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27 November 2014

WHO Global Network of Age-friendly Cities and Communities (GNAFCC)

Dear Mayor Gray,

I am very pleased to welcome Lexington as a new member of the WHO Global Network of Age-friendly Cities and Communities (GNAFCC). As a member, Lexington will be part of a growing global movement of cities and communities that are striving to better meet the needs of their older residents.

I look forward to your active participation in the Network.

Please find enclosed the official WHO Certificate of Membership.

Yours sincerely,

[Signature]

Dr. John Beard
Director, Department of Ageing and Life Course
Acknowledgements

The following individuals assisted in creating this plan to make Livable Lexington a reality and as with every process this is just the beginning!

Mayor Jim Gray
Commissioner Chris Ford
Scott Wegenast, AARP Kentucky
Senior Services Commission:
  Kristy Stambaugh    Carrie Butler
  Sally Hamilton     Joe Smith
  Gale Reece         Geoff Reed
  Tom Sweeney        Ellen Hahn
  Jessica Cobb       Susan Bachner
  Fred Brown         Kelly Weber
  Mike Staats        
  Margaret McCoskey  
  Natalie Pope       
  Derrick Hord       
  Mary Crowley-Schmidt

Lee Ferrell, Morehead State University School of Social Work
Bluegrass Area Agency on Aging and Independent Living
Graham Rowles, Gerontologist, PhD.
UK College of Social Work
Commerce Lexington
Division of Planning

*****We had more than 400 Lexington Residents attend summits, work on committees and participate in some way beyond the survey. Without community support and input this project would not be possible.
“By far the greatest and most admirable form of wisdom is that needed to plan and beautify cities and human communities.”

-Socrates
In 2014, Lexington joined the age-friendly movement, committing to take a more proactive approach to creating a city that is accessible from stroller to wheelchair. Becoming age-friendly is one way that Lexington-Fayette Urban County Government (LFUCG), community stakeholders and AARP Kentucky has partnered to ensure that Lexington remains a healthy, thriving place for families to live, work, learn and play.

Lexington-Fayette was recognized as one of American’s most livable cities in USA Today’s ranking of the country’s 50 best places to live.

Through a series of community discussions, Lexington citizens expressed what is most important to them, asked questions and helped to form the action plan to make Lexington Livable.

For the past 5 years, countless community volunteers have attended Livable Lexington summits and contributed their time and talents working on the domains of livability. The culmination of all of these efforts is outlines in the following pages and identifies what makes Lexington a wonderful place to grow up and grow old.

Source: Commerce Lexington
Community Profile

“Bordered by sharp hills and steep, dark ravines and giving way to lowlands, floodplains, and corn fields to the west, the Bluegrass is Kentucky’s beating heart. Its geographical and spiritual center is Lexington, home of the University of Kentucky, a city encircled by burley, bourbon, and thoroughbreds, but grown nearly independent of them.”

Recognized in 2001 as *A Place of A Lifetime*
50 Places of A Lifetime, American;
National Geographic Traveler
Lexington is located within the Bluegrass Region which is comprised of eight counties including Franklin, Scott, Woodford, Jessamine, Bourbon, Clark and Madison.

The Bluegrass Region is the financial, educational, retail, health care, service, and cultural center of Central Kentucky.

The largest employer in the Bluegrass Region is the University of Kentucky employing nearly 13,000 people. Toyota is the largest manufacturer and KentuckyOne Health is the largest health care employer.

Nearly 70,000 students are enrolled in institutions of higher learning with over 16,000 graduating annually.

Known as the horse capital, over 538.7 million dollars in horse sales at Keeneland took place in 2017.

The Bluegrass Region closely mirrors the State of Kentucky in terms of gender split and has a younger population than the US.

Did you know?
The Bluegrass Region boasts 10 colleges and universities including the University of Kentucky, Centre College, Transylvania University, to name a few. There are four professional and technical colleges in the region as well.
Lexington, Kentucky

- On January 1, 1974, the city of Lexington and Fayette County became the first Kentucky communities to consolidate city and county governments into a single system thus becoming Lexington-Fayette Urban County.

- Lexington was ranked **#6 City with the Best Work-Life Balance** by SmartAsset (2018) and **#3 Best City with the Highest Salaries and Lowest Cost of Living** by GoBankingRates (2018).

- Lexington is committed to walkable neighborhoods and healthy lifestyles. In 2017, Lexington installed over 40 pedestrian directional signs downtown to encourage people to explore the city.

- Lexington re-designed several downtown streets creating green bikeways to enhance safety and access to the city.

- Numerous museums are located within a five or ten minute walk from the heart of downtown Lexington. Government buildings, shopping and dozens of restaurants are also within walking distance.

- The Town Branch Commons Corridor Project was developed to expand bicycle and pedestrian access to all areas of the city.

- LexTran operates a network of buses, trolleys, shuttle services and paratransit to connect citizens to all areas of Lexington with over 70 buses covering 67 square miles with 980 stops and 17 routes.

- Lexington is a drivable city with plenty of affordable parking. It is estimated there are nearly 10,000 public spaces downtown with over 800 metered spaces, 4 city parking garages and multiple surface lots.
Lexington, Kentucky

- Lexington is the state’s second largest metropolitan area. It’s central location and excellent transportation system have been major factors in Lexington’s growth and development.
- Lexington is located at the center of 31 state distribution area and within a 600 mile radius of the majority of the nation’s manufacturing employment, retail sales and population.
- In 2017 MetroNet announced a $70 million investment into Lexington’s fiber optic network. The LFUCG’s franchise agreement with the company began Lexington’s journey to becoming the largest gigabit city in the country by providing 1005 fiber-optic internet, TV, and phone services.
- Lexington Jobs Fund is a $1.25 million local incentive fund created by the Lexington Mayor to promote high quality job creation in Lexington. It can be used by expanding companies investing in the community in the form of a grant, forgivable loan, or loan.
- In 2016, Lexington’s population was 318,449, or 49.8% of the Bluegrass Region’s population.
- The median age of Lexington is 34.3 years old compared to Kentucky’s median age of 38.9 years old, while the US median age is 38.1 years old.

Did you know?
By the year 2020, Lexington’s population of citizens over the age of 50 is expected to increase by 22%. Because of this increase, Lexington has created a plan to make the city age-friendly, from stroller to wheelchair.
Additional Information for the Bluegrass Region:

**Projected Population 2025**
354,318

**Lexington Median Age**
34.3 years

**Percentage of Gender**
Male: 48.8%  Female: 50.9%

**Bluegrass Region Growth**
21.4% population growth

Source: Commerce Lexington
8 Reasons Why Lexington is a Great Place to Live

#1 Chamber of the Year

Commerce Lexington was named Chamber of the Year by the Association of Chamber of Commerce Executives, recognizing the dual role of chambers have in leading businesses and communities, honoring excellence in operations, members services and community leadership.

ACCE, 2016

#2 Rapid Recovery Leader

Business Facilities evaluated US metros that had the most impressive surge in job creations, wages, and salaries between 2013 & 2014, ranking Lexington No. 2. The analysis noted Lexington’s high-tech economy and local partnerships between the city, university, and Commerce Lexington as key contributing factors.

Business Facilities, 2014

#3 Best City with the Highest Salaries and Lowest Costs of Living

Lexington ranked No. 3 amongst top cities for high salaries and low costs of living. The cost of a person’s total necessities is $20,535 in Lexington, while the average household income in the city is $77,827.

GoBankingRates, 2018

#4 Top U.S. Business Climate

For Lexington, the last few years have been among the city’s best in terms of economic development activity even in the face of the nation’s economic challenges. The recent success is a testament to the effectiveness of the Bluegrass Business Development Partnership which includes the City of Lexington Commerce Lexington, Inc. and the University of Kentucky.

Site Selection Magazine, 2017

#5 City with the Most Diverse Industries

Research shows that greater industry diversity reduces the impact of recessions, as measured by the unemployment rate. Additionally, industry diversification aids in recession recovery.

Business Facilities, 2018

#6 Economic Growth Potential of Mid-sized Cities

Business Facilities ranks Lexington the No. 3 mid-sized city for economic growth potential and No. 9 for industry diversification. Lexington’s assets and employers create the potential for a bright future.

Business Facilities, 2018

#8 Lowest Startup Costs

Lexington is a great place for entrepreneurs! SmartAsset.com ranked Lexington No. 8 for lowest startup costs, based on utility costs, office space, filing fees, legal and accounting costs, and typical first year payroll.

SmartAsset, 2017

#13 Percentage of Population with Bachelor’s Degree

Among cities of 300,000 people or more, Lexington holds the No. 13 position with 43.6% of its population over age 25 attaining a bachelor’s degree or higher.

US Census Bureau, 2017 ACS

#9 Rapid Recovery Leader

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Site Selection Magazine, 2017
“Smart cities are well connected locally and internationally, have sustainable lifestyle, and are places where people come first.”

Lexington was ranked #24 in World’s Smartest Cities by National Geographic, 2014.
Mission & Vision Statements

Mission
Livable Lexington is a guiding force of concerned residents working to make Lexington the best place to grow up and grow old.

Vision
An awareness that age-friendly environments and communities benefit all age groups and recognize that everyone must be respected and included. Livable Lexington strives to do just that by building families, fostering communities, and providing opportunities for everyone.
Livable Lexington’s action plan is the culmination of nearly five years of community participation and planning.

- **2014: The First Year**
  - Two community wide meetings with over 100 people in attendance.
  - Mayor signed letter of commitment to AARP.
  - Lexington becomes second community in state to be designated.
  - Construction of the survey
  - Press conference announcing Livable Lexington and launch of the 55 question survey with returned 1,048 respondents
  - Senior Services commission is named
    Livable Lexington
    Executive Committee

- **2015: The Second Year**
  - Third community-wide meeting to share survey results
  - Collaboration with University of KY College of Social Work formed multigenerational focus group who began working on five of the domains of livability
Livable Lexington Timeline

2016: The Third Year

- Livable Lexington launched “Livable Lexington Education Campaign” across the community including website, AgeFriendlyLexington.org, Facebook, at AgeFriendlyLex, and Twitter, @AgeFriendlyLex
- Fourth public meeting held to introduce the AARP Livability Index

2017: The Fourth Year

- Worked with Division of Planning’s Imagine Lexington comprehensive plan and asked for public input regarding livability
- Held community conversation “On the Table”
- Gil Penalosa from 8-80’s Cities shared his insight on livable communities and we shared our progress on Livable Lexington

2018: The Fifth Year

- Second community conversation “On the Table”
- Began constructing the action plan

Future Plan:

- Communication and Information
  - Website and Social Media
  - Information Campaign
- Housing
  - Reimaging Home
  - Home Expansion Units (ADU)
How Did We Do It?
The survey was launched in October 2014 and was announced to the public with a press conference. A press release appeared in the newspaper informing the community of this survey. It was also emailed through the network of aging resources and the Health and Human Services listserv. Surveys were made available both online and in paper copy. Paper copies were available at all Lexington community libraries and the Lexington Senior Center. A paper copy of the survey could also be requested through the office of Aging Services.

The data collection period was October to December. A total of 1,048 online responses were received and 287 paper responses were completed.
Who Answered The Survey?

The survey results breakdown into data that mirrors the national averages. The data that was collected through the survey process informs the Livable Lexington commission on areas in which Lexington shines as a community and areas of improvement that will make Lexington more age-friendly. Overall, residents of Lexington believe their community is a very good place for people to live as they age.
Survey Results

Who Answered The Survey?

![Race and Ethnicity Chart]

Additional Information:

**Relationship Status**
- Married/Civil Union: 58.76%
- Cohabitating: 4.38%
- Partnered: 2.42%
- Single: 17.74%
- Divorced: 12.675%
- Widowed: 8.18%

**Highest Level of Education**
- High School/GED: 5.93%

**Sexual Orientation**
- Heterosexual: 94.53%
- Gay/lesbian: 2.97%
- Bisexual: 2.50%

**Own a pet**
- Yes: 63.96%  
- No: 36.04%
“Living in Lexington includes access to numerous attractions such as the Kentucky Horse Park, bourbon distilleries and the University of Kentucky Wildcats. Additionally, Lexington has a very low tax rate with a six percent sales tax, an average property taxes close to $1,921.”

Lexington was ranked #8 Best City to Live in America, Money, 2018.
In the following pages we have outlined the goals of the domain and the objectives we aim to address. For our report it looks like this- The Survey Identified (Goal) and then the statements and summaries from open ended responses and data collected in the survey converted for us in bullets (Objectives).

Domains

- Housing
- Transportation
- Social Inclusion
- Civic Engagement & Employment
- Communication & Information
- Outdoor Spaces
- Community Support & Wellness
The survey identified (Goal).... ways Lexington can improve housing for its residents to allow individuals to age in place regardless of income.

- Increasingly, older adults desired to remain in their homes and communities for as long as possible, as they age. (Objective)
- Homes need to be designed or modified for aging in place (Objective)
- The need for a variety of housing options (Objective)

Lexington has the following programs to assist residents with aging in place. These programs are designed to keep residents safe in their homes and neighborhoods:

**Waste Management Exemption:** If a person is unable to get their city trash receptacles to the curb due to age or disability, this allows waste management to move the containers to the street. Individuals who have a medical issue that prevents them from rolling the cart to the curb and have no one to assist them may be eligible for a medical exemption. The physical disability must be documented by a physician on a Waste Management exemption form.

**Fire/Emergency Department Smoke Alarms: The Lexington Fire Department:*** The Lexington Fire Department Community Services Division, in partnership with the American Red Cross, will install 10 year lithium battery smoke alarms in all homes in Fayette County. The smoke alarms are free and will be installed by the Lexington Fire Department at no cost to the occupant. As part of the installation, the Lexington Fire Department will also conduct a fire safety inspection. To schedule a smoke alarm installation, call 859-231-5662.
**Code Enforcement Report:** The Division of Code Enforcement deals with properties and property owners and make sure that minimum maintenance and repair standards for all structures in the community are met. They ensure that residential and commercial structures are maintained to the minimum.

**Housing/Nuisance:** LexCall 311 can be called in order to report concerns about unsafe housing or nuisances in the community. Code Enforcement then takes action to resolve the issues. Some examples include: tree branches hanging low over sidewalks, unsightly and functionless vehicles left in yards, or overgrown and unruly grass and weeds.

**Homestead Exemption:** (PVA) available to homeowners who fall in two categories: those who will be 65 years of age or over any time during the current calendar year, or those who have a disability. Applicants must own, live in and maintain the home as their primary residence. For 2018, the homestead exemption is $37,600. This amount is deducted from the fair cash value assessment of a qualified applicant’s residence.

**RAMP:** The Remodeling for Access and Mobility Program (RAMP) is a 501(c)(3) tax-exempt nonprofit organization incorporated in 1992 established from the Community Service Committee of the Lexington-Bluegrass Association of Realtors (LBAR). By fostering a community commitment, RCHF’s goal is to empower families and strengthen neighborhoods by assisting homeowners in need to be able to stay in their homes. RAMP makes homes more accessible with the installation of ramps and/or other adaptations for low-income persons with disabilities and/or mobility impairments.
ZOTA: A 2014 Zoning Ordinance Text Amendment was approved for ramps providing handicap access for mobility purposes shall be permitted to extend into any required yard without the need for a variance to the extent necessary to further the goals of the ADA.

Carrier Alert: Available for people living alone or with special needs, this program is a collaboration with the USPS and the LFCUG Division of Aging and Disability Services, which watches for an unusual accumulation of mail triggering a wellness call. If the call goes unanswered, an established emergency contact will be notified and if necessary 911 will be called.

Home Reimagined: Home Reimagined strives to conceptualize, create, enable and sustain a broad spectrum of housing and living arrangements that maximize the potential for older adults in the Bluegrass to age in places that are accessible, affordable, physically and socially supportive, and nurture a sense of community and home. This includes promoting the creation and adoption of innovative homes, educating the public about these options and the most recent research about older adults and environment.
The survey identified ways Lexington can improve transportation to make it more accessible to all ages and physical abilities.

- Alternative transportation options
- Should be accessible to all ages and physical abilities

Lexington has the following programs to assist residents with transportation:

**Residential Handicapped Parking Spaces:** If a neighborhood has mostly on-street parking, individuals may request that a permanent handicapped parking space be designated (marked with a sign) near the individual’s home. The space will generally be provided in front of the residence or as close to it as possible. It is still a public parking space for anyone to use as long as they possess a handicapped parking placard. An application can be obtained from the Division of Traffic Engineering.

**Streets and Roads:** The Division of Streets and Roads maintains all city and county roads, except those on the state and federal highway system. They are in charge of pothole repair, snow removal, street sweeping, intersection curb repair, sidewalk handicap ramp installation, routine and emergency servicing of storm sewer drains and the maintenance of various bridges and certain creeks within the Urban Service Area.
**Transportation**

**LexTran:** The transit authority for the area of Lexington and Fayette County. Many handicapped accessible busses serve this expansive area with various routes. There is a reduced cost of $15 for a monthly pass to ride the bus, offered to persons who are disabled or those over the age of 62.

**Paratransit:** LexTran’s ADA paratransit unit is run by the Bluegrass Area Chapter of the American Red Cross, and is known as “Wheels.” It is a door-to-door public transportation system for people with disabilities in the Lexington-Fayette County area. This service meets the needs of individuals who cannot use a LexTran fixed route by providing economical and accessible transportation. One-way rides can cost from $1.60 to $2.00 depending on the proximity of the destination to an operating LexTran fixed route.

**Accessible Parking (AKA Handicapped Parking):**
- **Fines:** Recently the city raised its Handicapped Parking fine to $250, up from just $15.
- **Access Aisle:** A new ordinance was put into effect that requires clearer signage at Van Access Accessible Aisles.

**ITN Bluegrass:** An “arm-through-arm and door-to-door” transportation service for seniors who are over the age of 60, as well as any individual who has a visual impairment. This service is available 24/7, and fares are $1.60 per mile, as well as a $3.50 pick-up fee. Service requires an application, a $50.00 yearly membership fee, and set up of a pre-paid account. A Road Scholarship is available for low-income riders.

Did you know?
LexTran provides a total of 5 million passenger rides for only one dollar regular fare. Fifty one percent of LexTran users are riding to and from work,
**Transportation**

**MoveItPeople.com:** Searchable database of regional transportation providers as part of the Metropolitan Planning Organization, a regional mandated a transportation policy-making body consisting of representatives from local, state and federal governments, transit agencies, transportation providers and other local stakeholders. Federal law requires all urban areas with populations greater than 50,000 to designate an MPO to conduct transportation planning activities. Federal funding for transportation projects and programs are prioritized and channeled through this planning process.
The survey identified ways Lexington can help every resident feel valued regardless of their age, with accessible, affordable and fun social activities.

- Regardless of a person’s age, loneliness is often as debilitating a health condition as having a chronic illness
- Sadness and isolation can be combated by the availability of accessible, affordable and fun social activities
- Everyone wants to feel valued
- Intergenerational activities are a great way for young and old to learn from one another

Lexington has the following opportunities and programs for all residents:

**Senior Intern Program:** Each year, the Lexington-Fayette Urban County Government holds a Senior Intern Program, which educates residents about precisely where and how their tax money is being spent. Over the course of 4 days, the participants tour city hall and learn more about the processes of their local government. The program is free and offers seniors the opportunity to talk with key decision-makers in city government, participate in class activities and visit several government facilities.
**Fairness Ordinance:** On July 8, 1999, Lexington City Council passed a Fairness Ordinance with a vote of 12-3. The local ordinance, 201-99, added sexual identity and sexual preference as non-discrimination factors for Equal Opportunity Employment along with race, gender, religion, children, national origin, sex, age, disability and genetic information.

**Compassionate Cities Designation:** In a Compassionate Community, the needs of all the inhabitants of that community are recognized and met, the well-being of the entire community is a priority, and all people and living things are treated with respect.

**Dementia Friendly Communities:** Beginning stages into the investigation of the inclusion of dementia friendly communities within Lexington.

**Partners for Youth:** Partners for Youth strives to promote positive youth development and to prevent juvenile delinquency though collaboration and capacity building. PYC includes Grassroots Allocations Program, Toyota Scholarship Program, Neighborhood Youth Council and Spotlight on Youth.

**Commission for People with Disabilities:** Created to promoted the inclusion and empowerment of people with disabilities within the LFUCG community, and to advise the Mayor and Urban County Council on issues that impact persons with disabilities.
Outdoor Café Ordinance: In March 2010, in response to the smoking ban, it was established that a clear zone must exist between outdoor seating and the curb, to create a public right-of-way intended for pedestrian traffic along the sidewalk. The minimum width and location of the clear zone must be four feet. A permit must be obtained and allows the establishment to encroach into the sidewalk area immediately in front of the location and up to 25 feet in either direction.

Accessible Parking Ordinance: This ordinance ensures ample room for individuals using mobility devices to get in and out of their vehicles. It requires businesses to paint NO PARKING ANYTIME in access aisles.
Civic Engagement & Employment

The survey identified ....
....ways Lexington can offer more work and volunteer opportunities to residents later in life.

- Work opportunities later in life
- Volunteer opportunities that enhance quality of life

Lexington has the following programs to assist residents with civic engagement & employment:

**Income Tax Revenue Exemption:** Through the Employee Refund Application, the Division of Revenue allows an exemption from the first $3,000 of income tax for individuals who are over the age of 65.

**Boards and Commissions:** Lexington has 80 Mayor-appointed boards and commissions that provide engagement opportunities regarding matters that affect quality of life for Fayette County residents. A few examples include the Commission for People with Disabilities, Environmental Commission, Human Rights Commission and the Housing Authority Board.

**Neighborhood Youth Council:** Neighborhood Youth Council (NYC) empowers youth to take leadership and service roles in their community. The mission is to Create, Advocate, Service, and Educate the community; through community development projects, promoting creativity, safe spaces, and raising awareness of social justice issues. NYC works closely with other local youth organizations, neighborhood associations, and city government to increase the availability of positive programming for youth in the city.
Citizens Fire Academy: The Lexington Citizens Fire Academy is a dynamic 10-week program designed to provide participants with an inside view of the organization and operations of the Lexington Fire Department.

One Lexington: Created in 2017, One Lexington strives to coordinate, leverage and mobilize City Government and community resources to enhance safety and quality of life in neighborhoods experiencing violent crimes in order to inspire a generation of youth to see a positive future for themselves.

Imagine Lexington: Imagine Lexington is the comprehensive plan designed to create a vision and strategy that will allow Lexington to grow and prosper while preserving, protecting and enhancing existing neighborhoods, downtown and the rural Bluegrass cultural landscape. Imagine Lexington is the next chapter in the city’s history and offers the opportunities for everyone to be involved in shaping the future of our community.

On the Table: On the Table is a one-day opportunity to gather around a table with friends, neighbors, colleagues and maybe even a few people meeting for the first time to have a real conversation about what is important to Lexington.
Citizens Police Academy: The Lexington Citizens Police Academy is a dynamic 10-week program designed to foster better communication between citizens and police through education. This program is comprehensive, covering a different area of the department each week.

iKnowExpo: The iKnowExpo® is a free event for people of all ages and life stages: living out their golden years; taking care of someone they love; coping with difficult health situations or simply smart enough to know it’s never too early to start planning for the future. The i know expo will empower us with information about the services, resources and support available to make the rest of life the best of life.

Fayette Alliance: Fayette Alliance is a coalition of citizens dedicated to achieving sustainable growth in Lexington-Fayette County through land-use advocacy, education, and research. As Lexington evolves into a dynamic, vibrant city, it’s more important than ever that we continue to grow smart by striking a balance between innovative, responsible development and the protection of our irreplaceable Bluegrass farmland. Through our efforts at government and beyond, Fayette Alliance positively impacts countywide planning and zoning laws and policies – which are the building blocks of a better quality of life, economy, and environment for all of us.
Leadership Lexington: Leadership Lexington is a leadership development program administered by Commerce Lexington and directed toward individuals who demonstrate leadership qualities. The program gives participants the opportunity to better understand our city and to prepare for the challenges it faces by meeting with and learning from today’s leaders. Leadership Lexington is an educational opportunity that broadens perspectives and allows participants to gain increased understanding of community dynamics and public issues. The makeup of each year’s class is intended to reflect the ethnic and cultural diversity of our city. Residents and individuals who work in the Lexington area are eligible to apply for Leadership Lexington. Applicants must be employed by firms or organizations that are active members of Commerce Lexington.

Job Club – innovative program was begun in 2013 and is unique in the state and nation. Job Club has connected over 200 job seekers to employment. As a land grant institution, Job Club is a free resource to assist and benefit citizens in the Commonwealth of Kentucky. This model that teaches job search principles including financial management 2x monthly at the Extension Center. This was a much needed community resource during the recession as well as currently with recent company employee layoffs. The return on this program approximates $8.4M. Job Club received the 2017 JCEP Creative Excellence Award for this impactful program.

Fayette County Employment Resource List: See Appendix A
The survey identified ways Lexington can improve the way information is delivered to it’s residents.

- Information today is delivered in ways few could imagine a decade ago—and many still do not know how to access online information.
- There is a segment of our population that do not know about all of the wonderful resources available in our community.

Lexington has the following programs to assist residents communication and information:

**Lexington Community Radio**: Lexington Community Radio is made up of over 160 local volunteer DJs producing thousands of hours of original, hyper-local content each year in English and Spanish. LCR is a go-to information resource for Lexington’s urban neighborhoods, especially communities of color, Latinx communities and LBGT communities whose experiences and concerns are not represented in most local media. LCR also plays a critical public safety role by providing real-time, community-level information during severe weather, disasters and other local emergencies.

**Language Line**: 144 different languages are provided through this over-the-phone translation service for individuals who need assistance communicating and accessing their local government.
**Communication & Information**

**TRS Phone:** Telecommunications Relay Service is an operator service that allows deaf or hearing impaired individuals to place phone calls to standard telephone users using a keyboard or assistive device. A TRS call may be initiated by either a person with a hearing or speech disability, or a person without such disability. There is no cost to TRS users. To use this service in Kentucky, dial 711*, or check the Kentucky Relay Service website for other toll free numbers.

**State of Emergency:** In the event of a state of emergency, the LexCall 311 becomes part of the public emergency operator. In this situation, individuals can call 311 to report emergency situations. Example: Reporting a fallen or damaged power line.

**Pathways:** A comprehensive directory of community services in the bluegrass area, which are available for elderly adults, adults with disabilities, as well as their families and caregivers.

**Aging and Disability Resource Center (ADRC):** Information and referral for services for senior adults and persons of all ages with disabilities. The Bluegrass ADRC provides long-term support regarding a wide range of in-home, community-based, and institutional services and programs that are designed to help both aging individuals and individuals with disabilities. There are no fees, no income eligibility guidelines, no application, and no asset tests for ADRC services. Contact 859-269-8021 for more information.
LexCall 311: Centralized information center, where residents can call and be easily connected with the appropriate City Hall office or an electronically generated service request can be made. This greatly simplifies the process of accessing local government. A brochure with all of the relevant information provided by LexCall 311 is also available in Spanish. Below are some services that LexCall 311 can assist residents with at any time:

**Dead Animal Pick Up:** Division of Waste Management will pick up any small, dead animal such as dogs, cats, rabbits, squirrels, etc. The carcass should be placed in a garbage bag and left by a curbside, and then reported to LexCall 311.

**Graffiti:** LexCall 311 staff will direct any requests to remove graffiti to the appropriate agency, depending upon the location of the graffiti. The Office of the Fayette County Sheriff will remove any graffiti that is located on city (but not public) property.

**Street Location:** In an individual is lost or in need of directions, he or she can simply call LexCall 311 for street location information. LexCall staff will help guide them by providing them with the easiest route and by giving them specific verbal instruction to their destination.

**Potholes:** LexCall 311 staff will alert the Division of Streets and Roads if a pothole is reported. Every effort is made to repair the pothole within 48 hours of it being reported.
Tall Grass and Weeds: LexCall 311 will notify the Division of Code Enforcement of reports of unruly tall grass and weeds that have become a bother or nuisance to the citizens of Lexington. The owner of the property with the disorderly grass and weeds will then be notified and given a time limit to take care of the problem before they are fined and/or prosecuted.

Illegal Signage: It is illegal to place any sign that does not have a legal permit in the “public right of way”. If reported, the Division of Code Enforcement will be notified, and representatives will remove and dispose of the sign in question.

Flooding: If one’s home is flooding due to storm water run-off or creeks out of banks, the individual should call LexCall 311 to report the issue. The LexCall 311 staff will then provide the individual with some information and guidance on how to proceed.

Construction Complaints: Residents who have complaints to be made about city, public, or private construction should contact LexCall311 to report the issue. The LexCall staff will then provide the individual with some information and guidance on how to best proceed.

Sanitary and Storm Sewer Issues: If an individual is having problems or concerns related to sanitation or storm sewers, the staff at LexCall 311 will connect with the Division of Water Quality in an effort to solve the issue.
Traffic Signs and Signal Concerns: LexCall 311 should be contacted whenever an individual wants to report a problem with traffic signs and signals.

Trash and Debris: Excessive trash and debris can be reported to LexCall 311, and the Division of Code Enforcement will be notified. They will then take the necessary actions towards ensuring that the trash and debris is removed.

Unsafe Housing: If an individual has a concern related to unsafe housing, they can contact LexCall 311 to report the issue. Then the Division of Code Enforcement or any other appropriate government department will be contacted in order to resolve the problem.

Bulky Items Pick-up: LexCall 311 can be contacted for questions regarding the specific manner in which bulky items (that will not fit in the designated garbage/recyclable/compost bin) should be disposed of. Depending on the item, it may need to be cut, tied up, and left by the curb at the designated garbage removal time. Examples: furniture, carpet, appliances, pipe, metal, old swing-sets/clothes lines, etc.

Garbage Collection: Residents can call LexCall 311 in order to learn more about the details of disposing of landfill-bound waste. A green “Herbie” bin, which is used for landfill-bound waste can be requested through this service as well.
Recycling: Residents can call LexCall 311 in order to learn more about recycling, such as what is and is not safe to recycle, as well as how to recycle in Lexington. A blue “Rosie” bin, which is used for recyclables, can be requested through this service as well.

Yard Waste: LexCall 311 can be contacted to learn more about the proper procedures for disposing of yard waste, which will be composted and reused in the Lexington community. A gray “Lenny” bin, which is used for yard waste, can be requested through this service as well.

Bereadylexington.com: The Lexington-Fayette County Division of Emergency Management (DEM) is a division of Lexington-Fayette County’s Department of Public Safety. DEM works before, during, and after emergencies to minimize impacts on the community. Our work depends upon coordination with others in government, the private sector, and the wider community to promote risk reduction, readiness, response, and recovery. Our goal is a resilient community that can endure all hazards, adapt quickly to disruptions, and return to normal activities as soon as possible.
DeafLink: Lexington, Kentucky is partnering with Deaf Link to provide the Accessible Hazard Alert System (AHAS). This system will send accessible alert messages to registered residents who are deaf, blind, hard of hearing, or deaf and blind before, during, and after an emergency or disaster in Lexington and Fayette County Kentucky. Lexington AHAS subscribers that live in an area affected by an emergency or disaster will be able to receive an accessible alert message in American Sign Language (ASL) and English voice and text. The alert message could include information about the emergency and what actions to take. Lexington AHAS will send accessible alert messages to internet and video capable devices such as computers, cell phones, smart phones, tablet computers, and wireless Braille readers.
Outdoor Spaces

The survey identified ways Lexington can improve outdoor spaces and keep public spaces safe and clean.

- Identify access barriers to buildings and walkways
- Identify ways residents and visitors to Lexington can easily navigate downtown and campuses
- Support for safety and cleanliness around city streets and public spaces

**Bluegrass Green Source**: Bluegrass Greensource offers a wide range of resources and education to schools, community groups, businesses, local governments and citizens throughout central Kentucky by empowering the Bluegrass to create a sustainable environment.

**Curb Cuts**: The LFUCG Division of Engineering, Design and Construction Section oversees roadway, sidewalk and trail projects that are initiated by the Urban County Government. Selection of sidewalk connectivity and improvement projects are made through identification and ranking methods that receive input from several city departments, and from the Lexington Area Metropolitan Planning Organization (MPO). The goal is to connect missing sections of sidewalk based on the greatest need. Per Federal guidelines, ramps must be retro-fitted after major repairs take place like resurfacing. The paving budget for such retro-fits in Lexington is $12 million.
Outdoor Spaces

**Bus Stops:** Lextran is committed to serving persons with disabilities by providing services that make public transportation both easy and affordable for persons with disabilities. The Lextran bus fleet is 100% lift/ramp equipped able to accommodate up to 800 pounds meaning that all of the buses are friendly to passengers who use wheelchairs or mobility devices.

**Lexington Senior Center:** Sit, Chat & Grow at Idle Hour Park and the Lexington Senior Center are located in the 22 acre Idle Hour Park which includes an .8 of a mile paved walking trail, a barrier free playground, two accessible picnic shelters, accessible public restrooms and numerous ball fields.

**Town Branch Trail:** A project in the works to create a green space in downtown Lexington. Fully funded by city & partners connecting Town Branch Park through downtown Lexington to the Legacy Trail.

**The Legacy Trail:** is a shared-use greenway trail that connects downtown Lexington with area neighborhoods, parks and historic sites as it follows a northward course to the Kentucky Horse Park. The trail stretches 12 miles from the North Side YMCA to the Kentucky Horse Park campgrounds. Eight of the 12 miles are located off of roadways, and the entire length is paved. There is interpretative signage along the way and an additional trailhead at Coldstream Park.
Outdoor Spaces

**Town Branch Commons:** The Town Branch Commons will be a strip of Bluegrass running through downtown Lexington. This winding park and trail system will roughly follow the path of Town Branch, Lexington’s first water source, which is located in a culvert under modern-day Vine Street. The system will include continuous bike and walking paths, a lush green band through downtown, connect new and existing parks, and improve water quality. It will link our city’s two major trails, Town Branch Trail and the Legacy Trail, giving us 22 miles of uninterrupted trail, connecting downtown to our world famous rural landscape.

**Timing of Crosswalks:** All Walk/ Don’t Walk timing of the countdown pedestrian signals is based on federal regulations and recommendations. The actual Walk indication can be as short as 4 seconds (very rare) but the Flashing Don’t Walk timing is based on the amount of time it takes someone walking at 3.5 feet per second to traverse from one ramp to the opposite ramp. In the downtown core and a few other locations, we provide pedestrians with a two second head-start before the corresponding, vehicular indication turns green. This is meant to provide better visibility and less exposure time for the pedestrian crossing the street.
Pedestrian Wayfinding: In partnership with VisitLex and Downtown Lexington Corporation this pedestrian scale informational and directional signage program was implemented downtown which aims to enhance pedestrian circulation and sense of place, increase comfort of visitors and residents, and orient users to attractions, destination retail, entertainment, and food and drink establishments. The overall aiming to improve people’s understanding, experiences, and enjoyment of downtown Lexington.
Community Support & Health and Wellness

The survey identified .... 
....ways Lexington can improve...

- The availability of affordable healthcare
- Access to affordable outdoor places to exercise
- Limited healthcare providers in gerontology

**Safe Communities:** The mission of the Lexington Safe Communities Coalition is to improve the health, safety, and quality of life of community members and visitors. This is accomplished in part by addressing preventable injuries and increasing safety.

**Sanders-Brown:** The University of Kentucky Sanders-Brown Center on Aging (SBCoA) basic and clinical scientists work together to improve the health of the elderly in Kentucky and beyond through research dedicated to understanding the aging process and age-related brain diseases, and education, outreach and clinical programs that promote healthy brain aging.

**Major Medical Facilitates:** Lexington boasts 6 regional major medical including level one trauma hospital located within the city of Lexington.

**Lexington Parks:** The city of Lexington boasts 120 city maintained parks including an equestrian program, a nature sanctuary, multiple ballfields and playgrounds, skateparks and trails.
Smoke Free Lexington: Lexington-Fayette Urban County Government was the first Kentucky community to enact a smoke-free ordinance in 2003, restricting smoking inside all buildings open to the public including restaurants and bars. The law went into effect in April 2004 after the KY Supreme Court upheld the ordinance. As Lexington is located in the burley tobacco belt, this event was a ‘sea change’ for the Midwest and Southern regions of the U.S. and a role model for other communities in Kentucky and the region. As of January 1, 2019, 51 KY communities have smoke-free laws. Lexington’s law was extended to restrict smoking in all work-places (e.g., manufacturing facilities) in 2008 and to prohibit e-cigarette use indoors in 2014.

Fire Department Para-medicine: In 2018 The Lexington Fire Department launched a pilot program exploring Community Para-medicine, a new service that would enable firefighters to take a more comprehensive approach to the care of patients who have a high dependence on E-911. This includes home visits, education and individual assessment they help patients get connected with community resources, a primary care provided and other social services which helps create a better safer quality of life.

Community Health Initiative Plan: See Appendix C
Find a cool quote
Domain-Specific Strategy Chart/Action Plan

**Domain:** Housing  
**Goal:** To identify and inform our community on a variety of housing options that may be possible in our community but may not exist currently.

**Collaborating Organization(s):** Intentional Housing Committee, Bluegrass Area Agency on Aging and Independent Living, Lexington Division of Aging and Disability Services.

<table>
<thead>
<tr>
<th>Activities</th>
<th>By whom</th>
<th>By when</th>
<th>Resources and support available/needed</th>
<th>Potential barriers or resistance</th>
<th>Partnerships</th>
<th>Metrics</th>
<th>Outcome</th>
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</thead>
<tbody>
<tr>
<td>What needs to be done?</td>
<td>Who will be responsible for getting it done?</td>
<td>By what date will the action be done?</td>
<td>Resources needed (financial, human, political, etc.)</td>
<td>What individuals and organizations might resist? How?</td>
<td>Senior Services Commission, City leaders, Relator, builders, developers</td>
<td>One event to introduce the concept.</td>
<td>Reimagining Home workshops on the Meaning of Home and the first step of Home Modification was well received by 40 in attendance</td>
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<tr>
<td>Create a blueprint of 11 housing options</td>
<td>Committee members</td>
<td>2019</td>
<td>AARP, other communities, university research</td>
<td>Financial for final delivery</td>
<td>None</td>
<td>What indicators have been identified to measure progress?</td>
<td>What was the outcome of the activity? This will help you with your next plan</td>
</tr>
</tbody>
</table>

Appendix A
| Proposed a zoning text amendment for ADU’s | Executive Committee Planning Staff | Fall of 2019 | Planning, AARP-SWAT How to Manual UK School of design | Human | NONE | Neighborhood Associations | In April and May hold public input sessions | Passage of the ZOTA |

Who is responsible for maintaining and updating information: K. Stambaugh

Frequency of meetings: 2nd Tuesday of each month.
### Domain-Specific Strategy Chart/Action Plan

**Domain:** Communication  
**GOAL:** To provide a central repository of all Livable Lexington activities

**Collaborating Organization(s):** Communication Committee, Bluegrass Area Agency on Aging and Independent Living, Lexington Division of Aging and Disability Services

<table>
<thead>
<tr>
<th>Activities</th>
<th>By whom</th>
<th>By when</th>
<th>Resources and support available/needed</th>
<th>Potential barriers or resistance</th>
<th>Partnerships</th>
<th>Metrics</th>
<th>Outcome</th>
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<tr>
<td>Promotion of agefriendlylexington.org site</td>
<td>Communication Committee</td>
<td>Fall 2019</td>
<td>Site already exists</td>
<td>None</td>
<td>Public Info for the city Executive Committee Area Agency on Aging and Independent Living, Division of aging and Disability</td>
<td>Track traffic to site</td>
<td>NA</td>
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</tbody>
</table>

*What needs to be done? Who will be responsible for getting it done? By what date will the action be done? Resources available (financial, human, political, etc.) Resources needed (human, political, etc.) What individuals and organizations might resist? How? What indicators have been identified to measure progress? What was the outcome of the activity? This will help you with your next plan.*
| Who is responsible for maintaining and updating information: | K. Stambaugh |
| Frequency of meetings: | 2nd Tuesday of each month |

<table>
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<tr>
<th>Communication Committee</th>
<th>Program and resources exist</th>
<th>Summer 2019</th>
<th>Public Info for the city Executive Committee</th>
<th>Area Agency on Aging and Independent Living</th>
<th>Division of Aging and Disability</th>
<th>Promote 311, 211 and the ARDC</th>
<th>Provide public outreach events with all providers present</th>
<th>NA</th>
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<tr>
<td>None</td>
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