

AGE-FRIENDLY CARLSBAD

Mid-Project Report

April 5, 2021

Carlsbad, California became part of the American Association of Retired Persons (AARP)'s [Livable Communities](#) Network in 2020. In an effort to engage residents and community leaders in increasing livability even further, especially for older adults, the city partnered with The San Diego Foundation, AARP, and Circulate San Diego to better understand residents' perceptions and needs. The following Mid-Project Report is intended to provide insights gleaned from conducting a project survey and collecting additional insights through online input tools, printed questionnaires, and hosting three (3) interactive public workshops in partnership with the Carlsbad Senior Center. This Mid-Project Report was finalized after the third Age Friendly Carlsbad Workshop on March 25, 2021 and a presentation to the Senior Commission on April 1, 2021.

PART A: **Summary of Survey Findings**

PART B: **Summary of Online Input via Social Pinpoint**

PART C: **Summary of Interactive Community Workshops** (on-going)

PART A: Summary of Survey Findings

What we asked: Respondents were asked to indicate their experiences with the [Domains of Livability](#) using AARP's survey model.

Who took the survey: 635 responses were received between Aug. 10 - Sept. 13, 2020. Seventy-three percent of the respondents were female with nearly one-third of the total respondents residing in the 92008 Zip Code. Zip Codes 92009 and 92011 each contributed 21% of the respondents. Over 83% of respondents reported an annual income of greater than \$50,000. Fifty-seven percent of the respondents have lived in Carlsbad for more than 15 years. The largest percentage of residents (28%) have lived in Carlsbad for 5 to 15 years. The percentage of residents who own the home they live in is 87%.

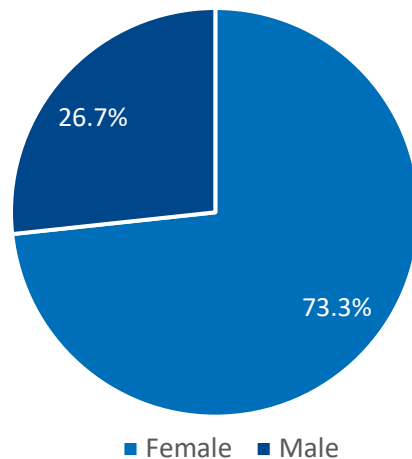


Figure 1 - Gender breakdown of survey participants

Table 1 below illustrates demographic information about survey participants, as well as an overall rating of Carlsbad as a place to live as people age:

	<i>Female</i>	<i>Male</i>			
Gender	73.3%	26.7%			
	<i>92008</i>	<i>92009</i>	<i>92010</i>	<i>92011</i>	<i>Other</i>
Residence Zip Code	33.9%	21.9%	15.1%	22.2%	5.7%
	< \$30,000	\$30-49,999	\$50 – 99,999	>\$100,000	
Socio-Economic Status	7.7%	9.22%	32.4%	49.6%	
	<i>Excellent</i>	<i>Very Good</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>
Place to Live	26.8%	36.1%	25.2%	9.7%	2.2%

Table 1 - Survey demographics and insight about aging in Carlsbad

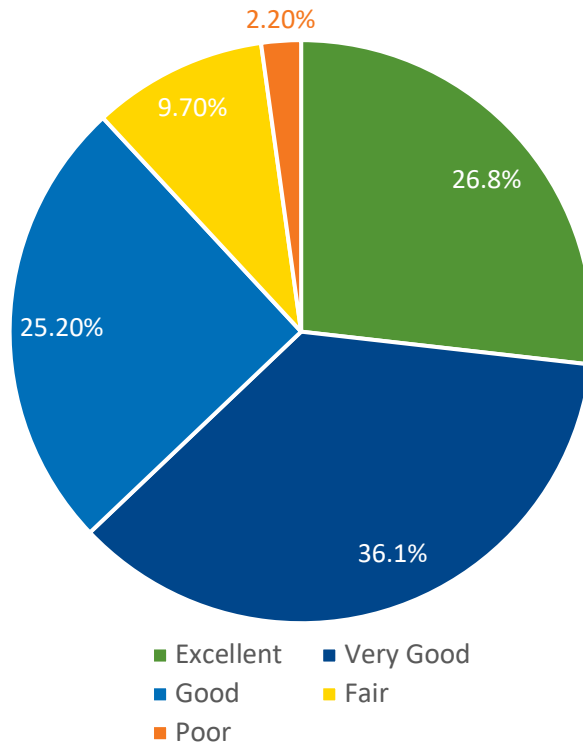


Figure 2 – Carlsbad rated as a place to age



Summary responses from the survey are as follows:

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. Key themes from each topic area and a detailed summary from each topic area are listed below. A link to the full survey results can be accessed through the project webpage: Carlsbadca.gov/AgeFriendlyCarlsbad

Detail for each livability domain topic and respondents' perception of their functional ability follows:

Housing Of those surveyed, 65.1% of the respondents live in a single-family house and 86.6% own their home. Most respondents agreed that Carlsbad homes and properties are maintained *very good or excellent* (73.5%) and 95.5% said that it is *very important or extremely important* to be able to live independently in their own home as they age. Respondents considered Carlsbad *fair or good* for housing attributes that include the trustworthiness of modification and repair options (50.4%) and modification affordability (61.3%). However, several housing attributes were noted for receiving many *poor* ratings, including well-maintained, safe low-income housing (36.4%), affordable housing options for adults of varying income levels (28.3%), and having housing options that are built with things like a no-step entrance, wider doorways, and first floor bedrooms and bathrooms (23.7%). In evaluating a respondent's desire to stay in Carlsbad as they age or to move, only 2.3% said that having a larger home is a major factor to stay in Carlsbad and 60.5% said it is a major factor to have a home that helps them live independently, for example, one without stairs.

Key Take-Aways

It is important to residents to have a variety of housing options and feel safe living in their home and community. Additionally, as residents age, there is a high desire to live independently and to have access to affordable and accessible housing in Carlsbad.

Outdoor Spaces and Buildings Respondents rated most aspects of this domain *very good or excellent*, including well-maintained parks (67.3%), safe parks (59.5%), and sidewalks that are in good condition, safe for pedestrians, and accessible for wheelchairs or other assistive mobility devices (53.8%). Of the respondents, 53.6% said the quantity of benches for resting in public spaces is *good or fair*. Neighborhood watch programs were rated as *poor or fair* by 43.7% of the respondents.

Key Take-Aways

The current status of public spaces and facilities in Carlsbad is good, as stated by residents, and it is important to keep these public amenities accessible and safe for all. Suggestions for programming were made, especially focused around intergenerational opportunities.



Transportation Most respondents get around Carlsbad by driving themselves (97.7%), followed by walking (38.1%), riding a bike (21.6%), using a ride share company (i.e., Lyft) (19.8%), being driven by others (15.4%), and using public transportation (8.6%). Public transportation received *poor* or *fair* ratings for accessibility and convenience (54.4%), timeliness (47.3%), safety of use for all abilities (44.3%), and affordability (39.6%). Respondents rated aspects of this domain *very good* or *excellent* for easy-to-read traffic signs (61%), well-maintained streets (55.4%), and well-let, accessible, safe streets and intersections for all users (50%). Aspects rated *poor* or *fair* by respondents included having separate pathways for bicyclists and pedestrians (39.6%), offering driver education or refresher courses (39.5%), and offering audio and visual pedestrian crossings (34.1%).

Key Take-Aways

While most residents stated that they rely on driving to get around, areas of improvement include intersections with safe crossings and access to transit. There is also a desire to improve and expand the city's transportation programs for intra-city travel services and education about alternative mode options.

Health and Wellness Many respondents rated the quality of healthcare services as *good*, including having access to healthcare professionals who speak different languages (41.4%), having well-trained certified home health care providers (35.9%), and conveniently located health and social services (34.2%). Carlsbad excelled in this domain with *very good* and *excellent* ratings for having respectful and helpful hospital and clinic staff (60.4%), well-maintained hospitals and health care facilities (57.7%), having a variety of healthcare professionals and specialties (52.6%), and affordable fitness activities geared towards older adults (45%). Respondents provided *poor* or *fair* ratings to affordable home care services for personal care and housekeeping (49.3%) and affordable home health care providers (49.2%).

Key Take-Aways

For Carlsbad residents, of all ages, maintaining or bettering personal health is important. Improvements that residents prioritize include offering affordable healthcare options and having conveniently located health services and resources.

Social and Civic Participation Seventy-one percent of respondents said that the availability of continuing education classes or social clubs to pursue new interests, hobbies, or passions is *good*, *very good*, or *excellent* in Carlsbad. When it comes to diversity of activities, respondents said that Carlsbad is *good* or *fair* at offering activities that involve both younger and older people (61.1%) and a variety of cultural activities for diverse populations (59.4%). Local schools involving older adults in events and activities was rated as *poor* or *fair* by 55.3% of the respondents. When it comes to companionship, respondents *sometimes* or *often* feel a lack of companionship (35.6%), feel isolated from others (28.4%), and feel left out (37.7%). Additionally, 11.7% of residents do not have friends or family that they can call at any time of day or night if they are in trouble. When it comes to employment and training, respondents feel services are mostly *poor* or *fair*. This includes job training opportunities for older adults who want to learn new skills (65.2%), policies that ensure older adults can continue to



have equal opportunities to work (64.3%), jobs that adapt to meet the needs of people with disabilities (62.3%), and having a range of flexible job opportunities for older adults (62.2%). Most respondents said access to volunteering opportunities and participating in decision making bodies is *good, very good, or excellent*. However, 57.1% said that transportation to and from volunteer activities is *poor or fair*.

Key Take-Aways

There is a strong desire for socialization and programming to combat isolation, which has been heightened because for COVID-19. Residents are interested in employment and volunteering opportunities to stay active and involved.

Community Information Respondents in Carlsbad rely heavily on the internet for information and communication at 88.1%. Other primary means of retrieving information include family or friends (90.2%), local senior centers (80.1%), doctor or other health professionals (71.1%), and the library (62.7%). Respondents rated the free access to computers and the internet in public spaces as *very good or excellent* (61.5%). Overall, access to information is well rated but respondents rated community information that is delivered in-person to people who may have difficulty or may not be able to leave their home as *poor or fair* (44.8%).

Key Take-Aways

Carlsbad residents have a high competency with digital information and are able to access community and civic information via the internet and social media. It is recommended to continue working on information accessibility to reach all populations, especially those who are home-bound and non-English speaking.

Key Take-Aways from all Domains Shown Above

Some of the findings discussed can be categorized into several categories and are not exclusively reviewed based on the category they are shown a part of above. Demographics indicate that the people who completed the survey (and attended the community workshops) may have been disproportionately well off, English-speaking, highly educated, and physically mobile compared to census data for the general population of those 45 years old and older.



PART B: Summary of Online Input via Social Pinpoint

What we asked: Residents and leaders were encouraged to participate in the online engagement tool, Social Pinpoint, through e-newsletters, Senior Center outreach and meal programs, information from the City Manager e-newsletters, social media, by participating in the Community Conversations, and word of mouth. The Social Pinpoint tool is accessed through the Age-Friendly Carlsbad webpage at Carlsbadca.gov/AgeFriendlyCarlsbad.

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.

Who participated in Social Pinpoint: As of Jan. 14, 2021, **83** comments have been posted to the [Ideas Wall](#) and **24** comments have been posted to the [Mapping Tool](#) through the Social Pinpoint online engagement platform. The online tools launched October 2020 and are currently still available and receiving comments through the [Age-Friendly Carlsbad 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 below).

Ideas Wall participant comments have been summarized by domains of livability and are described as follows:

Civic Participation & Employment	Communication & Information	Housing	Outdoor Spaces & Buildings	Respect & Social Inclusion	Transportation
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The summaries below are from comments and suggestions provided by residents. In this platform, comments could be “up” or “down” voted by others. It is included below if comments received up and/or down votes by other residents. The average age of the Ideas Wall participants was 59 and a majority reside in the 92008 Zip Code. A topic that was not included as an option but received input was Health and Wellness. A category for this topic has been included below in “Other Topics of Discussion.” Health & Wellness was not included in the Social Pinpoint tool because of the community’s overall satisfaction with this topic, demonstrated by the survey results.

- 1. Civic Participation & Employment** This domain received one comment on the ideas wall. However, when assessing input as a whole with the survey, job access and opportunities is of need/interest. The comment included: *Interest in joining the Civic Academy Training, which stopped when COVID-19 began and is encouraged to restart digitally. (received two up votes)*



Key Ideas

This response highlighted the importance of working with community partners to provide hybrid programs and activities as virtual and in-person events to help sustain the availability of programs.

- 2. Communication & Information** This topic received a variety of input, related mostly to communication between the city and residents, as well as how programs are performed and operated.

Comments and suggestions about Communication & Information included:

- *Growing the relationship between seniors and Senior Center staff*
- *Appreciation for Twitter feed information as a useful way to get local information (City of Carlsbad, Carlsbad Police, NCTD, and others)*
- *The best source for getting current information and notifications*
- *Where can resources about aging (transportation, home modifications, assisted living, nursing homes, etc.) be found (received one up vote)*
- *The City Manager's notes are well-written and informative (another participant agreed that the City Manager's updates are informative and reliable, but that the social media presence is sparse) (received four up votes)*
- *More updates on the main city website and social media would be helpful*
- *Working with residents to offer programs at the Senior Center*

Key Ideas

Respondents stressed the importance of diversifying communication strategies to reach all residents and evaluating where improvements can be made to strengthen the information channel between the city and residents.

- 3. Housing** This topic has crossover with other domain topics. Residents highlighted affordability, building form, availability, access, and safety as top concerns when it comes to housing.

Comments and suggestions about affordability:

- *Available housing for seniors on fixed social security and with moderate to low income that are walkable to stores and amenities*
- *Housing in Carlsbad is in demand for people priced out of Orange County*
- *Need low-income housing to live near my daughter because her help is sometimes needed*
- *Create a low-income complex with easy access to the supermarket, affordable retailers, the library, and the post office*
- *More affordable housing options in the Village and other parts of Carlsbad because economic diversity is important*
- *People who work in Carlsbad should have opportunities for housing*
- *Need for affordable housing options and increased security (received one up vote)*
- *Bonds and tax increases make it hard to afford Carlsbad (received three up votes)*

Comments and suggestions about form and availability:

- *More density and taller buildings make Carlsbad less age-friendly and single-family homes are being pushed out (received one up vote)*
- *More choices for housing*
- *Appreciation for the live-work and retail spaces in Carlsbad that increase density, especially close to the train station, but do not go to extensive lengths to change the character (received one up vote)*
- *Ideas for ways to modify a home in case for multi-story homes (received two up votes)*
- *Granny flats would be a good option for independent senior living and the city could help provide more senior housing*
- *Pre-permitted plans for granny flats help with single-family home access, the desire to age-in-place, and to promote home ownership for extended family (received five up votes)*
- *Scarcity of single-story homes; limited options may drive out residents (received two up votes)*
- *More housing developments with one-story or plans with master on first floor*
- *Incentive for developers to include universal designs that work for people of all ages and abilities; virtual resource center with links for remodels and upgrades*
- *People are struggling to find housing as they face age-related limitations; the housing being built is going in the opposite direction with multiple levels/stairs (received five up votes)*

Comments and suggestions about accessibility and safety:

- *More housing developments built with seniors in mind (many developments have stairs)*
- *High-density housing is good close to transit (received three up votes)*
- *Modify city housing plans to require single-story housing and/or multi-story housing with elevators, grab bars, and wider hallways for those with mobility issues (received three up votes)*
- *Housing is not safe because of homelessness and we need a County-wide solution (received four up votes)*

Key Ideas

Respondents stressed the desire for the city to work with community partners to diversify the housing stock to meet the needs of all income levels and accessibility types. Suggestions were made for housing decisions to be implemented with an age-friendly lens and to consider additional programming and education about housing topics.

- 4. Outdoor Spaces & Buildings** Themes that residents shared relate most to improving upon existing facilities, as well as areas of concern for access when it comes to open space and buildings.



Comments and suggestions about accessibility and safety:

- *Live near Poinsettia Park, but it's not accessible because of a large slope; this neighborhood has a large population of seniors, but no transportation to get them to the park (received two up votes)*
- *Love that there is such accessibility to the beach and the oceanfront, but have concern for the speed of cars (appreciates the new lighted crosswalks installed)*
- *Large RV park at the beach (Tamarack) obstructs view and takes up multiple car spaces; takes away the opportunity for locals and visitors to access the beach*
- *Eliminate RV parking/camping south of Tamarack; family likes to go but difficult to find parking as people save spots (received three up votes)*
- *Like how recent park projects include walking paths, including Alga Norte and the Veteran's park; safe and pleasant for people of all ages and without tripping hazards (requests to maintain this) (received three up votes)*

Comments and suggestions about activities and facilities:

- *Getting outside and participating in activities keeps you healthy*
- *There are no multi-purpose fields available to rent*
- *More, smaller parks for kids, seniors, and everyone; there are several large-acre parks that you have to drive to (received one up vote)*
- *Like to vary walks between trails and paths, and hilly and flat; paths and trails need to be safe, wide, and include amenities like benches and shade; trails are even more important because of the pandemic (received one up vote)*
- *Please keep the open spaces and trails, it is a huge benefit to living in Carlsbad; would like more emphasis on native plants and trees (received one up vote)*
- *Need a warm water pool, Tri-City Wellness has been closed since March*
- *Please get an Arthritis Foundation Warm Water Pool, also helps with rehab; surprised Carlsbad does not have one (received three up votes)*
- *Pick-up soccer for 50+; it's hard to find space to play since most fields are taken up by youth sports (received one up vote)*
- *More open space to walk and hike; glad we have it already but also want more*
- *Walking the coast is stressful as there are too many users (walkers, joggers, bikers, baby strollers) and not enough space; reduce car traffic and give space back to recreational users (received three up votes)*
- *Need a dog park in the Village (next to the railroad tracks between Grand Avenue and Carlsbad Village)*
- *Outdoor spaces need to be kept clean and sanitary, not just places for homeless*
- *More public art*
- *Nineteen-year struggle for a park in the Ponto area; leaders fought against it and favored a dense development (received one up vote)*
- *Holiday Park does not have a sidewalk that goes all the way around the park (received one up vote)*

Key Ideas

Respondents expressed the desire for the city to maintain and improve the quality of public facilities throughout Carlsbad and evaluate opportunities to increase open space where there are deficiencies.

- 5. Respect & Social Inclusion** This domain received comments that spoke to physical spaces that provide social and inclusive opportunities, as well as perspectives on how community members interact with each other. Several comments related more to a health and wellness category and those have been included below under “Other Topics of Discussion.”

Comments and suggestions included items specific to the Senior Center:

- *Lack of senior meeting locations in south Carlsbad; could use a large rec room at Stagecoach and there could be meals and a microwave*
- *No place where seniors can go and hang out, people show up to classes at the Senior Center and then leave; nice to have a space to read the paper, chat with others, play cards (received one up vote)*
- *Senior Center lunchtime drive-through is restricted to residents and not age-friendly to all residents*
- *Have space at the Senior Center to sit, enjoy, and socialize*

Comments and suggestions related to social programs:

- *More socialization opportunities for 60+*
- *Pre-COVID, there was a 45+ basketball league in UTC with diverse group and having mature adult sport leagues helps foster community among groups who may otherwise not interact (received five up votes)*
- *Expand on events in the park and library to bring people together (received one up vote)*
- *Have more green spaces to interact and not have to drive to an open space*

Comments and suggestions related to community and interactions:

- *Social inclusion holds people together and respect means no discrimination*
- *Love living in Carlsbad, one of the best places in the country*
- *Want to engage socially and live civilly*
- *Seems that newer Councilmembers are not inclusive of all ages, genders, ethnic groups and this doesn't help create community*
- *Homeless people in the street make me feel less safe with age (received one up vote, one down vote)*
- *People are friendly and out more because of the pandemic, but NextDoor shows bias in Carlsbad, including racism, criminalization of homeless, and neighbors complaining about neighbors; City should encourage diversity and acceptance through community awareness programs (received six up votes, one down vote)*
- *More seating in public spaces would encourage socialization between neighbors*
- *Long way to drive from La Costa to participate in programs; Stagecoach Park could have classes (received one up vote)*

Key Ideas

Respondents would like the city to provide more intergenerational activities that help combat isolation and provide socialization opportunities. Activities could be specific to age and interests, but greater efforts towards increasing community connections between all residents should be a priority.

- 6. Transportation** The themes for the transportation topic were alternative modes of transportation and insufficient infrastructure, as well as the need to a local mobility option to assist with essential trips and parking.

Comments and suggestions that relate to alternate modes of travel (biking, walking, public transit):

- *At 77 years old, rides a bike every day and bike safety improvements are needed*
- *Desperately need more sidewalks and bike paths (near Agua Hedionda Lagoon); the pandemic has caused crowded streets and many areas have no sidewalks*
- *Carlsbad Boulevard (between Tamarack and Pine) is dangerous for pedestrians; many cars blow through intersections (received one up vote)*
- *With aging population, improving bike lanes is not a good use of money*
- *Check the city's Mobility Plan*
- *Some signals are censored for bikes, but not all*
- *Make drivers more aware of bikes through painted bike lanes and physical barriers*
- *Sold my car and now use an ebike and it would be good to have more safe bike paths, places to safely lock bikes, and ebike charging stations (received three up votes)*
- *Would use buses and trains, but they are not clean*
- *Need safer bike lanes in Carlsbad with buffer from traffic, especially in south Carlsbad near Ponto Beach (received four up votes)*
- *Don't feel safe in the bike lanes and need a three-foot buffer, bike crossing buttons, and bike lanes in all areas (received one up vote)*

Comments and suggestions that relate to city-run, rideshare, or voucher transportation:

- *Cannot get anywhere without a car; if public transportation or the city provided ride service that was convenient, may consider not using a car*
- *Love free senior ride service available from the city (received one up vote)*
- *Seniors should be encouraged to use Uber/Lyft as a low-cost option, it is still not affordable for seniors; can the city provide a voucher? (received three up votes)*
- *Consider an intra-Carlsbad shuttle that connects residential areas to shopping, medical areas, and city services, with a minimal fare (received four up votes)*
- *Many people rely on County or insurance-based disabled transportation options*
- *Difficult to get the Kaiser in San Marcos and unsure how to get transportation information/services other than Uber/Lyft for disabled husband (received three up votes)*

Comments and suggestions that relate to parking:

- *Allow easy parking for seniors, want to pull up to a business and walk in; need more parking*
- *Wonderful that Carlsbad has free parking in town and along the beach, but during the summer, RVs should not be allowed to take up multiple spaces received three up votes)*

Key Ideas

Respondents expressed the need for the city to work with community partners to expand the mobility network by increasing awareness and safety strategies around alternative transportation (walking, biking, and public transit). Respondents also want the city to explore opportunities to provide intra-city transportation services and assist with the improvement of transportation accessibility.

Other Topics of Discussion Other topics that residents had comments about that fall outside of the six domain topics included Health & Wellness.

Comments and suggestions about health and wellness included:

- *Caregiver communication network for those aging in place (received one up vote)*
- *Health and wellness should be in every category and is the most important as you age*
- *Senior lunches are very helpful and having fitness classes when COVID-19 is over*
- *Senior lunches have helped me stretch my budget, but I would like to see more produce*
- *Paint lines on tennis courts for pickleball because courts are underutilized and people are trying to live healthier lives; put subsidized golf money into pickleball*

Key Ideas

Respondents would like the city to consider the health and wellness of all residents for all projects and programs. The Senior Center is a valuable community resource, and the services that are provided through this facility should be maintained and evaluated for improvements to help benefit older adults from around the city.

Mapping Tool participant comments have been summarized by the comment type and are described as follows:

**Existing Age-Friendly
Examples in Carlsbad**

Issues & Concerns

Opportunity areas

The summaries below are from comments and suggestions left by residents on the Mapping Tool. In this platform, 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. It is included below if comments received up and/or down votes by other residents. Additionally, residents could



comment on others' responses, and those items have been included as a sub-bullet where appropriate. The average age of the Mapping Tool participants was 61 and a majority reside in the 92008 Zip Code.

- 1. Existing Age-Friendly Example in Carlsbad** A resident would select this comment type if they knew of a location/feature in Carlsbad that demonstrates a current example of livability within the City.

Examples of livability in Carlsbad currently include:

- *The Senior Center (received one up vote)*
- *Georgina Cole Library – The library and community garden (received one up vote)*

Key Ideas

Carlsbad hosts current examples of livability, and it is evident that the availability of public open space and facilities contributes greatly to the livability in the community.

- 2. Issues & Concerns** A resident would select this comment type if they wanted to identify a location/feature in Carlsbad where a livability issue or concern exists.

Issue & Concern locations and comments included:

- *Northern Carlsbad Boulevard – Flashing lights are not stopping traffic for walkers crossing Carlsbad Boulevard (received one up vote)*
- *Parking south of Tamarack – Limit RV parking south of Tamarack (received three up votes)*
 - *Yes, RVs take up too much space*
- *Carlsbad State Beach at Lower Seawall – Control traffic on lower seawall to pedestrians; bikers, skateboarders, scooters, and dog walkers who do not read signage (received four up votes)*
- *Walnut Avenue between Roosevelt Street and Madison Street – Getting around without a car is difficult due to very little public transportation (received one up vote)*
- *Walnut Avenue between Roosevelt Street and Madison Street – Village area is conducive to biking but traffic makes it challenging (received one up vote)*
- *Madison Street near Oak Avenue – Need a stop sign or crosswalk because cars drive too fast*
- *Harding Street near Oak Avenue – Need a stop sign or crosswalk because cars drive too fast*
- *Carlsbad Village Drive from the east – Walking to the Village from the east side of the freeway has limited access points; need pedestrian bridge(s) between Tamarack/Village Drive and La Flores/Village Drive so more people could leave their car at home (received three up votes)*
 - *Yes, this area is very dangerous, especially for young children (received one up vote)*
- *Carlsbad Village Drive between Pio Pico Drive and I-5 off-ramp – Congested and dangerous are to walk or bike due to bad design; traffic backs up on Carlsbad Village*

Dr both ways (received one up vote)

- *Chestnut Avenue from the high school to the city center – Feel threatened bike riding under the freeway where there are no bike lanes so rides on the sidewalk*
- *Poinsettia Lane on east side near Brigantine Dr – Add sidewalk for safety (received one up vote)*
- *Alicante Road, south of Alga Road – Cars race on roadway, something needs to happen since deaths and crashes have already occurred (received one up vote)*

Key Ideas

Residents are largely concerned with roadway safety and having safe and accessible access to community resources, like parks and the shoreline. Safety improvements should be prioritized at intersections where pedestrians and bicyclists are the most vulnerable.

3. Opportunity Areas A resident would select this comment type if they wanted to identify a location/feature in Carlsbad where there is an opportunity to improve livability.

Opportunity Area locations and comments included:

- *The Village – While there are many senior living facilities close to State St, the businesses downtown include many restaurants and do not support independent living for seniors (received three up votes)*
 - *I agree, while the Village is the most livable place in the city it still needs more resources and an effort not to lose any essential businesses like grocery*
- *Carlsbad Village Drive at the I-5 – Improve the entrance to the Village and make it more bike and walk-friendly (received one up vote)*
- *Georgina Cole Library – More small neighborhood parks for seniors, children, and everyone in between; land around the library has weeds and it could be a community space (received one up vote)*
- *East of I-5 – Build a greenwall to muffle traffic noise and reduce emissions towards Holiday Park (received three up votes)*
- *South of Tamarack Avenue, north of Agua Hedionda – No park within a ½ mile radius; only opportunity to get out is to walk the neighborhood*
- *Outside of the 92008 quadrant – Satellite senior centers at the other three quadrants; seldom go to Pine Street because of distance*
- *La Costa Greens – Residents are unaware of street cleaning schedule; there are always cars parked on the street and as a result, the streets are not cleaned (received one up vote)*

Key Ideas

Opportunities for increasing livability in Carlsbad is narrowly focused on improving facilities for pedestrians and bicyclists, which include parks, pathways, and amenities within walking distance of residences. Improvements are geared for all ages and careful attention is also given to senior living facilities, where older adults may depend more on walkability for recreation and commuting.



PART C: Summary of Interactive Community Workshops

What we asked: Residents and leaders who attended the community workshops in person were provided with background information about the project, a summary of the survey findings, and a brief tutorial about how to use the online input tools. In addition, participants were asked to provide their input about certain Domains of Livability through live polling and a moderated Q&A discussion.

Who participated in the Community Workshops: 104 residents and leaders attended one (or more) of the workshops that were conducted, including commissioners from the Senior Commission. Workshop #1 was hosted on Nov. 9, 2020 from 9 a.m. to 10 a.m., Workshop #2 was hosted on Dec. 3, 2020 from 2 p.m. to 3 p.m., and Workshop #3 was held on Mar. 25, 2021 from 3 p.m. to 4 p.m. These workshops were hosted via Zoom webinar and participant’s cameras were turned off. Demographic information was not asked of participants.

Combined responses across the Community Workshops are summarized as follows:

Rating of Importance The data gathered from the workshop’s live polling and discussion have helped illuminate the Domains of Livability that are of greatest interest and/or priority to the community. This data, in addition to that collected from the survey, Social Pinpoint, and the printed questionnaire, will help structure the domains of livability that will be used for the Carlsbad Age-Friendly Action Plan.

In drawing from the workshop input, five areas of significant community interest have been identified:

Connectivity

Mobility

Intergenerational
Opportunities

Socialization and
Inclusion

Housing

- 1. Connectivity** The interest in increased and/or improved connectivity includes a broad range of sub-topics, including information (to and from residents) and programs that connect residents to their community:

Comments and suggestions about information included:

- *The Senior Center is not the main way seniors get information*
- *Need to consider people who do not have internet access*
- *It is important to consider equity across the board, including offering Spanish at events and in resources*
- *Include information in the Patch and leave paper copies of project and community information at the Library for those without internet*
- *Prevention program – Matter of Balance developed by MaineHealth*
- *I live in senior housing and most of my neighbors do not utilize online tools; many do not have internet access – resources to make it more affordable (ATT offers a reduced cost internet unlimited for \$10/month dependent on income being low; unfortunately, most companies don’t have time or energy to assist residents)*
- *I think the communication in Carlsbad is very good*

- *Library programs and communications is excellent; blasts, Facebook page, posts, etc.*
- *Utilize boards and other outlets to elevate conversations about these topics and get resources to people*
- *My new charity non-profit Senior Life Source provides education on aging to all ages through interactive panels with local experts*

Program-related discussion items included:

- *A volunteer fair would be helpful (several attendees agreed with this comment)*
- *Workforce participation is important because people want to be relevant and productive*
- *The Citizen Academy program is a gem in Carlsbad*
- *Pickleball is popular with older folks*
- *Many older folks like to play Pickleball because it's easier on the body than tennis, but there are limited permitted spaces to play*
- *Recruiting older adult volunteers with expertise can help with more programs (other participants agreed with this comment)*
- *There used to be yoga at the senior center and the rates for classes went up when people dropped out. Encinitas was offering classes for only \$3; I hope classes can be offered at lower rates and someone is tracking the ages of people attending*
- *Community gardens are important, farmers market, connections to local and healthy food*
- *The Carlsbad Library has always been the major star to reach out and provide things for seniors to do, especially during COVID-19*

Facility and infrastructure changes to support connectivity and activity included:

- *There should be a Senior Center meeting room in South Carlsbad, Stagecoach Park? South Carlsbad seniors are at a disadvantage for socialization, social inclusion/isolation; traveling to Senior Center in North Carlsbad is a challenge*
- *I might go to the Senior Center if there was a facility in South Carlsbad*
- *There are barriers to entry and access at the Senior Center currently*
- *Homeless shelter needed or expand at La Posada*
- *Bocce Ball Lanes in a park; frequented ones in Encinitas*
- *The closure of the Senior Center during COVID-19 restrictions has been hard on residents; great services to the elder community*
- *Is anyone in the city looking at potentially repurposing some of the industrial/office space that will likely be available even after the Pandemic is over. When I drive around, I see a lot of empty parking lots.*

When participants engaged in the live polling, these results related to connectivity:

- *Ninety-five percent agree or strongly agree that they feel confident in using the internet or other digital tools*
- *Ninety-four percent agree or strongly agree that they would engage with the city online or via their mobile devices if there were more opportunities to do so*



- *Thirty-two percent agree and 42% are undecided when asked if they plan to remain in the workforce beyond any opportunity to retire*

Key Ideas

Workshop participants stressed the need for the city to continue offering information about programs, events, and civic updates via the internet, as well as practicing a range of strategies to reach all of Carlsbad’s residents, regardless of having access to internet. Information should also include social and civic participation opportunities because residents of all ages are valued and should have the opportunity to participate in the community.

2. **Mobility** Themes in this section cover interests in transportation options (walking, biking, public transit) and concerns for improved infrastructure to better accessibility and safety. Comments include:

Several comments relate to sidewalks and infrastructure:

- *Carlsbad has rustic streets without sidewalks, which pose a risk for older adults*
- *Add bike and pedestrian infrastructure to encourage more activity (recognizes progress the city has made)*
- *The Village is a lovely place to walk*
- *Sidewalk fixes and new sidewalks where needed (chinquapin, power poles broke the sidewalk and patched with blacktop; between Jefferson and the end of the tracks)*
- *We need sidewalks on both sides of the street around Agua Hedionda Lagoon area; this will benefit people of all ages*
- *There should be benches on every block in the Village, seniors can’t walk far without needing to rest and material matters – metal is hot*

Several comments relate to safety:

- *Street safety is a major barrier to walking and biking; white lines don’t protect bikers and having a lack of sidewalks endangers pedestrians*
- *As a pedestrian, crossing the freeway exits/entrances is the scariest task. People do not use the library because of the having to cross at these places*
- *Biking would be great for all ages, but it doesn’t feel safe*
- *More community education on pedestrian safety*
- *Pedestrians can’t be safe on car-dominated streets*
- *Kids wiz by on bikes/scooters and it is dangerous*
- *The recent uptick in electric bikes owned by private citizens has resulted in more safety concerns and a need to expand bike paths and sidewalks*

Participant comments demonstrated a correlation between mobility and housing:

- *Mobility and affordability are the barriers to remaining in Carlsbad*
- *Mobility in Carlsbad is inconsistent with affordable housing because a car is needed to get around most units*

Participants spoke about access to resources, in and around Carlsbad:

- *Many people use the Kaiser in San Marcos and it is challenging to get to*
- *It would be great to have a transportation vehicle that runs all day through the city for people to jump on and off (other participants agreed with this comment)*
- *Need more connectivity between village and transit center in mall, bus doesn't run on Sundays*
- *Bikeshare being considered?*
- *Ebike use and charging (BCycle comes to Encinitas)*
- *Transportation is extremely important*

When participants engaged in the live polling, these results related to mobility:

- *Fifty-eight percent of the participants said they would select a network company (Uber, Lyft) as an alternative to owning an automobile*
- *Fifty-eight percent said they would select walking as an alternative to owning an automobile*
- *Thirty-eight percent said they would select public transit as an alternative to owning an automobile*
- *Seventy-two percent said convenience and 41% said lack of access when asked about the major barriers to using an alternative transportation mode*
- *Fifty-eight percent are undecided or disagree when asked if current methods of transportation available to them will meet their needs as they age*

Key Ideas

Workshop participants noted the need to expand alternative transportation options and educational opportunities to increase awareness of these alternative modes. Mobility is important for recreation and accessing necessary resources, like health facilities. Participants expressed the desire for concerted efforts to think about how residents of all ability types can access local and regional resources in a safe and convenient fashion, and without the need or access to a private vehicle.

3. Intergenerational Opportunities Participants expressed a desire for involvement with youth, as well as thinking about the age-friendliness of Carlsbad in terms of fulfilling the needs of younger generations.

- *Intergenerational programs were not responsive to the requests or opinions of seniors*
- *Have more students involved*
- *Volunteers to spend time talking with seniors at the Senior Center would be nice, as well as volunteers in the computer room*
- *Integrate playgrounds for children with some equipment for older adults to improve strength and mobility (participant agreed)*

Key Ideas

Workshop participants expressed the desire for the city to expand the programs and events



available to residents of all ages, as well as providing opportunities for intergenerational socialization.

- 4. Socialization and Inclusion** There is a strong desire to stay connected, especially during the COVID-19 era, and combatting isolation. Participants provided comments that provided suggestions for socialization:

Several comments relate to inclusion of all residents and ages:

- *How will the Senior Center become more welcoming and friendly for seniors to enjoy themselves and meet people, similar to a social club?*
- *Our parks are safe places*
- *We need more social inclusion opportunities, not just classes*
- *Diminished human connection seems to be a growing threat to our seniors*
- *The Senior Center has great opportunities, as well as the Carlsbad Newcomers Club and the Carlsbad Women's Club*
- *Not much for men to get involved in*
- *Connect residents from east/west and white/LatinX/black/other*
- *Diversity – embrace and connect*
- *How are you engaging the Barrio residents/LatinX community?*
- *There is a huge difference between being senior at 65 and 85, have a plan to address needs and set goals to serve these groups*

Several comments relate to civic participation and employment:

- *It would be great if there was a part-time employment job bank between the city and the CoC; it's hard to find part-time work*
- *Are rehirement efforts being considered?*
- *An opportunity for part time employment for residents to assist challenged residents who need assistance with internet connecting and knowledge on available programs, such as Great Plates*

When participants engaged in the live polling, these results related to socialization:

- *Forty-eight percent occasionally or rarely feel like they have adequate availability of human connection*

Key Ideas

Workshop participants expressed the desire to maintain and support Senior Center programming while seeking opportunities to expand resources across the city. Programs can be targeted to specific interest and populations to help all residents get involved and socializing with others.

5. Housing This theme looks mostly at housing in terms of affordability and the type of housing available to older adults. Comments include:

- *Would like to see a map of Carlsbad that shows where the affordable housing can be found*
- *Only upscale, large housing units are going in and density increases should require smaller, less expensive options*
- *Keep in mind that many seniors are renters*
- *The strength of congregate living is social connection and the weakness is the loss of freedom, but we can change that and make it a positive experience (crossover with Socialization)*
- *Need washer and dryer in-unit or on the same floor*
- *Will the city provide avenues for people to access affordable housing in Carlsbad?*
- *There are two affordable issues: Landlords don't take Section 8 and the city Section 8 list is closed so no new people can join it*
- *Seniors are told you need to get into affordable units at a certain time person which means you pay rent twice; regulation should be addressed*
- *The team that works at Carlsbad housing is very helpful and kind; they have to stay in the mandated guidelines*

When participants engaged in the live polling, these results* related to housing:

- *Ninety-three percent feel it is very important or extremely important to live independently in their own home as they age*
- *Eighty-two percent feel it is very important or extremely important to remain in Carlsbad as they age*
- *Forty-two percent agree and 32% are undecided when asked if they feel that they have a path to living in Carlsbad for as long as they would like as they age*

Key Ideas

Participants expressed the desire for the city to work with community partners to offer a range of housing types that are affordable, safe, and accessible. Residents want to age-in-place in Carlsbad, so finding opportunities to keep residents in Carlsbad should be a priority.

Crossover The categories listed above contain crossover and some of the discussion items relate to multiple themes described. All themes, individual comments, and polls will be collectively reviewed when creating the Carlsbad Age-Friendly Action Plan and do not live exclusively within the theme or event shown above.

NEXT STEPS

The quantitative and qualitative data gathered as part of Baseline Assessment will be used to determine which Domains of Livability are the most relevant for the City of Carlsbad. Suggestions and concerns will be connected to current efforts and resources, as well as efforts that are planned, but have not yet been initiated.

Engagement opportunities will be organized in the Spring for residents and stakeholders to provide input. City staff and community partners who are responsible for and/or working on related efforts or activities will be available at these activities to provide information and opportunities.

A DRAFT Action Plan will be developed following the engagement activities and will be circulated for review and input, including public comment.

The FINAL Action Plan will be presented to the City Council for approval and adoption in August 2021.

