NOTICE OF COUNCIL MEETING

STUDY SESSION
VIRTUAL MEETING
(Open to the Public)
Monday, August 25, 2025
4:40 PM

Members of the Aurora City Council will participate remotely in the August 25, 2025 Study Session.

Members of the public and media may participate remotely through the options listed below:

View or listen live to the Study Session

Live streamed on

www.AuroraTV.org and

Youtube.com/TheAuroraChannel

Cable Channels 8 and 880 in Aurora

Translation/Accessibility

The City will provide closed captioning services on Cable Channels 8 and 880. If you need any other accommodation, please contact the Office of the City Clerk at (303) 739-7094. If you are in need of an interpreter, please contact the Office of International and Immigrant Affairs at 303-739-7521 by Monday, August 25, 2025 at 9:00 a.m. (Si necesita un intérprete, comuníquese con la oficina de asuntos internacionales e inmigrantes en 303-739-7521 por el viernes anterior a la reunión del lunes.)

For other information regarding public meetings, please contact the Office of the City Clerk at (303) 739-7094 or by email at CityClerk@auroragov.org or visit www.auroragov.org

AGENDA

Study Session of the Aurora City Council

Monday, August 25, 2025, 4:40 p.m.
VIRTUAL MEETING

Pages

1. **ITEMS FROM THE MAYOR**

    1.a   Mayor's Update

    1.b   Issue Update

2. **CONSENT CALENDAR**

3. **ITEMS FROM THE POLICY COMMITTEES**

4.   **ITEMS FROM THE COUNCIL APPOINTEES**

5.   **ITEMS FROM THE CITY COUNCIL**

6.   **CALL-UPS OF COUNCIL POLICY COMMITTEE ITEMS**

7.   **MISCELLANEOUS ITEMS**

8.   **ITEMS REMOVED FROM THE AGENDA, IF ANY**

CITY OF AURORA
Council Agenda Commentary

Item Title: Consideration to Reappoint One (1) Member to the Veterans Affairs Commission

Item Initiator: Kadee Rodriguez, City Clerk
Staff Source/Legal Source: Kadee Rodriguez, City Clerk / Tim Joyce, Assistant City Attorney
Outside Speaker: N/A
Strategic Outcome: Connected and Engaged: Providing programming, learning resources, and amenities that reflect the rich history and contributions of our vibrant communities.

COUNCIL MEETING DATES:

Study Session: 8/25/2025

Regular Meeting: 9/8/2025

2nd Regular Meeting (if applicable): N/A

Item requires a Public Hearing: ☐ Yes ☒ No

ITEM DETAILS *(Click in highlighted area below bullet point list to enter applicable information.)*

- Waiver of reconsideration requested, and if so, why
- Sponsor name
- Staff source name and title / Legal source name and title
- Outside speaker name and organization
- Estimated time: (For Study Session items only indicate combined time needed for presentation and discussion)

Kadee Rodriguez, City Clerk / Tim Joyce, Assistant City Attorney

ACTIONS(S) PROPOSED *(Check all appropriate actions)*

☐ Approve Item and Move Forward to Study Session
☒ Approve Item and Move Forward to Regular Meeting
☐ Information Only

☐ Approve Item as Proposed at Policy Committee
☐ Approve Item as Proposed at Study Session
☐ Approve Item as Proposed at Regular Meeting

☐ Approve Item with Waiver of Reconsideration
Reason for waiver is described in the Item Details field above.

PREVIOUS ACTIONS OR REVIEWS:

Policy Committee Name: N/A

Policy Committee Date: N/A

Action Taken/Follow-up: *(Check all that apply)*

☐ Recommends Approval   ☐ Does Not Recommend Approval

☐ Forwarded Without Recommendation   ☐ Minutes Not Available

☐ Minutes Attached

HISTORY *(Dates reviewed by City council, Policy Committees, Boards and Commissions, or Staff. Summarize pertinent comments. ATTACH MINUTES OF COUNCIL MEETINGS, POLICY COMMITTEES AND BOARDS AND COMMISSIONS.)*

The Veterans Affairs Commission advises City Council as to the concerns of veterans relating to transportation, housing, employment and other areas affecting veterans in the City, make recommendations to these issues and concerns, serve as a source of information regarding resources and services available to veterans, and exercises other powers and duties as may be assigned by City Council.

The Veterans Affairs Commission consists of twelve (12) members appointed by the Aurora City Council. The term length of a member is three (3) years and members may serve up to three (3) consecutive terms. All eligible applications received within the last year are forwarded to the Board to be considered for interviews and recommendations.

ITEM SUMMARY *(Brief description of item, discussion, key points, recommendations, etc.)*

The Veterans Affairs Commission currently has four (4) upcoming vacancies, with applicants pending consideration for appointment and reappointment on a separate agenda item to fill three of the four vacancies. Five (5) applications were received and among the applicants were:

Ralph Charlip
Mary Melissa Watkins
Robert Reichardt (pending reappointment)
Michael Swanson (pending reappointment)
Iman Watson (pending appointment)

The Veterans Affairs Commission respectfully recommends the reappointment of the following candidate:

Ralph Charlip – 3rd term beginning 7/1/2025 and ending 6/30/2028

FISCAL IMPACT

Select all that apply. (If no fiscal impact, click that box and skip to "Questions for Council")

☐ Revenue Impact   ☐ Budgeted Expenditure Impact   ☐ Non-Budgeted Expenditure Impact
☐ Workload Impact   ☒ No Fiscal Impact

REVENUE IMPACT
Provide the revenue impact or N/A if no impact. (What is the estimated impact on revenue? What funds would be impacted? Provide additional detail as necessary.)

> N/A

BUDGETED EXPENDITURE IMPACT
Provide the budgeted expenditure impact or N/A if no impact. (List Org/Account # and fund. What is the amount of budget to be used? Does this shift existing budget away from existing programs/services? Provide additional detail as necessary.)

> N/A

NON-BUDGETED EXPENDITURE IMPACT
Provide the non-budgeted expenditure impact or N/A if no impact. (Provide information on non-budgeted costs. Include Personal Services, Supplies and Services, Interfund Charges, and Capital needs. Provide additional detail as necessary.)

N/A

WORKLOAD IMPACT
Provide the workload impact or N/A if no impact. (Will more staff be needed or is the change absorbable? If new FTE(s) are needed, provide numbers and types of positions, and a duty summary. Provide additional detail as necessary.)

N/A

QUESTIONS FOR COUNCIL

Does Council support the reappointment of Ralph Charlip to the Veterans Affairs Commission?

LEGAL COMMENTS

All boards and commissions shall be appointed by City Council. (City Charter, art III, sec. 3-11 and art. IX, sec. 9-1). **The veterans' affairs commission shall consist of eleven voting members and one non**-voting alternate member, who shall be registered electors and shall be on active duty or honorably discharged from the United States Army, Navy, Marine Corps, Air Force or Coast Guard. (Aurora, Colo. Code § 2-851). The term length for each member is three years and members may serve up to three consecutive terms. (Aurora, Colo. Code § 2-772 and Resolution R2013-03). (Tjoyce)

City of Aurora

AuroraGov.org

To: Mayor Coffman and Members of City Council

From: Jeremy Lammon Vice, Chair, Aurora Veterans Affairs Commission

Through: Ryan Lantz, Human Resources and Marcus Bond, City Clerk Analyst

Date: April 22, 2025

Subject: Consideration to Reappoint a Member to the Aurora Veterans Affairs Commission

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Board or Commission Name: Aurora Veterans Affairs Commission

Number of Vacancies: 1 vacancy and 3 upcoming vacancies

Interview Information

Date of Interviews: N/A

Applicant Names: Dr. Ralph Charlip

Applicants Interviewed: Mary Melissa Watkins, Robert Reichardt, Michael Swanson, Iman Watson

Summary

Summary of suggested appointment(s):

The Veterans Affairs Commission unanimously supports a reappointment for Dr. Ralph Charlip as a commissioner. As a current commissioner, we have observed his ability and dedication to serve on the Commission. He has demonstrated strong values regarding honesty, integrity and accountability and is committed to veteran issues. He has demonstrated the ability to deal with conflict, speak to the public and have the time to be engaged with the commission. We look forward to continuing to work with him.

Recommendation

The Aurora Vetrans Affairs Commission strongly supports the appointment of Dr Ralph Charlip as a member on the Aurora Veterans Affairs Commission.

Veterans Affairs Commission

Applicant Package - Ward VI

Veterans Affairs Commission - Ward VI

Term 01 Jul 2023 - 30 Jun 2026

Positions Available 1

Number of applicants in this package 1

- Charlip, Ralph

Received: 04/05/2025
Ward VI Resident & Registered Voter
Douglas County
Vetted:04/07/2025

Marcus Bond

Name: Charlip, Ralph

Address: ███████████████████████████

Email: ████████████████

Board Name: Veterans Affairs Commission

Date of Birth:

████████

Home Phone Number:

██████████

Work Phone Number:

██████████

How long have you lived in Aurora?:

2017

Are you registered to vote? :

Yes

Years of Education Completed:

19

Degree(s) Received:

BA, MPA, DPA

College(s) Attended:

University of Arizona, Walden University

Employer Name:

Ralph Charlip

Employer Address:

22921 E Del Norte Cir., Aurora, CO 80016

Current Position:

Owner/Pres/CEO

Years with Current Employer:

9

Work Experience:

USAF 22 Yrs, Medical Service Corps; Federal Civil Service 16 Yrs, SES, Owner of small SDVOSB business 9 years

Certification(s):

Life Member Am College of Healthcare Exec, Master Federal Resume Writer, Master Military Resume Writer

How are you involved in your community?:

VAC for two prior terms, Volunteer with ESGR, Vice Chair of Honor Bell Board

List your interests and activities.:

Model railroading

Do you presently serve in any other appointed position on a board, commission or committee?:

No

If yes, enter the board name and position:

NA

Are you currently a member and seeking reappointment on the board you are applying for?:

Yes

Why do you desire this appointment?:

To continue to serve Aurora's veterans and support the city council in regard to veteran issues.

How much time do you anticipate being able to spend on this appointment each month?:

20-40 hrs

Do you have any conflicts of interest that should be disclosed?:

No

If yes, please explain:

NA

Reference 1: Full Name, Phone Number and Address:

My honor: General (ret) Lance W Lord █████████████████████
████████████████████████

Reference 2: Full Name, Phone Number and Address:

Theresa Blumberg ███████████████████████████████████
██████████████████

Reference 3: Full Name, Phone Number and Address:

Bob Tomlinson████████████████████████████████████
██████████

How did you hear about us?:

News Aurora (water bill newsletter)

By clicking APPLY and submitting this application, I certify that the forgoing information is true and correct.:

Ralph Charlip

Time of Submission: 04/05/25 9:00:51 AM

Attachments

   - DD214.PDF

Veterans Affairs Commission

Applicant Package - Ward V

Veterans Affairs Commission - Ward V

Term 01 Jul 2023 - 30 Jun 2026

Positions Available 1

Number of applicants in this package 1

    - Reichardt, Robert

Received: 04/04/2025
Ward V Resident & Registered Voter
Arapahoe County
Vetted: 04/04/2025

Marcus Bond

Name: Reichardt, Robert

Address: ██████████████████████

Email: ████████████████

Board Name: Veterans Affairs Commission

Date of Birth:

██████████

Home Phone Number:

████████████

Work Phone Number:

N/A

How long have you lived in Aurora?:

25+ years

Are you registered to vote? :

Yes

Years of Education Completed:

14

Degree(s) Received:

Associate's degree

College(s) Attended:

Red Rocks Community College Lakewood, Colorado

Employer Name:

Self Employed

Employer Address:

Last address 3187 S Sedalia Way Aurora, CO 80013

Current Position:

Retired

Years with Current Employer:

N/A

Work Experience:

35 Years in sales, marketing and website development

Certification(s):

Mostly sales, marking training for past employees. All other training was self taught

How are you involved in your community?:

Veterans Affairs Commission (commissioner) Gateway Optimist Club of Aurora (board member) American Red Cross (deputy for the SCI Unit at the RMR VA Hospital in Aurora)

List your interests and activities.:

Involved with many activities at Our Father Luthran Church, Men's Bible Study Group Golf, Phtography, Fishing, Working with Wreaths Across America trough GOC Optimist Club, Reading, anything I can do to support Veterans and their families

Do you presently serve in any other appointed position on a board, commission or committee?:

Yes

If yes, enter the board name and position:

Veterans Affairs Commission (commissioner) Gateway Optimist Club of Aurora (board member) Deputy (American Red Cross)

Are you currently a member and seeking reappointment on the board you are applying for?:

Yes

Why do you desire this appointment?:

To continue to work and support Aurora Veterans and their families.

How much time do you anticipate being able to spend on this appointment each month?:

I'm pretty open on that. 20 hours or so.

Do you have any conflicts of interest that should be disclosed?:

No

If yes, please explain:

I have no conf

Reference 1: Full Name, Phone Number and Address:

Dr Rob Hays ███████████████████████████

Reference 2: Full Name, Phone Number and Address:

David or Tiffany ████████████████████████████████████

Reference 3: Full Name, Phone Number and Address:

Norman Reichardt ██████████████████████████████

How did you hear about us?:

Other

By clicking APPLY and submitting this application, I certify that the forgoing information is true and correct.:

True and correct

Time of Submission: 04/04/25 1:23:09 PM

Attachments

- RMR_DD214.pdf.pdf

Veterans Affairs Commission

Applicant Package - Ward I

Veterans Affairs Commission - Ward I

Term 01 Jul 2023 - 30 Jun 2026

Positions Available 1

Number of applicants in this package 1

- Swanson, Michael

Received: 04/02/2025
Ward I Resident & Registered Voter
Adams County
Vetted: 04/03/2025

Marcus Bond

Name: Swanson, Michael

Address: ████████████████████████

Email: ███████████████████

Board Name: Veterans Affairs Commission

Date of Birth:

████████

Home Phone Number:

████████

Work Phone Number:

████████

How long have you lived in Aurora?:

6 years

Are you registered to vote? :

Yes

Years of Education Completed:

Doctoral

Degree(s) Received:

Bachelor of Arts in Nursing Doctor in Nursing Practice Master in Business Administration

College(s) Attended:

Augustana University - Sioux Falls, SD Rush University - Chicago, IL Denver University - Denver, CO

Employer Name:

US Department of Veterans Affairs

Employer Address:

1700 N Wheeling St Aurora, CO 80045

Current Position:

Nurse Practitioner

Years with Current Employer:

6 years

Work Experience:

Registered Nurse - 8 years Nurse Practitioner - 7 years

Certification(s):

Nurse Practitioner, Adult Gerontological Acute Care Certification through the American Nurses Credentialing Center

How are you involved in your community?:

I attend church regularly in my community have joined the Aurora VAC in Jan'25 to fill a vacancy as a previous commissioner resigned.

List your interests and activities.:

Sports, Hiking, Politics, Current Events - several more

Do you presently serve in any other appointed position on a board, commission or committee?:

Yes

If yes, enter the board name and position:

Aurora city VAC

Are you currently a member and seeking reappointment on the board you are applying for?:

Yes

Why do you desire this appointment?:

I'd like to make a positive impact on the quality of lives for veterans living in Aurora, CO.

How much time do you anticipate being able to spend on this appointment each month?:

2-4 hours

Do you have any conflicts of interest that should be disclosed?:

No

If yes, please explain:

n/a

Reference 1: Full Name, Phone Number and Address:

Scarlett Godwin

Reference 2: Full Name, Phone Number and Address:

Chis Brokaw

Reference 3: Full Name, Phone Number and Address:

Liron Caplan

How did you hear about us?:

Other

By clicking APPLY and submitting this application, I certify that the forgoing information is true and correct.:

APPLY

Time of Submission: 04/02/25 4:38:14 PM

Attachments

- Swanson DD214.pdf

Veterans Affairs Commission

Applicant Package - Ward VI

Veterans Affairs Commission - Ward VI

Term 01 Jul 2023 - 30 Jun 2026

Positions Available 1

Number of applicants in this package 1

  - Watson, Iman

Received: 03/05/2025
Ward VI Resident & Registered Voter
Arapahoe County
Vetted: 03/07/2025

Marcus Bond

Name: Watson, Iman

Address: ███████████████████████████

Email: Iman.████████████████

Board Name: Veterans Affairs Commission

Date of Birth:

████████

Home Phone Number:

█████████

Work Phone Number:

█████████

How long have you lived in Aurora?:

17 years

Are you registered to vote? :

Yes

Years of Education Completed:

4

Degree(s) Received:

BS Information Technology

College(s) Attended:

Slippery Rock University

Employer Name:

Colorado Health Foundation

Employer Address:

1780 Pennsylvania Street

Current Position:

Sr. IT Manager

Years with Current Employer:

3

Work Experience:

10/22 – Present Colorado Health Foundation Denver, CO Sr. IT Manager • Manage information technology (IT) operations, including audio-visual systems, network infrastructure, and end-user support. • Oversee cybersecurity measures, ensuring data integrity and secure business applications. • Maintain and update system documentation, contributing to efficient IT processes. • Administer IT/FAC department service desk, providing timely and effective support. • Lead technology projects that align with organizational mission and enhance customer service delivery. • Serve as SharePoint Administrator, managing site collections, permissions, and content organization. • Act as Salesforce Administrator, handling user management, customization, and data management. 1/19 – 9/22 Perficient Denver, CO Solutions Architect • Provided Azure expertise around services, cost, security, scale, and enablement. Azure Platform delivery and technical oversight for establishing the Azure platform along with DevOps. • Process design and Improvement: Developed ITIL-aligned ITSM processes and enabled key ITSM automation via ServiceNow. Design service support strategy. • Provide architectural assessments, strategies, and roadmaps for one or more technology domains. • Lead projects within architecture. Work with Product Owner/Business Analysts to understand functional requirements and interact with other cross-functional teams to architect, design, develop, test, and release features. • Develop Proof-of-Concept projects to validate new architectures and solutions. • Mentor and provide architectural guidance to multiple teams building innovative applications. • Engage with business stakeholders to understand required capabilities, integrating business knowledge with technical solutions 1/17 – 1/19 RES Americas Broomfield, CO Director of IT, Americas • Responsible for controlling and monitoring performance across the project management team for all aspects of an assigned project • Set the IT Project Management teams priorities and check work performance periodically • End-to-end responsibility for the IT function in the Americas. Functions include service delivery, networking and operations, enterprise architecture, PMO, and software development • Direct management of 24 staff, accountability for $6M budget • Major restructure of the IT organization into a globally aligned and scalable function with clear job descriptions, performance expectations and career paths • Management of $3M project portfolio, as well as identification and initiation of major business-value driven projects with business cases ranging from $100k to $8M in value • Business-aligned strategy and planning with both the Americas Executive Team and global IT and business leadership Service Desk Manager • Actively direct and manage the project life cycle from project kickoff through development, deployment, User Acceptance Testing support and launch • Monitor the progress of the project and make adjustments as necessary to ensure the successful completion of the project • Managed IT procurement for contracts, vendors, PO's, etc. • Ground-up rebuilding of the service delivery capability resulting in massively improved service to IT customers, establishing clear roles and accountabilities, standard processes and tools (+- 1400 users domestically, 2000 users globally) • Delivered a global application support desk (ServiceNow) from pilot to operational service, resulting in significant staff rationalization and simplification of service • Introduced customer satisfaction surveys for evaluation and trending of performance. Improved measured customer service by 20% • Acted as discipline leader and coach for all global IT service management staff • Interface with internal IT Services groups on the requirements / impacts of operational issues, architectural directions, project deliverables, strategic initiatives • Interface with business units external to IT Services on the delivery into projects, operational assistance and support and reviewing level service being delivered • Developed and managed IT SLA's and scorecards to improve IT services • Improved and managed user communication process 04/12 – 12/16 Markwest Energy Denver, CO Service Delivery Supervisor • Effectively lead team ensuring good cross-functional communications and provide input to functional managers on team and team member performance • Assists with tracking, monitoring and reporting project progress • Assist Project Managers and Senior Project Managers to manage their projects like scheduling and organizing meetings • Attended regular M&A meetings with internal management

and helped to facilitate discussion and answer questions regarding project status • Implemented ITIL processes to improve service delivery performance (including full verification of Sox C12 Compliance). • Managed and improved IT asset and license management with savings of 300k a year. • Manage, guide and mentor technical teams specializing in various enterprise technologies delivering design, build, test, and support services across local and global locations. • Managed service desk to support multiple offices, 2000 users o Boosted first call resolution from 50% to 90% in 6 months by implementing and achieving Service Level Agreements (SLAs) o Implemented incident management solutions with life cycle accountability, status, and tracking to increase service and IT value to the business units. • Governed IT plans and projects to develop and deploy infrastructure hardware and software solutions nationwide. 01/08 – 4/12 Mine Safety Appliance Pittsburgh, PA Desktop Support Lead Technician • Provide desktop and laptop support for system refresh project, supported users on setting up multiple network printers, managed hardware and software failures • Provided maintenance and user support for numerous devices and operating systems including Windows XP/7, Microsoft Office, iPhone/iPad/Android/Blackberry • Upgraded and prepare Dell computer systems for Windows 7 migration 06/07 – 01/08 LANtek Pittsburgh, PA IT Field Technician Implemented technical support for software, hardware, and connectivity issues for windows enterprise environment. Rendered timely resolutions to support mission-critical application users Installed, configured and modified hardware and software to ensure optimal performance 11/05-01/08 Xilinx Longmont, CO Applications Support • Provide second-level application software support for multiple products. Analyze system errors and troubleshoot network, server, and database errors. Document system bugs; report to Development team • Identify and find solutions for specific customer issues related to the Xilinx software suite (ISE), including design entry and all tools to implement the design in hardware • Ensured reported issues were resolved more quickly by documenting and tracking application issues, using Agile Methodology, as well as by participating in scrum meetings, which assisted with prioritization of issues 4/96 – 4/2000 United States Navy Virginia Beach, VA • Plane Captain, F-14 Tomcat / F-18 Super Hornet Squadron, on Theodore Roosevelt, Carrier Airwing 8 • Led over 40 deployments to various operations and conflicts around the world. Awarded the Navy Achievement Medal by senior leaders for superior performance. • Planned, scheduled, and organized use and maintenance of aerospace vehicles, engines and aerospace equipment to meet war time tasking and training mission schedules.

Certification(s):

ITIL Practitioner Microsoft Azure Foundations

How are you involved in your community?:

I actively engage in my community by attending local events, coaching youth sports, and supporting various campaigns.

List your interests and activities.:

Information Technology & Leadership – Strategy, governance, system integration (like Fluxx & Intacct), and dashboard tools. Website Development & Content Strategy – Crafting mission-driven content for consulting, mission services, and 'About Us' pages. Health Equity & Community Engagement – Supporting initiatives focused on improving health outcomes and addressing systemic inequities. Project Management & Organizational Strategy – Assisting with governance committee communications, site redesign, and IT updates.

Do you presently serve in any other appointed position on a board, commission or committee?:

No

If yes, enter the board name and position:

N/A

Are you currently a member and seeking reappointment on the board you are applying for?:

No

Why do you desire this appointment?:

I am seeking this appointment to actively support veterans and give back to my community. I am passionate about the work I take on and believe I can make a meaningful, positive impact.

How much time do you anticipate being able to spend on this appointment each month?:

20 hours

Do you have any conflicts of interest that should be disclosed?:

No

If yes, please explain:

NA

Reference 1: Full Name, Phone Number and Address:

Johnny Watson

Reference 2: Full Name, Phone Number and Address:

Doris Gains Aurora, CO

Reference 3: Full Name, Phone Number and Address:

Lew Spelgatti

How did you hear about us?:

Word of Mouth;Other

By clicking APPLY and submitting this application, I certify that the forgoing information is true and correct.:

Iman Watson

25

Time of Submission: 03/05/25 4:55:33 PM

Attachments

    - DD214.pdf

Veterans Affairs Commission - Ward II

Term 01 Jul 2023 - 30 Jun 2026

Positions Available 1

Number of applicants in this package 1

- Watkins, Mary Melissa

Received: 5/30/2024
Ward II Resident & Registered Voter
Arapahoe County
Vetted on 5/30/2024

Marcus Bond

Name: Watkins, Mary Melissa

Address: ███████████████████████████

Email: ███████████████████

Board Name: Veterans Affairs Commission

Date of Birth:

████████████

Home Phone Number:

████████████

Work Phone Number:

How long have you lived in Aurora?:

3 years

Are you registered to vote? :

Yes

Years of Education Completed:

16

Degree(s) Received:

BA Education

College(s) Attended:

Memphis State University

Employer Name:

Retired

Employer Address:

Current Position:

Years with Current Employer:

12

Work Experience:

1992-1996 - Fighter Squadron Adjutant/Section Commander (F-15E Strike Eagle)/335th Fighter Squadron Seymour Johnson AFB NC; 1996-1998 - Command Post Controller/43rd Composite Wing Pope AFB NC 1998-2001 - Intelligence Plans Officer (Combat Targeteer/Weaponeer/Electronic Warfare) 5th Air Force Yokota AB Japan; 2001-2005 - Intelligence Officer 4th Fighter Wing SJAFB NC; 2005-2007 - Air Expeditionary Force Center Intelligence Mobility Officer Langley AFB; 2007-2009 - Air Combat Command A9 Lessons Learned Intelligence Officer Langley AFB VA 2009-2012 - 4th Fighter Wing Special Security Officer (SSO) SJAFB NC Identify names of post or areas you served: 1995-96 Protocol Officer - Operation Southern Watch – Saudi Arabia 1997 Protocol Officer - Exercise Ulchi Focus Lens – South Korea 1999-00 Intelligence Watch Officer - Operation Iraqi Freedom – Saudi Arabia 2004-05 Commander, Intelligence Flight – Operation Iraqi Freedom –Qatar

Certification(s):

See DD214

How are you involved in your community?:

See below

List your interests and activities.:

2024 – Pres – Volunteer, Retiree Activities Office, Buckley SFB, CO 2023 – Pres – Receptionist and Resources Volunteer, Arapahoe County Veterans Service Office, Denver CO 2022 – 2024 – Finance Officer and House & Planning Chair, American Legion LCW Post 1, Denver CO 2022 - Pres - Media Manager, American Legion LCW Post 1, Denver CO 2023 – Chair, Finance Committee, American Legion Department of Colorado, Denver CO 2023 – Pres – President, American LCW Post 1 Riders Chapter, Denver CO 2023 – Pres – Board Finance Officer, Culinary Arts Bootcamp for Veterans (501c19), Denver CO 2016 – 2021 – Finance Officer & Adjutant, American Legion Wayne Post 11, Goldsboro NC 2018 – 2021 – County Chair & Precinct Chair, Wayne County Veterans Board, Wayne NC 2015 – 2020 – President & Public Affairs, Wayne County Veterans & Patriots Coalition, Inc, Wayne NC 2014 – 2017 – Receptionist & Substitute Teacher, Wayne Country Day School, Goldsboro NC 1997 – Pres – Private Genealogist (hobby)

Do you presently serve in any other appointed position on a board, commission or committee?:

Yes

If yes, enter the board name and position:

Financial Officer - Culinary Arts Boot Camp for Veterans

Are you currently a member and seeking reappointment on the board you are applying for?:

No

Why do you desire this appointment?:

Give back to my Veterans

How much time do you anticipate being able to spend on this appointment each month?:

20 hrs

Do you have any conflicts of interest that should be disclosed?:

No

If yes, please explain:

No

Reference 1: Full Name, Phone Number and Address:

Annette Johnson – ████████████████████████████

Reference 2: Full Name, Phone Number and Address:

Frank McCurdy – ██████████████████████████

Reference 3: Full Name, Phone Number and Address:

Joshua Medina – ████████████████████████████

How did you hear about us?:

Word of Mouth

By clicking APPLY and submitting this application, I certify that the forgoing information is true and correct.:

YES - Mary Melissa N Watkins

Time of Submission: 05/30/24 9:35:43 AM

Attachments

- WatkinsDD214.pdf

CITY OF AURORA
Council Agenda Commentary

Item Title: Consideration to Appoint One (1) Youth Member to the Aurora Youth Commission

Item Initiator: Kadee Rodriguez, City Clerk
Staff Source/Legal Source: Kadee Rodriguez, City Clerk / Tim Joyce, Assistant City Attorney
Outside Speaker: N/A
Strategic Outcome: Connected and Engaged: Providing programming, learning resources, and amenities that reflect the rich history and contributions of our vibrant communities.

COUNCIL MEETING DATES:

Study Session: 8/25/2025

Regular Meeting: 9/8/2025

2nd Regular Meeting (if applicable): N/A

Item requires a Public Hearing: ☐ Yes   ☒ No

ITEM DETAILS *(Click in highlighted area below bullet point list to enter applicable information.)*

- Waiver of reconsideration requested, and if so, why
- Sponsor name
- Staff source name and title / Legal source name and title
- Outside speaker name and organization
- Estimated time: (For Study Session items only indicate combined time needed for presentation and discussion)

Kadee Rodriguez, City Clerk / Tim Joyce, Assistant City Attorney

ACTIONS(S) PROPOSED *(Check all appropriate actions)*

☐ Approve Item and Move Forward to Study Session   ☐ Approve Item as Proposed at Policy Committee

☒ Approve Item and Move Forward to Regular Meeting   ☐ Approve Item as Proposed at Study Session

☐ Information Only   ☐ Approve Item as Proposed at Regular Meeting

☐ Approve Item with Waiver of Reconsideration
   Reason for waiver is described in the Item Details field above.

PREVIOUS ACTIONS OR REVIEWS:

Policy Committee Name: N/A

Policy Committee Date: N/A

Action Taken/Follow-up: *(Check all that apply)*

☐ Recommends Approval   ☐ Does Not Recommend Approval

☐ Forwarded Without Recommendation   ☐ Minutes Not Available

☐ Minutes Attached

HISTORY *(Dates reviewed by City council, Policy Committees, Boards and Commissions, or Staff. Summarize pertinent comments. ATTACH MINUTES OF COUNCIL MEETINGS, POLICY COMMITTEES AND BOARDS AND COMMISSIONS.)*

The Aurora Youth Commission's role is to advise City Council, the City Manager and the Director of the Department of Parks, Recreation & Open Space regarding the interests of youth in Aurora. The Commission's mission is to better the well-being of Aurora's youth through representation, service and action.

The Aurora Youth Commission consists of twenty-two (22) members; sixteen (16) members between the ages of 14-20, and six (6) members must be twenty-one years of age or older. The term length is two (2) years, and members may serve up to two (2) terms. All eligible applications received within the last year are forwarded to the Board to be considered for interviews.

ITEM SUMMARY *(Brief description of item, discussion, key points, recommendations, etc.)*

The Aurora Youth Commission currently has six (6) upcoming youth member vacancies and three (3) adult member vacancies. The Commission received one (1) application and an interview was conducted on May 5, 2025 for the upcoming youth vacancies.

Among the applicant(s) were:
Whitaker Heagerty - Youth

Upon conducting the interview, the Aurora Youth Commission respectfully recommends the appointment of the following candidate:

Whitaker Heagerty (Youth) – 1st term beginning 8/1/2025 ending on 7/31/2027

FISCAL IMPACT

Select all that apply. (If no fiscal impact, click that box and skip to "Questions for Council")

☐ Revenue Impact   ☐ Budgeted Expenditure Impact   ☐ Non-Budgeted Expenditure Impact
☐ Workload Impact   ☒ No Fiscal Impact

REVENUE IMPACT
Provide the revenue impact or N/A if no impact. (What is the estimated impact on revenue? What funds would be impacted? Provide additional detail as necessary.)

N/A

BUDGETED EXPENDITURE IMPACT
Provide the budgeted expenditure impact or N/A if no impact. (List Org/Account # and fund. What is the amount of budget to be used? Does this shift existing budget away from existing programs/services? Provide additional detail as necessary.)

N/A

NON-BUDGETED EXPENDITURE IMPACT
Provide the non-budgeted expenditure impact or N/A if no impact. (Provide information on non-budgeted costs. Include Personal Services, Supplies and Services, Interfund Charges, and Capital needs. Provide additional detail as necessary.)

N/A

WORKLOAD IMPACT

Provide the workload impact or N/A if no impact. (Will more staff be needed or is the change absorbable? If new FTE(s) are needed, provide numbers and types of positions, and a duty summary. Provide additional detail as necessary.)

N/A

QUESTIONS FOR COUNCIL

Does Council wish to support the appointment of Whitaker Heagerty to the Aurora Youth Commission?

LEGAL COMMENTS

All boards and commissions shall be appointed by City Council. (City Charter, art III, sec. 3-11 and art. IX, sec. 9-1). The Aurora Youth Commission shall consist of twenty-two (22) voting members. Of the voting members, sixteen (16) members shall be ages 14 through 20. Six (6) members shall be adults of the age of 21 or over. The composition of the Commission shall represent school districts, private schools, and home school participation to the extent possible through the nomination process. Commission members must be residents of the City, except that any student currently enrolled in a secondary school within the City is a qualified member regardless of their city of residence. Each commissioner serves a two-year term. (Aurora, Colo. Code § 2-902). Each commissioner may serve a maximum of four consecutive terms. (Resolution R2013-03). (TJoyce)

To: Mayor Coffman and Members of City Council

From: David Wagner, Staff Liaison/Supervisor of Youth Services, Aurora Youth Commission

Through: **Marcus Bond**, City Clerk **Analyst**
Brian Green, Director, Parks, Recreation and Open Space Department
Wynter Stieger, Acting Recreation Services Manager, Recreation Division, PROS
Donna Hunt, Superintendent of Youth Services, Recreation Programs, PROS

Date: May 9th, 2025

Subject: New Appointment to the Aurora Youth Commission

Board or Commission Name: Aurora Youth Commission

Number of Vacancies: **6 Upcoming Y**outh, **3 A**dults

Interview Information

Date of Interviews: May 5**th**, 2025

Applicant Names: Whitaker Heagerty

Applicants Interviewed: 1 youth

Recommendation

Suggested Appointment: Whitaker Heagerty

Summary: Whitaker is an incoming junior Cherokee Trails High School who is motivated by a strong belief in equity and fair treatment for all youth. He has experience volunteering at a local summer camp and is currently teaching coding to local youth. While still exploring civic engagement opportunities, he is eager to contribute wherever needed. Described by peers as kind, funny, and approachable, Whitaker brings a positive attitude and strong interpersonal skills to collaborative settings.

The Aurora Youth Commission strongly supports the appointment of Whitaker Heagerty as a member of the Aurora Youth Commission.

Aurora Youth Commission

Applicant Package - Ward VI

Aurora Youth Commission - Ward VI

Term 01 Aug 2024 - 31 Jul 2026
Positions Available 3

Number of applicants in this package 1

- Heagerty, Whitaker

Received: 04/29/2025
Ward VI Student & Aurora High School Student
Arapahoe County
Vetted: 04/30/2025

Marcus Bond

Name: Heagerty, Whitaker

Address: ██████████████████████████████████

Email: ████████████████████████

Board Name: Aurora Youth Commission

Date of Birth:

████████████

Home Phone Number:

███████████

Work Phone Number:

██████████

How long have you lived in Aurora?:
6 Years

Are you registered to vote?:

No

Years of Education Completed:
Through 9th Grade

Degree(s) Received:
N/A

College(s) Attended:
N/A

Employer Name:
The Coder School

Employer Address:
20269 E Smoky Hill Rd L, Centennial, CO 80015

Current Position:
Instructor

Years with Current Employer:
9 months

Work Experience:
I've only worked with the coder school

Certification(s):
N/A

How are you involved in your community?:
I would like to be more involved, which is why I'm looking to join the Aurora Youth Commission

List your interests and activities.:
I like to play videogames and skateboard

Do you presently serve in any other appointed position on a board, commission or committee?:

No

If yes, enter the board name and position:

N/A

Are you currently a member and seeking reappointment on the board you are applying for?:

No

Why do you desire this appointment?:
I'm looking to build my resume, and I'd like to get more involved in my community.

How much time do you anticipate being able to spend on this appointment each month?:
Around 5 hours, could be flexible.

Do you have any conflicts of interest that should be disclosed?:

Yes

If yes, please explain:
Work schedule, but my first Thursdays each month should be available.

Reference 1: Full Name, Phone Number and Address:
Garth Heagerty, ███████████████████████████████

Reference 2: Full Name, Phone Number and Address:
Derek, owner of the Coder School, █████████

Reference 3: Full Name, Phone Number and Address:
I could provide a teacher reference if required.

How did you hear about us?:

Other

By clicking APPLY and submitting this application, I certify that the forgoing information is true and correct:
Whitaker Heagerty

Time of Submission: 04/29/25 6:44:34 PM

Attachments

- Whitaker Heagerty Report Card.pdf

CITY OF AURORA
Council Agenda Commentary

Item Title: City of Aurora Private Activity Bond (PAB) Allocation for the Aurora Housing Authority 2025 (Resolution)

Item Initiator: Jessica Prosser, Director, Housing and Community Services
Staff Source/Legal Source: Sarah Pulliam, Manager of Community Development, Housing and Community Services / Tim Joyce, Assistant City Attorney
Outside Speaker: N/A
Strategic Outcome: Economically Strong: Building a conducive development climate, a diverse mix of industries and housing options, and fostering economic growth so that our community thrives and remains resilient.

COUNCIL MEETING DATES:

Study Session: 8/25/2025

Regular Meeting: 9/8/2025

2nd Regular Meeting (if applicable): N/A

Item requires a Public Hearing: ☐ Yes ☒ No

ITEM DETAILS *(Click in highlighted area below bullet point list to enter applicable information.)*

- Waiver of reconsideration requested, and if so, why
- Sponsor name
- Staff source name and title / Legal source name and title
- Outside speaker name and organization
- Estimated time: (For Study Session items only indicate combined time needed for presentation and discussion)

Sarah Pulliam, Manager of Community Development, Housing and Community Services / Tim Joyce, Assistant City Attorney

ACTIONS(S) PROPOSED *(Check all appropriate actions)*

☒ Approve Item and Move Forward to Study Session   ☐ Approve Item as Proposed at Policy Committee

☒ Approve Item and Move Forward to Regular Meeting   ☐ Approve Item as Proposed at Study Session

☐ Information Only   ☐ Approve Item as Proposed at Regular Meeting

☐ Approve Item with Waiver of Reconsideration
   Reason for waiver is described in the Item Details field above.

PREVIOUS ACTIONS OR REVIEWS:

Policy Committee Name: N/A

Policy Committee Date: N/A

Action Taken/Follow-up: *(Check all that apply)*

☐ Recommends Approval   ☐ Does Not Recommend Approval

☐ Forwarded Without Recommendation   ☐ Minutes Not Available

☐ Minutes Attached

HISTORY *(Dates reviewed by City council, Policy Committees, Boards and Commissions, or Staff. Summarize pertinent comments. ATTACH MINUTES OF COUNCIL MEETINGS, POLICY COMMITTEES AND BOARDS AND COMMISSIONS.)*

The purpose of the Community Investment Financing application is to provide resources for developers and service providers interested in creating and/or preserving affordable housing opportunities in the city of Aurora. The city's housing priorities are established in the recently adopted Housing Strategy and guided by six policies informed by best practices and extensive community input. Applications will be evaluated based on alignment with the policies and goals of the Housing Strategy.

Types of Projects Funded: New rental or for-sale affordable housing, rehabilitation/preservation of existing affordable housing, permanent supportive housing, and homelessness service providers with infrastructure needs related to housing.

Funding Sources: Amounts will vary from year to year based on changing federal grant allocations, program income received, and funding needs for other programs. Sources will include some or all of the following: HOME (Home Investment Partnership Program) funds and CDBG (Community Development Block Grant) funds. The city currently has approximately $25,743,930 in Private Activity Bonds (PAB), $2.0 million in HOME funds, $2.5 million of CDBG, $450K in ERA2, and $400K in CDBG-CV funds for this spring round of financing.

General Application Components/Evaluation Criteria:
Alignment with Housing Strategy
Meets an identified housing need in the community
Demographics to be served by the project reflect the principles of diversity, equity, and inclusion
Average median income to be served by the project
Cost-effectiveness: leveraging of funding, review of sources and uses, and funding sustainability
Available city funding sources based on project type, developer or organization experience, and   surrounding compatible uses.
Review Committee: City staff including Community Development, Homelessness Program, Finance, Planning, and Urban Renewal, and members of the Community Housing and Development (CHD) Committee.

ITEM SUMMARY *(Brief description of item, discussion, key points, recommendations, etc.)*

Applications for the City of Aurora's Community Investment Financing round were received on Wednesday, April 30, 2025, and reviewed by a committee consisting of City staff and members of the Community Housing and Development Committee. A total of five (5) applications for five (5) projects were received including three (3) multi-family new construction projects (total request $3.135M in HOME) and two (2) multi-family preservation projects (total request $21.3M in PAB).

Recommendations for PAB funding:

Montview Heights - $17.3M PAB

Ashbury Park - $8.4M PAB

A Private Activity Bond (PAB) is a special class of tax-exempt bond that benefits private (non-governmental borrowers) that can be issued by states, local governments, or housing authorities. These "state or local issuers" are bound by very specific restrictions as to the use of the bonds and the compliance requirements related to those bonds. The benefit of the PABs is that the interest paid to the bondholders is exempt from Federal income tax, which generally results in a lower borrowing cost the eligible project or a lower interest rate mortgage in the

case of single-family bonds. A population-based formula establishes the maximum amount of PABs that a state can issue annually, which amount is referred to as "cap" or "volume cap."

Eligible Uses for PABs
Affordable multifamily housing including new construction or acquisition and rehabilitation for low- and moderate-income individuals and families.

Single-Family Mortgage Revenue Bonds (SFMRBs) used to finance the purchase of mortgages made to income-qualified first-time homebuyers.

Mortgage Credit Certificates (MCCs), a financing enhancement for income eligible first-time homebuyers (can't be combined with SFMRB financing).

Industrial Development Bonds for smaller manufacturing projects (less than $10 million) that produce any type of goods.

Qualified Redevelopment Bonds used to acquire and redevelop blighted areas (typically not used in Colorado).

Solid Waste Disposal Bonds used to finance certain disposal facilities utilizing certain waste disposal processes.

FISCAL IMPACT

Select all that apply. (If no fiscal impact, click that box and skip to "Questions for Council")

☐ Revenue Impact ☐ Budgeted Expenditure Impact ☐ Non-Budgeted Expenditure Impact
☐ Workload Impact ☐ No Fiscal Impact

REVENUE IMPACT
Provide the revenue impact or N/A if no impact. (What is the estimated impact on revenue? What funds would be impacted? Provide additional detail as necessary.)

> N/A

BUDGETED EXPENDITURE IMPACT
Provide the budgeted expenditure impact or N/A if no impact. (List Org/Account # and fund. What is the amount of budget to be used? Does this shift existing budget away from existing programs/services? Provide additional detail as necessary.)

> N/A

NON-BUDGETED EXPENDITURE IMPACT
Provide the non-budgeted expenditure impact or N/A if no impact. (Provide information on non-budgeted costs. Include Personal Services, Supplies and Services, Interfund Charges, and Capital needs. Provide additional detail as necessary.)

> N/A

WORKLOAD IMPACT
Provide the workload impact or N/A if no impact. (Will more staff be needed or is the change absorbable? If new FTE(s) are needed, provide numbers and types of positions, and a duty summary. Provide additional detail as necessary.)

> N/A

QUESTIONS FOR COUNCIL

Does the City Council wish to support the Resolution to assign of the City's Private Activity Bond Cap allocation for 2025 to the Aurora Housing Authority for use in the redevelopment of two Aurora properties – Montview Heights and Ashbury Park?

LEGAL COMMENTS

Pursuant to the Colorado Private Activity Bond Ceiling Allocation Act, C.R.S. § 24-32-1701, *et seq.*, the City has received a direct allocation of **the State of Colorado's Private Activity Bond Ceiling for 202**5 in the amount of $25,743,930.00. As a designated State housing and finance authority, the City may assign all or a portion of its allocation to the State housing and finance authority for the purpose of financing the construction of multi-family rental housing projects. C.R.S. § 24-32-1706(2) (TJoyce)

CERTIFICATE OF CITY OF AURORA, COLORADO CONCERNING ASSIGNMENT OF PRIVATE ACTIVITY BOND VOLUME CAP ALLOCATION TO THE HOUSING AUTHORITY OF THE CITY OF AURORA, COLORADO

We, the undersigned, hereby certify that we are the duly sworn, qualified and acting Mayor (the "Mayor") and City Clerk (the "City Clerk") of the City of Aurora, Colorado (the "City"), and that:

1.   The City is a Colorado home rule municipal corporation, duly organized and existing under the constitution and laws of the State of Colorado.

2.   The City has been previously notified that, pursuant to Section 24-32-1706 of the Colorado Private Activity Bond Ceiling Allocation Act, Part 17 of Article 32 of Title 24, Colorado Revised Statutes (the "Allocation Act"), it has an allocation of the State ceiling (as defined in the Allocation Act) for 2025 in the amount of $25,743,930 (the "2025 Allocation").

3.   Attached hereto as Exhibit A is a true and correct copy of a resolution (the "Resolution") authorizing the assignment to the Housing Authority of the City of Aurora, Colorado dba Aurora Housing Authority (the "Authority") all of the City's 2025 Allocation in the amount of $25,743,930 (the "Assigned Allocation"), and authorizing the execution and delivery of an Assignment of Allocation dated [_____ __], 2025 (the "Assignment of Allocation") between the City and the Authority in connection therewith, which Resolution was duly adopted by the City Council of the City (the "City Council") at a meeting thereof held on September 8, 2025, at which meeting a quorum was present and acting throughout and which Resolution has not been revoked, rescinded, repealed, amended or modified and is in full force and effect on the date hereof.

4.   The meeting of the City Council at which action has been taken with respect to the Assignment of Allocation was a regular meeting properly called and open to the public at all times.

5.   With respect to the Assigned Allocation, the City has not heretofore: (a) issued private activity bonds; (b) assigned the Assigned Allocation to another "issuing authority," as defined in the Allocation Act; (c) made a mortgage credit certificate election; or (d) treated the Assigned Allocation as an allocation for a project with a carryforward purpose, as defined in the Allocation Act.

6.   The Assignment of Allocation, attached hereto as Exhibit B, is in substantially the form presented to and approved by the City Council at the meeting thereof held on August 14, 2024.

7.   On or before the date hereof, the Mayor of the City and the City Clerk officially executed counterparts of the Assignment of Allocation.

8.   The City has authorized the execution, delivery and due performance of the Assignment of Allocation, and the execution and delivery of the Assignment of Allocation and the compliance by the City with the provisions thereof, will not, to the best of my knowledge, conflict with or constitute on the part of the City a breach of or a default under any existing Colorado law, City resolution, court or administrative regulation, decree or order or any agreement or other instrument to which the City is subject or by which it is bound.

1

9. To the best of the undersigned's knowledge, there does not exist any action, suit, proceeding or investigation pending, or threatened against the City, contesting (a) the corporate existence of the City, (b) the title of its present officers or any of them to their respective offices, including, without limitation, the members of the City Council, (c) the validity of the Assignment of Allocation or (d) the power of the City to execute, deliver or perform the Assignment of Allocation.

10. No referendum petition has been filed concerning the Resolution; and to the best of my knowledge none is being circulated or planned for circulation.

EXECUTED this _____ day of _____, 2025.

                                    _____
                                      Mike Coffman, Mayor

ATTEST

_____
KADEE RODRIGUEZ, City Clerk

EXHIBIT A
RESOLUTION

EXHIBIT B
ASSIGNMENT OF ALLOCATION

City of Aurora Bond Cap Assignment
2025

Sarah A. Pulliam
Manager of Housing & Community Development
August 20, 2025

PAB Basics:

A Private Activity Bond (PAB) is a special class of tax-exempt bond that benefits private (non-governmental borrowers). They can be issued by states, local governments, or housing **authorities. These "state or local issuers" are bound by very** specific restrictions as to the use of the bonds and the compliance requirements related to those bonds. The benefit of the PABs is that the interest paid to the bondholders is exempt from Federal income tax, which generally results in a lower borrowing cost the eligible project or a lower interest rate mortgage in the case of single-family bonds. A population-based formula establishes the maximum amount of PABs that a state can issue annually, which amount is **referred to as "cap" or "volume cap."**

Community Investment Finance Review

Total Grant Amount To Be Allocated:	
Private Activity Bonds (PAB)	$25,743,930.00
HOME Funds	$2,053,715.00
CDBG Funds	$2,378,86.00
TOTAL	**$30,175,731.00**
Total Number of Agencies Applied:	5
Total Applications:	5
Total Amount Requested:	$20,435,000
Total Amount Awarded:	**$27,778,930**
Total Number of New Units added to Housing Stock:	**137**
Number of Units Already in the Pipeline	200
Total Units in this application round	337

PAB Recommendations

Project Name	Amount Requested	Amount Awarded
Montview Heights (50 Units)	$17,300,000	$17,300,000
Ashbury Park (44 Units)	$ 4,000,000	$ 8,443,930

Question for City Council

Does the City Council recommend to move the Private Activity Bond Assignment approval to Regular Session?

Thank You

Sarah A. Pulliam
Manager of Housing & Community Development
sacarrol@auroragov.org

RESOLUTION NO. R2025-_____

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF AURORA, COLORADO, AUTHORIZING THE ASSIGNMENT OF A PORTION OF THE CITY'S 2025 PRIVATE ACTIVITY BOND ALLOCATION TO THE HOUSING AUTHORITY OF THE CITY OF AURORA, COLORADO DBA AURORA HOUSING AUTHORITY

WHEREAS, the Internal Revenue Code of 1986, as amended (the "IRC"), restricts the amount of tax-exempt bonds (the "Private Activity Bonds") that may be issued in the State to provide for qualified residential rental projects, mortgage loans, and for certain other purposes; and

WHEREAS, pursuant to the IRC, the State of Colorado passed the Colorado Private Activity Bond Ceiling Allocation Act, constituting Title 24, Article 32, Part 17, of the Colorado Revised Statutes, as amended (the "Allocation Act"); and

WHEREAS, the Allocation Act authorizes the direct allocation of the State Ceiling among issuing authorities such as the Colorado Housing and Finance Authority and other governmental units in the State including the City of Aurora, Colorado ("City"); and

WHEREAS, the City has received a direct allocation of the State of Colorado's Private Activity Bond Ceiling for the year 2025 (the "2025 Allocation") in the amount of $25,743,930; and

WHEREAS, having received the 2025 Allocation the City may assign the amounts of their 2025 Allocation pursuant to section 24-32-1706(2) of the Allocation Act to any issuing authority such as the Aurora Housing Authority of the City of Aurora, Colorado, dba Aurora Housing Authority (the "Authority"); and

WHEREAS, the Authority has requested that the City assign the 2025 Allocation, in the aggregate amount of $25,743,930 (the "Assigned Allocation"), to the Authority pursuant to Section 24-32-1706 of the Allocation Act, to be used to issue bonds to finance qualified residential rental projects, including but not limited to the costs of the acquisition, construction, rehabilitation, renovation, and equipping of (i) Montview Heights, which is expected to use approximately $17,300,000 of the Assigned Allocation, and (ii) Ashbury Park, which is expected to use approximately $8,443,930 of the Assigned Allocation, provided that each such project receives an award of tax credits in CHFA's 2025 Round 2, 4% federal and State Credit award cycle; and

WHEREAS, the City has determined that in order to increase the availability of adequate affordable housing for low-income persons and families within the City and elsewhere in the State it is necessary and desirable to utilize the entire Assigned Allocation; and

WHEREAS, the City Council of the City has determined that it is in the best interest of the City to assign the 2025 Allocation to the Authority, with such assignment to be evidenced by an Assignment of Allocation between the City and the Authority in the form presented at this meeting (the "Assignment").

NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF AURORA, COLORADO, THAT:

Section 1.   Authorization of Assignment. The Aurora City Council hereby authorizes the assignment of the Assigned Allocation in the aggregate amount of $25,743,930, constituting the City's 2025 Allocation, to the Housing Authority of the City of Aurora, dba Aurora Housing Authority (the "Authority").

Section 2.   Approval of Assignment of Allocation. The form, terms, and provisions of the Assignment are hereby approved.

Section 3.   Signatory Authorization. The Mayor and City Clerk are hereby authorized to execute (by manual, electronic or facsimile signature) the attached Assignment of Allocation in substantially the form presented at this meeting with such technical additions, deletions, and variations as may be deemed necessary or appropriate by the City Attorney.

Section 4.   Further Action. The City shall take such other steps or actions necessary or reasonably required to carry out the terms and intent of this Resolution and the Assignment.

Section 5.   Ratification. All actions not inconsistent with the provisions of this Resolution taken by the City directed towards the assignment of the Assigned Allocation and the authorization of the Assignment are hereby ratified, approved, and confirmed.

Section 6.   Severability. If any section, paragraph, clause or provision of this resolution is for any reason held to be invalid or unenforceable by a court of competent jurisdiction, the invalidity or unenforceability of such section, paragraph, clause, or provision shall not affect any of the remaining provisions of this Resolution, the intent being that the same are severable.

Section 7.   Recission. All resolutions of the City, or parts thereof, inconsistent with this resolution are hereby rescinded only to the extent of such inconsistency.

Section 8.   Effective Date. This Resolution shall be in full force and effect upon its passage and approval.

RESOLVED AND PASSED this _____ day of _____, 2025.

_____
MIKE COFFMAN, Mayor

ATTEST:

_____
KADEE RODRIGUEZ, City Clerk

APPROVED AS TO FORM:

PETER A. SCHULTE, CITY ATTORNEY

By: _____
       TIM JOYCE, Assistant City Attorney

CITY OF AURORA
Council Agenda Commentary

Item Title: 2025 Spring Season Community Investment Financing Program Round	
Item Initiator: Jessica Prosser, Director, Housing and Community Services	
Staff Source/Legal Source: Sarah Pulliam, Manager of Community Development, Housing and Community Services / Tim Joyce, Assistant City Attorney	
Outside Speaker: N/A	
Strategic Outcome: Economically Strong: Building a conducive development climate, a diverse mix of industries and housing options, and fostering economic growth so that our community thrives and remains resilient.	

COUNCIL MEETING DATES:

> **Study Session:** 8/25/2025

> **Regular Meeting:** N/A

> **2nd Regular Meeting (if applicable):** N/A

> **Item requires a Public Hearing:** ☐ Yes   ☒ No

ITEM DETAILS *(Click in highlighted area below bullet point list to enter applicable information.)*

- Waiver of reconsideration requested, and if so, why
- Sponsor name
- Staff source name and title / Legal source name and title
- Outside speaker name and organization
- Estimated time: (For Study Session items only indicate combined time needed for presentation and discussion)

Sarah Pulliam, Manager of Community Development, Housing and Community Services / Tim Joyce, Assistant City Attorney
Estimated time: 15 mins

ACTIONS(S) PROPOSED *(Check all appropriate actions)*

☐ Approve Item and Move Forward to Study Session   ☐ Approve Item as Proposed at Policy Committee

☒ Approve Item and Move Forward to Regular Meeting   ☐ Approve Item as Proposed at Study Session

☐ Information Only   ☐ Approve Item as Proposed at Regular Meeting

☐ Approve Item with Waiver of Reconsideration
    Reason for waiver is described in the Item Details field above.

PREVIOUS ACTIONS OR REVIEWS:

> **Policy Committee Name:** Housing, Neighborhood Services & Redevelopment

> **Policy Committee Date:** 8/20/2025

Action Taken/Follow-up: *(Check all that apply)*

☐ Recommends Approval   ☐ Does Not Recommend Approval

☐ Forwarded Without Recommendation   ☐ Minutes Not Available

☐ Minutes Attached

HISTORY *(Dates reviewed by City council, Policy Committees, Boards and Commissions, or Staff. Summarize pertinent comments. ATTACH MINUTES OF COUNCIL MEETINGS, POLICY COMMITTEES AND BOARDS AND COMMISSIONS.)*

The purpose of the Community Investment Financing application is to provide resources for developers and service providers interested in creating and/or preserving affordable housing opportunities in the city of Aurora. The city's housing priorities are established in the recently adopted Housing Strategy and guided by six policies informed by best practices and extensive community input. Applications will be evaluated based on alignment with the policies and goals of the Housing Strategy.

Types of Projects Funded: New rental or for-sale affordable housing, rehabilitation/preservation of existing affordable housing, permanent supportive housing, and homelessness service providers with infrastructure needs related to housing.

Funding Sources: Amounts will vary from year to year based on changing federal grant allocations, program income received, and funding needs for other programs. Sources will include some or all of the following: HOME (Home Investment Partnership Program) funds and CDBG (Community Development Block Grant). The Spring round of funding included $25,743,930 in Private Activity Bonds (PAB), $2 million in HOME funds, and $2.3 million of CDBG funds.

General Application Components/Evaluation Criteria:
Alignment with Housing Strategy
Meets an identified housing need in the community
Activities and actions that do not violate any applicable Federal anti-discrimination laws, including Title VI of the Civil Rights Act of 1964."
Average median income to be served by the project
Cost-effectiveness: leveraging of funding, review of sources and uses, and funding sustainability
Available city funding sources based on project type, developer or organization experience, and surrounding compatible uses.
Review Committee: City staff including Community Development, Homelessness Program, Finance, Planning, and Urban Renewal, and members of the Community Housing and Development (CHD) Committee.

Timeline: Request for applications released March 7, 2025
Application due April 30, 2025
Review of applications, committee recommendations, and presentations to City Policy Committees – June 1 – June 20, 2025
Announcement of financing awards – Late August 2025

ITEM SUMMARY *(Brief description of item, discussion, key points, recommendations, etc.)*

Applications for the City of Aurora's Community Investment Financing round were received on April 30, 2025 and reviewed by a committee consisting of City staff and members of the Community Housing and Development Committee. A total of (5) applications totaling 337 units were received. Total requests included $21.3M in PAB, and $3.1M in HOME.   Recommendations for funding:

 Recommendations for funding:
· The Stables - $935,000 in HOME Partnerships Program Funding (Community Housing Development Organization Funds – CHDO)
· Crossbar Commons - $1,100,000 – HOME Investment Partnerships Program Funding
· Montview Heights - $17,300,000 – Private Activity Bonds
· Ashbury Park - $8,443,930 – Private Activity Gonds

FISCAL IMPACT

Select all that apply. (If no fiscal impact, click that box and skip to "Questions for Council")

☐ Revenue Impact   ☒ Budgeted Expenditure Impact   ☐ Non-Budgeted Expenditure Impact
☐ Workload Impact   ☐ No Fiscal Impact

REVENUE IMPACT

Provide the revenue impact or N/A if no impact. (What is the estimated impact on revenue? What funds would be impacted? Provide additional detail as necessary.)

N/A

BUDGETED EXPENDITURE IMPACT

Provide the budgeted expenditure impact or N/A if no impact. (List Org/Account # and fund. What is the amount of budget to be used? Does this shift existing budget away from existing programs/services? Provide additional detail as necessary.)

The city currently has $25,743,930 in Private Activity Bonds (PAB), $ 2 million in HOME funds, and $2.3 million of CDBG funds for the 2025 Spring round of funding.

NON-BUDGETED EXPENDITURE IMPACT

Provide the non-budgeted expenditure impact or N/A if no impact. (Provide information on non-budgeted costs. Include Personal Services, Supplies and Services, Interfund Charges, and Capital needs. Provide additional detail as necessary.)

N/A

WORKLOAD IMPACT

Provide the workload impact or N/A if no impact. (Will more staff be needed or is the change absorbable? If new FTE(s) are needed, provide numbers and types of positions, and a duty summary. Provide additional detail as necessary.)

N/A

QUESTIONS FOR COUNCIL

Does the Council wish to support this item and move it forward?

LEGAL COMMENTS

Colorado Constitution, Art. XIV, Sec 18, Subsection 2(c) permits the City to contract with private persons, associations, or corporations for the provision of any legally authorized functions, services, or facilities within or without its boundaries. Community Development Block Grant (CDBG) and HOME funds, which includes tenant based rental assistance and emergency solutions grants, may be used to acquire real property which is to be used for public purposes such as providing the homeless with shelter, or to provide grants, loans, loan guaranteed to a private business for an activity where assistance is appropriate to carry out an economic development, or to eliminate slums or blight; to meet other community development needs having a particular urgency because of existing conditions pose a serious and immediate threat to the health or welfare of the community where other financial resources are not available. (24 C.F.R. §§ 570.200 and 570.203). HOME program funds can be used to provide incentives to develop and support affordable rental housing and home ownership. (24 CFR § 92-205(a)(1)). Private activity bonds program funds privately developed projects. The bonds are tax-exempt and the amount of the bonds are limited by IRS Publication 4078. **Underwriters use investor money called "bond proceeds" to make a loan a project. (TJoyce)**

Aurora Housing and Community Development Division

Community Investment Financing Program

2025 Spring Round

Community Investment Program (CIF) Purpose

Aurora Housing Strategy

The purpose of the Community Investment Financing **program is to provide bridge financing for developers and service providers interested in creating and/or preserving affordable housing in the city of Aurora.**

Program applications are evaluated based on alignment with the Aurora Housing Strategy.

HOUSING STRATEGY POLICIES
FRAMEWORK

Foster a balanced and sustainable housing portfolio in Aurora

Preserve the long-time affordability of existing housing stock

Strengthen the City's capacity for addressing housing issues

Expand the inventory of housing options throughout Aurora

Strengthen the local economy and expand employment opportunities in Aurora

Support protections for homeowners and renters

HOUSING FOR ALL
INCLUSIVE CITY W/ HOUSING AT ALL INCOME LEVELS

Application Components

1. Alignment with Housing Strategy
2. Meets an identified housing need in the community
3. Demographics to be served by the project reflect the principles of diversity, equity, and inclusion
4. Average median income to be served by the project
5. Cost-effectiveness: Leveraging of funding, review of sources and uses, and funding sustainability
6. Available city funding sources based on project type, developer or organization experience, and surrounding compatible uses

3

Deadline/Dates	Action Item	Lead
March 7, 2025	Notices for NOFO are sent to Neighborly, Newspaper, Website, and Email Blast	Housing Development Supervisor
March 7, 2025	Application Period is Opened	Neighborly Software
March 14, 2025	Developer Education	Housing Development Supervisor
April 30, 2025	Application Period is Closed	Neighborly Software
June 13, 2025	Compile Applications for Review Committee	Housing Development Supervisor
June 1-20, 2025	Application review and issues recommendations	Review Committee
June 20, 2025	Review Committee Application Recommendations	Housing Development Supervisor
August 20, 2025	Recommendations presented to HORNs Committee	Housing Development Manager or Supervisor
TBD	Issue Pre-Award Letters	Housing and Community Development Manager
August 25, 2025	Recommendations presented to Study Session	Housing Development Manager or Supervisor
TBD	Issue Final Award Letters	Housing and Community Development Manager

Spring 2025 Timeline

Review Panel

The review committee evaluated applications for responsiveness to requirements on **6/20/2025.** The panel consisted of representatives from the following departments:

Planning Administration (4)

Finance Administration (1)

Community Development (1)

Citizens Advisory Committee for Housing and Community Development (1)

Community Investment Finance Review

Total Grant Amount To Be Allocated:	
Private Activity Bonds (PAB)	$25,743,930.00
HOME Funds	$2,053,715.00
CDBG Funds	$2,378,86.00
TOTAL	**$30,175,731.00**
Total Number of Agencies Applied:	5
Total Applications:	5
Total Amount Requested:	$20,435,000
Total Amount Awarded:	**$27,778,930**
Total Number of New Units added to Housing Stock:	**137**
Number of Units Already in the Pipeline	200
Total Units in this application round	337

Community Investment
Financing Funding Recommendations

	Project Name	Funding Requested			Funding Recommendations		
		PAB $25,743,930	HOME $2,053,715	CDBG $2,378,086	PAB $25,743,930	HOME $2,053,715	CDBG $2,378,086
1	Sanctuary on Potomac		$700,000			$0	
2	The Stables		$935,000			$935,000	
3	Crossbar Commons		$1,500,000			$1,100,000	
4	Montview Heights	$17,300,000			$17,300,000		
5	Ashbury Park	$4,000,000			$8,443,930		
		$21,300,000	$3,135,000	$0	$25,743,930	$2,035,000	$0

(Ctrl)

Project: The Stables

Agency: Grovewood Community Development

Address: 10850 E. Exposition Avenue

Ward: 3

Units: 85

Income Target: at or below 30, 50, 60, 80% AMI

Funding Request: $935K (HOME)

Recommended: **$935K (HOME)**

Project: Sanctuary on Potomac

Agency: Aurora Housing Authority

Address: 1290 S. Potomac Street, 80012

Ward: 4

Units: 43

Income Target: at or below 30 & 50% AMI

Funding Request: $700K (HOME)

Recommended: $0

Project: Montview Heights

Agency: Related Affordable

Address: 14389 Montview Blvd, Aurora, CO 80011

Ward: 1

Units: 50

Income Target: at or below 60% AMI

Funding Request: $17.3M (PAB)

Recommended: $17.3M (PAB)

Project: Crossbar Commons

Agency: Mercy Housing Mountain Plains

Address: 15961 E. Colfax Avenue

Ward: 2

Units: 115

Income Target: at or below 30, 50, 60 & 70% AMI

Funding Request: $1.5M (HOME)

Recommended: $1.1M (HOME)

Project: Ashbury Park

Agency: Related Affordable

Address: 10571 E. Ashbury Avenue

Ward: 4

Units: 44

Income Target: at or below 60% AMI

Funding Request: $4M (PAB)

Recommended: $8.4M (PAB)

THANK YOU

Sarah A. Pulliam
Manager of Community Development | City of Aurora
sacarrol@auroragov.org

Bianca Lopez
Housing and Community Development Supervisor | City of Aurora
blopez@auroragov.org

CITY OF AURORA
Council Agenda Commentary

Item Title: Aurora Emerald Ash Borer Management

Item Initiator: Adrian Camacho, Manager of Open Space and Forestry, Parks, Recreation and Open Space
Staff Source/Legal Source: Adrian Camacho, Manager of Open Space & Forestry, Parks, Recreation and Open Space / Tim Joyce, Assistant City Attorney
Outside Speaker: N/A
Strategic Outcome: Healthy: Connecting natural and built environments with multimodal networks, ensuring access to parks and recreation, and preserving sustainable water supplies.

COUNCIL MEETING DATES:

Study Session: 8/25/2025

Regular Meeting: N/A

2ⁿᵈ Regular Meeting (if applicable): N/A

Item requires a Public Hearing: ☐ Yes ☒ No

ITEM DETAILS *(Click in highlighted area below bullet point list to enter applicable information.)*

- Waiver of reconsideration requested, and if so, why
- Sponsor name
- Staff source name and title / Legal source name and title
- Outside speaker name and organization
- Estimated time: (For Study Session items only indicate combined time needed for presentation and discussion)

Adrian Camacho, Manager of Open Space and Forestry, Parks, Recreation and Open Space / Tim Joyce, Assistant City Attorney
Estimated time: 20 mins

ACTIONS(S) PROPOSED *(Check all appropriate actions)*

☐ Approve Item and Move Forward to Study Session   ☐ Approve Item as Proposed at Policy Committee

☐ Approve Item and Move Forward to Regular Meeting   ☐ Approve Item as Proposed at Study Session

☒ Information Only   ☐ Approve Item as Proposed at Regular Meeting

☐ Approve Item with Waiver of Reconsideration
  Reason for waiver is described in the Item Details field above.

PREVIOUS ACTIONS OR REVIEWS:

Policy Committee Name: Parks, Foundations & Quality of Life

Policy Committee Date: 7/24/2025

Action Taken/Follow-up: *(Check all that apply)*

☒ Recommends Approval   ☐ Does Not Recommend Approval

☐ Forwarded Without Recommendation   ☐ Minutes Not Available

☒ Minutes Attached

HISTORY *(Dates reviewed by City council, Policy Committees, Boards and Commissions, or Staff. Summarize pertinent comments. ATTACH MINUTES OF COUNCIL MEETINGS, POLICY COMMITTEES AND BOARDS AND COMMISSIONS.)*

This item was brought to PFQL on 7-24-2025 and approved to move forward to Study Session.

ITEM SUMMARY *(Brief description of item, discussion, key points, recommendations, etc.)*

The Emerald Ash Borer (EAB) has been confirmed recently by the Colorado State Forest Services in both Aurora and Denver. The City's Forestry division's plan is to first educate City Council and the citizens on the EAB and provide resources through our website. Second, we plan to continue replacing City owned ash trees and emphasize public tree planting in general. Third, we plan to treat a very few select City owned ash trees as specimens and encourage private residents to do so if replacement is not an option.

FISCAL IMPACT

Select all that apply. (If no fiscal impact, click that box and skip to "Questions for Council")

☐ Revenue Impact   ☒ Budgeted Expenditure Impact   ☐ Non-Budgeted Expenditure Impact
☐ Workload Impact   ☐ No Fiscal Impact

REVENUE IMPACT
Provide the revenue impact or N/A if no impact. (What is the estimated impact on revenue? What funds would be impacted? Provide additional detail as necessary.)

BUDGETED EXPENDITURE IMPACT
Provide the budgeted expenditure impact or N/A if no impact. (List Org/Account # and fund. What is the amount of budget to be used? Does this shift existing budget away from existing programs/services? Provide additional detail as necessary.)

Staff have put aside $10,000 for treatment this year in response to the confirmed siting. New tree planting and tree removal will be absorbed by the department this year. Staff will assess ongoing impacts year by year until all city owned ash trees are replaced.

NON-BUDGETED EXPENDITURE IMPACT
Provide the non-budgeted expenditure impact or N/A if no impact. (Provide information on non-budgeted costs. Include Personal Services, Supplies and Services, Interfund Charges, and Capital needs. Provide additional detail as necessary.)

WORKLOAD IMPACT
Provide the workload impact or N/A if no impact. (Will more staff be needed or is the change absorbable? If new FTE(s) are needed, provide numbers and types of positions, and a duty summary. Provide additional detail as necessary.)

QUESTIONS FOR COUNCIL

71

Information only.

LEGAL COMMENTS

This item is informational only. No formal Council action is necessary. The City Manager shall be responsible to the City Council for the proper administration of all affairs of the City placed in his charge and, to that end, shall have the power and duty to make written or verbal reports at any time concerning the affairs of the City. (City Charter, art. VII, sec. 7-4(e)). (TJoyce)
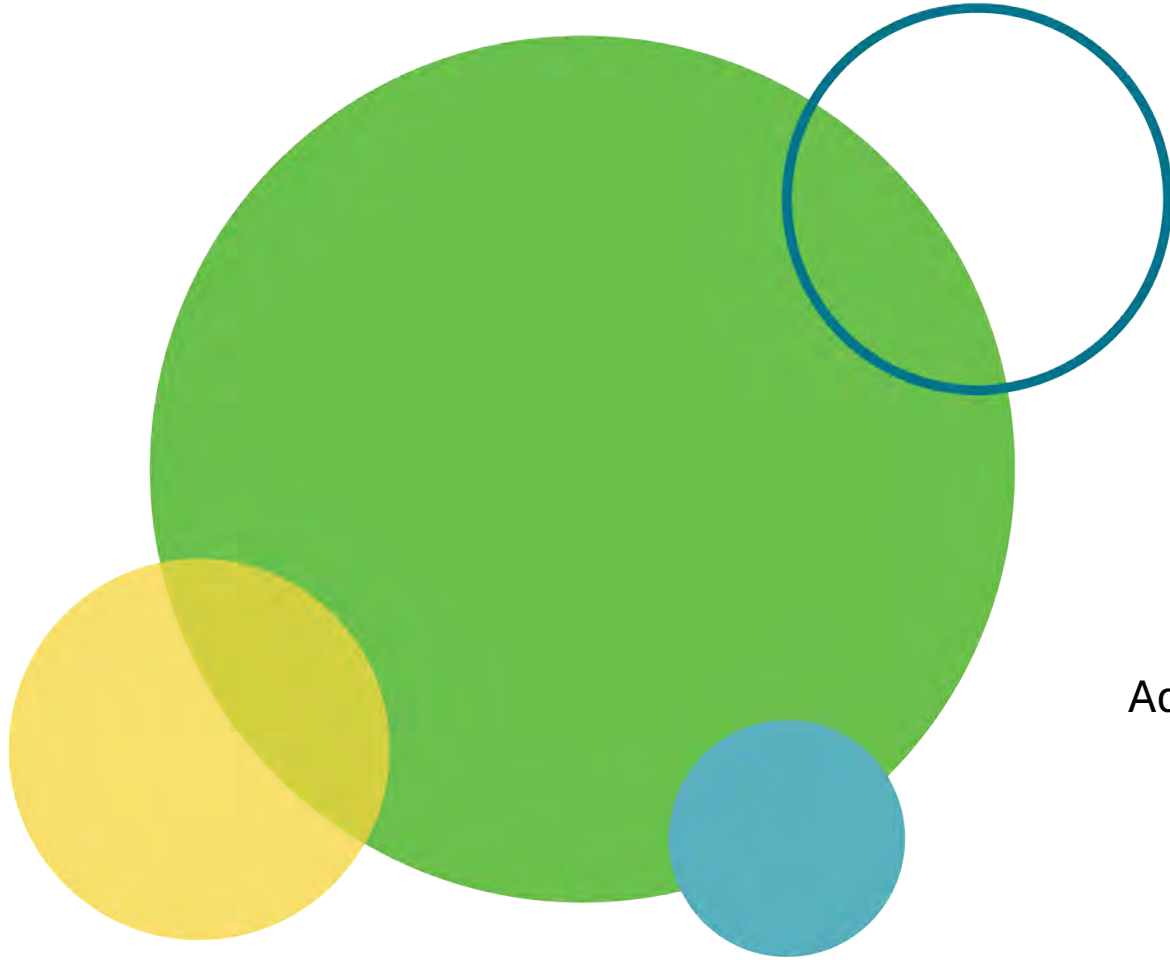
Aurora Emerald Ash Borer Management

Adrian Camacho, Manager of Open Space and Forestry

EAB in Colorado
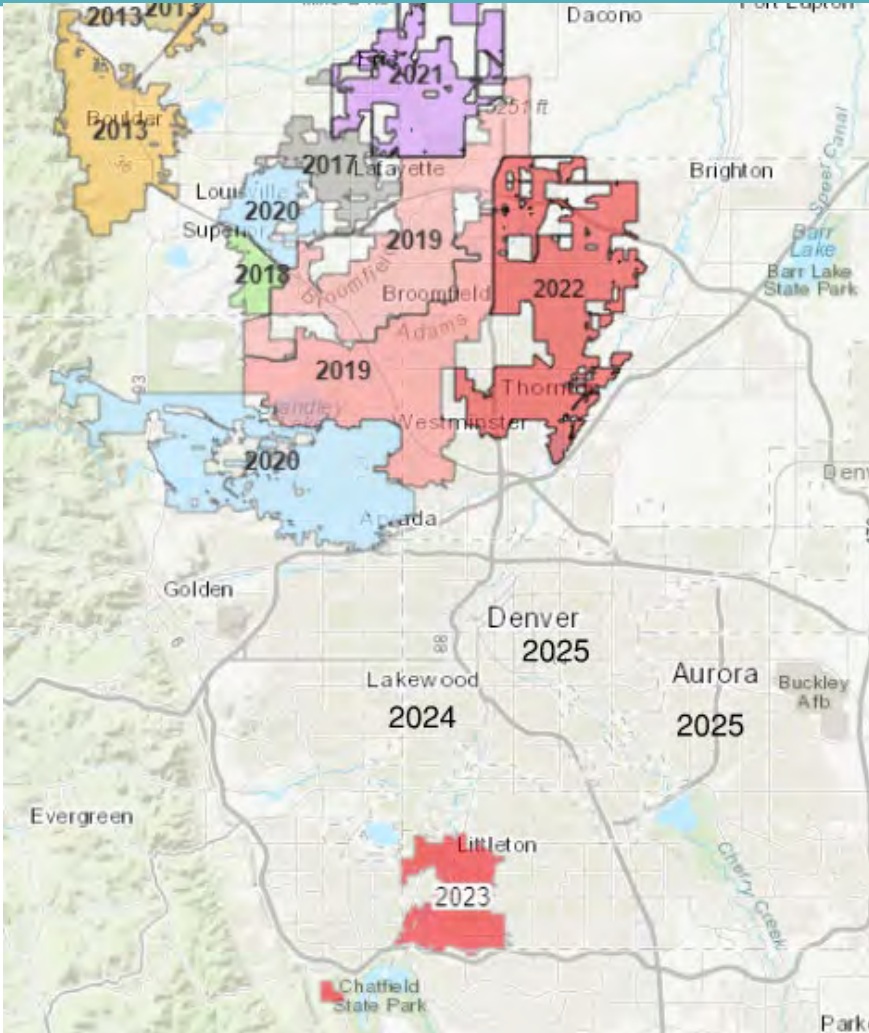
EAB Confirmed in Aurora in Seven Hills/High Point area. Confirmed by Colorado State on 6/19/25. Recent sightings at Quincy Reservoir.

Denver confirmed EAB in central Denver on 6/17/25.

Do I have an ash tree?

Opposite branching

Branches have a mate protruding from the exact opposite side of the same limb

Compound leaves

Ash trees have 5-9 leaflets per leaf

Diamond Pattern Bark

Young trees have smooth bark while established trees have distinct diamond pattern

75

Aurora EAB Impacts

- Ash trees are killed within 3-5 years of infection.

- Trees of all sizes will be impacted.

- The Colorado Dept of Agriculture removed the quarantine requirement in Colorado, effective December 30, 2019.

- Our primary focus has been and will continue to be on replacement. Replacing ash trees is the most sustainable, long-term strategy to manage the impact of EAB.

- A few specimen (<50) ash trees will be treated including our oldest green ash in Parklane Park

Signs of EAB Infestation

Thinning Canopy

Epicormic Growth

Suckering from roots

77

Timeline of EAB

Few symptoms at first

Become brittle and break easily as infection progresses
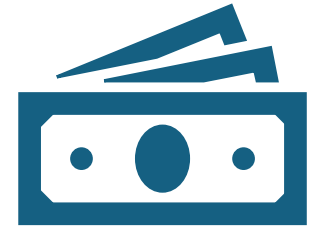
Cost of removal increases

Detection

Infestation: First 1-4 years

Decline and Death of Tree: 1-5 years

Peak Mortality: 6-8 years

78

Determine if your ash is worth saving

- Is it valuable to your landscape?

- Is it located in a good spot?

- Is it healthy?
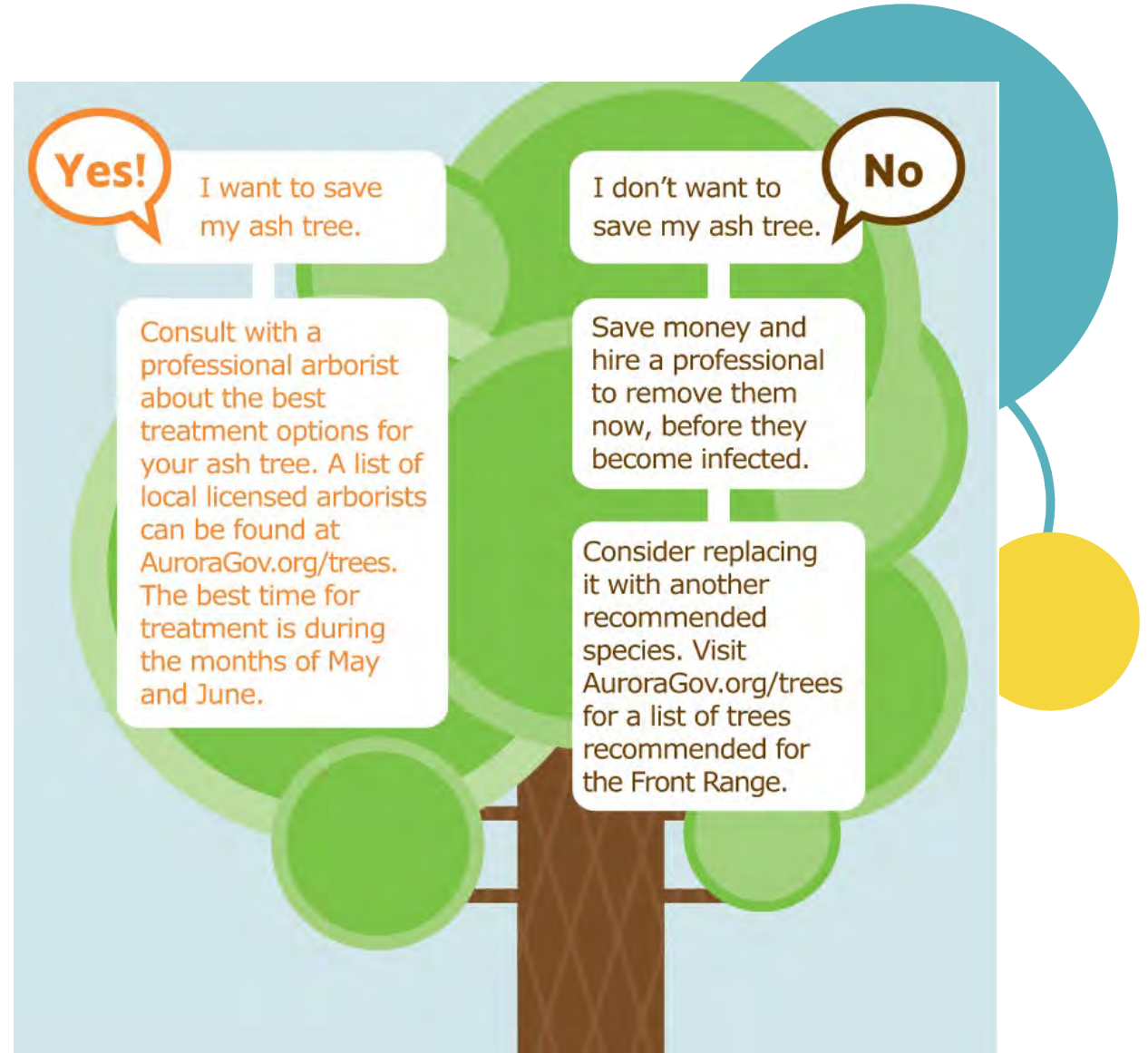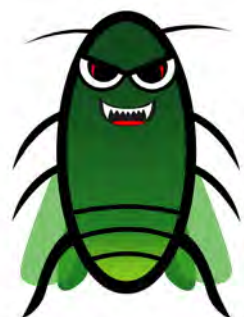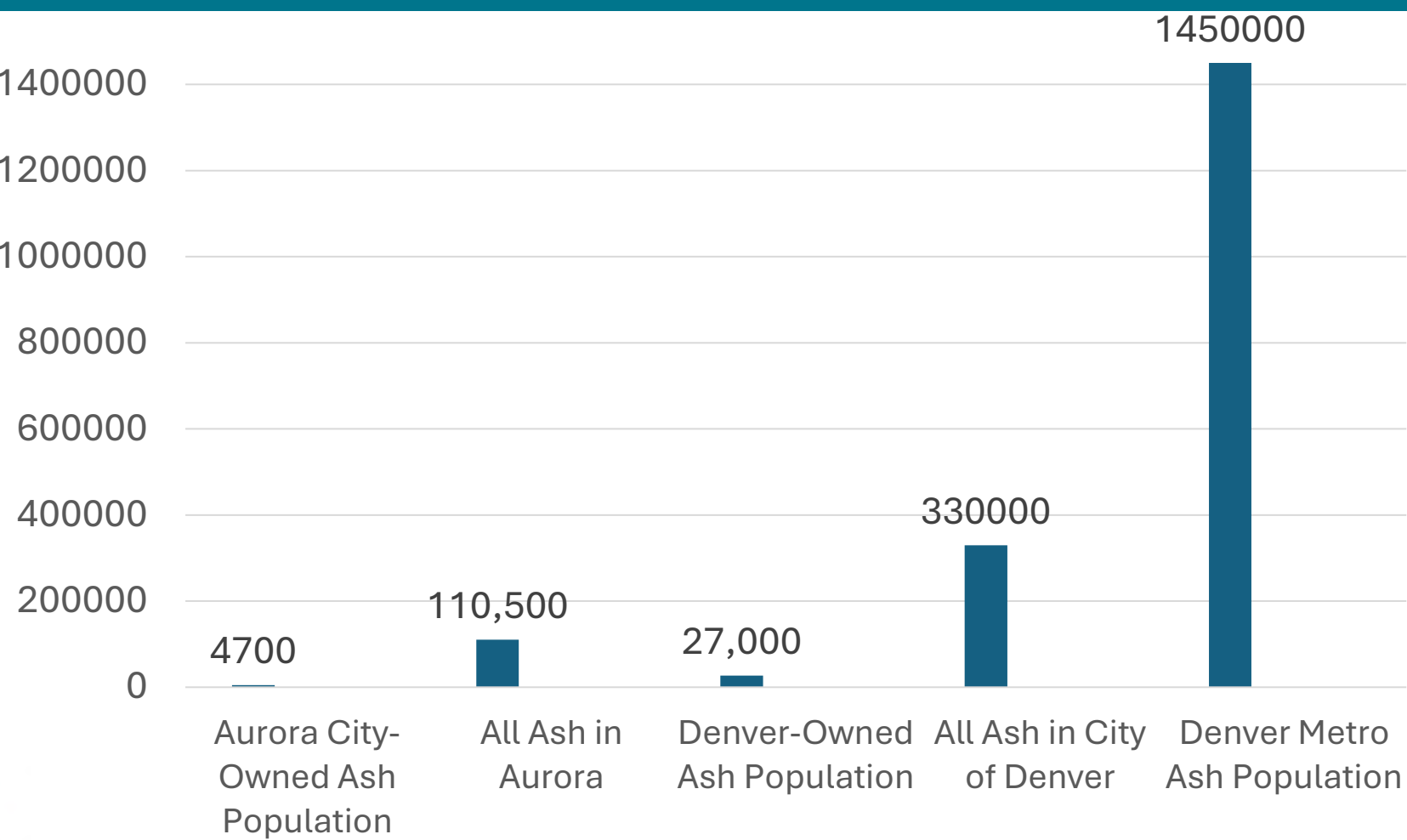
AURORA EAB STRATEGY

EDUCATE

Proactive communication with elected officials, leverage internet-based resources, and answer questions using most current information
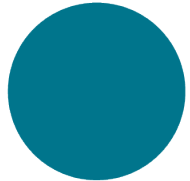
REPLACE

Continue with our long-term strategy of replacing all city ash trees. Encourage residents to replace ash trees.
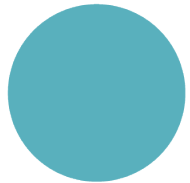
TREAT

Treat specimen ash and educate public on pros and cons of EAB treatment
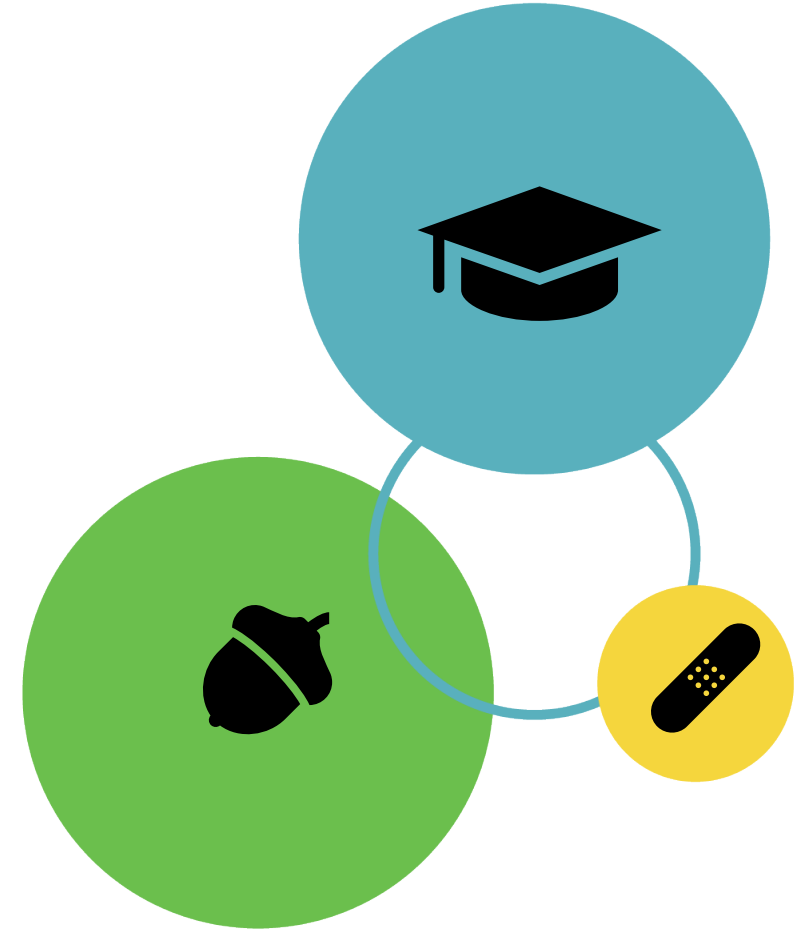
Questions? Resources

- Green Menace homepage from CSFS:
  https://csfs.colostate.edu/forest-management/common-forest-insects-diseases/emerald-ash-borer/

- Arapahoe County EAB hub: https://arapahoeco.gov/eab

- Contact the Master Gardener Help Desk: MasterGardener@arapahoegov.com or 303-730-1920

- COA Forestry web page- list of licensed and insured local arborists available for EAB consultation:
  https://www.auroragov.org/things_to_do/parks__open_space___trails/forestry
  https://www.auroragov.org/things_to_do/parks__open_space___trails/forestry/emerald_ash_borer

- COA Forestry web page- list of trees recommended for planting in Aurora:
  https://www.auroragov.org/things_to_do/parks__open_space___trails/forestry

CITY OF AURORA
Council Agenda Commentary

Item Title: Americans with Disabilities Act (ADA) Phase 1 Transition Plan Update	

Item Initiator: Karlyn Shorb, Senior Project Manager, General Management	
Staff Source/Legal Source: Karlyn Shorb, Senior Project Manager, General Management / Michelle Gardner, Senior Assistant City Attorney	
Outside Speaker: N/A	
Council Goal: 2012: 3.0--Ensure excellent infrastructure that is well maintained and operated.	

COUNCIL MEETING DATES:

Study Session: 8/11/2025

Regular Meeting: 8/25/2025

2nd Regular Meeting (if applicable): N/A

Item requires a Public Hearing: ☒ Yes ☐ No

ITEM DETAILS *(Click in highlighted area below bullet point list to enter applicable information.)*

- Agenda long title
- Waiver of reconsideration requested, and if so, why
- Sponsor name
- Staff source name and title / Legal source name and title
- Outside speaker name and organization
- Estimated time (For Study Session items only, indicate combined time needed for presentation and discussion)

Karlyn Shorb, Senior Project Manager, General Management / Michelle Gardner, Senior Assistant City Attorney
Estimated time: 15 mins

ACTIONS(S) PROPOSED *(Check all appropriate actions)*

☐ Approve Item and Move Forward to Study Session   ☐ Approve Item as Proposed at Study Session

☒ Approve Item and Move Forward to Regular Meeting   ☐ Approve Item as Proposed at Regular Meeting

☐ Information Only

☐ Approve Item with Waiver of Reconsideration
    Reason for waiver is described in the Item Details field above.

PREVIOUS ACTIONS OR REVIEWS:

Policy Committee Name: N/A

Policy Committee Date: N/A

Action Taken/Follow-up: *(Check all that apply)*

☐ Recommends Approval   ☐ Does Not Recommend Approval

☐ Forwarded Without Recommendation   ☐ Minutes Not Available

☐ Minutes Attached

HISTORY *(Dates reviewed by City council, Policy Committees, Boards and Commissions, or Staff. Summarize pertinent comments. ATTACH MINUTES OF COUNCIL MEETINGS, POLICY COMMITTEES AND BOARDS AND COMMISSIONS.)*

The City embarked on an update of its ADA Self-evaluation and Transition Plan in 2022 beginning with a focus on evaluating the City's Public Rights-of-Way (PROWs). Phase 1 of Self-evaluation and Transition Plan is complete, drafted and ready for public review and comment prior to finalization.

ITEM SUMMARY *(Brief description of item, discussion, key points, recommendations, etc.)*

City staff will provide an update on the ADA Self-evaluation and Transition Plan, including presenting an overview of requirements under the Americans with Disabilities Act, milestones to date and presentation of the phases of the Self-evaluation and Transition Plan moving forward. Staff will also explain the public engagement process and seek questions and feedback from Council for Phase 1 "Public Rights-of-Way."

FISCAL IMPACT

Select all that apply. (If no fiscal impact, click that box and skip to **"Questions for Council"**)

☐ Revenue Impact   ☒ Budgeted Expenditure Impact   ☐ Non-Budgeted Expenditure Impact
☐ Workload Impact   ☐ No Fiscal Impact

REVENUE IMPACT
Provide the revenue impact or N/A if no impact. (What is the estimated impact on revenue? What funds would be impacted? Provide additional detail as necessary.)

> $1.5 million programmed in 2025 & 2026 budgets to complete Phase 1 and additional Phases of the Self-evaluation and Transition Plan update.

BUDGETED EXPENDITURE IMPACT
Provide the budgeted expenditure impact or N/A if no impact. (List Org/Account # and fund. What is the amount of budget to be used? Does this shift existing budget away from existing programs/services? Provide additional detail as necessary.)

> N/A

NON-BUDGETED EXPENDITURE IMPACT
Provide the non-budgeted expenditure impact or N/A if no impact. (Provide information on non-budgeted costs. Include Personal Services, Supplies and Services, Interfund Charges, and Capital needs. Provide additional detail as necessary.)

> N/A

WORKLOAD IMPACT
Provide the workload impact or N/A if no impact. (Will more staff be needed or is the change absorbable? If new FTE(s) are needed, provide numbers and types of positions, and a duty summary. Provide additional detail as necessary.)

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N/A

QUESTIONS FOR COUNCIL

Does the Committee support moving forward the informational presentation of the Phase 1 Transition Plan to the next available Study Session?

LEGAL COMMENTS

A public entity that employs 50 or more persons shall develop a transition plan setting forth the steps necessary to complete such changes. (28 C.F.R. Section 35.150). The City Manager shall keep Council advised of the future needs of the City and make such recommendations to Council for adoption as he may deem necessary or expedient. (City Charter Section 7-4(f)). (Allen)

Americans with Disabilities Act
Transition Plan for Public Right-of-way

July 2025

Original Plan Prepared in 1992
Plan Updated in 2025

The purpose of this ADA Transition Plan is to provide formal guidelines and goals to improve accessibility throughout the city of Aurora's (CoA) public right-of-way and serve as a means of formal documentation of the procedures and progress that have already taken place in accordance with Title II of the Americans with Disabilities Act (ADA). This publication has been prepared by Benesch in partnership with and on behalf of the city of Aurora.

All information contained herein is expressly prepared for the sole use of CoA. Should any portion of this publication be duplicated elsewhere, we request an appropriate attribution for such usage.

Acknowledgements

Many individuals were involved with the development of the ADA Transition Plan and other accessibility improvements within Aurora. The active participation of Aurora staff from multiple departments, City Council and leadership, and other stakeholders within the community indicates the level of engagement and commitment to improving accessibility in our community. This assignment could not have been completed without the efforts and cooperation from the following:

Aurora City Council

Aurora City Manager's Office

Aurora Public Works Department

Aurora Development Services Department

Aurora Marketing and Communications Department

Prepared By:

Benesch

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   A. Transition Plan Terminology
   B. Aurora Policy Regarding the ADA
   C. Internal Staff Questionnaire and Results
   D. Inventory of Transportation Pedestrian Infrastructure Assessed
   E. Overview of Transportation Pedestrian Infrastructure Assessment Attributes/Parameters
   F. Transportation Pedestrian Infrastructure Assessment Findings
   G. Identified Barrier Removal Schedules
   H. List of Standard Drawings, Specifications, and Design Guidance Related to Accessibility
   I. Sample Review and Inspection Checklists
   J. Design & Construction Exception Form
   K. Public Outreach Materials and Results
   L. ADA Coordinator Contact Info
   M. Complaint & Grievance Procedures
   N. Summary of Work Completed Towards Transition Plan Implementation

EXECUTIVE SUMMARY

The purpose of this Americans with Disabilities Act (ADA) Transition Plan for the Public Right-of-way is to provide formal guidelines and goals to improve accessibility throughout the city of Aurora while serving as a means of formal documentation of the procedures and progress that have already taken place in accordance with Title II of the ADA and Section 504 of the Rehabilitation Act. The ADA was enacted in 1990 and mandates equal opportunity for qualified individuals with a disability. Aurora's elected officials and staff believe promoting an accessible environment for all people is essential to good customer service, and consistent with the quality of life that Aurora residents desire. While Aurora has been improving accessibility within their limits for years, in 2021, Aurora initiated the process of developing a published ADA Transition Plan for the Public Right-of-way.

The city of Aurora has prepared this Americans with Disabilities Act (ADA) Transition Plan for the Public Right-of-way ("the Plan") based upon self-evaluation findings, public outreach, and collaboration with stakeholders and partners throughout the city. This plan establishes guidance for addressing and improving accessibility within the city's transportation system. The success of making our right-of-way system as accessible as feasible will require a coordinated effort by the city and other public and private sector partners to utilize the guidelines and strategies outlined in this plan. Beyond this plan, the city of Aurora is committed to identifying and enacting opportunities to involve residents and other stakeholders in the implementation of this plan, future updates to the plan, and in policy decisions affecting accessibility with the goal of achieving a better, more accessible, safe, efficient, and sustainable transportation network for all users.

The information gained from these evaluations will provide a basis for a more robust and holistic assessment of accessibility in and along city infrastructure in the public right-of-way; allow for planning and prioritizing removal of barriers; and further refine Aurora's strategy for any remaining assessments needed. This ADA Transition Plan addresses proposed timelines for commencing assessments with anticipated associated costs and schedules.

During the development of this ADA Transition Plan, a review of city programs, procedures, and policies for accessibility in the public right-of-way took place. This process involved meetings with relevant city departments to document existing information and identify potential needs, and an internal survey for city staff. Public involvement also took place during this period consisting of public surveys and an online website that were advertised using social media platforms, flyers, and public open houses.

The main components for initially identifying barriers and developing goals included:

- Information gathering from City departments

    o Aurora Public Works Department
    o Aurora Development Services Department
    o Aurora Marketing and Communications Department
    o Aurora City Manager's Office
    o Aurora Water
    o Aurora Parks, Recreation and Open Space Department
    o Aurora Library and Cultural Services Department

- Performing an accessibility Self-evaluation of practices, guidelines, standards, policies, and/or procedures identified during the information gathering

- Performing surveys (internal and external) to seek input on accessibility issues

- Designating an ADA Coordinator and Department ADA Contacts and their respective roles and responsibilities

- Developing a formal public ADA complaint procedure, as well as auditing and updating the city's ADA Notice requirements.

This ADA Transition Plan is a living document, intended to be periodically monitored and updated. Future updates to the Plan will incorporate additional actions to continue Aurora's Transition Plan as well as document actions taken to remove barriers to accessibility and modify programs and procedures to increase accessibility.

AURORA ADA TRANSITION PLAN FOR PUBLIC RIGHT-OF-WAY (PROW)

1. Introduction & Project Background

The general purpose of this ADA Transition Plan for the Public Right-of-way ("the Plan") is to identify infrastructure, guidelines, standards, policies, procedures, and/or practices currently utilized within Aurora's transportation network and to provide recommendations for modifications in order to avoid discrimination against individuals with disabilities (as required by applicable law).

In addition to recommending changes to policies to ensure compliance with the ADA and other disability rights laws, the Plan identifies physical barriers to accessibility in Aurora's transportation infrastructure, describes the process used to identify those barriers, and provides goals and recommendations to mitigate those barriers. The Plan also addresses necessary training to ensure uniform application of ADA compliant standards, procedures and/or practices.

Clarification on terminology and acronyms used throughout this Transition Plan are provided in Appendix A. The city Policy regarding the ADA can be found in Appendix B.

1.1   Project Purpose and Goal

The general purpose of this ADA Transition Plan for the Public Right-of-way ("the Plan") is to identify infrastructure, guidelines, standards, policies, procedures, and/or practices currently utilized within Aurora's transportation network and to provide recommendations for modifications in order to avoid discrimination against individuals with disabilities (as required by applicable law).

The Plan identifies both physical and non-physical barriers to accessibility and with developing solutions to increase the opportunity for accessible transportation to all individuals.

The Plan also describes the process Aurora will use to identify barriers to accessibility and to develop goals and recommendations to mitigate those barriers.

Finally, the Plan addresses necessary training regarding guidelines, standards, policies, procedures, and/or practices to minimize or eliminate barriers to access within Aurora.

Clarification on terminology and acronyms used throughout this Transition Plan are provided in Appendix A. The city Policy regarding the ADA can be found in Appendix B.

1.2   Legal Requirements of the ADA

The Americans with Disabilities Act (ADA), enacted on July 26, 1990, is a civil rights law prohibiting discrimination based on disability. This comprehensive civil rights law further broadened the coverage of Section 504 of the Rehabilitation Act of 1973 and the Architectural Barriers Act (ABA) of 1968. The ADA consists of five titles outlining protections in the following areas:

- Employment (Title I)

- State and local government services (Title II)

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- Public accommodations (Title III)

- Telecommunications (Title IV)

- Miscellaneous Provisions (Title V)

Title II of the ADA pertains to the programs, activities and services public entities provide and extends the application of the ADA to include those provided by all state and local government entities. As such, policies, practices, and programs, must comply with the appropriate sections of the ADA when viewed in their entirety. This includes making reasonable modifications in policies, practices, and procedures that deny equal access to a qualified individual with a disability unless it would result in a fundamental alteration in the program. Aurora can provide services or benefits to a qualified individual with a disability through programs that are separate or different such that the separate or different measures are necessary to ensure that benefits and services are equally effective.

Title II of ADA, 28 CFR. Part 35 Sec. 35.105 and Sec. 35.150 require agencies to conduct a self-evaluation of their infrastructure, policies, practices, and programs and develop a Transition Plan to outline how mandated accessibility improvements will be addressed. This Plan includes the findings of the self-evaluation for the public right-of-way and addresses areas of potential improvement as they pertain to infrastructure owned, leased or operated by Aurora. This Plan also identifies alternative methods of service delivery permissible under 28 CFR Part 35.150(a) and (b). While the ADA requires agencies to provide accessibility to all of their services, they are not required to remove all architectural barriers in all of their infrastructure. 28 CFR 35.150 states that the transition plan must include the following:

- Identify physical and programmatic barriers to accessibility

- Develop a schedule and method(s) to mitigate barriers

- Identify an ADA Coordinator

The ADA requires the Transition Plan be submitted for public review before final approval and adoption.

Open participation and feedback opportunities were provided throughout the development of the Transition Plan as seen in the Appendices.

Certain elements of this Transition Plan (e.g., schedule) will be refined as part of the updating process.

While the ADA requires agencies to reasonably modify their policies, procedures, and infrastructure to avoid discrimination towards persons with disabilities, they are not required to remove all barriers in all situations. The ADA does not require Aurora to undertake any action that would fundamentally alter the intent of a program or activity, create a hazardous condition, or result in an undue financial burden.

2. Self-evaluation

The city of Aurora must provide both programmatic and physical accessibility as outlined within the ADA, to a reasonable extent. "Programmatic accessibility" requires that a government entity's policies, practices, and procedures allow people with disabilities an equally effective opportunity to participate in city programs and services. "Physical accessibility" requires a government entity's services and/or facilities to provide an accessible path free of barriers for users.

To assist in evaluating programmatic and physical accessibility throughout the city of Aurora's public right-of-way, meetings were conducted with representatives from different city departments to obtain information on existing policies and practices as they pertain to the ADA. Each department has different roles and responsibilities in the overall effort to provide an accessible city. A general review to ensure that the city of Aurora met the notice, grievance and ADA Coordinator appointment requirements was also conducted.

2.1   Programmatic Accessibility

The ADA requires the city of Aurora to evaluate current policies and practices to identify and correct any barriers inconsistent with the intent of the law. City department representatives have examined current practices and policies related to the public right-of-way and proactively identified gaps in information or training to address in the ADA Transition Plan for the Public Right-of-Way (PROW). To further refine and understand accessibility issues needing to be addressed, Benesch, in collaboration with the ADA Coordinator and the city's Communications and Marketing Department, met with department representatives and circulated a questionnaire to all city employees to obtain opinions and input on the following:

- Overall accessibility of Aurora's infrastructure in the PROW,
- Relative staff knowledge of ADA regulations and how to ensure proper design and construction of compliant infrastructure, and
- Level of public works and development review staff training related to the ADA.

A sample of the questionnaire and an overview of the responses are in Appendix C.

2.2   Physical Accessibility

The Self-evaluation that informed this document focused only on the infrastructure in the PROW. Assessment efforts focused on major arterials and collectors, as well as representative samples from each city neighborhood. While the entire transportation network was not assessed, enough data was collected to provide a representative understanding of the city's level of compliance.

2.2.1   Infrastructure Survey

For the purpose of the ADA Transition Plan for the PROW, publicly owned infrastructure can be broken down into the following categories:

- Curb Ramps
- Sidewalks
- Pedestrian Push Buttons.

In 2023, the city conducted an evaluation consisting of physical review and measurement of sidewalks and other pedestrian transportation assets adjacent to, or crossing roadways and bridges. Assessment efforts focused on major arterials and collectors, as well as representative samples from each city neighborhood. The following general compliance categories were assessed:

- Curb ramp presence, configuration, geometry, grades, and condition
- Detectable warnings panel presence, geometry, contrast, and condition
- Maneuvering area clearance from parallel vehicle traffic
- Landing area presence, configuration, geometry, grades, and condition
- Pedestrian push button presence, location, and accessibility
- Sidewalk presence, width, cross slope, and condition

This evaluation was based on the Americans with Disabilities Act Accessibility Guidelines (ADAAG). As the city installed many curb ramps through the 1990's, assessment considered the 1990 standards as well as the current 2010 standards in consideration that some infrastructure may qualify for "Safe Harbor" provisions.

The assessment data also allows for sorting to determine compliance with the Proposed Guidelines for Pedestrian Infrastructure in the Public Right-of-way (PROWAG) originally published by the United States Access Board in 2011 and updated via a final rule in 2023.

The PROWAG has not been adopted or approved by all levels of the federal government. Nor has the city officially adopted PROWAG as its guiding policy. PROWAG is recognized as a best practice and has been recommended for use by the Federal Highway Administration (FHWA). Compliance or non-compliance as noted herein, is in reference to ADAAG (2010).

To be compliant under ADAAG and PROWAG, these features must satisfy established criteria specific to each asset type and purpose. If one criteria of an asset is non-compliant, the asset technically does not meet accessibility requirements even though it may be substantially compliant. Appendix D, E, and F provide information related to the assets surveyed, summary of findings, and detailed findings.

Aurora does not assume responsibility for, nor intend to evaluate, privately-owned infrastructure as they pertain to accessibility.

2.2.2   Method for Evaluations, Data Collection, and Processing

As part of the self-evaluation process, Aurora outlined a future comprehensive evaluation strategy consisting of review and inventory of city-owned, leased, and operated buildings, pedestrian infrastructure, parks, trails, and open spaces to provide a representative baseline regarding the accessibility of infrastructure throughout Aurora and to identify and prioritize removal of barriers. The city is taking a phased approach to self-evaluation, starting with the PROW.

Evaluation of publicly owned, leased, and operated pedestrian infrastructure is based on current ADA and Aurora standards and also considers the standards within the 2011 Proposed Public Right of Way Accessibility Guidelines (PROWAG) published by the United States Access Board. Examples of items assessed include curb ramp geometry, grades, and condition; detectable warning panel presence; clear space; turning space; and pedestrian push button presence. Assessed items are cataloged utilizing Aurora's Geographic Information System (GIS) database. Aurora also identifies any curb ramps, pedestrian signals, or sidewalks within Aurora belonging to CDOT or other agencies on an ongoing basis.

However, city leadership is currently undertaking a review of the Department of Justice PROWAG Standards to determine whether to adopt those standards in whole or in part by November 2026. As such, it is anticipated that evaluation criteria will be based in whole or in part on PROWAG standards for the individual elements being evaluated as well as the feature as a whole.

> **TRANSITION PLAN GOAL:** Undertake comprehensive review of the PROWAG standards and determine whether to adopt those standards in whole or in part in order to conform to industry best practices by November 2026.

2.2.3 The criteria will also assist in determining the level of severity barriers pose to accessibility. In an effort to identify barriers in the areas with the broadest reaching impact to users, field evaluation efforts will target "high priority" corridors throughout Aurora. Additionally, in order to establish program schedules and budgets for the removal of barriers to accessibility throughout Aurora, field evaluations will be conducted in other representative areas. Establishing criteria for high priority corridors needs to be completed. An example of high priority corridor criteria may include proximity to public transit, government buildings, hospitals, arterial roadways, or dense commercial developments. **Overview of Findings**

The self-evaluation completed assessment of 12,233 curb ramp locations, 278 miles of sidewalk, and 1,930 pedestrian push buttons.

A current summary of findings for accessibility reviews performed and analyzed to date are provided in Appendix D, Appendix E, and Appendix F. The Transition Plan will be monitored by the ADA Coordinator.

3. Prioritize and Identify Goals, Strategies, & Schedules

3.1 Goals for the Program

The overall goal of the ADA Transition Plan is to improve accessibility of programs, activities, and services provided by the city of Aurora in the public right-of-way. To achieve this goal, the city will:

- Create and prioritize a list of identified barriers, generated strategies and methods that can be used to remove or reduce barriers achievable within fiscal constraints,
- provide guidance to Aurora staff and the public on the requirements of the ADA and Aurora's approach to improve accessibility,
- develop a realistic schedule based on estimated available budget for the removal of barriers, and
- recognize potential funding sources and opportunities to remove identified barriers.

3.2 Prioritization of Barriers

Historically, Aurora has largely relied upon formal and informal comments received to identify barriers to accessibility. These were addressed on a case-by-case basis as determined and prioritized by the department responsible for the facility or feature and based on available resources. This ADA Transition Plan will enhance the current practice by proactively identifying barriers to accessibility; providing a

means to catalog infrastructure, features, and barriers associated with each; and providing a means to program and execute plans to remove barriers to accessibility as funding and other resources allow.

As with current practice, any non-compliance, regardless of location or type, identified from the grievance process will be prioritized and addressed on a case-by-case basis.

3.2.1   Prioritization of Barriers – Transportation Pedestrian Infrastructure

The city intends to implement a policy directing that as streets are resurfaced as part of Aurora's annual maintenance program, any adjacent noncompliant curb ramps are reconstructed, including by adding dome panels to curb ramps without detectable warning surfaces. Similarly, driveways adjacent to roadways being resurfaced are evaluated for trip hazards and corrected as needed. Sidewalk-related accessibility issues are evaluated and addressed both through periodic inspections and in response to citizen requests.

Locations are prioritized and addressed through the annual budget process unless they can be immediately addressed utilizing existing resources. The city intends to develop formal guidance on preferred locations and accommodations for pedestrian street crossings which includes spacing criteria for street crossings, as well as other guidance for pedestrian signals, and pushbuttons.

Pedestrian crossings and pedestrian push buttons are reviewed and installed when absent on a case-by-case basis using engineering judgement. Pedestrian studies are conducted as needed to further evaluate when signalized crossings are warranted. When Aurora receives a request to install a curb ramp or remove a barrier, Aurora staff will contact the requesting individual to determine the provided route's characteristics and evaluate the feasibility of the proposed improvements and availability of other accommodations. Pedestrian push buttons found to be inoperable by staff or reported by the public are addressed as part of annual preventative maintenance.

The city intends to develop a ranking system to help prioritize and schedule implementation of accessibility improvements on pedestrian infrastructure along its transportation network considering the level of severity of a barrier's impact to accessibility while acknowledging fiscal constraints.

TRANSITION PLAN GOAL:
Adopt and implement a policy directing that as streets are resurfaced as part of Aurora's annual maintenance program, any adjacent noncompliant curb ramps are reconstructed, including by adding dome panels to curb ramps without detectable warning surfaces.

TRANSITION PLAN GOAL:
Adopt and implement a policy on preferred locations and accommodations for pedestrian street crossings which includes spacing criteria for street crossings, as well as other guidance for pedestrian signals, and pushbuttons.

| **TRANSITION PLAN GOAL:** |
| Adopt and implement a policy to establish a ranking system to help prioritize and schedule implementation of accessibility improvements on pedestrian infrastructure along its transportation network considering the level of severity of a barrier's impact to accessibility while acknowledging fiscal constraints. |

| **TRANSITION PLAN GOAL:** |
| Integrate ADA compliance data into existing GIS databases. Establish common taxonomy and definitions for attributes to capture compliance data. |

3.3   *Strategies to Improve Accessibility*

Implementing physical infrastructure and structural changes will take time and resources to properly plan, design, and upgrade existing infrastructure and remove identified barriers. Public projects currently require ADA compliance and are reviewed by city staff or designated representatives. Private projects are required to be ADA compliant to the extent accessibility features are required by the building code and applicable ADA laws, as well as through the existing plan review and inspections process.

Additionally, Aurora plans to include annual budgetary allotments within financial means for projects targeting accessibility on top of what is currently programmed, with emphasis given to the removal of barriers based on the Transition Plan priorities. Where access cannot immediately be provided, interim measures are to be explored to provide programmatic access to qualified individuals with disabilities pending the remediation of physical barriers.

It is anticipated that a majority of the physical accessibility improvements on Aurora owned, leased or operated infrastructure in the PROW will be performed in conjunction with other projects and activities occurring within Aurora. The following illustrates the efforts most anticipated and how each may improve accessibility:

> **New Construction Projects:** Work involving constructing new infrastructure or pedestrian features in locations within current or future PROW shall provide accessible features in the project that meet current ADA design standards.

> **Improvement Projects:** Work involving improving existing PROW pedestrian infrastructure will provide new or necessary upgrades to existing features in the project area to meet current ADA design standards. Such projects may include road widening as part of Aurora's Capital Improvement Program with associated sidewalk improvements or a remodel of an existing facility. Accessibility improvements within the PROW can be accomplished through private in-fill projects on frontage improvements consistent with applicable section of the city code.

> **Major Maintenance and Rehabilitation Projects:** Work involving any alteration or major maintenance activity performed on transportation assets in the existing PROW or Aurora infrastructure shall provide or upgrade accessible features in, or immediately adjacent to, the project to meet current ADA design standards to the extent feasible without undue burden.

Such projects shall include any project requiring pavement reconstruction, major pavement rehabilitation, public sidewalk improvements, re-paving of a parking lot, replacing of flooring or the reconstruction of accessibility infrastructure caused by private permittees.

Routine Maintenance & Repair Projects: Minor or routine maintenance activities (patching, sealing, replacing signs, repairing door fixtures, etc.) limited to specifically repairing spot areas or locations directly affecting accessibility will include upgrades or improvements that meet current ADA design standards when required or when such improvements are consistent with the scope of the activity being performed.

The following outlines the anticipated process for addressing accessibility barriers within the city's transportation network:

Coordinated/Included with another Project(s):

1. Annually review planned projects and compare project locations to locations of known accessibility issues.
2. Review project areas to identify or confirm and quantify accessibility barriers.
3. Identify available funding to allocate towards accessibility improvements.
4. Develop necessary Contract Document changes to incorporate proposed improvements into the overall project.

Inspect constructed improvements and document resolution of accessibility barrier(s).

Standalone Project(s):

1. Review documented accessibility barriers and identify locations without undue burdens to target, consistent with the Plan priorities, construction economics and other environmental factors, and available funding.
2. Identify available funding to allocate towards accessibility improvements.
3. Develop necessary Contract Document changes to incorporate proposed improvements into the overall project.
4. Inspect constructed improvements and document resolution of accessibility barrier(s).

Aurora recently updated its Roadway Design Manual. One of the primary focuses of the update was to include revised standard details for curb ramps and medians in order to improve mobility and accessibility to users of the public ROW.

3.3.1 On-going training (both internal and external) for city staff is being put in place to increase their knowledge of the ADA and improve accessibility. Aurora intends to hold recurring in-house training seminars to educate city staff on the basics of the ADA such as how to interact with someone who has a disability and what resources are available for alternative effective communication. Additionally, technical training for design and construction requirements will be made available to relevant city staff. The city held in-house training in 2024 for technical staff and will establish a schedule for ongoing technical training opportunities and resources for relevant city Departments and new staff.***Asset Management***

In coordination with the city's larger asset management programs and initiatives, the city will establish prioritization criteria for infrastructure assets. Curb ramps, sidewalk, and driveways are classified under the "Pavement" asset. Pedestrian push buttons are classified under the "Signals and Intelligent Transportation Systems (ITS)" asset.

Curb Ramp Prioritization Criteria
The city intends to develop standalone policy guidance to prioritize curb ramps against each other. The prioritization criteria for ADA compliance will be based on the ADAAG and PROWAG standards and will fall under criticality factors for Safety, Operational Impact, and Equity.

Sidewalk Prioritization Criteria
The city intends to develop standalone policy guidance to prioritize sidewalks against each other. The prioritization criteria for ADA compliance will be based on the ADAAG and PROWAG standards, as well as the City's existing sidewalk prioritization criteria, and will fall under criticality factors for Safety, Operational Impact, and Equity.

Pedestrian Push Button Prioritization Criteria
The city intends to develop standalone policy guidance to prioritize pedestrian push buttons against each other. The prioritization criteria for ADA compliance will be based on the MUTCD, ADAAG and PROWAG standards and will fall under criticality factors Safety, Operational Impact, and Equity.

TRANSITION PLAN GOAL:
Formally integrate ADA compliance into the city's asset management framework for curb ramps, sidewalks, and pedestrian push buttons.

3.3.2 Funding

Funding is an important component for improving accessibility within the transportation network. Aurora endeavors to responsibly fund efforts to improve accessibility whenever possible. It is anticipated funding for improvements and mechanisms for project delivery may come from the following sources:

- Annual Capital Improvement Program Projects
- Federal Aid or Grants[1] – State Transportation Improvement Program (STIP), Highway Safety Improvement Program (HSIP), Safe Routes To Schools (SRTS), Congestion Mitigation and Air Quality Improvement (CMAQ), Surface Transportation Program (STP), Colorado Office of Transportation Safety (OTS) grants, Centers for Disease Control and Prevention (CDC), Community Development Block Grant (CDBG), Road Diet Projects, Multi-Modal Transportation Programs, Transportation Enhancement Activities (TEA), Transportation Alternatives (TA), Railway-Highway Crossing Program (RHC), and other pedestrian, mobility, development grants
- Intergovernmental Agreements (IGA) with neighboring jurisdictions
- Bonding
- Reallocation of departmental budgets

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[1] NOTE: Many of these programs or types of programs are competitive type grants, therefore, agencies aren't guaranteed to receive these funds. The city will need to monitor these programs and decide whether to pursue the funds.

- Creation of Taxing Districts - Tax Increment Financing District (TIF), Community Improvement District (CID), Tax Allocation District (TAD)
- Adoption of Fees

3.4 Implementation Schedule

Aurora plans to address and remove barriers to accessibility systematically based upon the priorities outlined in the ADA Transition Plan using established program priorities, available funding, and standard city processes and procedures.

Any non-compliance regardless of location or type identified from the grievance process will be addressed and prioritized on a case-by-case basis.

Aurora reserves the right to modify the removal of barriers to accessibility priorities in order to allow flexibility in addressing reasonable accommodations for persons with disabilities, community requests, changes in city programs or facility usage, funding availability and constraints, and opportunities with similar capital improvement projects.

Current program level schedules for identified removal of barriers to accessibility are shown in Appendix G.

3.5 Design and Construction Standards

The ADA Standards and Specifications described in this section are intended to apply to all construction within Aurora public right-of-way required to adhere to city requirements.

The city maintains standard details and construction specifications for transportation assets intended to provide accessibility within the transportation network. The city standards are available at Roadway Manual 2025.pdf. This manual is updated annually by the City Engineer, and ADA updates are implemented in consultation with the ADA Coordinator.

For assets constructed not specifically addressed by those details and specifications, the city typically utilizes Colorado Department of Transportation requirements. CDOT standards are available at:

https://www.codot.gov/business/designsupport/standard-plans/2012-m-standards-plans/2012-m-standards-pdfs/ or https://www.codot.gov (keyword search "Standard Plans")

In an effort to account for construction tolerances and to avoid exceeding listed thresholds, designers and construction crews shall use specified slopes and dimensions below the maximum or are above the minimum requirements stated in these standards while maintaining positive drainage.

In alterations to existing infrastructure, where compliance with applicable standards and specifications is technically infeasible or would result in undue burden, the alteration shall conform to standards to the maximum extent possible.

Such exceptions shall be documented on the **ADA Design and Construction Exception Form** contained in Appendix I and submitted to the ADA Coordinator for documentation.

4. Procedures, Standards and Practices

4.1   New Construction and Alterations

The ADA Standards and Specifications described in this section are intended to apply to all construction within Aurora that is required to adhere to city requirements.

For pedestrian infrastructure within the public ROW, Aurora's standards are based on the previous ADAAG published by the United States Access Board. The city intends to adopt PROWAG.

In addition to the technical training performed, the city intends to develop ADA checklists to further assist city staff in their effort to achieve accessibility on new improvements. These checklists are not intended to replace referenced ADAAG requirements and PROWAG guidelines but assist staff with design review and construction oversight.

Future Applicable Federal and State Code Revisions: All future enactments and revisions to legally applicable Federal or State accessibility codes, standards or guidelines, will be incorporated into these ADA city codes and standards to the extent that such enactments or revisions exceed the requirements contained herein. Nevertheless, such enactments or revisions will not decrease any requirement as contained herein.

TRANSITION PLAN GOAL:
Develop and use ADA compliance checklists to facilitate design, design review, and construction inspection activities and ensure ADA compliant infrastructure is built.

4.2   Program Access and Effective Alternative Communication

A large part of the effectiveness of increasing accessibility and complying with the ADA is taking appropriate steps to ensure that communication with persons with disabilities are as effective and complete as communications with others. To effectively communicate with a qualified individual with a disability, Aurora provides alternative effective communication methods, including but not limited to, sign language interpreters, assistive devices, Braille, and large print text when requested and available. The city intends to adopt a policy to guide staff in communication with persons with disabilities, as well as a policy to guide staff in handling requests for reasonable accommodation.

The city continues to pursue compliance with House Bill 21-1110. The Colorado law, signed on June 30, 2021, requires all state and local governments to meet specific web accessibility standards for people with disabilities. The city intends to make necessary changes as required by the law to ensure website accessibility as it relates to programs and activities in the public ROW.

TRANSITION PLAN GOAL:
Adopt a policy and procedure to guide staff in communication with persons with disabilities that includes guidance on effective alternative communication.

4.3 *Public Information Sharing*

Aurora makes information available to all applicants, participants, beneficiaries, and interested persons regarding the provisions of the ADA and its applicability to the services, programs or activities of Aurora. Aurora is committed to sharing information with the public regarding efforts to improve accessibility throughout Aurora. Information sharing occurs mostly through contact with the ADA Coordinator, the city of Aurora website, press releases and other public notifications, as well as other typical public outreach methodologies.

5. Public Involvement

Aurora created and distributed information about the development of the formal ADA Transition Plan to encourage the public, advocacy groups, city staff, and other stakeholders to provide input and identify areas of concern.

This was accomplished with the creation of an ADA Transition Plan webpage within Aurora's Engage Aurora website providing updates and soliciting input. Another method of soliciting input for the Transition Plan was through a public survey made available in a variety of formats. Aurora advertised the public survey using multiple social media outlets and by distributing advertisement and surveys in multiple languages. Input received from the survey and meetings was evaluated and included in Appendix J.

Three open houses were held in support of the project. Two in-person open houses were held at Aurora City Hall on October 29, 2024 and November 13, 2024. A virtual town hall was hosted on November 7, 2024.

A draft version of the updated Transition Plan was made available to the public for a review period on the ADA Transition Plan webpage from x through x soliciting comments and feedback.

6. ADA Coordinator Role & Responsibilities

The ADA requires public entities with fifty (50) or more employees to designate one or more individuals as responsible employees for monitoring compliance with and investigating potential violations of the ADA. While the law does not require the use of the term "ADA Coordinator", it is commonly used across the country. This individual is the primary point of contact for a qualified individual with a disability to:

- • Request auxiliary aids and services, and other accommodations
- • File a complaint with the city of Aurora regarding accessibility to city programs, activities and services
- • Propose and implement policy modifications to ensure Compliance with and conformance to the non-discrimination provisions of the ADA

This individual is also the point person for addressing ADA concerns or grievances from the public and from other departments and employees of the public entity.

Finally, the ADA Coordinator is responsible for overseeing the implementation of this Transition Plan.

The ADA does not require the city of Aurora to undertake any action that would result in a fundamental alteration in the intent of its programs or activity, would create a hazardous condition, or would represent an undue burden. Undue burden is defined as a significant difficulty or expense relative to the nature and cost of the accommodation when compared to the size, resources, and facility of the specific operation. The determination that a proposed action or accommodation does or does not represent an undue burden to the city will be based on an evaluation of all resources available for use in the programs and will be reached through collaboration between the ADA Coordinator, the Department Head, and the City Attorney's Office on a case-by-case basis. A determination of undue burden will be accompanied by a statement citing the reasons for reaching the conclusion.

Aurora hired an ADA Coordinator in January 2024. To support the ADA Coordinator and Aurora's effort to improve accessibility, Aurora intends to designate representatives in various Departments to assist with improving accessibility. These representatives will comprise an ADA Working Group. This system will allow each department and Aurora collectively to better address the needs of employees and citizens with disabilities. Each department will designate a Departmental ADA Contact to collaborate with Aurora's ADA Coordinator regarding the needs of their department and the programs their department is responsible for managing. The benefit of having a Departmental ADA Contact for each department is the availability of a departmental subject matter expert and someone with knowledge of department operations and budgets. Aurora's ADA Coordinator, or designee, will follow-up with each Departmental ADA Contact to coordinate the implementation of plans, programs, policies, and procedures and to determine any undue burden specific to that department.

Appendix K identifies the office, address, and telephone number of Aurora's ADA Coordinator(s). This position is currently performed by an Aurora staff member with no other day-to-day responsibilities. The Department ADA Contacts and other designees are typically utilized to fulfill the duties associated with this position.

TRANSITION PLAN GOAL:
Identify key representatives from each department to serve as ADA Contacts. Establish an ADA Working Group comprised of these representatives and the ADA coordinators to facilitate accessibility initiatives across the city.

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7. Complaint & Grievance Procedure

Establishing a complaint and/or grievance procedure to provide prompt and equitable resolution of complaints is required for public entities with over fifty (50) employees. Equally important to Aurora, it ensures its citizens have a clear, established process for being heard and responded to in an accurate and timely manner. Formalizing the process allows for transparency and timely resolution to issues brought to Aurora's attention.

Aurora currently has a formal grievance procedure in place to provide citizens with a way to file complaints regarding accessibility and a documented method for Aurora to handle complaints. Appendix L identifies Aurora's grievance procedure and responsibilities regarding filing, investigating, and initiating a response and the grievance procedure form.

In the event available funds are insufficient for responding to grievances that request barrier removal or structural modifications, improvements will be prioritized and scheduled.

8. Monitoring & Updating Transition Plan

The ADA Coordinator will review the Transition Plan on an annual basis in coordination with relevant city departments, or more frequently as necessary, to update it as deemed appropriate to address progress towards improving accessibility and to provide for any Transition Plan modifications. The ADA Coordinator will work with formally identified city department ADA contacts and appropriate staff during these reviews to identify updates and incorporate new information pertaining to accessibility and the ADA into the Transition Plan. Public comments or suggestions received will be incorporated as deemed appropriate.

TRANSITION PLAN GOAL:
Update the Plan on a yearly basis to track progress toward goals and to document removal of barriers.

8.1 Database Management

As new infrastructure or features are constructed or re-constructed such as curb ramps, sidewalks, and pedestrian pushbuttons, Aurora will update its GIS database or matrices to reflect these improvements. Updating these databases will allow Aurora to monitor accessibility in specific areas, as well as Aurora's overall assets. The databases can also be used to re-prioritize and allocate budget appropriately. Databases are intended to be a tool to assist Aurora with identifying accessibility issues and improvements and not to be the sole method for determining accessibility improvement projects.

TRANSITION PLAN GOAL:
Update the city's GIS database on a yearly basis to capture and document completed accessibility improvements for ramps, sidewalks, and pedestrian push buttons.

8.2 Summary of Transition Plan Goals

Below is a summary of the current ADA Transition Plan Goals listed throughout this document. Aurora's ADA Coordinator will monitor and update these goals regularly.

- Section 2.2.2. Undertake comprehensive review of the PROWAG standards and determine whether to adopt those standards in whole or in part in order to conform to industry best practices by November 2026.

- Section 3.2.1. Adopt and implement a policy directing that as streets are resurfaced as part of Aurora's annual maintenance program, any adjacent noncompliant curb ramps are reconstructed, including by adding dome panels to curb ramps without detectable warning surfaces.

- Section 3.2.1. Adopt and implement a policy on preferred locations and accommodations for pedestrian street crossings which includes spacing criteria for street crossings, as well as other guidance for pedestrian signals, and pushbuttons.

- Section 3.2.1. Adopt and implement a policy to establish a ranking system to help prioritize and schedule implementation of accessibility improvements on pedestrian infrastructure along its transportation network considering the level of severity of a barrier's impact to accessibility while acknowledging fiscal constraints.

- Section 3.2.1. Integrate ADA compliance data into existing GIS databases. Establish common taxonomy and definitions for attributes to capture compliance data.

- Section 3.3.1. Formally integrate ADA compliance into the city's asset management framework for curb ramps, sidewalks, and pedestrian push buttons.

- Section 4.1. Develop and use ADA compliance checklists to facilitate design, design review, and construction inspection activities and ensure ADA compliant infrastructure is built.

- Section 4.2. Adopt a policy to guide staff in communication with persons with disabilities that includes guidance on effective alternative communication.

- Section 6. Identify key representatives from each department to serve as ADA Contacts. Establish an ADA Working Group comprised of these representatives and the ADA coordinators to facilitate accessibility initiatives across the city.

- Section 8. Update the Plan on a yearly basis to track progress toward goals and to document removal of barriers.

- Section 8.1. Update the city's GIS database on a yearly basis to capture and document completed accessibility improvements for ramps, sidewalks, and pedestrian push buttons.

APPENDIX A – TRANSITION PLAN TERMINOLOGY

Accessible Pedestrian Signal – An integrated device that communicates information about the pedestrian walk phases in non-visual formats.

Accessible Route – a continuous, unobstructed path connecting all accessible elements and spaces including public transportation infrastructure, parking access aisles, curb ramps, crosswalks at vehicular ways, walks, ramps and lifts.

ABA – means and refers to the Architectural Barriers Act which requires infrastructure designed, built, altered, or leased with funds supplied by the United States Federal Government be accessible to the public.

ADA – means and refers to the Americans with Disabilities Act as contained and explained in Title 42, Chapter 126 of the United States Code.

ADAAG –ADA Accessibility Guidelines set forth at 36 CFR part 1191, together with appendices B (Scoping) and D (Technical) thereto.

Alteration – An alteration is a change that affects or could affect the usability of all or part of a building or facility. Alterations of streets, roads, or highways include activities such as reconstruction, rehabilitation, *resurfacing*, widening, and projects of similar scale and effect. Maintenance activities on streets, roads, or highways, such as filling potholes, are not alterations.

References:
- DOJ/DOT on Requirements to Provide Curb Ramps when Streets, Roads, or Highways are Altered through Resurfacing
- QUESTIONS & ANSWERS: Supplement to the 2013 DOJ/DOT Joint Technical Assistance on the Title II of the Americans with Disabilities Act Requirements To Provide Curb Ramps when Streets, Roads, or Highways are Altered through Resurfacing

Auxiliary Aids and Services – services and devices promoting effective communication or allowing access to goods and services as defined by Titles II and III of the ADA.

Complaint – a claimed violation of the ADA.

Curb Ramp –a ramp that cuts through or is built up to the curb. Curb ramps can be perpendicular or parallel, or a combination of parallel and perpendicular ramps.

Detectable Warning – a surface of truncated domes, built in or applied to a walking surface that are detectable underfoot. Detectable warnings are typically pre-fabricated and installed or stamped into a walkway, providing a tactile surface at the transition from a curb and the street or other hazardous vehicular crossings, assisting pedestrians with vision disabilities in determining when they enter the street.

Disability – a physical or mental impairment that substantially limits one or more of the major life activities of an individual; or a record of such an impairment; or being regarded as having such an impairment, as described in Title II of the ADA.

Effective Communication - Auxiliary aids and services needed to communicate effectively with people who have communication disabilities.

Facility – All or any portion of buildings, structures, sites, complexes, equipment, rolling stock or other conveyances, roads, walks, passageways, parking lots, or other real or personal property, including the site where a building, property, structure, or equipment is located.

Maintenance - Treatments that serve solely to seal and protect the road surface, improve friction, and control splash and spray are considered to be maintenance because they do not significantly affect the public's access to or usability of the road. Some examples of the types of treatments that would normally be considered maintenance are: painting or striping lanes, crack filling and sealing, surface sealing, chip seals, slurry seals, fog seals, scrub sealing, joint crack seals, joint repairs, dowel bar retrofit, spot high-friction treatments, diamond grinding, and pavement patching. In some cases, the combination of several maintenance treatments occurring at or near the same time may qualify as an alteration and would trigger the obligation to provide curb ramps.

References:
- DOJ/DOT on Requirements to Provide Curb Ramps when Streets, Roads, or Highways are Altered through Resurfacing
- QUESTIONS & ANSWERS: Supplement to the 2013 DOJ/DOT Joint Technical Assistance on the Title II of the Americans with Disabilities Act Requirements To Provide Curb Ramps when Streets, Roads, or Highways are Altered through Resurfacing

Pedestrian Right-of-way (PROW) – sidewalks, curb ramps, crosswalks serving such sidewalks, and any other designated routes or pathways used by pedestrians along public rights of way.

Physical or Mental Impairment – any physiological disorder, or condition, cosmetic disfigurement, or anatomical loss affecting one or more body systems, such as neurological, musculoskeletal, special sense organs, respiratory (including speech organs), cardiovascular, reproductive, digestive, genitourinary, immune, circulatory, hemic, lymphatic, skin, and endocrine; or any mental or psychological disorder, such as an intellectual disability, organic brain syndrome, emotional or mental illness, and specific learning disabilities.

Program Accessibility - Aurora's services, programs, or activities, when viewed in their entirety, must be readily accessible to and usable by a qualified individual with a disability.

PROWAG – (Proposed) Public Right-of-way Accessibility Guidelines published by the United States Access Board. This document provides guidelines for public right-of-way addressing various issues, including access for blind pedestrians at street crossings, wheelchair access to on-street parking, and various constraints posed by space limitations, roadway design practices, slope, and terrain.

Qualified Individual with a Disability - an individual with a disability who, with or without reasonable modifications to rules, policies, or practices, the removal of architectural, communication, or transportation barriers, or the provision of auxiliary aids and services, meets the essential eligibility

requirements for the receipt of services or the participation in programs or activities provided by a public entity.

Reasonable Accommodation – reasonable changes or adjustments that provide, without undue burden or fundamental alteration of the nature of the service, program, or activity, a means for a qualified individual with a disability to participate in or receive a service, program, or activity. Where existing physical constraints make it impractical for altered elements, spaces, or infrastructure to fully comply with new construction requirements, compliance is required to the extent practicable within the scope of the project. Existing physical constraints include, but are not limited to, underlying terrain, right-of-way availability, underground structures, adjacent developed infrastructure, drainage, or the presence of a notable natural or historic feature.

Undue Burden – significant difficulty or expense. In determining whether an action would result in an undue burden, factors to be considered include: (1) the nature and cost of the action needed; (2) the overall financial resources of the site or sites involved in the action; the number of persons employed at the site; the effect on expenses and resources; legitimate safety requirements that are necessary for safe operation, including crime prevention measures; or the impact otherwise of the action upon the operation of the site; (3) the geographic separateness, and the administrative or fiscal relationship of the site or sites in question to the public entity; (4) if applicable, the overall financial resources of the public entity; the overall size of the public entity with respect to the number of its employees; the number, type, and location of its infrastructure; and (5) if applicable, the type of operation or operations of the public entity, including the composition, structure, and functions of the workforce of the public entity.

APPENDIX B – AURORA POLICIES REGARDING THE ADA

NOTICE

NON-DISCRIMINATION UNDER TITLE 2 OF THE AMERICANS WITH DISABILITIES ACT

In accordance with the requirements Title 2 of the Americans with Disabilities Act of 1990 ("ADA"), the city of Aurora ("city") will not discriminate against qualified individuals with disabilities in its services, programs or activities. Additionally, the city shall strive to provide equal access to members of the public in accordance with the ADA. This includes services, programs and activities offered online and/or dependent upon web-based or digital communication technology. [Sources: Americans with Disabilities Act of 1990, 42 U.S.C. Sec. 12101 et seq. (1990) & (2008) & Code of Federal Regulations, 28 CFR Section 35 (2024)].

Effective Communication: The city of Aurora will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in the city of Aurora's programs, services, and activities, including qualified sign language interpreters, documents in Braille, and other ways of making information and communications accessible to people who have speech, hearing, or vision impairments.

Modifications to Policies and Procedures: The city of Aurora will make all reasonable modifications to policies and programs to ensure that members of the public with disabilities have an equal opportunity to enjoy all of its programs, services, and activities. For example, members of the public with service animals are welcomed in the city of Aurora's facilities, even where pets are generally prohibited.

Surcharges: The city of Aurora will not place a surcharge on a particular individual with a disability or any group of individuals with disabilities to cover the cost of providing auxiliary aids/services or reasonable modifications of policy, such as retrieving items from locations that are open to the public but are not accessible to persons who use wheelchairs. [Sources: Americans with Disabilities Act of 1990, 42 U.S.C. Sec. 12101 et seq. (1990) & (2008) & ADA Title II Regulations, 28 C.F.R. Sec. 35 et seq. (2010)].

Undue Financial or Administrative Burden: The ADA does not require the city of Aurora to take any action that would fundamentally alter the nature of its programs or services or impose an undue financial or administrative burden.

PUBLIC REQUESTS FOR ACCOMODATIONS OR GRIEVANCES

Individuals from the public seeking accommodations under Title 2 of the ADA, or individuals wishing to file a complaint or grievance under Title 2 of the ADA, should contact the city of Aurora' ADA Coordinator. You can contact us through our webform, or via email. The webform can be accessed via this QR code:

The city's ADA email address is: adacompliance@auroragov.org | *The city's ADA telephone extension is: 303.326.8857*

City Manager's Office

15151 E. Alameda Parkway, 5th floor
Aurora, Colorado 80012
phone   303.739.7010

City of Aurora

AuroraGov.org

BUSINESS POLICY MEMORANDUM

DATE REVISED:	July 1, 2025
EFFECTIVE DATE(S):	January 6, 1993; October 8, 1998; August 1, 2024 (previously part of BPM 3-13
NO./SUBJECT:	BPM 1-04 City of Aurora Non-discrimination Policy under Title 2 of the Americans with Disabilities Act, including Procedures for Public Modification Requests and Grievances
AUTHOR/ DEPARTMENT:	Office of the City Manager

I.   PURPOSE AND SCOPE

The purpose and scope of this Memorandum are to define the City of Aurora's policy of non-discrimination under Titles 1 & 2 of the Americans with Disabilities Act (ADA), and to detail the City of Aurora's (City's) procedures for members of the public requesting accommodations and filing formal Grievances for alleged discrimination based on disability or disability status under Title 2 of the ADA. The City's policy and procedures under Title 1 of the ADA, and related to Employee Accommodation Requests and Grievances, are detailed in a separate updated Policy Memorandum No. 3-13 titled "The Americans with Disabilities Act Procedures for Employees (Amended)." This BPM 1-04, and the Title 1 BPM 3-13 have both been updated and revised and will replace previous versions of BPM 3-13.

II.   DEFINITIONS

   A. Qualified Individuals with Disabilities- Under the ADA, the term "qualified individual with a disability" means an individual with a disability who, with or without reasonable modifications to rules, polices, practices, the removal of architectural, communication, or transportation barriers, or the provision of auxiliary aids and services, meets the essential eligibility requirements for the receipt of services or the participation in programs or activities provided by a public entity. [Source: https://ada.gov/law-and-regs/].

B. **Reasonable Modification(s)-** Title 2 of the ADA and Section 35.130(7)(i) of the corresponding Department of Justice Regulations state that "A public entity shall make reasonable modifications in policies, practices, or procedures when the modifications are necessary to avoid discrimination on the basis of disability, unless the public entity can demonstrate that making the modifications would *fundamentally alter the nature of the service, program, or activity*."

C. **Undue Financial or Administrative Burden-** an undue financial or administrative burden under Title 2 or 3 of the Americans with Disabilities Act (ADA) is defined as a requirement that would cause a significant difficulty or expense if carried out. Undue burden is similar to "undue hardship" under Title 1 of the ADA.

D. **Service Animal-** Under the ADA, a service animal is defined as "any dog [or miniature horse] that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including physical, sensory, psychiatric, intellectual, or other mental disability." The definition excludes other types of animals such as birds, cats, gerbils, or reptiles.

III. POLICY OF NON-DISCRIMINATION UNDER THE ADA

In accordance with the requirements of Titles 1 & 2 of the Americans with Disabilities Act of 1990 ("ADA"), as well as in accordance with the Americans with Disabilities Act Amendments of 2008 ("ADAA"), the City of Aurora ("City") will not discriminate against qualified individuals with disabilities in its employment practices, services, programs or activities. Additionally, the city shall strive to provide equal access to employees and members of the public in accordance with the ADA and ADAA. This includes services, programs and activities offered online and/or dependent upon web-based or digital communication technology. [Sources: Americans with Disabilities Act of 1990, 42 U.S.C. Sec. 12101 et seq. (1990) & (2008) & Code of Federal Regulations, 28 CFR Section 35 (2024)].

Employment: The City of Aurora does not discriminate on the basis of disability in its hiring or employment practices and complies with all regulations promulgated by the U.S. Equal Employment Opportunity Commission under Title I of the ADA. Indeed, the City is committed to ensuring that qualified individuals with disabilities are not prevented from enjoying the same employment opportunities as those made available to individuals without disabilities. However, under no circumstances does the City intend by this policy to relieve any individual, with or without a disability, from the obligation to effectively perform the essential functions of the job.

Effective Communication: The City of Aurora will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in the City of Aurora's programs, services, and activities, including qualified sign language interpreters, documents in Braille, and other ways of making information and communications accessible to people who have speech, hearing, or vision impairments.

Modifications to Policies and Procedures: The City of Aurora will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all of its programs, services, and activities. For example, individuals with service animals are welcomed in the City of Aurora's offices, even where pets are generally prohibited.

Surcharges: The City of Aurora will not place a surcharge on a particular individual with a disability or any group of individuals with disabilities to cover the cost of providing auxiliary aids/services or reasonable modifications of policy, such as retrieving items from locations that are open to the public but are not accessible to persons who use wheelchairs. [Sources: Americans with Disabilities Act of 1990, 42 U.S.C. Sec. 12101 et seq. (1990) & (2008) & ADA Title II Regulations, 28 C.F.R. Sec. 35 et seq. (2010)].

Undue Financial or Administrative Burden: The ADA does not require the City of Aurora to take any action that would fundamentally alter the nature of its programs or services or impose an undue financial or administrative burden.

IV. MODIFICATION REQUESTS[1] AND GRIEVANCES UNDER TITLE 2 OF THE ADA

A member of the public who seeks an ADA modification 9referred to in this Memorandum as a Public Accommodation Request) to a city service, program or activity should contact the city's ADA Coordinator *or* the city department that is sponsoring the event. A member of the public who believes they have been discriminated against because of their disability should file a formal grievance directly with the city's ADA Coordinator. Procedures for handling each kind of request are detailed below and provided in summarized form in Appendix B. Section IV.A. addresses the Public Accommodation Request process and Section IV.B. addresses the Formal Grievance process:

A. Public Accommodation Request

    i. An Accommodation Request by a member of the public ("Requestor") may be made verbally or in writing to the attention of one of the city's ADA Coordinators *or* with the city department sponsoring the program, service or activity.

        a. A website has been created identifying the City's ADA Coordinators and which includes detailed instructions and alternative communication options. That link is: https://www.auroragov.org/city_hall/contact_us/accessibility. See also attached Appendix A.

        b. If the requested accommodation is brought verbally to the attention of the ADA Coordinator, the ADA Coordinator shall document and record the request in a Memorandum.

            1. The Memorandum shall be drafted and documented in the file within three (3) business days of receipt of the request.

            2. City employees who receive Accommodation Requests from members of the public *that require significant expense, alteration, time or resources* should re-route the request to the ADA Coordinator(s) in a manner consistent with the instructions on the city's ADA Compliance and Accessibility website (https://www.auroragov.org/city_hall/contact_us/accessibility). Moreover, city employees who receive Accommodation Requests for public meetings such as City Council meetings, boards and commissions, public policy meetings, etc. should re-route those requests

immediately to the city's Title 2 ADA Coordinator, and Cc the City Clerk's office.

- Please note that *not all Accommodation Requests require significant expense, alteration, time or resources*. Indeed, some requests may be handled on a departmental level on the spot using an employee's best judgment and utilizing the knowledge gained from ongoing city best practices in ADA and accessibility training.

3. Public Accommodation Requests received by the ADA Coordinator shall be documented and filed by the ADA Coordinator in a manner consistent with the confidentiality requirements of the ADA and retained for a period of one year. [Sources: Americans with Disabilities Act, 42 U.S.C. Sec. 12112(d)(3)(B) & Sec.12112(d)(4)(C); McPherson v. O'Reilly Automotive, Inc., 491 F.3d 726 (8th Cir. 2007)].

c. A *summary* of the request shall be kept for an additional four (4) years, for a recording period totaling five (5) years.

ii. Within three (3) business days of receiving the Request for Accommodation, the ADA Coordinator shall send an acknowledgement of receipt of the request to the Requestor, and notify the Department Director whose department or division is impacted by the Request for Accommodation.

iii. After (or before) the three (3) day period acknowledging receipt of the Request for Accommodation, the ADA Coordinator, the impacted Department and the Requestor shall engage in an interactive process to clarify what the individual needs and try to identify an appropriate and reasonable modification.

a. Generally, absent extenuating circumstances, the Request for Accommodation should be brought to a resolution within fifteen (15) business days of receipt of the request.

1. The ADA Coordinator shall document the resolution made and file it with the original written request, and/ or memorandum to the file which documented the verbal request.

- If costs are associated with the proposed resolution, it shall be the responsibility of the individual Office, Department or Division to cover such cost(s).

2. The ADA Coordinator shall provide a written version of the resolution to the Requestor within three (3) days of the documented resolution.

3. Should the Accommodation Request take more than fifteen (15)

business days to resolve, the ADA Coordinator shall document the reason(s) why, and also inform the Requestor of such reasons.

b. The ADA Coordinator shall maintain the supporting documents as proof that an accommodation request was received, and the accommodation was made. The file must contain the following information:

1. The name, phone number, address and email address of the individual seeking the accommodation;

2. Date and description/ subject of the informal request for accommodation; and

3. The resolution(s) made by the ADA Coordinator.

c. Absent notification to the contrary, it shall be assumed that the Requestor accepts the resolution offered and the process shall be concluded.

d. Should the resolution not be satisfactory to the Requestor after engaging in the interactive process and upon receipt of a written resolution, the Requestor should, within five (5) calendar days of receipt of the written resolution, pursue the applicable formal Grievance procedure defined in Section V.B. of this policy.

e. No individual shall be discriminated against, harassed, intimidated, or suffer reprisal or retaliation in any way as a result of verbally, or in writing, requesting an accommodation or participating in the resolution of an appropriate accommodation by providing information, testimony, records, documents or any other assistance in the informal accommodation process.

[Sources: 29 C.F.R. § 1630.2(o)(3) (1997); 29 C.F.R. pt. 1630 app. §§ 1630.2(o), 1630.9 (1997); see also Haschmann v. Time Warner Entertainment Co., 151 F.3d 591, 601, 8 AD Cas. (BNA) 692, 700 (7th Cir. 1998); Dalton v. Subaru-Isuzu, 141 F.3d 667, 677, 7 AD Cas. (BNA) 1872, 1880-81 (7th Cir. 1998). 42U.S.C. § 1981a(a)(3) (1994); see also: US Airways, Inc. v. Barnett, 535 U.S., 122 S. Ct. 1516, 1523 (2002). See 29 C.F.R. pt. 1630 app. § 1630.9 (1997)].

B. Public Formal Grievance/ Complaint

i. As it relates to Title 2 of the Americans with Disabilities Act, any individual, class of individuals, or authorized representative thereof, who feels they have been discriminated against based on their disability, including dissatisfaction with the public Informal Accommodation process or outcome, and want to file or present a Grievance under the ADA, may do so according to the following procedure:

ii. Individual(s). Within ten (10) business days of when an individual or class of individuals ("Complainant") knows or reasonably should have known of the alleged discriminatory action or insufficient accommodation, a written statement

should be submitted to the City's ADA Coordinator. This written statement shall include:

    a. The name and address of the individual, class of individuals, or authorized representative thereof;

    b. Date and description/ subject of Grievance;

    c. Suggested resolution(s) or action(s) to address the Grievance; and

    d. Complainant's signature(s) and the current date.

iii. ADA Coordinator. Within twenty (20) business days following receipt of the Grievance, a decision by the ADA Coordinator shall be rendered.

    a. A record of the Grievance, and any subsequent action with regard to that Grievance, shall also be maintained by the ADA Coordinator.

    b. The decision of the ADA Coordinator will include input from, and collaboration with, the Department Director impacted by the Grievance. The decision of the ADA Coordinator will, if necessary, also include input and/ or consultation from the Aurora City Attorney's Office.

        i. If cost is associated with the proposed resolution, the responsible Office, Division or Department shall cover such cost(s).

    c. Notice shall be sent, in writing, to the Complainant.

iv. Individual(s). Within five (5) business days of receipt of the ADA Coordinator's decision, the affected individual(s) should advise the ADA Coordinator whether they accept or reject the resolution. Absent notification of the individual(s) to the contrary, it shall be assumed that the individual(s) accepts the resolution offered to address the Grievance and the process shall be concluded.

    a. If equitable resolution of the Grievance cannot be achieved by the individual(s) and the ADA Coordinator, it shall be escalated to the City Manager within five (5) business days.

v. City Manager. Within seven (7) business days of receipt of the ADA Coordinator's recommendation, the City Manager or their designee shall notify the ADA Coordinator of their decision or proposed resolution regarding the Grievance. This decision is final and ends the internal Grievance process.

vi. ADA Coordinator. Within three (3) business days of receiving the City Manager's decision, the ADA Coordinator shall advise the Complainant of the decision in writing.

a. Grievant's Rights. A Complainant's right to the prompt and equitable resolution of a Grievance may not be impaired by their pursuit of other remedies. Utilization of these Grievance procedures is not a prerequisite for pursuing other remedies such as filing a compliant with a state or federal agency or taking legal action in state or federal court. [See: https://www.ada.gov/file-a-complaint/ and https://ccrd.colorado.gov/the-complaint-process].

b. Formal legal actions filed by the Complainant or their authorized representative with the United States Department of Justice or State Attorney General's Office shall be referred to the City Attorney for legal representation.

c. Non-grievable Matters. The following matters are not grievable under this procedure:

    i. Any alleged ADA or other accessibility violations if occurring at facilities, services or programs not owned or operated by the city of Aurora;

    ii. Grievances that have already been addressed, investigated and/ or resolved by this process; and/or

    iii. Any complaint related to employment with the City (see separate policy for Employee Grievances and accommodation requests).

V.   APPROVAL

Approved upon signature of City Manager.

_____
Jason Batchelor, City Manager

06.27.25
_____
Date

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[1] Defined in the Americans with Disabilities Act Title 2 as "Reasonable Modifications."

APPENDIX A

As of the date of this Memorandum, the City's Title 2 ADA Coordinators are:

> **Karlyn K. Shorb, MA, JD, ACTCP** (for any public requests for accommodations)
> ADA Coordinator
> Email: ADACompliance@auroragov.org
> Phone: 303-326-8857
> Webform:
> https://forms.monday.com/forms/c2672c30933b3d959cb9dcb318379490?r=use1

> **Will Flowers, MA** (for digital or website accessibility concerns)
> Website and Digital Accessibility Coordinator
> Phone: 303-739-7617
> Email: ADACompliance@auroragov.org
> Webform:
> https://forms.monday.com/forms/c2672c30933b3d959cb9dcb318379490?r=use1

Accommodation requests related to the City's recreation programs should be routed to:

> **Adaptive Recreation and Inclusion Services**
> Website:
> https://www.auroragov.org/things_to_do/recreation___sports_programs/adaptive_recreation___inclusion_services
> Phone: 720-859-4984 OR 720-859-4985
> Email: arise@auroragov.org

APPENDIX B

1. Public Accommodation Requests that Require Significant Time, Expense or Resources

[Day1] [2] Request submitted via webform, email or phone call to ADA Coordinator [see: https://www.auroragov.org/city_hall/contact_us/accessibility] →
[Within 3 Days] ADA Coordinator 1. documents request, 2. sends acknowledgement of receipt to Requestor, and 3. Notifies Department Director of request →
[Within 3-15 Days] ADA Coordinator engages in interactive process with Requestor to clarify what individual needs and to identify an appropriate and reasonable modification. →
[On or before Day 15] ADA Coordinator and Requestor come to a resolution OR ADA Coordinator notifies Requestor of any delay in resolution. →
[Within 3 days of documented proposed Resolution] ADA Coordinator provides written version of proposed Resolution to Requestor. →
[Within 5 days of receipt of proposed Resolution] Requestor accepts Resolution *or* rejects Resolution and files a formal Grievance.
Goal for resolution of public Modification Requests & Complaints = 21 Days.

2. Formal Grievances by Members of the Public

[Day 1] Complainant submits Grievance via webform, email or phone call to ADA Coordinator, *or* ADA Coordinator documents Grievance as an escalation from an Accommodation Request (escalations should occur within 10 days of unsatisfactory Resolution) [see: https://www.auroragov.org/city_hall/contact_us/accessibility] →

- Grievance form should include Complainant's full name and address, phone number and/ or email address
- Grievance form should include Date and description of the Grievance
- Grievance form should include Complainant's proposed resolution to address Grievance
- Grievance form should include Complainant's signature and the current date

[Within 15 Days] ADA Coordinator documents and renders decision, and sends notice of decision to Complainant →
[On or before Day 20] Complainant accepts or rejects Resolution [absent notification by individual, it shall be assumed individual accepts the resolution offered] →
[On or before Day 25] If Resolution rejected, ADA Coordinator escalates to City Manager or their Designee. →
[On or before Day 32] City Manager or their Designee renders decision or new proposed resolution regarding Grievance.
[On or before Day 35] ADA Coordinator notifies Complainant of City Manager's decision in writing.
Goal for resolution of formal Grievances = 35 Days.

3. Goal for Total Resolution time of Public Accommodation Request or Complaint + Formal Grievance should be within 56 business days of original request.

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[2] "Day" is defined as one business day, Monday through Friday and excluding Saturday and Sundays.

APPENDIX C – INTERNAL STAFF QUESTIONNAIRE AND RESULTS

ADA Transition Plan – City Staff Survey

1. How would you rate the overall accessibility of the city's public right-of-way?
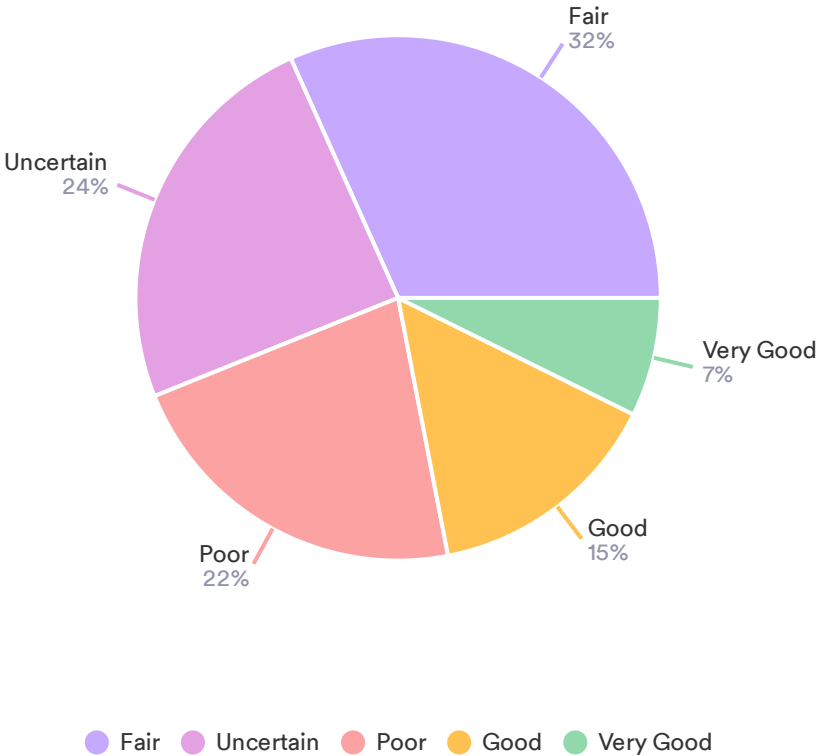
2. Do you believe the city is generally accepting/accommodating of persons with disabilities?


Yes
54%

Don't know/No Opinion
12%

No
34%

● Yes   ● No   ● Don't know/No Opinion
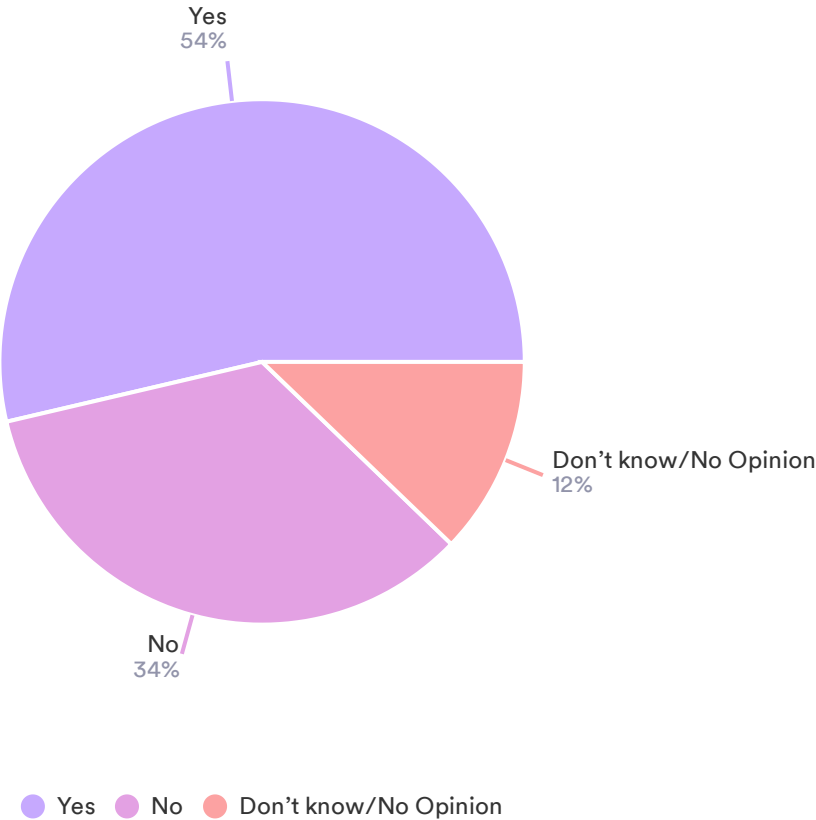
3. If you or someone you know has a disability, have you or they experienced physical barriers or constraints on a city-maintained pedestrian path you or they currently use or would like to use?
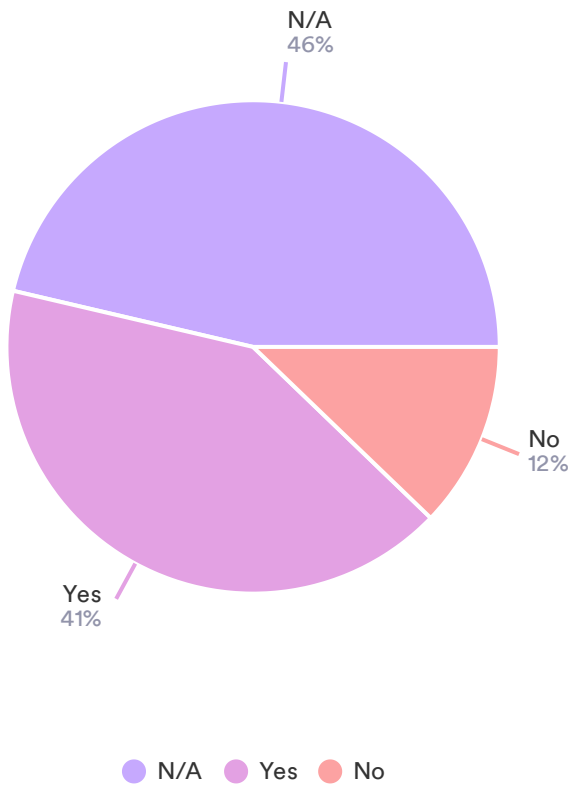
4. Have you encountered missing sections, inaccessible locations or poor conditions related to city sidewalks?
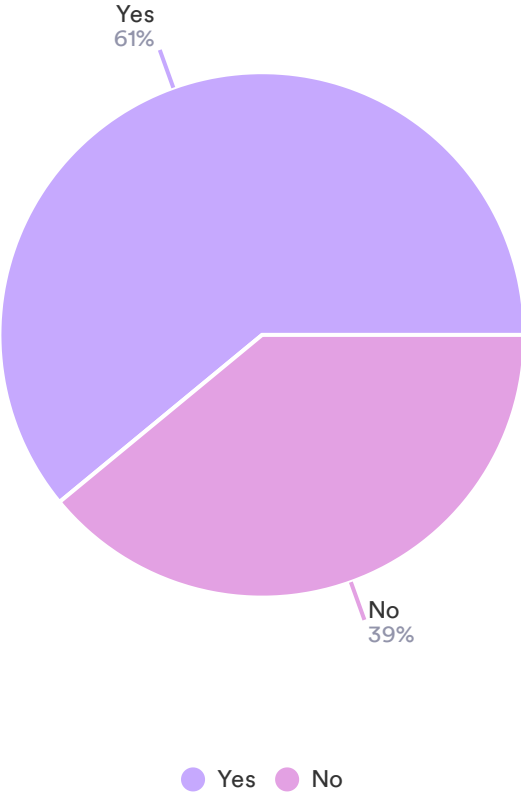
5. Have you encountered areas where curb ramps are missing or inaccessible?
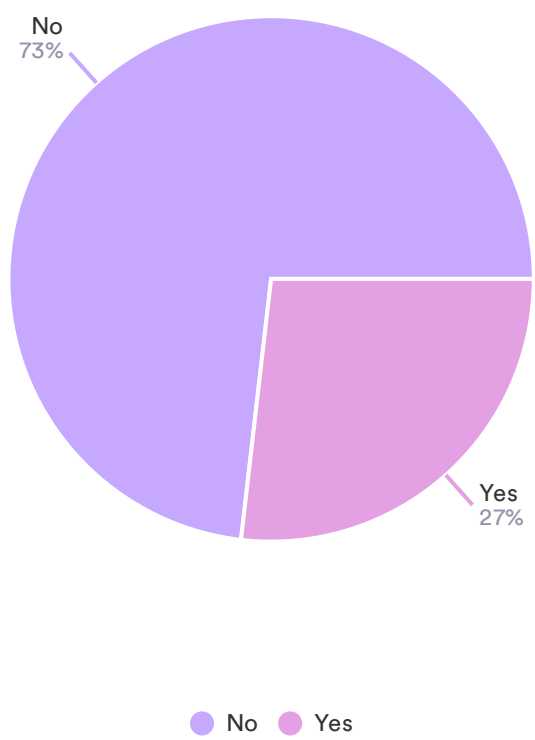
6. If you or someone you know has a disability, have you or they encountered street or intersection crossings where lack of pedestrian crossing signals or medians affects your ability to cross the street?
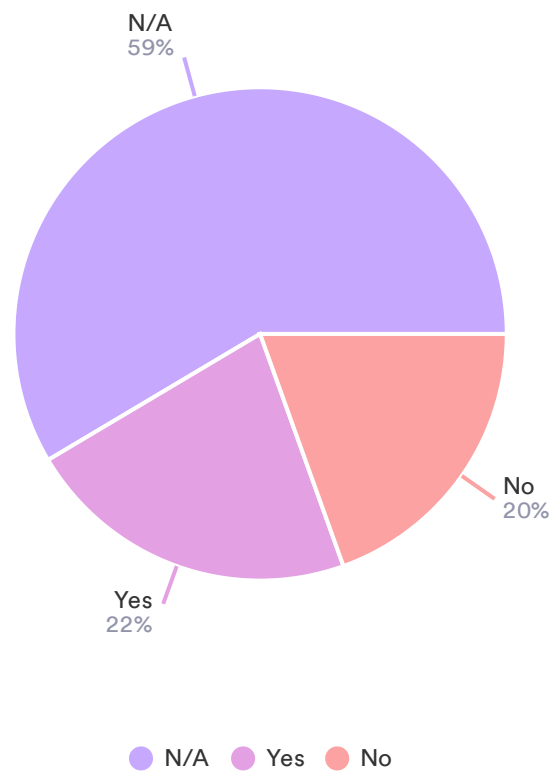
N/A
59%

No
20%

Yes
22%

● N/A ● Yes ● No

7. Have you encountered street or intersection crossings where lack of pedestrian visual or audio crossing signals or medians affect your ability to cross the street?
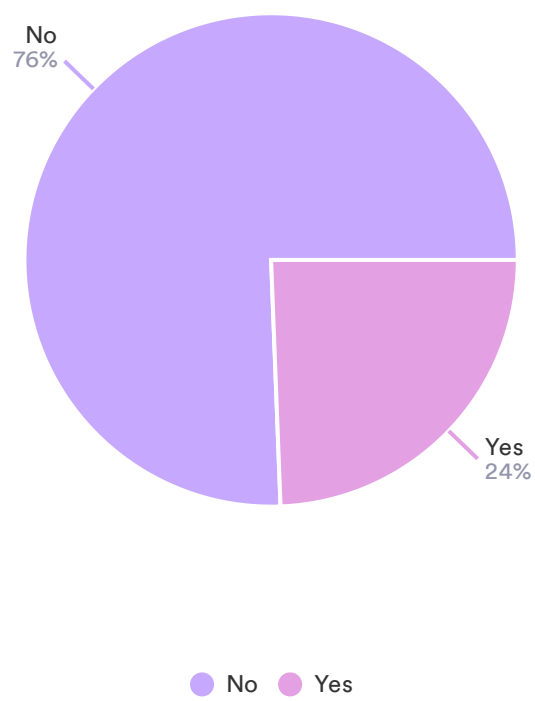
8. If you or someone you know has a disability, have you or they encountered any physical obstructions like trees / low hanging branches, bushes, retaining walls, signs or fire hydrants that have prevented you or them from utilizing a sidewalk?
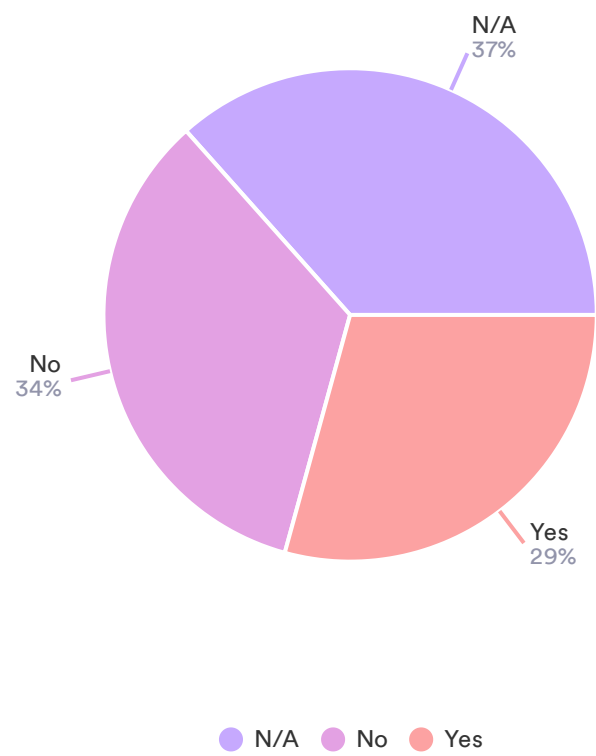
Thank You!

ADA Transition Plan – City Staff Survey

ADA Transition Plan – City Staff Survey (Public Works)

1. How would you rate the overall accessibility of the city's publicly-owned roadways, sidewalk, and curb ramps?

2. How would you describe your understanding and knowledge of the Americans with Disabilities Act (ADA regulations for public rights-of-way as it pertains to your day-to-day job duties?

Good
50%

Very Good
50%

● Good ● Very Good
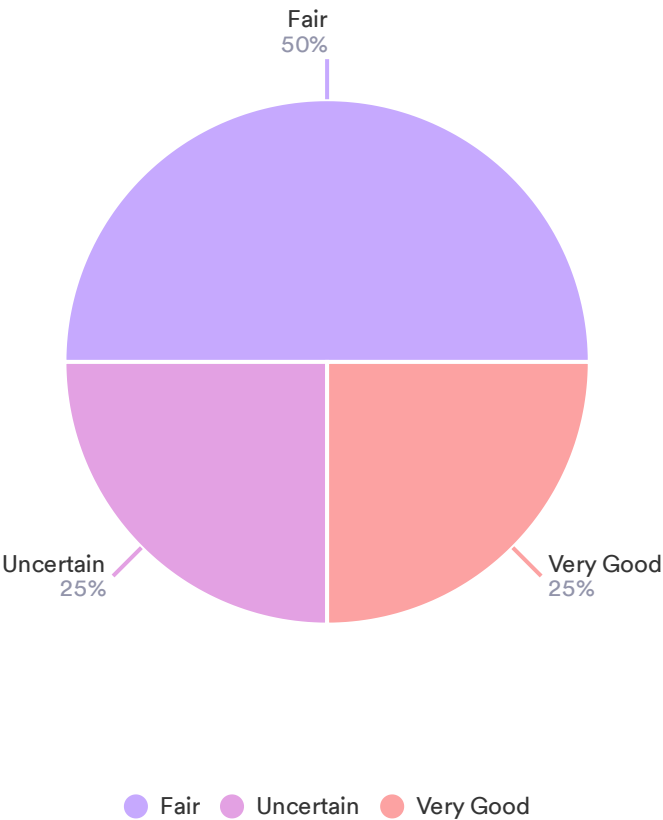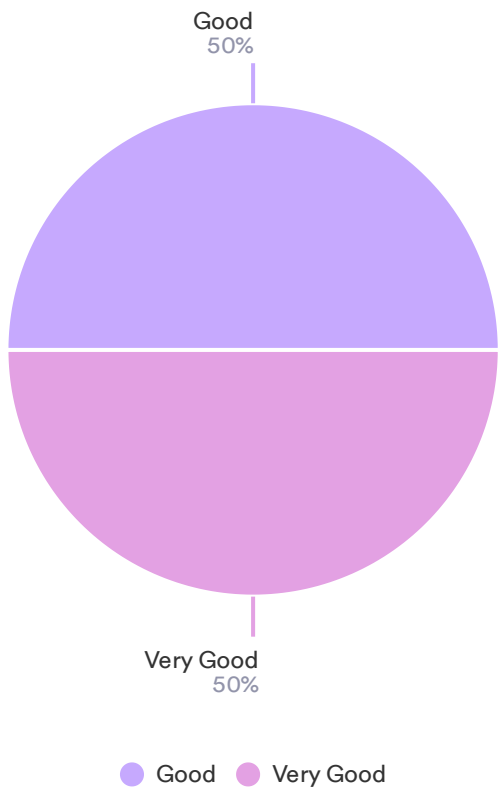
3. Has the city or anyone else provided you with any training related to the technical aspects related to complying with the ADA regulations for public rights-of-way (for example, inspection and enforcement)?
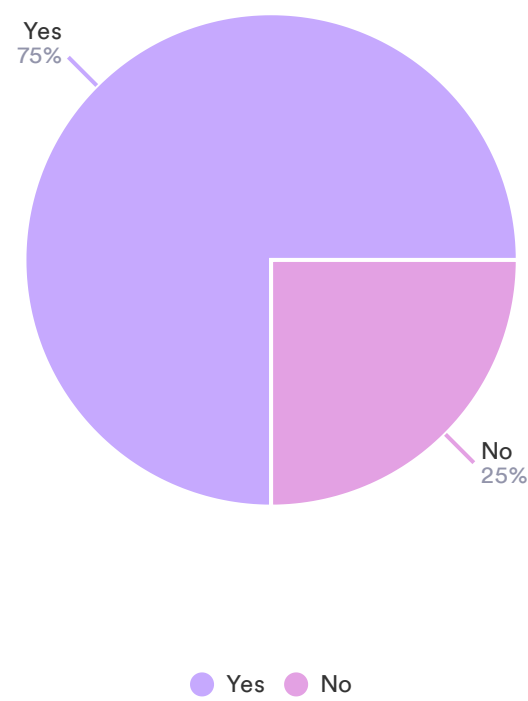
Yes
75%

No
25%

● Yes   ● No

4. Is there a specific type(s) of ADA related training you would be interested in that the city is not currently offering?

No
75%

Yes
25%

● No ● Yes

5. Have you encountered missing sections, inaccessible locations or poor conditions related to city sidewalks?

Yes
75%

No
25%

● Yes ● No
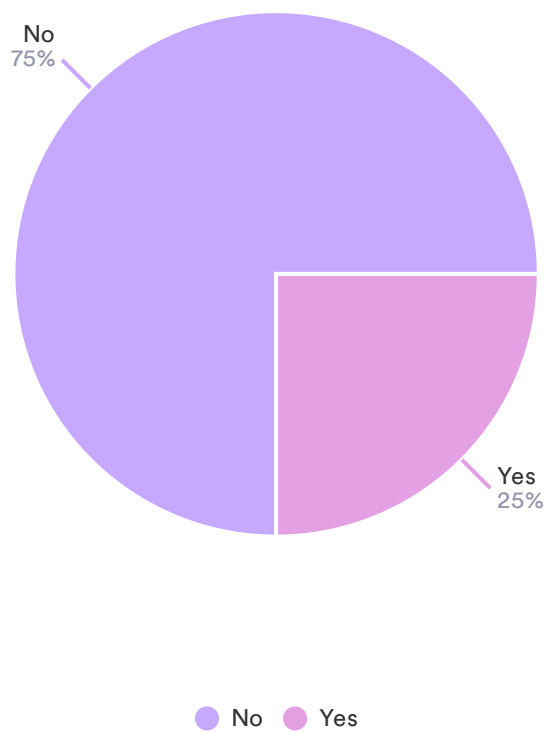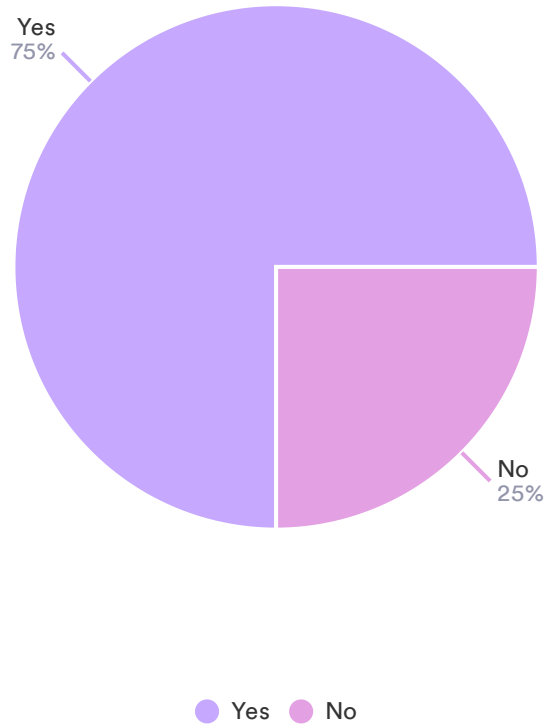
6. Have you encountered areas where curb ramps are missing or inaccessible?

7. Have you encountered street or intersection crossings where lack of pedestrian visual or audio crossing signals or medians affect your ability to cross the street?

No
75%

Yes
25%

● No ● Yes

8. Have you encountered street or intersection crossings where lack of pedestrian visual or audio crossing signals or medians affect your ability to cross the street?

No 75%

Yes 25%

● No ● Yes
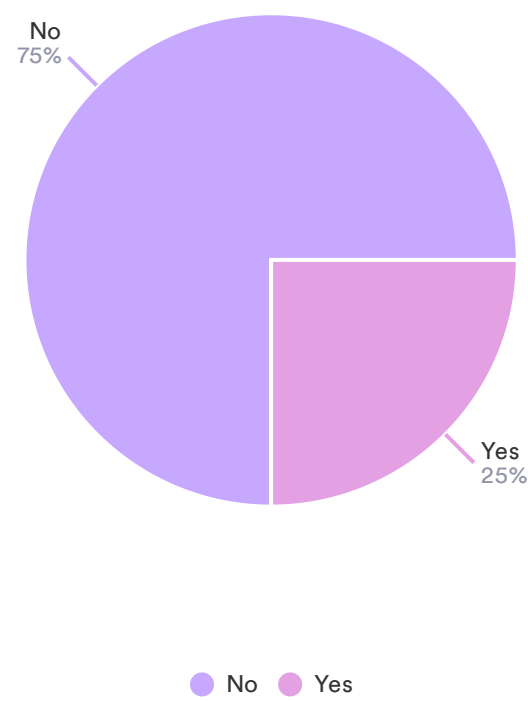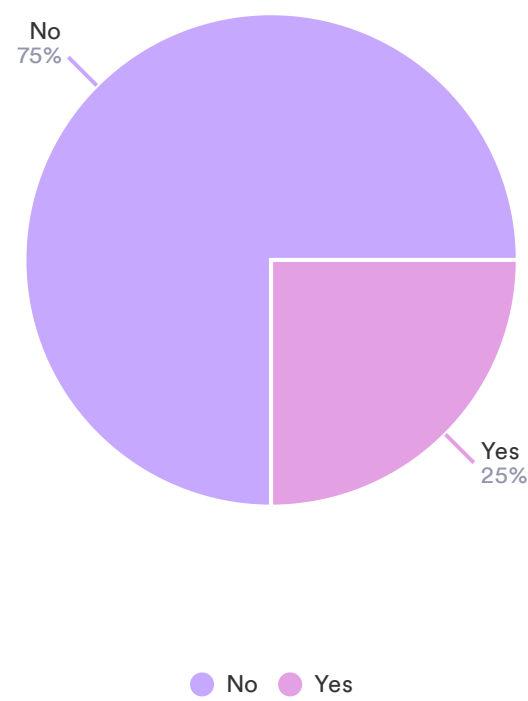
9. If you or someone you know has a disability, have you or they encountered any physical obstructions like trees / low hanging branches, bushes, retaining walls, signs or fire hydrants that have prevented you or them from utilizing a sidewalk?

N/A
50%

Yes
25%

No
25%

● N/A ● Yes ● No
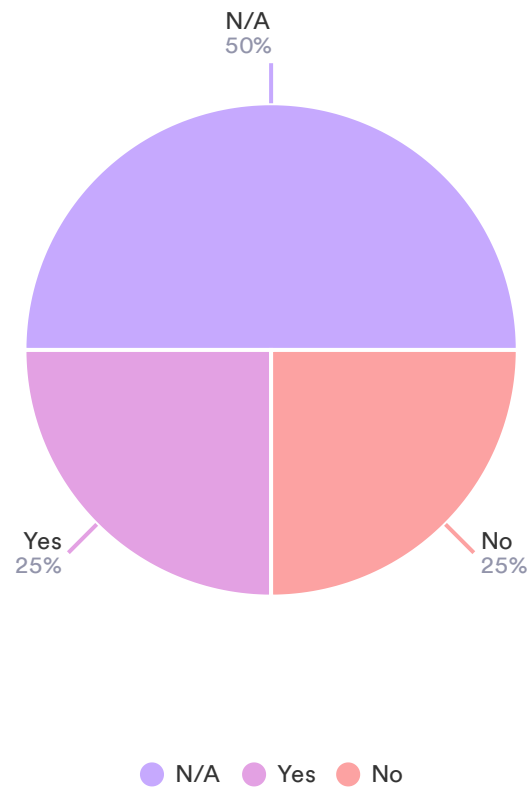
10. Do you know where to find information describing the rights of persons with disabilities and the responsibilities for accessibility at the city?

11. Do you believe the city is generally accepting/accommodating of persons with disabilities?

Yes
100%

● Yes

12. Have you encountered or observed what you believe to be discrimination towards persons with a disability?

No
75%

Don't Know
25%

● No   ● Don't Know
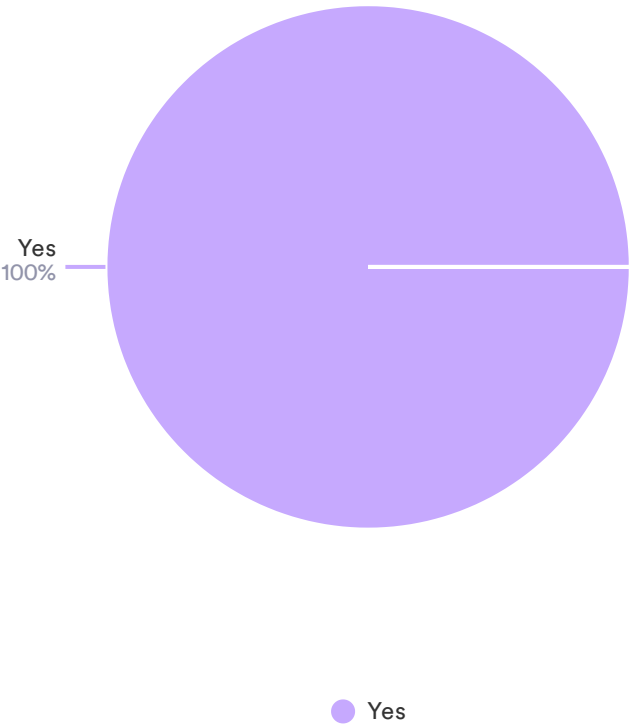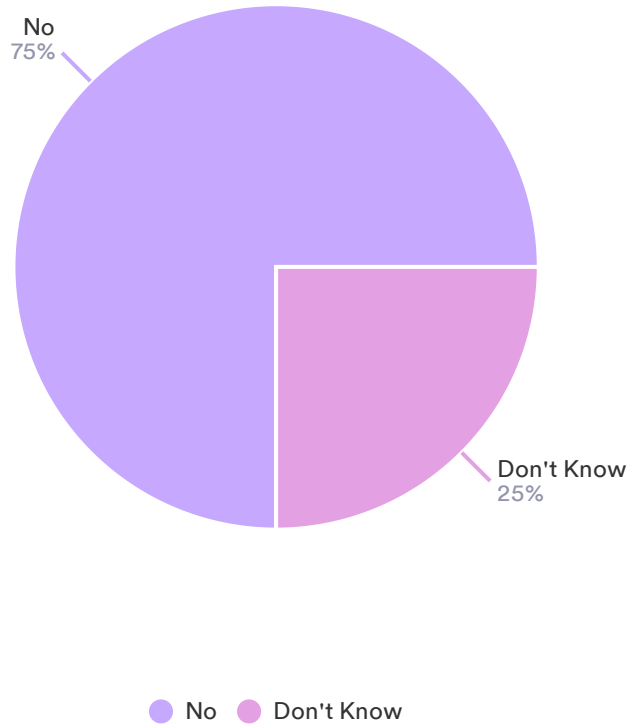
13. Do you believe your supervisor(s is knowledgeable regarding the ADA as it relates to the city's obligations for compliance for public rights-of-way?


Yes
100%

● Yes
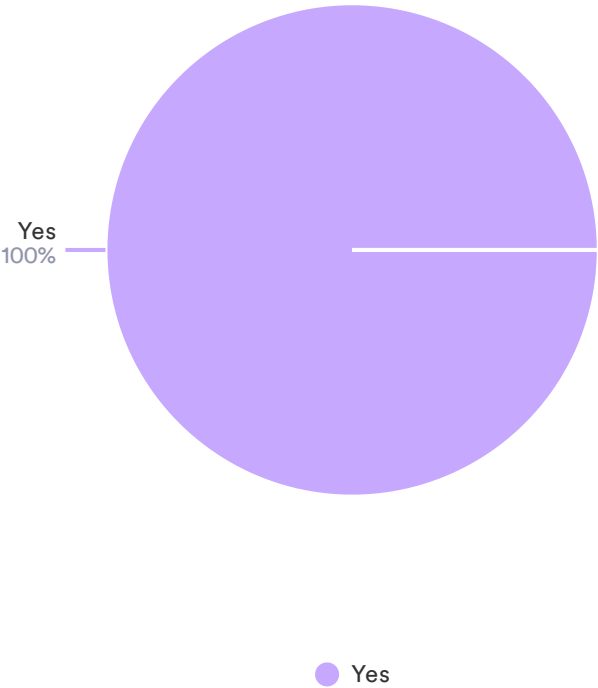
14. Do you utilize a standard review process or document exceptions/variances for installation of new curb ramps or maintenance of existing curb ramps that are known to not be fully compliant?
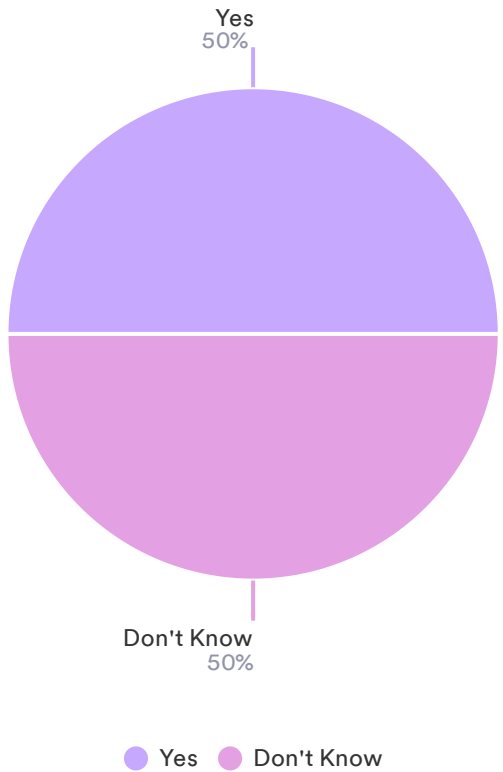
Thank You!

ADA Transition Plan – City Staff Survey (Public Works)

# ADA Transition Plan – City Staff Survey (Development Review)

1. How would you rate the overall accessibility of the city's publicly-owned roadways, sidewalk, and curb ramps?
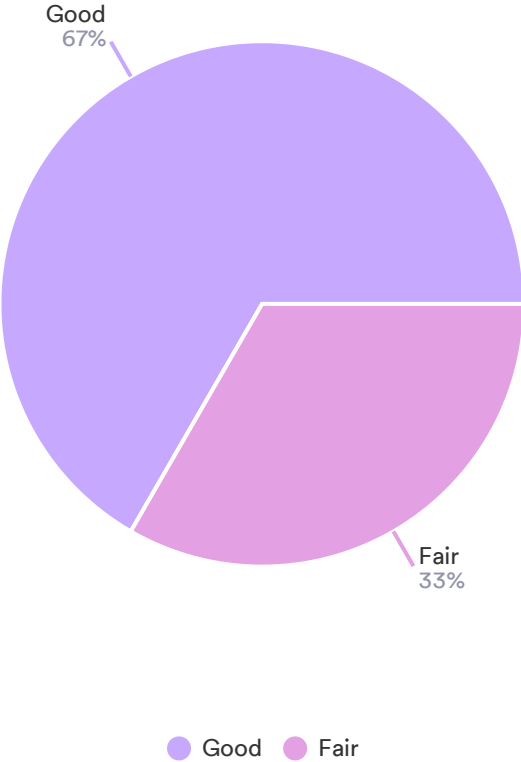
2. How would you describe your understanding and knowledge of the Americans with Disabilities Act (ADA regulations for public rights-of-way as it pertains to your day-to-day job duties?
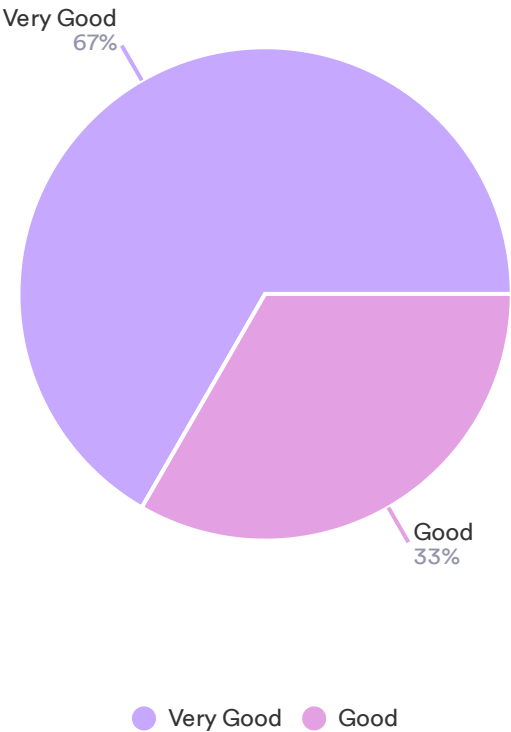
3. Has the city or anyone else provided you with any training related to the technical aspects related to complying with the ADA regulations for public rights-of-way (if applicable)?
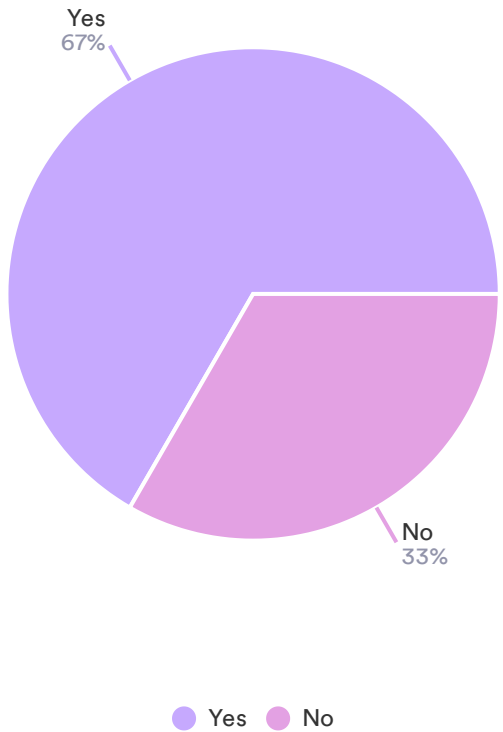
4. Is there a specific type(s) of ADA related training you would be interested in that the city is not currently offering?

Yes
67%

No
33%

● Yes ● No
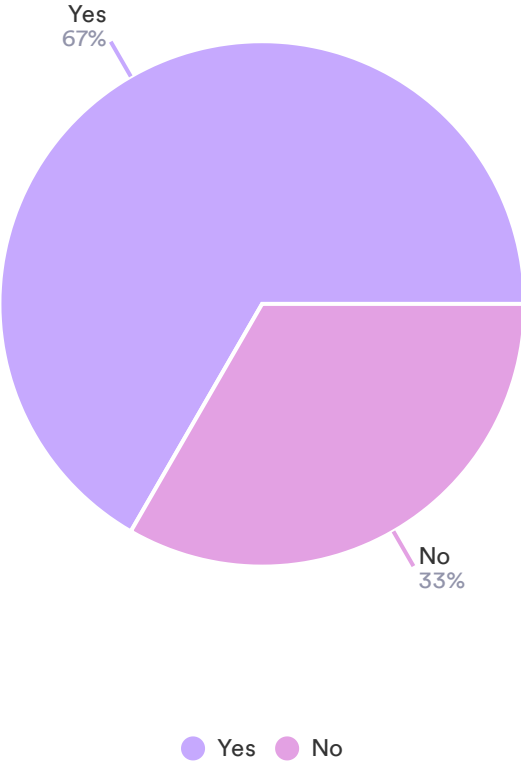
5. Do you feel equipped and properly trained to review development plans for ADA compliance?

Yes
67%

No
33%

Yes   No
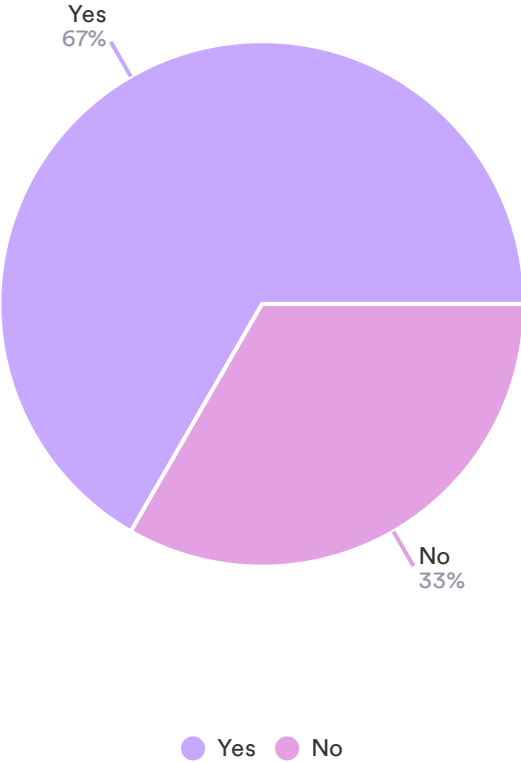
6. Do you utilize standard review checklists when reviewing for ADA compliance?
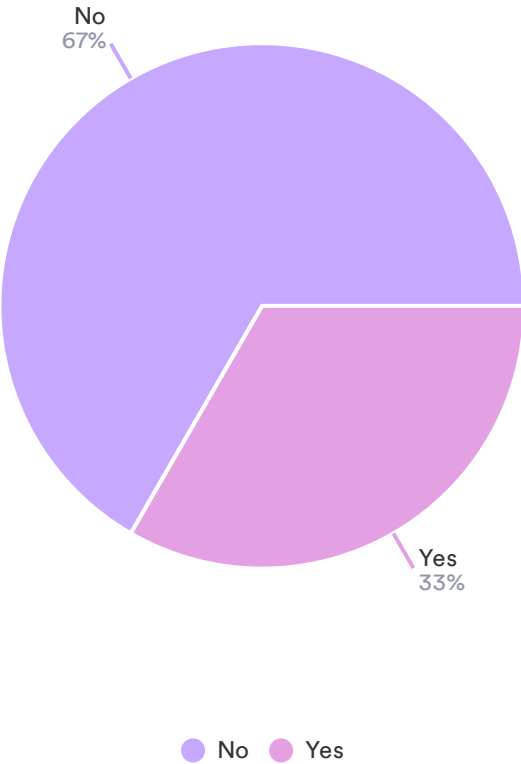
7. Do you apply different standards for ADA compliance to projects that will dedicate new infrastructure to the city for ownership versus projects where infrastructure will remain privately owned?

No
67%

Yes
33%

● No ● Yes
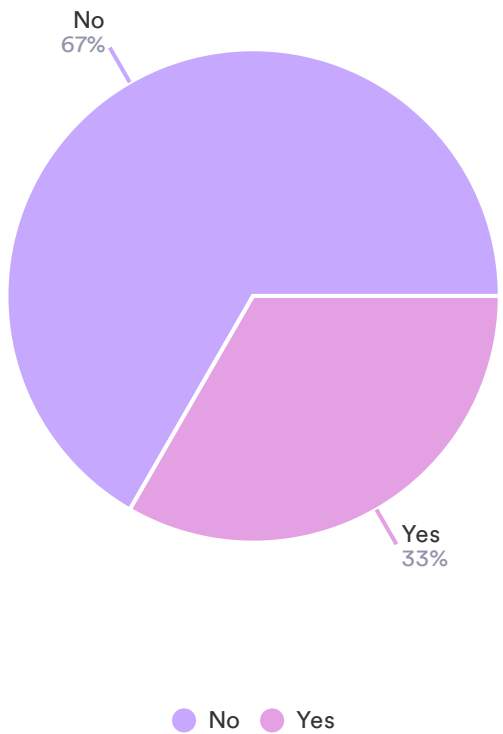
8. Do you feel the current AMANDA plan review system is adequately set up to ensure review for ADA compliance?

No
67%

Yes
33%

● No ● Yes
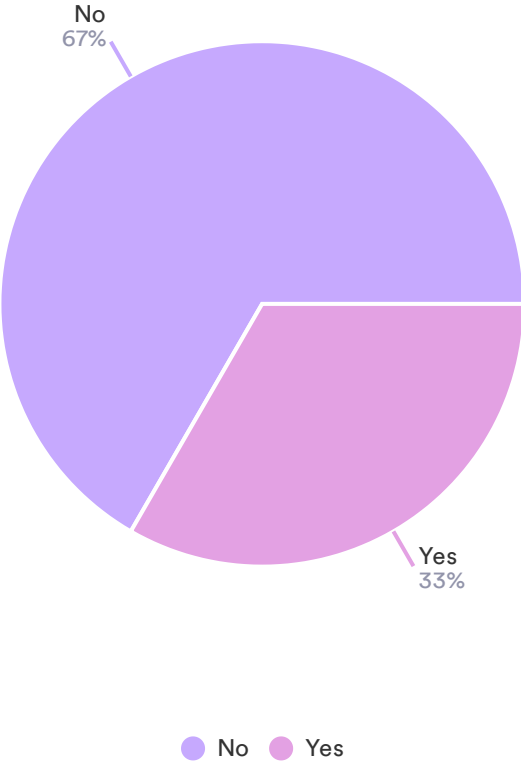
9. Do you know where to find information describing the rights of persons with disabilities and the responsibilities for accessibility at the city?

No
67%

Yes
33%

● No ● Yes
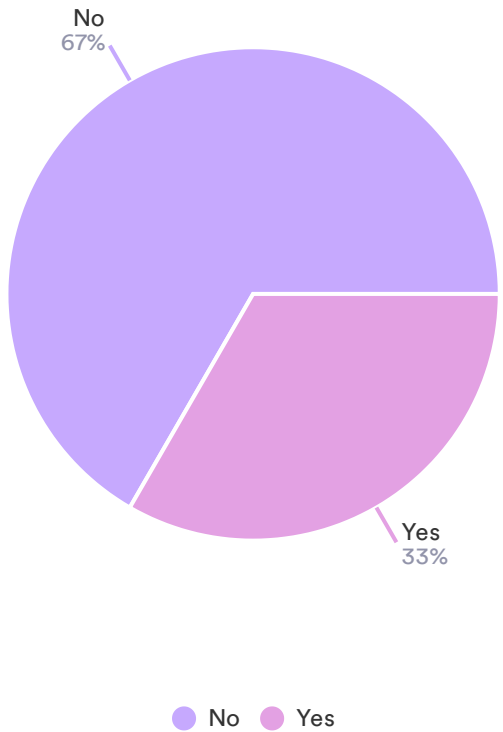
10. Do you believe the city is generally accepting/accommodating of persons with disabilities?
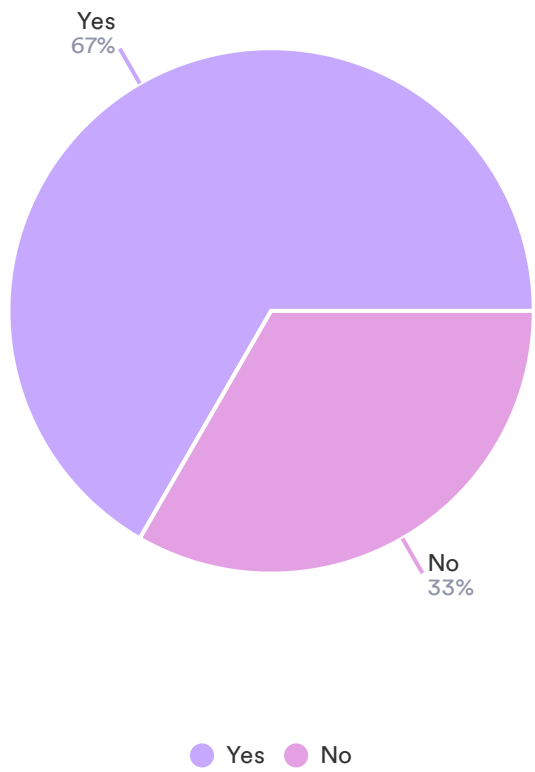
11. Have you encountered or observed what you believe to be discrimination towards persons with a disability?
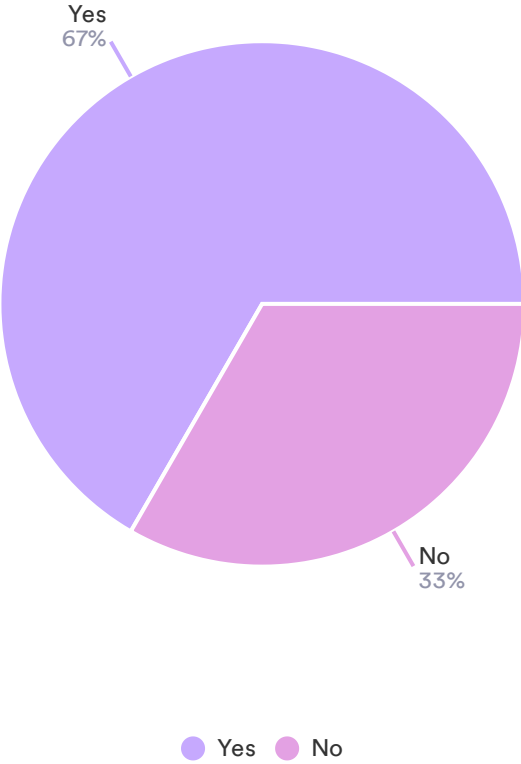
12. Do you believe your supervisor(s is knowledgeable regarding the ADA as it relates to the city's obligations for compliance for public rights-of-way?

Yes
100%

● Yes
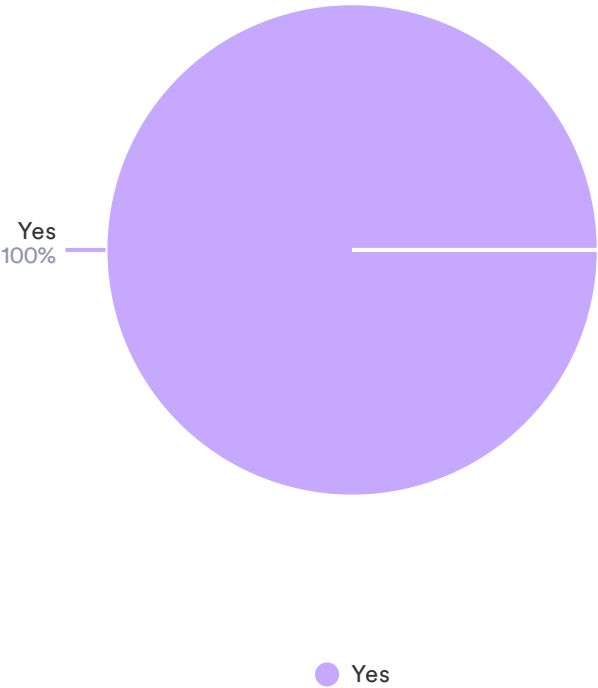
13. Are you aware of gaps in the city's standards and regulations that may prevent someone with a disability from accessing or using city rights-of-way in the future?
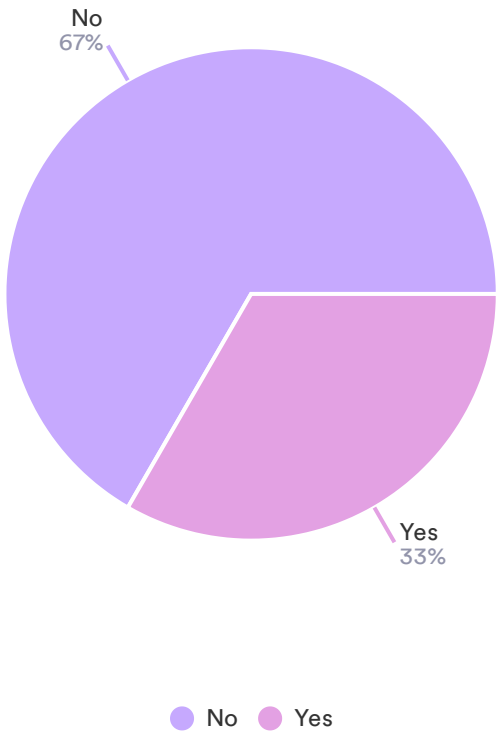
Thank You!

ADA Transition Plan – City Staff Survey (Development Review)

APPENDIX D – INVENTORY OF TRANSPORTATION PEDESTRIAN INFRASTRUCTURE ASSESSED

The city and its consultant assessed 12,233 curb ramps, 278 miles of sidewalk, and 1,931 pedestrian push buttons.

Aurora Benesch Inspected Curb Ramps
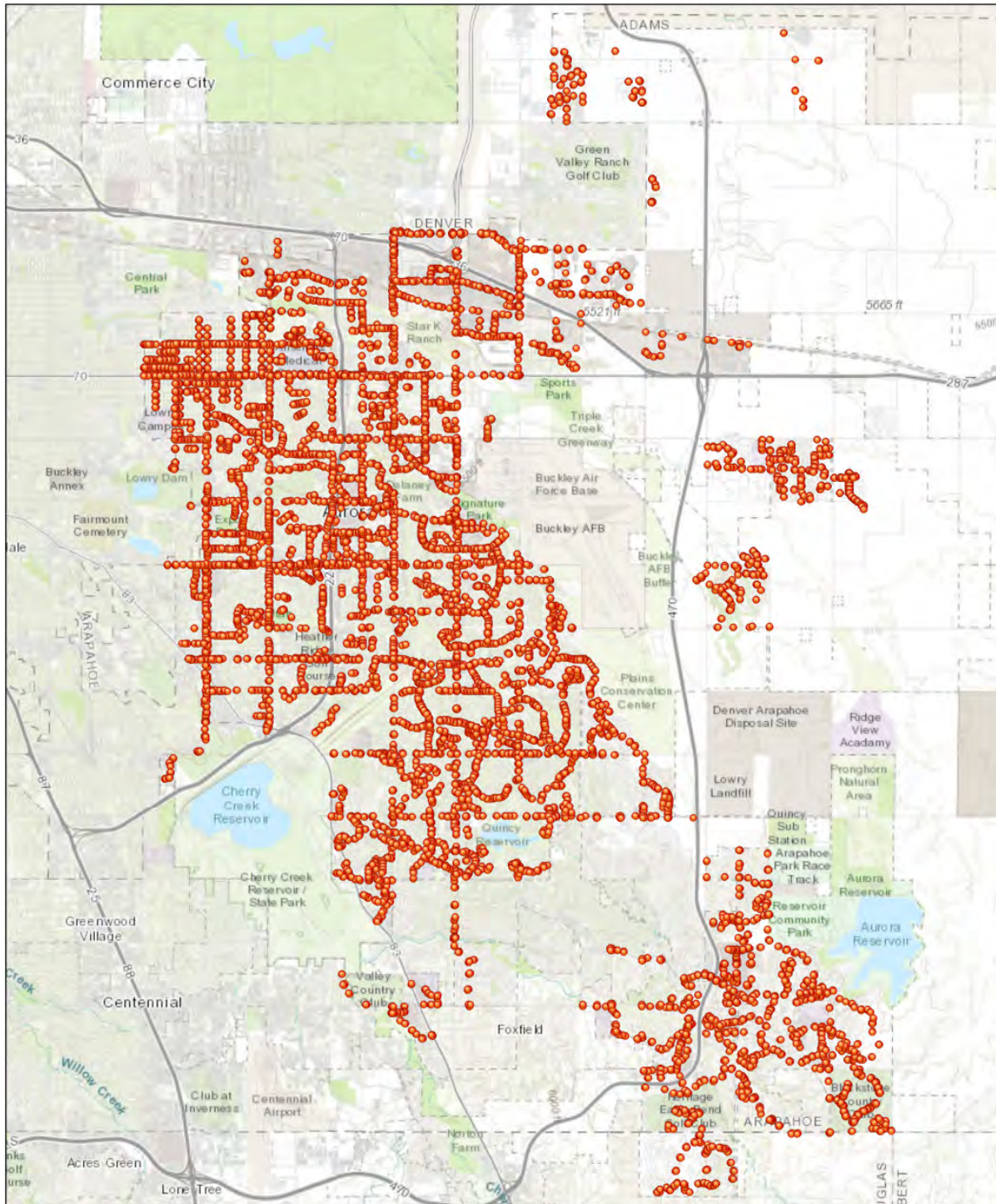
Aurora Benesch Inspected Sidewalks
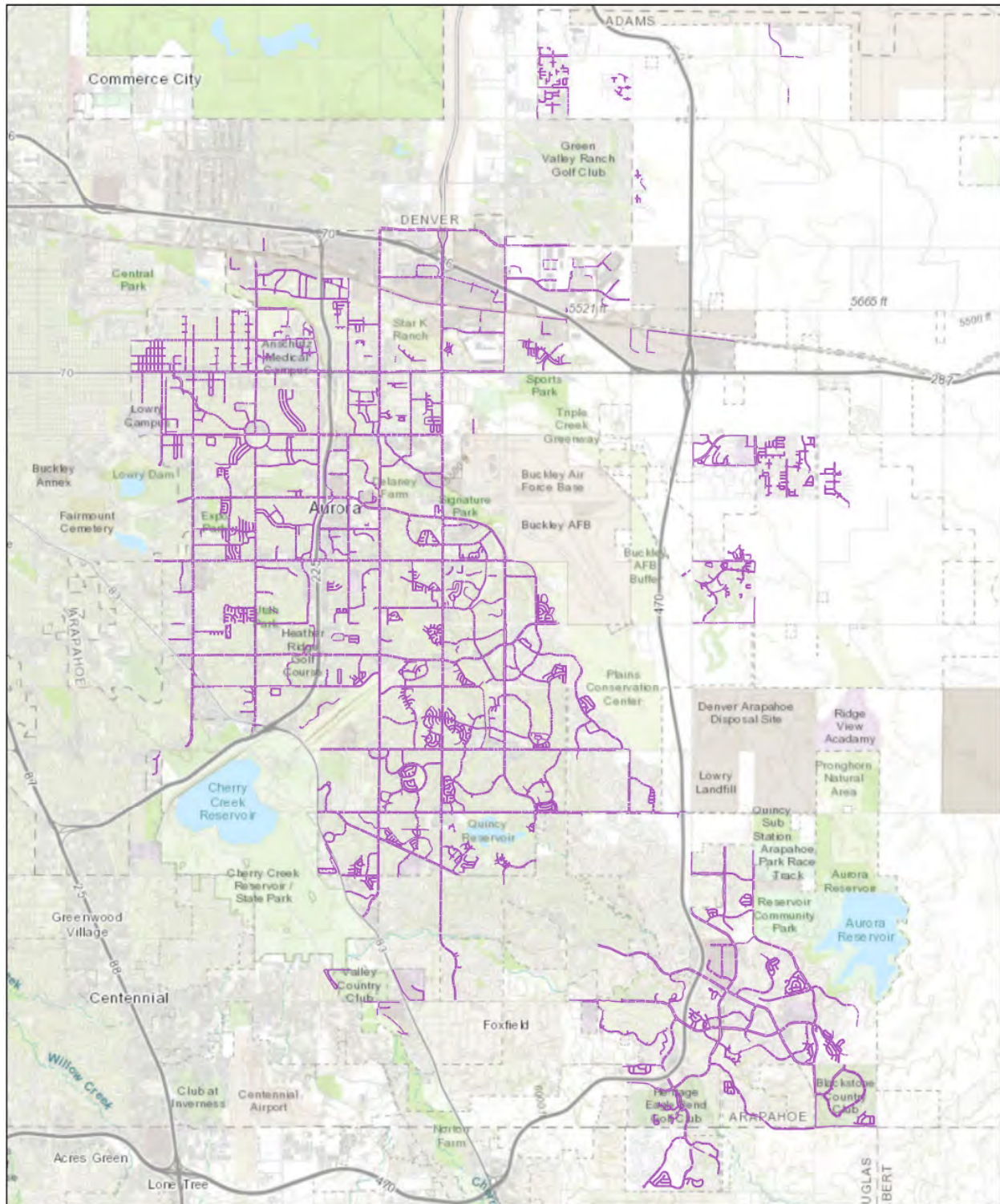
Aurora Benesch Inspected PPB's
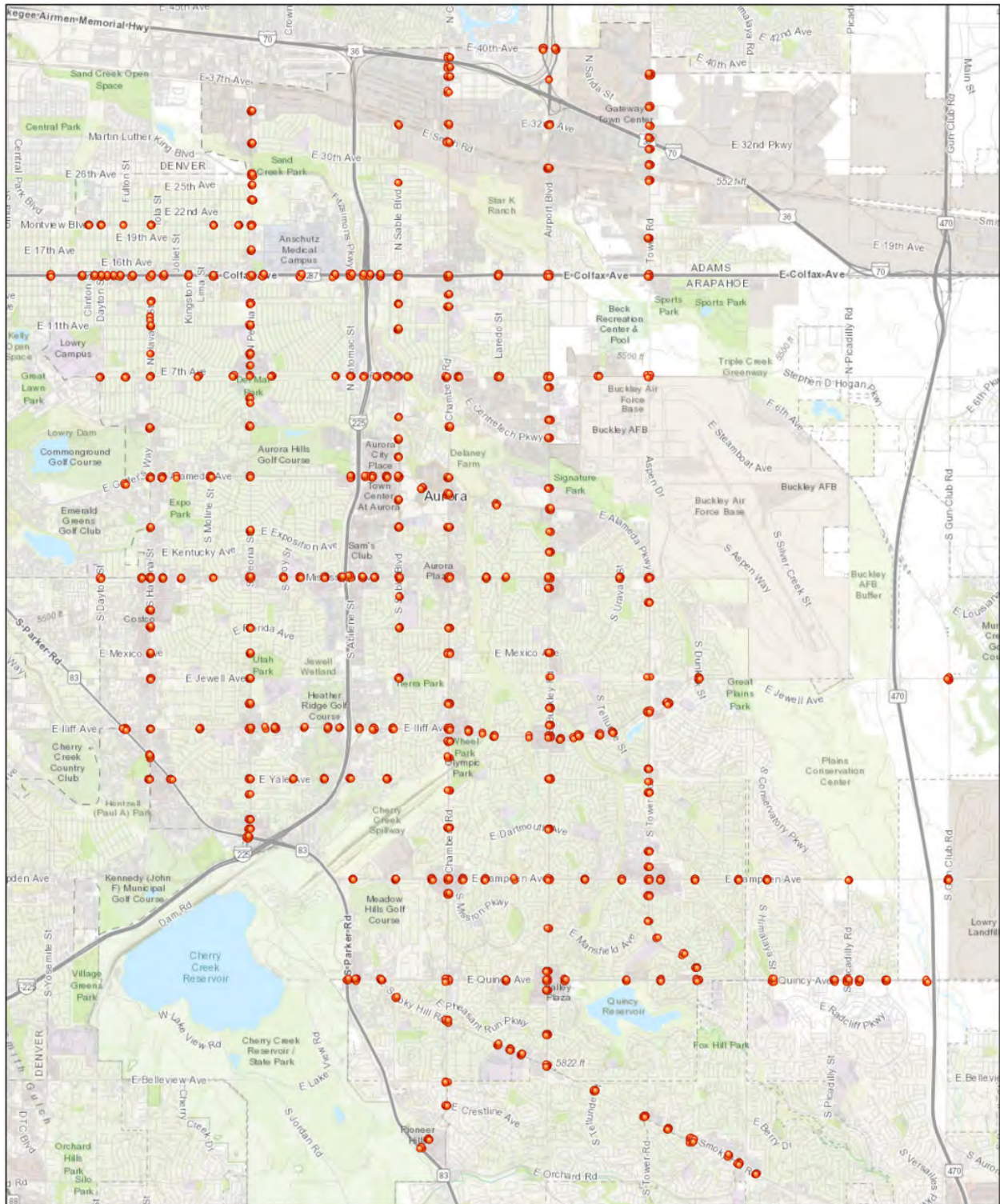
APPENDIX E – OVERVIEW TRANSPORTATION PEDESTRIAN INFRASTRUCTURE ASSESSMENT ATTRIBUTES/PARAMETERS

APPENDIX F – PUBLIC ROW INFRASTRUCTURE ASSESSMENT FINDINGS

Pedestrian Push Buttons (PPB):

The city and its consultant identified 1,931 corners where a PPB could exist; generally, this corresponds to one traffic signal pole where one PPB could be provided for each direction of travel (usually two total for a traditional four-leg intersection). At each location, compliance was rated against 16 separate criteria taken from the ADAAG and MUTCD.

Of the 1,931 locations where a PPB was present:
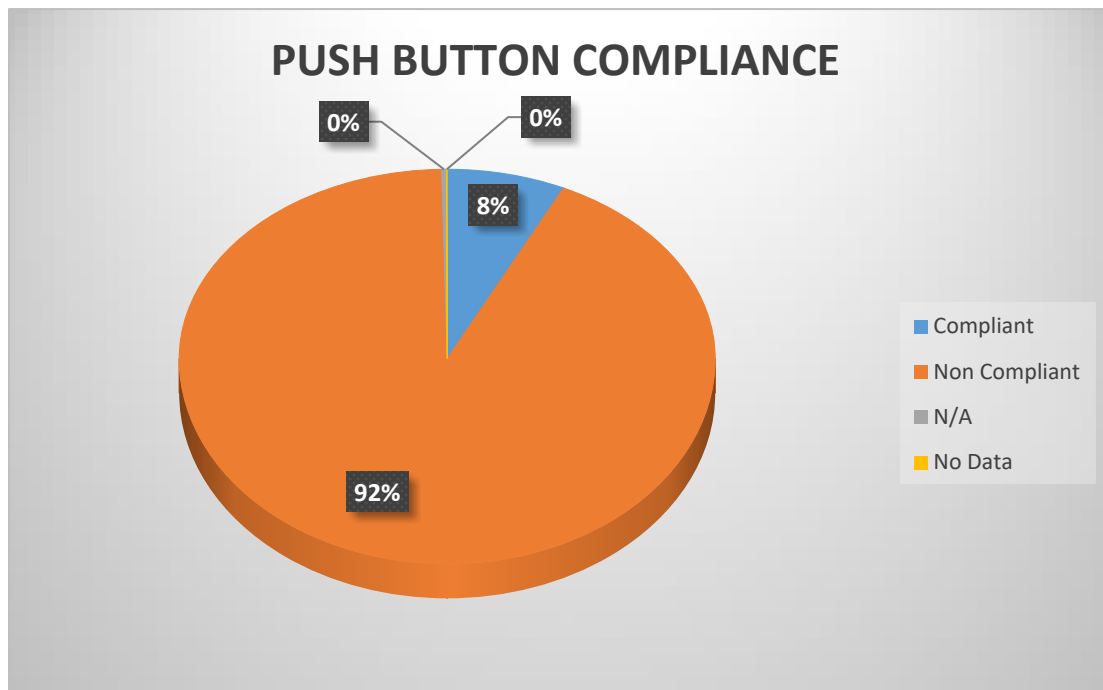
Figure F-1: Summary of Pedestrian Push Button Compliance

Curb Ramps:

The city and its consultant conducted a ROW survey and assessed 12,233 curb ramps. The city installed curb ramps throughout the 1990's after the original ADA rule was adopted, so the assessment considered the possibility that some curb ramps may qualify for Safe Harbor provisions. The following charts and tables summarize the assessment findings.

OVERALL 1991 ADA COMPLIANCE

ADA Compliant
4.1%

Not ADA
Compliant
95.9%

- ADA Compliant
- Not ADA Compliant
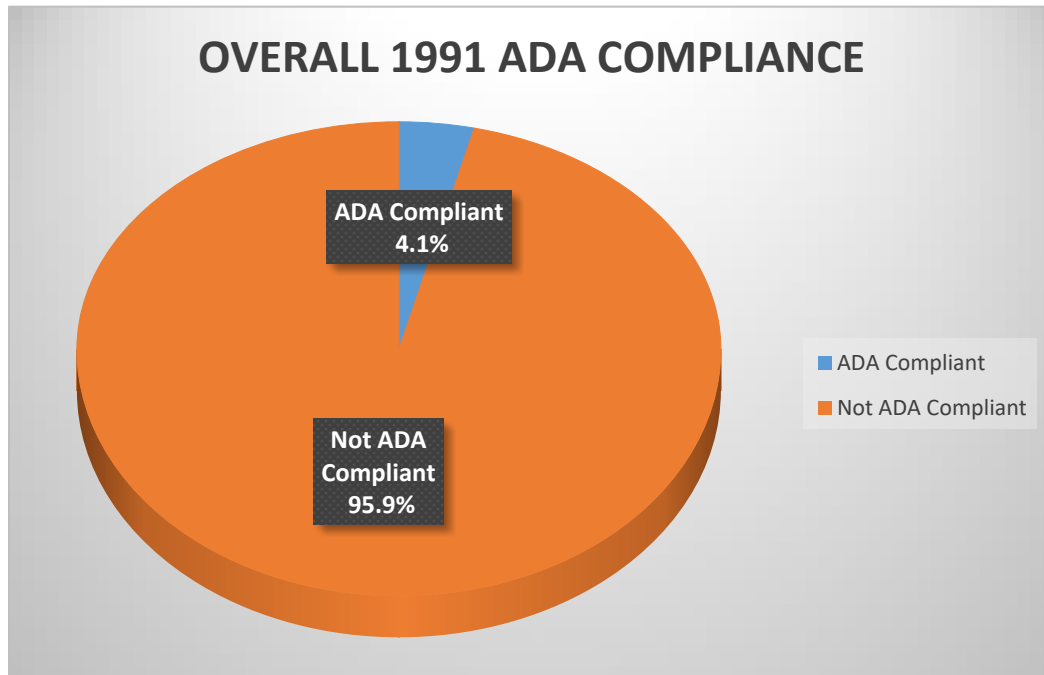
Figure F-2: Summary of Curb Ramp Compliance to 1991 ADAAG Standards

OVERALL PROWAG COMPLIANCE

PROWAG
Compliant
3.0%

Not PROWAG
Compliant
97.0%

- PROWAG Compliant
- Not PROWAG Compliant
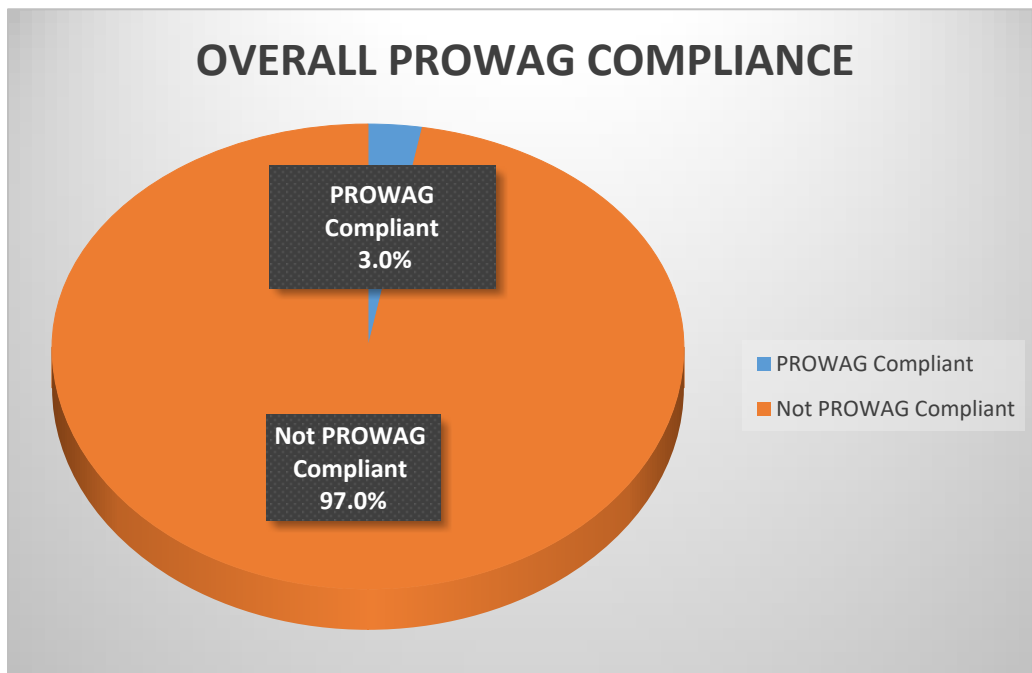
Figure F-3: Summary of Curb Ramp Compliance to PROWAG Standards

Table F-1: Summary of Curb Ramp Locations Assessed

No. of Locations Assessed	
Is there a curb ramp?	**Count**
Present	12104
Not Present	129
Total No. of Ramps	**12233**

Table F-2: Summary of Assessment Properties

Overall Detectable Warning Surface Properties	Count
Compliant	4775
Non Compliant	7329

*Detectable warning surface properties include: presence, orientation, contrast, and dimensions

Overall Turning Space/Landing Properties	Count
Compliant	2058
Non Compliant	10046

*Turning space landing properties include: slope and dimensions

Other Overall Properties	Count
Compliant	3145
Non Compliant	8959

*Other properties include: clear space, vertical discontinuity, horizontal gaps, and counter slope

Sidewalks:

The city and its consultant conducted a ROW survey and assessed 9,815 sidewalk segments (approximately 278 miles). The city installed sidewalks throughout the 1990's after the original ADA rule was adopted, so the assessment considered the possibility that some sidewalks may qualify for Safe Harbor provisions. The following charts and tables summarize the assessment findings.
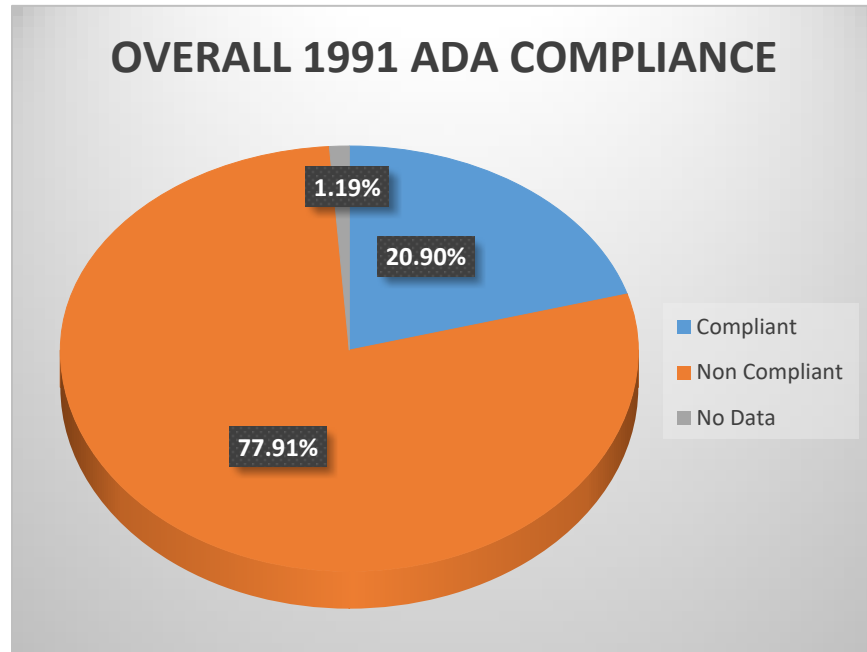

**Figure F-4: Summary of Sidewalk Compliance to 1991 ADAAG Standards**
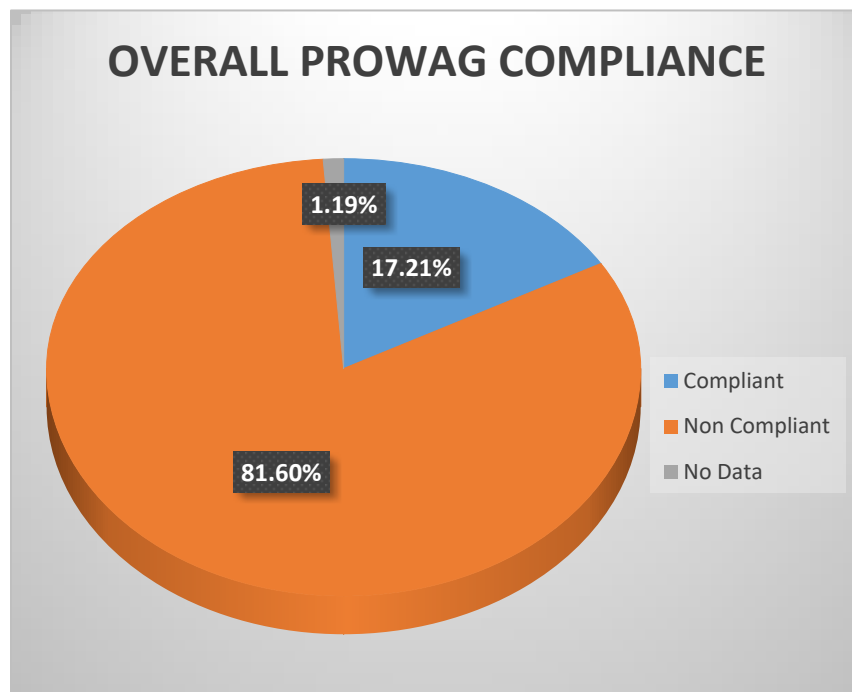
Figure F-5: Summary of Sidewalk Compliance to PROWAG Standards

Table F-3: Summary of Sidewalk Locations Assessed

Sidewalk Width (PROWAG)	
No. of Segments (≥ 48" Wide)	Count
Compliant	7760
Non Compliant	1931
No Data	124
Total No. of Segments	**9815**

Table F-4: Summary of Sidewalk Properties

Sidewalk Cross Slope	
Does the cross slope meet stds (≤ 2.0%)?	Count
Compliant	3935
Non Compliant (≤ 50%)	1945
Non Compliant (> 50%)	3794
No Data	141
Total No. of Segments	**9815**

Horizontal/Vertical Gaps	
How many Horizonal or Vertical Gaps?	Count
Compliant	5531
1 - 5	3816
5 - 10	308
> 10	31
No Data	129
Total No. of Segments	**9815**

Driveway (> 2%) / Obstruction (< 4.0')	
Are Driveways < 2%/Sidewalk remain > 4.0%	Count
Compliant	7617
1 - 5	1356
5 - 10	474
> 10	239
No Data	129
Total No. of Segments	**9815**

APPENDIX G – IDENTIFIED BARRIER REMOVAL SCHEDULES

ASSET ELEMENTS	ESTIMATED COST	Year 1	Years 2-5	Years 6-10	Years 11-20	Years 21-50	Years 51-100[1]
Roadway Curb Ramps	$92,000,000	$1,000,000	$4,000,000	$5,750,000	$12,500,000	$37,500,000	$62,500,000
Roadway Sidewalk[1]	$106,225,000	$750,000	$3,000,000	$3,750,000	$7,500,000	$22,500,000	$37,500,000
Pedestrian Push Buttons	$1,775,000	$250,000	$1,000,000	$500,000			
Total	**$200,000,000**	**$2,000,000**	**$8,000,000**	**$10,000,000**	**$20,000,000**	**$60,000,000**	**$100,000,000**
Average Annual Budget - Curb Ramps	$1,000,000	$1,000,000	$1,000,000	$1,150,000	$1,250,000	$1,250,000	$1,250,000
Average Annual Budget - Sidewalk	$750,000	$750,000	$750,000	$750,000	$750,000	$750,000	$750,000
Average Annual Budget - Pedestrian Push Buttons	$250,000	$250,000	$250,000	$100,000			
Average Annual Budget	$2,000,000	$2,000,000	$2,000,000	$2,000,000	$2,000,000	$2,000,000	$2,000,000

NOTE: Estimated costs are based on the scope of assessment summarized in Appendix D.

[1]Annual spending may result in addressing issues prior to end of term.

ASSET ELEMENTS	ESTIMATED COST	Year 1	Years 2-5	Years 6-10	Years 11-20	Years 21-50	Years 51-100[1]	Years 101-150[1]	Years 151-200[1]
Roadway Curb Ramps	$92,000,000	$500,000	$2,000,000	$2,500,000	$7,000,000	$21,000,000	$35,000,000	$35,000,000	$35,000,000
Roadway Sidewalk[1]	$106,225,000	$300,000	$1,200,000	$1,500,000	$3,000,000	$9,000,000	$15,000,000	$15,000,000	$15,000,000
Pedestrian Push Buttons	$1,775,000	$200,000	$800,000	$1,000,000					
Total	**$200,000,000**	**$1,000,000**	**$4,000,000**	**$5,000,000**	**$10,000,000**	**$30,000,000**	**$50,000,000**	**$50,000,000**	**$50,000,000**
Average Annual Budget - Curb Ramps	$500,000	$500,000	$500,000	$500,000	$700,000	$700,000	$700,000	$700,000	$700,000
Average Annual Budget - Sidewalk	$300,000	$300,000	$300,000	$300,000	$300,000	$300,000	$300,000	$300,000	$300,000
Average Annual Budget - Pedestrian Push Buttons	$200,000	$200,000	$200,000	$200,000					
Average Annual Budget	$1,000,000	$1,000,000	$1,000,000	$1,000,000	$1,000,000	$1,000,000	$1,000,000	$1,000,000	$1,000,000

NOTE: Estimated costs are based on the scope of assessment summarized in Appendix D.

[1]Annual spending may result in addressing issues prior to end of term.

ASSET ELEMENTS	ESTIMATED COST	Year 1	Years 2-5	Years 6-10	Years 11-20	Years 21-50	Years 51-100[1]	Years 101-200[1]	Years 201-300[1]	Years 301-400[1]
Roadway Curb Ramps	$92,000,000	$300,000	$1,200,000	$1,500,000	$3,000,000	$9,750,000	$17,500,000	$35,000,000	$35,000,000	$35,000,000
Roadway Sidewalk[1]	$106,225,000	$150,000	$600,000	$750,000	$1,500,000	$4,500,000	$7,500,000	$15,000,000	$15,000,000	$15,000,000
Pedestrian Push Buttons	$1,775,000	$50,000	$200,000	$250,000	$500,000	$750,000				
Total	**$200,000,000**	**$500,000**	**$2,000,000**	**$2,500,000**	**$5,000,000**	**$15,000,000**	**$25,000,000**	**$50,000,000**	**$50,000,000**	**$50,000,000**
Average Annual Budget - Curb Ramps	$300,000	$300,000	$300,000	$300,000	$300,000	$325,000	$350,000	$350,000	$350,000	$350,000
Average Annual Budget - Sidewalk	$150,000	$150,000	$150,000	$150,000	$150,000	$150,000	$150,000	$150,000	$150,000	$150,000
Average Annual Budget - Pedestrian Push Buttons	$50,000	$50,000	$50,000	$50,000	$50,000	$25,000				
Average Annual Budget	$500,000	$500,000	$500,000	$500,000	$500,000	$500,000	$500,000	$500,000	$500,000	$500,000

NOTE: Estimated costs are based on the scope of assessment summarized in Appendix D.

[1]Annual spending may result in addressing issues prior to end of term.

APPENDIX H – LIST OF STANDARD DRAWINGS, SPECIFICATIONS, AND DESIGN GUIDANCE RELATED TO ACCESSIBILITY

The following are a list of standard drawings, specifications, and design guidelines related to accessibility. This list does not establish order of precedence or minimum design standards for Aurora, nor is it intended to be all encompassing, but rather is provided as a reference for individuals trying to achieve accessibility through design or construction.

Aurora Standards and Specifications.
Roadway Manual 2025.pdf

Colorado Department of Transportation (CDOT) ADA Resources for Engineers.
https://www.codot.gov/business/civilrights/ada/resources-engineers

International Building Code (IBC), 2009 Edition, Chapter 11. Published by the International Code Council (ICC).

U.S. Access Board. *Guidance Documents. (commonly referenced documents shown)*
  https://www.access-board.gov/guidance.html
  Guidance on the Americans with Disabilities Act (ADA) Accessibility Standards
  Guidance on Recreation Facilities
  Guidance on the Architectural Barriers Act (ABA) Accessibility Standards
  Animations on the ADA and ABA Standards
  Guidance on the ADA Accessibility Guidelines for Transportation Vehicles

Architectural Barriers Act (ABA) Standards. *Accessibility Standards.*
  https://www.access-board.gov/aba/

Americans with Disabilities Act (ADA) Standards. *2010 ADA Standards for Accessible Design.*
  https://www.access-board.gov/ada/

U.S. Access Board. *(Proposed) Public Right-of-way Accessibility Guidelines.*
  https://www.access-board.gov/prowag/

Uniform Federal Accessibility Standards (UFAS).
  https://www.access-board.gov/aba/ufas.html

American Association of State Highway and Transportation Officials (AASHTO).
  Guide for the Development of Bicycle Facilities (2012).

Manual on Uniform Traffic Control Devices (MUTCD) for Streets and Highways.
  https://mutcd.fhwa.dot.gov/

National Center on Accessibility. https://ncaonline.org

Rocky Mountain ADA Center. https://www.rockymountainada.org

APPENDIX I – SAMPLE REVIEW AND INSPECTION CHECKLISTS

Development Plan Review Checklist
ADA Compliance

Description	Yes	No	N/A	Comments
Accessible Parking Areas				
Accessible parking stall/aisle cross-slopes less than 2% in all directions	☐	☐	☐	
Correct number of accessible parking stalls provided	☐	☐	☐	
Accessible parking aisle widths				
5' minimum for car spots	☐	☐	☐	
8' minimum for van spots	☐	☐	☐	
Signage provided	☐	☐	☐	
Van stalls				
One van stall provided for every six accessible stalls	☐	☐	☐	
Curb Ramps				
Ramps provided along the accessible pedestrian route	☐	☐	☐	
Correct ramp selected (see City/CDOT standard details)	☐	☐	☐	
Base of ramp free of parallel vehicle traffic	☐	☐	☐	
Gutter counter slope less than 5%	☐	☐	☐	
Ramp width greater than or equal to 4'	☐	☐	☐	
Ramp cross-slope less than 2%	☐	☐	☐	
Running slope of ramp less than 8.3%	☐	☐	☐	
If flared sides provided, running slope less than 10%	☐	☐	☐	
Truncated domes	☐	☐	☐	
Prefabricated domes specified	☐	☐	☐	
Prefabricated domes have contrasting color	☐	☐	☐	

	☐	☐	☐
Dome panel is 2' long and full width of ramp	☐	☐	☐
Landing	☐	☐	☐
Minimum 4' x 4' provided (5' x 4' if vertical obstruction exists)	☐	☐	☐
Cross-slope less than 2%	☐	☐	☐
Sidewalks			
Accessible pedestrian route to all services/amenities	☐	☐	☐
Running slope consistent with adjacent street (if parallel)	☐	☐	☐
Running slope less than 5% (if not parallel)	☐	☐	☐
Width greater than or equal to 5'	☐	☐	☐
Clear of obstructions	☐	☐	☐
Cross-slope less than 2%	☐	☐	☐
Driveway crossing cross-slope less than 2%	☐	☐	☐
Adjacent sign post offset and sign height provides minimum horizontal and vertical clearance	☐	☐	☐
Minimum offset from sidewalk provided for new tree plantings	☐	☐	☐

Description	Yes	No	N/A	Comments
Accessible Parking Areas				
Are accessible parking stall/aisle cross-slopes less than 2% in all directions?	☐	☐	☐	
Are correct number of stalls provided, per design plan?	☐	☐	☐	
Are accessible parking aisles provided, per design plan?	☐	☐	☐	
Are accessible parking aisle widths provided, per design plan?	☐	☐	☐	
Are car stall aisles 5' minimum width?	☐	☐	☐	
Are van stall aisles 8' minimum width?	☐	☐	☐	
Is signage provided, per design plan?	☐	☐	☐	
Are correct number of van stalls provided, per design plan?	☐	☐	☐	
Curb Ramps				
Are ramps provided along the accessible pedestrian route?	☐	☐	☐	
Are constructed ramp consistent with approved design plan?	☐	☐	☐	
Are bases of ramps free of parallel vehicle traffic?	☐	☐	☐	
Are gutter counter slope less than 5%?	☐	☐	☐	
Are ramp widths greater than or equal to 4'?	☐	☐	☐	
Are ramp cross-slopes less than 2%?	☐	☐	☐	
Are running slopes of ramps less than 8.3%?	☐	☐	☐	
If flared sides provided, are running slope less than 10%?	☐	☐	☐	

Truncated domes

Are prefabricated domes installed?	☐	☐	☐
Do prefabricated domes have contrasting color?	☐	☐	☐
Are dome panels 2' long and full width of ramps?	☐	☐	☐

Landing

Are landings provided?	☐	☐	☐
Is minimum 4' x 4' provided? (5' x 4' if vertical obstruction exists)	☐	☐	☐
Are cross-slopes less than 2% in all directions?	☐	☐	☐

Sidewalks

Are accessible pedestrian routes provided to all services/amenities, per design plan?	☐	☐	☐
Are running slopes consistent with adjacent street (if parallel)?	☐	☐	☐
Are running slopes less than 5% (if not parallel)?	☐	☐	☐
Are widths greater than or equal to 5'?	☐	☐	☐
Are sidewalks clear of obstructions?	☐	☐	☐
Are sidewalks free of vertical and horizontal differences greater than 0.5"?	☐	☐	☐
Are cross-slopes less than 2%?	☐	☐	☐
Are driveway crossing cross-slopes less than 2%?	☐	☐	☐
Are adjacent sign post offsets and sign heights providing minimum horizontal and vertical clearance?	☐	☐	☐
Are minimum offsets from sidewalk for new tree plantings per design plan?	☐	☐	☐

APPENDIX J – DESIGN & CONSTRUCTION EXCEPTION FORM

CITY OF AURORA

Statement of Fundamental Change or Undue Burden – Service, Program or Activity

The Federal Regulations issued under Title II of the Americans with Disabilities Act require that each service, program or activity operated by the City be readily accessible to and usable by individuals with disabilities unless the action required to create such accessibility would result in fundamental alteration in the nature of a service, program or activity or in undue financial and administrative burdens. If an action would result in such an alteration or such burdens, a public entity shall take any other action that would not result in such an alteration or such burdens but would nevertheless ensure that individuals with disabilities receive the benefits or services provided by the City. (*See* 28 CFR §35.150(a)(3).)

Where an action has been proposed in order to make a City-offered service, program or activity more accessible or usable by individuals with disabilities, but it has been determined that the proposed action would result in fundamental alteration in the nature of a service, program or activity or in undue financial and administrative burdens, this form should be completed and a copy of the complete, fully-signed form should be submitted to the Aurora ADA Coordinator.

Description of City service, program or activity: _____

_____

_____

Description of action requested for increased accessibility: _____

_____

Reason(s) that requested action would result in a fundamental alteration to the service, program, or activity or undue financial or administration burden to the City: _____

_____

_____

_____

Description of measures taken to ensure individuals with disabilities receive the benefits and services provided by the city: _____

_____

I hereby certify that (a) the above-described action has been determined to constitute a fundamental alteration or burden, and (b) the City has taken or will take actions to ensure that individuals with disabilities receive City benefits or services:	
PROGRAM COORDINATOR OR DEPT. HEAD	**CITY MANAGER OR DESIGNEE**
Name:	Name:
Title:	Title:

APPROVED AS TO FORM:

_____
City Attorney

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CITY OF AURORA

Statement of Structural Impracticability – New Construction

The Federal Regulations issued under Title II of the Americans with Disabilities Act require that, when constructing a new facility, full compliance with ADA requirements is not required where a public entity can demonstrate that it is **structurally impracticable** to meet such requirements due to the unique characteristics of the terrain, which prevent the incorporation of accessibility features. (*See* 28 CFR §35.151(a)(2).)

Where, in connection with a new construction project, a determination has been made that a City building or facility cannot be constructed to be in full and strict compliance with ADA requirements because of existing unique characteristics of the terrain, this form should be completed and a copy of the complete, fully-signed form should be submitted to the Aurora ADA Coordinator.

Project Name: _____

Project Number:_____

Brief description of new construction project: _____

_____

_____

Element of project at issue: _____

Reason(s) that element cannot be built so as to be in strict compliance with current ADA requirements (attach design drawings, plans or additional sheets as necessary): _____

_____

_____

Description of measures taken to ensure building or facility complies with ADA requirements to the maximum extent feasible: _____

_____

I hereby certify that I have made a good faith determination that the above-described element has been designed to comply with ADA requirements to the maximum extent feasible:

ENGINEER	DEPARTMENT HEAD
Name:	Name:
Title/License No.:	Title:

APPROVED AS TO FORM:

_____
City Attorney

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CITY OF AURORA

Statement of Technical Infeasibility or Disproportionality – Alterations

The Americans with Disabilities Act Accessibility Guidelines (ADAAG) state that in alterations, where compliance with applicable requirements is **technically infeasible**, the alteration shall comply with the requirements to the maximum extent feasible. (*See* 36 CFR part 1191, Appendix B, §202.3, exception 2.) "Technically infeasible" is defined as: "with respect to an alteration of a building or a facility, something that has little likelihood of being accomplished because of existing structural conditions would require removing or altering a loadbearing member that is an essential part of the structural frame; or because other existing physical or site constraints prohibit modification or addition of elements, spaces, or features that are in full and strict compliance with the minimum requirements." (*See* 36 CFR part 1191, Appendix B, §106.5)

The Federal Regulations issued under Title II of the Americans with Disabilities Act require that, when a facility or part of a facility is altered, the facility shall, to the maximum extent feasible, be altered so that it is readily accessible to and usable by individuals with disabilities. (*See* 28 CFR 35.151(b)(4).) An alteration That could affect access to an area of a **facility that contains a primary function** shall be made so as to ensure that, to the maximum extent feasible, the **path of travel to the altered area** and the restrooms, telephones and drinking fountains serving the altered area are readily accessible to and usable by individuals with disabilities, unless the cost and scope of such alterations is **disproportionate** to the cost of the overall alteration. In this case, accessibility alterations will be deemed disproportionate to the overall alteration when cost exceeds 20% of the cost of the alteration to the primary function are. A "primary function" is defined as a major activity for which the facility is intended. (*See* 28 CFR 35.151(b)(4).)

Where, in connection with a proposed or current alteration project, a determination has been made that a City building or facility cannot be altered to be in full and strict compliance with ADA requirements because of existing structural, physical or site conditions or disproportionality, this form should be completed and a copy of the complete, fully-signed form should be submitted to the Aurora ADA Coordinator.

CITY OF AURORA

Statement of Technical Infeasibility or Disproportionality – Alterations

Project Name: _____

Project Number:_____

Brief Description of Alteration Project: _____

_____

_____

Element of project that has been deemed technically infeasible or disproportionately expensive:

_____

_____

If deemed *technically infeasible*, list reason(s) that elements cannot be in strict compliance with ADA requirements (attach design drawings, plans or additional sheets as necessary): _____

_____

_____

If deemed *disproportionately expensive*, **attach** calculations showing estimated cost of overall alteration project and estimated cost of accessibility (for path of travel to primary function area). List descriptions of measures taken to ensure building or facility complies with ADA accessibility requirements to the maximum extent feasible: _____

_____

_____

I hereby certify that I have made a good faith determination that the above-described element does, or has been designed to, comply with ADA requirements to the maximum extent feasible and/or the maximum extent possible in proportion to the cost of the overall alteration project, as indicated above:	
ENGINEER	**DEPARTMENT HEAD**
Name:	Name:
Title/License No.:	Title:

APPROVED AS TO FORM:

_____

City Attorney

APPENDIX K – PUBLIC OUTREACH MATERIALS AND RESULTS

ADA Transition Plan Update
City of Aurora

External Public Survey Data

Alfred Benesch & Company

January 2024

benesch

I live in Aurora

35%

65%

■ No/Not Checked ■ Yes

I work in Aurora

24%

76%

■ No/Not Checked   ■ Yes

I own a business in Aurora

0%

100%

■ No/Not Checked ■ Yes
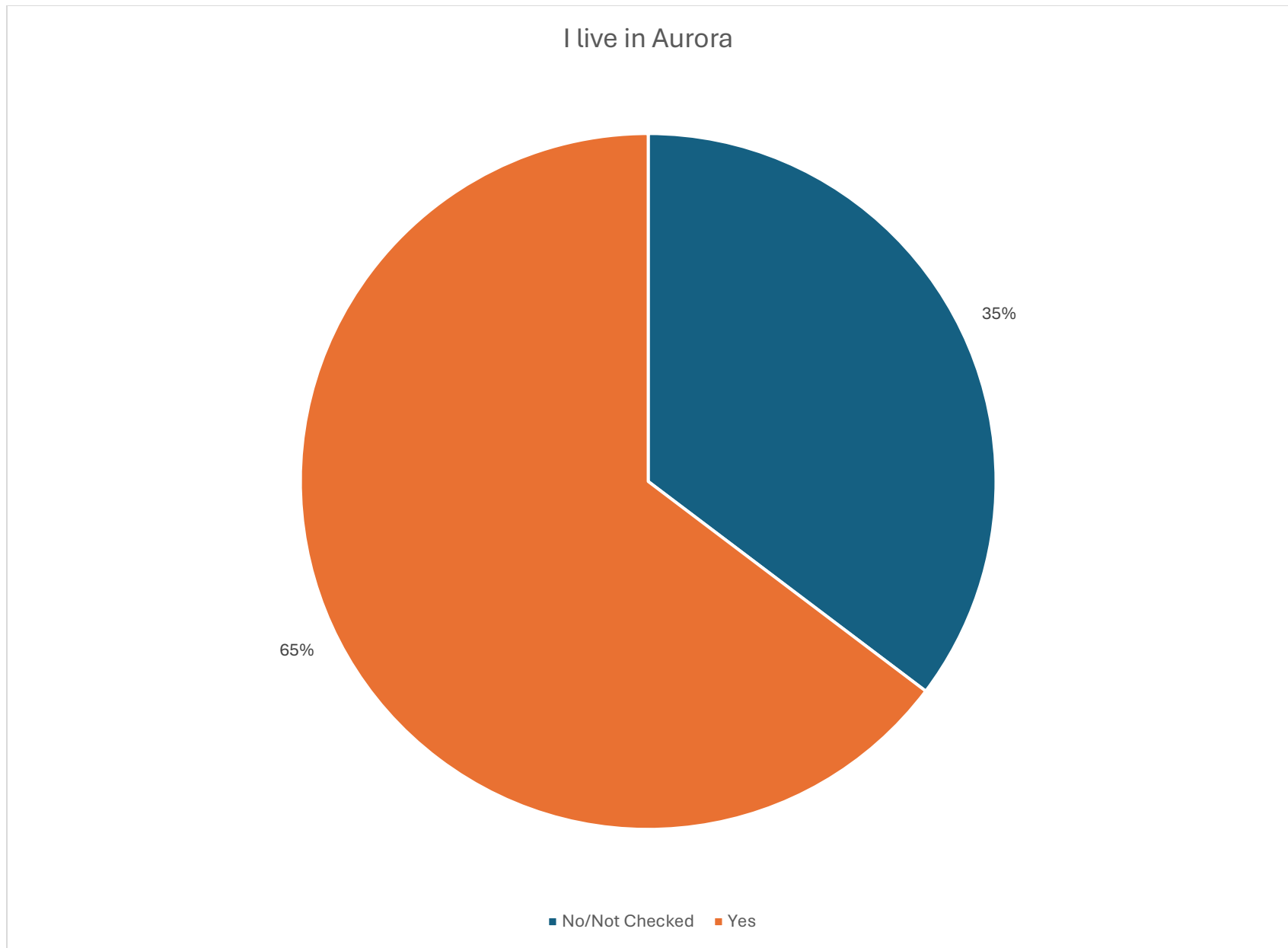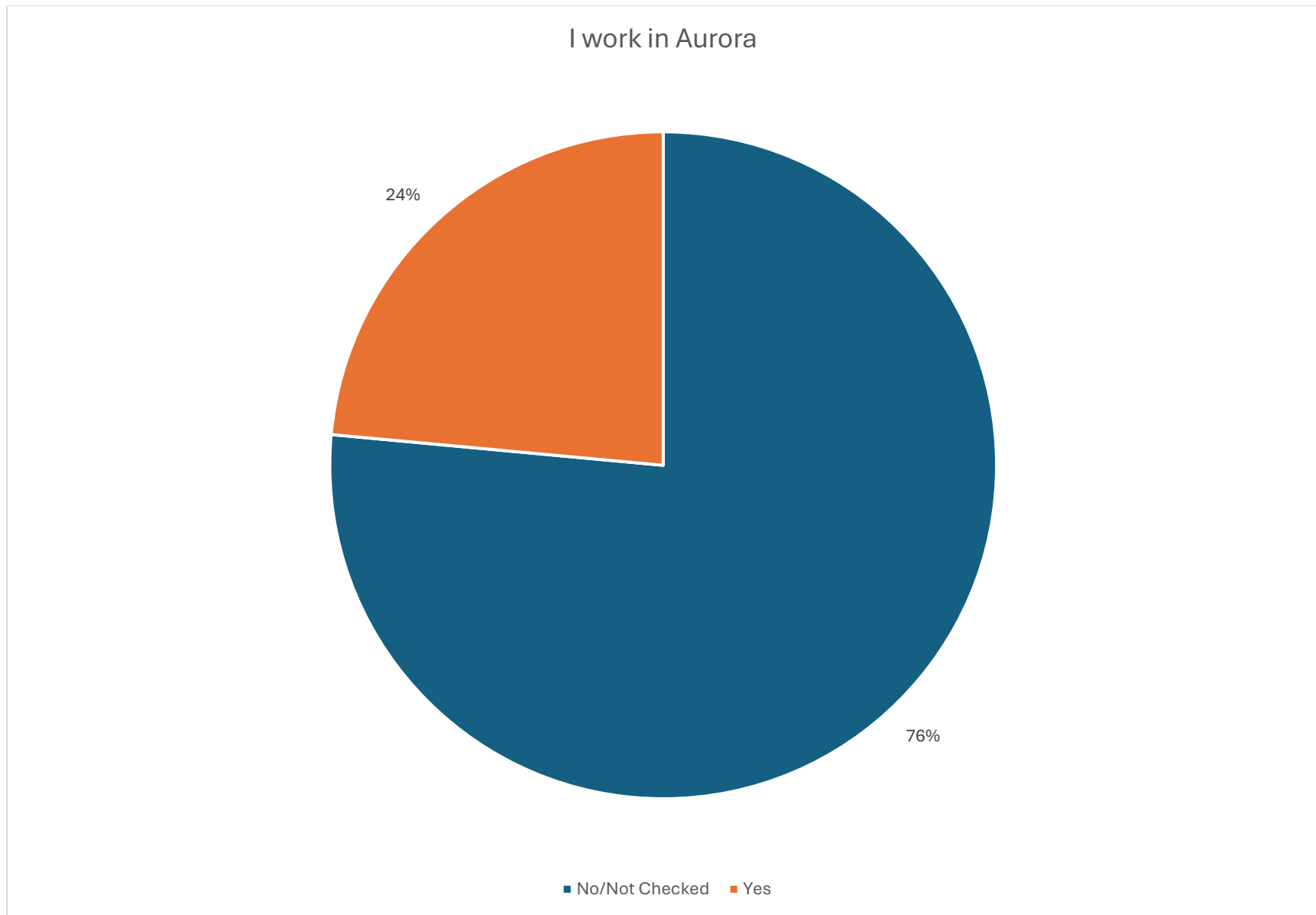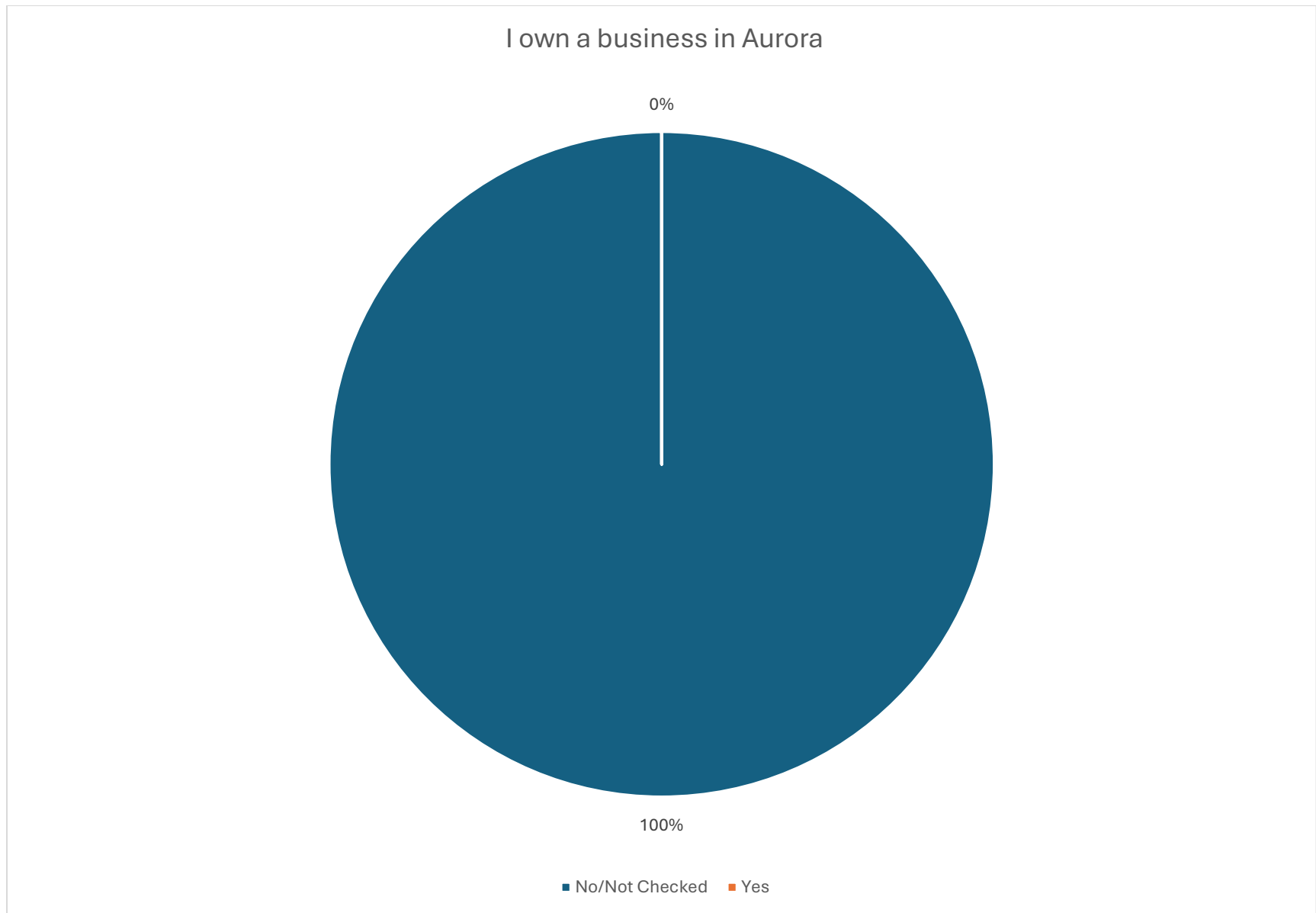
Council Ward
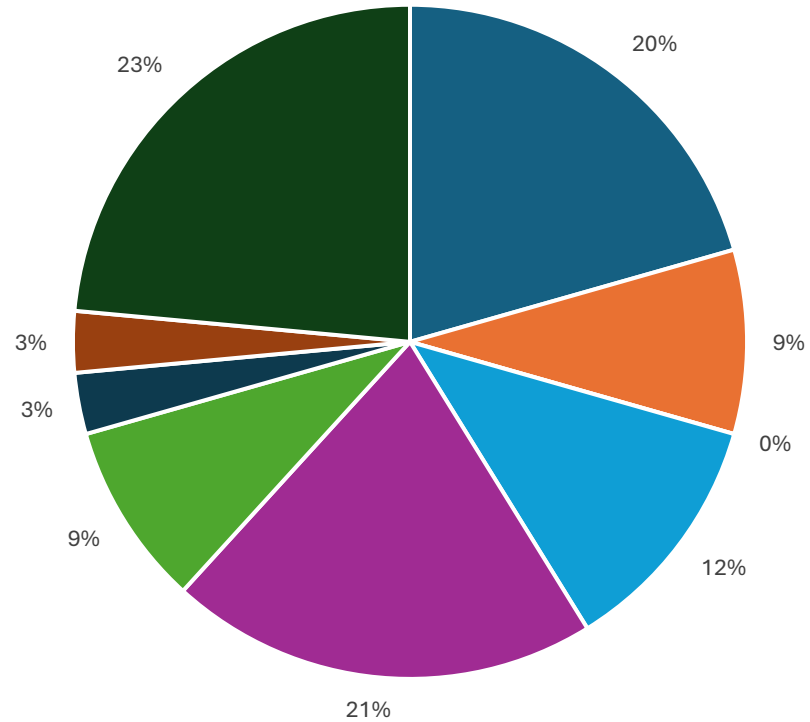
Legend: 1, 2, 3, 4, 5, 6, I don't live in Aurora, I don't live in Aurora but work/own a business here, I live in Aurora but don't know my council ward

Values: 20%, 9%, 0%, 12%, 21%, 9%, 3%, 3%, 23%

1. How would you rate the overall accessibility of the city's public right of way (streets, sidewalks, curb ramps, pedestrian signals)?
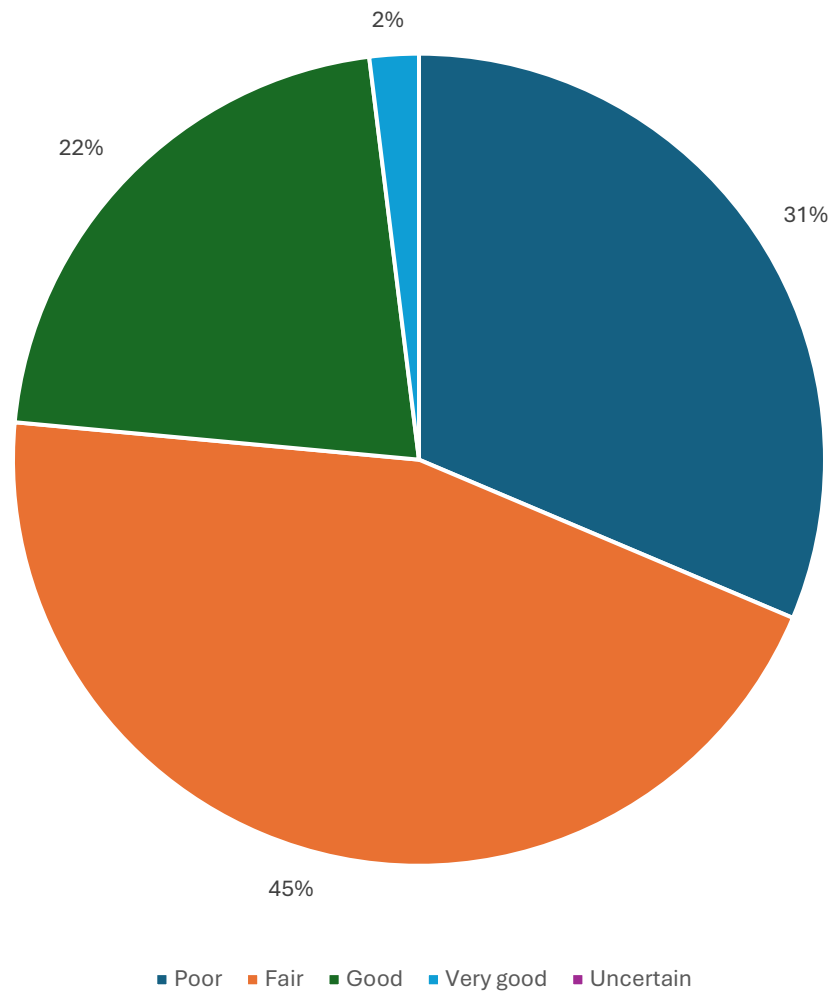
- Poor — 31%
- Fair — 45%
- Good — 22%
- Very good — 2%
- Uncertain

2. Do you believe the City is generally accepting/accommodating of persons with disabilities?

18%

33%

49%

■ Don't Know/No Opinion   ■ No   ■ Yes

3. If you or someone you know has a disability, have you or they experienced physical barriers or constraints on a city-maintained pedestrian path you or they currently use or would like to use?

6%

29%

65%

■ No ■ Not applicable ■ Yes

Summary of Public Survey Data | City of Aurora ADA Transition Plan

4. Have you encountered missing sections, inaccessible locations or poor conditions related to city sidewalks?

20%

80%

■ No ■ Yes ■

Summary of Public Survey Data | City of Aurora ADA Transition Plan

6. Have you encountered areas where curb ramps are missing or inaccessible?

49%

51%

■ No ■ Yes ■
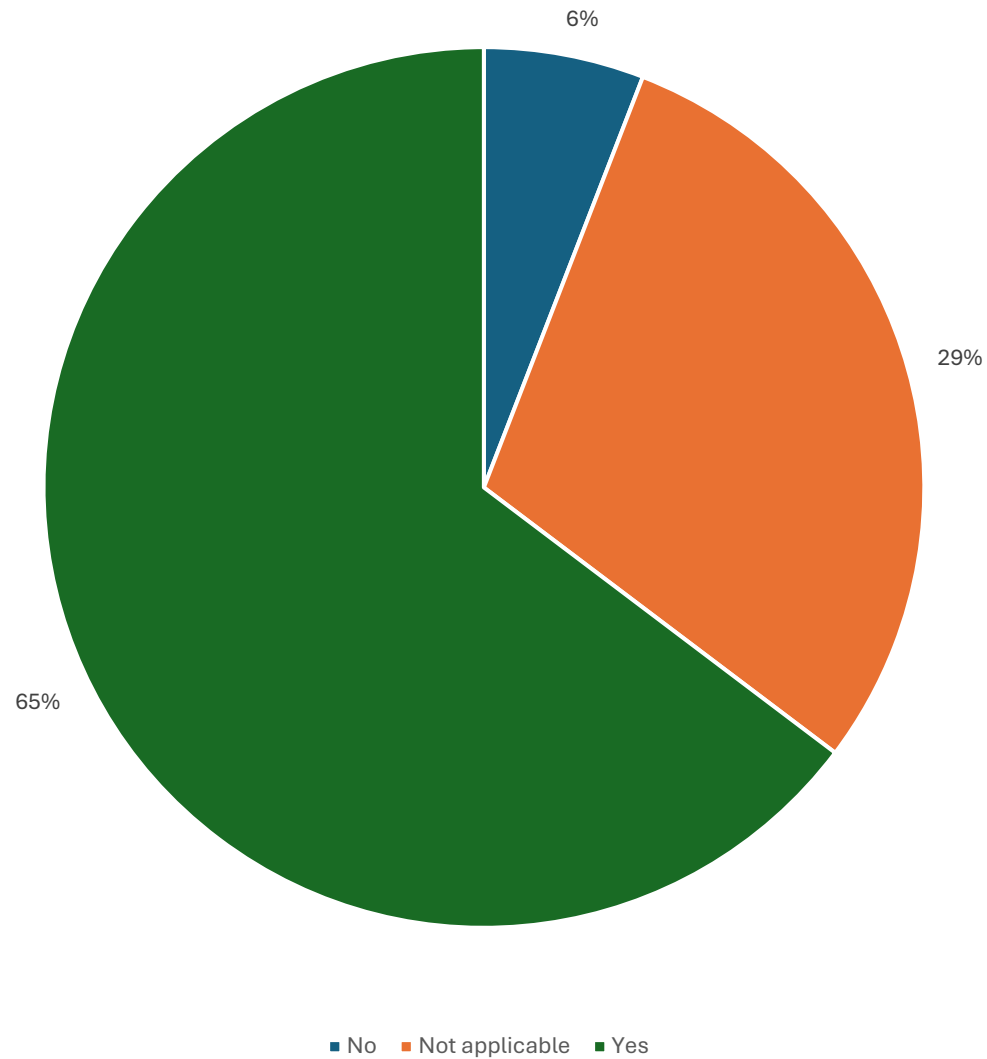
8. If you or someone you know has a disability, have you or they encountered street or intersection crossings where lack of pedestrian crossing signals or medians affects your or their ability to cross the street?

26%

47%

27%

■ No ■ Not applicable ■ Yes

Summary of Public Survey Data | City of Aurora ADA Transition Plan
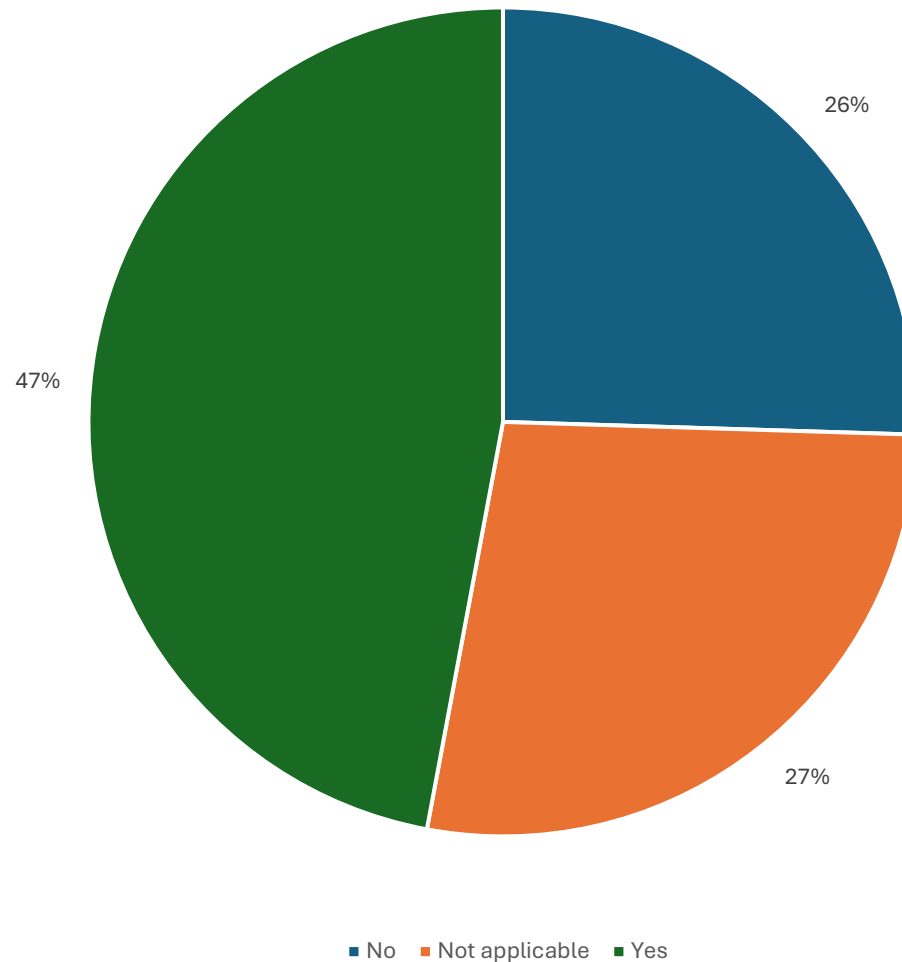
10. Have you encountered street or intersection crossings where lack of pedestrian visual or audio crossing signals or medians affect your ability to cross the street?

47%

53%

■ No ■ Yes ■
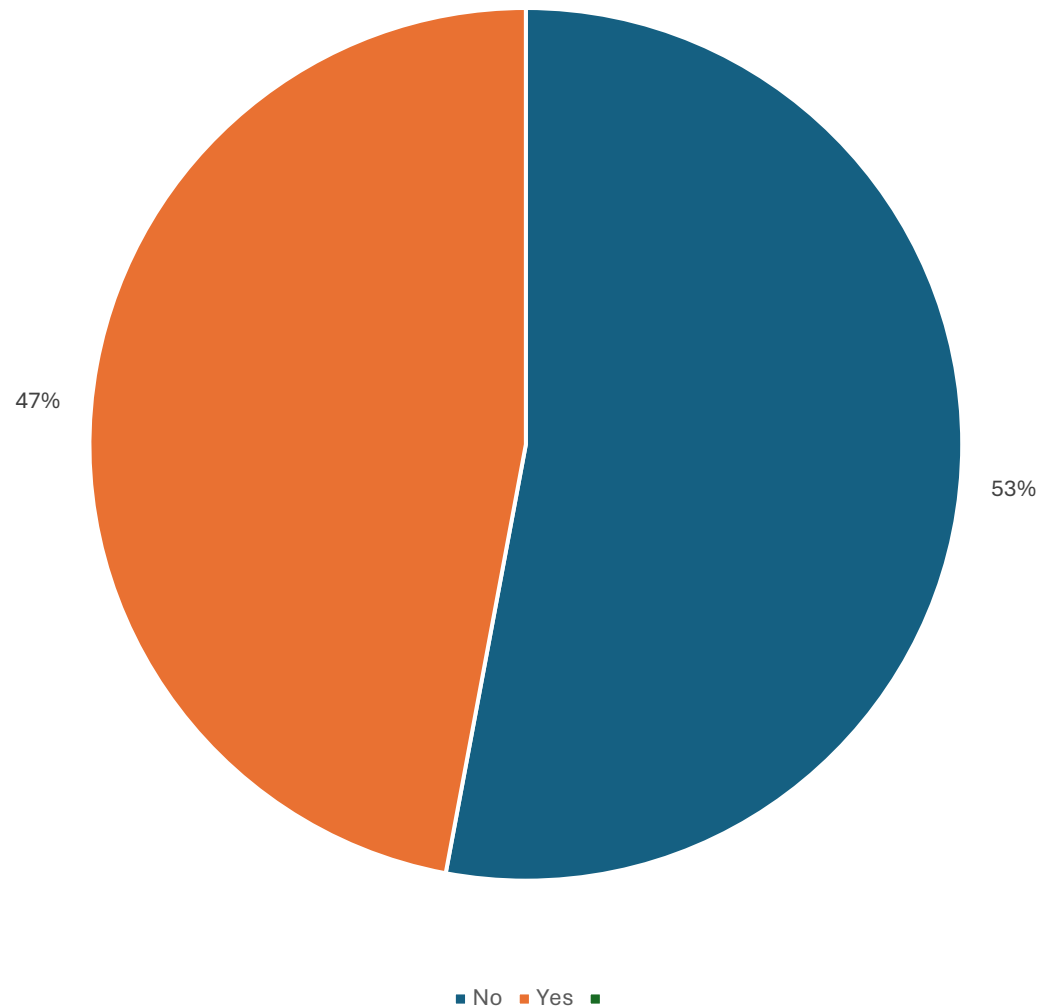
12. If you or someone you know has a disability, have you or they encountered any physical obstructions like trees or low-hanging branches, bushes, retaining walls, signs or fire hydrants that have prevented you or them from utilizing a sidewalk?

20%

20%

60%

■ No ■ Not Applicable ■ Yes

Summary of Public Survey Data | City of Aurora ADA Transition Plan
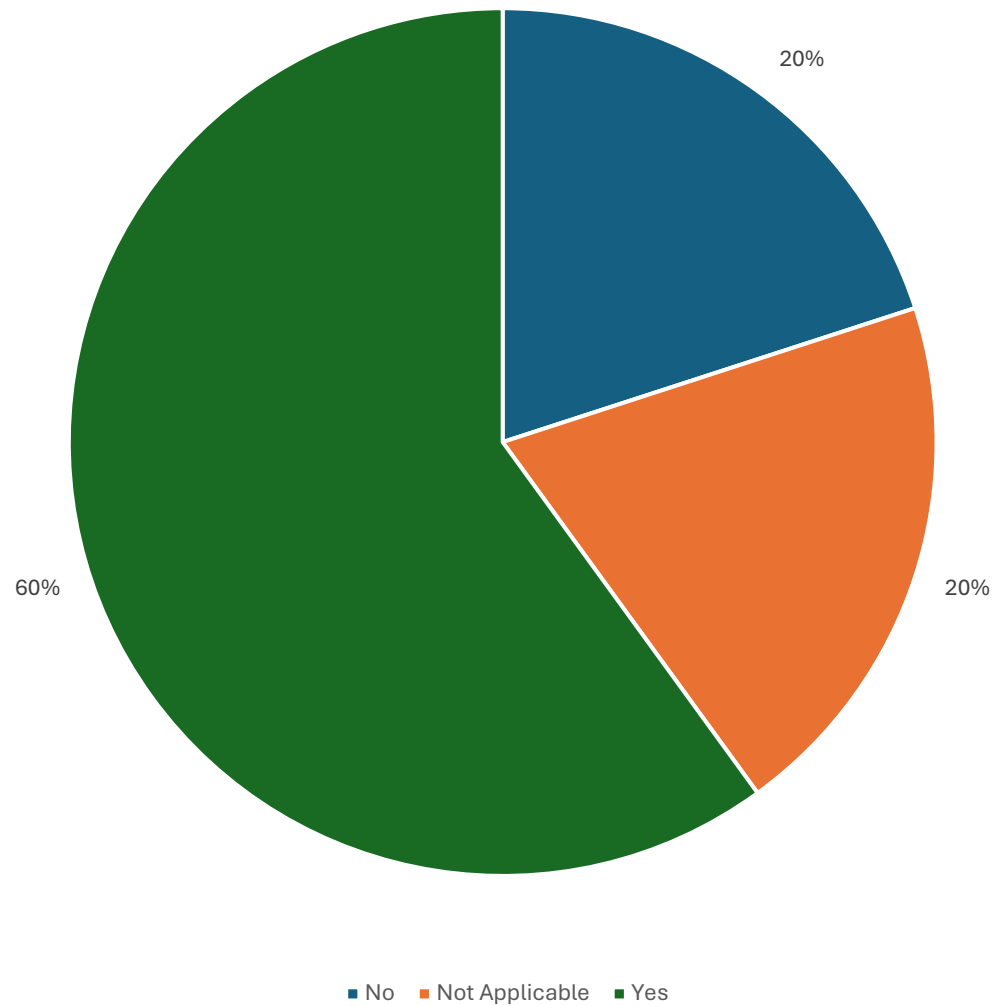
15. Do you identify as a person with a disability or other chronic condition?

53%

8%

39%

■ No   ■ Unknown   ■ Yes

16. What is your age range?

Legend: 18 to 29 | 30 to 39 | 40 to 49 | 50 to 59 | 60 to 69 | 70 to 79 | Unknown

- 8% (18 to 29)
- 29% (30 to 39)
- 19% (40 to 49)
- 6% (50 to 59)
- 14% (60 to 69)
- 16% (70 to 79)
- 8% (Unknown)
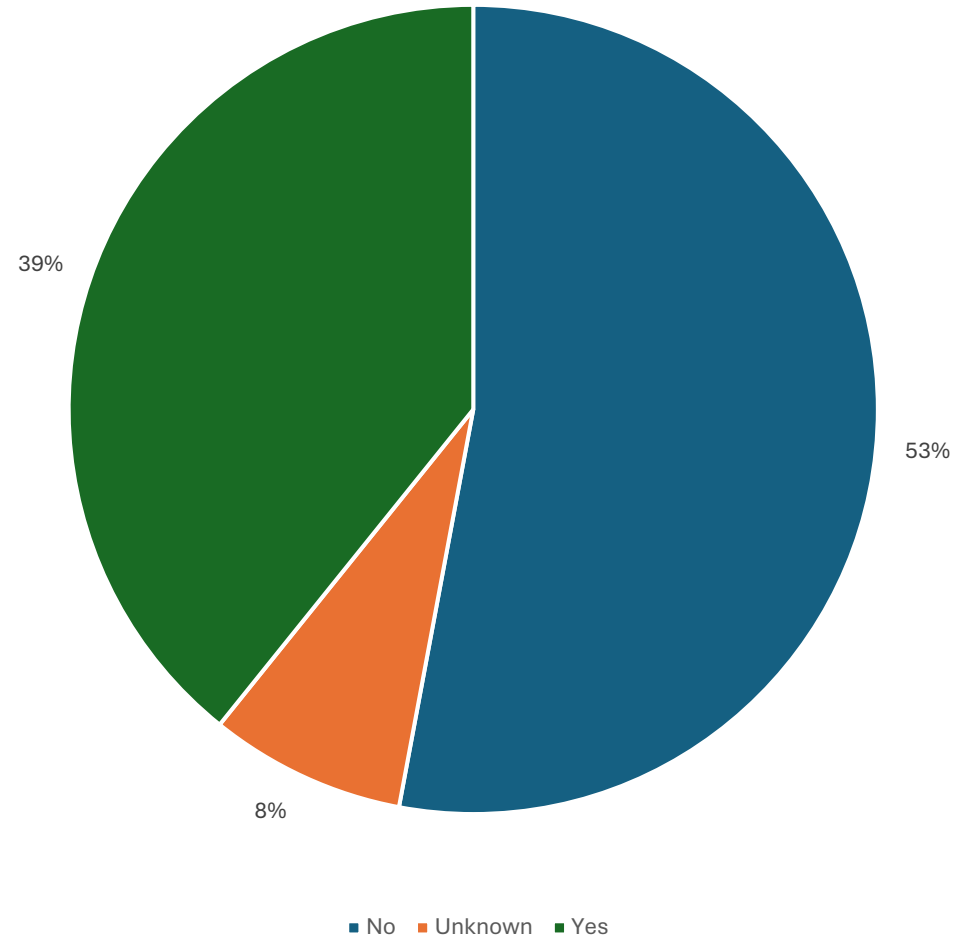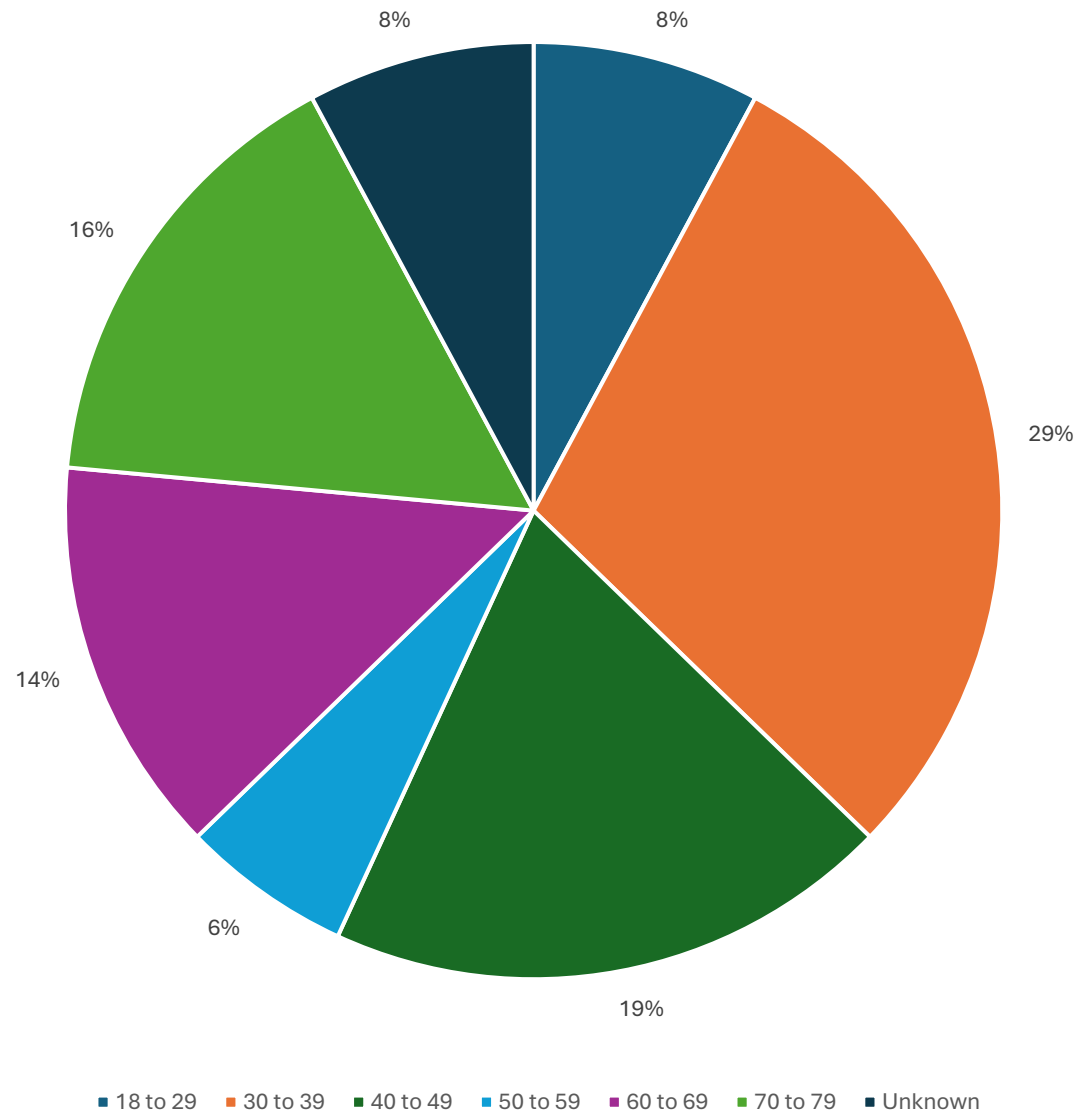
17. Are you of Hispanic/Latino origin?

6%

8%

86%

■ No ■ Unknown ■ Yes
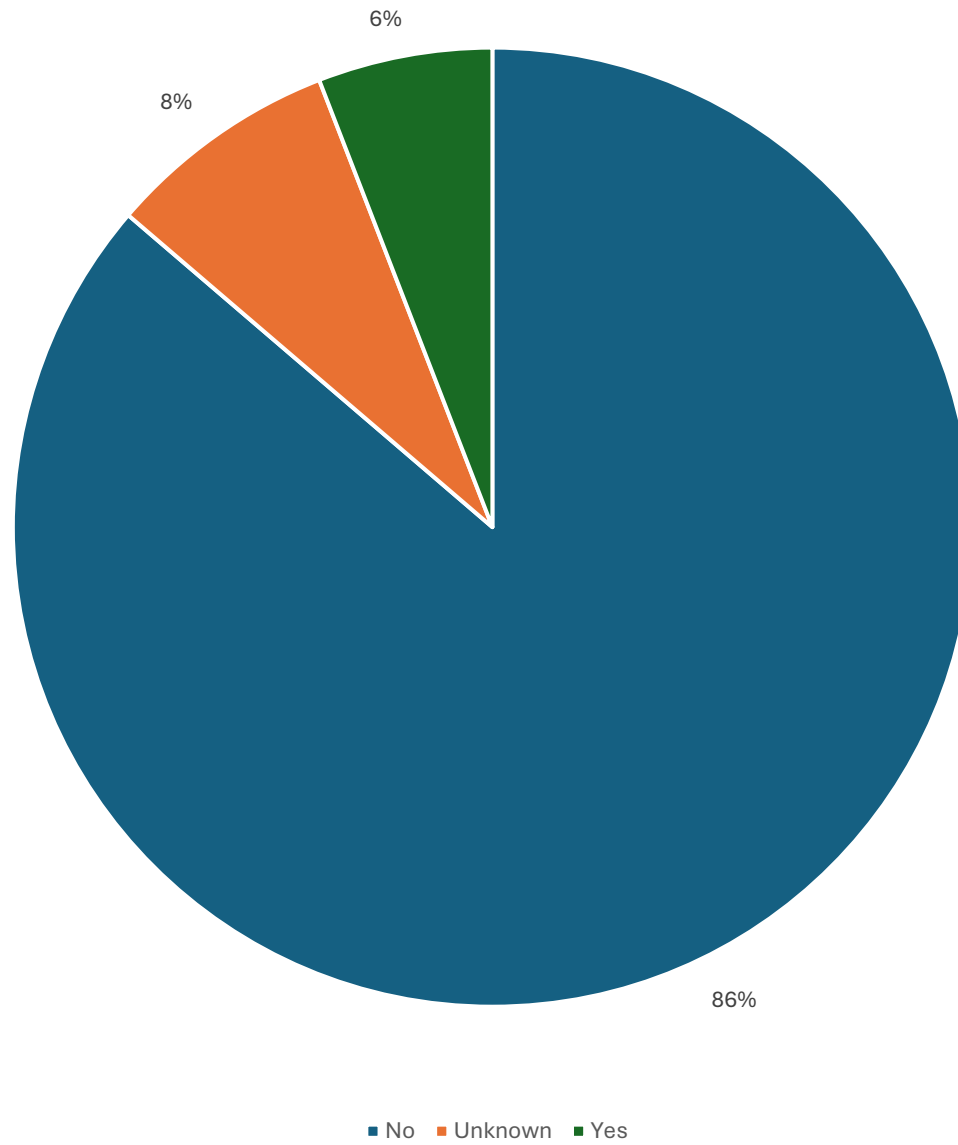
18. How would you best describe yourself?

- American Indian or Alaska Native
- Asian
- Black or African American
- Native Hawaiian or Other Pacific Islander
- White
- Other
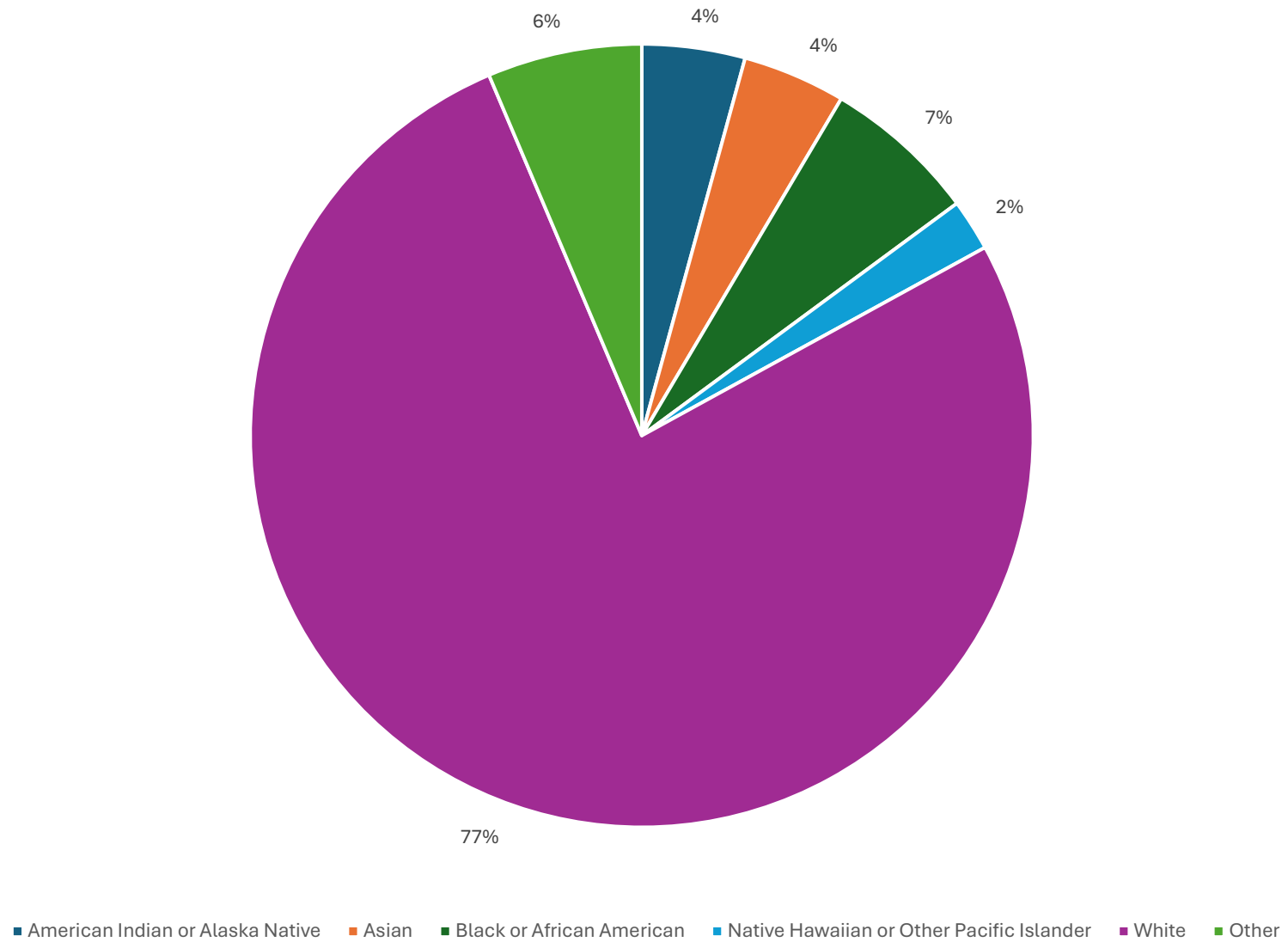
19. How do you describe your gender identity?

29%

4%

2%

4%

61%

■ Man ■ Non-Binary ■ Other ■ Unknown ■ Women

Summary of Public Survey Data | City of Aurora ADA Transition Plan
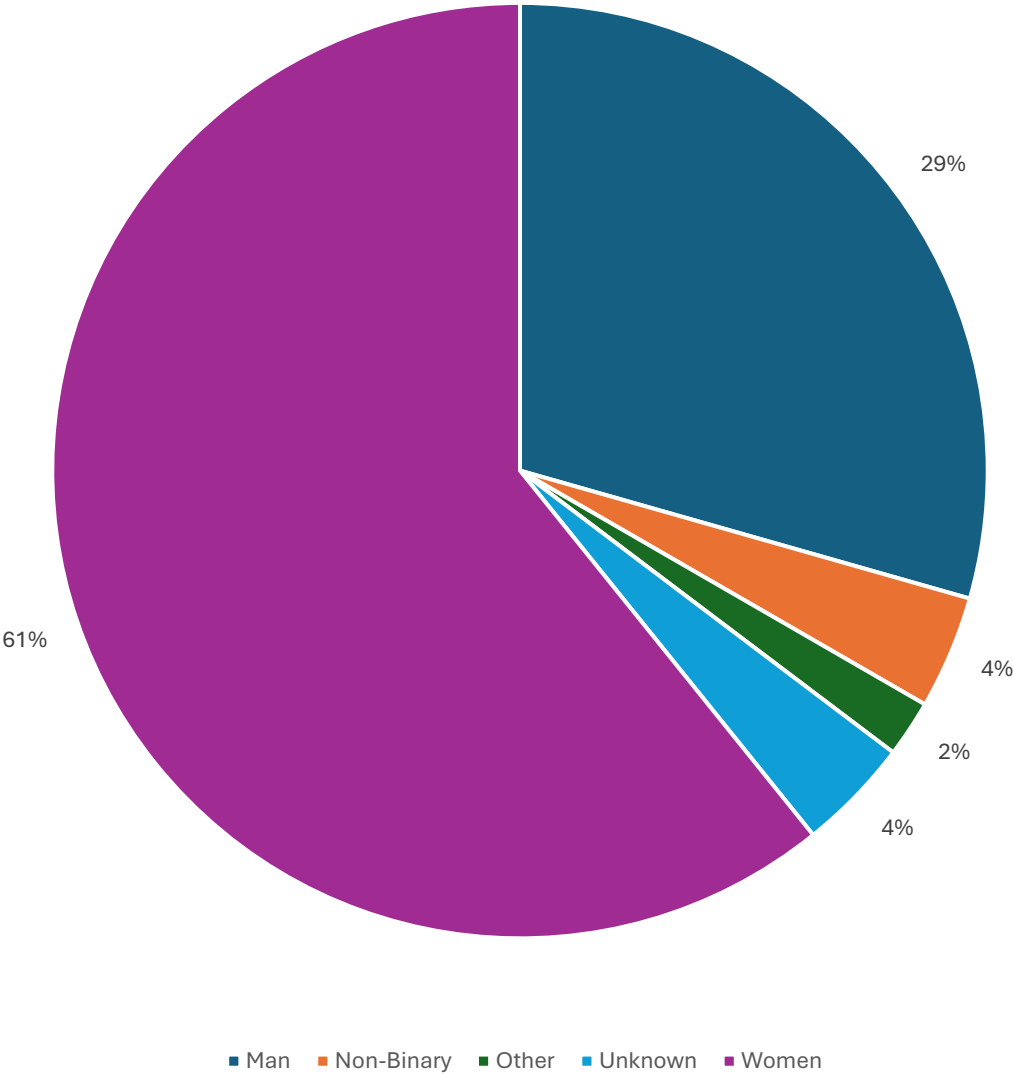
APPENDIX L – ADA COORDINATOR CONTACT INFO

City of Aurora Title II ADA Coordinator
Karlyn Shorb
Office of Accessibility
15151 East Alameda Avenue
Aurora, CO 80012
Ph: 303-326-8858
Email: ADACompliance@AuroraGov.org

City of Aurora Digital Accessibility Coordinator
William Flowers
Office of Communications
15151 E. Alameda Pkwy
Aurora, CO 80012
Email: ADACompliance@auroragov.org

City of Aurora Title I ADA Coordinator
Patricia Sylvester
Human Resources
15151 E. Alameda Pkwy
Aurora, CO 80012
Email: ADARequest@auroragov.org

Adaptive Recreation and Inclusion Services
Phone: 720-859-4984 OR 720-859-4985
Email: arise@auroragov.org

Hours
Monday - Friday
8:00 a.m. - 5:00 p.m.
(Excluding City holidays)

APPENDIX M – GRIEVANCE PROCEDURE

FORMAL GRIEVANCES BY MEMBERS OF THE PUBLIC

DAY 1

Complainant submits Grievance via webform, email or phone call to ADA Coordinator, or ADA Coordinator documents Grievance as an escalation from an informal Accommodation Request (escalations should occur within 10 days of unsatisfactory Resolution)

- Grievance form should include Complainant's full name and address, phone number and/ or email address
- Grievance form should include Date and description of the Grievance
- Grievance form should include Complainant's proposed resolution to address Grievance
- Grievance form should include Complainant's signature and the current date

WITHIN 3 DAYS

ADA Coordinator documents and renders decision, and sends notice of decision to Complainant

ON OR BEFORE DAY 20

Complainant accepts or rejects Resolution (absent notification by individual, it shall be assumed individual accepts the resolution offered)

ON OR BEFORE DAY 25

If Resolution rejected, ADA Coordinator escalates to City Manager or their Designee.

ON OR BEFORE DAY 32

City Manager or their Designee renders decision or new proposed resolution regarding Grievance.

ON OR BEFORE DAY 35

ADA Coordinator notifies Complainant of City Manager's decision in writing.

*Goal for resolution of formal Grievances = 35 Days

*Goal for Total Resolution time of Reasonable Modification Request or Compliant + Formal Grievance should be within 56 business days of original request.

"Day" is defined as one business day, Monday through Friday and excluding Saturday and Sundays.

APPENDIX N – SUMMARY OF WORK COMPLETED TOWARDS TRANSITION PLAN IMPLEMENTATION

STATUS OF TRANSITION PLAN GOALS

GOAL DESCRIPTION	YEAR ADDED	YEAR ACCOMPLISHED	COMMENTS
Section 3.2.1. Adopt and implement a policy directing that as streets are resurfaced (defined as an alteration) as part of Aurora's annual maintenance program, any adjacent noncompliant curb ramps are reconstructed, including by adding dome panels to curb ramps without detectable warning surfaces.	2025		
Section 3.2.1. Adopt and implement a policy on preferred locations and accommodations for pedestrian street crossings which includes spacing criteria for street crossings, as well as other guidance for pedestrian signals, and pushbuttons.	2025		
Section 3.2.1. Adopt and implement a policy to establish a ranking system to help prioritize and schedule implementation of accessibility improvements on pedestrian infrastructure along its transportation network considering the level of severity of a barrier's impact to accessibility while acknowledging fiscal constraints.	2025		
Section 3.2.1. Integrate ADA compliance data into existing GIS databases. Establish common taxonomy and definitions for attributes to capture compliance data.	2025		
Section 3.3.1. Formally integrate ADA compliance into the city's asset management framework for curb ramps, sidewalks, and pedestrian push buttons.	2025		
Section 4.1. Develop and use ADA compliance checklists to facilitate design,	2025		

design review, and construction inspection activities and ensure ADA compliant infrastructure is built.			
Section 4.2. Adopt a policy to guide staff in communication with persons with disabilities that includes guidance on effective alternative communication.	2025		
Section 6. Create an ADA Task Force comprised of city staff from relevant departments overseeing and managing the PROW to assist with accessibility compliance	2025		
Section 8. The ADA Coordinator will review and monitor the Transition Plan on at least an annual basis	2025		
Section 8. Update the Plan on a yearly basis to track progress toward goals and to document removal of barriers.	2025		
Section 8.1. Update the City's GIS database on a yearly basis to capture and document completed accessibility improvements for ramps, sidewalks, and pedestrian push buttons	2025		

SUMMARY OF BARRIERS REMOVED

CURB RAMPS

Year	# of Curb Ramps (Each)

SIDEWALK

Year	Sidewalk (LF)

PEDESTRIAN PUSH BUTTONS

Year	# of Push Buttons (Each)

ADA Self-Evalution and Transition Plan Update Phase I

City Council Study Session
August 25, 2025

Karlyn K. Shorb, MA, JD, ACTCP
Title 2 ADA Coordinator

Presentation Roadmap

Introductions

  Karlyn K. Shorb, City of Aurora

ADA Requirements

  Legal Mandates
  ADA Title II
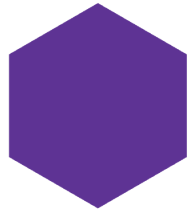
Self-evaluation and Transition Plan

  Key Findings
  Progress to Date
  Next Steps

ADA Mandate

The 1991 Americans with Disabilities Act requires States, Local Governments, Special Districts, and all Contractors of these entities providing a public service for the entity, to meet certain <u>fundamental accessibility requirements</u>.

Photo: This photo depicts a sign pointing to an accessible trail using a universal symbol of an individual in a wheelchair.

Other Disability Access Mandates

OTHER RELEVANT LAWS INCLUDE:

- Colorado Anti-discrimination Act (CADA)

- HB 21-1110 (recently amended CADA to include mandates to make digital spaces accessible)

- The Rehabilitation Act of 1973 (applies to entities receiving Federal funds and to entities applying for Federal programs)

- Federal Fair Housing Act (FFHA)(also applies to entities receiving Federal funds, and to local entities providing subsidized housing programs & to housing developments with 4+ attached units)

- Architectural Barriers Act (FABA)

Accessibility Mandates

Accessibility mandates under various laws affect all areas of the city, such as:

• The architectural compliance of buildings, parks, and the public right of way;

• Events, programs, and activities for the public;

• Online billing, payment systems, registration sites;

• Documents, multimedia, agendas, etc. added to the city's website or shared on social media;

• The availability of auxiliary aids and accommodations, such as ASL, for public programs and events.

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Six Basic Title 2 Requirements under the ADA

Requirement 1: Appoint an ADA Coordinator.

Requirement 2: Post Public Notice of Non-discrimination citywide.

Requirement 3: Set up a Grievance procedure for the public.

Requirement 4: "Reasonably modify rules, policies [and] procedures to avoid discriminating against people with disabilities."

Requirement 5: Provide "reasonable modifications" to allow individuals with disabilities to access structures, programs, services and activities on equitable footing as their non-disabled counterparts.

Requirement 6: Undertake a "self-evaluation... to examine how programs, services and activities are delivered to individuals with disabilities" & develop a "transition plan" to address deficits in equitable services to community members with disabilities.

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City ADA Coordinators

- **Karlyn Shorb**, Title 2 ADA Coordinator (City Manager's Office)

- **William Flowers**, Website and Digital Accessibility Coordinator (Communications and Marketing)

- **Pat Sylvester**, Phazaria Koonce & Employee Relations Team, Title 1 ADA Coordinators (Human Resources)

- **Brea Landon** & PROS Adaptive and Inclusive Recreation Team (Parks, Recreation and Open Space)
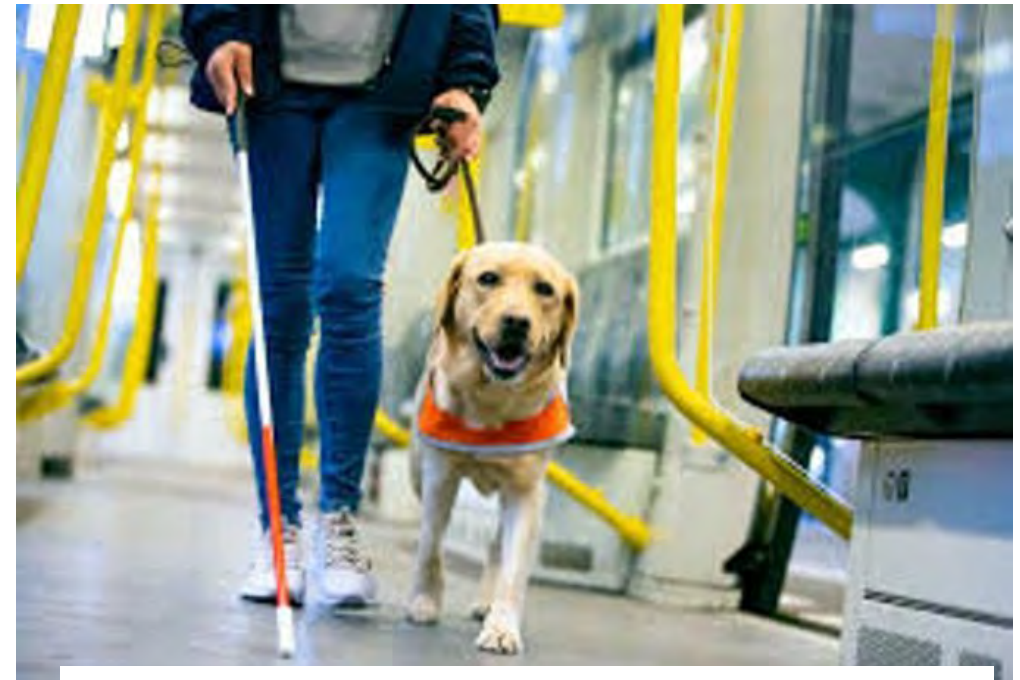

Photo: Service dog assists Blind individual with tasks of daily living.

- **Full-time Title 2 ADA Coordinator**

- **Policy updates & Notice communicated widely**

- **New Grievance & Accommodation Request processes (and online forms)**

- **Training and learning tools**

- **Communication/ website improvements**

- **Phase 1 ADA Self-evaluation and Transition Plan draft complete**

Title 2 Requirements

Requirement 6: Audit a/k/a "Self-evaluation" ... "to examine how programs, services and activities are delivered to individuals with disabilities"

WE ARE HERE

PHASE 1 — Self-Evaluation and Transition Plan for Public Right-of-Way
2023-2025

PHASE 2 — Self-Evaluation and Transition Plan for Emergency Services and Emergency Preparedness
2025-2026

**PHASE 3** — Self-Evaluation and Transition Plan for public Buildings, Parking Lots and other structures
2025-2026

PHASE 4 — Self-Evaluation and Transition Plan for Parks, Recreation and Open Space
2026-2027

Self-evaluation Phase 1 (PROW)
Field Collection & Stakeholder Engagement

1. **Departmental Discovery**

2. **Surveys: Internal surveys to City staff**

3. **External Surveys & Focus Groups**

4. **Collection of Field Data**

- Curb Ramps

- Sidewalks

- Push Buttons

Featured Project
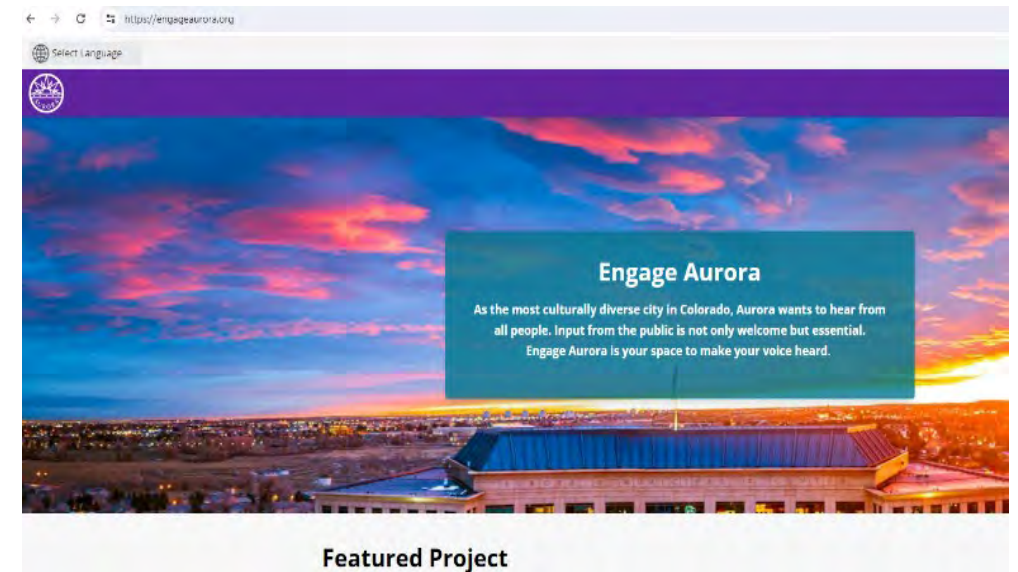
Self-evaluation and Transition Plan Phase 1 (PROW) Key Findings

Phase 1 of the self-evaluation included an assessment of 12,233 curb ramp locations, 278 miles of sidewalk, and 1,930 pedestrian push buttons, as well as review of policies, procedures and practices. The following were the **key findings**:

- **92% of pedestrian push buttons in the city of Aurora are non-compliant under both ADA standards**

- **95.9% of curb ramps in the city of Auora (including within newer developments) were noncompliant under the current ADA standards**

- **77.91% of sidewalks were non-compliant under current ADA standards**

Clear Width 4 Feet or More

Grade Break Not Flush (Non-Complying)

Figure 36: Non-Complying Grade Breaks
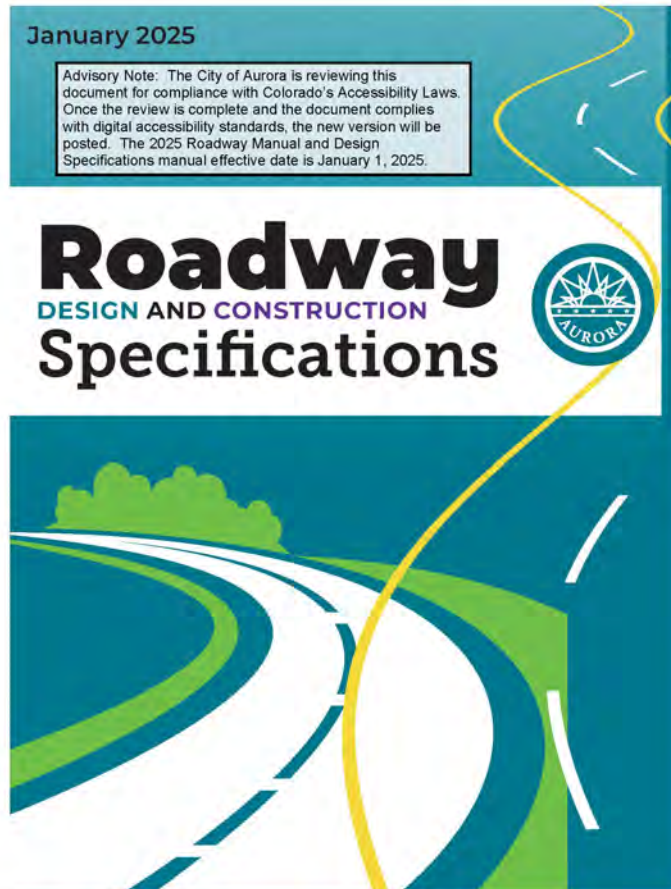
TRANSITION PLAN GOAL 1: Undertake a comprehensive review of city policies (City Code and Roadway Manual, as well as other policies) related to the right-of-way & determine whether to fully, or partially, adopt the Department of Justice's PROWAG (Public Right-of-Way Accessibility Guidelines) as an industry "best practice."

TRANSITION PLAN GOAL 2: Adopt & implement a policy directing that as streets are resurfaced as part of Aurora's annual maintenance program, any adjacent noncompliant curb ramps are reconstructed, including by adding dome panels to curb ramps without detectable warning surfaces.

TRANSITION PLAN GOAL 3: Adopt & implement a policy on preferred locations and accommodations for pedestrian street crossings which includes spacing criteria for street crossings, as well as other guidance for pedestrian signals, and pushbuttons.

TRANSITION PLAN GOAL 4: Adopt & implement departmental procedures to establish a ranking system to help prioritize and schedule implementation of accessibility improvements on pedestrian infrastructure along transportation network considering the level of severity of a barrier's impact to accessibility while acknowledging fiscal constraints.

TRANSITION PLAN GOAL 5: Integrate ADA compliance data into existing GIS databases.

TRANSITION PLAN GOAL 6: Integrate ADA compliance into the city's asset management framework for curb ramps, sidewalks & pedestrian push buttons.

TRANSITION PLAN GOAL 7: Develop & use ADA compliance checklists to facilitate design, design review, and construction inspection activities & ensure ADA compliant infrastructure is built.
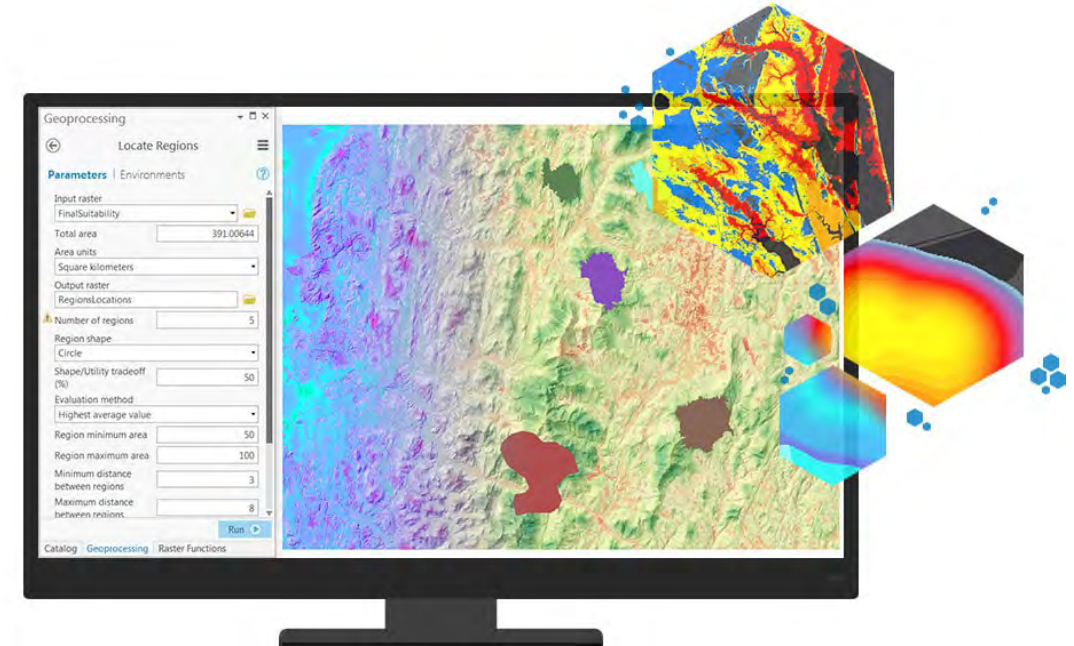
Phase 1 Transition Plan (PROW) Goals, cont'd

TRANSITION PLAN GOAL 8: Adopt a policy & procedure to guide staff in communication with persons with disabilities that includes guidance on effective alternative communication.

TRANSITION PLAN GOAL 9: Identify key representatives from each department to serve as ADA contacts & establish an ADA Working Group comprised of these representatives & the ADA coordinators to facilitate accessibility initiatives across the city.

TRANSITION PLAN GOAL 10: Update the Plan on a yearly basis to track progress toward goals & to document removal of barriers.

TRANSITION PLAN GOAL 11: Once ADA compliance is integrated into GIS database, update the city's GIS database on a yearly basis to capture & document completed accessibility improvements for ramps, sidewalks & pedestrian push buttons.

Transition Plan (PROW) Progress to Date

- **Phase 1 of Self-evaluation**

- **Phase 1 draft transition plan**
  - Must be approved by Council and published for comment before being finalized

- **Consultants hired for phases 2-4 of Self-evaluation and Transition plan**

2010 ADA Standards
for Accessible Design

Department of Justice
September 15, 2010
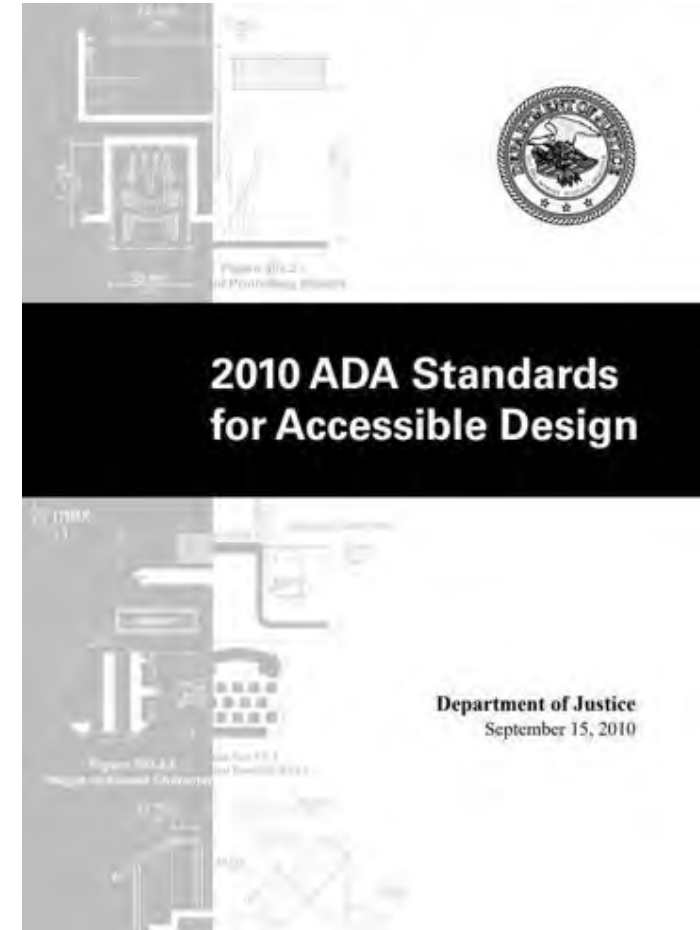
1. **Publish (Notice and Comment), formalize and periodically update Phase 1 Transition Plan for the Public Right-of-Way.**

2. **Conduct Phase 2-4 audits and develop comprehensive Transition Plans for:**
   1. **Emergency services and operations (Phase 2);**
   2. **Buildings, facilities and other structures (Phase 3); and**
   3. **Parks, recreation and open space (Phase 4).**

3. **Publish (Notice and Comment), formalize and periodically update Phase 2-4 Transition Plans.**

4. **Continue to review internal policies and practices, as well as draft new policies as needed (e.g., Service Animal Policy.)**

5. **Focus on staff training and resource development**

QUESTIONS?

Thank you!

CITY OF AURORA
Council Agenda Commentary

Item Title: Interpreter Fee Amendment – City Code 50-36 (Ordinance)	

Item Initiator: Rebecca Milliken, Executive Specialist, Court Administration	
Staff Source/Legal Source: Candace Atkinson, Court Administrator / Angela Garcia, Senior Assistant City Attorney	
Outside Speaker: N/A	
Strategic Outcome: Well-Managed: High performing organization, committed to great customer service, innovation, continuous improvement, fiscal stewardship, and maintaining critical infrastructure.	

COUNCIL MEETING DATES:

Study Session: 8/25/2025

Regular Meeting: 9/8/2025

2nd Regular Meeting (if applicable): 9/22/2025

Item requires a Public Hearing: ☐ Yes ☒ No

ITEM DETAILS *(Click in highlighted area below bullet point list to enter applicable information.)*

- Waiver of reconsideration requested, and if so, why
- Sponsor name
- Staff source name and title / Legal source name and title
- Outside speaker name and organization
- Estimated time: (For Study Session items only indicate combined time needed for presentation and discussion)

Candace Atkinson, Director, Court Administration / Angela Garcia, Senior Assistant Attorney
Estimated time: 10 mins

ACTIONS(S) PROPOSED *(Check all appropriate actions)*

☐ Approve Item and Move Forward to Study Session ☐ Approve Item as Proposed at Policy Committee

☒ Approve Item and Move Forward to Regular Meeting ☐ Approve Item as Proposed at Study Session

☐ Information Only ☐ Approve Item as Proposed at Regular Meeting

☐ Approve Item with Waiver of Reconsideration
  Reason for waiver is described in the Item Details field above.

PREVIOUS ACTIONS OR REVIEWS:

Policy Committee Name: Public Safety, Courts & Civil Service

Policy Committee Date: 6/12/2025

Action Taken/Follow-up: *(Check all that apply)*

☒ Recommends Approval ☐ Does Not Recommend Approval

☐ Forwarded Without Recommendation ☒ Minutes Not Available

☐ Minutes Attached

HISTORY *(Dates reviewed by City council, Policy Committees, Boards and Commissions, or Staff. Summarize pertinent comments. ATTACH MINUTES OF COUNCIL MEETINGS, POLICY COMMITTEES AND BOARDS AND COMMISSIONS.)*

07/14/25 Study Session – Council delayed item until August 25th, 2025 to allow the Presiding Judge and Court Administrator time to research how other jurisdictions assess interpreter fees to defendants.

ITEM SUMMARY *(Brief description of item, discussion, key points, recommendations, etc.)*

Interpreter Fee Ordinance Amendment to reduce the city's cost burden of fees when a defendant(s) fail to appear for their scheduled court date

FISCAL IMPACT

Select all that apply. (If no fiscal impact, click that box and skip to "Questions for Council")

☒ Revenue Impact   ☐ Budgeted Expenditure Impact   ☐ Non-Budgeted Expenditure Impact
☐ Workload Impact   ☐ No Fiscal Impact

REVENUE IMPACT
Provide the revenue impact or N/A if no impact. (What is the estimated impact on revenue? What funds would be impacted? Provide additional detail as necessary.)

> $500

BUDGETED EXPENDITURE IMPACT
Provide the budgeted expenditure impact or N/A if no impact. (List Org/Account # and fund. What is the amount of budget to be used? Does this shift existing budget away from existing programs/services? Provide additional detail as necessary.)

> N/A

NON-BUDGETED EXPENDITURE IMPACT
Provide the non-budgeted expenditure impact or N/A if no impact. (Provide information on non-budgeted costs. Include Personal Services, Supplies and Services, Interfund Charges, and Capital needs. Provide additional detail as necessary.)

> N/A

WORKLOAD IMPACT
Provide the workload impact or N/A if no impact. (Will more staff be needed or is the change absorbable? If new FTE(s) are needed, provide numbers and types of positions, and a duty summary. Provide additional detail as necessary.)

> N/A

QUESTIONS FOR COUNCIL

Does City Council approve moving the Interpreter Fee Ordinance Amendment forward to a regular City Council meeting?

LEGAL COMMENTS

Council has the power to make and publish ordinances consistent with the laws of the state for carrying into effect or discharging the powers and duties conferred by the State Constitution, State Statute, or City Charter and such as it shall deem necessary and proper to provide for the safety; preserve the health; promote the prosperity; and improve the morals, order, comfort and convenience of the city and the inhabitants thereof. (City Code, Sec. 2-32 and C.R.S., Sec. 31-15-103). Pursuant to Charter, Council may act by ordinance. (City Charter, Art. 5.1). Amendments to ordinances are permitted under Section 1-9 of the City Code. (Garcia)

ORDINANCE NO. 2025-_____

A BILL

FOR AN ORDINANCE OF THE CITY COUNCIL OF THE CITY OF AURORA, COLORADO, AMENDING SECTION 50-36 OF THE CITY CODE PERTAINING TO THE ASSESSMENT OF INTERPRETER FEES AGAINST DEFENDANTS WHO FAIL TO APPEAR FOR TRIAL.

WHEREAS, court interpreters are in high demand, and finding qualified interpreters can be difficult when needed; and

WHEREAS, the City incurs significant costs to provide qualified interpreters for scheduled court proceedings to comply with the Americans with Disabilities Act (ADA) and Title VI of the Civil Rights Act of 1964; and

WHEREAS, when a defendant fails to appear for a scheduled court date without notice, the costs associated with interpreter services are still incurred, placing an undue financial burden on the City; and

WHEREAS, increasing the interpreter fee assessed to defendants who fail to appear without just cause encourages accountability, reduces unnecessary expenses, and promotes more efficient court operations.

NOW, THEREFORE, BE IT ORDAINED BY THE CITY COUNCIL OF THE CITY OF AURORA, COLORADO:

Section 1. That Section 50-36 of the City Code of the City of Aurora, Colorado, is hereby amended to read as follows:

Each of the municipal judges shall be empowered to assess court costs and witness fees, as set forth in this section. The court administrator shall also supervise the payment of the fees to the jurors and witnesses by the clerk of the municipal court. Such costs and fees shall be in accordance with the following schedule:

(1) The court may assess against every defendant who fails to appear for trial an additional $5.00 for each witness who appeared for such trial ~~and who was entitled to receive a fee pursuant to subsection (3) of this section~~.

(2) The court may assess against every defendant who fails to appear for trial an additional ~~$35.00~~ **$90.00** for each interpreter paid for by the City or city employee who appeared for such trial, which appearance arises from that performance of a municipal government function by that city employee.

(3) Reserved.

(4) Court costs of up to $35.00 may be assessed against every defendant who is found guilty in a trial to the court or who has pled guilty or no contest to any ordinance of Charter violation.

(5) Every person who fails to appear before the municipal court as required by the issuance of a summons and complaint or by other order of the court, notice of which was duly served or delivered upon such person, may be assessed $25.00 for each such failure to appear. Such costs shall be in addition to all other costs, fees, and penalties imposed by the court, if such person is a defendant and has been found guilty or pleads guilty or no contest to any violation of this Code.

(6) The forfeiture of any jury demand fee, together with additional court costs not to exceed $45.00, may be assessed against every defendant who is found guilty of an ordinance or Charter violation in a trial to a jury.

(7) Reserved.

(8) Notwithstanding any other provisions contained in this section, the city attorney is vested with the authority to enter into a plea bargain with a defendant on the date of the defendant's trial. Such plea bargain may include an assessment of additional costs against the defendant, not to exceed $40.00 for each and every police officer subpoenaed to attend a trial of the defendant, and the court is granted the authority to approve and assess against the defendant such additional costs.

Section 2. Severability. The provisions of this Ordinance are hereby declared to be severable. If any section, paragraph, clause, or provision of this Ordinance shall, for any reason, be held to be invalid or unenforceable by a court of competent jurisdiction, the invalidity or unenforceability of such section, paragraph, clause, or provision shall not affect any of the remaining provisions of this Ordinance.

Section 3. Pursuant to Section 5-5 of the Charter of the City of Aurora, Colorado, the second publication of this Ordinance shall be by reference, utilizing the ordinance title. Copies of this Ordinance are available at the Office of the City Clerk.

Section 4. Repealer. All orders, resolutions, or ordinances in conflict with this Ordinance or with any of the documents hereby approved, are hereby repealed only to the extent of such conflict. This repealer shall not be construed as reviving any resolution, ordinance, or part thereof, heretofore repealed.

INTRODUCED, READ AND ORDERED PUBLISHED this _____ day of _____, 2025.

PASSED AND ORDERED PUBLISHED this _____ day of _____, 2025.
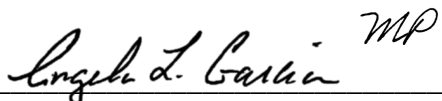
_____

MIKE COFFMAN, Mayor

ATTEST:

_____

KADEE RODRIGUEZ, City Clerk

APPROVED AS TO FORM:

PETER A. SCHULTE, CITY ATTORNEY

By: _____

ANGELA GARCIA, Senior Assistant City Attorney

CITY OF AURORA
Council Agenda Commentary

Item Title:	Acknowledgement of the Completion and Support for the Older Adult's Needs Assessment (Resolution)

Item Initiator: Nicole Ankeney, Manager of Planning, Design and Construction, Parks, Recreation and Open Space
Staff Source/Legal Source: Nicole Ankeney, Manager of Planning, Design and Construction, Parks, Recreation and Open Space / Tim Joyce, Assistant City Attorney
Outside Speaker: N/A
Council Goal: 2012: 4.3--Be responsive to citizen's concerns and questions to create a shared sense of community

COUNCIL MEETING DATES:

Study Session: 8/25/2025

Regular Meeting: 9/8/2025

2nd Regular Meeting (if applicable): N/A

Item requires a Public Hearing: ☐ Yes ☒ No

ITEM DETAILS *(Click in highlighted area below bullet point list to enter applicable information.)*

- Agenda long title
- Waiver of reconsideration requested, and if so, why
- Sponsor name
- Staff source name and title / Legal source name and title
- Outside speaker name and organization
- Estimated time (For Study Session items only, indicate combined time needed for presentation and discussion)

Sponsor: Angela Lawson, Council Member
Nicole Ankeney, Manager of Planning, Design and Construction, Parks, Recreation and Open Space / Tim Joyce, Assistant City Attorney
Estimated time: 10 mins

ACTIONS(S) PROPOSED *(Check all appropriate actions)*

☐ Approve Item and Move Forward to Study Session ☐ Approve Item as Proposed at Study Session

☒ Approve Item and Move Forward to Regular Meeting ☐ Approve Item as Proposed at Regular Meeting

☐ Information Only

☐ Approve Item with Waiver of Reconsideration
Reason for waiver is described in the Item Details field above.

PREVIOUS ACTIONS OR REVIEWS:

Policy Committee Name: N/A

Policy Committee Date: N/A

Action Taken/Follow-up: *(Check all that apply)*

☐ Recommends Approval ☐ Does Not Recommend Approval

☐ Forwarded Without Recommendation ☐ Minutes Not Available

☐ Minutes Attached

HISTORY *(Dates reviewed by City council, Policy Committees, Boards and Commissions, or Staff. Summarize pertinent comments. ATTACH MINUTES OF COUNCIL MEETINGS, POLICY COMMITTEES AND BOARDS AND COMMISSIONS.)*

Preparation for the older adult needs assessment began in September of 2022 when PROS staff began working with Eppley Institute to write the scope of services for the Request For Proposals (RFP) with feedback and collaboration with the Aurora Commission for Older Adults (ACFOA). JSI Research & Training Institute (JSI) was selected to perform the work, which began in earnest in January 2023.

06-27-2024 – PFQL - The first phase of the assessment, the environmental scan, was completed in late spring and a presentation was given to the Parks, Foundations & Quality of Life (PFQL) committee.

ITEM SUMMARY *(Brief description of item, discussion, key points, recommendations, etc.)*

PROS is seeking approval of a resolution acknowledging the completion of and support for the Older Adult Needs Assessment, a community-driven comprehensive assessment supported by data collection and analysis of the needs of older adults (age 60+) in Aurora.

The assessment was developed by JSI, the PROS project management team, and in collaboration with city staff from various departments as well as a vision team made up of city staff and members of the ACFOA. The project included data analysis, public and stakeholder engagement, and the development of recommendations to guide future planning, programs, and resources for older adults in Aurora.

To gather community input, the following was conducted as part of phase two of the assessment:
- 18 Key Informant Interviews
- 9 Focus Groups
- 553 Community Survey Responses
- Additional outreach through information sharing sessions

The entire assessment as well as the final recommendations were organized around three domains of livability: Aging-in-Place, Healthy Living, and Community Connections. Each of the domains also contains several themes which help to further underscore the specific areas where older adults are facing the most challenges.
The domains of livability and themes within each are shown below:

Heathy Living	**Aging-in-Place**	**Community Connections**
Mental Health/Isolation	Cost of living & housing	Social Participation
Physical Health	Transportation	Communication & Information
Caregiver Support	Community Resources	Safety
Medical Care		

There are many recommendations that involve different functions of the city and span several areas affecting quality of life. They include expanding home repair supports, increasing caregiver services, improving transportation options, enhancing communication of available resources, and developing partnerships to address key gaps in services.

Acknowledgement and support of this assessment will enable city departments to align strategic, deprogram and facility planning with the identified needs of older residents and position the city for future funding opportunities related to aging services and infrastructure.

FISCAL IMPACT

Select all that apply. (If no fiscal impact, click that box and skip to "Questions for Council")

☐ Revenue Impact ☐ Budgeted Expenditure Impact ☐ Non-Budgeted Expenditure Impact
☐ Workload Impact ☒ No Fiscal Impact

REVENUE IMPACT
Provide the revenue impact or N/A if no impact. (What is the estimated impact on revenue? What funds would be impacted? Provide additional detail as necessary.)

N/A

BUDGETED EXPENDITURE IMPACT
Provide the budgeted expenditure impact or N/A if no impact. (List Org/Account # and fund. What is the amount of budget to be used? Does this shift existing budget away from existing programs/services? Provide additional detail as necessary.)

N/A

NON-BUDGETED EXPENDITURE IMPACT
Provide the non-budgeted expenditure impact or N/A if no impact. (Provide information on non-budgeted costs. Include Personal Services, Supplies and Services, Interfund Charges, and Capital needs. Provide additional detail as necessary.)

N/A

WORKLOAD IMPACT
Provide the workload impact or N/A if no impact. (Will more staff be needed or is the change absorbable? If new FTE(s) are needed, provide numbers and types of positions, and a duty summary. Provide additional detail as necessary.)

N/A

QUESTIONS FOR COUNCIL

Does Council wish to support approval of a resolution acknowledging and supporting the completion of the Older Adult Needs Assessment?

LEGAL COMMENTS

The City Manager is responsible to the City Council for the proper administration of all affairs of the City placed in the City Manager's charge and, to that end, shall have the power and duty to make written or verbal reports at any time concerning the affairs of the City. (City Charter, art. VII, sec. 7-4(e)) A resolution involves a ministerial act which relates to some administrative business of the municipality. A resolution involves a "declaration of the will of the municipality in a given matter." *Deighton v. City Council,* 902 P.2d 426, 428 (Colo. App. 1994) (TJoyce)

RESOLUTION NO. R2025- ____

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF AURORA, COLORADO, EXPRESSING THE AURORA CITY COUNCIL'S ACKNOWLEDGEMENT OF THE COMPLETION OF, AND ITS SUPPORT FOR, THE OLDER ADULTS NEEDS ASSESSMENT

WHEREAS, over seventeen percent (17%) of the Aurora population exceeded the age of 60 in 2022 and is projected to steadily increase; and

WHEREAS, the Denver Regional Council of Governments (DRCOG), as the Area Agency on Aging, conducts the Community Assessment Survey for Older Adults (CASOA) every four years to provide important regional data on the needs of older adults; and

WHEREAS, the Aurora Commission for Older Adults (ACFOA), in collaboration with the city of Aurora, identified the need for a community-driven, city-specific assessment to complement CASOA data and provide more detailed local insights to guide planning and services for Aurora residents aged 60 and older; and

WHEREAS, in 2023, the city of Aurora undertook the Older Adult Needs Assessment in collaboration with ACFOA and multiple city departments, engaging the community and stakeholders through surveys, focus groups, and interviews; and

WHEREAS, these efforts culminated in the 2023–2024 Aurora Older Adult Needs Assessment report.

NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF AURORA, COLORADO, THAT:

The Aurora City Council resolves its acknowledgement of the 2023-2024 Older Adult Needs Assessment report and supports its findings as an informative, community-driven document to assist City Council to meet the needs of Aurora's growing older adult population, as resources are available.

RESOLVED AND PASSED this _____ day of _____, 2025.
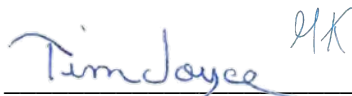
_____
MIKE COFFMAN, Mayor

ATTEST:

_____
KADEE RODRIGUEZ, City Clerk

APPROVED AS TO FORM:

PETER A. SCHULTE, CITY ATTORNEY

By: _____

TIM JOYCE, Assistant City Attorney

Aurora Older Adult Needs Assessment

Final Report & Recommendations
City Council Resolution

Nicole Ankeney, *Manager of PROS Planning, Design & Construction*
Study Session
August 25, 2025

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Purpose and Focus of Study

Purpose: To carry out a community-driven comprehensive assessment supported by data collection and analysis of the needs of older adults (age 60+) in Aurora.

The assessment addresses the three domains of livability:

Aging-in-Place	Heathy Living	Community Connections
Cost of living & housing	Mental Health/Isolation	Social Participation
Transportation	Physical Health	Communication & Information
Community Resources	Caregiver Support	Safety
	Medical Care	

*Aurora Commission for Older Adults provided significant feedback throughout the project.

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Phase 1: Environmental Scan

- Reviewed data on demographics, housing, health, and services.
- Focused on adults age 60+ and was organized by three domains of livability.

Key Findings:

Economic Characteristics
- **35% of older adults are in the labor force;** 56% had earnings last year
- Average earnings in Aurora are lower than Denver/State averages

Housing Characteristics
- 79% own their homes
- Renters pay a median of $1,526/month—higher than in Denver or Colorado
- **63% of renters and 30% of homeowners are cost-burdened by paying >30% of income on housing**

Transportation Access
- **62% live within a 10-minute walk of a bus stop**
- Service gaps remain in the eastern and southeastern areas

Community Resources & Services
- **Currently concentrated in western and southern Aurora**
- Services anticipated to expand eastward with development

Health & Living Facilities
- Includes assisted living, adult day services, and skilled nursing
- **Geographically follows the same pattern as community resources**

Phase 2: Community Engagement

- 18 Key Informant Interviews
- 9 Focus Groups
- **553 Community Survey Responses**
- 4 Information Sharing Sessions
- Targeted outreach to underserved and underrepresented populations

  (e.g., homebound older adults)

- ACFOA assisted with recommendations on key groups and promoted the survey

Phase 2 Findings: Challenges of Aging in Place

Housing Affordability
- Downsizing is difficult

Maintenance & Mobility
- Challenges are not only physical

Transportation Gaps
- RTD service gaps
- Safety, long waitlists for services and eligibility restrictions for paratransit services.

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Phase 2 Findings: Mental, Physical, and Caregiver Health

Mental Health:
- 31% feel depressed
- 27% feel they don't belong
- 29% feel isolated

Physical Health:
- 34% reported falling
- 26% physically burdened by caregiving

Caregiver Support:
- High demand but limited resources—especially post-COVID

Medical Care:
- Desire for better access, affordability, and help navigating the system

Phase 2 Findings: Community Connections & Safety Concerns

❖ Many lack digital literacy and do not know where to find services.

❖ 41% do not feel valued

❖ ~50% lack access to skill-building, work, and volunteering opportunities

❖ 39% do not feel safe in their community

❖ 66% feel at risk of fraud

Requests for:

Translation

Protected walkways

Recreation programs

More police presence

Phase 2 Findings: Key Community Assets

- ❖ ACAA – viewed valued and well-utilized resource.

- ❖ Classes like Silver Sneakers are popular.

- ❖ Parks, trails, and recreation centers are very popular among older adults.

- ❖ Praise is often given to the city for diversity of the population.

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Final Recommendations

- ❖ Organized across the three core domains:
  - ▪ Aging in place
  - ▪ Healthy living
  - ▪ Community connections
- ❖ Each recommendation is assigned a level of time, effort and resources.
  - ▪ Tier 1 = Low
  - ▪ Tier 2 = Moderate
  - ▪ Tier 3 = High
- ❖ Recommendations are not all-or-nothing decisions — May be phased in over time.
- ❖ Although higher recommendations require more time and effort, they can result in more significant outcomes.
- ❖ **108 total recommendations!**

Final Recommendations by Domains of Livability	Tier 1	Tier 2	Tier 3	Total
Overarching Recommendations	1	1	1	**3**
Aging In Place **Food Access**	2	2	3	**7**
Aging In Place **Housing Affordability**	2	4	6	**12**
Aging In Place **Housing Accessibility/Maintenance**	4	3	3	**10**
Aging in Place **Transportation**	3	6	3	**12**
Aging in Place **Community Resources**	7	3	2	**12**
Healthy Living **Mental Health and Isolation**	5	3	2	**10**
Healthy Living **Physical Health**	2	1	0	**3**
Healthy Living **Caregiver Support**	3	1	0	**4**
Healthy Living **Medical Care**	4	3	1	**8**
Community Connections **Social Participation**	1	1	1	**3**
Community Connections **Employment**	2	3	3	**8**
Community Connections **Communication and Information**	3	2	2	**7**
Community Connections **Safety**	1	2	6	**9**

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Overarching Recommendations & Next Steps

OVERARCHING RECOMMENDATIONS

There are three overarching recommendations that transcend all of the identified domain areas.

TIER 1
- Explore adopting age-friendly practices and joining age-friendly networks that will align with the city's short- and long-term strategic planning, providing access to tools and resources.

TIER 2
- Using survey data, consider participating in Colorado's Multisector Plan on Aging (MPA) to ensure the voices of older Aurora residents are represented. MPAs are blueprints for restructuring policies and convening key stakeholders to address the needs of older adult populations. Colorado's plan is being developed through the Colorado Department of Human Services.

TIER 3
- Explore the feasibility of creating an officer on aging position or an office on aging to coordinate efforts with other departments.

EXAMPLE

Transportation

TIER 1
- Use data from the community survey to inform RTD of a need to enhance ridership safety through the increased presence of security guards, lighting and cameras and installing covered benches at RTD stops.
- Add more benches to Aurora trail systems to provide more opportunities for older adults and those with disabilities to stop and rest.
- Pilot a carpool/ride share program within the ACAA so more older adults can attend the Center's activities. *Underway: PROS & Planning*
- Expand marketing of existing and future micro-transit services for older adults in Aurora and evaluate outcomes.

Next Steps:

❖ **City Council Resolution Approval**

❖ **Incorporate recommendations into the citywide strategic plan and department strategic plans.**

    ❖ Share final assessment citywide.

    ❖ Determine if any recommendations can be achieved with existing resources.

    ❖ Consider future resource, staffing and program needs.

    ❖ For example, PROS identified 8 to implement over next year.

    ❖ Continue to coordinate and collaborate with ACFOA.

Questions for staff?

❖ **Does City Council wish to support approval of the resolution acknowledging and supporting the completion of the Older Adult Needs Assessment, moving the item to the next regular council meeting?**

Aurora Older Adult Needs Assessment

2023-2024 AURORA OLDER ADULT NEEDS ASSESSMENT

AURORA

JSI

TABLE OF CONTENTS

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INTRODUCTION

This 2024 Older Adult Assessment report presents findings from an environmental scan and a community assessment. In 2023, the city of Aurora contracted with the public health organization, JSI Research & Training Institute, Inc. (JSI), to complete a city-wide needs assessment of older adults in Aurora. Founded in 1978, JSI is a nonprofit public health consulting organization that applies practical, technically-sound, and innovative solutions to the challenges facing public and private clients, including foundations, community-based organizations, health centers, and federal, state, and county agencies. The purpose of this report is to assess the diverse landscape of the older adult population in Aurora and to identify gaps in services and supports. Also included in this report are recommendations to address the gaps identified through the assessment.

METHODS

PHASE 1: ENVIRONMENTAL SCAN

In order to develop the environment scan, the JSI Team compiled demographic, economic, and health data via public databases and reports to consider the contexts of older adults aged 60+ years in Aurora. When information was unavailable for this age group, the team utilized data on older adults aged 65+ years and specified this age group within the report. To consider existing gaps in support and services for Aurora older adults, the JSI Team utilized a framework drafted by the city of Aurora as an expansion of a standard set of domains of livability found in the Community Assessment Survey for Older Adults (CASOA). The CASOA provides a statistically valid survey of the strengths and needs of older adults as reported by older adults themselves. The ten domains of livability, organized across three themes include:

- Aging in Place (Cost of Living and Housing, Transportation, Community Resources);
- Healthy Living (Mental Health and Isolation, Physical Health, Caregiver Support, Medical Care); and
- Community Connections (Social Participation, Communication and Information, and Safety).

PHASE 2: COMMUNITY ASSESSMENT

Along with the environmental scan, JSI collected qualitative data to contextualize environmental scan findings and better understand the Aurora older adult population. These efforts included key informant interviews, focus groups, and community surveys. Information sessions were held with Aurora residents interested in learning about the assessment.

Key Informant Interviews

Key informant interviews (KIIs) were conducted to refine themes and further inform focus group discussions and community survey content. With help from the city of Aurora staff, JSI compiled a list of organizations that provide services and/or assistance to the diverse Aurora older adult community. Then, JSI interviewed 18 key informants to participate in KIIs to better understand Aurora's older adult needs. These informants represented stakeholders who have direct and indirect impacts within the older adult community.

The interview questions were developed to inform the needs assessment process by identifying unmet needs, disparities in access to services, and service gaps for older adults living in Aurora. One-hour digital interviews were conducted and recorded. All interviews were recorded upon receiving the interviewee's consent. The facilitator used a KII guide with a list of questions centered around the Aurora domains of livability. The following summary of themes is based on the domains of livability, including Aging in Place, Healthy Living, and Community Connections.

A detailed summary of the Key Informant Interview Findings is included in Appendix A.

Focus Groups

Based on information collected from the environmental scan and KIIs, JSI created a focus group facilitation guide to more deeply understand the issues of greatest importance for older adults in the Aurora community. Overall, nine focus groups were organized in locations across Aurora in partnership with local organizations. JSI also ensured that focus groups were conducted to account for the diverse makeup of Aurora, providing translators as applicable. The organizations with whom focus groups were conducted are listed in Table 1 below.

TABLE 1. FOCUS GROUPS			
Organization	Area of Focus	Number of Participants	Language Used
Nine Mile Station Senior Living	Older adults income and age restricted 62+	14	English
African Leadership Group	Older Adult Kenyan women's group	10	English
Veterans Affairs Commission	Aurora Veterans	6	English
Senior Planet Center	Aged 60+ older adults learning to use technology	9	English
Happy Living and Wellness Adult Daycare	Chinese and other Asian immigrant communities in Aurora	43	Chinese
Denver Regional Council of Governments (DRCOG)	Older adults from refugee and immigrant communities	14	Tigrinya, Amharic, Kinyarwanda, Dari/Farsi
Latino Community	Older adult Latinos living in Aurora	9	Spanish
Heather Gardens	55+age-restricted community of active, independent adults	9	English
Everest Home Care	Nepalese, Bhutanese, Burmese and other refugee/immigrant seniors in Colorado	35	Burmese (Karenni and Kayah), Chinese, Nepalese

The JSI team conducted nine focus groups to inform the needs assessment process by identifying unmet needs, disparities in access, and service gaps for older adults living in Aurora. Focus groups were conducted by two team members in person and lasted one to two hours. Translators were there to facilitate questions for four of the focus groups. Focus group facilitators used a guide with a list of questions that centered around the Aurora domains of livability.

A detailed summary of the Focus Group Findings is included in Appendix B.

Information Sessions

Four information sessions were also conducted with Aurora older adults; three were held at the Aurora Center for Active Adults, and one was held at the Hilltop Veterans Club. During each session, JSI explained the needs assessment process and invited attendees to share their thoughts and opinions on what Aurora older adults most needed. The intent of the information sessions was to share out information with Aurora community members and not to collect information as was the intent with the focus groups, surveys and interviews.

Surveys

JSI conducted two community surveys. The first survey was conducted in partnership with Jewish Family Services (JFS) and provided the opportunity to reach elders facing increasing challenges to age in place in their own homes. JSI collaborated with JFS, Aging Care and Connections to identify and survey clients in their home-based program. A total of 15 surveys were completed. It is not unusual for a smaller response rate for homebound individuals or their caregivers and still provides a snapshot into those that are utilizing multiple services to remain in their homes and who are often not on the radar screen of community or organizational survey efforts. It is equally important to give a voice to these older Aurora residents that are generally not connected to the usual mainstream city resources.

A detailed summary of the JFS survey findings is included in Appendix C.

A community-wide survey was conducted for the overall Aurora community. This survey, targeted at Aurora older adults and their caregivers, was a way of collecting the thoughts and experiences of older adults who may not have been reached through the focus groups and information sessions. JSI worked with the city of Aurora to create the survey and disseminate it via various channels, including physical locations such as libraries, recreation centers, physical and online newsletters, social media platforms, elected official communications channels, etc. A total of 553 surveys were completed between July and September 2024.

In addition to surveys being made available to Aurora residents online, a limited number of paper surveys were distributed to community settings including all city libraries, recreation centers and the ACAA. Survey questions were available in six languages, including English, Spanish, Mandarin, Korean, Amharic, and Vietnamese. The majority of surveys were completed in English (546); six surveys were completed in Spanish and one was completed in Amharic.

The majority of respondents were aged 70-79 while those who were 90 years old or over represent 4% of the respondents. Figure 1 depicts the distribution of respondents by age.

Figure 1. Age of Respondents

Age of Repondents
N=553

- Caregiver 4%
- 90+ 1%
- 80-89 13%
- 60-69 34%
- 70-79 48%
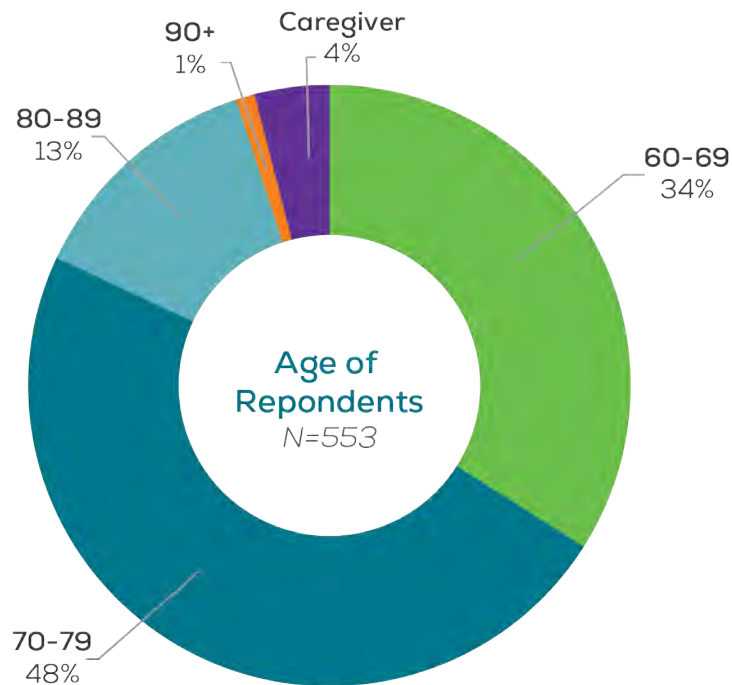
Responders reported living in one Aurora zip code. The highest proportion of responses (25.1%) originated from zip code 80014; the second highest proportion (13.9%) originated from zip code 80013; and the third highest proportion (11.6%) originated from zip code 80016

A copy of the survey questions and a detailed analysis of survey data is included in Appendix D.

| TABLE 2. AURORA RESPONDERS BY ZIP CODE	
Zip Code	**Aurora**
80014	25.1%
80013	13.9%
80016	11.6%

Lastly, JSI surveyed a sample of the city of Aurora staff who were identified as key contributors to the assessment. JSI facilitated a discussion with the selected staff members who answered the survey to glean additional insights that were then factored into recommendations for the city.

## OLDER ADULT SOCIO-DEMOGRAPHICS

The city of Aurora, CO, is located in Arapahoe, Adams, and Douglas counties and is comprised of 17 zip codes. The city is part of the Denver metropolitan area and is located directly east of Denver, CO. Aurora is largely considered a suburban city, with the northeast and eastern areas being much less populous (Figure 2). According to the 2022 American Community Survey, a total of 66,414 older adults, aged 60 years or older, live in the city of Aurora. They represent 17.1% of the overall city population.

Figure 2. Aurora's Overall Population Density
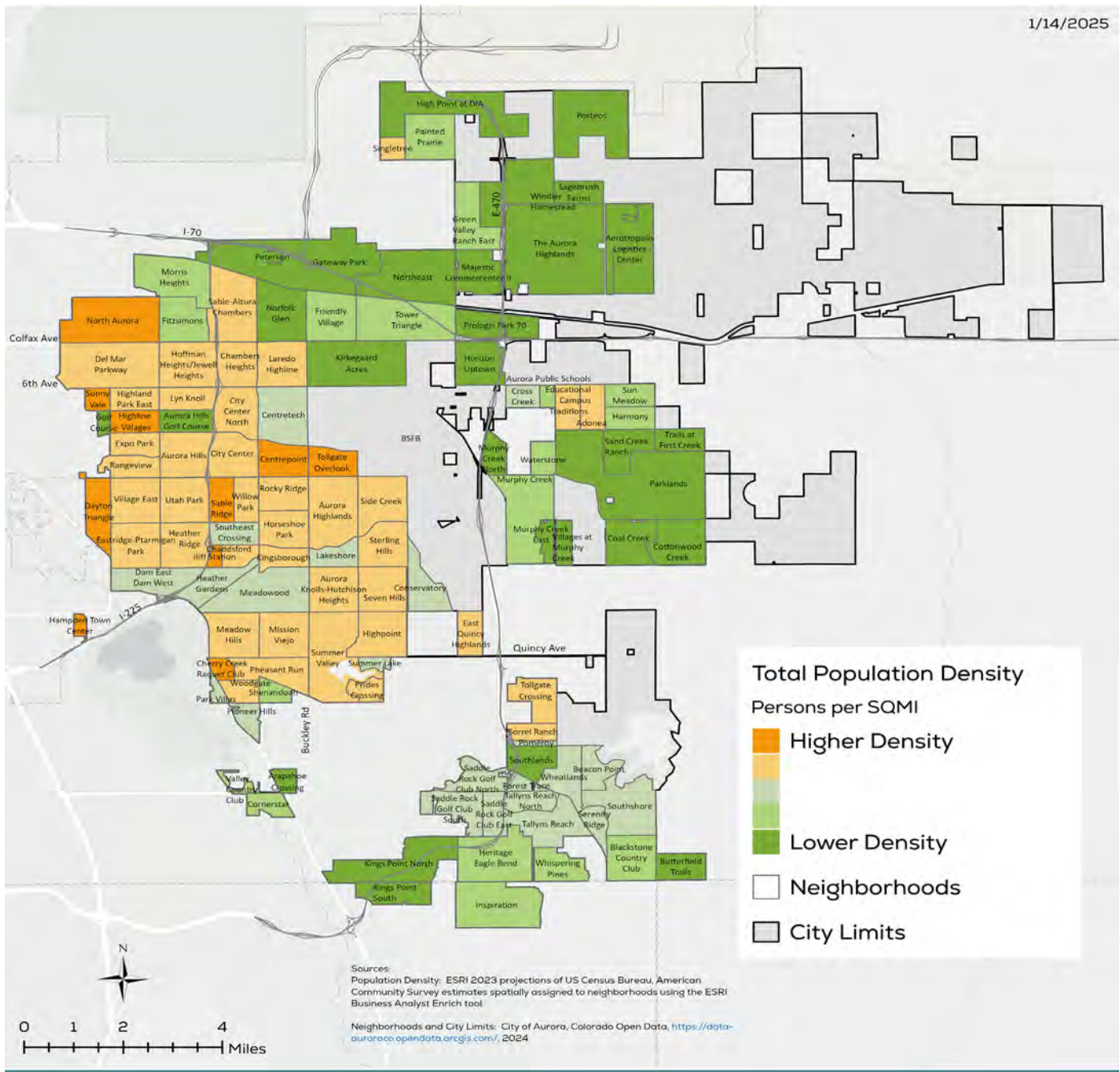
When comparing the overall Aurora population density to the older adult population density in Figure 3, higher densities of older adults live in western Aurora, with the highest older population densities inhabiting the Heather Gardens, Iliff Station, and Hampden Town Center neighborhoods.

Figure 3. Aurora's Older Adult Population Density

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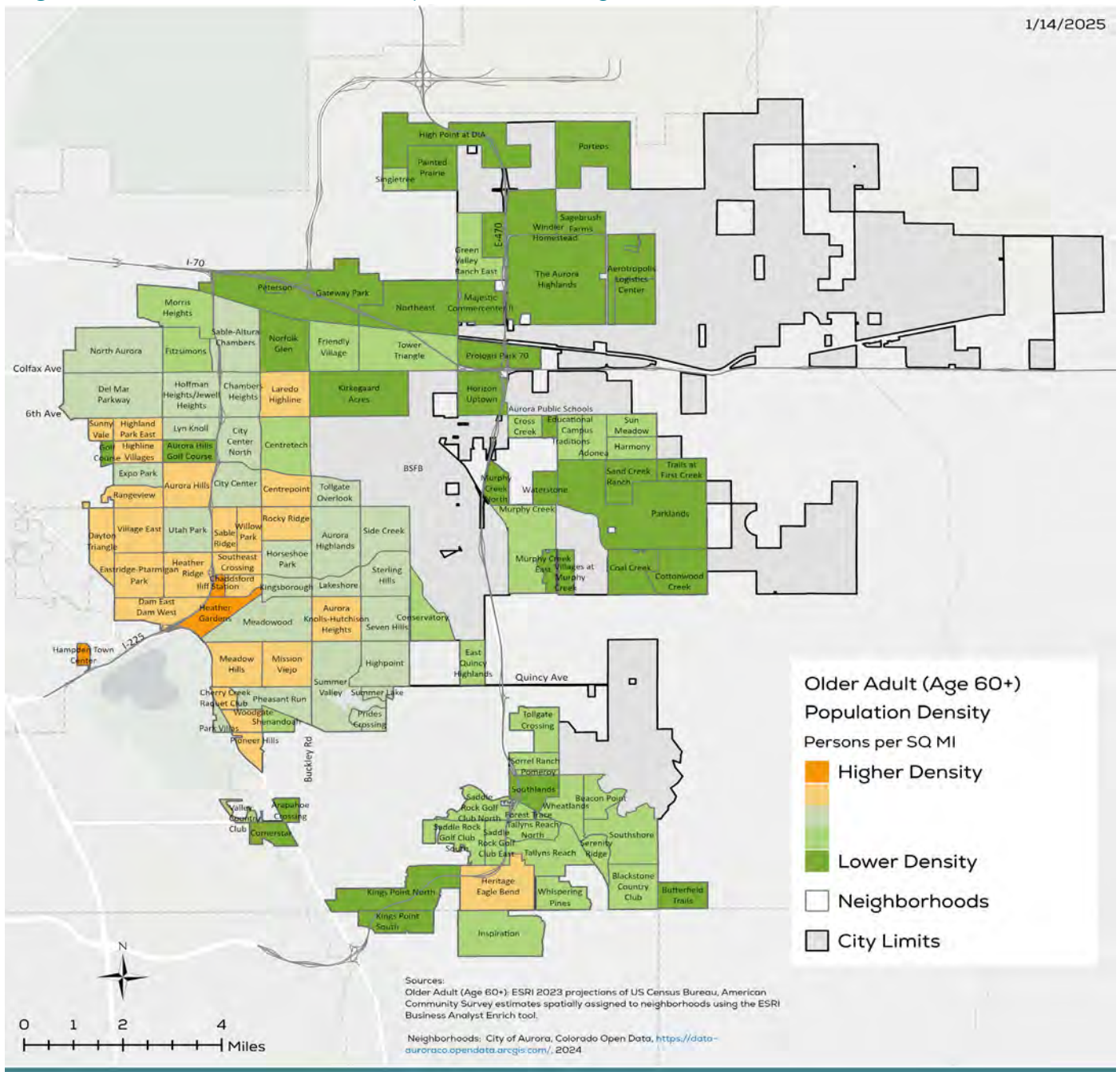
AGE, GENDER, AND OTHER FACTORS

The Aurora older adult population has a median age of 68.8 years. Table 3 breaks down this population by age and compares the percentage of older adults in Aurora to the neighboring city of Denver and the state of Colorado. The overall percentage of the older adult population in Aurora is similar to Denver's and slightly smaller than Colorado's. Notably, Aurora has fewer older adults aged 70 years and older compared to Denver and Colorado. With regard to gender, a higher proportion of the older adult population of Aurora identifies as female versus male. This proportion remains true across all age brackets.

TABLE 3. AURORA OLDER ADULTS BY AGE GROUPS[1]

Age	Aurora	Denver	Colorado
60 years and over	17.1%	16.8%	21.8%
60 to 64 years	5.7%	4.4%	6.2%
65 to 69 years	4.5%	4.0%	5.3%
70 to 79 years	5.3%	5.8%	7.2%
80 years and older	1.8%	2.7%	3.2%

When considering the future of this population, U.S. Census data shows that the population of Aurora older adults aged 65+ will continue to increase over time at an increment of about 2,000 people every two years (Figure 4).

Figure 4. Growth Projections for Aurora Older Adults Aged 65+ Years[2]
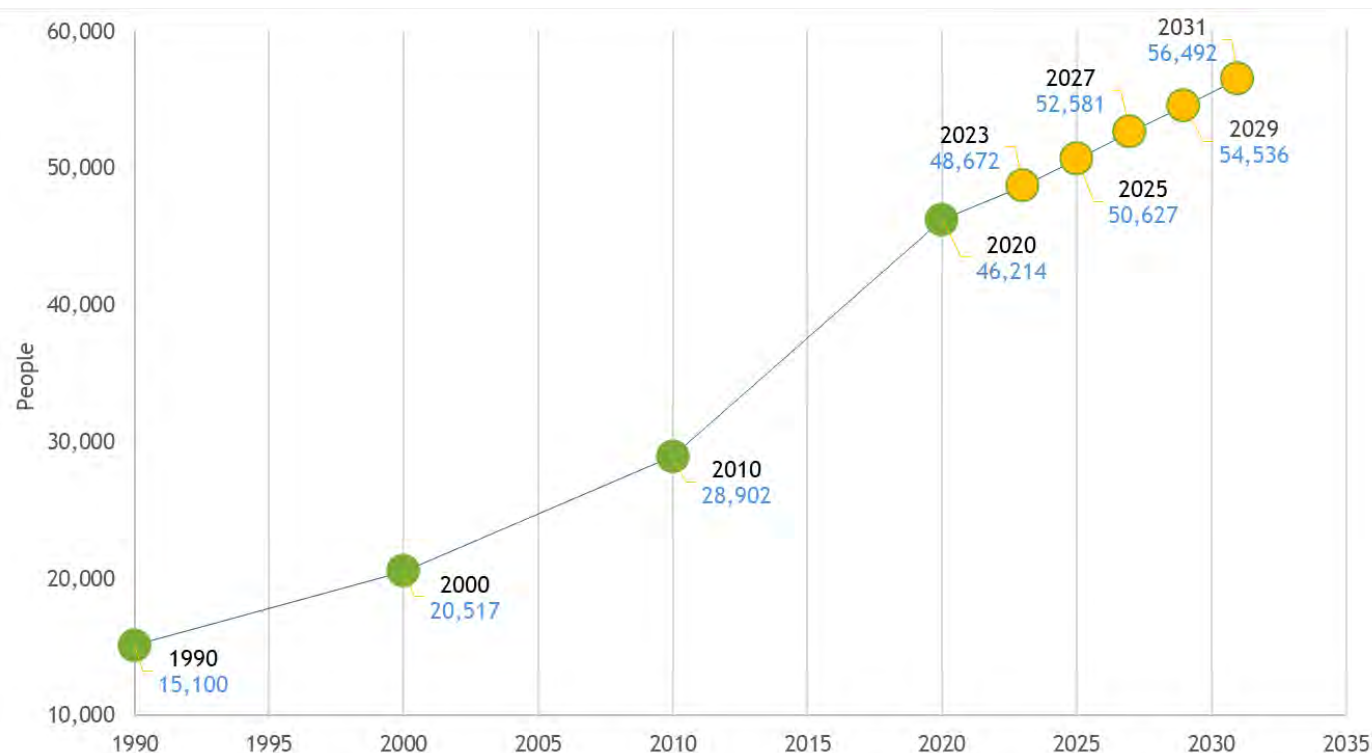
[1] *U.S. Census Bureau. (2022). Population 60 Years and Over in the United States. American Community Survey, ACS 5-Year Estimates Subject Tables, Table S0102. Retrieved from https://data.census.gov/*

[2] *U.S. Census Bureau. (2022). "Population Over 5 Age Groups." American Community Survey, ACS 5-Year Census Blocks. Retrieved from https://data.census.gov.*

Other important factors include veteran status and disability status (Table 4). Aurora older adults are more likely to be veterans than in Denver and Colorado. Additionally, 29.3% of the veteran older adult population self-identify as having a disability.

TABLE 4. VETERAN AND DISABILITY STATUS[3]			
	Aurora	Denver	Colorado
Civilian veteran status	17.3%	11.5%	14.0%
Disability status	29.3%	29.6%	25.8%

RACE, ETHNICITY, AND RELATED FACTORS

Overall, Aurora has a diverse older adult population, with 30.2% identifying as a race other than White, which is slightly lower than in Denver and much higher than in Colorado (see Table 5). The city also has a higher percentage of Black or African American and Asian older adults compared to Denver and Colorado.

| TABLE 5. AURORA OLDER ADULT RACE AND ETHNICITY[4]			
	Aurora	Denver	Colorado
White	69.8%	66.9%	82.6%
Black or African American	13.7%	9.8%	2.8%
American Indian and Alaska Native	0.6%	0.9%	0.7%
Asian	5.9%	4.1%	2.5%
Some other race	5.3%	6.7%	3.5%
Two or more races	4.5%	11.4%	7.8%
Hispanic or Latino origin (of any race)	11.7%	19.5%	11.5%
White alone, not Hispanic or Latino	66.2%	63.5%	80.2%

Not listed is Aurora's Native Hawaiian and Other Pacific Islander older adult population, which accounts for 0.1% of the population

Figure 5 highlights the location where Aurora residents who identify as Hispanic or as Black, Indigenous, Asian, and other people of color live. The figure shows that the northwestern neighborhoods of Aurora have the highest concentration of this population, but also have low densities of older adults (Figure 2). Additionally, some neighborhoods in central western Aurora have lower, but still notable, percentages of those who identify as Hispanic or as Black, Indigenous, Asian, and other people of color. The central western neighborhoods have a medium-high density of the general population (Figure 2. Aurora's Total Population Density on Page 5) and of older adults (Figure 3. Aurora's Older Adult Population Density, Page 6), which may indicate a concentration of non-White older adult populations in these areas.

[3] *U.S. Census Bureau. (2022). Population 60 Years and Over in the United States. American Community Survey, ACS 5-Year Estimates Subject Tables, Table S0102. Retrieved from* https://data.census.gov/.

[4] *U.S. Census Bureau. (2022). Population 60 Years and Over in the United States. American Community Survey, ACS 5-Year Estimates Subject Tables, Table S0102. Retrieved from* https://data.census.gov/.

Figure 5. General Population Persons Who Identify as Hispanic or Black, Indigenous, Asian, or Other People of Color, by Location
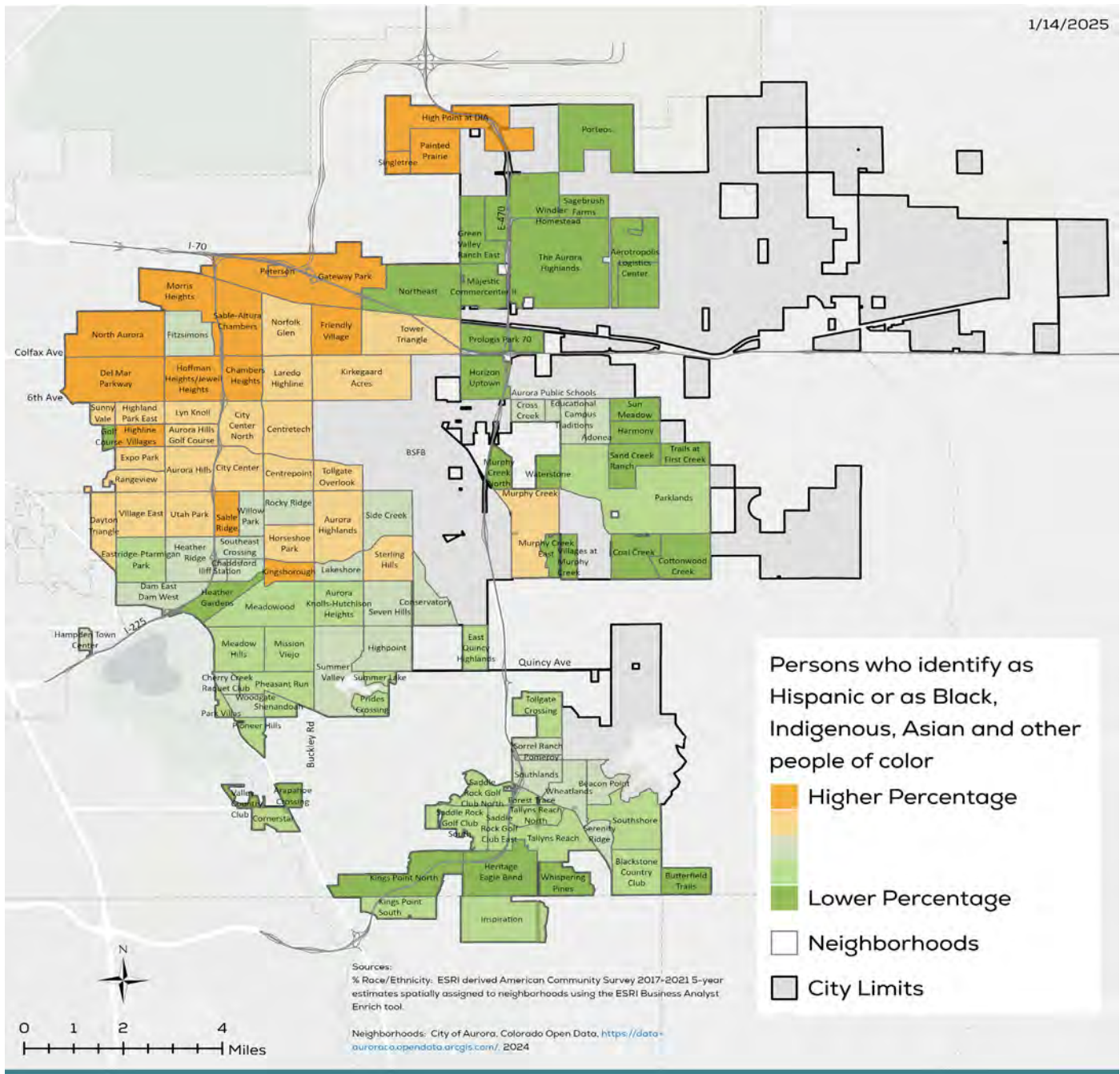
Additionally, eighteen percent of Aurora's older adults are more likely to be foreign-born than those in Denver or Colorado (14% or 8%, respectively). This foreign-born cohort is more likely to have recently entered the United States after 2000 (18.8% versus 16.8% and 14.8%). Those who spoke languages other than English at home were also less likely to speak English "very well" (Table 6).

	Aurora	Denver	Colorado
English Only	81.4%	80.4%	89.5%
Language Other Than English	18.6%	19.6%	10.5%
Of Those Speaking Other Languages, Speak English less than "very well"	12.6%	9.1%	4.3%

Figure 6 shows households in the population with limited English-speaking ability, which may align with older adult households of similar language status. Many neighborhoods with the highest percentages (up to 19%) of those with limited English-speaking ability are in the northwestern or central western parts of Aurora. Of note, some of these neighborhoods, including North Aurora and Sable Ridge, have high overall population density (Figure 2. Aurora's Total Population Density on Page 5) and medium-high density of older adults (Figure 3. Aurora's Older Adult Population Density, Page 6), while other neighborhoods have medium-high density of both general and older adult populations. This may indicate a concentration of older adults in these areas with limited English-speaking ability.

Figure 6. General Population Households with Limited English-Speaking Ability
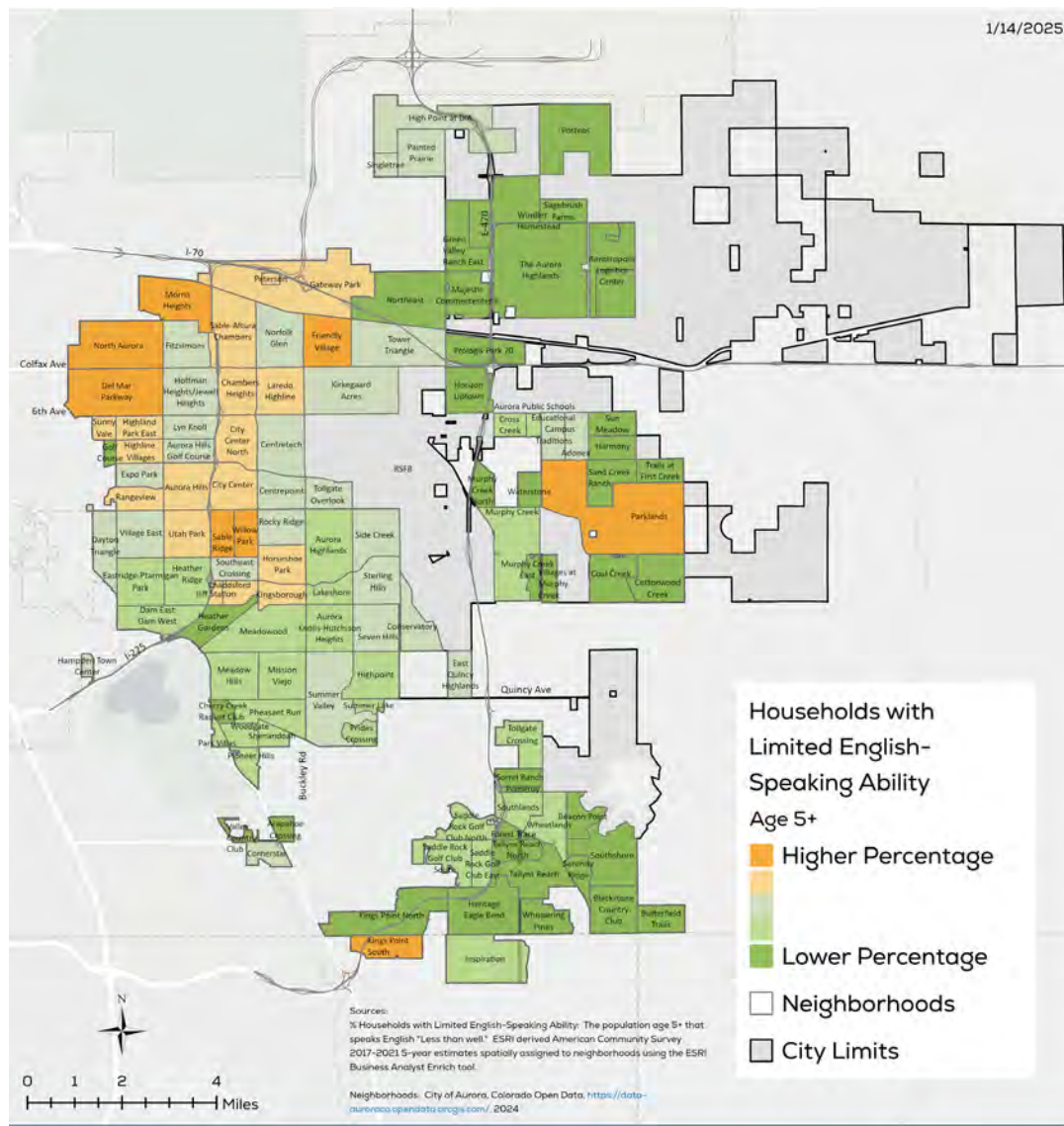
SERVICES AND SUPPORTS FOR OLDER ADULTS

Along with a profile of the demographics and identities of Aurora older adults, understanding the services and supports that exist to serve older people and the gaps in service is vital. The following information is organized utilizing Aurora's modified framework of the domains of livability and each domain includes the elements that follow:

- **Aging in Place:** Cost-of-Living, Housing, Transportation, and Community Resources
- **Healthy Living:** Mental Health, Social Isolation, Physical Health, Caregiver Support, and Medical Care
- **Community Connections:** Social Participation, Communication and Information, and Safety)

AGING IN PLACE

Providing older adults with supportive services helps them maintain and increase their quality of life. Factors that are integral to allowing an older adult to age in place include the cost of living and housing, access to transportation, and access to supportive community resources. According to the Community Assessment Survey for Older Adults (CASOA) report, many older adults from Aurora desire to age in their current homes and communities, yet 30% of them did not feel that they could maintain independence if they experienced a decline in health due to age. This finding, initially reported in 2022, was further supported by the findings of this assessment's survey. While 87% of survey responders reported that their current housing suits their current needs, only 62% reported that their current housing will meet their future needs. Further, nearly 25% of survey responders reported that they cannot currently maintain their own home, and nearly 50% cannot currently maintain their own yard. If they are to age in community, home modification services and assistance with home maintenance will be important elements of support.

Cost of Living and Housing

Phase 1: Cost of Living and Housing Environmental Scan Findings

Cost of living and housing directly relate to an older adult's ability to stay within their communities as they age. Only 18% of Aurora older adults believe that the cost of living in the city is "excellent" or "good." Financial characteristics of the population also affect this factor. In Aurora, 8.4% of older adults are below 100% of the federal poverty level (Table 7). Concerning employment, 35.0% of Aurora older adults are in the labor force, which is higher than in Denver and Colorado. Of those in the labor force, 34% are currently employed. Overall, 55.5% of this population earned an income in the past year, with mean earnings of $81,466, which is lower than in Denver ($95,578) or in Colorado ($95,466).

TABLE 7. AURORA OLDER ADULT FINANCIAL CHARACTERISTICS[6]			
	Aurora	Denver	Colorado
Below 100 percent of the federal poverty level	8.4%	11.5%	8.5%
In labor force	35.0%	32.2%	32.9%
Employed	34.0%	30.6%	32.0%
Had earnings in the past year	55.5%	49.1%	50.9%
Mean earnings	$81,466	$95,578	$95,466

[6] *U.S. Census Bureau. (2022). Population 60 Years and Over in the United States. American Community Survey, ACS 5-Year Estimates Subject Tables, Table S0102. Retrieved from* https://data.census.gov/.

With regard to housing status, 78.7% of Aurora older adults own their own homes while the rest are renters (Table 8). For renters, the median gross rent is $1,526, which is drastically higher than what older adult renters pay in Denver ($1,180) and in Colorado ($1,320).

TABLE 8. AURORA OLDER ADULT HOUSING CHARACTERISTICS[7]			
	Aurora	Denver	Colorado
Owner-occupied housing units	78.7%	68.6%	81.8%
Renter-occupied housing units	21.3%	31.4%	18.2%
Average household size of owner-occupied unit	2.04	1.92	1.96
Average household size of renter-occupied unit	1.83	1.42	1.48
Median gross rent	$1,526	$1,180	$1,322

Table 9 highlights cost of living for older adults, indicating that 29.6% of homeowners use 30% or more of their income towards housing costs. For renters, this rate is much higher, with 63.3% of the population spending 30% or more of their income on housing. The CASOA report indicates that 88% of Aurora older adults rated the cost of living in the community as only fair or poor.

TABLE 9. AURORA OLDER ADULT COST OF LIVING[8]				
		Aurora	Denver	Colorado
For Homeowners	Less than 30 percent	70.4%	65.9%	72.9%
	30 percent or more	29.6%	34.1%	27.1%
For Renters	Less than 30 percent	36.7%	36.5%	39.1%
	30 percent or more	63.3%	63.5%	60.9%

Housing Costs as Percentage of Household Income in Past 12 Months

Phase 2: Cost of Living and Housing Community Assessment Findings

Findings from the community assessment indicate that overall, older adults are finding it challenging to live off of limited and fixed incomes. Many of the key informants interviewed noted that related to food access, older adults are increasingly using food pantries. They also noted that lack of transportation exacerbates access to food. In three of the nine focus groups, access to healthy foods was mentioned when asked what the top needs are. Access to ethnic foods was mentioned in two focus groups when asked about top needs. This was further supported in two of the focus groups; when asked about suggestions for programs that would help older adults in Aurora, a theme in two of the focus groups was access to food, including food stamps, food cards, food trucks, and food banks to access fresh produce. Preferred cultural foods and fresh fruits and vegetables are scarce, especially at food pantries. Survey findings further support these challenges, as indicated in the numbers below.

[7] *U.S. Census Bureau. (2022). Population 60 Years and Over in the United States. American Community Survey, ACS 5-Year Estimates Subject Tables, Table S0102. Retrieved from* https://data.census.gov/.

[8] *National Research Center, Inc. (2022). Aurora, CO, Community Assessment Survey for Older Adults, September 2022. Retrieved from* https://drcog.org/sites/default/files/resources/Aurora%20CASOA.pdf.

- 23% disagreed or strongly disagreed that they have enough money to meet their daily needs
- 40% agreed or strongly agreed that they do or will have a financial need to work after retirement
- 29% responded that they are financially burdened by giving care to someone
- 9% reported current food insecurity

Specific to housing affordability, key informants emphasized that older adults are increasingly experiencing housing instability. Downsizing is difficult to execute and requires both financial costs and physical labor that may include packing, moving, and new home deposit costs, which add layers to something already expensive. Many noted the "missing middle" phenomenon, a decrease in medium-density housing such as multi-family or clustered house types. This missing middle is occurring in Aurora, leading to increased social isolation for older adults who cannot live near family and friends. Additionally, many key informants mentioned that affordable assisted living and skilled nursing facilities are scarce in Aurora.

Several respondents mentioned the need for a handyman to manage household repairs or assistance with some household chores such as yard work, snow shoveling, and minor repairs.

The absence of rent controls in Aurora was raised in four of the nine focus groups. Survey findings reinforce this concern, as 63.3% of renters reported spending 30% or more of their income on housing costs, and 40% of respondents disagreed or strongly disagreed with the statement, 'I have housing to meet my future needs.

Of the community survey respondents, 27% disagreed or strongly disagreed that they have enough money to pay their property tax. Additionally, 87% of survey respondents currently have housing that suits their needs, and 40% disagreed or strongly disagreed with the statement, *"I have housing to meet my future needs".*

Transportation

Phase 1: Environmental Scan Findings on Transportation

According to the CASOA report, 49% of Aurora older adults reported that the overall quality of the transportation (via automobile, bicycle, foot, bus) in their community as good or excellent.[10] Access to transportation allows older adults to easily age in community settings by reducing barriers to accessing resources within their community that help them to thrive. Figure 7 highlights the availability of public transportation resources in Aurora, such as bus stops. Overall, 62% of the older adult population is within a ten-minute walk of a bus stop. The map indicates, however, that the eastern and southern parts of Aurora have little to no access to public transportation.

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[10] *National Research Center, Inc. (2022). Aurora, CO, Community Assessment Survey for Older Adults, September 2022. Retrieved from* https://drcog.org/sites/default/files/resources/Aurora%20CASOA.pdf.

Figure 7: Access to Public Transportation
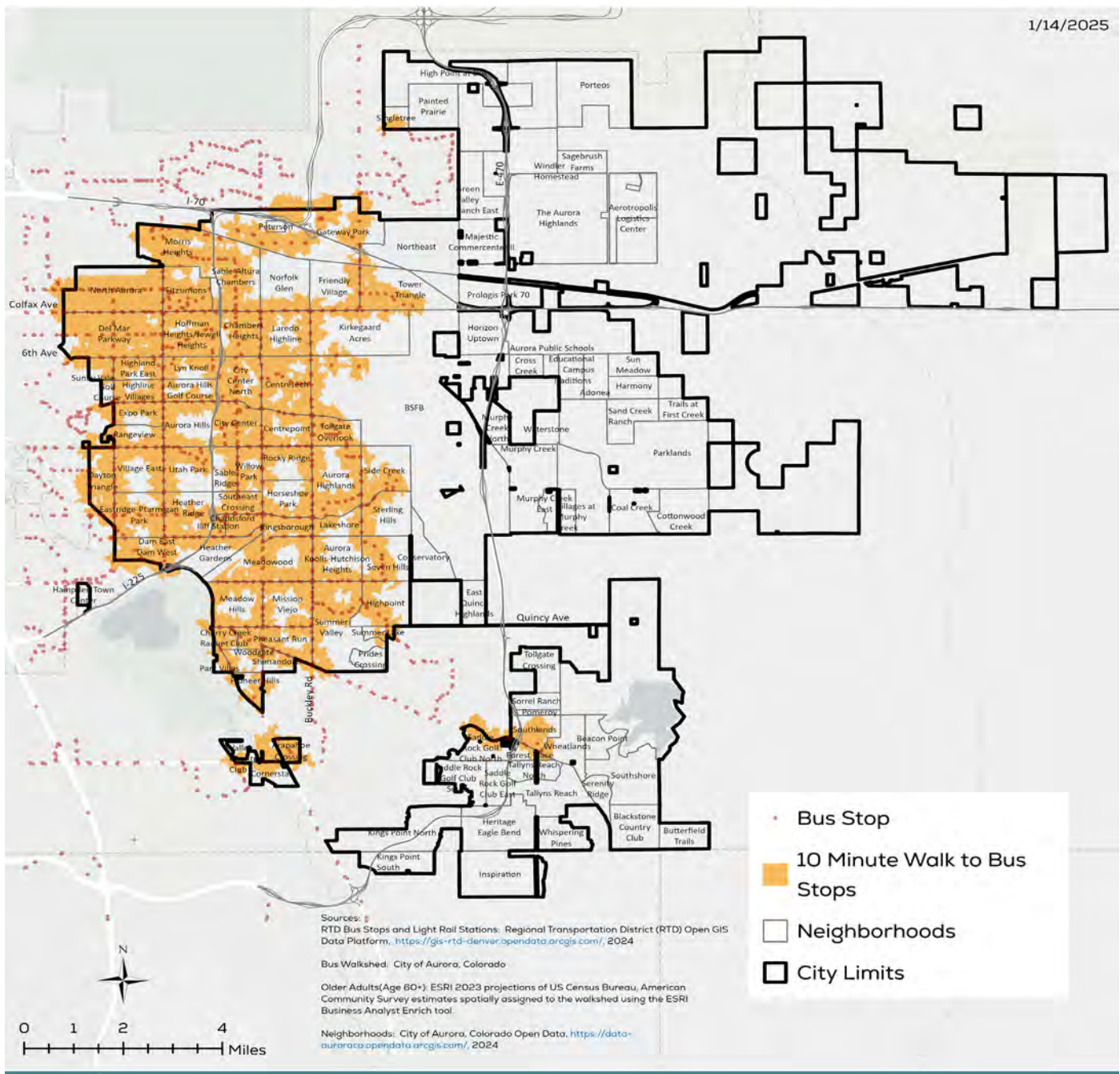
Phase 2: Community Assessment Findings on Transportation

Many of the key informants interviewed said that transportation in Aurora is not affordable, accessible, or available. Barriers include having to qualify for services, long waitlists, language barriers, lack of door-through-door services, and Regional Transportation District (RTD) lacking regular routes, especially in eastern and southern areas of the city. Door-through-door service is special type of transportation similar to rideshare companies like Uber/Lyft, except that the driver provides assistance to the passenger beyond curbside delivery to the origin or destination by helping them through the doors.

As shown in Figure 7, public transportation resources are concentrated in central and western Aurora, leaving eastern and southern areas underserved. This aligns with focus group participants who reported limited accessibility and long wait times for services in the southern portion of the city where RTD service is present but to much less of an extent than more established parts of the city. Aurora east of Buckley Space Force Base and E-470 shows a complete absence of RTD services in the majority of the area. This is because residential development is still in the early stages and much of the land is currently vacant.

Increased transportation opportunities were mentioned numerous times by respondents, especially reliable transportation, and transportation to social events, not restricted to accessing medical care. Many commentators mentioned that they would participate.

Safety while on public transportation was identified as a concern among Aurora older adults. Many adults stated they did not feel safe because of behavior on public transit and requested more monitoring. Further, pedestrian safety and mobility were identified as concerns. Sidewalks were identified as uneven, in need of repair, and not conducive to use by those who need assistive devices such as wheelchairs or walkers. Construction is common and often obstructs or redirects sidewalks and walkways, and more effective snow removal is needed.

Transportation issues, including bus station safety and navigating inclement weather when using public transportation, were metioned in eight of the nine focus groups when participants were asked about top needs. Transportation vouchers for Uber/Lyft and RTD services were mentioned in five out of nine focus groups when asked if they could suggest a program or service that would help. Better transportation options were brought up in seven of the nine groups when asked if participants could suggest programs that would help. Additionally, in two focus groups, participants agreed that access to more bike and walking trails was a top need.

Survey findings support the focus group findings in this area. When asked about transportation needs and access, 53% of community survey respondents disagreed or strongly disagreed that they have access to safe and affordable public transportation. Approximately 57% of survey respondents can walk where needed, and 87% can go to social and recreational activities. However, 17% of survey responders reported that they are no longer able to drive and are now dependent on family or community support for transportation to meet daily needs such as grocery shopping, travel to medical appointments, and any outside activity . For family members who provide transportation support, this can interfere with their ability to attend to their own employment demands.

Community Resources

Phase 1: Environmental Scan Findings on Community Resources

Resources that are supportive and accessible may help older adults to age well in their community. One such resource is access to supplemental income and aid received from the government that will help older adults meet their own needs. Table 10 highlights some of these resources. Overall, well over half of Aurora older adults receive Social Security income. Additionally, over half receive retirement income. With regard to local resources, 64% of CASOA survey respondents rated the overall quality of local services as only fair or poor.

TABLE 10: AURORA OLDER ADULT GOVERNMENT-RELATED INCOME OR AID[11]			
	Aurora	**Denver**	**Colorado**
Had Social Security income	67.8%	68.3%	69.2%
Had Supplemental Security Income	6.4%	6.3%	5.1%
Had cash public assistance income	2.2%	1.9%	1.9%
With Food Stamp/SNAP benefits	8.0%	11.8%	7.6%
Had retirement income	52.6%	50.9%	51.2%

Phase 2: Community Assessment Findings on Community Resources

The community assessment revealed that many resources are not accessible or affordable for low-income, diverse communities, including LGBTQ+ and those of color. Many private recreational centers and gyms do not have specific programs or accommodations for older adults and are expensive. Community services, such as older adults' day programs, Denver Regional Council of Governments (DRCOG), and Aurora Center for Active Adults (ACAA), were mentioned in five groups when asked about the best thing about living and aging in Aurora. When asked what organizations are trusted by older adults, the following organizations were mentioned among focus group participants at least nine times:

- Community/friends
- Family
- ACAA
- Police Department

Many of the key informants shared that there is a stigma associated with attendance at "senior centers" as many older adults perceive these centers to be associated with frailty and dependence, and they do not see themselves in these categories. This belief is seen across the country as the word "senior" has become associated with frailty. In many locations, such centers are reimagining their service model and rebranding themselves as active sites for older adults. The city of Aurora has already made significant progress in this respect through the renaming of the Aurora Center for Active Adults and continues to rewrite language in policies and materials to align with rebranding efforts.

Community survey respondents noted significant challenges in accessing needed information, for example:

- While over 70% of responders feel that they have access to recreational activities, 28.5% of responders feel they do not have access to recreational activities.

- While the majority of responders believe they have resources available in their language, 9% of responders (including four of six responders to the survey in Spanish) feel that resources are not available in their language.

- Nearly one-third (29%) of responders feel they have inadequate information about resources to critical financial and healthcare information such as social security, Medicare, and Medicaid, and 40% feel they have inadequate resources to access guidance on legal and financial planning, which are important to physical health and financial security in older adulthood.

The community survey listed programs and services that currently exist in the city of Aurora and asked those who responded if the services were valuable to them, were used by them, or both. The most valued services are reported in descending order below.

1	Public services such as parks and recreation services. This area demonstrated the highest utilization by responders
2	Skill-building activities, such as sport and recreation training, technology training
3	Nutrition programs
4	Transportation services
5	Private services such as Adult Day programs, private recreation centers

HEALTHY LIVING

Another vital aspect of livability is healthy living. The concept of healthy living means encouraging, supporting, and increasing access to and participation in programs and services that help people achieve and maintain a high level of health and function regardless of their age for as long as possible. Healthy living activities can avoid and reduce the burden of chronic disease, reduce the rate of functional decline, increase social engagement, and improve overall wellbeing. Ensuring that older adults have access to healthy food sources, clean and safe indoor and outdoor spaces, physical and mental health resources, and social engagement supports overall health and improves their ability to function independently and enhances self-reliance. The following elements address aspects of healthy living:

Mental Health and Isolation

Phase 1: Environmental Scan Findings on Mental Health and Isolation

Mental health significantly impacts older adults' overall well-being. Addressing social isolation is crucial to reducing loneliness and fostering emotional health. In the survey, 26% of those responding admitted feeling depressed, and nearly 36% felt bored. Among the most critical factors affecting mental health and depression among older people is

social isolation. Research has shown that social isolation at any age is associated with depression and early mortality. While age alone is not a predictor of social isolation, there are multiple factors associated with aging that can predispose older people to the sense of being lonely. As people age, they are more likely to develop chronic diseases that affect their mobility and sensory function such as arthritis and other orthopedic disorders, diabetes, chronic lung disease, congestive heart failure, and vision and hearing disorders. Decreased functional capacity means that people are more likely to be confined to their home and to engage with others less often. Additionally, many older adults are aging alone as a consequence of death, divorce, never partnering, and mobility of children.

Among the population aged 60 and older in Aurora, over 45% are currently widowed, divorced, separated, or never married. Further, the older resident survey results illustrate multiple risks affecting the mental health of older Aurorans:

- One in four (27%) reported feeling lonely or isolated,
- Nearly one-third (31%) felt emotionally and mentally burdened by providing care to another person,
- Over 40% were dealing with the loss of a close family member or friend,
- Greater than one in five (21%) reported that they have no friends or family to rely upon

Household makeup is another important indicator of social isolation. Older adults in Aurora make up 39,348 households (Table 11). Of these households, just over half are

TABLE 11: AURORA OLDER ADULT HOUSEHOLD CHARACTERISTICS[12]			
	Aurora	Denver	Colorado
Households	39,348	79,509	782,213
Family households	53.3%	46.0%	56.8%
Married-couple families	41.6%	34.3%	47.7%
Female householder, with no family present	8.5%	9.4%	6.5%
Non-family households	46.7%	54.0%	43.2%
Householder living alone	42.6%	49.8%	39.4%
Living with grandchild(ren)	7.6%	5.0%	4.2%
Responsible for grandchild(ren)	1.7%	2.0%	1.2%

family households, of which 47% are married-couple families and close to 9% have a female householder with no family present.

Aurora has resources to support the mental health and alleviate social isolation of their older adult population. Figure 8 highlights the various social and cultural resources that can be found within the city. For example, several adult day centers are open throughout the city, providing the older adults who attend them the opportunity to interact with others in their cohort or are language-specific. The city also has community recreation centers, libraries, museums, and parks available to the general public as avenues to connect with others.

[12] *U.S. Census Bureau. (2022). Population 60 Years and Over in the United States. American Community Survey, ACS 5-Year Estimates Subject Tables, Table S0102. Retrieved from* https://data.census.gov/.

Figure 8: Community Resources and Social Services for Older Adults

1/14/2025

Legend:

Adult Day Services

Community Resources
- Museum/Cultural
- Library
- Pool/Community-Recreation Center
- Park/Outdoor Recreation

Older Adults (Age 60+)

Persons per SQ MI
- Higher Density
- Lower Density
- Neighborhoods
- City Limits

Sources:
Adult Day Services and Community Resources: City of Aurora, 2024

Older Adults(Age 60+): ESRI 2023 projections of US Census Bureau; American Community Survey estimates spatially assigned to neighborhoods using the ESRI Business Analyst Enrich tool.

Neighborhoods: City of Aurora, Colorado Open Data, https://data-auroraco.opendata.arcgis.com/, 2024

Phase 2: Community Assessment Findings on Mental Health and Isolation

Community assessment findings indicate that Aurora is experiencing a mental health provider shortage, while demand for mental health services has increased. As noted by many key informants, lack of transportation is a barrier to access, and virtual appointments may not appeal to older adults. Key informants also emphasized that the loss of friends and loved ones and resulting grief disproportionately impacts older adults, sometimes causing them to retreat from others. Many older adults may not have family or support systems, particularly those in the LGBTQ+ community. Also mentioned during interviews is that hearing and visually impaired older adults are especially isolated.

While the majority of survey respondents noted that they have family or friends to rely upon, a substantial portion of responders noted behavioral health matters or social isolation and are experiencing or are at risk for experiencing clinical depression. Approximately 30% feel they do not have access to affordable, quality mental health care. Below are additional data from survey respondents regarding mental health and isolation that are worth noting.

- 29% feel lonely or isolated
- 35% feel bored
- 27% feel that they do not fit in or belong
- 31% feel depressed
- 31% feel mentally burdened by providing care
- 41% were dealing with the loss of a close family member or friend

Physical Health

Phase 1: Environmental Scan Findings on Physical Health

Physical health is another major facet of healthy living. The CASOA report captured that some Aurora older adults felt that staying fit (62%), overall physical health (53%), and maintaining a healthy diet (42%) was either a minor, moderate, or major problem. Figure 8 indicates all the park locations in Aurora for older adults to utilize for physical exercise.

Phase 2: Community Assessment Findings on Physical Health

Related to physical health, the community-wide survey focused on conditions associated with healthy aging (healthy diet and fitness activities), the ability to conduct activities of daily living (walking, eating, maintaining, personal hygiene, etc.), the ability to maintain a home (housework, yardwork), and access to direct medical care.

- 62% felt they had access to affordable, quality healthcare and were able to access non-emergency care within three days.
- Over 70% describe themselves as physically healthy, and
  - 72% indicate they stay physically active
  - 80% have access to fitness opportunities
  - 90% can perform routine activities of daily living independently.
  - While the majority of those who responded can manage their housework, 34% reported falling at home, and 50% have difficulty carrying out heavy house and yard work.
  - 26% feel physically burdened by providing care to someone else.

Caregiver Support

Phase 1: Environmental Scan Findings on Caregiver Support

Consideration should also be given for the caregivers who look after older adults. Equipping caregivers with support will ensure that older adults can thrive. The CASOA report noted that 31% of survey respondents provided direct care to someone over the age of 55. Of those, 23% felt emotionally burdened, and 21% felt physically burdened.

Phase 2: Community Assessment Findings on Caregiver Support

Most of the community assessment findings around caregiver support came from interviews with key informants. Many stakeholders interviewed said that there are not many resources available to caregivers. Aurora has lost some caregiver programs and services since the pandemic, including Morning Star Adult Day Program, LiveWell Adult Day Services and most recently Senior Hub. Also, there are cultural and language barriers for some caregivers seeking support. Lastly, there are few supports available for grandparents raising grandchildren or for the LGBTQ community.

The lack of caregiver support services not only impacts older adults but also increases the burden on family members, as seen in survey results where over 30% of responders to the survey indicated that they feel mentally burdened by providing care, and 25.5% feel physically burdened by providing care. Additionally, seven respondents to the JFS survey listed caregiver support as one of the top needs for older adults in Aurora, and twelve survey respondents mentioned needing extra support with household assistance and other daily activities from a caregiver.

Medical Care

Phase 1: Environmental Scan Findings on Medical Care

Finally, access to medical care is vital to meeting older adult health-related needs. Insurance status is a consideration for older adults getting the care needed to remain healthy. Table 12 highlights the types of insurance that older adults aged 65+ have in Aurora. Overall, 31% of Aurora older adults aged 65+ years have Medicare coverage only, 3% have employer-based insurance only, and 15% have both. An additional 8% have both Medicare and Medicaid coverage (dual eligible people), and 2% have no insurance at all.

TABLE 12: AURORA OLDER ADULT (65+) INSURANCE TYPES[13]			
	Aurora	Denver	Colorado
Medicare coverage only	31.5%	34.9%	35.3%
Employer-based insurance only	3.1%	4.4%	3.3%
Employer-based and Medicare coverage	15.3%	15.6%	14.8%
Medicare and Medicaid dual coverage	8.4%	10.8%	5.9%
Other public-only combinations	3.1%	1.9%	2.4%
Other coverage combinations	21.8%	14.8%	18.1%
No insurance coverage	2.1%	1.0%	0.7%

[13] U.S. Census Bureau. "Types of Health Insurance Coverage by Age." American Community Survey, ACS 5-Year Estimates Detailed Tables, Table B27010. Retrieved from https://data.census.gov

Some respondents to the CASOA report indicated that affordable physical health care and preventive health care (health screenings, flu shots, etc.) were not readily available in the community.

Figure 9 highlights resources that Aurora has that help older adults maintain the healthiest lives as they age, including nursing care facilities, continuing care retirement communities, assisted living facilities for older adults, and services for older adults and persons with disabilities.

Figure 9: Aurora Older Adult Health and Living Resources

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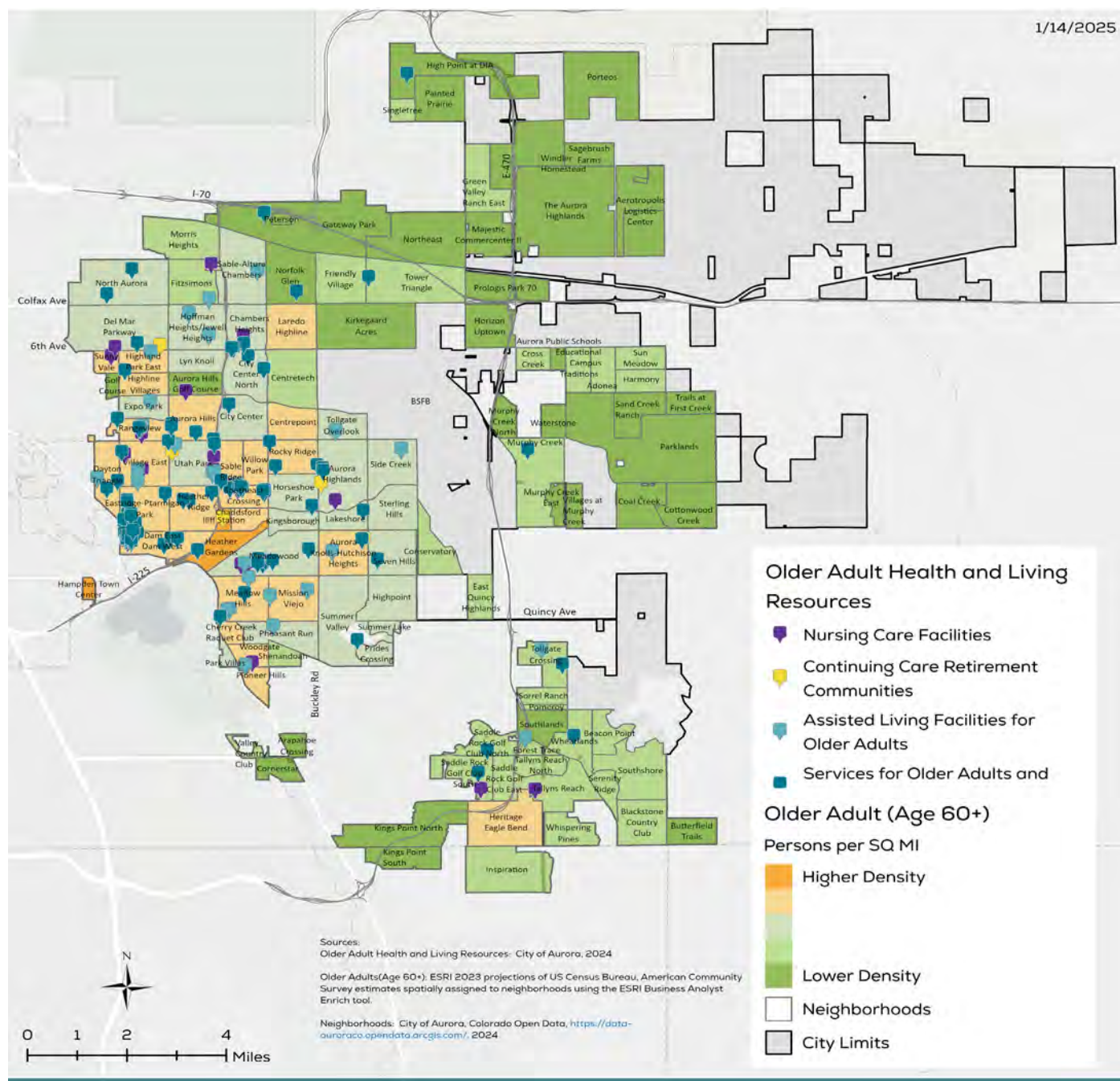
Phase 2: Community Assessment Findings on Medical Care

Findings from the community assessment indicate that a top need for older adults in Aurora is access to affordable medical care and assistance in navigating the healthcare system. This issue was raised in seven out of nine focus groups as a top need. Many key informants said there are too few Medicare/Medicaid providers serving Aurora to meet the increased demand. There are often waitlists to access primary and specialty care.

Many respondents spoke about the complexity of both Medicare and Medicaid, and they requested assistance navigating the complex system to better understand their options.

A respondent wrote about the intense need for technical and benefit navigation assistance for those formerly incarcerated who do not have access to digital tools or understand programs for which they may be eligible.

When asked about suggestions for one program or service that would help older Aurora residents, six focus groups said reliable experts for medical services to help manage health and navigate social and government services. In response to the same question, three focus groups answered affordable home health care services and assisted living facilities.

There are barriers to accessing medical care in Aurora for older adults, including digital equity (access to the internet, a device, and skills to use both), transportation, and language. Hospitals also came up in several key informant interviews when asked about access to medical care; a few noted that hospitals are not well connected to community services, and patients are sometimes discharged with no place to go.

The community-wide survey probed the question of access to medical care, asking about types of access to different medical practitioners. Below are noteworthy survey findings.

- 87% of respondents have access to affordable health insurance.
- 90% have access to the healthcare they need.
- 90% have access to preventive health care such as vaccines and screenings.
- 15% of responders reported that they cannot afford the medications they need.

COMMUNITY CONNECTIONS

The final thematic area emerged around community connection. Ensuring that older adults have spaces to connect with each other can also decrease social isolation and increase quality of life. Social participation, communication and information, and safety are all important aspects of creating community connection.

[14] *National Research Center, Inc. (2022). Aurora, CO, Community Assessment Survey for Older Adults, September 2022. Retrieved from* https://drcog.org/sites/default/files/resources/Aurora%20CASOA.pdf.

Social Participation

Phase 1: Environmental Scan Findings on Social Participation

Opportunities to participate socially can be beneficial to older adults, helping them feel less isolated. Social participation may include activities such as civic participation, volunteer, employment opportunities, community gatherings, recreational programs, etc. Revisiting Figure 7, Aurora provides opportunities for older adults to gather and be in the community at locations such as city recreation centers. The CASOA report indicated that 47% of respondents felt they had available volunteer opportunities, 39% felt they had an opportunity to participate in matters of the community, and 35% felt connected and engaged in the community.[14]

Phase 2: Community Assessment Findings on Social Participation

The community assessment's findings have been grouped into two distinct areas: Civic Participation, Volunteer Activities, Community Gatherings, and Employment.

Civic Participation, Volunteer Activities, Community Gatherings

Related to civic participation, volunteer activities, and community gatherings, many older adults in Aurora do not know where to go for information, resources, or services. This theme was prevalent in the key informant interviews and focus group discussions. This issue is further compounded by a lack of digital literacy among some older adults since information is increasingly available through digital means exclusively. Lastly, several key informants mentioned that older adults may not always feel welcome at community gatherings due to racial and cultural differences such as those related to language and food.

When asked for suggestions for activities or services for older adults, below were the top responses in this area:

- Fun opportunities/activities for older adults (kayaking, biking, etc.) were mentioned in six focus groups
- Education classes (how to start a business, learn English, etc.) were mentioned in three focus groups
- Translation services were mentioned in four focus groups
- Volunteer opportunities for older adults were mentioned in three focus groups

The Aurora Center for Active Adults (ACAA) was mentioned in six focus groups and the community survey when asked what older adults' services or programs they found particularly enjoyable or benefited from. Libraries were mentioned in four groups and the community survey when asked what older adults' services or programs they found particularly enjoyable or benefited from.

The questions in the community-wide survey probed on access to skill building, work, volunteer opportunities, opportunities to participate in meaningful activities, and having a voice in their own community. The findings in this set of measures were not as positive as in other measures.

- Nearly 50% feel they do not have access to skill-building and work opportunities.
- 39% feel they have been discriminated against or not treated fairly due to their age.
- 26% report that they do not have access to recreational and cultural activities.
- 23% report that they do not have access to meaningful volunteer work or productive and meaningful activities.
- 41% do not feel valued in their community.

Employment

Older adults often face ageism in the workplace, and employment opportunities for them can be limited. A common perception is that older adults lack technological skills, which may discourage employers from hiring them. Yet, 90% of survey respondents said they can use digital devices, and 94.5% reported having access to such devices. Despite this, the perception of low digital proficiency persists. It's important to note that not all older adults in Aurora have reliable internet, access to technology, or the digital literacy needed to seek employment online. In five focus groups, participants brought up employment as an area where more support is needed. In addition, 48% of community survey respondents said they do not feel they have access to work opportunities.

Communication and Information

Phase 1: Environmental Scan Findings on Communication and Information

Older adults may feel more connected in their communities when communication methods that are preferred by the population are utilized to disseminate information. In the CASOA report, 77% of older adults reported that the information they currently receive on resources available in their community was fair or poor, which may indicate a communication issue.

Phase 2: Community Assessment Findings on Communication and Information

A prevalent theme in the community assessment was that many older adults in Aurora do not know where to go for information and resources. This issue is challenging because there is not one size that fits all when communicating with older adults. Focus group participants were mixed in terms of whether they prefer to receive information in hard copy such as newsletters or online.

Many older adults in Aurora do not know where to go for information and resources.

Access to information for older adults came up in eight focus groups when asked about the top needs. Access to newsletters or information for older adults came up in eight groups when asked if they could suggest a program or service that would help.

The community-wide survey questions probed responders' access to information and resources using technology and technology devices. Importantly, the vast majority of responders reported having access to and using technology with over 90% reporting access to and use of technology devices. The important outlier in this set of questions related to the ability of responders to afford technology devices. Nearly one of four (23%) responders indicated difficulty affording technology devices and/or access to the internet. Lastly,

approximately 32% of respondents indicated they do not have access to information about resources for older adults.

Safety

Phase 1: Environmental Scan Findings on Safety

The final domain of livability pertains to older adult safety. Older adults may be more susceptible to physical and financial crimes. Concerning city-level physical crime, Figure 10 highlights the rates of violent crime against older adults in 2023 by neighborhood. The map shows that older adults were victims of crime at the highest rates in the Gateway Park neighborhood, followed by medium-high rates in Kirkegaard Acres and Southlands. Overall, older adults were most likely to experience crime in the northwestern areas of the city. When considering how older adults felt about their safety, the CASOA report found that 54% of Aurora older adults rated their overall safety in the community as excellent or good.

Figure 10. Aurora 2023 Older Adult Crime Rate Map

Phase 2: Community Assessment Findings on Safety
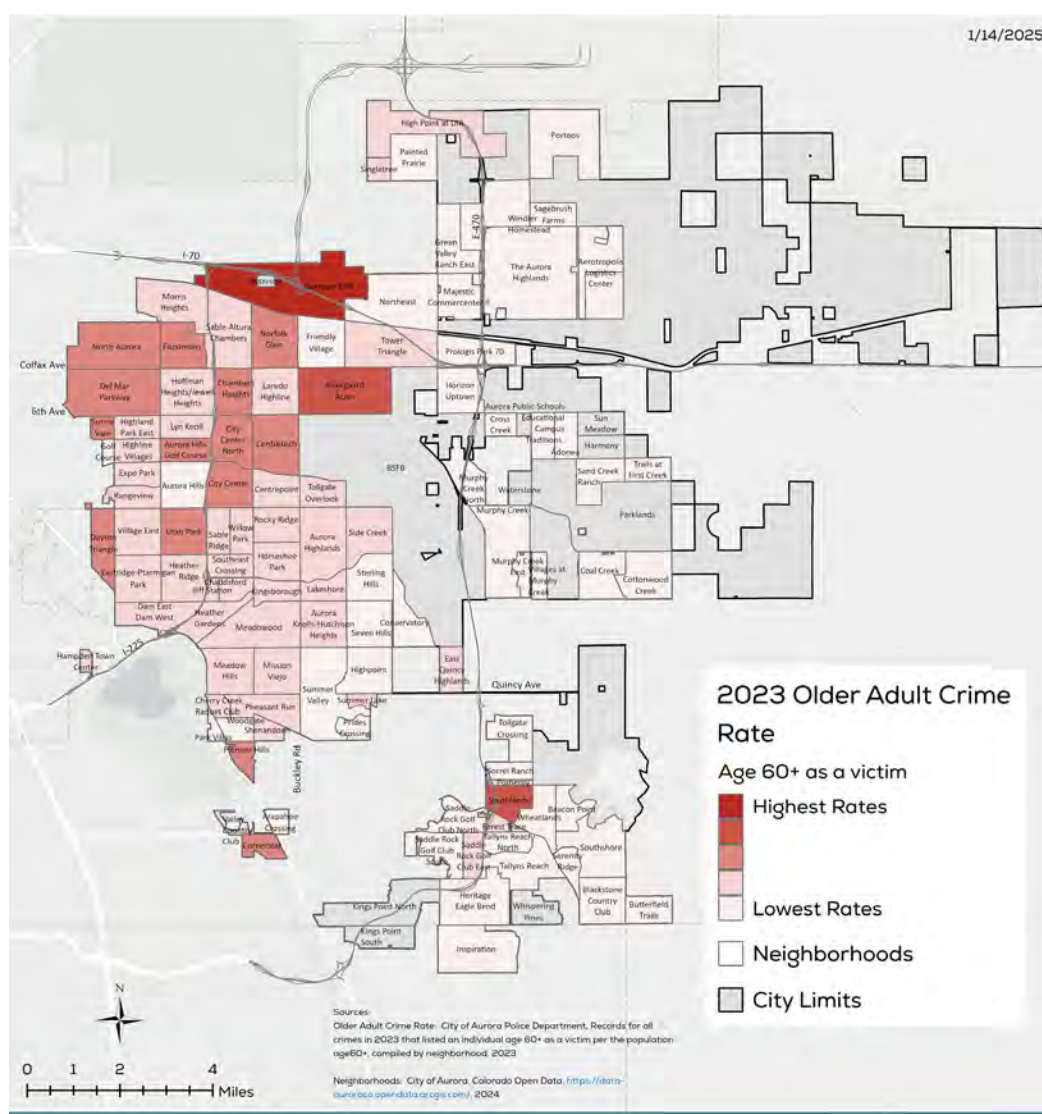
Concerns around safety were a prominent theme revealed in the community assessment. Many older adults do not feel safe in Aurora because of crime, including shootings, car and other thefts, car speeding, porch pirates, and drugs. A desire for more police presence in Aurora came up in five of the focus groups when asked about top needs. Discussions in three focus groups highlighted pedestrian safety as a top need, including a desire for protected crosswalks.

The community-wide survey questions probed respondents' sense of safety in the community and addressed property crime, physical and emotional abuse, risk of crime related to fraud, and discrimination against racial, ethnic, gender, or sexual identity. The responses to this set of questions highlight the sense of risk felt among older people in the community.

- 39% do not feel safe in the community
- 17% do not feel secure from physical and emotional abuse
- 42% disagree or strongly disagree that they feel safe in the community
- 52% feel at risk for property crime
- 66% feel at risk for fraud and scams
- 3% feel at risk of discrimination against their identity

Multiple requests appeared for "welfare checks" on older people, particularly those with mobility restrictions. This would keep an eye on people to make sure they are safe and well.

KEY FINDINGS

The environmental scan and collection of qualitative data through interviews, focus groups and surveys have revealed specific areas of focus to promote the well-being of older adults living in Aurora. Following this summary of key findings are recommendations specific to these areas for the city of Aurora's consideration.

COST OF LIVING AND HOUSING

Older adults are finding it challenging to live off limited and fixed incomes, and they are increasingly experiencing housing instability. Downsizing may be an option for some but it is difficult to execute and requires both financial resources and physical labor.

Living off a fixed income also results in challenges accessing healthy foods and for some, preferred cultural foods, due to dramatically rising food costs.

TRANSPORTATION

For many older Aurorans who are not able to own a car or to drive, other forms of transportation are not reliably affordable, accessible, or available. Barriers include having to qualify for services, long waitlists, language barriers, lack of door-through-door services (where a driver assists passengers not only getting into and out of the vehicle but also helps them physically enter and exit their destination building), and lack of RTD routes in eastern and southern areas of the city.

COMMUNITY RESOURCES, COMMUNICATION AND INFORMATION

Many older adults do not know where to go for information, resources, or services that are available to help them meet their functional needs. This issue is further compounded by a lack of digital literacy among some older adults since information is increasingly available through digital means exclusively.

MEDICAL CARE

Access to medical care is vital to meeting older adult health-related needs, yet many older adults do not have access to affordable medical care. Additionally, many older adults would like assistance in navigating the complex healthcare system as they develop greater needs for medical and related systems of care.

SAFETY

Many older adults do not feel safe because of crime, including shootings, car and other thefts, car speeding, porch pirates, and drugs. There is a desire for more police presence in Aurora and increased pedestrian safety measures such as protected crosswalks.

SOCIAL ENGAGEMENT

An increasing number of older Aurora residents live alone with no close family or friends to rely upon; many live with functional disabilities such as a loss of mobility, vision, hearing, and cognitive function; and many are caregivers of someone with functional disabilities. All these conditions serve to isolate older people from community life, and this isolation presents further risk of physical decline, premature death, and depression.

RECOMMENDATIONS

The following recommendations are drawn from the rich data collected during the full assessment process and were compiled in collaboration with the city of Aurora. The recommendations are presented by domain and reflect whether the recommendation could be considered a low, moderate or high level of time and effort to implement. Recommendations may be implemented incrementally so that the level of time, effort and resources required to implement are more manageable. City policy and ordinance recommendations may require legal review.

Key to Recommendation Levels of Time and Effort:
Tier 1 - Low
Tier 2 - Moderate
Tier 3 - High

Some recommendations are made in more than one domain area. In those instances, rather than repeating the same information, the reader will see an icon that corresponds with the repeated domain. Following is a key to the icons used:

Food Access

Caregiver Support

Housing Affordability

Medical Care

Housing Accessibility Maintenance

Social Participation

Transportation

Employment

Community Resources

Communication and Information

Mental Health and Isolation

Safety

Physical Health

OVERARCHING RECOMMENDATIONS

There are three overarching recommendations that transcend all of the identified domain areas.

TIER 1	● Explore adopting age-friendly practices and joining age-friendly networks that will align with the city's short- and long-term strategic planning, providing access to tools and resources.
TIER 2	● Using survey data, consider participating in Colorado's Multisector Plan on Aging (MPA) to ensure the voices of older Aurora residents are represented. MPAs are blueprints for restructuring policies and convening key stakeholders to address the needs of older adult populations. Colorado's plan is being developed through the Colorado Department of Human Services.
TIER 3	● Explore the feasibility of creating an officer on aging position or an office on aging to coordinate efforts with other departments.

AGING IN PLACE

Food Access

TIER 1	● Work with and encourage local grocery stores/grocery chains to establish senior discount hours or days and promote those programs to older adults in Aurora. ● Explore partnerships with community organizations such as churches and neighborhood/community groups to create volunteer shopper programs that train and guide volunteers to perform grocery shopping and delivery for older adults with mobility and/or transportation challenges.
TIER 2	● Partner with nonprofits, food banks, local businesses, and social service organizations or businesses to provide food voucher programs for older adults. ● Consider providing vouchers for discounted grocery delivery services for older adults with mobility challenges.
TIER 3	● Explore and promote accessible, intergenerational community gardens to help alleviate food insecurity and social isolation and serve as a model for healthy eating. Locations might include spaces near churches, schools, neighborhood public spaces, and apartment buildings. ● Consider working with community organizations and nonprofits to research and establish sustainable locally sourced food hubs that deliver healthy foods to local organizations serving low-income clients. ● Explore opportunities for the city or a local nonprofit to provide a van or alternate vehicle for nonprofits to rent or borrow for use in food delivery or for transporting older adults for grocery shopping.

Housing Affordability

TIER 1	● Promote and/or incentivize Accessible Dwelling Units (ADUs) as the city updates city code in accordance with new state statutes. ● To address additional costs associated with pet service fees, it may be beneficial to partner with animal shelter services and veterinarians to promote discounted and mobile services to support older adults' ability to care for pets and to improve accessibility of animal services to adults with mobility challenges.
TIER 2	● Partner with community organizations to expand access to stable, affordable housing with integrated services, ensuring residents can access ongoing support such as navigation and case coordination. ● Routinely review existing city zoning ordinances and codes to identify those that may create unnecessary barriers to building and/or renovating properties as Aurora has demonstrated with updated ADU codes, and work with city officials and residents to propose revisions of those ordinances and codes. ● Research, invite, and promote home sharing programs that partner willing and eligible homeowners with those seeking housing to share housing and home upkeep. ● Consider implementing city ordinances that address limits on Home Owners Association (HOA) fees to enable people to remain in their homes and contain external costs.
TIER 3	● Continue to leverage opportunities to work with property developers and community nonprofits to create and/or expand on affordable and accessible housing options. Potential additional options include the creation of land trusts and accessible properties and communities. ● Research and draft targeted policy interventions that create incentives for developers to build affordable, accessible and creative housing solutions capable of addressing the needs of multiple generations. Examples include duplexes, 4-plexes, single story homes, and mixed-use developments that are accessible to people living with disabilities. ● Evaluate the implementation of city-based eviction and foreclosure prevention efforts, such as legal assistance and temporary financial assistance, for older adults at specific low-income levels. ● Expand existing utility assistance and rental assistance programs and options that target older adults at specific low-income levels. ● Evaluate the impact of city-supported options for rent control for older adults at specific low-income levels. ● Create a flex fund/voucher program to help offset moving expenses (i.e., security deposit, pet deposit, packing and moving costs) that support relocation expenses for older adults with the application process and approval criteria set by a review committee.

Housing Accessibility/Maintenance

TIER 1	- Enhance the city of Aurora's older adult resources webpage to prominently feature home repair and maintenance services offered by the city, along with related support from local nonprofits. This section should be routinely updated to ensure that visitors always have access to current programs. - Engage with community service organizations and other community partners (churches, schools, local service organizations) to participate in the design and support the creation of low-cost handyman, and home maintenance assistance programs to support the ability of older adults to stay in their homes. - Explore the creation of educational home repair workshops for older homeowners and residents of mobile home parks. - Continue current "Snow Busters" program and expand volunteer base.
TIER 2	- Consider housing and development policies that promote the use of universal design and visit-ability design features that prioritize usability by all people without the need for adaptation. - Consider providing economic incentives for home modifications that enable older adults to age safely in their own homes. This could involve partnerships with local organizations that provide home modification services. - Expand on the city's current repair program to assist low-income homeowners with vital repairs to better serve older adults
TIER 3	- Explore the feasibility of city incentives such as reduced permit fees or grants for homeowners and/or builders to construct homes with accessibility features that enable those who are living with disabilities and older adults to stay in community settings and navigate their homes safely and effectively. The level of certification could assist in promoting the home at the time of sale. - Consider partnering with builders and realtors to promote formal built-environment accessibility certification to expand the use of features that could be highlighted at the time of sale. - Evaluate how the Aurora Housing Locator Tool can be expanded upon to provide a guide for people with disabilities and older adults to find housing that meets pre-determined accessibility and affordability standards.

Transportation

TIER 1	• Use data from the community survey to inform RTD of a need to enhance ridership safety through the increased presence of security guards, lighting and cameras and installing covered benches at RTD stops. ✅ • Add more benches to Aurora trail systems to provide more opportunities for older adults and those with disabilities to stop and rest. • Pilot a carpool/ride share program within the ACAA so more older adults can attend the Center's activities.
TIER 2	• Expand marketing of existing and future micro-transit services for older adults in Aurora and evaluate outcomes. • Explore partnerships with community organizations such as churches, community groups, and nonprofits to establish a vehicle training and loan program to transport older adults to access food, medical appointments, etc. • Provide or promote existing online and in-person technology training programs for older residents on how to use Uber, Lyft and other transportation options. • Expand upon existing access to transportation vouchers for Uber, Lyft and RTD options for qualifying older adults. • Partner with state and local organizations to improve pedestrian infrastructure and increase safety for older adults and people with disabilities through activities such as repairing sidewalks and extending the length of crossing time at busy Aurora intersection crosswalks to accommodate people using assistive devices such as walkers, canes and wheelchairs. ✅ • Consider expansion of existing snow buster programs to assist older adults in clearing sidewalks within a recommended time frame.
TIER 3	• Explore opportunities for installing crossing lanes for high traffic areas located near bus stops to decrease the need to walk long distances to access bus stops. ✅ • Evaluate the installation of more roundabouts to slow traffic in areas of high child and older adult foot traffic. ✅ • Discuss options with RTD to expand regular routes, especially in eastern and southern areas of the city of Aurora.

Community Resources

TIER 1	● Refresh and update the city of Aurora website to include easy-to-access older adult resources. Initiate a marketing campaign to drive people to the website for information. ● Expand the broad dissemination of older adult resources through Access Aurora. ● Work with libraries to expand educational programs that highlight existing community resources, especially sessions on legal service advice, detecting fraud schemes, financial and retirement planning and skill building for employment readiness. ● Partner with local organizations to bring or expand their assistive services to locations where older adults live and gather such as older adult centers, retirement communities, library bookmobile and libraries. ● Increase the frequency and timing of popular ACAA and library offerings for older adults to allow an increase in attendance. ● Consider expanding communication on existing programs which partner with local pharmacies and libraries to provide informational flyers to older adults about city services (city newsletter) and community resources for older adults. ● Encourage organizations serving older adults in Aurora to participate in and update their information in local and regional business directories and aging network resource websites so that older adults have access to up-to-date information and resources through these regional organizations.
TIER 2	● Incorporate a technology-based mobile resource and navigation service, such as the book mobile model, that is geared toward older adults who otherwise would not know about or have access to city services and community resources. ● Encourage existing information and referral services to develop a system to support remote appointments using audio-visual technology to assist older people and increase access to services in languages of preference to Aurora older adults. ● Encourage existing nonprofits to create or expand peer-to-peer empowerment programs where older adults assist their peers with community resources.
TIER 3	● Create a satellite Aurora Center for Active Adults in southern Aurora to accommodate the growing older population in that section of the city and reduce the transportation burden for older adult residents. ● Expand dissemination of older adult resources by Access Aurora by creating a navigator/promotora hotline to connect older adults and their caregivers to information and resources of importance to older adults.

HEALTHY LIVING

Mental Health and Isolation

TIER 1	● Support the creation of Friendly Visitor or Community Check-In programs that partner older adults with a trained and supervised volunteer who connects with them on a frequent basis to provide social contact and assure their needs are addressed. ● Support the creation of Neighbor-to-Neighbor programs in Aurora communities that partner residents with one another to conduct check-ins and identify needs. ● Partner with public and private schools in order to promote intergenerational learning activities and fulfill community service requirement opportunities. ● Expand and support digital literacy programs so older adults have increased access to the internet, appropriate digital devices, training and knowledge of resources to connect them with support groups or educational webinars. ● Engage with community and regional partners to participate in emerging state and local digital access planning and programs such as the Colorado Digital Access Plan, that support education and social connection for older adults.
TIER 2	● Encourage local behavioral health providers to offer training for and access to tele-behavioral health visits for Aurora older adults with mobility challenges. ● Support the creation of local programs that are available online or in person and address topics of importance to older adults living alone. ● Continue to partner with places where older adults gather such as libraries, recreation centers, congregate housing, and faith-based organizations to expand and deliver creative art, music, and writing programs to support social engagement and artistic expression for older adults.
TIER 3	● Work with local and regional behavioral health providers to evaluate the potential for mental health services to be offered locally in congregate housing or other convenient locations for older adults. ● Work with local organizations to provide technical equipment to older adults in Aurora to enable telehealth delivered behavioral health services.

Physical Health

TIER 1	● Explore reinitiating an evidence-based falls prevention program for older adults, offered both online and in person on a rotating basis at various city facilities to expand access and participation. ● Promote free online fitness and healthy cooking courses offered by nonprofits, such as the American Diabetes Association and AARP, through the ACAA for people who cannot physically access the recreational center programs and promote programs through libraries, online portals, and older adult newsletter. Consider the development of new online city programs if other options do not exist.
TIER 2	● Consider expanding ACAA access and activities by increasing popular activity opportunities, expanding programs into southern Aurora, and offering classes designed to meet the needs of older adults such as nutrition, falls prevention, and using technology.

Caregiver Support

TIER 1	● Develop programming that provides simultaneous support for caregivers and the older adults they care for, particularly those with dementia or disabilities. This could include caregiver support groups or education sessions offered while care recipients participate in structured activities at the same location. Dual-purpose programming helps reduce isolation and improves access to support for both groups. ● Work with local non-profit nursing and social services to create facilitated Caregiver Support Programs/groups that are available to residents of Aurora who provide in-home caregiving. ● Encourage libraries, recreation centers, local pharmacies, healthcare offices and other community resources to provide information online or in paper format about caregiving supports so that information is available in locations people can access.
TIER 2	● Encourage the creation of language-specific social adult day programs and promote the programs through trusted community sources such as churches and ethnic community organizations.

Medical Care

<table>
<tr><td>TIER 1</td><td>Consider sponsoring health fairs, including activities for diverse communities, through city resources such as the ACAA and libraries.
Promote more 365 Health Fairs (formerly 9Health Fairs) in the City of Aurora.
Share the findings of the Aurora older adult survey data with community health organizations to support the development of targeted older adult services.
Provide information on reliable and validated resources for access to low-cost medications at libraries, older adult centers, ethnic community centers, and recreation facilities to provide education and guidance to older adults. 👥</td></tr>
<tr><td>TIER 2</td><td>Engage with existing healthcare systems where possible to encourage them to expand opportunities for vision, hearing, and dental care for older Aurora residents and share these resources through a city-sponsored connection.
Encourage hospitals in Aurora to adopt and practice age-friendly health system principles.
Invite organizations that offer impartial health insurance navigation services to co-locate at various community locations such as libraries and the ACAA to support older adult choices in accessing healthcare. Health navigators/counselors/promatoras would be helpful in guiding older adults toward systems that meet their needs and identifying healthcare providers who are accepting patients and who are trained in older adult care. 👥
Expand the activities of existing Aurora recreation centers, libraries, older adult centers and other community resources to promote preventive health activities to older adult populations. Promotion might include topics such as vaccines, colorectal cancer screening, breast cancer screening, and other preventive health care needs using tools that are culturally appropriate and linguistically relevant. 👥</td></tr>
</table>

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COMMUNITY CONNECTIONS

Social Participation *(Civic Participation, Volunteer Activities, Community Gatherings)*

TIER 1	● Partner with local county older adult services and nonprofit providers to design and implement a local media campaign to connect Aurora older adults to resources and opportunities to increase social engagement.
TIER 2	● Evaluate novel concepts that bring older adults together in an engaging, hands-on format that encourage expression and socialization.
TIER 3	○ Partner with local county older adult services and nonprofit providers to offer virtual opportunities to participate in art, music, poetry, conversations, learning, and intergenerational activities.

Employment

TIER 1	● Train staff and communications department on reframing aging communication principles (Changing the Narrative) and incorporate language internally and externally. ● Disseminate a curated list of local and national resources available to assist older adult job seekers in job finding, creating resumes, and application guidance.
TIER 2	● Encourage larger businesses in Aurora to become certified as an Age-Friendly Employer through the Age-Friendly Institute and promote that certification. The city could host a contest to launch such an effort. ● Host a city-sponsored job board website for older adult job seekers and local employers targeting experienced talent. Such a job board might include video or text testimonials from older adults who were successful in job seeking. ● Create job readiness programs that could be offered at libraries and centers where older adults gather to assist in creating resumes or completing job applications.
TIER 3	○ Sponsor Employment/Career Fairs geared toward introducing local employers to older adults seeking employment and provide information to potential employers that support the hiring of older adults. ○ Encourage training and utilization of resource tools on Changing the Narrative to improve acceptance of aging and older adults based on the principles of "Reframing Aging" for local employers and community organizations. Host training workshops for interested businesses and nonprofits. ○ Encourage the Arapahoe/Douglas Works! Workforce Center to offer customized curriculum and programming for employment opportunities (skill development as well as upskilling) for older adults that match what employers want.

Communication and Information

TIER 1	• Provide a printed guide to services and resources for older adults and caregivers, available upon request at all city facilities. The guide should also be available online along with instructions for how to request a physical copy. • Partner with organizations that provide medical advocacy assistance. • Promote information about animal shelter food pantries that older adults can access for pets.
TIER 2	• Partner with and encourage the expansion of local models (i.e., conectoras and promotoras) into Aurora to reach and connect Latino elders and their families to information and services. • Expand the Aurora book mobile services and increase resource information available for older adults through the book mobile service.
TIER 3	• Invest in a technology-enhanced mobile unit staffed with an information navigator to provide information and connection to services for communities of older adults in Aurora. • Establish a navigator/promotora hotline to connect older adults and family caregivers to information and resources designed to meet the needs of older adults.

Safety

TIER 1	• Expand neighborhood watch programs to neighborhoods with high older adult populations.
TIER 2	• Advocate for covered benches and lighting at RTD bus stops and add cameras in higher risk areas. • Organize a series of media campaigns to increase usage of the FILE OF LIFE® card system in which people list important medical information for first responders to access in the case of a medical emergency.
TIER 3	• Expand and train police or community service volunteers to work specifically with older adults and provide education about frauds, scams, cyber security and crime prevention. • Consider adding another senior resource position with the Aurora Police Department and increase outreach, education and crime reduction efforts. • Partner with police or community service volunteers to offer home crime prevention assessments and have funds to add lighting, better door and window locks, and smoke detectors. • Advocate for increased security on buses and light rail. • Partner with nonprofits or churches to establish shelters for older adults, including those that accept pets. • Work with partners to ensure safe parking locations are available to provide a safe environment, services and support for older adults living in their automobiles to address safety.

APPENDIX

APPENDIX A:

AURORA OLDER ADULT NEEDS ASSESSMENT

Key Informant Interviews Summary Report

AURORA PARKS, RECREATION, AND OPEN SPACE DEPARTMENT

www.jsi.com

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OVERVIEW

Throughout February and March 2024, The JSI team conducted 18 key informant interviews (KII) to inform the needs assessment process by identifying unmet needs, disparities in access, and service gaps for older adults living in Aurora. Interviews were conducted by two JSI team members (a facilitator and a notetaker) over Zoom and lasted one hour. All interviews were recorded upon receiving interviewee consent. The facilitator used a KII guide with a list of questions that centered around the Aurora domains of livability. A summary of themes identified throughout the interviews is provided in this report. The following summary of themes is based on the domains of livability, including *Aging in Place*, *Healthy Living* and *Community Connections*. In addition to these domains, themes within the category of *Policy and Cultural Changes* are presented.

AGING IN PLACE

Providing older adults with opportunities to age in place may help them to maintain and increase their quality of life. According to the U.S. Centers for Disease Control aging in place is defined as the "ability to live in one's own home and community safely, independently and comfortably, regardless of age, income, or ability level". Factors that are integral to allowing an older adult to age in place include cost of living and housing, access to transportation, and community resources.

COST OF LIVING AND HOUSING

The following themes within cost of living and housing were identified in the interviews.

● Food Access	○ Aurora older adults are increasingly using food pantries.
	○ Preferred cultural foods and fresh fruits and vegetables are scarce, especially at food pantries.
	○ Lack of transportation exacerbates access to food.
	○ A shortage of volunteers has led to challenges in delivering food.
	○ Older adults are on wait lists for older adult nutrition services such as Meals on Wheels.
	○ Undocumented older adults cannot receive food benefits such as SNAP.
● Housing Affordability	○ Older adults are increasingly experiencing housing instability.
	○ A "missing middle" phenomenon, or a decrease in medium-density housing such as multi-family or clustered house types, is occurring in Aurora, leading to increased social isolation for older adults who cannot live in close proximity with family and friends.
	○ A disconnect exists between what is in demand and what is realistic in terms of affordability and availability (i.e. Accessory Dwelling Units are often too expensive for older adults to afford).
	○ Affordable assisted living and skilled nursing facilities are scarce.

● Housing Affordability (cont'd)	○ Downsizing is difficult to execute and can require physical labor and financial aspects, such as packing, moving, and new home deposit costs, which add layers to something already expensive. ○ Older adults are experiencing homelessness. ○ Many mobile home parks exist in Aurora and more older adults are living in them, although rental rates for these units are increasing. ○ Homeowner Associations are assessing higher fees that are increasingly unaffordable for older people on fixed incomes.
● Housing Accessibility	○ Many housing options are not culturally appropriate. ○ Home repair, home modification, handyman and yard services, and snow removal services are inaccessible or unaffordable. ○ Older adults need in-home services such as housekeeping. ○ Accessible housing is growing in demand, or housing that includes single level homes, walk-in showers, compatible kitchen controls, and options that are wheelchair or visually impaired (and other assistive device) friendly. ○ Wait lists are prevalent for all types of housing.

TRANSPORTATION

- Transportation in Aurora is not affordable, accessible, or available.
- Barriers include having to qualify for services, long waitlists, language barriers, lack of door through door services, and the Regional Transportation District lacking regular routes, especially in eastern and southern areas of the city.
- Safety is a concern with public transportation.
- Pedestrian safety and mobility is an issue; sidewalks need repair and are not conducive to wheelchairs or walkers, there is lots of construction, and snow removal is needed.
- Older adults may not have the technology or digital literacy needed to access rider apps such as Uber and Lyft.

COMMUNITY RESOURCES

- Many resources are not accessible or affordable for low-income, diverse communities (including LGBTQ+ and those of color).
- Stigma: older adults perceive senior centers to be for more elderly people.
- Many private recreational centers and gyms do not cater to older adults and are expensive.
- Older adults do not know where or how to access services.
- The delivery of information and resources is fragmented.
- Language and cultural barriers exist with communications around resources.
- Digital literacy is an issue for some regarding being aware of resources.
- Retirement planning resources are scarce.
- Affordable legal advice services are difficult to acquire for the legal challenges experienced by aging adults.

HEALTHY LIVING

Another vital aspect of livability is healthy living. Ensuring that older adults have access to the physical and mental health resources that will allow them to be the healthiest that they can be is an important consideration. As part of this domain, it is important to consider mental health and isolation, physical health, caregiver support, and medical care.

MENTAL HEALTH AND ISOLATION

- Aurora is experiencing a mental health provider shortage, while demand for services has increased.
- Virtual appointments may not be appealing for older adults.
- Waitlists exist in accessing mental health care.
- Transportation can be a barrier to accessing mental health care.
- Older adults may experience stigma associated with accessing mental health care.
- Loss of friends and loved ones and grief impacts older adults, sometimes causing them to retreat from others.
- Mental health issues increase social isolation and decrease cognitive function.
- Many older adults do not have family or support systems, especially those in LGBTQ+ community.
- Hearing and visually impaired older adults are especially isolated.

CAREGIVER SUPPORT

- Cultural and language barriers exist for caregivers in getting support.
- Aurora has lost some caregiver programs and services so there are fewer options for caregivers to access.
- Few supports exist for grandparents raising grandchildren or the LGBTQ community

MEDICAL CARE

- Access to healthcare is a challenge due to digital equity considerations (access to the internet, having a device, and having skills to use both).
- Fewer Medicare/Medicaid providers are serving Aurora even as demand has increased.
- Equitable access is scarce for the underserved or underinsured.
- Transportation can be a barrier to accessing medical care.
- Language barriers exist in accessing health care for some older adults.
- Applications for benefits are burdensome.
- Waitlists exist in accessing primary and specialty care.
- People are discharged from hospitals with no place to go.
- Hospitals are often not aware of or connected to home and community-based services to refer patients to.

COMMUNITY CONNECTIONS

The final thematic area is around community connection. Ensuring that older adults have spaces to connect with each other can also decrease social isolation and increase quality of life. Social participation, communication and information, and safety are all important aspects of creating community connection.

SOCIAL PARTICIPATION

Civic Participation, Volunteer Activities, Community Gatherings
- Many older adults do not know where to go for information about social participation activities.
- Lack of digital literacy may impact participation in local activities.
- Older adults have safety concerns related to public gatherings (i.e., COVID-19).
- Transportation to and from gatherings pose challenges for older adults without personal transportation.
- Older adults may not always feel welcome at community gatherings due to racial and cultural differences such as those related to language and food.
- Many older adults are active within their faith-based communities and do not seek other types of community gathering.

Employment
- Older adults experience ageism in the workplace.
- Transportation challenges factor into employment challenges.
- Employment opportunities for older adults may be limited outside of retail and food service industries.
- Older adults may not have the technology equipment or digital literacy to access employment opportunities online.
- Competition is prevalent for older adults seeking employment opportunities.

Communication and Information
- Many older adults do not know where to go for information, resources or services.
- There are culture and language barriers in terms of communication and immigrant populations.
- Some older adult communities do not trust the government.
- Digital Equity is an issue for some older adults in accessing communication and information.

Safety
- Older adults do not feel safe because of crime (shootings, car thefts, porch pirates, migrants, drugs).
- Many older adults are concerned about cyber security and artificial intelligence.
- Older adults are susceptible to fraud and scams.
- Family caregivers who also work are concerned for the safety of those they care for while they are not there.
- Emergency housing, shelters, and/or resources are not available in Aurora for older adults, for older women of color, LGBTQ+ women and victims of domestic violence.

POLICY AND CULTURAL CHANGES

Along with the themes identified across livability domains above, key informants provided information on emerging policy and cultural changes that may affect older adults in Aurora.

IN AURORA

- Aurora has seen an increase in immigrants and undocumented individuals for whom there are few resources available, leading to a concern that older adults may fall through the cracks in terms of access to resources.
- Fewer people are willing and available to volunteer time for older adults care and services such as Meals on Wheels, transportation services, and other core community services.
- Multiple Adult Day Programs have closed in the past few years, reducing options for older adults, especially those with cognitive disorders, to engage in meaningful social activity.
- Nonprofits have expressed limited capacity to serve the older adult population.

ON NATIONAL AND STATE LEVELS

- Older adults are the fastest growing population segment in Colorado over the next five years, especially those aged 85+ years.
- Federal and state budget cuts are impending while demand continues to increase for older adult services that are currently being funded with this money.
- Concerns exist surrounding potential cuts to Social Security and Medicare at the Federal level; the Older Americans Act is up for renewal.
- Health care sector is increasingly willing to pay for in-home and housing services to avoid costly acute care and facility-based services.

APPENDIX B:
AURORA OLDER ADULT NEEDS ASSESSMENT

Focus Group Summary

AURORA PARKS, RECREATION, AND OPEN SPACE DEPARTMENT

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OVERVIEW

Throughout April and June 2024, the JSI team conducted nine focus groups to inform the needs assessment process by identifying unmet needs, disparities in access, and service gaps for older adults living in Aurora. Table 1 provides a list of the focus group dates, location and number of participants.

TABLE 1: FOCUS GROUPS		
Date Conducted	Location	Number of Attendees
4/8	Nine Mile Station Senior Living Development	14
4/27	African Leadership Group Older Adult Women's group	10
5/14	Aurora Veterans (Veterans Affairs Commission)	6
5/22	Senior Planet Colorado, 7585 E Academy Blvd, Denver, CO	9
5/23	Happy Living & Wellness Adult Daycare, 14015 E Evans Ave, Aurora, CO	43
5/24	DRCOG at Aurora Center for Active Adults– Older Adult Refugee Program	14
6/1	Latino Community	9
6/25	Heather Gardens	9
6/28	Everest Adult Day Care (Burmese and Nepalese)	35

Focus groups were conducted by two team members (a facilitator and a notetaker) in person and lasted one to two hours. Translators were there to facilitate questions for four of the focus groups. Focus group facilitators used a guide with a list of questions that centered around the Aurora domains of livability. The following summary of themes is based on the domains of livability, including Aging in Place, Healthy Living and Community Connections. Many of the focus group themes mirror the key informant interview themes highlighted in Appendix A.

SUMMARY OF THEMES

AGING IN PLACE

Providing older adults with opportunities to age in place may help them to maintain and increase their quality of life. Factors that are integral to allowing an older adult to age in place include cost of living and housing, access to transportation, and community resources.

Cost of Living and Housing

The following themes within cost of living and housing were identified in the interviews.

● Food Access	○ Access to healthy foods – came up in three groups when asked what the top needs are. ○ Access to ethnic foods – came up twice when asked about top needs. ○ Access to food (food stamps, food cards, food trucks, and food banks to access fresh produce) came up twice when asked about suggestions for programs that would help older adults in Aurora.
● Housing Affordability	○ No housing cost/rent control in place came up in four groups when asked about top needs. ○ Lower utility bills came up in two groups when asked about top needs.

Transportation

- Transportation (bus stations safety, better RTD services, inclement weather when using public transportation) came up at eight focus groups when asked about top needs.
- Transportation vouchers for Uber or Lyft and RTD services was mentioned in five groups when asked if they could suggest a program or service that would help.
- Better transportation options was brought up in seven groups when asked if you could suggest programs that would help.

Community Resources

- Services, such as older adult day programs (DRCOG, ACAA) were mentioned in five of the focus groups when asked about the best thing about living and aging in Aurora.
- Bike trails/walk trails accessibility (lack of) came up in two groups when asked about top needs.
- When asked what organizations are trusted by older adults, the following table highlights organizations/entities most mentioned:

TABLE 2: ORGANIZATIONS TRUSTED BY OLDER ADULTS	
Location	Number of Focus Groups Where Mentioned
Communities/Friends	9
Family	5
Aurora Center for Active Adults	5
People that run the older adult facilities	4
Churches	4

HEALTHY LIVING

Another vital aspect of livability is healthy living. Ensuring that older adults have access to the physical and mental health resources that will allow them to be the healthiest that they can be is an important consideration. As part of this domain, it is important to consider mental health and isolation, physical health, caregiver support, and medical care.

Medical Care

- Access to affordable medical care and navigating the healthcare system came up in seven groups when asked what the top needs are.
- Reliable experts for medical services (specifically, help on how to manage health and navigate social and government services) was mentioned in six groups when asked if you could suggest one program or service that would help.
- Affordable home health care services and assisted living was mentioned in three groups when asked if you could suggest a program or service that would help older people stay in this community as they age.

COMMUNITY CONNECTIONS

The final thematic area is around community connection. Ensuring that older adults have spaces to connect with each other can also decrease social isolation and increase quality of life. Social participation, communication and information, and safety are all important aspects of creating community connection.

Social Participation

Civic Participation, Volunteer Activities, Community Gatherings

- Diversity and ethnicity groups (people, food, events) was brought up in two focus groups when asked what the best thing is about living and aging in Aurora.
- Fun opportunities/activities for older adults (kayaking, biking, etc.) was mentioned in six groups when asked if you could suggest a program that would help.
- Education classes (how to start a business, learn English, etc.) was mentioned in three groups when asked if you could suggest services that would help.
- Translation services was mentioned in four groups when asked if you could suggest services that would help.

- Volunteer opportunities for older adults was mentioned in three groups when asked if you could suggest services that would help.
- The ACAA was mentioned in six groups when asked what older adults services or programs they found particularly enjoyable or benefit from.
- Libraries were mentioned in four groups when asked what older adults services or programs they found particularly enjoyable or benefit from.

Employment

- More employment opportunities for older adults was mentioned in five groups when asked if you could suggest services that would help.

Communication and Information

- Access to information for older adults came up in eight focus groups when asked about the top needs.
- Access to newsletters or information for older adults came up in eight groups when asked if you could suggest a program or service that would help.

Safety

- Police safety (wanting more police presence) due to shootings and crime, speeding on roads was mentioned in five groups when asked about top needs.
- Pedestrian safety - speeding on roads and crosswalks - was mentioned in three groups when asked about top needs.
- General safety (around fraud and public safety generally) was mentioned in six groups when asked about top needs.
- Pedestrian safety such as protected crosswalks and bringing cameras back to intersections was mentioned in seven groups when asked if you could suggest a program that would help.
- Public safety (reference to high homeless population) and having a higher police presence was mentioned in four groups when asked if you could suggest a program or service that could help.

APPENDIX C:
AURORA OLDER ADULT NEEDS ASSESSMENT

JFS Home-Based Survey Findings

AURORA PARKS, RECREATION, AND OPEN SPACE DEPARTMENT

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OVERVIEW

Throughout May and June 2024, the JSI team collaborated with Jewish Family Service of Colorado, Aging Care and Connections to survey clients in their home-based program. A total of fifteen (15) surveys were completed. The following summary of themes is based on the domains of livability, including Aging in Place, Healthy Living and Community Connections.

SUMMARY OF THEMES

AGING IN PLACE

Providing older adults with opportunities to age in place may help them to maintain and increase their quality of life. Factors that are integral to allowing an older adult to age in place include cost of living and housing, access to transportation, and community resources.

Cost of Living and Housing

Overall, older adults are finding it challenging to live off of limited and fixed incomes. The following themes within cost of living and housing were identified in the survey results.

● Food Access	○ Five survey respondents use nutrition programs, and seven find them to be valuable, when asked if they use any of the following services and find them to be valuable.
	○ Eight survey respondents listed access to healthy foods as one of the top three things older adults in Aurora need now.
● Housing Affordability	○ Twelve survey respondents identified affordable housing as the highest priority among the top needs for older adults in Aurora.
	○ Four survey respondents also highlighted housing affordability essential for helping older adults remain in the Aurora community.

Transportation

- Six survey respondents use transportation services, and nine of them find it valuable, when asked if they use any of the following services and find them valuable.
- Ten survey respondents listed transportation and mobility services as the second highest top needs of older adults in Aurora.
- The need for transportation and mobility services includes rides to doctor's appointments, grocery stores and staying engaged with their communities.

Community Resources

- Four survey respondents use library programs and three find them to be valuable, when asked if they use any of the following services and find them to be valuable.
- Thirteen survey respondents use Jewish Family Services, and eleven of them find it valuable when asked if they use any of the following services and find them valuable.
- Eight survey respondents listed affordable legal advice and retirement planning services as one of the top needs of older adults in Aurora.
- One survey respondent listed translation services as one of the needs of older adults in Aurora.

HEALTHY LIVING

Another vital aspect of livability is healthy living. Ensuring that older adults have access to the physical and mental health resources that will allow them to be the healthiest that they can be is an important consideration. As part of this domain, it is important to consider mental health and isolation, physical health, caregiver support, and medical care.

Mental Health And Isolation

- Five survey respondents listed access to mental and behavioral health services as one of the top needs for older adults in Aurora.

Physical Health

- Four survey respondents listed access to recreation centers as one of the top needs in improving physical health for older adults in Aurora.

Caregiver Support

- Seven survey respondents listed caregiver support services as one of the top needs for older adults in Aurora.
- Twelve survey respondents mentioned needing extra support with household assistance and other daily activities from a caregiver.

Medical Care

- Five survey respondents listed medical care as one of the top needs for older adults in Aurora.

COMMUNITY CONNECTIONS

The final thematic area is around community connection. Ensuring that older adults have spaces to connect with each other can also decrease social isolation and increase quality of life. Social participation, communication and information, and safety are all important aspects of creating community connection.

Social Participation

Civic Participation, Volunteer Activities, Community Gatherings

- Eight survey respondents participate in community activities and social engagements, ten find them valuable when asked if they use any of the following services and find them to be valuable.

- Fifteen survey respondents find it beneficial to participate in community activities and social engagement to connect with their communities and friends and families.
- Five survey respondents attend religious faculties, four respondents find them valuable when asked if they use any of the following services and find them to be valuable.
- Five survey respondents find religious facilities helpful in connecting with their communities and friends and families.
- Five survey respondents participate in cultural activities and four find them to be valuable, when asked if they use any of the following services and find them to be valuable.
- Ten survey respondents use cultural activities to connect with their communities and friends and families.

Communication and Information

- Four survey respondents emphasized the need for improving how information is shared and ensuring older adults know where and how to access the help they need.
- Five survey respondents listed the need for help with using technology such as phones, computers as one of the top needs for older adults in Aurora.
- Two survey respondents listed access to internet services as one of the top needs for older adults in Aurora.

Safety

- Two survey respondents listed measures to increase feelings of safety as one of the top needs for older adults in Aurora.

APPENDIX D:

AURORA OLDER ADULT NEEDS ASSESSMENT

Survey Questions And Analysis

AURORA PARKS, RECREATION, AND OPEN SPACE DEPARTMENT

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SURVEY QUESTIONS

Are you an older adult, aged 60 years or older, living in Aurora? Or do you have a relationship with an Aurora older adult (caregiver, relative, friend, etc.)?

The city of Aurora is conducting an assessment to understand the needs and experiences of older adults (aged 60+ years) in Aurora. Your answers will help us to determine future strategies to help this population thrive in the city. Please complete this survey by July X, 2024.

As you respond to the following survey questions, we invite you to share thoughts and opinions based on your own experiences (and/or those of older adults in your circle of family and friends). Any information you share will not be linked with your name and will be used to help us understand the general needs of older adults in Aurora. The goals of this survey are to understand:

- the most important needs of older adults in Aurora;
- how existing programs and services help to address these needs; and
- what additional programs and services may be added to meet these needs.

1. If you are an older adult, what is your age range?	a. 60-69 years b. 70-79 years c. 80-89 years d. 90-99 years e. 100 years or older f. Not applicable
2. If you answered not applicable above, how are you involved with older adults in your daily life?	a. I take care of an older adult b. I am the child of an older adult c. Friend d. Other, please describe: _____
3. Please enter the zip code(s) in Aurora where you live:	_____ _____
4. Please specify your race or ethnicity:	a. White/Caucasian b. Hispanic or Latino c. Black/African American d. Native American or American Indian e. Asian or Pacific Islander f. More than one race
5. Is there anything else you would like to specify about your race and/or ethnicity?	_____ _____
6. What is your preferred speaking language?	_____ _____

7. What is your gender?	a. Female b. Male c. Non-binary d. I prefer to explain (please specify) _____
8. Would you describe yourself as transgender?	a. Yes b. No
9. What is your sexual orientation? *(please pick all that apply)*	c. Straight or Heterosexual d. Lesbian, Gay, or Homosexual e. Bisexual f. I don't know g. I prefer to explain (please specify) _____
10. Do you identify as having a disability?	a. Yes b. No
11. If yes to the above question, please share the type of disability that you experience *(i.e. mobility, vision, hearing, etc.)*	_____ _____

12. Older adults may or may not face a number of challenges. Thinking back over the last 12 months, please rate the following statements?

If you are not an older adult, please consider these statements from the perspectives of the older adults in your life.

	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
COST OF LIVING AND HOUSING					
I have enough money to meet my daily expenses	❏	❏	❏	❏	❏
I have enough food to eat	❏	❏	❏	❏	❏
I have enough money to pay my property taxes	❏	❏	❏	❏	❏
I have housing that suits my needs	❏	❏	❏	❏	❏
I have access to housing that will meet future needs (long-term care, accessible housing, etc.)	❏	❏	❏	❏	❏
I feel financially burdened by providing care for another person	❏	❏	❏	❏	❏

	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
TRANSPORTATION					
I have access to safe and affordable public transportation	❑	❑	❑	❑	❑
I am able to walk where needed	❑	❑	❑	❑	❑
I am able to bike where needed	❑	❑	❑	❑	❑
I am no longer able to drive	❑	❑	❑	❑	❑
I am able to get to social, personal, recreational, and health-related activities	❑	❑	❑	❑	❑
I feel financially burdened by providing care for another person	❑	❑	❑	❑	❑
COMMUNITY RESOURCES					
I have adequate information/resources to deal with public programs such as Social Security, Medicare, and Medicaid	❑	❑	❑	❑	❑
I have access to recreational opportunities (including games, arts, library services, etc.)	❑	❑	❑	❑	❑
I have community resources available to me in my language and/or for my community	❑	❑	❑	❑	❑
MENTAL HEALTH AND ISOLATION					
I experience confusion or forgetfulness	❑	❑	❑	❑	❑
I feel depressed	❑	❑	❑	❑	❑
I feel bored	❑	❑	❑	❑	❑
I have friends or family to rely on	❑	❑	❑	❑	❑
I feel lonely or isolated	❑	❑	❑	❑	❑
I am dealing with the loss of a close family member or friend	❑	❑	❑	❑	❑
I do not feel that I fit in or belong	❑	❑	❑	❑	❑
I feel emotionally burdened by providing care for another person	❑	❑	❑	❑	❑
I have access to affordable, quality mental health care	❑	❑	❑	❑	❑

	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
PHYSICAL HEALTH					
I am physically healthy	❑	❑	❑	❑	❑
I stay physically fit	❑	❑	❑	❑	❑
I maintain a healthy diet	❑	❑	❑	❑	❑
I have fallen and/or injured myself at home	❑	❑	❑	❑	❑
I feel physically burdened by providing care for another person	❑	❑	❑	❑	❑
I am able to perform regular activities, including walking, eating, and preparing meals	❑	❑	❑	❑	❑
I am able to perform heavy or intense housework	❑	❑	❑	❑	❑
I am able to maintain my home	❑	❑	❑	❑	❑
I am able to maintain my yard (snow removal, lawn maintenance, etc.)	❑	❑	❑	❑	❑
I have access to fitness opportunities in the community (including exercise classes and paths or trails, etc.)	❑	❑	❑	❑	❑
I have access to affordable, quality physical health care	❑	❑	❑	❑	❑
MEDICAL CARE					
I have access to affordable health insurance	❑	❑	❑	❑	❑
I have access to the health care that I need	❑	❑	❑	❑	❑
I have access to oral health care that I need	❑	❑	❑	❑	❑
I have access to vision care that I need	❑	❑	❑	❑	❑
I have access to preventive health services (e.g., health screenings, flu shots, educational workshops)	❑	❑	❑	❑	❑
I can afford the medications that I need	❑	❑	❑	❑	❑

	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
SOCIAL PARTICIPATION					
I have access to work in retirement	❑	❑	❑	❑	❑
I have access to skill-building opportunities for paid or unpaid work	❑	❑	❑	❑	❑
I am treated fairly and am not discriminated against because of my age	❑	❑	❑	❑	❑
I have a voice in the community	❑	❑	❑	❑	❑
I have access to meaningful volunteer work	❑	❑	❑	❑	❑
I have access to productive and/or meaningful activities	❑	❑	❑	❑	❑
I have access to interesting recreational or cultural activities to attend	❑	❑	❑	❑	❑
I have access to interesting social events or activities to attend	❑	❑	❑	❑	❑
I feel welcome in the community	❑	❑	❑	❑	❑
I feel valued in the community	❑	❑	❑	❑	❑
COMMUNICATION AND INFORMATION					
I have access to information about resources for older adults	❑	❑	❑	❑	❑
I have access to financial or legal planning services	❑	❑	❑	❑	❑
I am able to use technology, such as technological devices (cellphones, laptops, etc.) and the internet	❑	❑	❑	❑	❑
I have access to technological devices	❑	❑	❑	❑	❑
I have access to the internet	❑	❑	❑	❑	❑
I can afford technology, devices, internet, etc.	❑	❑	❑	❑	❑
I have access to resources in my own language	❑	❑	❑	❑	❑

I feel safe in the community	❑	❑	❑	❑	❑
I feel safe from crime	❑	❑	❑	❑	❑
I feel safe from fraud and/or scams	❑	❑	❑	❑	❑
I feel safe from physical or emotional abuse	❑	❑	❑	❑	❑
I feel safe from discrimination against my identity (age, race, ethnicity, gender, sexual orientation, etc.)	❑	❑	❑	❑	❑

13. Which of the following programs and services do you use and which do you find valuable?

If you are not an older adult, which programs and services do older adults in your life use and are they valuable to them.

	I use this service		This service is valuable to me	
	Yes	No	Yes	No
Volunteer opportunities	❑	❑	❑	❑
Employment opportunities	❑	❑	❑	❑
Community activities	❑	❑	❑	❑
Religious or spiritual activities	❑	❑	❑	❑
Cultural activities	❑	❑	❑	❑
Social engagements	❑	❑	❑	❑
Library programs	❑	❑	❑	❑
Skill building and personal enrichment activities	❑	❑	❑	❑
Nutrition programs	❑	❑	❑	❑
Transportation	❑	❑	❑	❑
Public services (public recreation centers, parks, etc.)	❑	❑	❑	❑
Private services (private recreation centers, adult day centers, etc.)	❑	❑	❑	❑

Other services or programs that you use and are valuable to you *(or for older adults in your life) (please describe)*: _____

_____

14. Other services or programs that you use and are valuable to you *(or for older adults in your life) (please describe)*: _____

_____
_____

15. What are the top 3 needs of older adults in Aurora?

(Please select up to three (3) items from the list below)

❑ Affordable housing

❑ Access to healthy food

❑ Transportation and mobility services

❑ Medical care

❑ Mental and behavioral health care

❑ Caregiver support services

❑ Access to recreation

❑ Measures to increase safety

❑ Translation services

❑ Internet access

❑ Help with using technology (phones, computers, etc.)

❑ Affordable legal advice

❑ Retirement planning advice

❑ End of life planning services

❑ Better delivery of information on resource

❑ and service availability

❑ Other; please describe: _____

16. What is the best thing about living and aging in Aurora?

_____
_____
_____
_____

SURVEY DATA ANALYSIS

An 83-item survey addressing the needs of older adults, their ability to access services and their preference for services was developed by JSI in collaboration with the City of Aurora and circulated to community-dwelling older adults living in the city between September 15 and October 31, 2024. For the purposes of this study, Aurora older adults are those who were aged 60 or older at the time of the survey and were currently living in the city of Aurora.

The survey was available in both paper and electronic formats. The paper version was available in 3 languages, the electronic version was available in 6 languages. The data below express the responses submitted by older adults and provide brief analytic information.

SURVEY SAMPLE	
Total responses in English:	546 (electronic + paper)
Total responses in Spanish:	6
Total responses in Amharic	1
Total responses combined:	553*

Not all responders responded to every question, so the total per question will be lower than 553

Note: NA responses were dropped out of the denominator in the calculation of percentages.

Results have been color coded for quick and easy assessment of level of concern for responses.

RESULTS COLOR KEY	
Red text	Greater % concern
Yellow text	Medium % concern
Blue text	Low % concern

DEMOGRAPHICS

The following table describes the survey respondents by selected characterizations.

SURVEY SAMPLE	
Gender	
Female	71.6%
Male	25.0%
Non-binary	0.4%
No response	2.4%
Disability Status *(People who self-identified as having a disability of some kind)*	
Yes, I have a disability	27.5%
No, I do not have a disability	66.9%
No response	5.6%
Category of Disability Reported *(responders may have selected more than one disability)*	
Mobility Disability	22.8%
Vision Disability	8.5%
Hearing Disability	9.4%
Speech or Language Disability	1.1%
Cognitive, Intellectual or Emotional Disability	5.3%
Other Disability	10.4%
Proportion of Responders by Age Groups	
60–69	34.2% (189)
70-79	47.7% (264)
80-89	12.8% (71)
90+	1.3% (7)
Not an older adult *(responding on behalf of the older adult)*	4.3%

Caregivers for an older adult (may be an older adult, family member or friend) – 13% (n=66) of whom 39 were children of an older adult.

Zip codes: Responders reported living in 19 Aurora zip codes. One of these was identified as originating from Aurora, Illinois and was not included in the data analysis. The highest proportion of responses (25.1%) originated from zip code 80014; the second highest proportion (13.9%) originated from zip code 80013; and the 3rd highest proportion (11.6%) originated from zip code 80016.

Cost of Living and Housing (Q4 Question Cluster)

Responders were asked to check the response that most closely aligned with their current status. Potential responses were available on a 4-item Likert-type scale including: strongly disagree, disagree, agree, strongly agree. The following data represent a summary of the responses, presenting the number of people selecting the identified responses as a proportion of the total number responding to the question.

COST OF LIVING AND HOUSING	
% Responding <u>Disagree</u> or <u>Strongly Disagree</u> to the following questions	
I have enough money to meet my daily needs	22.9% (125/547)
I have enough food to eat	8.7% (48/546)
I have enough money to pay property tax	27.1% (137/505)
I have housing that suits my needs	13.4% (72/536)
I have housing to meet my future needs	37.8% (209/553)
% Responding <u>Agree</u> or <u>Strongly Agree</u> to the following questions	
I will have a financial need to work after retirement	40.1% (189/461)
I am financially burdened by giving care	29.0% (85/294)

Transportation (Q5 Question Cluster)

Responders were asked to check the response that most closely aligned with their current status. Potential responses were available on a 4-item Likert-type scale including: strongly disagree, disagree, agree, strongly agree. The following data represent a summary of the responses, presenting the number of people selecting the identified responses as a proportion of the total number responding to the question.

TRANSPORTATION	
% Responding <u>Disagree</u> or <u>Strongly Disagree</u> to the following questions	
I have access to safe & affordable public transport	53.0% (238/449)
I can walk where needed	57.3% (293/511)
I can bike where needed	74.5% (299/401)
% Responding <u>Agree</u> or <u>Strongly Agree</u> to the following questions	
I am no longer able to drive	16.8% (70/418)
I can go to social, recreational opportunities	86.7% (473/545)

Community Resources (Q6 Question Cluster)

Responders were asked to check the response that most closely aligned with their current status. Potential responses included a 4-item Likert-type scale including: strongly disagree, disagree, agree, strongly agree. The following data represent a summary of the responses, presenting the number of people selecting the identified responses as a proportion of the total number responding to the question.

COMMUNITY RESOURCES	
% Responding <u>Disagree</u> or <u>Strongly Disagree</u> to the following questions	
I have adequate information about resources (SS, Medicare/caid)	28.6% (158/541)
I have access to recreational activities	25.0% (133/532)
I have access to financial and legal planning	39.0% (200/512)
I have resources available in my language	9.0% (45/498)

Mental Health and Isolation (Q7)

Responders were asked to check the response that most closely aligned with their current status. Potential responses included a 4-item Likert-type scale including: strongly disagree, disagree, agree, strongly agree. The following data represent a summary of the responses, presenting the number of people selecting the identified responses as a proportion of the total number responding to the question.

MENTAL HEALTH AND ISOLATION	
% Responding <u>Disagree</u> or <u>Strongly Disagree</u> to the following questions	
I have access to affordable, quality mental healthcare	29.0% (132/458)
I have friends or family to rely on	21.0% (113/538)
% Responding <u>Agree</u> or <u>Strongly Agree</u> to the following questions	
I experience confusion or forgetfulness	27.0% (136/505)
I feel depressed	30.6% (154/504)
I feel bored	34.8% (176/505)
I feel lonely or isolated	29.5% (151/511)
I am dealing with the loss of a close family member or friend	41.0% (181/442)
I do not feel that I fit in or belong	27.0% (133/493)
I feel mentally burdened by providing care	31.0% (102/329)

Physical Health (Q8)

Responders were asked to check the response that most closely aligned with their current status. Potential responses included a 4-item Likert-type scale including: strongly disagree, disagree, agree, strongly agree. The following data represent a summary of the responses, presenting the number of people selecting the identified responses as a proportion of the total number responding to the question.

PHYSICAL HEALTH	
% Responding <u>Disagree</u> or <u>Strongly Disagree</u> to the following questions	
I am physically healthy	27.4% (147/537)
I stay active	28.4% (131/534)
I maintain a healthy diet	21.3% (114/536)
I can perform regular daily activites	9.2% (50/544)
I can perform heavy housework	49.5% (264/553)
I can maintain my home	24.7% (131/530)
I can maintain my yard	50.6% (220/553)
I have access to fitness opportunities	19.5% (104/534)
I have access to affordable, quality healthcare	13.5% (72/535)
I can see a doctor within 3 days for a non-emergency	36.6% (195/533)
% Responding <u>Agree</u> or <u>Strongly Agree</u> to the following questions	
I have fallen or injured myself at home	33.9% (164/483)
I feel physically burdened by caring for someone	25.4% (74/291)

Medical Care (Q9)

Responders were asked to check the response that most closely aligned with their current status. Potential responses included a 4-item Likert-type scale including: strongly disagree, disagree, agree, strongly agree. The following data represent a summary of the responses, presenting the number of people selecting the identified responses as a proportion of the total number responding to the question.

PHYSICAL HEALTH	
% Responding <u>Agree</u> or <u>Strongly Agree</u> to the following questions	
I have access to affordable health insurance	87.2% (471/540)
I have access to the healthcare I need	90.0% (490/544)
I have access to the oral healthcare I need	85.9% (465/541)
I have access to the vision care I need	90% (487/540)
I have access to preventive healthcare services	90.2% (400/434)
I can afford the medications I need	85.9% (451/525)

Social Participation (Q10)

Responders were asked to check the response that most closely aligned with their current status. Potential responses included a 4-item Likert-type scale including: strongly disagree, disagree, agree, strongly agree. The following data represent a summary of the responses, presenting the number of people selecting the identified responses as a proportion of the total number responding to the question.

SOCIAL PARTICIPATION	
% Responding <u>Disagree</u> or <u>Strongly Disagree</u> to the following questions	
I have access to work opportunities	47.9% (157/328)
I have access to skill building opportunities	47.3% (191/404)
I am treated fairly and am not discriminated against due to age	38.5% (192/499)
I have a voice in my community	41.7% (192/461)
I have access to meaningful volunteer work	22.9% (103/449)
I have access to productive & meaningful activities	22.9% (116/506)
I have access to recreational and cultural activities	25.6% (126/514)
I have access to social events and activities	27.1% (140/517)
I feel welcome in the community	22.9% (117/510)
I feel valued in my community	40.7% (195/479)

Communication and Information (Q11)

Responders were asked to check the response that most closely aligned with their current status. Potential responses included a 4-item Likert-type scale including: strongly disagree, disagree, agree, strongly agree. The following data represent a summary of the responses, presenting the number of people selecting the identified responses as a proportion of the total number responding to the question.

COMMUNICATION AND INFORMATION	
% Responding <u>Disagree</u> or <u>Strongly Disagree</u> to the following questions	
I have access to information about resources for older adults	32.2% (171/532)
I can afford technology devices and the internet	23.2% (126/541)
% Responding <u>Agree</u> or <u>Strongly Agree</u> to the following questions	
I can use technology devices	90.0% (488/542)
I have access to technology devices	94.5% (504/539)
I have access to the internet	93.9% (512/545)
I have access to information in my preferred language	96.8% (512/529)

Safety (Q12)

Responders were asked to check the response that most closely aligned with their current status. Potential responses included a 4-item Likert-type scale including: strongly disagree, disagree, agree, strongly agree. The following data represent a summary of the responses, presenting the number of people selecting the identified responses as a proportion of the total number responding to the question.

SAFETY	
% Responding <u>Disagree</u> or <u>Strongly Disagree</u> to the following questions	
I feel safe in the community	39.2% (211/538)
I feel secure from property crime	52.0% (280/538)
I feel secure from fraud & scams	66.3% (356/537)
I feel secure from physical & emotional abuse	17.1% (90/525)
I feel secure from discrimination against my identity	36.8% (195/529)

TOP NEEDS

Responders were asked to identify what they believe are the top needs of older residents of Aurora in free text form. One hundred and twelve people inserted responses, and the top elements include the following:

- Affordable Housing
- Transportation and Mobility Services
- Caregiver Support (Respite, adult day, in-home assistance)
- Improved communication about resources
- Mental Health Care
- Increased Access to Fitness Activities

What is Best About Living in Aurora? Two hundred and ten people responded to this question and added responses in free text.

- Among the most affordable communities in the area
- ACAA & recreation activities
- Friendly people
- Diverse Community/Multicultural
- Places like Heather Gardens
- Hiking trails
- Family members live close by
- Grew up and/or spent my career years in Aurora

Optional Questions, not answered by all responders, reflecting services they value and use:

VALUED SERVICES	Valuable to Me	I use the Service	Both
Participation in Skill Building Activities	161	35	48
Nutrition Programs	137	22	31
Transportation Services	147	15	34
Public Services (Recreation, Parks, etc.)	133	79	129
Private Services (Rec Centers, Adult Day, etc.)	121	51	47

Key Themes, Suggestions, Requests, and Phrases from the additional comments added to the survey (not an exhaustive list):

- Parks, trails, and recreation centers are very popular among Aurora older adults. Several comments about adding more classes to meet the demand and setting up more programs for older people.
- Pickleball was mentioned at least 15 times, very popular. Requests for indoor pickleball.
- Several comments requesting inter-generational activities through Parks & Rec and libraries.
- Silver Sneakers is popular.
- Senior Planet is popular (digital & tech use education for older adults).
- Multiple requests were entered to add more programs for those who have disabilities of some kind.
- Many state they would use programs but lack transportation.
- Multiple requests for handyman repairs, assistance with some household chores such as yardwork, shoveling, etc.
- Multiple requests for community "welfare checks" on older people.
- Safety is a concern, especially for those who live alone as they age. Safety involves personal and property safety.
- More transportation options including transport for social engagement, not just medical needs.
- Healthcare navigation assistance was identified as a need.
- Assistance for those who were previously incarcerated and lack technical and digital skills was identified as a unique need because the years of incarceration have deprived people of opportunities to build digital skills that are now necessary to navigate public systems.
- More recreation services were requested for South Aurora.
- More assistance in accessing services for those speaking another language.
- Praise was given to the city for the diversity of the population.

CROSS TABULATION FINDINGS FROM THE DATA SET

Cross tabulations were run on selected data elements to identify potential associations between select responder characteristics and other data findings. There was a statistically significant association between:

- Feeling welcomed in the community and having access to information in their preferred language.
- Zip codes and feelings of safety in the community and feelings of risk for property crime.

Disability Status and Ability to Meet Needs:

27.5% of all responders reported having a disability of some kind. Cross tabulations found an association between identifying as having a disability and the following:

- Having enough money to meet daily expenses and where those who noted a disability more commonly felt they did not have sufficient funds to meet expenses.
- Having housing to meet future needs where those who were disabled felt less confident about future housing to meet their needs.
- Having adequate resources about public programs.
- Having access to legal and financial services.
- Self-identified feelings of depression.

Age and Multiple Factors:

Cross tabulations found a statistically significant association between advancing age and the following:

- Having enough money to meet expenses
- Having housing to meet future needs
- Having access to recreational opportunities
- Having family and friends to rely on (older age was associated with not having family and friends to rely on)
- Discrimination based on age
- Having a voice in the community
- Having access to interesting cultural activities
- Feeling secure from property crime (where older age was associated with decreased feelings of security)

Note there was *not* an association between advancing age and loneliness or depression, falls at home, or being emotionally burdened by caregiving responsibilities.