1. Renton Responds Update  
   a) Presentation

2. Senior Initiative - AARP Age Friendly City  
   a) Presentation

3. Emerging Issues
AGENDA ITEM #1. a)
Renton Responds

Renton Responds is a quick and easy way for residents to communicate non-emergency information to the city via a mobile device or computer.
Renton Responds

- Efficient and effective two-way engagement with our residents
- Multiple ways to submit issues, including mobile devices
- Reduces/eliminates duplicate or out-of-city requests
- Creates a Central System for requests
- Compatible with current city software
- Ability to create analytics
How We Advertised

- Media release
- Social Media
- Our Renton and Our Renton Weekly
- Weekly e-newsletters
- Website and digital displays
- Business card-sized handout
- Instructional video
- Continue in 2020 and add presence at community events
Numbers

- “Soft” launched on Sept. 9
- Over 1,300 downloads for Apple and Android devices
- Almost 4,500 visits to rentonwa.gov/rentonresponds
- Over 1,400 requests submitted by residents
- Over 1,300 requests addressed

*as of Feb. 28, 2020*
### Numbers

<table>
<thead>
<tr>
<th>Category</th>
<th>Created</th>
<th>Closed</th>
</tr>
</thead>
<tbody>
<tr>
<td>CED</td>
<td>257</td>
<td>248</td>
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<tr>
<td>Community Services</td>
<td>91</td>
<td>85</td>
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<tr>
<td>Executive</td>
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<td>79</td>
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<tr>
<td>Police</td>
<td>693</td>
<td>634</td>
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<tr>
<td>Public Works</td>
<td>355</td>
<td>297</td>
</tr>
</tbody>
</table>

*as of Feb. 28, 2020*
What They’re Saying - Residents

“Kudos to city of Renton! Download the Renton Responds app yesterday and reported some potholes that had been opening up in front of my house for over a year. Today, this. That’s responsiveness!”
What They’re Saying - Residents

• “Much better than a phone call”
• “…reported issue at lunch; fixed by 5:15 pm”
• “My report led to discovery of a road crumbling”
• “Yes, Renton Responds.”
What They’re Saying - Staff

“...Renton Responds is user-friendly. It captures the issue and has lessened the amount of messaging I have to review (before) responding. I have processed over a hundred inquiries to date and it has streamlined my process and improved response times.”

Ian Gray, Urban Forestry & Natural Resources Manager
Renton Responds has been a great tool for the graffiti abatement program. It puts more eyes on the city; tracks open requests and sends past due reminders; and allows me to interact with residents. This layer of transparency greatly helps my program.

Erin Churchill, Graffiti Abatement Coordinator
What We’ve Learned / Next Steps

• Divisions have seen reporting calls all but eliminated
• Easy to add/remove categories
• Can retire Transportation Ops software
• SeeClickFlix has been a great partner

• Continue integration with EnerGov (Code Compliance)
• Community Survey via social media
• Working to utilize in multiple languages
• Continue to review categories
• Continue to utilize reports
AGENDA ITEM #1. a)
Questions
City of Renton an Age-Friendly Community

An AARP Designation and WHO Initiative

Maryjane Van Cleave
Recreation & Neighborhoods Director
Mar 2, 2020
Grant Efforts to Date

King County Veterans, Seniors & Human Services Levy Grants

“Honoring our commitment to veterans, seniors, and vulnerable populations”

- 2018 Transition Plan Grant
  - Senior Needs Assessment
  - Coffee Bar update/remodel
  - Hearing Looping installation
- 2019 Senior Hub Grant
  - Age-Friendly Action Plan
- 2020 Evidence Based Senior Health Promotion
  - We will be applying for this grant
Why Pursue this Designation?

- “Gray Wave” demographic shift
- Mayor’s Senior Task Force
- Community Survey
- AARP
Current Demographics

Senior Population Distribution

Renton Population (2018)

<table>
<thead>
<tr>
<th>Age Group</th>
<th>Population</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt; 50</td>
<td>74,174</td>
<td>71%</td>
</tr>
<tr>
<td>50+</td>
<td>29,926</td>
<td>29%</td>
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</table>

<table>
<thead>
<tr>
<th>Age Group</th>
<th>Population</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt; 65</td>
<td>93,422</td>
<td>90%</td>
</tr>
<tr>
<td>65+</td>
<td>10,678</td>
<td>10%</td>
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</table>
Senior Centers in the Region
The goal of livability work is for people of all ages to ...

1. Feel safe in the community
2. Participate in community activities
3. Be treated with respect
4. Have access to safe, appropriate and affordable housing and transportation
5. Have access to recreational opportunities and health services
6. Know what services and activities are available and have access to information by a means they prefer (e.g. online, in print, in person)
7. Be active, vital contributors to the economic, civic and social life of the community
8. Receive appropriate support if they can no longer look after themselves
8 Domains Identified by AARP & WHO
Current Washington State Designees

- **Puyallup** joined 2016
  - Population: 38,950

- **Seattle** joined 2016
  - Population: 724,745

- **Tacoma** joined 2019
  - Population: 213,418

- **Renton** joining 2019
  - Population: 104,700
Renton will be the Only City in the State to Receive this Donation
AGENDA ITEM #2. a)

ANY QUESTIONS?