and leveled door handles, consideration of	Ongoing implementation



	front-loading washers and dryers, and carpet installation to minimize injuries from falls.	
	Communicate through various channels, including TV stations and social media, to raise awareness about safe housing.	Ongoing implementation

**DEPARTMENT OF THE MEDICAL EXAMINER (MED)**

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

**DEPARTMENT OF PARKS AND RECREATION (DPR)**

Strategy	Specific Actions	Status
Ensure senior clubs are widely available	Provides opportunities for activity and socialization at 32 senior clubs that are associated with City parks.	Ongoing implementation
	Provide a range of activities at activity-based clubs (e.g., “holo holo” clubs, ceramics clubs, painting clubs, bowling, archery).	Ongoing implementation
	Ensure club programs and activities are free or low cost.	Ongoing implementation
	Foster independence among seniors by encouraging them to organize their activities, with advisors solely for support and facilitation (e.g. supply meeting spaces).	Ongoing implementation
	Provide aides for seniors (seniors must bring their own or submit paperwork for DPR to arrange one). DPR also provides disability-accessible city buses.	Ongoing implementation
Support summer fun for youth	Provide summer fun programs at park facilities to youth participants.	Ongoing implementation
	Provide inclusion services and aides to youth and older adults.	Ongoing implementation
	Ensure Summer Fun programs are low cost.	Ongoing implementation
	Provide a cross-generational archery program for seniors and youth.	In development
Ensure beach accessibility	Increase availability of accessible beach mats that can lead an individual to a viewing point or out to the high tide mark.	In development
	Increase availability of accessible beach wheelchairs.	In development
Opportunities for exercise and play	Ensure play apparatuses meet minimum ADA requirements, which include providing at least 50% of the number of elevated play components as ground level play components.	In development
	Make available exercise equipment at park sites.	In development
Ensure accessible pools	Ensure accessible pools that provide the correct means of entry whether through a pool lift, pool stairs, transfer wall, or sloped entry.	Ongoing implementation
	Provide two accessible points of entry unless the pool is less than 300 linear feet, then only one accessible entry is required which is usually a pool lift or sloped entry.	In development

Require park accessibility	Follow ADA and ADAAG guidelines for all pathways within the park by having awareness for the path of travel. This includes ensuring that walkways, sidewalks, floors, and paths to the primary function of the program are clear. All new parks have to be ADA accessible, and existing parks will be retro-fitted.	Ongoing implementation
	Post correct signage and make an alternate accessible route if there is construction or a diversion in these areas.	Ongoing implementation
	Follow ADA and ADAAG guidelines for all pathways within the park by providing the correct number of accessible parking stalls and access aisles in a parking lot.	Ongoing implementation
	Follow ADA and ADAAG guidelines for pathways within the park by providing accessible sidewalks and walkways that have a 1:20 or less running slope and 1:48 or less cross slope. The sidewalks are also a minimum of 36 inches wide.	Ongoing implementation
	Conduct self-assessment and secure funding for ADA and ADAAG upgrades to parks.	Ongoing implementation
Hold activities/events for older adults	Host the Senior Fun Walk (an annual, free 1-mile walk and fair with games, music, lion dancing).	Ongoing implementation
	Host Fun Bowling for Seniors.	Ongoing implementation

## DEPARTMENT OF TRANSPORTATION SERVICES (DTS)

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

**DEPARTMENT OF PLANNING AND PERMITTING (DPP)**

Strategy	Specific Actions	Status
Ensure plans and procedures include age-friendly goals	Conduct ongoing reviews and assessments of the General Plan and Development and Sustainable Communities Plans to include language promoting Age-Friendly Honolulu goals and guidelines.	Ongoing implementation
	Conduct an ongoing review of the land use ordinance for consistency with Age-Friendly Honolulu goals.	Ongoing implementation
Update age-friendly GIS maps	Update and maintain Age-Friendly Honolulu GIS story maps.	Complete
Provide education on aging-in-place and home modifications	Create and disseminate widely an educational booklet on aging-in-place and home modifications for older adults and kupuna.	Complete
Promote the creation of outdoor spaces with services and amenities nearby	Create gathering spaces for socialization by applying Transit Orient Development (TOD) Special District Design Guidelines in station areas that allow for expanded sidewalks, streetscape improvements, and publicly accessible open space requirements in the TOD special district, and by monitoring success.	Ongoing implementation
Promote walkability and support wayfinding	Implement Ordinance 20-41 which amends the Land Use Ordinance (LUO) Parking and Loading Article with new regulation intended to prevent vehicles from encroaching onto sidewalks and rights-of-way for greater pedestrian safety and mobility.	Ongoing implementation
	Create a TOD Wayfinding Master Plan that assists people by having clear and consistent information where and when they need it.	Complete
Support availability of affordable housing	Increase the number of affordable units through implementation of Affordable Housing Rules and updates to the Land Use Ordinance.	Ongoing implementation
	Adopted the following prior and up to 2021: Adoption of Ordinances 18-1 relating to AH incentives, 18-10 relating to AH requirement (ROH chapter 29) and 19-8, as amended, relating to AH rental (ROH chapter 32, as amended).	Complete
	Created the following prior and up to 2021: Creation of around 700 AH units (built and proposed), as of the end of 2021, as a result of implementing the AH Rules for DPP-regulated AH projects developed pursuant to Ordinance 18-10 and other discretionary approvals issued by the City.	Complete
	Adopted DPP Administrative Rules, Title 20, Chapter 26 which will allow the City to approve and exempt from general excise taxes any qualified person or firm involved in a newly constructed affordable housing project, or a moderately or substantially rehabilitated affordable housing project (2022).	Complete

	Adopted DPP Administrative Rules, Title 20, Chapter 27 governing the City's Multi-Family Rental Housing program and restore the City as an active issuer of tax-exempt special revenue bonds or private activity bonds (PAB) (2022).	Complete
	Adopted Ordinance 21-12 providing grants to incentivize construction of affordable housing.	Complete
	Implement Ordinance 20-41 which amends the LUO Parking and Loading Article, to eliminate minimum parking requirements in many instances in the Primary Urban Center, Ewa DP area, and the TOD rail corridor. This gives developers the opportunity to build less parking, thus reducing housing unit costs.	Ongoing implementation

## HONOLULU AUTHORITY FOR RAPID TRANSPORTATION (HART)

Strategy	Specific Actions	Status
Support accessibility and wayfinding	Participate in TOD wayfinding and the design of station signage	Ongoing implementation
Ensure safety for kūpuna and individuals with disabilities	Install Automated External Defibrillators (AED) in transit vehicles.	Ongoing implementation



## HONOLULU EMERGENCY SERVICES DEPARTMENT (HESD)

Strategy	Specific Actions	Status
Provide appropriate training on aging and dementia	Implement Reso 21-173, urging city administration to provide dementia training for first responder personnel.	Ongoing implementation
	Educate Emergency Services Department (EMS) staff about altered mental status which includes dementia and Alzheimer's pathophysiology and treatment protocols.	Ongoing implementation
	Make available continuing medical education opportunities for EMS personnel on an elective basis which include dementia.	Ongoing implementation
Collaborate with community organizations	Participate in the State of Hawai'i Injury Prevention Steering, Advisory, and Drowning and Aquatic Injury Prevention Committees.	Ongoing implementation
	Provide institutional support (e.g., personnel resources, program evaluation) to a wide variety of non-profit organizations and groups which provide outreach services to persons with disabilities and kūpuna.	Ongoing implementation
Conduct community outreach and education	Have outreach programs that visit schools, participate in emergency preparedness fairs, and produce online, in-hotel room PSAs, and broadcast television public services safety videos.	Ongoing implementation
Provide the C.O.R.E. Program	Ensure that the Crisis Outreach Response and Engagement (C.O.R.E.) Program serves many kūpuna.	Ongoing implementation

## HONOLULU FIRE DEPARTMENT (HFD)

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

## HONOLULU POLICE DEPARTMENT (HPD)

Strategy	Specific Actions	Status
Provide appropriate training on aging and dementia	Implement Reso 21-173, urging city administration to provide dementia training for first responder personnel.	Ongoing implementation
	Intend to propose two new bills in the next legislative session (Silver Alert: for kūpuna who are lost).	Proposed
	Provide Crisis Intervention Team (CIT) Training to several officers addressing persons in mental crisis to include individuals suffering from dementia.	Ongoing implementation
	Review training for all officers in partnership with Alzheimer’s Association of Hawai’i. Every officer goes through mandatory training and receive a certificate for completed training.	Ongoing implementation
Address criminal activity and vandalism	Address vandalism and graffiti in a timely manner through the “City Sourced” online reporting system.	Ongoing implementation
	Address graffiti complaints in an ongoing status by the Community Policing Team (CPT) utilizing statistics and gang affiliation tagging.	Ongoing implementation
Increase pedestrian safety	Educate the public on pedestrian rules.	Ongoing implementation
	Increase enforcement of pedestrian rules. Patrol officers in partnership with our Traffic Division officers have been conducting static and roving patrols. We provide educational contact and enforcement of traffic and pedestrian laws.	Ongoing implementation
Increase bicycle safety	Educate the public on bicycle rules.	Ongoing implementation
	Increase enforcement of bicycle rules. Our patrol officers in partnership with our Traffic Division officers have been conducting static and roving patrols. We provide educational contact and enforcement of traffic and pedestrian laws.	Ongoing implementation
Keep kūpuna safe from abuse and neglect	Increase public education on financial scams, abuse, and neglect. Officers are provided with brochures to inform kūpuna of financial crimes, abuse and neglect.	Ongoing implementation
	Provide information and public speaking engagements by Criminal Investigation Divisions and Financial Crimes Detail to educate the public on preventative actions to identify and prevent these types of crimes.	Ongoing implementation
	Foster collaboration between Adult Protective Services (APS) and community.	Ongoing implementation
Recognize kūpuna as assets	Consult older adults on ways to serve them better.	Ongoing implementation

	Provide programs with helpful and courteous staff trained to respond to older adults. Annual training is provided to all employees in regards to providing excellent service to our community.	Ongoing implementation
	Provide services through “Kūpuna ID” program and “Kaukau with a Kūpuna” programs. A variety of information, including safety tips, crime prevention and personal health during the pandemic has been provided to not only our kūpuna but also to our community members of all ages.	Ongoing implementation
	Promote volunteer opportunities and cultivate volunteer leaders. Volunteer opportunities available through various programs such as CrimeStoppers Hawai'i, Police Activities League, and Traffic Division through the Special Enforcement Officer Program which conduct handicap parking patrol and enforcement. PAL started a wrestling program this year.	Ongoing implementation

## MAYOR'S OFFICE OF CULTURE AND THE ARTS (MOCA)

Strategy	Specific Actions	Status
Develop safe and attractive outdoor spaces	Hold frequent events on the Civic Center grounds. Honolulu City Lights was held in 2023, community art exhibitions restarted in January of 2022, and we have begun permitting public events at Frank Fasi Civic Grounds and Mission Memorial Auditorium beginning in the Summer of 2022.	Ongoing implementation
Create accessible spaces	Ensure all events permitted on the grounds are ADA accessible and appropriate for all ages.	Ongoing implementation
	Acquire hearing-impaired audio equipment for the Mission Memorial Auditorium	Ongoing implementation
Create multigenerational and multiuse spaces	Ensure all events at the Honolulu Hale courtyard, Mission Memorial Auditorium, and the Civic Center Grounds are ADA accessible and appropriate for all ages.	Ongoing implementation
Encourage community engagement	Create opportunities for cultural exchange. The city has hosted a multitude of cultural events in the Mission Memorial Auditorium and on the Civic Center Campus, including cultural dance recitals, the Korean Festival, Puerto Rican festival.	Ongoing implementation
	Engage with keiki and kūpuna through the arts in offering lei-making, free performances, and events targeted at school aged children and senior citizens and Hawaiian Civic Clubs.	Ongoing implementation
	Host many different types of art exhibits, performances, and events on the grounds open to the public. People of all ages can visit, learn, and enjoy.	Ongoing implementation
	Efforts made to engage socially isolated older adults. The communications staff promote events aimed at seniors that are offered by other city agencies like the Senior Valentine's Day dance and Senior Fair.	Ongoing implementation
Ensure accessible information	Depict kūpuna positively and without stereotypes in media	Ongoing implementation
	Facilitate programs and events that are easy to attend with no special skills (i.e., literacy) required to sign up or participate	Ongoing implementation
	Communicate information on community resources and activities to kūpuna, including information about the activity, its accessibility, and transportation options	Ongoing implementation
	Ensure culturally tailored information and messaging to kūpuna	Ongoing implementation
Ensure kūpuna are valued	Recognize the value of kūpuna, both past and present contributions. We engage and acknowledge kūpuna through ceremonies and events that honor Hawai'i's rich history, like lei-drapings at the Kamehameha statues, May Day pageants for Kūpuna, and lei contests during the May Day festival	Ongoing implementation
	Maintain connections with knowledgeable kūpuna to consult for cultural purposes if needed. Whenever necessary, we consult with kūpuna in regards to names of our storied places, access to cultural sites, and consultation for decisions in their communities.	Ongoing implementation
Provide community education and support	Ensure volunteers at events look to assist kūpuna in the event of an emergency. In all feasible situations, we reserve seating for kūpuna and ensure they depart the events safely.	Ongoing implementation

**MAYOR'S OFFICE - OFFICE OF CLIMATE CHANGE, SUSTAINABILITY AND RESILIENCY (CCSR)**

<b>Strategy</b>	<b>Specific Actions</b>	<b>Status</b>
Develop safe and attractive outdoor spaces	Increase trees and other greenery.	Ongoing implementation
	Work with DTS to expand alternative transportation modes (e.g. Biki).	Ongoing implementation
	Ensure timely and responsive transport.	Ongoing implementation
Ensure timely and responsive transport	Work with DTS to expand alternative modes of transport, including establishing bus-only lane in downtown Honolulu.	Complete
Ensure emergency preparedness	Include emergency preparedness in planning and design.	Ongoing implementation
Encourage community engagement	Create opportunities to share knowledge and encourage mentorship, including an internship program for college students on climate change and resilience.	Ongoing implementation
	Include kūpuna as full partners and key informants in community decision-making affecting them including climate change and housing policies.	Ongoing implementation
Ensure accessible information	Distribute information about events through different sources including internet, radio, phone, newspaper, social media.	Ongoing implementation
	Publish information on websites or brochures so it is accessible to persons with low vision and other disabilities.	Ongoing implementation
Ensure kūpuna are valued and consulted	Recognize the value of kūpuna, both past and present contributions and experience.	Ongoing implementation
	Include kūpuna as partners in the research, design, and development of resilience hubs.	Ongoing implementation
	Collaborate with the Elderly Affairs office to distribute a Long-Term Disaster Recovery survey to kūpuna.	Complete
	Use a combination of virtual and in-person events that covered the entire island for the outreach campaign for the City's climate adaptation strategy, Climate Ready O'ahu. This approach allows kūpuna to access the events in ways they feel most comfortable for them.	Complete
Provide community education and support	Promote public education in preparing for emergencies and disasters specifically targeted to kūpuna and persons with disabilities	Ongoing implementation

**MAYOR’S OFFICE - OFFICE OF ECONOMIC REVITALIZATION (OER)**

Strategy	Specific Actions	Status
Ensure accessible information	Distribute information about City events and programs through different sources including internet, phone, fax, newspaper, social media. The Revitalize O’ahu website (revitalizeoahu.org) is one of the most frequently visited online resources for City relief programs.	Ongoing implementation
	Coordinate in-person enrollment events for kūpuna who do not have laptops, internet or knowledge about OER programs .	Ongoing implementation
	Ongoing implementation of Rental and Utility Relief Program, which has a network of nonprofits that distributes information to vulnerable renters, including kūpuna.	Ongoing implementation
Identify opportunities to help kūpuna age-in-place	Explore a partnership with Office of Housing, Department of Community Services, and Department of Planning and Permitting to make home modifications and other supports available to kūpuna.	Proposed
Promote digital inclusion for kūpuna	Provide outreach and help kūpuna to access broadband and other technology.	Proposed
Ensure accessible info and resources to those that are most vulnerable on island	Continue outreach to underserved Micronesian and Hawaiian kupūna by the Micronesian-Pacific Islander Community Liason.	Ongoing implementation
Support older entrepreneurs and kupūna-owned small businesses	Ensure that small business assistance and resources are widely available to individuals of all ages, particularly older adults.	Ongoing implementation

**MAYOR’S OFFICE - OFFICE OF HOUSING (HOU)**

Strategy	Specific Actions	Status
Invest in affordable housing	Revive the City’s Private Activity Bond (PAB) program to finance the development of affordable rental housing. The bonds are used in conjunction with 4% LIHTCs which reduces the senior debt required to finance affordable housing projects. This decreases the overall borrowing costs and allows developers to charge lower rents. Federal government rules require the bonds to cover at least half the project costs.	Ongoing implementation
Initiate affordable housing developments for kūpuna through collaborative public-private partnerships	Build the Halewai’olu Senior Residences, a 156-unit affordable housing development specifically designed for kūpuna with incomes ranging from 30% to 80% of the AMI. This project will provide residents with amenities that create a sense of belonging, including a community center and rooftop garden. The Administration proudly acknowledges the successful realization of this project, leveraging city-owned lands to enhance the lives of kūpuna in the Chinatown neighborhood. The Michaels Organization was chosen to spearhead this significant development.	In development
	Begin the construction of the Halewiliko Highlands, an affordable housing project that consists of 140 rental units for kūpuna earning no more than 60% of the AMI. This public-private partnership will create a variety of communal gathering spaces as well as community development services and activities provided by Lanakila Pacific in a dedicated on-site Kūpuna Wellness Center. This needed project to house and serve our kūpuna is scheduled to be completed in mid-2025. The city also provided Halewiliko with \$6,000,000 in gap financing from its Affordable Housing Fund.	In development
Create transit-oriented developments (TOD)	Focus major growth and enhancements in the areas surrounding the Skyline to transform neighborhoods and communities in proximity to Skyline stations.	Ongoing implementation
	Acquire parcels for consolidation in Iwilei near the rail station for the purpose of TOD with housing, mixed-use retail, pedestrian/bikeway improvements, complete streets, a rail park-n-ride and activation of prime real estate near Honolulu’s urban core.	Ongoing implementation



**MAYOR’S OFFICE - ROYAL HAWAIIAN BAND (RHB)**

Strategy	Specific Actions	Status
Provide entertainment	Performs regularly at ‘Iolani Palace, Queen Kapiolani Park Bandstand, community, cultural events, shopping centers and parades, continuing to promote and perpetuate the music and culture of Hawai‘i and provide a unique musical experience for an age-friendly city of local residents and visitors.	Ongoing implementation
Ensure an intergenerational band	Ensures that RHB is intergenerational with members of all ages and generations. RHB members (Regular and part-time) range in age from 18 to 72.	Ongoing implementation
Provide outreach to kūpuna and youth	Delivers entertainment to a vast number of hospitals, nursing homes, adult day-care facilities, assisted living facilities and retirement communities for our kūpuna and persons with disabilities who may no longer be physically able to travel to see the band in concert.	Ongoing implementation
	Provides valuable music education opportunities to our younger generation through numerous preschool, elementary school, middle school, and high school concerts throughout the year.	Ongoing implementation

## NEIGHBORHOOD COMMISSION OFFICE (NCO)

Strategy	Specific Actions	Status
Facilitate monthly community meetings	Facilitate monthly Neighborhood Board Meetings for 33 communities on the island of O'ahu. These meetings are open to the public with attendees of all age groups. Residents of the area who are 18+ years of age may serve as a member of the board.	Ongoing implementation
Provide outreach to community groups	Provide outreach to numerous community groups and organizations. Many of which include members who are middle aged as well as older adults.	Ongoing implementation
Increase engagement using virtual platforms.	Expand Webex platform opportunities. All board meetings are using Webex and introducing this platform to older adults.	Ongoing implementation