

# Town of Matthews



## 2018 Age-Friendly Community Action Plan





October 1, 2015

Mr. Doug Dickerson, Director  
AARP North Carolina  
1511 Sunday Drive, Suite 312  
Raleigh, NC 27607

Dear Mr. Dickerson:

As Mayor of the Town of Matthews, I am honored to submit this letter of support for our Town to be considered by the World Health Organization (WHO) as an age-friendly community through the AARP's Network of Age Friendly Cities and Communities Initiatives. We care about our citizens and especially our senior citizens, who are living longer, healthier lives. We value their history and wisdom and do our utmost to ensure that there are viable services to meet their needs in almost every facet of their lives.

Our partnerships are strong in the community with organizations that provide services to seniors. This includes their recreational needs as well as their social, emotional and financial stability.

Our commitment is as strong as our partnerships and we will continue to work with the mission of AARP for long-term success in securing open space and facilities that not only attract our seniors, but accommodate their needs.

Matthews was recently named in the August issue of "Family Circle" magazine as one of the top five places in the nation to live and work, and we are proud of that. More importantly, we are proud to be a diverse community that addresses the needs of our population.

I look forward to working with AARP in the state of North Carolina and becoming a member of the Age-Friendly Network. Matthews would be a great place to continue the vision of the age-friendly initiative.

Sincerely,

A handwritten signature in dark ink, appearing to read "James P. Taylor".

Jim Taylor

Mayor, Town of Matthews

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## **Acknowledgements**

This Action Plan document could not have been created without the hard work and dedication of all individuals and groups who were involved in this process. The Town of Matthews is dedicated to creating an Age Friendly Community with the help of this plan and support from the Community.

Thank you to former Mayor Jim Taylor and current Mayor Paul Bailey for their continued support and endorsement of Age-Friendly Matthews.

The Age-Friendly Matthews Advisory Committee has continued to grow and includes vital community leaders and members.

## Introduction

Nestled in the southeast area of Mecklenburg County, the Town of Matthews started as a small farming community in the 1800s. With the growth of the railroad, the Town was officially incorporated in 1879. The downtown area of Matthews was home to the railroad, storefronts and other facilities, which only continued to grow over time. As of today, the downtown area of Matthews is  $\frac{3}{4}$  of a mile square, or 480 acres.

The Town of Matthews is currently a rapidly growing suburb of the large metropolitan area of Charlotte with a historic, small-town character. The population is over 30,000 residents. Matthews is home to several large retirement communities located close to downtown Matthews.

In October 2015, the Town of Matthews became the first municipality in North Carolina to apply for and receive the World Health Organization's Global Age-Friendly Cities and Communities status of "Age-Friendly." One of the first steps after receiving the designation was to get citizen buy-in and support. Information meetings were held and a needs assessment was conducted with AARP in 2015. The survey was created by AARP Research and it includes the eight areas of livability that the World Health Organization identifies as being a measure of livability.

The AARP Survey was distributed via mail to residents age 50-plus in the Charlotte-Matthews area. The survey respondents were asked about the importance of community features and services and whether or not these features and services existed. This survey did reach residents living outside of the Matthews area, but the survey report includes responses from 3,000 residents. While this is not the best representation of Matthews-specifically, it was a starting point.

Once the needs assessment report was completed, information sessions for the community were held. These began in 2016 and were off and on until the Fall of 2017 when the current committee leaders took over the project. Since then, information meetings, and brainstorming sessions have been held to inform the community about Age Friendly communities, and to determine goals and objectives for this Action Plan. While the designation has been in place for 3 years, we are still in the beginning stages of the process.

## **Age-Friendly Designation**

In October 2015, Matthews became the first municipality in North Carolina to apply for the World Health Organization's status of "Age-Friendly." The Town Board of Commissioners unanimously approved the Town's application to become an AARP Age-Friendly community, an important step in the effort to best meet the needs of residents of all ages.

An Age Friendly Community is defined by WHO as one that "encourages active aging by optimizing opportunities for health, participation and security in order to enhance quality of life as people age." The purpose of an "Age Friendly community" is to help cities and towns become more aware of how to prepare and plan for an aging community, which is beneficial for all ages. While there is a focus on Seniors and the aging population, Age-Friendly planning is for people of any age.

According to AARP, by 2030, 1 in 5 Americans will be 65 years or older. Due to this increase in aging populations and the desire to age in place, it is imperative that an Action Plan be put in place to ensure that future planning includes growth and development for individuals of all ages in Matthews.

The World Health Organization has identified 8 Domains of Livability:

1. Civic Participation and Enjoyment
2. Communication and Information
3. Community Support and Health Services
4. Housing
5. Outdoor Spaces and Buildings
6. Respect and Social Inclusion
7. Social Participation
8. Transportation

All eight of these domains are important to Livability, but as a group, the Age Friendly Committee decided to focus on the top four domains based on our Needs Assessment that was completed in 2015. Based on survey results, the top ranking areas for citizens included: Housing, Outdoor Spaces and Buildings, Transportation and Community Support and Health Services. We decided that the other four domains had a lot of overlap within the top four groups, and they are interwoven into the action plan.

According to [www.census.gov](http://www.census.gov), in 2017, the population of ages 65+ in Matthews made up 16% of the community in Matthews. This number is expected to grow as demographics are changing in the area. Just over 80% of the population in Matthews was reported as Caucasian, followed by 10% African American, 5% Hispanic, and 3.5% Asian. Over 75% of homes in Matthews were reportedly owned by individuals with the median home value of \$224k. The median household income between 2012-2016 was \$75,205.

The Town of Matthews is aware of the changing demographics and has plans in place to address many of these areas, including its Downtown Master Plan and Land Use Plan, both of which are constantly being updated. The Downtown Master Plan was most recently updated in 2018.

## **Planning Stage**

A needs assessment was conducted in the Charlotte-Matthews area in 2015. Citizens were asked about their top concerns in the different livability domains. This needs assessment survey was created by AARP and sent out to different zip codes including Matthews and some areas of Charlotte. Once the results were collected and analyzed, the original leaders began working on developing a task force.

A task force was established in 2016 but underwent some changes through 2017. In the Fall of 2017, a new group began to establish a committee and start work on the Action Plan. This was a collaborative effort with individuals specializing in work with aging populations, Town Council members, local business leaders, interested citizens of Matthews and Town staff. All of these individuals brought important information and opinions to these meetings where ideas and issues were discussed, and solutions to some of these issues were identified.

The Age Friendly Task Force assembled in 2017 began with information sessions for community members and business leaders to learn more about Age Friendly Communities and the goals for the Task Forces. Once dedication and commitment was received by these members, the planning process began.

A series of brainstorming sessions were held each month and focused on each of the top four domains chosen. The domains were identified based on the results of the needs assessment. During these brainstorming sessions, the group identified issues in each of these domains that faced the community of Matthews. A series of goals and objectives were then created for each of these domains, which makes up the bulk of the Action Plan.

Age-Friendly Matthews looks forward to increasing awareness of each of these domains and the importance of creating an Age-Friendly Community for everyone in Matthews.



## **Age Friendly Goals and Action Plans**

AARP Livability Index identifies eight domains of Livability. These domains include: Outdoor Spaces and Buildings, Transportation, Housing, Social Participation, Respect and Social Inclusion, Communication and Information, Civic Participation and Employment, and Community Support and Health Services. Each of these domains make up an Age-Friendly Community and are the top areas of concern for seniors.

Because some of these goals have overlapping information, the Age Friendly Matthews Task Force decided to focus on four of the top domains that came up as the largest concern from the needs assessment survey. These top four domains include: Outdoor Spaces and Buildings, Community Support and Health Services, Housing and Transportation. Within each of these top four domains, issues of respect and social inclusion, communication and information, and civic participation and employment will also be addressed.

### **Domain 1: Outdoor Spaces and Buildings**

The Town of Matthews Parks, Recreation and Cultural Resource Department oversees and operates 11 parks and a 2-mile section of the Four Mile Creek Greenway. The section of Greenway in Matthews currently connects E. John Street to South Trade Street and connects several neighborhoods in between. Of the 11 parks in Matthews, 2 of them are currently under construction and should be completed in the upcoming years. Three of the parks are pocket parks, meaning they are small, green spaces located in or close to the downtown area of Matthews.

The Town of Matthews operates a recreation center, a community center and an arts building. The Crews Recreation center offers a full-size gymnasium and 3 multipurpose rooms. This is the only public, full-size gymnasium in the Town of Matthews. There are open-play sports offered including basketball, pickleball and badminton. There is a Senior Ladies Basketball league for women ages 50+ that meets and plays here every winter. A series of fitness dance classes including Line Dancing are offered at Crews Recreation Center on a regular basis.

The Matthews Community Center offers different types of low-impact fitness classes including different styles of yoga and pilates. The Community Center is also home to Matthews Playhouse, a non-profit community theater organization that puts on large mainstage productions throughout the year, bringing entertainment to the community.

The McDowell Arts Center offers different art classes of different mediums for all ages. These classes include pottery, painting, drawing, children-specific programming, figure drawing classes, and more. There is free art class offered to all Veterans that is offered once a week, plus an open studio time available every week for them as well. Many of these classes are offered on an ongoing basis.

The public art presence is growing in downtown Matthews. This is something that may appeal to all ages, and can bring people together. There are currently 6 sculptures and 6 murals around downtown Matthews.

The Sportsplex in Matthews is operated by Mecklenburg County Park and Recreation and offers 9 synthetic turf fields, 2 grass fields and a 2,500 seat stadium that houses the Charlotte Independence which is Charlotte's United Soccer League Team. This facility houses weekend tournaments for soccer, lacrosse, rugby, football and field hockey teams. There are also two miles of paved walking trails and a playground at the Sportsplex.

There are also several private recreation opportunities in Matthews. Arthur Goodman Memorial Park, operated by Matthews Athletic Recreation Association (MARA) is home to many baseball fields. The Brace Family YMCA is located in Matthews and offers aquatics, indoor and outdoor athletics, and workout facilities. Anne Warner Park is owned and operated by Christ Covenant Church and offers athletic fields. Matthews Tennis, Swim and Golf Club has a pool, driving range and several tennis courts.

Besides the YMCA, the Levine Senior Center is the largest private recreation provider in Matthews. They offer several leisure, recreation and fitness classes Monday through Friday. They host the Performing Arts portion of the Senior Games with Mecklenburg County. They offer evidence-based classes for Senior health including Matter of Balance, Building Better Caregivers program, and Falls Prevention Coalition training.

There is a need for more public gymnasiums or outdoor basketball courts. There is also a demand for more space for pickleball and badminton. There is potential for adding features in future parks that can help meet these demands.

Socialization is vital to Senior health. Currently there are social opportunities at the Levine Senior Center and at some of the retirement communities in Matthews. These include different programs such as Bridge and other card games, fitness classes, and specific social events. The Town of Matthews Parks, Recreation and Cultural Resource Department is also in discussion of adding senior social gatherings at some of the events. There are also separate social events for seniors located at several of the faith organizations around the community.

One of the senior living communities offers a program with high school students and senior residents. There is potential to expand this program as the area senior communities grow. The Levine Senior Center is a large provider of volunteer opportunities for seniors; they utilize 60 hours of volunteer work each day for a variety of tasks.

There is a gap in advertising for Senior programming in the community. The website, [allaboutsensors.org](http://allaboutsensors.org) is a possible resource to increase advertisement for programs and events specifically for Seniors. Also, collaboration between all of these recreation and leisure providers is crucial for reaching different areas of the community.

There is a demand for more active activities for the growing Boomer population in Matthews. There are opportunities for growth in recreation and leisure programming for seniors in the community.

Based on the needs assessment survey for the Charlotte-Matthews area, 87% of respondents said it is important to have well-maintained public restrooms that are accessible to people of different physical abilities; of survey respondents, only 33% say this is present in their community, resulting in a gap of 54%. Currently, not all restrooms in the downtown Matthews area are open to the public. Future discussions with business owners and having a way to recognize or identify those spaces would be beneficial.

## **Domain 2: Transportation**

Citizens of Matthews have expressed the need for alternative transportation options. As an increasing amount of people choose to live closer to community centers, the demand for alternate modes of transit is rising. A successful transportation system in Matthews would include a connected network of roadways, sidewalks, bike paths and greenways. Roadways in Matthews must plan for public transit, bike and pedestrian uses. These are all issues and concepts that are in the plans according to 2012's Town of Matthews Land Use Plan.

Access to transportation can be an issue for seniors living in Matthews who are not independent, and is a barrier for leisure and recreation participation for many. Private transportation can be expensive, and for seniors living on a fixed or limited income, this can be an issue. For individuals needing transportation, there are options available in Matthews including Special Transportation Service through Charlotte Area Transit System, and Mecklenburg Transportation System offered through Mecklenburg County Department of Social Services. Both of these options are limited by resources and eligibility. The Charlotte Area Transit System offers bus stops in certain areas of town, including Park and Ride locations with parking lots located at or close by the stop for individuals commuting to Charlotte. There is a future plan to link the light rail system into Matthews, offering a connection between uptown Charlotte and Matthews.

Centralina Area Agency on Aging in the Greater Charlotte region has a volunteer transportation service. This is a network of individuals who can assist with transportation for seniors (ages 50+), veterans and individuals with disabilities in the area for any needs they may have. These volunteers go through an approval and background process. Insurance coverage is a concern for many individuals who may be interested in volunteering, but this organization offers a waiver form for the riders to take away the liability from the drivers. There's also an opportunity for mileage reimbursement, thanks to a grant that the Centralina Area Agency on Aging has received, or volunteers can write off the mileage on their taxes. This service is offered throughout Charlotte, and there is a need for a program similar to this that can be offered specifically to the Matthews area.

Drivers safety is a concern for all ages; according to the needs assessment, 79% said it is important to have driver education and refresher courses, and only 24% said that it is currently present in their community. Twice a year, the Levine Senior Center offers driver safety courses through AARP for Seniors. There is a low cost to attend these courses and insurance discounts are given to those who complete the course. This is classroom-only instruction and no practical part of the course is offered. Promotion of this program through different organizations may help increase citizen knowledge of this opportunity.

Sidewalk connectivity could be improved in Matthews. The Town of Matthews has a Biking and Pedestrian Plan in place, and future connectivity locations have been identified. These plans and information are available to the public on the Town's website. A multi-use trail along one of the main roads in the downtown Matthews area is currently under construction. Along with sidewalks, there is also a need for improved crosswalks. Traffic-slowing devices are located in some areas of Matthews at crosswalks, but it is not required to put one in. One such improvement in downtown Matthews is currently in the works and plans are being reviewed.

There is an opportunity to create or expand a volunteer transportation service for seniors in Matthews. This may be accomplished through the assistance of local congregations, or as an expansion program from the Centralina Area Agency on Aging.

The current bus stops in Matthews could be improved. Some bus stops do not offer any type of shelter or seating. Accessibility at the physical bus stops could be improved, and adding seating, shelter, and trash receptacles would also be beneficial.

The Town of Matthews updated the Land Use Plan in 2012, and this serves as a working document that is updated over time. Current trends in housing development and transportation are identified and acknowledged. The Town's Land Use Plan addresses long term sustainability, transit supportive developments, mixed use developments and multi-modal transit.

Parking and traffic volume is a continuous complaint for the downtown area of Town. The Town has completed parking studies and created parking management plans that created permit parking as well as a tiered hourly parking structure to better manage parking.

### **Domain 3: Housing**

According to the Land Use Plan created in 2012, "the desire for privacy has guided development for the past 50 years. Large, single-family lots built on meandering streets and secluded cul-de-sacs have dominated the market since the post-war era. While this approach was successful for a time, it is this mentality that has created many development problems in Matthews. Such development is incapable of sustaining a healthy fiscal growth pattern. The citizen-developed Vision Statements were created in 2005 to set long-term direction for Matthews. This process revealed a focal shift from

the typical, suburban nuclear family to a new generation of households. Changing demographics suggest that new development should address the growing populations of empty nesters, singles and non-traditional families desiring less “private” family space and wanting more community connection”

(<https://matthews.municipalcms.com/files/documents/LandUsePlan1318092231040617AM.pdf>).

Aging in Place is one of the biggest concerns and issues facing our area. According to the needs assessment survey completed for the Charlotte-Matthews area, 69% of respondents said that it was important to remain in their community as they age. Many Charlotte residents age 50+ said that they will need to make home modifications to enable them to age in place; 35% of these modifications will be bathroom modifications such as installing grab bars, handrails, high toilet seats or non-slip tile.

There is somewhat of a lack of affordable housing options for residents. Each zoning request does require a percentage of affordable housing to be made available. Secondary homes are allowed in Matthews, but some neighborhood HOAs may have rules against them. Some properties in Matthews are too small to make this a possibility.

There is a need for affordable repair services that can help increase the possibility of Aging in Place. The largest unmet need in housing according to the needs assessment survey completed, is a repair service for low-income and older adults. Currently there are some volunteer opportunities at some of the local congregations to assist in repairing Senior housing; these groups are run by volunteers. There is an opportunity here to expand this program to multiple congregations and make the service known in the community.

There are programs and assistance available to residents in Matthews that many residents may not be aware of. Education on these opportunities is important and would be beneficial. This may be done through information on the Town website, brochures at local offices, or creating resource books that can be kept at different places throughout Town including Town Hall, the library, the Community Center, the Help Center, and more.

#### **Domain 4: Community Support and Health Services**

The needs assessment survey sent out to residents in this area consolidated the domain of Community Support and Health Services to Health and Wellness. The most important feature found was well-maintained hospitals and health care facilities, and 82% of respondents felt that the community did have that available to them. There is a large branch of Novant hospital in the downtown Matthews area that serves a lot of the residents. There are also several different medical offices offering a wide variety of specialties in the town.

There is a Free Health Clinic in downtown Matthews; this is a non-profit organization that offers quality health services to individuals with a low income or who are uninsured. This is not a walk-in clinic, but rather one that requires appointments. Patients must undergo a screening process to make sure they qualify for the services. This organization is run by medical and non-medical volunteers. Non-medical volunteers help with front desk services, admin, screening and more; this is another regular volunteer opportunity available to seniors in this area.

The top unmet need in health services according to this survey is a service that helps seniors find and access health services. In the survey, 97% believe it's important to have services that help seniors find and access health services, and only 28% said that it was currently present in their community. This could be accomplished by creating a type of directory or website where anyone can find information that is specific to Seniors. The Levine Senior Center is a great resource for a lot of this information.

The Levine Senior Center offers a Falls Expo every year, and is looking to expand to other areas for different events. There is an opportunity to offer a health and wellness expo at the Levine Senior Center that would focus on Senior Health. This would be an opportunity for individuals to gather information on local health services in one place. The Levine Senior Center is also planning on offering classes on Medicare, SHIP, Medicaid and other federal resources that are available to Seniors.

Some wellness programs are currently being offered through the Levine Senior Center and recreation activities through the Town of Matthews Parks, Recreation and Cultural Resource Department. There is an opportunity for these two organizations to partner and work together to offer more quality senior programming in the areas of health and wellness.

## **Conclusion**

This Age Friendly Action Plan is a working document, with the intent to continuously update it as changes are being made in Matthews. An updated needs assessment focusing on the Matthews area specifically would be beneficial to find out if any of the previously listed needs are still current. A central theme for all of these needs is community information; there is a need for a concise, central location of information of resources available to Seniors. This information would be beneficial for residents ages 60+, and also for caregivers.

The Town of Matthews looks forward to continue developing and growing through the Age Friendly lens.

## **Appendices**

Appendix A: Age-Friendly Action Plans

Appendix B: Needs Assessment Survey Results and Evaluation



Appendix A



**Town of Matthews  
Age Friendly Task Force  
Action Plan**

**Health Services & Community Support**

<b>VISION:</b>	The Town of Matthews is dedicated to improving health care access and promoting health and wellness programs.
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<b>GOAL:</b>	To increase knowledge of health care options in Matthews			
<b>OBJECTIVE:</b>	Increase knowledge of health care availability in Matthews by promoting local clinics, and educating individuals through information sessions on healthcare.			
<b>ACTION:</b>	Host a wellness Expo with a focus on Seniors	<b>WHO:</b> Levine Senior Center	<b>WHEN:</b> 2019	<b>MEASURES OF SUCCESS:</b> Completion of event.

<b>ACTION:</b>	Offer classes on Medicare, SHIP, Medicaid, and other resources.	Levine Senior Center, Parks & Recreation Dept.	Ongoing	Completion of events, survey offered at end of event to measure knowledge gained.
<b>ACTION:</b>	Hold health care resource information sessions biannually.	Levine Senior Center, Parks & Recreation Dept.	Ongoing	Completion of bi-annual classes, survey offered at end of each class to measure helpfulness of program.

<b>GOAL:</b>	To promote wellness programs for seniors in Matthews			
<b>OBJECTIVE:</b>	Partner with local organizations and groups to promote the programs already being offered and increase programming for seniors.			
		<b>WHO:</b>	<b>WHEN:</b>	<b>MEASURES OF SUCCESS:</b>
<b>ACTION:</b>	Increase advertising for current senior programs	Levine Senior Center & Parks and Rec. Dept.	Ongoing	Advertisements in senior magazines and websites; increase in participation in senior programs

<b>ACTION:</b>	Expand Senior Games in Matthews	Parks & Rec. Dept., Levine Senior Center	2020	Senior Games activities held at Parks & Recreation facilities.
<b>ACTION:</b>	Create new fitness activities for seniors in the Community	Parks & Rec. Dept., Levine Senior Center, ACTS Retirement Community	2020	Implementation of new programs (Walk with a Doc, Loop the Loop)

<b>GOAL:</b>	To increase nutrition services to all residents in Matthews			
<b>OBJECTIVE:</b>	To identify food assistance agencies in the area and create new partnerships within the community to eliminate food shortages.			
		<b>WHO:</b>	<b>WHEN:</b>	<b>MEASURES OF SUCCESS:</b>
<b>ACTION:</b>	Identify organizations in the community already offering food assistance	Age Friendly Committee Members	2019	List of organizations and churches in the area offering food pantries/food assistance
<b>ACTION:</b>	Increase food assistance programs in Matthews including the Community Gardens and	Parks & Rec. Dept., Age Friendly Committee, Local churches	2020	Development of food assistance and list of volunteers available to help

	Farmers Market			
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<b>GOAL:</b>	To increase socialization for seniors in Matthews			
<b>OBJECTIVE:</b>	To identify existing social programs and promote them to the community and to create new social activities for seniors in the area.			
		<b>WHO:</b>	<b>WHEN:</b>	<b>MEASURES OF SUCCESS:</b>
<b>ACTION:</b>	Identify social activities available for Seniors in Matthews	Levine Senior Center, Parks & Rec	2019	List of activities currently offered in the Community; link to Age Friendly website
<b>ACTION:</b>	Increase social programming for Seniors in the Matthews	Parks & Rec, Levine Senior Center	2020	Survey after each event to measure event success
<b>ACTION:</b>	Increase volunteer opportunities for seniors in Matthews	Age Friendly Committee, Levine Senior Center, Parks & Rec	2020	List of current volunteer opportunities in Matthews for Seniors, and come up with other agencies who could utilize volunteers.

Town of Matthews  
 Age Friendly Advisory Committee  
 Action Plan

**Housing**

<b>VISION:</b>	Aging in Place is something viewed as important in our area and should be affordable and accessible for residents.
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<b>GOAL:</b>	To address the issue of aging in place here in our area			
<b>OBJECTIVE:</b>	Identify areas of need in order to increase the possibility for our aging population to age in place.			
		<b>WHO:</b>	<b>WHEN:</b>	<b>MEASURES OF SUCCESS:</b>
<b>ACTION:</b>	Identify affordable repair services for seniors	Age Friendly Committee	Spring 2019	List of repair companies or congregations who have groups that make repairs
<b>ACTION:</b>	Increase awareness of current programs or offerings for	Age Friendly Committee, Town of Matthews	Summer 2019	Resource on Town website listing assistance

	seniors by the Town			offered by the Town
<b>ACTION:</b>	Increase awareness of current programs or offerings for seniors at the Levine Senior Center	Age Friendly Committee, Levine Senior Center	Spring 2019	Reference source with information on these programs that are currently available and continuously offered at the Levine Senior Center

<b>GOAL:</b>	To have more affordable housing options in this area			
<b>OBJECTIVE:</b>	To educate seniors on the availability of affordable home options in the area			
		<b>WHO:</b>	<b>WHEN:</b>	<b>MEASURES OF SUCCESS:</b>
<b>ACTION:</b>	To support senior events in the area, especially those focusing on housing	Age Friendly Committee, Area Council on Aging, Levine Senior Center	Winter 2018	Advertise upcoming events around Town for seniors
		<b>WHO:</b>	<b>WHEN:</b>	<b>MEASURES OF SUCCESS:</b>
<b>ACTION:</b>	To encourage the use of universal design in new construction	Age Friendly Committee	Spring 2019	Present recommendations to the Planning Department

Town of Matthews  
 Age Friendly Advisory Committee  
 Action Plan

**Outdoor Spaces**

<b>VISION:</b>	The Town of Matthews will have connectivity throughout the town to different outdoor spaces that can be enjoyed by citizens and visitors of all ages and abilities here.
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<b>GOAL:</b>	To increase walkability and connectivity in Matthews			
<b>OBJECTIVE:</b>	Increase the number of sidewalks through Old Matthews and add sidewalk connection where there are breaks in connection.			
<b>ACTION:</b>	Meet with the Town Engineer and Planning Board to discuss adding more sidewalks to increase the Age Friendly factor	<b>WHO:</b> Age Friendly Committee, Town Planning Department and Town Engineer	<b>WHEN:</b> Meet in 2018; Develop plan for connectivity by 2019	<b>MEASURES OF SUCCESS:</b> Completion of meeting; plan in writing

	Identify sidewalk expansion locations	Age Friendly Committee, Town Planning Department	Ongoing	Additional sidewalks created
		WHO:	WHEN:	MEASURE OF SUCCESS:
ACTION:	Add more walking trails	Park & Recreation Department	2021	Extension of Carolina Thread Trail

GOAL:	To promote use of public restrooms in downtown Matthews as a component of Age Friendly			
OBJECTIVE:	To increase awareness of the importance of public restrooms in a downtown area for all ages.			
		WHO:	WHEN:	MEASURES OF SUCCESS:
ACTION:	Create a database of public-friendly restrooms in downtown Matthews	Age Friendly Committee	2020	Map or sign displaying public restrooms available in downtown Matthews
ACTION:	Encourage business owners to allow public to use restrooms	Age Friendly Committee	2019	Checklist of business owners in downtown Matthews once they have been visited





Town of Matthews  
Age Friendly Advisory Committee  
Action Plan

**TRANSPORTATION**

<b>VISION:</b>	Transportation should not be a barrier for residents but instead should be a means of connectivity for all.
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<b>GOAL:</b>	Increase awareness of transportation opportunities available in Matthews			
<b>OBJECTIVE:</b>	To inform seniors of the transportation services currently available in the area			
		<b>WHO:</b>	<b>WHEN:</b>	<b>MEASURES OF SUCCESS:</b>
<b>ACTION:</b>	Contact churches and senior centers to identify specific transportation services currently in place	Age Friendly Committee	By Spring 2019	Updated list of available transportation options
<b>ACTION:</b>	Create a directory or website listing	Age Friendly Committee	By Summer 2019	Paper directory or website link to

	available transportation options			share with seniors in the area via senior center or retirement communities
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<b>GOAL:</b>	To increase walkability, biking and pedestrian-friendly areas in Matthews			
<b>OBJECTIVE:</b>	To identify specific needs in areas around Matthews where sidewalks and bike lanes are needed or need to be improved, and to educate the public about the plans			
		<b>WHO:</b>	<b>WHEN:</b>	<b>MEASURES OF SUCCESS:</b>
<b>ACTION:</b>	Identify areas in Matthews where there is no connectivity and find out if there is a plan for that area	Age Friendly Committee	By Winter 2020	Meet with Planning Department and create a list of priority areas
		<b>WHO:</b>	<b>WHEN:</b>	<b>MEASURES OF SUCCESS:</b>
<b>ACTION:</b>	Encourage identification of areas that need bike lanes	Age Friendly Committee, bike advocacy group?	Winter 2020	List of areas needing bike lanes.

<b>ACTION:</b>	Encourage education for drivers on bike safety and bikers on riding safety	TOM Parks & Recreation, Bike Group?	Spring 2020	Bike Safety Event
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<b>GOAL:</b>	To ensure Matthews has safe and accessible bus stops in Town.			
<b>OBJECTIVE:</b>	To improve current bus stops throughout Matthews			
		<b>WHO:</b>	<b>WHEN:</b>	<b>MEASURES OF SUCCESS:</b>
<b>ACTION:</b>	Identify responsible party for bus stops in Town	Age Friendly Committee	Winter 2019	Contact information for person at CATS
		<b>WHO:</b>	<b>WHEN:</b>	<b>MEASURES OF SUCCESS:</b>
<b>ACTION:</b>	Identify highest used bus stops and improve these stops with a better shelter and/or trash cans	CATS, Age Friendly Committee	Spring 2020	Rider information from CATS, plan to suggest improving stops to present to the Planning Department