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**Age-friendly New York City Community Forum Notes
Lincoln Hospital
Council Member Carmen Arroyo
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Overall

- Most people have lived in the neighborhood for 30+ years

Respect and Social Inclusion

- Audience mixed on whether or not they feel respected
 - Some people are very courteous and offer to help; others will walk right by you even if it's clear you need help
- General consensus that people used to be raised to look out for one another and to respect adults; it was acceptable for adults discipline one another's kids
 - Now, if you try and correct a kid, the mother will come yell at you
- One person observed that kids who are polite to adults get ridiculed by their peers

Transportation

- Access-a-ride generated the most conversation; referred to as "stress-a-ride"
 - Drivers say they stopped by when they haven't
 - Often late – customers has to wait 30 minutes past scheduled time to even call to check on ride
 - Penalize you if you are late or don't show even when it's their fault
 - Slow at reimbursing cab rides and they charge you \$2.00
 - Have to wait outside in all weather
 - Have predict time of your return trip which can be hard for things like doctor's appointments
 - Drivers are often rude and drive erratically; "They bounce you around like a rubber ball."

- If leaving the 5 boroughs, have to switch service at border (e.g., to visit friends in Westchester have to arrange for 2 different services)
- Rides are not efficiently scheduled (drivers are going all over the place rather than using adjacent routes)
- Drivers wait far from entrances and won't move closer
- Despite problems, access-a-ride is really needed because for many it is the only financially viable option
- A few use mass transit
- Sometimes people will give up disabled seats but mostly riders pretend to be asleep
- Some are afraid to ask people to give up their seats
- Some bus drivers refuse to allow walkers on bus unless they are folded up (which is not always possible)

Outdoor Spaces

- Some concerns about safety, especially after schools are let out; perception that it is dangerous to be out or use public transit when kids are on the street
- Concerns about coming to evening events because have to get home in the dark; "I don't want to be an easy target."

Housing

- Senior center reports lots of concerns about affordable senior housing
- Concerns about the conversion of Mitchell Lama housing being converted to coops
- Big apartment buildings can be very impersonal and isolating
 - One person noted that when she sees strangers in the hall she "just hopes they live here" because the building is so big she's not sure who her neighbors are

Community Services

- Senior Center on Webster Avenue is an important resource

Sources of Support

- About half of the participants had family nearby
- Many rely on telephone conversations with friends and family to stay connected
- Friends and family are a major source of support

- General consensus that their social worlds have been shrinking as they age
- Regarding neighbors: “People just don’t go out of their way” [to check on others]
 - People are more afraid than in the past to check up on one another
 - “People used to be a good kind of nosy. Now people are just nosy but they aren’t there to help.”
- People need to connect with their neighbors and notice when mail or packages are piling up and check on them
- Maybe reinstitute tenant patrols

Sources of information

- Some people use the computer for email and to look up information
 - But the library computers are dominated by the young people and are hard for the older people to access
- Most people get their information from t.v. news, newspapers, magazine (Bronx News, News 12)
- Bulletin boards in buildings, retail shops, and service organizations
- General agreement that they don’t always know about all the events and services going in the community; “It’s hard to know what’s going on.”

General Problems

- Difficult to get mail or packages: postal workers won’t bring it up but just leave slips, which requires people to go to the post office
- Too few fresh produce options and too few supermarkets
- Need signs and materials in large print