Portland, Maine
Age Friendly Community
Work Plan

August 2016
(Revised for AARP Jan 2017)
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BACKGROUND

Americans are living longer than ever. The increase in the number of older adults in the United States stems from the large number of children born between 1946 and 1964 – commonly known as the Baby Boomers. One in three Americans is currently aged 50 or older. By 2030 one out of every five people will be 65-plus. Portland, ME has seen its share in this increase with a larger elderly population calling the city home. In Maine, over 41 percent of the population is over 50 years old and over 17 percent is more than 65 years old. As a result of these changing demographics, our nation is grappling with many age-related issues and causing many to look for ways to support this population in their own homes and communities.

The changes in Maine will be even more dramatic. By 2030, it is estimated that one of out every four Mainers will be over 65. At the same time, the Census Bureau projects Mainers working age population will increase only one percent compared to a national growth of 18.3 percent. To better understand the needs of this segment of the population in Portland and to identify ways to create a more livable community for citizens of all ages, the City of Portland has committed to joining the AARP Network of Age-Friendly Communities.

The development of a well-designed, accessible community that sustains economic growth will benefit residents of all ages. The AARP Network of Age-Friendly Communities is an affiliate of the World Health Organization’s Age-Friendly Cities and Communities Program which is an international effort launched in 2006 to help cities prepare for rapid population aging and the parallel trend of urbanization. This program encourages adoption of features like safe, walkable streets, viable housing and transportation options, access to key services, and opportunities for residents to participate in community activities. (Livability Resources - Great Places for All Ages, 2015)

The program has participating communities in more than 20 nations representing more than 1,000 communities. In the U.S., more than three dozen communities representing more than a dozen states are enrolled in the network. Portland was the first in Maine to sign-on in August of 2014 and was later followed by Ellsworth.

The City of Portland has committed to supporting this effort and has continued to expand related efforts. The Mayoral Challenge for Safe Streets, a program by the US Department of Transportation is an initiative to raise the bar for pedestrian and bicycle rider safety. Portland’s Mayor Michael Brennan accepted the challenge in early 2016.

Years one and two of program participation focus on assessing community needs and developing an action plan for improvements and conclude with this work plan. The AARP has defined eight focus areas called domains for evaluation of the age-friendliness of a community.

DEMOGRAPHICS AND ECONOMIC DATA

Portland, Maine is a vibrant city known for its tourist attractions, restaurant scene and as a hub for craft breweries. While the population swells during the summer months with visitors by land and sea, the year round population is over 65,000 of which approximately 12 percent is 65 years of age or older.

The population pyramid based on 2010 Census Data for the City of Portland is presented below. (US Census Data, 2015) Two features are apparent. First, the cohorts of the 20 to 24 years, 25 to 29 years, and 30 to 34 years are the largest for both males and females. This population of young adults can be
typical of an urban area which attracts young people including new college graduates looking for employment. Second, the pyramid has a narrow base of school age children and is rather columnar in shape for the middle-age cohorts. This indicates that an increasing percentage of the overall City population is approaching or in retirement and that the school systems are likely seeing shrinking enrollments.¹

The older adult population (defined by the US Census data to be aged 65 years or older) primarily identifies as white (94.9 percent). Almost 9 percent of this group is foreign born. Portland’s Refugee and Resettlement Program has welcomed large numbers of asylum seekers during the past 10-20 years from war torn regions of Central Africa, Somalia and Sudan. Earlier waves of migrants from Russia and Vietnam have also settled in Portland. The marital status is shown in Figure 2, below. This data shows that almost 60 percent are not in traditional relationships and there may be additional care and housing needs to be considered. Figure 3 shows the large percentage of this segment of the population in rental housing. Figure 4 shows educational attainment levels.

¹ Population pyramids for the State of Maine and the United States are included in the Bissonnette reference report. The Maine pyramid is similar in shape to Portland whereas the US pyramid is more reflective of a stable and growing population.
The housing tenure of the over 65 population in Portland is primarily owner occupied housing units (58.7 percent) with an average household size of 1.75. The median value of these homes is $230,800 (slightly lower than the median for the total population). City wide, the median rent is $903, but the over 65 group has a median of only $613. More than half of these renters are paying more than 30 percent of their income on housing which is the established limit of affordability by the Department of Housing and Urban Development.
Lifestyle in retirement has changed in recent decades and many people continue to work beyond age 65, either by choice or need. In Portland, about 32 percent of this group is in the labor force. Household earnings from this employment and other sources are described below. One quarter of the group is below 150 percent of the poverty level compared to 30 percent of the total population.

<table>
<thead>
<tr>
<th>Households with Income in the Past 12 Months</th>
<th>Over Age 65</th>
<th>Mean Amount (Over 65)</th>
</tr>
</thead>
<tbody>
<tr>
<td>With earnings</td>
<td>31.3%</td>
<td>$41,206</td>
</tr>
<tr>
<td>With Social Security income</td>
<td>89%</td>
<td>$16,314</td>
</tr>
<tr>
<td>With Supplemental Security income</td>
<td>6.3%</td>
<td>$8,503</td>
</tr>
<tr>
<td>With cash public assistance income</td>
<td>4.9%</td>
<td>$2,994</td>
</tr>
<tr>
<td>With retirement income</td>
<td>43.8%</td>
<td>$18,952</td>
</tr>
<tr>
<td>With Food Stamp/SNAP benefits</td>
<td>14.8%</td>
<td>N/A</td>
</tr>
</tbody>
</table>

**Figure 5**

**COMMUNITY ASSESSMENT**

Work in Portland began with an assessment of the built environment including accessibility and current practices regarding involvement of this targeted population in civic policy making and community planning. The document was compiled by Liz Bissonnette as part of a University of Southern Maine (USM) Muskie School Master’s of Community Planning and Development degree capstone project. The
paper focused on this assessment specific to four AARP domains of livability: civic participation, housing, transportation, and outdoor spaces and buildings. (Bissonnette capstone report; Appendix A-1)

Four other areas were targeted for study by Emily Lavine as part of a USM Muskie School Master’s of Public Health degree capstone project. These domains included respect and social inclusion, communication and information, community and health services, and social participation. Information was gathered via the use a survey tool (Survey; Appendix A-3) and focus group discussion with older Portland residents. (Lavine Capstone; Appendix A-2)

Both studies identified positive community attributes and areas for further study for targeted improvements.

The assessment study found that the City of Portland considers older adults in many of its departments, planning activities, and service offerings. It found that as this segment of the population continues to increase there are plentiful opportunities to build on this foundation and become known as an age-friendly community in the region. And Portland’s deliberate consideration of older adults when making these improvements will benefit this segment of the population, but perhaps more importantly, improve the quality of life for all residents.

The outreach work identified the need to assess the discovered data gaps and further discussions with the older adult community through activities such as additional survey efforts and focus groups. This work should target a representative cross section of the community.

These findings were presented at a City-wide summit in June 2015. Interested City staff and community stakeholders formed a Steering Committee to continue the Age-Friendly Community focused efforts.

### STEERING COMMITTEE WORK FOR CITY

The Age Friendly Portland Steering Committee focused on advancing the planning of Age Friendly Community efforts in Portland and began meeting in the fall of 2015. Monthly meetings with attendance by stakeholders focused on narrowing the AARP domain areas on which to focus. The stakeholders represented municipal employees, non-profit organization staff, interested citizens, and community leaders. (Committee member list; Appendix A-4)

After painstaking discussion and an extensive review of the age friendly community assessments and relevant data previously collected by municipal departments regarding transportation and housing needs, the Steering Committee selected four AARP domains of livability as immediate priorities – Health and Community Services, Housing, Transportation, and Communication. Ultimately, the communication domain was combined with Health and Community Services, but relevant considerations for information sharing is contained in each of the remaining three. The committee feels that each chosen domain has great importance in the community and through focused development work and improvements in each, additional benefits will be seen in older adults’ lives around social inclusion, respect, and engagement.

This group will continue to guide the implementation of this work plan. Its membership should continue to expand through the activity implementation. The inclusion of diverse opinions and experiences will increase the value of the goals, sustain momentum, and ensure that Portland continues to welcome, support, and engage the older adult community.
Work Plan Goals and Objectives

1.3.1 City Wide Vision
The vision which captures the intent of this work plan reflects the impact of this initiative to residents beyond the older adult population. Achieving this vision will require concerted efforts by all stakeholders in the City.

Through community led efforts, the City of Portland supports and values residents of all ages in a livable environment that promotes health, safety, independence, active participation, and meaningful engagement in all aspects of community life.

1.3.2 Housing
Housing is essential for safety and well-being. (World Health Organization, 2007) Older adults benefit from affordable and accessible housing options near transportation and other services. Without affordable housing, quality of life and health can seriously suffer because of access difficulties and increased costs. Active planning processes with community involvement opportunities and City staff that are eager to address concerns have created an environment that is adaptable to the changing needs of its residents.

Housing Goal: Create, promote, and facilitate safe, affordable and practical housing solutions that meet the evolving needs of Portland’s diverse population and allow all residents to successfully age in place.

Objective 1: Develop and support networks and programs that facilitate elders safely aging in place.

- Engage the many Neighborhood Associations and civic groups to promote and encourage development of aging in place communities.
- Build a partnership between the City of Portland and local aging in place organizations (e.g., Villages\(^2\)) to increase awareness of and access to available aging in place resources.
- Explore developing a low-income housing rehab program similar to the model used by the Bath (Maine) Housing Community Aging in Place (CAP) program\(^3\).

Objective 2: Establish programs that support affordable housing for elders.

- Explore the creation of home-sharing options for older home owners burdened by high property expenses and insufficient income.
- Work with the City of Portland’s Planning and Urban Development Department to incentivize the production of affordable units appropriately designed and located for older Portland residents.
- Provide training for property managers of public and private housing to address the needs of aging residents.

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\(^2\) See: [www.vtvnetwork.org](http://www.vtvnetwork.org)


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Objective 3: Maximize awareness of all essential resources for housing and aging in place through public outreach and communication.

- Develop a simple, easily accessible inventory and description of housing choices for Portland seniors.
- Advertise home modification programs available to Portland seniors and streamline the application processes.
- Distribute useful fact sheets about Federal and State compliance regulations (such as Tenant Rights in Maine, Fair Housing Act compliance, and ADA compliance) to increase awareness of housing rights.
- Expand awareness of existing housing programs and encourage creation of new community-based housing programs.
- Ensure that older adults have input in developing new housing policies.

1.3.3 TRANSPORTATION

Integrating land use and transportation planning allows communities to comprehensively plan for housing, commercial uses, and public services in the context of multiple forms of transportation. This coordination can reduce congestion, increase environmental quality, and improve public health.

Transportation Goal: To ensure that the Portland community provides a variety of convenient and affordable modes of public and private transportation, that makes it easy for citizens and visitors of all ages to get around town with or without a car. Portland’s streets, intersections, crosswalks and sidewalks will be well-designed and consistently maintained, creating safe and easy access for pedestrians and cyclists of all ages. Transportation systems and walkable areas in the city will continue to accommodate the needs of Portland residents as they age.

Objective 1: Increase awareness of transportation options currently available

- Facilitate wide distribution of the Greater Portland Transit District Rider’s Guide to, with information about in-city and regional routes, location of covered bus stops, reduced fares for senior citizens, real time bus location, and connector routes between buses, trains and Casco Bay ferries.

- Develop a brochure providing information about senior transportation options such as Independent Transportation Network, Regional Transportation Programs, taxi service discounts, and availability of handicap parking. Distribute to senior housing sites, church bulletins, libraries, community centers, and local businesses.

- Ensure that information about specialized transportation services and discount fares are reflected in local tourist guides.
- Provide up-to-date transportation information on the City of Portland website, neighborhood organization websites and newsletters, and in partner agency publications seen by older Portland residents. Ensure that written information is in large print and signs are clearly visible and well-lit.

Objective 2: Increase Pedestrian Safety

- The City of Portland Planning Department will continue the Complete Streets Project currently underway; implement changes to street design, traffic patterns, sidewalk and crosswalk to improve walkability. “Complete Streets” are designed to enable safe access for all users, including pedestrians, bicyclists, motorists and transit riders of all ages and abilities.

- Expand the Volunteer Snow Shoveling for Seniors Program. Snow removal from steps, walkways, and sidewalks in front of the homes of Portland residents aged 60 and above.

- Inform older Portland residents about ways to access and use the Portland Public Works “Fix It” program which encourages citizen reporting of problems they encounter with specific intersections, sidewalks, crosswalks, traffic lights, signage, or other issues that impede safe travel.

- Conduct neighborhood “walk arounds” to identify areas that need improvement or repairs to become safer for pedestrians.

- Portland to conduct a City-wide ADA Compatibility Assessment 2017.

- Portland METRO will add 29 new bus stop shelters in 2016, improving safety and comfort for riders.

Objective 3: Improve Affordability and Accessibility of Transportation

- Expand the ITN Roads Scholarship Program to provide lower cost or free rides for Portland seniors who can't afford to pay standard rates and mileage. This fund can be expanded by recruiting volunteer drivers from Portland and asking them to donate earned “miles” to the road Scholarship for Portland residents.

- Build in volunteer transportation services and partner with existing transportation providers when developing Portland’s various “Aging in Place” initiatives.

- Review the Portland Disability Advisory Committee 2014 report and results of a survey which asked Portland residents with disabilities to identify transportation barriers. Work to implement suggested changes where possible.
1.3.4 Health and Community Services/Communication

Health and Community Services/Communication Goal:
Connect Portland’s older residents with friends, services, and community as empowered participants in the creation of their age friendly community. Our focus in this combined area will be on inclusion by residents of all ages, abilities, ethnic or heritage backgrounds, and socio-economic levels. Our survey showed a high level of support for current community support and health services. We will focus on access to those as it becomes necessary—in future iterations of this plan.

Objective 1: Provide education to help Portland become a more “Dementia-Friendly” city
- Offer dementia-friendly training to law enforcement, first responders, clergy, healthcare workers, businesses, and municipal staff.

Objective 2: Invite Portland residents to participate in age-friendly community/neighborhood forums.
- Educate. Provide information about Portland’s Age-Friendly Community initiative and introduce the general concept of a livable community for all ages.
- Ask. Gather feedback about proposed work plan goals and seek ideas for future goals from participants.
- Engage. Identify interested individuals from each neighborhood and encourage further involvement through volunteerism.

Objective 3: Identify preferred method(s) older adults presently receive information and ways they may wish to receive information in the future.
- Conduct focus groups to ask about communication preferences.
- Based on focus group results, improve and vary the ways in which key information is made available and actively shared with this population in Portland.

Objective 4: Improve access to information about services, programs, and events that may be useful and/or of particular interest to Portland residents as they age.
- Update and widely promote the use of City of Portland web site’s elder services page. Use “news flash” feature on home page to direct consumers to Office of Elder Affairs. Improve and add to existing resource search with links to local senior service organizations.
- Create a simple postcard/brochure with a list of key agencies that help older adults and their families navigate healthcare, emergency response, and social service systems: Southern Maine Agency on Aging, Portland Office of Elder Affairs, Maine Bureau of Elder and Adult Services, Alzheimer’s Association, Police, Fire, and MEDCU, Legal Services for the Elderly, Partnership for Healthy Aging etc.
Objective 5:
Engage entrepreneurs and older adults in an effort to improve the age-friendliness of Portland’s business environment.

- Offer Age Friendly training for local businesses
- Develop measurable standards and specific criteria that defines an “age-friendly” business
- Offer an “Age Friendly Business” designation for companies that implement significant changes.
- Evaluate progress by gaining feedback from older customers about changes
- Award participating businesses with “We’re an Age Friendly Business!” window decal or framed certificate.

Detailed work sheets (Appendix A-5) were developed for each of the focus areas. These documents outline specific individuals and/or organizations responsible for implementation of each objective, a start date, desired outcomes, and a space to record ongoing progress.

CONCLUSIONS
This work plan is designed to form the groundwork for improvements in each targeted domain. It is intended to provide a vision and specific, attainable goals. As success is achieved or missed through efforts of the steering committee and other stakeholders, these objectives and tasks must be reviewed and revised based upon the lessons learned. Successes are intended to build upon previous work and spur other activities. Periodic and regular communication of the Age-Friendly Community efforts must be communicated to the City leadership and, most importantly, to the older adult community.
AN ASSESSMENT OF THE BUILT ENVIRONMENT AND INCLUSIVITY OF OLDER ADULTS IN COMMUNITY PLANNING IN PORTLAND, MAINE

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Capstone Paper for Community Planning and Development Program
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May 2015
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1 INTRODUCTION

1.1 BACKGROUND

Americans are living longer than ever. The increase in the number of older adults in the United States stems from the large number of children born between 1946 and 1964 – commonly known as the Baby Boomers. One in three Americans is currently aged 50 or older. By 2030 one out of every five people will be 65-plus. Portland, ME has seen its share in this increase with a larger elderly population calling the city home. In Maine, over 41 percent of the population is over 50 years old and over 17 percent is more than 65 years old. As a result of these changing demographics, our nation is grappling with many age-related issues and causing many to look for ways to support this population in their own homes and communities.

The changes in Maine will be even more dramatic. By 2030, it is estimated that one out of every four Mainers will be over 65. At the same time, the Census Bureau projects Mainers working age population will increase only one percent compared to a national growth of 18.3 percent. To better understand the needs of this segment of the population in Portland and to identify ways to create a more livable community for citizens of all ages, the City of Portland has committed to joining the AARP Network of Age-Friendly Communities.

Population aging and urbanization are the result of successful human development during the last several decades and will be the major challenges for the next century. Public health gains and standards of living improvements present opportunities for older adults to be community resources. Making cities more age-friendly is necessary to promote wellbeing and provide urban stability. (World Health Organization, 2007)
1.2 AARP LIVABLE COMMUNITIES PROGRAM

The development of a well-designed, accessible community that sustains economic growth will benefit residents of all ages. The AARP Network of Age-Friendly Communities is an affiliate of the World Health Organization’s Age-Friendly Cities and Communities Program which is an international effort launched in 2006 to help cities prepare for rapid population aging and the parallel trend of urbanization. This program encourages adoption of features like safe, walkable streets, viable housing and transportation options, access to key services, and opportunities for residents to participate in community activities. (Livability Resources - Great Places for All Ages, 2015)

The program has participating communities in more than 20 nations representing more than 1,000 communities. In the U.S., more than three dozen communities representing more than a dozen states are enrolled in the network. Portland was the first in Maine to sign-on in August of 2014 and was later followed by Ellsworth.

Years one and two of program participation focus on assessing community needs and developing an action plan for improvements. To begin this work in Portland an assessment is required of the built environment including accessibility and current practices regarding involvement of this targeted population in civic policy making and community planning. The AARP has defined eight focus areas called domains for evaluation of the age-friendliness of a community. This paper focuses on this assessment specific to four: civic participation, housing, transportation, and outdoor spaces and buildings. Four others targeted for study by others include respect and social inclusion, communication and information, community and health services, and social participation. Each domain is reviewed from the perspective of older adults
aged 55 and older although this assessment also benefits people of all ages and abilities. Some data and references were only available with population breakouts of those aged 65 years and older and are noted appropriately.

The work contained in this paper will be used by the City of Portland for reporting on the assessment required by the AARP Age-friendly Community program. City staff will use the information to developing plans for physical, policy, and environmental improvements targeted at older adults in Portland.

1.3 ACADEMIC LITERATURE AND BEST PRACTICES REVIEW

1.3.1 CIVIC PARTICIPATION

The importance of community in aging should not be minimized. The ability to maintain pre-existing social life and circumstances for ongoing psychological well-being is important. Connections, interactions, and ways to stay in touch are increasingly meaningful and the ability to contribute to the next generation and play a part in contributing to society provides fulfillment. (Maine Area Agencies on Aging, Maine AARP, and Ideactive Solutions, 2013)

Older individuals representing diverse demographic backgrounds should be at the table for decision making early and often. Participatory and collaborative governance that involves these individuals in a meaningful way – beyond informing and consultation – is a best practice. (Maine Area Agencies on Aging, Maine AARP, and Ideactive Solutions, 2013) Recognizing the wide range of capacities and resources among older people enables this involvement. (World Health Organization, 2007) Venues for participation should be conveniently located and easily reached by public transport. (World Health Organization, 2007)
1.3.2 Housing

Housing is essential for safety and well-being. (World Health Organization, 2007) Older adults benefit from affordable and accessible housing options near transportation and other services. Without affordable housing, quality of life and health can seriously suffer because of access difficulties and increased costs. Many states are implementing practices related to the use of the federal Low-Income Housing Tax Credit program to leverage funds for the development of housing near transit and in livable community settings. (Farber, 2011)

Active aging is a process of optimizing opportunities for health and security. Policies and settings must protect those who are most vulnerable and respect a person's decision and lifestyle choices. (World Health Organization, 2007)

Aging in place is the long-term care option of choice for most older people. According to a 2010 national survey by AARP, nearly 75 percent of Americans ages 45 and older strongly agree that “what I'd really like to do is stay in my current residence for as long as possible”. Accessible building standards allow older adults to remain in their homes longer instead of paying for retrofits or moving. (Farber, 2011) Communities need a thoughtful planning process aimed at the way people are supported as they age in order to maximize and grow the services, programs, and resources people need to thrive. (Maine Area Agencies on Aging, Maine AARP, and Ideactive Solutions, 2013)

To support older adults, the National Association for Homebuilders developed the Certified Aging-in-Place Specialist (CAPS) designation to certify specially trained professionals who understand the unique housing needs of the older adult population. CAPS will be
knowledgeable about aging-in-place home modifications, common remodeling projects and solutions to common barriers.\(^1\) (Home Fit Guide, 2015)

1.3.3 TRANSPORTATION

Integrating land use and transportation planning allows communities to comprehensively plan for housing, commercial uses, and public services in the context of multiple forms of transportation. This coordination can reduce congestion, increase environmental quality, and improve public health. Statutes can encourage or require this integration. (Farber, 2011)

Transit-Oriented Development (TOD) is the development of housing, offices, and retail space near transit stops. States and municipalities can specify how design issues must be addressed or provide grants, incentives or technical assistance to encourage TOD. This style of development usually contain housing, walkable street environments and easy access to a number of transportation options. (Farber, 2011)

Coordination of transportation services is a process of organizations interacting to jointly accomplish transportation goals. This work can increase efficiency of resource use and improve service (Farber, 2011) and also ensure that all city areas and services are accessible by public transport with good connections. (World Health Organization, 2007)

Transport stops and stations should be conveniently located and accessible, safe, and clean with adequate seating and shelter. Designated stops with reliable pickups and drivers who stop beside the curb to facilitate boarding and wait for passengers to be seated before driving off

\(^1\) Four CAPS professionals are located in Greater Portland. (Find a Certified Aging in Place Specialist, 2015)

Encouraging more people to be out on the street biking and walking will result in more people meeting daily recommendations for physical activity. There is a distinct relationship between a state population’s physical activity levels and its levels of bicycling and walking and the State of Maine has published goals to increase walking and biking. (Alliance for Biking & Walking, 2014)

Accessible surfaces and wide sidewalks with unobstructed pathways create comfortable walking environments that make streets welcoming for people of all ages and abilities. When combined with proper lighting and street trees, they are inviting, safer, and contribute to placemaking. (Zehngebot & Peiser, 2014)

Bicycling can boost business. Each ride in the Twin Cities’ (Minnesota) Nice Ride system was found to bring $7 to $14 to the local economy. Forty-four percent of (Washington, D.C.) Capital Bikeshare riders surveyed used bike share to make a trip they otherwise would have skipped, largely for entertainment, socializing, and dining out. A bicycle places people within a city landscape, allowing them to easily make stops, as opposed to merely shuttling through inside a private car. Shops and restaurants often report a surge in business after the creation of a bike lane on their street. (Lawson, 2013)
Developing an education and awareness campaign can encourage bicycling and bicycle-friendly streets and communities. A "complete streets" approach includes planning, designing, and operating transportation projects while keeping in mind the needs of all users – motorists, bicyclists, pedestrians, and transit passengers – regardless of age and ability. (Farber, 2011) Government officials may need to have public support before acting and advocates can build this support and then meet with decision makers to discuss the benefits of bicycling. (Stanton, Burden, Morphy, & Ping, 2014) Many states legislate complete streets policies and the interest continues to grow. (Farber, 2011) These complete streets initiatives specifically assist older adults in reaching services they need in the community and remaining engaged socially.

As bicycling and walking become more viable modes of transportation, more education is needed to ensure all roadway users are aware of their rights and responsibilities. (Alliance for Biking & Walking, 2014) Adults over age 65 have been involved in a disproportionate number of vehicle and pedestrian fatalities. An older pedestrian is 61 percent more likely to die when hit by a motor vehicle than a younger one. This vulnerability has inspired some state legislatures to pass laws designating pedestrians and bicyclists as “vulnerable users.” (Farber, 2011) Creating sidewalks that accommodate people with visual and mobility impairments is an appropriate physical accommodation to increase safety. (Maine Area Agencies on Aging, Maine AARP, and Ideactive Solutions, 2013)

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2 Connecticut, Delaware, Hawaii, Illinois, Michigan, New York, Pennsylvania, Texas and Vermont have considered “vulnerable users” laws.
Safe bicycle storage encourages bicycling. Racks can be located inside buildings or bolted into sidewalks or the street. A single parking space can hold up to 12 bicycles on staple racks. 

(Stanton, Burden, Morphy, & Ping, 2014)

At the start of 2013, the United States was home to 22 modern public bike-sharing programs. By spring 2014, that number will likely double as a flurry of cities joins the more than 500 bike-sharing communities worldwide. (Lawson, 2013) People can join a share program for a short term rental or a full year by paying a membership fee.

Creating a system of routes cyclists can follow to get around town safely guides both residents and visitors to the city. Signs should be highly visible and indicate distances, destinations and street names and installed at all important crossings. (Stanton, Burden, Morphy, & Ping, 2014)

Digital tags and information panels integrated with street furniture enable wayfinding and trip planning with smart devices by residents and visitors. (Zehngebot & Peiser, 2014)

1.3.4 OUTDOOR SPACES AND BUILDINGS

The quality of the outside environment and public buildings has a major impact on the mobility, independence and quality of life of older people. (World Health Organization, 2007)

The U. S. Forest Service estimates that street trees increase adjacent home values and can increase retail sales in business areas. Trees also promote health by mitigating vehicle exhaust fumes, lower energy bills by providing shade, and reduce storm water runoff and flooding by absorbing precipitation through their leaves and roots. Tree shade also improves the lifespan of street surfaces by mitigating daily temperature fluctuations. It is important to involve the public early to minimize anxiety about the unknowns and give citizens ownership of the goals. The
proper tree selection, planting procedures and location selections along with suitable maintenance increases the likelihood of success. (Stanton, Burden, Morphy, & Ping, 2014) (Zehngebot & Peiser, 2014)

Public areas that are clean and pleasant with sufficient green spaces and outdoor seating are essential aspects of Age-friendly cities. Pedestrian crossings that are safe for people with different types and levels of disability should have visual and audio cues and adequate crossing times. Buildings which are well-signed with accessible elevators, ramps, railings, stairs, and non-slip floors are also critical features. (World Health Organization, 2007)

Recreation activities and events that are well noticed with details about accessibility and transportation options will be most well-attended. Offering a wide variety of events at various local community spots will ensure diverse participation. (World Health Organization, 2007)
2 CITY OF PORTLAND, MAINE

2.1 DEMOGRAPHICS

Portland, Maine is a vibrant city known for its tourist attractions, restaurant scene and as a hub for craft breweries. While the population swells during the summer months with visitors by land and sea, the year round population is over 65,000 of which approximately 12 percent is 65 years of age or older.

The population pyramid based on 2010 Census Data for the City of Portland is presented below. (US Census Data, 2015) Two features are apparent. First, the cohorts of the 20 to 24 years, 25 to 29 years, and 30 to 34 years are the largest for both males and females. This population of young adults can be typical of an urban area which attracts young people including new college graduates looking for employment. Second, the pyramid has a narrow base of school age children and is rather columnar in shape for the middle-age cohorts. This indicates that an increasing percentage of the overall City population is approaching or in retirement and that the school systems are likely seeing shrinking enrollments.³

³ Population pyramids for the State of Maine and the United States are included in Appendix A. The Maine pyramid is similar in shape to Portland whereas the US pyramid is more reflective of a stable and growing population.
The older adult population (defined by the US Census data to be aged 65 years or older) primarily identifies as white (94.9 percent). Almost 9 percent of this group is foreign born with most having migrated to the United States more than ten years ago. The marital status is shown in Figure 2, below. This data shows that almost 60 percent are not in traditional relationships and there may be additional care and housing needs to be considered. Figure 3 shows the large percentage of this segment of the population in rental housing. Figure 4 shows educational attainment levels.
The housing tenure of the over 65 population in Portland is primarily owner occupied housing units (58.7 percent) with an average household size of 1.75. The median value of these homes is $230,800 (slightly lower than the median for the total population). City wide, the median rent is $903, but the over 65 group has a median of only $613. More than half of these renters are paying more than 30 percent of their income on housing which is the established limit of affordability by the Department of Housing and Urban Development.

![Figure 2: Marital Status of Older Adults in Portland](image-url)

**Figure 2: Marital Status of Older Adults in Portland**
Figure 3 Housing Tenure

Figure 4 Educational Attainment of Older Adults in Portland
2.2 ECONOMIC DATA
Lifestyle in retirement has changed in recent decades and many people continue to work beyond age 65, either by choice or need. In Portland, about 32 percent of this group is in the labor force. Household earnings from this employment and other sources are described below. One quarter of the group is below 150 percent of the poverty level compared to 30 percent of the total population.

<table>
<thead>
<tr>
<th>Households with Income in the Past 12 Months</th>
<th>Over Age 65</th>
<th>Mean Amount (Over 65)</th>
</tr>
</thead>
<tbody>
<tr>
<td>With earnings</td>
<td>31.3%</td>
<td>$41,206</td>
</tr>
<tr>
<td>With Social Security income</td>
<td>89%</td>
<td>$16,314</td>
</tr>
<tr>
<td>With Supplemental Security income</td>
<td>6.3%</td>
<td>$8,503</td>
</tr>
<tr>
<td>With cash public assistance income</td>
<td>4.9%</td>
<td>$2,994</td>
</tr>
<tr>
<td>With retirement income</td>
<td>43.8%</td>
<td>$18,952</td>
</tr>
<tr>
<td>With Food Stamp/SNAP benefits</td>
<td>14.8%</td>
<td>N/A</td>
</tr>
</tbody>
</table>

**Figure 5 Annual Household Earnings**

3 CIVIC PARTICIPATION AND INCLUSION

3.1 CURRENT EFFORTS
3.1.1 GOALS AND ACCESS

The City of Portland City Council Common Goals 2014 include elements specifically targeted at the older adult population and/or will benefit this group. In part, these include promoting housing availability, transportation initiatives, and the improvement of city services. (Common Council Goals, 2015)
Promote Housing Availability: Provide increased availability in all segments of the housing market while insuring that there is a suitable balance of housing opportunities among those sectors.

Provide Transportation Initiatives: Develop a transportation system that advances healthy living, minimizes environmental impacts and promotes the local economy by advancing opportunities for mass transit, bicycle use and walking.

Improve City Services: Operate the city government in an efficient and effective manner that is responsive to all segments of the community in a manner that is transparent and accountable.

<table>
<thead>
<tr>
<th>Goal: Promote Housing Availability</th>
<th>Goal: Transportation Initiatives</th>
<th>Goal: Improve City Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Complete assessment of and, as appropriate, begin to offer city owned property to construct affordable housing.</td>
<td>• Write an MOU with METRO that addresses street closures impacting transit routes.</td>
<td>• Develop a City budget that advances the common goals and guiding principles including a 311 center, customer service training and a new website.</td>
</tr>
<tr>
<td>• Complete draft rewrites of portions of the zoning ordinance to allow for greater housing opportunities.</td>
<td>• Review and revise ParkingPolicies/Practices to support sustainable transportation and increased housing.</td>
<td>• Write a report that documents options available for property tax and rent rebates.</td>
</tr>
</tbody>
</table>

The City of Portland has an Elder Advocate who is available to assist older adults and their families sort out problems, answer questions, and advocate for rights. This role provides easy access to information about a variety of services available in the Portland area and gives support to health and social service providers so that their services are easily accessible.
In addition, the City website has an alert function called “Notify Me” that allows citizens to receive email alerts or mobile phone text notifications regarding parking bans, recreation cancellations, public health alerts and information from a number of City Departments. A city-wide calendar lists all meetings and events. Current and historic meeting agendas are also posted allowing for engagement without meeting attendance. Audio and/or video recordings of meetings are available. The City also maintains a presence on Facebook and Twitter.\textsuperscript{4}

3.1.2 CITY PLANNING AND DEVELOPMENT
An integral part of the work of the Planning Department is soliciting public input on public and private development projects. Notices regarding participation opportunities are distributed to abutters in a 500 foot radius of the project site by email. For larger projects, neighborhood meetings are held between the project proponents, City staff, and the community to understand and resolve local concerns and questions. All citizens are welcome to participate in formal comments periods during meetings or via writing. (Jaegerman, Barhydt, & Knowland, 2015)

3.1.3 EMERGENCY PLANNING
The Fire Department establishes a Unified Command in the event of an emergency comprised of policy makers and department heads. Often, the direction to citizens is to “protect in place” with notifications made through reverse 911 calls\textsuperscript{5} and public service announcements. This command then establishes shelters, if required, at various City buildings which operate on

\textsuperscript{4} Facebook: City of Portland, Maine; Twitter: @CityPortland
\textsuperscript{5} Reverse 911 calls work for land line phones. The Assistant Chief indicated that reaching residents on cell phones will be investigated.
generators. These facilities can be activated during flooding, ice storms, heat waves, or similar emergencies. A plan for transportation can be created for evacuations through the utilization of Metro buses. (Gautreau, 2015)

Coordination between the command and elder care facilities and hospitals occurs, as required. It is expected that these facilities have their own emergency preparedness measures and the Fire Department can be called to assist.

The Cities Readiness Initiative (CRI) program focuses on enhancing preparedness in the nation's largest cities and metropolitan statistical areas, where more than 50% of the U.S. population resides. In Maine the CRI includes York, Cumberland, and Sagadahoc counties. A Point of Dispensing (POD) is a location where the public will go during an emergency to receive free life-saving medications. In activating PODs, the goal is to provide medication to 100% of the affected population within 48 hours.

Maine Cities Readiness Initiative (CRI) has a plan with the Southern Maine Area Agency on Aging’s (SMAAA) Meals on Wheels program where they would help provide information and medical countermeasures, if needed, to their clients. SMAAA has also offered to send out any information about Maine CRI activities to clients on their mailing list and/or publish information in their regular newsletter. Maine CRI worked with the Barron Center to set them up as a Closed Point of Dispensing so they will be able to dispense medical countermeasures to their staff and residents. This will allow to staff to continue working on site during an emergency.

6 Maine Center for Disease Control and Prevention manages the Maine CRI.
they do not have to leave to go to an Open POD and miss work) and it provides the medical countermeasures to the residents so they do not have to leave. Generally, when planning for public Open PODs it is necessary to consider the needs of people with all abilities and functional needs. This includes accessible parking, waiting times in line, and consideration for people who may be unable to stand for long periods of time. Plans include offering assistance to those who need it by having "floaters" available at PODs that can assist anyone who may need help getting through the POD. (Hager, 2015)

A community outreach branch of the fire department was established and is presently setting goals. The intention is to provide safety tips and advice in advance of emergency situations. This might include suggested components in a disaster kit to keep at home and a website resource to which residents can turn for information. (Gautreau, 2015)

Cumberland County has contracted with Emergency Communications Network, Inc. for its "CodeRED" high speed telephone emergency notification service. In the event of a natural disaster or manmade emergency, the CodeRED system gives the City and County the ability to deliver pre-recorded emergency telephone notifications/information messages to targeted areas or the entire region at a rate of up to 60,000 calls per hour. CodeRED allows notification via hardwired phone, cell phone, text message, or email in the event of an emergency. (City of Portland, 2015)

3.2 EVALUATION
Active planning processes with community involvement opportunities and City staff that are eager to address concerns have created an environment that is adaptable to the changing
needs of its residents. Common goals created by the City Council provide focus and accountability. Much emphasis has been placed on the review of housing availability and affordability and zoning revisions are in process to this end. This increased density allowances, inclusive zoning efforts, and reduced parking requirements may facilitate the development of options attractive to older adults.

Actively seeking and recruiting older adults to serve in leadership positions within City government and on volunteer committees will increase the likelihood that representative concerns are considered during decision making at all levels. This form of involvement gives more power to the impacted group and facilitates greater buy-in to implemented policies.

The emergency preparedness and planning activities are comprehensive, but education efforts related to personal planning in these events are limited. These efforts should be expanded upon and all forms of communication should be utilized including electronic, postal mail, media – both traditional and social, and in person sessions.

4 HOUSING
4.1 CURRENT EFFORTS
4.1.1 PLANNING AND POLICY
The City Comprehensive Plan, updated in 2002, specifically identified the vision for housing in Portland. A goal was established to meet the needs of the socially and economically diverse population with varied and affordable housing. Policy recommendations centered on:

- Identifying the need for an adequate and diverse housing supply to meet the needs, preferences, and financial capabilities of all Portland households, now and in the future.
Keeping, rehabilitating, and restoring the existing housing stock as a safe and important physical, economic and architectural resource for the community.

Maintaining and enhancing the livability of Portland’s neighborhoods...through careful land use regulation, design, and public participation that respects neighborhood integrity.

Seeking opportunities for economic and social integration throughout the Greater Portland region to encourage the development of a range of housing options that are available and affordable to all income levels in the region.

Encouraging sustainable development patterns and opportunities within the city by promoting efficient land use, conservations of natural resources, and easy access to public transportation, services, and public amenities.

Striving to ensure freedom of choice in housing type, tenure, and neighborhood for all, regardless of race, color, age, gender, familial status, sexual orientation, religion, national origin, source of income or disability. (Housing Comprehensive Plan Committee, 2002)

Since the writing of the Housing Plan over 2,000 housing units have been constructed. A new study, Portland: 2030 Workforce Housing Needs, was completed to determine if there are any gaps in what the market is currently providing and the city needs. The report cited that of the housing units constructed from 2010 to 2014, only 29 percent were offered at a rent or sales price affordable to a household earning the median income. Tools were outlined to inform the development of policies to balance access to the newest housing boom. Work on these items continues by City officials. (Greater Portland Council of Governments, 2015)
The City is currently working on revising housing policies to encourage a balance of affordable housing options. The following are items either under consideration or are already becoming part of formal policies.

Density bonuses grant an increase in the number of units allowed by right in order to provide an incentive for the construction of affordable housing. It is typically incorporated into a contract zone, overlay district, or cluster subdivision. Inclusionary zoning requires that a certain percentage of units in a new development be set aside as affordable, with or without an increase in density.

A reduction in the amount of required parking reduces that number of spaces that must be constructed to support each housing unit. Eliminating the typical suburban requirement of two spaces per unit can cut housing construction costs significantly and free up land to increase density. This policy can also encourage an increase in walking, biking, and taking public transit by the residents.

Rent control establishes a ceiling on rent increases permitted in the public and private rental market. While it can provide some relief from rising rent prices, it has the potential to create housing shortages by discouraging new construction. (Greater Portland Council of Governments, 2015)

4.1.2 Affordable Housing
Subsidized housing for older adults is available in locations throughout the City. Eligibility requirements and services vary.
### Subsidized Housing for Older Adults in Portland

<table>
<thead>
<tr>
<th>Facility</th>
<th>Address</th>
<th>Units</th>
</tr>
</thead>
<tbody>
<tr>
<td>100 State Street</td>
<td>100 State Street</td>
<td>168</td>
</tr>
<tr>
<td>Bayview Heights</td>
<td>158 N. Street</td>
<td>59</td>
</tr>
<tr>
<td>Butler/Payson Apartments</td>
<td>77 Pine/218 State Street</td>
<td>56</td>
</tr>
<tr>
<td>Deering Pavilion</td>
<td>880 Forest Avenue</td>
<td>200</td>
</tr>
<tr>
<td>Franklin Towers</td>
<td>211 Cumberland Avenue</td>
<td>200</td>
</tr>
<tr>
<td>Harbor Terrace</td>
<td>284 Danforth Street</td>
<td>119</td>
</tr>
<tr>
<td>Loring House</td>
<td>1125 Brighton Avenue</td>
<td>100</td>
</tr>
<tr>
<td>North School</td>
<td>248 Congress Street</td>
<td>60</td>
</tr>
<tr>
<td>Northfield Green</td>
<td>147 Allen Avenue</td>
<td>200</td>
</tr>
<tr>
<td>Park Danforth</td>
<td>777 Danforth Street</td>
<td>70</td>
</tr>
<tr>
<td>Peaks Island Elderly Housing</td>
<td>89 Central Avenue</td>
<td>11</td>
</tr>
<tr>
<td>Washington Gardens</td>
<td>577 Washington Avenue</td>
<td>100</td>
</tr>
</tbody>
</table>

**Figure 6** Subsidized Housing

#### 4.1.3 Assisted Living and Nursing Homes

Several older adult focused facilities are located within Portland with a variety of care styles available. The following tables summarize each.

### Assisted Living Facilities in Portland

<table>
<thead>
<tr>
<th>Facility</th>
<th>Address</th>
<th>Beds</th>
</tr>
</thead>
<tbody>
<tr>
<td>Park Danforth</td>
<td>777 Danforth Street</td>
<td>36</td>
</tr>
<tr>
<td>Seaside Nursing and Rehabilitation Center</td>
<td>850 Baxter Boulevard</td>
<td>124</td>
</tr>
<tr>
<td>Portland Center for Assisted Living</td>
<td>68 Devonshire Street</td>
<td>125</td>
</tr>
<tr>
<td>Saint Joseph’s Rehabilitation and Residence</td>
<td>1133 Washington Avenue</td>
<td>44</td>
</tr>
<tr>
<td>Seventy-Five State Street</td>
<td>75 State Street</td>
<td></td>
</tr>
<tr>
<td>The Cedars</td>
<td>620-640 Ocean Avenue</td>
<td></td>
</tr>
</tbody>
</table>

**Figure 7** Assisted Living Facilities
### Long-term and Skilled Nursing Care

<table>
<thead>
<tr>
<th>Facility</th>
<th>Address</th>
<th>Beds</th>
</tr>
</thead>
<tbody>
<tr>
<td>Barron Center</td>
<td>1145 Brighton Ave</td>
<td>219 beds</td>
</tr>
<tr>
<td>Saint Joseph’s Rehabilitation and Residence</td>
<td>1133 Washington Avenue</td>
<td>37 beds (skilled)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>84 beds (long-term)</td>
</tr>
<tr>
<td>Seaside Nursing and Rehabilitation Center</td>
<td>850 Baxter Boulevard</td>
<td>124 beds (includes assisted living)</td>
</tr>
<tr>
<td>The Cedars</td>
<td>620-640 Ocean Avenue</td>
<td></td>
</tr>
</tbody>
</table>

**Figure 8 Long-term and Skilled Nursing Facilities**

The following facilities offer independent living apartments within a community setting. Often, increased levels of care are available on an “a la carte” basis.

### Independent Living apartments

<table>
<thead>
<tr>
<th>Apartment</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Seventy-Five State Street</td>
<td>75 State Street</td>
</tr>
<tr>
<td>The Cedars</td>
<td>620-640 Ocean Avenue</td>
</tr>
<tr>
<td>The Woods at Canco</td>
<td>257 Canco Road</td>
</tr>
</tbody>
</table>

**Figure 9 Independent Living Apartments**

#### 4.1.4 Aging-in-Place

Several organizations in Portland offer housekeeping and minor repair programs. Some are private pay, some have sliding fee schedules based on income, while others are volunteer based and the services are gratis.

Aging Excellence provides at-home support services and recreational opportunities for older adults. Services include homemaking, heavy chore service, transportation, telephone reassurance/reminder service, social trips, and outings.
Catholic Charities of Maine provides homemaking services to allow elderly clients, disabled individuals, and families in crisis to remain in their homes. It also helps families needing support with parenting skills and child rearing. Services include grocery shopping and errands, light housework, household management, emotional support, parenting skills, and occasional respite care. A more recently developed program provides support services to elder immigrants and refugees, including help finding translators, housing, legal services, and other resources. This includes outreach to isolated adults and the creation of services based on observed needs.

East End Time Dollar Exchange and the Portland West Time Dollar Exchange are volunteer service exchange programs in which older adults can participate. Members provide over 500 services to other members and include transportation, minor home repairs, massage therapy, and volunteer opportunities.

Southern Maine Agency of Aging Volunteers performs minor home repairs and maintenance. Volunteer labor is donated. The congregate housing program provides a daily meal, homemaker service, and service coordination to qualified older adults living in six different Portland Housing Authority properties.

4.1.5 Adult Day Programs

Area adult day programs are offered by the Community Counseling Center, the Southern Maine Agency on Aging, Saint Joseph’s Rehabilitation and Residence and the City of Portland. The offerings vary, but in general, provide a respite for care givers and include activities such a group therapy, social skill training, health educations, and therapeutic arts. Some specialized
programs for clients with Alzheimer's disease or related dementias or developmental disabilities are also available.

4.2 EVALUATION
The “complete streets” design and planning efforts will directly benefit the older adult population once implemented in the physical environment. Continued efforts encouraging and requiring developers to incorporate affordable housing into projects will further meet the needs of this group. Expanding the focus of affordability need beyond workforce level will be challenging, but is critical to meet needs of vulnerable residents. This access to affordable housing will be enhanced by adding requirements that all units built as such remain so in perpetuity.

5 TRANSPORTATION
5.1 CURRENT EFFORTS
5.1.1 PUBLIC MODES
METRO operates the public bus system in Portland. There are eight routes and hundreds of stops that reach all areas of the City and some extend into neighboring communities including Westbrook, South Portland, and Falmouth. Routes operate seven days a week with a reduced weekend and holiday schedule. Recent service enhancements are increasing operating hours and destinations. The public is encouraged to comment on service needs and accommodations are made, as possible.

Discounted metro tickets are available to adults aged 65 or older. Each ride is 75 cents with a Medicare card or photo ID. This is a fifty percent discount. “TenRide” tickets are also available
for a discounted price. Tickets can also be used with the South Portland Bus service. Other mode transfer options include Casco Bay Ferry Service, Zoom Shuttles, and the Amtrak Downeaster Train.

Ridership enhancements are in the planning stages and include real time bus locater notifications which will be available via smart phones applications and text messaging. Alerts will also be sent about delays or service interruptions. (Beck, 2015)

Regional Transportation Program, Inc. (RTP) is another public transportation service that provides low-cost transportation to the elderly, social service agency clients, the economically disadvantaged and persons with disabilities throughout Cumberland County with the exception of Brunswick and Harpswell. RTP offers door to door and scheduled pick-up service to medical appointments and shopping. For those riders who are 60 or over, RTP offers rides at affordable prices. For those with a low income, RTP contracts with DHHS to provide rides to medical and other appointments. A yearly application with income verification is required. For riders who are 60 or older and over income guidelines provided by DHHS, riders can still qualify for services. The fare is 2.50 one-way, for trips within one town, or between neighboring towns and $5.00 one-way, for trips between non-adjoining towns. (rtp Regional Transportation Program, 2015)

The Amtrak Downeaster train service connects Portland with North Station in Boston and Brunswick through which many regionals and national transportation options exist. There are five daily round trips between Boston and Portland with two extended to Brunswick. Tickets
vary from $6 to $29 each way with up to half off for those over age 62. (Amtrak Downeaster, 2015)

A Greater Portland Transit Guide is published at least twice a year as a collaborative effort among the Amtrak Downeaster, Biddeford, Saco, Old Orchard Beach Zoom ShuttleBus, Casco Bay Lines, METRO Bus, Regional Transportation Program, the South Portland Bus service, and the York County Community Action Corporation. This guide helps facilitate regional transportation for riders. (Greater Portland Council of Governments (GPCOG), 2015) METRO also publishes a “Before You Ride Guide” which provides basic details on what to expect at stops, on the bus, how to pay your fare, and how to signal to the driver that you want to exit. This information provides new users with an increased level of comfort before embarking on the service. Multi-lingual translations are available in 15 languages. (METRO Before You Ride Guide, 2014)

5.1.2 PRIVATE MODES
Approximately eleven taxi companies serve the Portland community and surrounding areas. Rates are consistent throughout the town at $1.90 for the first 1/10 of a mile and then 30 cents for each additional 1/10 of a mile.

More recently, a private company Uber began offering private transport service in Portland. Rates include a base fare of $1.50 plus $.18 per minutes and $1.85 per mile. Fares vary due to traffic, weather, and usage. Tips are not accepted and payment is through smart phone applications. (Uber Features, 2015)
Independent Transportation Network operates within a 15 mile radius of Portland and provides transportation services for older adults and persons with visual impairments. Paid and volunteer drivers use private cars to transport to appointments, shopping, outings, etc. A membership is required and allows for no money exchanged in the vehicle. Customers pay by the mile ($1.50 per mile and a $4 pickup fee). Tips are not accepted. (Senior Transportation in Portland, 2015)

Casco Bay Lines is a ferry system that provides year-round passenger, freight, postal and vehicle service to the islands of Casco Bay from Portland. The ferries transport nearly one million passengers, 30,000 vehicles and 5,300 tons of freight annually. Casco Bay Island Transit District (CBITD) was created under State Enabling Legislation in 1981 to serve residents and visitors of six Casco Bay islands: Peaks Island, Little Diamond Island, Great Diamond Island and Cliff Island (which are within the City of Portland), and the Towns of Long Island and Chebeague Island. Passenger rates vary from about $2 to about $6 depending on destination and time of year. These rates reflect a discounted ticket. (Casco Bay Lines, 2015)

5.1.3 Car and Bike Sharing Services
U-Car Share has partnered with the city in its car share service. Three passenger cars and a pickup truck are available for hourly rentals within the City limits with rates of $4.95 per hour plus a per mile charge (Uhaul Car Share, 2015). The city has provided dedicated on-street parking spaces on Elm Street and Congress Street for these vehicles.

In 2013, the City of Portland Department of Public Services completed a Bike Share 'readiness assessment' and found conditions conducive to supporting a bike share system. The assessment
was done as part of the EPA's "Building Blocks for Sustainable Communities" Smart Growth Technical Assistance Program. They then followed up by a Request for Information process with bike share vendors/operators for their proposals for technology, scale and costs for acquiring and operating a bike share program in Portland. Based on those responses, they are determining next steps to pursue funding and partner opportunities. If the program moves forward, it would likely be two to four years until a system could be up and running in Portland.

5.1.4 INFRASTRUCTURE
The City of Portland Parking Division manages on and off street parking to support the safety and parking needs of residents, visitors, businesses. The consistent and fair enforcement of parking regulations, parking meter management, and the operation and oversight of parking garages and lots are the most visible ways in which the office supports the city's mission. The City owns four parking garages as part of the 48 Downtown parking facilities. A Park & Shop program good for one hour of free parking in several facilities is available. This program can also provide a free METRO ride home.

Snow removal from pedestrian walkways includes approximately 85 miles of sidewalks and about 10 miles of trails. Adjustments are made annually based upon feedback received and when new shared use pathways are built and new sidewalks that are primary school walking routes.

A 2014 survey by the Portland Area Comprehensive Transportation System (PACTS) collected data on transportation user satisfaction, mode selection, values, and priorities for future spending and projects. While the participants were from the Greater Portland region and not
only the City of Portland and of a variety of ages\textsuperscript{7}, the results remain applicable as Portland is the destination for many user trips. Asked to rate on a scale of 1 (very dissatisfied) to 5 (very satisfied), the mean ratings for the services and infrastructure conditions are summarized:

<table>
<thead>
<tr>
<th>Satisfaction with Transportation Options</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Availability of Sidewalks</td>
<td>3.39</td>
</tr>
<tr>
<td>Major Road Conditions</td>
<td>3.08</td>
</tr>
<tr>
<td>Public Ferries</td>
<td>4.11</td>
</tr>
<tr>
<td>Public Trains</td>
<td>3.88</td>
</tr>
<tr>
<td>Availability of bike lanes and/or paths</td>
<td>3.08</td>
</tr>
<tr>
<td>Bus services, including public buses</td>
<td>3.16</td>
</tr>
</tbody>
</table>

\textbf{Figure 10 Satisfaction with Transportation}

The survey also identified that for those who changed transportation behavior in the last five years, over a quarter of those changes were due to increased age and therefore a reduction in driving. The type of community where respondents would live in five to ten years is one where the houses are smaller and closer to each other, but schools, stores, and restaurants are within walking distance and served by public transit (51.2%). (Pan Atlantic SMS Group, 2014)

5.2 EVALUATION
The public transportation system has multiple modes available to visitors and residents. Modified parking requirements for new development will provide increased focus and desire

\textsuperscript{7} 25 percent of respondents were 55-64 and 26.5 percent of respondents were 65 or older.
for investment in these systems. The passenger satisfaction with these services is positive with many suggestions for continued improvement.

Enhanced coordination between the many varied services and routes will help identify service gaps and where there is need for enhanced services. This work may also reveal duplicative efforts and opportunities for increased efficiencies. Adding enhancements such as more passenger shelters and wayfinding methods will make using the system more user friendly and easy for the older adults residing in Portland and visiting.

6 OUTDOOR SPACES AND BUILDINGS

6.1 CURRENT EFFORTS

6.1.1 PUBLIC GATHERING SPACES AND BUILDINGS

Portland Recreation has five community centers in the following neighborhoods:

- Riverton Community Center (Pool Access)
- East End Community Center
- Cummings Community Center
- Peaks Island Community Center
- Reiche Community Center Peaks Island Community Center (Pool Access)

The Recreation Department of the City coordinates and plans adult programming at each center, with Cummings and Peaks Island offering the most offerings specifically targeted to older adults. The other centers offer adult drop in gyms, yoga classes, water aerobics and lap swim. All of the centers have parking in lots with the exception of Peaks Island and Cummings Community Center and the buildings are accessible. (Bradley, 2015)
With an authorized strength of 163 sworn officers and 59 civilian employees, the Portland Police Department is the largest municipal law enforcement agency in the state of Maine. The Community Policing Section consists of personnel who work closely with community members, service agencies, business owners, and other government agencies to develop and implement programs, initiatives and services throughout Portland’s neighborhoods. (City of Portland, 2015)

Safety tips for pedestrians, drivers, homeowners, and renters are published by the Police Department and available online. (City of Portland, 2015)

6.1.2 PUBLIC RIGHT OF WAY
The Public Services Department are responsible for planning and programming projects related to the public right of way including roads and sidewalks. They make sure that pavements are well-maintained, free of obstructions and sidewalks are reserved for pedestrians. Pedestrian crossings locations are at intersections, are sufficient in number and safe for people with different levels and types of disability, with non-slip markings, visual and audio cues and adequate crossing times.

6.1.3 RECREATION
Athletic facilities have over 50 playing fields, including 2 artificial surfaces at Fitzpatrick and Memorial Stadiums. Lighted softball and baseball fields are used by local leagues. Tennis, volleyball, and basketball courts are also available for public use.

Portland Recreation has an extensive adult program for ages 62 and older. Up to three vans provide door to door service to local programs and activities. Recreation staff mail calendars and registration forms each month to nearly 500 people. Some of the people who receive it are
the program coordinators for housing agencies and social workers who work with the targeted population and share the information with their building residents.

Each month, approximately two activities are held at the Cummings Community Center and 12 to 14 trip based activities are scheduled to various destinations. In the summer and fall, day and overnight motor coach trips are also organized. Door to door pick up for all activities for Portland residents is provided using two 15-passenger mini-busses and one 15 passenger van. The department does not have a wheelchair accessible bus, but has worked with the Barron Center to occasionally use theirs. There has been an increase in participants over the last few years, with the highest numbers being in May through October. Participation varies from about 175 to 450 per month. (Bradley, 2015)

During the summer months, many older adults attend the free outdoor concerts at the Western Prom and Fort Sumner Park on Munjoy Hill. In 2014, 14 such concerts were held. Portland Recreation also hosted Shakespeare in Deering Oaks Park with three performances a week during late July and August. (City of Portland, Maine, 2015)

The Osher Lifelong Learning Institute (OLLI) was created for those 50 or older with an interest in continued learning and is part of the University of Southern Maine. More than 1700 people are members and can choose among an array of courses in the liberal arts and sciences. The courses are peer taught with no grades or tests. Courses are offered year round and are two hours in length, one each week, for either six or eight weeks. The annual OLLI membership fee is $25 and includes access to special interest groups and course registration. Most courses cost
$50. Scholarships are available for those who cannot afford tuition. (University of Southern Maine, 2015)

Founded in 1853, the Portland YMCA is the twelfth oldest of the over 2,000 YMCA’s in the United States and the largest in Maine. The historic facility is home to two pools, the Studio A classroom, a fitness facility, a gym, four recently renovated courts, 3 for squash and 1 flex court, and many other amenities. Many programs and activities on a variety of topics are available for members. Adult memberships are $52 per month, but financial assistance is available. (YMCA of Southern Maine, 2015)

The Salvation Army operates a senior center with a variety of programs, trips, and entertainment targeted at adults over age 55. Lunch is served daily. (The Salvation Army, 2015)

6.1.4 PARKS
The City of Portland manages many park facilities for use by residents and visitors. Park rangers patrol year round. The Forestry Section of the Public Services Department manages Portland’s shade and ornamental trees. The municipal community forest consists of thousands of street trees, along over 300 miles of public roadways on the mainland and the island communities on Peaks, Little Diamond, Great Diamond and Cliff Islands. The group also maintains park and public grounds trees in city parks and public grounds. (City of Portland, Maine, 2015)

___________________________

8 Over $710,000 is provided for membership assistance. One of out of three members receive some form of membership assistance.
<table>
<thead>
<tr>
<th>Community Parks</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Back Cove Trail</td>
<td>33.36 acres</td>
</tr>
<tr>
<td>Deering Oaks Park</td>
<td>55 acres</td>
</tr>
<tr>
<td>Eastern Promenade</td>
<td>68.2 acres</td>
</tr>
<tr>
<td>Payson Park</td>
<td>47.75 acres</td>
</tr>
<tr>
<td>Western Promenade</td>
<td>18.5 acres</td>
</tr>
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</table>

**Figure 11 Community Parks**

<table>
<thead>
<tr>
<th>Natural Parks</th>
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</thead>
<tbody>
<tr>
<td>Baxter Woods</td>
<td>30 acres</td>
</tr>
<tr>
<td>Baxter (Deering) Pines</td>
<td>5.9 acres</td>
</tr>
<tr>
<td>Capisic Pond Park</td>
<td>18 acres</td>
</tr>
<tr>
<td>Evergreen Cemetery Woodlands</td>
<td></td>
</tr>
<tr>
<td>Fore River Park</td>
<td></td>
</tr>
<tr>
<td>Oatnutes Park</td>
<td>15 acres</td>
</tr>
<tr>
<td>PATHS</td>
<td></td>
</tr>
<tr>
<td>Pine Grove Park</td>
<td>6.5 acres</td>
</tr>
<tr>
<td>Presumpscot River Preserve</td>
<td>40 acres</td>
</tr>
<tr>
<td>Riverton Trolley Park</td>
<td>19 acres</td>
</tr>
<tr>
<td>University Park</td>
<td>8.6 acres</td>
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</table>

**Figure 12 Natural Parks**

<table>
<thead>
<tr>
<th>In-Town Neighborhood Parks</th>
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<tbody>
<tr>
<td>Fort Allen Park</td>
<td>9.33 acres</td>
</tr>
<tr>
<td>Fort Sumner Park</td>
<td>1.25 acres</td>
</tr>
<tr>
<td>Harbor View Memorial Park</td>
<td>2.5 acres</td>
</tr>
<tr>
<td>Heseltine Park</td>
<td>0.82 acres</td>
</tr>
<tr>
<td>Lincoln Park</td>
<td>2.5 acres</td>
</tr>
<tr>
<td>Post Office Park</td>
<td>0.15 acres</td>
</tr>
<tr>
<td>Tommy's Park</td>
<td>0.15 acres</td>
</tr>
</tbody>
</table>

**Figure 13 In-town Neighborhood Parks**
### Greater Portland Neighborhood Parks

<table>
<thead>
<tr>
<th>Park</th>
<th>Acres</th>
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<tbody>
<tr>
<td>Bedford Park</td>
<td>0.52</td>
</tr>
<tr>
<td>Belmeade Park</td>
<td>0.25</td>
</tr>
<tr>
<td>Barrows Park – Baxter Sundial</td>
<td>0.25</td>
</tr>
<tr>
<td>Fessenden Park</td>
<td>0.46</td>
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<tr>
<td>Longfellow Park</td>
<td>0.34</td>
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<tr>
<td>Nason’s Corner/Breakwater School</td>
<td>0.8</td>
</tr>
<tr>
<td>Quaker Park</td>
<td>0.8</td>
</tr>
<tr>
<td>Stroudwater Park</td>
<td>0.75</td>
</tr>
<tr>
<td>Stroudwater Park 2</td>
<td>0.1</td>
</tr>
<tr>
<td>Trinity Park</td>
<td>0.1</td>
</tr>
<tr>
<td>Winslow Park</td>
<td>1.26</td>
</tr>
<tr>
<td>Fort Gorges</td>
<td>2</td>
</tr>
<tr>
<td>Peaks Island</td>
<td></td>
</tr>
</tbody>
</table>

**Figure 14 Greater Portland Neighborhood Parks**

### Off Leash Dog Parks

<table>
<thead>
<tr>
<th>Park</th>
<th>Acres</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quarry Run Dog Park</td>
<td>10</td>
</tr>
<tr>
<td>Valley Street Dog Park</td>
<td>2.8</td>
</tr>
</tbody>
</table>

**Figure 15 Off Leash Dog Parks**

A boat launch is located at East End Beach. Daily launch fees for residents are $5.

The City of Portland's Department of Public Services oversees four community garden sites containing 132 garden plots. Individual plots are available for seasonal gardening. Each garden site contains a garden shed and basic tools. Compost is supplied yearly. Five additional community gardens are located in Portland, but are not city administered.
Riverside Golf Course is owned and operated by the City of Portland. This popular and traditional public golf facility first opened in 1932 and features an 18-hole course, a 9-hole course and a 3-hole practice course. The classic layout, rolling hills and tree-line fairways are bordered by the Presumpscot River. Green fees range from $15 to $30. (City of Portland, Maine, 2015)

6.1.5 BURIAL SITES
Evergreen Cemetery is the only active burial site within City limits. Discounts are available to residents for services and plots which help meet the need and desire for a complete life within one's community. The City maintains the cemeteries with assistance from volunteer groups and individuals. (Dumais, 2015)

6.2 EVALUATION
Numerous recreation and social opportunities are available for older adults in Portland. Offerings from the City and private agencies provides diverse engagement and geographic reach. Green spaces and athletic facilities are plentiful and available throughout the City. Continued efforts to maintain a strong program will make this a service highlight among older adult residents. Enhancement through further outreach about the vast activities available may increase the diversity of participants and increase the overall health of this group through social interactions.
7 CONCLUSIONS

Portland, Maine has received many national awards for livability and is increasingly identified as a livable city. (Portland, Maine - Various Awards, 2015) These attributions will continue to attract older adults, singles persons, families, and visitors to the area for homes and vacation settings.

The City of Portland considers older adults in many of its departments, planning activities, and service offerings. As this segment of the population continues to increase there are plentiful opportunities to build on this foundation and become known as an age-friendly community in the region. Portland’s deliberate consideration of older adults when making these improvements will benefit this segment of the population, but perhaps more importantly, improve the quality of life for all residents.
8 REFERENCES


Dumais, J. (2015, March 6). Department of Public Services. (L. Bissonnette, Interviewer)


http://www.aarp.org/livable-communities/


State of Maine 2010

85 years and over
80 to 84 years
75 to 79 years
70 to 74 years
65 to 69 years
60 to 64 years
55 to 59 years
50 to 54 years
45 to 49 years
40 to 44 years
35 to 39 years
30 to 34 years
25 to 29 years
20 to 24 years
15 to 19 years
10 to 14 years
5 to 9 years
Under 5 years

80000 60000 40000 20000 0 20000 40000 60000 80000
Under 5 years
5 to 9 years
10 to 14 years
15 to 19 years
20 to 24 years
25 to 29 years
30 to 34 years
35 to 39 years
40 to 44 years
45 to 49 years
50 to 54 years
55 to 59 years
60 to 64 years
65 to 69 years
70 to 74 years
75 to 79 years
80 to 84 years
85 years and over

Female  Male

FIGURE 16 STATE OF MAINE POPULATION PYRAMID
Figure 17 United States Population Pyramid

United States 2010

Female
Male

85 years and over
80 to 84 years
75 to 79 years
70 to 74 years
65 to 69 years
60 to 64 years
55 to 59 years
50 to 54 years
45 to 49 years
40 to 44 years
35 to 39 years
30 to 34 years
25 to 29 years
20 to 24 years
15 to 19 years
10 to 14 years
5 to 9 years
Under 5 years

15000000 10000000 5000000 0 5000000 10000000 15000000

United States
2010
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Introduction

Purpose
The purpose of my capstone is to 1) conduct a community needs assessment on the “age-friendliness” of Portland, Maine and 2) make recommendations to the City of Portland on implementing steps and strategies to enhance the “age-friendliness” of their city.

Statement of need
As people age there is a strong desire to stay in place, in fact it is the preferred option for people aged 50 years and older. In a 2010 survey conducted by the American Association of Retired Persons (AARP) 75% of respondents strongly agreed that “what I’d really like to do is stay in my current residence for as long as possible”. Moreover, retaining long-term relationships to environmental surroundings has been shown to contribute to well-being as a person ages.

In 2010 15.9% of Maine’s population was 65 years or older. By 2030 it is estimated that this number will grow to 25%, meaning one in every four people living in Maine will be of retirement age. Portland lies just below the state average with 12.6% of it’s population (in 2010) aged 65 years or older and based on the statewide estimations for 2030 it is likely that this number will grow as well. Acknowledging both the demographics of their city and the desire of residents to age in place the City of Portland joined AARP’s Network of Age-friendly Communities.

Background

AARP Network of Age-friendly Communities
The AARP Network of Age-friendly Communities is an affiliate of the World Health Organization’s (WHO) Age Friendly Cities and Communities Program. Their common goal is to foster livable communities that support outdoor spaces and buildings, transportation, housing, social participation, respect and social inclusion, civic participation and employment, communication and information, and community support and health services. The degree to which each of these “domains” are active and supported in a community impacts the quality of life of it’s people, young and old.

Review of the Literature
There are over 200 unique models that address aging in place and the eight domains of livability (mentioned above). Researchers have identified ten models that they believe “are suited for and adaptable to Maine’s communities,” they include: Lotsa Helping Hands, Share the Care, Time Banks, Shared Housing, Shared Spaces, Naturally Occurring Retirement Communities, Block Nurse Program, The Village Model, The Green House Model, and Supportive Housing for the Elderly. Although this list is extensive it is certainly not exhaustive. Further and continued review of
the literature will be conducted on aging in place models, trends, and policy in order to better assess and determine applicable models for Portland, Maine and its residents.

Methods

Goals and Objectives

Data Collection
Data, both quantitative and qualitative, will be collected on the eight domains of livability (outdoor spaces and buildings, transportation, housing, social participation, respect and social inclusion, civic participation and employment, communication and information, and community support and health services).

Analysis

Limitations

Results

Demographics
Of the 237 respondents 79 (33%) were male and 158 (67%) were female. Age of respondents ranged from 27 to 92 years, with a mean age of 64 years. 11% of respondents reported having a high school diploma and/or GED, 3% reported attending a technical school, 36% reported having a 2 or 4 year degree, 9% reported having post graduate study, and 41% reported having a graduate degree. 19% of respondents reported living in Portland for 5 or fewer years, 19% for 5 to 10 years, 13% for 10 to 15 years, 10% for 15 to 20 years, and 30% for 20 plus years. Overall, respondents reported from all six zip codes in the city of Portland, including: 04101 (16%), 04102 (31%), 04103 (28%), 04108 (18%), 04109 (<1%), and 04019 (<1%); 6% of respondents reported “other”.

Housing
77% of respondents own their primary residence, 20% rent, and 3% have other living arrangements. In addition, 56% reside within a single family home, 10% in a townhouse and/or duplex, 18% in an apartment, 11% in a condominium, and 5% reported “other” as their primary residence. When asked about the importance of living independently in their home as they age 73% of respondents reported “extremely important”. While 49% of respondents reported that it was “somewhat likely” to “extremely likely” that they would want to move to a different home as they age, 59% reported that it was “somewhat likely” to “extremely likely” that they would need to move to a different home as they age. The top three responses for factors that would impact one’s decision to move were 1) looking for a home that will help you live independently (51%), 2) too expansive to maintain current home (44%), and 3) looking for a different size and or type of home to meet individual
needs (39%). Multiple respondents specified high property taxes in the “other" section of this question. When asked about previous and or future home modifications and improvements that they would need to make 61% of respondents reported installing grab bars or handrails, 39% reported putting rooms (bedrooms, bathrooms, etc.) on the first floor, 34% reported widening doorways, and 33% reported installing a medical emergency response system.

When asked to rank the importance of affordable housing options 61% of respondents reported extremely important, well maintained homes and properties 53% reported “extremely important”, housing options that are equipped with age friendly features 39% reported “extremely important” and 37% reported “very important”, affordable home repair/modification services 48% reported “extremely important” and 35% reported “very important”, and seasonal services such as lawn work and snow removal 54% reported “extremely important”. When asked if they agreed that Portland has affordable housing options only 11% of respondents reported “completely agree” and 36% reported “do not agree”; well maintained homes and properties 71% reported partially agree; housing options that are equipped with age friendly features 23% reported “do not agree” and 29% reported “not sure”; affordable home repair/modification services 41% reported “partially agree”, 31% reported “do not agree” and 21% reported “not sure”; and seasonal services such as lawn work and snow removal 48% reported “partially agree” and 30% reported “completely agree”.

Outdoor Spaces and Buildings

Social Inclusion

Health and Wellness

Portland Community

Discussion

Themes, Patterns, and Comparisons

Strengths and Weaknesses

Conclusion

Recommendations

Next Steps
References


Appendix A: Demographics

**Gender Distribution**

- Male
- Female

**Zip Code Distribution**

- 04101
- 04102
- 04103
- 04108
- 04109
- 04019
- Other
Assessing Needs for an Age-friendly Community in Portland, Maine

MPH Capstone

Length of Residence

- 20+ years
- 15-20 years
- 10-15 years
- 5-10 years
- 5 years or fewer

Highest Level of Education

- H.S. diploma/ GED
- Technical school .03
- 2 or 4 year degree
- Post graduate study
- Graduate degree
Appendix B: Housing

How important do you think it is to have the following in your community?

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Very Important</th>
<th>Extremely Important</th>
<th>Somewhat Important</th>
<th>Not very Important</th>
<th>Not sure</th>
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<tr>
<td>Affordable housing options</td>
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<tr>
<td>Well maintained homes and properties</td>
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<td></td>
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<tr>
<td>Housing options with age friendly features</td>
<td></td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Affordable home repair services</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Seasonal services</td>
<td></td>
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</table>

Do you agree that Portland has the following?

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Completely agree</th>
<th>Partially agree</th>
<th>Do not agree</th>
<th>Not sure</th>
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<tr>
<td>Affordable housing options</td>
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<td>Well maintained homes and properties</td>
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</tr>
<tr>
<td>Seasonal services</td>
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<td></td>
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</tr>
</tbody>
</table>
Appendix C: Outdoor Spaces and Buildings

How important do you think it is to have the following in your community?

- Conveniently located venues
- Adequate lots, areas, and spaces to park
- Affordable parking
- Well-maintained public parks
- Public park within walk distance of home
- Public parks with enough benches

Do you agree that Portland has the following?

- Conveniently located venues
- Adequate lots, areas, and spaces to park
- Affordable parking
- Well-maintained public parks
- Public park within walk distance of home
- Public parks with enough benches
Appendix D: Transportation

How important do you think it is to have the following in your community?

Do you agree that Portland has the following?
Appendix E: Social Inclusion

How important is it to have the following in your community?

- Programs that promote social inclusion
- Opportunities to participate in decision making bodies
- A range of volunteer activities
- Local schools that involve older adults
- Continuing education classes

Do you agree that Portland has the following?

- Not sure
- Not very important
- Somewhat important
- Very important
- Extremely important

- Programs that promote social inclusion
- Opportunities to participate in decision making bodies
- A range of volunteer activities
- Local schools that involve older adults
- Continuing education classes

- Not sure
- Do not agree
- Partially agree
- Completely agree
Assessing Needs for an Age-friendly Community in Portland, Maine

MPH Capstone

Computer/internet
Television/radio
Newspaper
Local bulletin/newsletter
Family/friends/neighbors
Contacting a community agency/business

- Rarely/never
- Less than monthly
- Once a month
- Once every 2-3 weeks
- Once a week
- More than once a week
Appendix F: Health and Wellness

How important is it to you to have the following in your community?

<table>
<thead>
<tr>
<th>Service/Program</th>
<th>Not sure</th>
<th>Not very important</th>
<th>Somewhat important</th>
<th>Very important</th>
<th>Extremely important</th>
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<tr>
<td>Home health care services</td>
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</tr>
<tr>
<td>Affordable home health care services/providers</td>
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<td></td>
<td></td>
<td></td>
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<tr>
<td>Multilingual health professionals</td>
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<td></td>
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<td></td>
</tr>
<tr>
<td>Health and wellness services/programs</td>
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<td></td>
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<td></td>
<td></td>
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<tr>
<td>Fitness activities geared towards older adults</td>
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Do you agree that Portland has the following?

<table>
<thead>
<tr>
<th>Service/Program</th>
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<th>Do not agree</th>
<th>Partially agree</th>
<th>Completely agree</th>
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<tr>
<td>Home health care services</td>
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<td>Health and wellness services/programs</td>
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<tr>
<td>Fitness activities geared towards older adults</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Assessing Needs for an Age-friendly Community in Portland, Maine

MPH Capstone

Will you WANT to move to a different home as you age

Will you NEED to move to a different home as you age

Factors that would impact your decision to move

- Different type/size home
- Maintaining current home is expensive
- Need a home that will aide independent living
- Accessible transportation
- Lower cost of living
- Climate
- Be closer to family
- Other

[Bar chart showing percentages of responses for each factor]
Assessing Needs for an Age-friendly Community in Portland, Maine
MPH Capstone

### Home modifications you have made or will make as you age

- Adding ramps or wider doorways: 30%
- Putting rooms on the first floor: 30%
- Installing grab bars or handrails: 50%
- Installing a medical emergency response system: 20%
- Other: 10%

### How do you get around?

- Drive yourself: 90%
- Have others drive you: 10%
- Walk: 50%
- Bike: 15%
- Public transportation: 20%
- Taxi: 10%
- Special transportation service: 5%
- Other: 0%
How often do you interact with...

- Family/friends
- Community members

- Rarely/never
- Less than monthly
- Once a month
- Once every 2-3 weeks
- Once a week
- More than once a week

How would you rate your health?

- Excellent
- Very good
- Good
- Fair
- Poor
How important is it for you to remain physically active?

- Not sure
- Not very important
- Somewhat important
- Very important
- Extremely important

How often do you engage in physical activity?

- Rarely/never
- Less than monthly
- Once a month
- Once every 2-3 weeks
- Once a week
- More than once a week
**Assessing Needs for an Age-friendly Community in Portland, Maine**

**MPH Capstone**

1. Do you or someone in your household have a physical limitation, disability, or chronic disease?
   - Yes
   - No

2. How important is it to you to remain in the Portland community as you age?
   - Not sure
   - Not very important
   - Somewhat important
   - Very important
   - Extremely important
How would you rate the Portland community as a place for people to live as they age?

- Excellent
- Very good
- Good
- Fair
- Poor
- Not sure
Demographics

Q1  Are you male or female?
   ○ Male
   ○ Female

Q2  What is your age?

Q3  What is your highest level of education?
   ○ High school graduate/ GED
   ○ Technical school
   ○ 2 or 4 year college degree
   ○ Post graduate study
   ○ Graduate degree
   Other (please specify)

Q4  What is your zip code? How long have you lived in this part of the city?

<table>
<thead>
<tr>
<th>Zip Code</th>
<th>5 years or fewer</th>
<th>5-10 years</th>
<th>10-15 years</th>
<th>15-20 years</th>
<th>20 years or more</th>
</tr>
</thead>
<tbody>
<tr>
<td>04101</td>
<td>○</td>
<td>○</td>
<td>○</td>
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<tr>
<td>04102</td>
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<td>04019</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Other</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
</tbody>
</table>
Housing

Q5  Do you rent or own your primary residence
    ○ Rent
    ○ Own
    ○ Other living arrangement

Q6  What type of home is your primary residence
    ○ Single family home
    ○ Townhouse/duplex
    ○ Apartment
    ○ Condominium
    Other (please specify)

Q7  How important is it for you to be able to live independently in your home as you age?
    ○ Extremely important
    ○ Very important
    ○ Somewhat important
    ○ Not very important
    ○ Not sure

Q8  How likely is it that you will WANT TO move to a different home as you age?
    ○ Extremely likely
    ○ Very likely
    ○ Somewhat likely
    ○ Not very likely
    ○ Not sure

Q9  How likely is it that you will NEED TO move to a different home as you age?
    ○ Extremely likely
    ○ Very likely
    ○ Somewhat likely
    ○ Not very likely
    ○ Not sure
Q10 What factors might impact your decision to move? (Check all that apply)

- Looking for a different size/type of home to meet your needs
- Maintaining your current home is too expensive
- Looking for a home that will help you live independently as you age
- Needing more accessible transportation
- Looking for an area that has a lower cost of living
- Preferring a different climate
- Moving to be closer to family
- Other (please specify)

Q11 Have you made or do you think you will need to make any of the following modifications/ improvements to your home as you age? (Check all that apply)

- Easier access into or within your home such as ramps or wider doorways
- Putting a bedroom, bathroom, or kitchen on the first floor
- Installing grab bars or handrails
- Installing a medical emergency response system
- Other (please specify)

Q12 How important do you think it is to have the following in your community?

<table>
<thead>
<tr>
<th>Option</th>
<th>Extremely important</th>
<th>Very important</th>
<th>Somewhat important</th>
<th>Not very important</th>
<th>Not sure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Affordable housing options</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Well maintained homes and properties</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Housing options that are equipped with age friendly features such as ramps, wider doorways, and single level living</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Affordable home repair/modification services</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Q13 **Do you agree that Portland has the following?**

<table>
<thead>
<tr>
<th></th>
<th>Completely agree</th>
<th>Partially agree</th>
<th>Do not agree</th>
<th>Not sure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Affordable housing options</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Well maintained homes and properties</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Housing options that are equipped with age friendly features such as ramps, wider doorways, and single level living</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Affordable home repair/modification services</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Seasonal services such as lawn work and snow removal</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
</tbody>
</table>
### Q14  How important do you think it is to have the following in your community?

<table>
<thead>
<tr>
<th></th>
<th>Extremely important</th>
<th>Very important</th>
<th>Somewhat important</th>
<th>Not very important</th>
<th>Not sure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Conveniently located venues for entertainment</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Adequate lots, areas, and spaces to park</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Affordable public parking</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Well maintained public parks</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Public parks that are within walking distance of your home</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Public parks with enough benches</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
</tbody>
</table>

### Q15  Do you agree that Portland has the following?

<table>
<thead>
<tr>
<th></th>
<th>Completely agree</th>
<th>Partially agree</th>
<th>Do not agree</th>
<th>Not sure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Conveniently located venues for entertainment</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Adequate lots, areas, and spaces to park</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Affordable public parking</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Well maintained public parks</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Public parks that are within walking distance of your home</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Public parks with enough benches</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
</tbody>
</table>

**Transportation and Streets**
Q16 How do you get around for things like errands, appointments, and other trips in and around Portland? (Check all that apply)
- Drive yourself
- Have others drive you
- Walk
- Bike
- Public transportation
- Taxi
- Transportation service such as those for older adults or persons with disabilities
Other (please specify)

Q17 How important do you think is it to have the following in your community?

<table>
<thead>
<tr>
<th></th>
<th>Extremely important</th>
<th>Very important</th>
<th>Somewhat important</th>
<th>Not very important</th>
<th>Not sure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transportation services for older adults, people who don't drive anymore, or those with disabilities</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Affordable public transportation</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Accessible and convenient public transportation</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Safe public transportation boarding areas/ stops</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Well maintained streets</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Safe streets and intersections for all users (pedestrians, bicyclists, drivers, etc.)</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Well maintained sidewalks</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Sidewalks that are accessible for wheelchairs and other assistive mobility devices</td>
<td>○</td>
<td>○</td>
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<tr>
<td>Q18</td>
<td>Do you agree that Portland has the following?</td>
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<td>-----</td>
<td>---------------------------------------------</td>
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<td></td>
</tr>
<tr>
<td></td>
<td>Completely agree</td>
<td>Partially agree</td>
<td>Do not agree</td>
<td>Not sure</td>
<td></td>
</tr>
<tr>
<td>Transportation services for older adults, people who don't drive anymore, or those with disabilities</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Affordable public transportation</td>
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<td></td>
</tr>
<tr>
<td>Accessible and convenient public transportation</td>
<td></td>
<td></td>
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<tr>
<td>Safe public transportation boarding areas/ stops</td>
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<tr>
<td>Well maintained streets</td>
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<tr>
<td>Safe streets and intersections for all users (pedestrians, bicyclists, drivers, etc.)</td>
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<tr>
<td>Well maintained sidewalks</td>
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<td></td>
</tr>
<tr>
<td>Sidewalks that are accessible for wheelchairs and other assistive mobility devices</td>
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<td></td>
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<td></td>
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<tr>
<td>Easy to read traffics signs</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Enforced speed limits</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Q19  **How important is it to you to remain socially active as you age?**

- Extremely important
- Very important
- Somewhat important
- Not very important
- Not sure

Q20  **How frequently do you interact with family and friends?**

- More than once a week
- Once a week
- Once every 2-3 weeks
- Once a month
- Less than monthly
- Rarely/ never

Q21  **How frequently do you interact with other community members**

- More than once a week
- Once a week
- Once every 2-3 weeks
- Once a month
- Less than monthly
- Rarely/ never

Q22  **How often do you receive information about your community from the following?** (Check all that apply)

<table>
<thead>
<tr>
<th>Source</th>
<th>More than once a week</th>
<th>Once a week</th>
<th>Once every 2-3 weeks</th>
<th>Once a month</th>
<th>Less than monthly</th>
<th>Rarely/ never</th>
</tr>
</thead>
<tbody>
<tr>
<td>Computer/ internet</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Television/ radio</td>
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<tr>
<td>Newspaper</td>
<td></td>
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<tr>
<td>Local bulletin/ newsletter</td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Family/ friends/ neighbors</td>
<td></td>
<td></td>
<td></td>
<td></td>
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</tbody>
</table>
### Q23  How important do you think it is to have the following in your community?

<table>
<thead>
<tr>
<th>Program</th>
<th>Extremely important</th>
<th>Very important</th>
<th>Somewhat important</th>
<th>Not very important</th>
<th>Not sure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Programs for older adults that promote social inclusion</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Opportunities for older adults to participate in decision making bodies</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>A range of volunteer activities to choose from</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Local schools that involve older adults in events and activities</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Continuing education classes</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Q24  Do you agree that Portland has the following?

<table>
<thead>
<tr>
<th>Program</th>
<th>Completely agree</th>
<th>Partially agree</th>
<th>Do not agree</th>
<th>Not sure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Programs for older adults that promote social inclusion</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Opportunities for older adults to participate in decision making bodies</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>A range of volunteer activities to choose from</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Local schools that involve older adults in events and activities</td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Continuing education classes</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Health and Wellness

Q25  How would you rate your health?
- Excellent
- Very good
- Good
- Fair
- Poor
- Not sure

Q26  How often do you engage in physical activity?
- More than once a week
- Once a week
- Once every 2-3 weeks
- Once a month
- Less than monthly
- Rarely/ never

Q27  How important is it for you to remain physically active as you age?
- Extremely important
- Very important
- Somewhat important
- Not very important
- Not sure

Q28  Do you or someone else in your household have a physical limitation, handicap, disability, or chronic disease that limits your participation in self care, house work, and/or other activities?
- Yes
- No

Q29  How important do you think it is to have the following in your community?

Home health care services such as personal care and housekeeping
- Extremely important
- Very important
- Somewhat important
- Not very important
- Not sure
<table>
<thead>
<tr>
<th>Service Type</th>
<th>Completely agree</th>
<th>Partially agree</th>
<th>Do not agree</th>
<th>Not sure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Affordable home health care services/ providers</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Health professionals who speak multiple languages</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Health and wellness services/ programs</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Fitness activities/ programs geared towards older adults</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
</tbody>
</table>

Q30 **Do you agree that Portland has the following?**
Q31 How important is it to you to remain in the Portland community as you age?
- Extremely important
- Very important
- Somewhat important
- Not very important
- Not sure

Q32 How would you rate the Portland community as a place for people to live as they age?
- Excellent
- Very good
- Good
- Fair
- Poor
- Not sure

Q33 What words would you use to describe a "livable community"?

Thank you for participating in this survey!
APPENDIX 4: STEERING COMMITTEE MEMBERS

Age Friendly Communities Steering Committee
Portland, Maine

Len Freeman, Retired Portland resident, Founder of Portland Area Villages
Usha Reddi, M.D., Gerontologist
Mary Davis, City of Portland, Director of Housing and Community Development
Kristen Styles, City of Portland, Housing and Community Development staff
Leigh Raposo, Muskie School of Public Service
Holly Lord, Retired community member, West End Neighborhood Association
Bev Robbins, Opportunity Alliance Senior Volunteer Coordinator
Elaine Mullin, Community member, Munjoy Hill Neighborhood Organization
Katlyn Blackstone, Chief Program Officer, Southern Maine Agency on Aging
John Hennessey, S.A.G.E Maine
Judith Teirney, R.N., Maine Health
Adam Lacher, Director of Communication and Advocacy, Maine Alzheimer’s Association
Joanne Webber, Volunteers of America Northern New England
Lisa Fuller, VNA Home Health and Hospice
Jill Johanning, AlphaOne

Additional Advisors, Supporters, and Sub-Committee Participants:

Liz Bissonnette, Facilitator
Michael Russell, Portland Public Health
Bruce Hyman, Portland Complete Streets Initiative
Liz Wagner, Retired Artist and Advertising Executive
Peter Morelli, AARP consultant
Katherine Freund, Independent Transportation Network
Mark Adelson, Portland Housing Authority
APPENDIX 5: PLANNING WORK SHEETS
**Appendix A-5**

**Age Friendly Portland Work Plan**

**August 2016 – August 2019**

**Domain: Transportation**

Goal: To ensure that the Portland community provides a variety of convenient, safe and affordable modes of public and private transportation that makes it easy for citizens and visitors of all ages to get around town, with or without a car. Portland’s streets, intersections, crosswalks and sidewalks will be well designed and consistently maintained, creating safe and easy access for pedestrians and cyclists. Transportation systems and walkable areas will continue to accommodate the needs of Portland residents as they age.

Objective 1: Increase awareness of transportation options currently available.

<table>
<thead>
<tr>
<th>Action</th>
<th>People/Entity responsible</th>
<th>Start Date</th>
<th>Desired Outcome</th>
<th>Measurement</th>
<th>Progress/Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Facilitate wide distribution of the Greater Portland Transit District Rider’s Guide.</td>
<td>METRO and City of Portland (various department)</td>
<td>9/2016</td>
<td>Guide is available at more locations and in more formats, so public transportation use increases</td>
<td>• Development of low-vision guide. • Identification of 12 new places to distribute the Guide. • A 10% increase in the number print guides distributed.</td>
<td></td>
</tr>
<tr>
<td>Develop a Senior Transportation informational brochure. Distribute to senior housing, church bulletins, libraries, community centers, and local businesses, etc.</td>
<td>AFC Transportation sub-committee</td>
<td>Oct. 2016</td>
<td>Portland’s citizens will know about user-friendly transport options for older adults.</td>
<td>• Guide to transportation options had been developed (y/n) and is being distributed. • # Distributed, print version; #hits, online version</td>
<td></td>
</tr>
<tr>
<td>Ensure that information about specialized transportation services and discount fares are reflected in local tourist guides.</td>
<td>Portland Chamber Commerce</td>
<td>Next publishing date</td>
<td>Citizens and visitors will find accessible and affordable transportation</td>
<td>Current information in Visitors Guide will be updated to include information about accessible and affordable transportation option (y/n)</td>
<td></td>
</tr>
</tbody>
</table>
Objective 2: Increase Pedestrian Safety

<table>
<thead>
<tr>
<th>Action</th>
<th>People/Entity Responsible</th>
<th>Start Date</th>
<th>Desired Outcome</th>
<th>Measurement</th>
<th>Progress/Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Continue the Complete Streets Project which implements changes to street design, traffic patterns, sidewalk and crosswalks to improve walkability for citizens of all ages.</td>
<td>City of Portland Planning and Portland Public Works</td>
<td>2015-2020</td>
<td>“Complete Streets” to enable safe access for pedestrians, bicyclists, motorists, and transit riders of all ages and abilities.</td>
<td>• Count of new or refurbished bike lanes and advanced stop lines • Percent of intersections with advanced stop lines, painted bike lanes through the intersection. • Percent of crosswalks with extended signals/voice signals.</td>
<td></td>
</tr>
<tr>
<td>Maintain and expand the Volunteer Snow Shoveling for Seniors Program. Snow removal from steps, walkways, and sidewalks in front of the homes of Portland residents aged 60 or above.</td>
<td>Portland Office of Elder Affairs, neighborhood volunteer coordinators and community volunteers.</td>
<td>Dec. 2015</td>
<td>Older home owners can maintain safe entry and egress to their homes after a snow storm, and be in compliance with City sidewalk ordinance.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Inform and encourage older resident to use the Public Works’ “Fix It” program to report problems with specific intersections, sidewalks, crosswalks, traffic lights, signs, or other issues that impede safe walkability.</td>
<td>Portland Office of elder Affairs and community volunteers.</td>
<td>Sept. 2016</td>
<td>More issues will be reported directly to Public Works and pedestrian safety will be improved.</td>
<td>Will include an article in the neighborhood newsletters (y/n). Two hands-on trainings: Portland Public Library (y/n) Salvation Army Senior Center (y/n)</td>
<td></td>
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</tbody>
</table>
Conduct neighborhood “walk arounds” to identify areas that need improvement or repairs in order to be safer for pedestrians.  

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<tr>
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<th>Measurement</th>
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</thead>
</table>
| Twenty-nine new bus stop shelters will be added, to improve safety and comfort for individuals waiting to use public transit. | METRO                     | 2016       | Increased use of public transportation by older adults and those with disability. | Count of bus shelters added  
• Survey asking bus riders if the shelters are helpful/appealing/safe. |
| Conduct a City-wide ADA Compatibility Assessment                       | City of Portland          | 2017       | Evaluate current ADA compliance and need for improved accessibility and ease of use in public buildings and facilities. | Assessment results will inform future planning.  
• Assessment completed y/n.  
• Assessment results incorporated into plan (y/n). |

Objective 3: Improve Affordability and Accessibility of Transportation

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</table>
| Expand the ITN Roads Scholarship Program to provide lower cost or free rides for seniors who can’t afford to pay standard rates and mileage. Recruit volunteer drivers from Portland who will donate earned miles to the scholarship for Portland residents. | Kathy Freund, CEO of Independent Transportation Network, City of Portland staff (all departments), citizens, and business owners | Fall 2016 | To build Portland’s Roads Scholarship to $1000 | Count of people using scholarships.  
• Provide information to drivers that they can donate miles to the scholarship fund (y/n).  
• Count of volunteer miles donated to fund, as percentage of total fund.  
• Creation of fund-raising materials.  
• Count of fund raising as percentage of total fund available.  
• Apply for grant to provide seed money for fund (y/n). |
<table>
<thead>
<tr>
<th>Build volunteer transportation services into any new or existing Aging in Place neighborhood initiatives.</th>
<th>Neighborhood Associations, start-up “Villages” and their partners.</th>
<th>2017</th>
<th>Older adults who participate as Village/Aging in Place programs will have their transportation needs met.</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Count of volunteers in neighborhood/village volunteer transportation programs.</td>
<td>• Number of people in neighborhood/Villages requesting rides</td>
<td>• Number of rides given/Number of miles.</td>
<td>• Creation of task force with members from Age-Friendly Portland Steering Committee, related City dept., and transportation providers. (y/n)</td>
</tr>
</tbody>
</table>

| Review recommendations in the P.A.C.T. Report on Transportation, which studied transport in Portland and surveyed persons with disabilities to identify barriers and suggest solutions. Facilitate implementation of recommendations when possible. | Age Friendly Portland Steering Committee, related City departments, transportation providers. | Fall 2016 | Improved accessibility for older citizens and those with disability. |
**Age Friendly Portland Work Plan**

**Domain:** Health and Community Services/Communication

**Goal:** Connect Portland’s older residents with friends, services, and community as empowered participants in the creation of their age friendly community.

**Objective 1:** Provide education to help Portland become a more “Dementia-Friendly” city

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<tbody>
<tr>
<td>Offer dementia-friendly training to law enforcement, first responders, clergy, healthcare workers, businesses, and municipal staff</td>
<td>Training to be provided by the Maine Alzheimer’s Association</td>
<td>Nov. 2016</td>
<td>Service providers and business owners will recognize and be able to accommodate the needs of people with dementia</td>
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**Objective 2:** Invite Portland residents to participate in age-friendly community forums

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<tbody>
<tr>
<td>Educate: Provide information about Portland’s Age-Friendly Community initiative and introduce the general concept of a livable community for all ages</td>
<td>AARP, Neighborhood Associations, Office of Elder Affairs</td>
<td>April 2017</td>
<td>General public will be aware of the AFC work and embrace the concept</td>
<td></td>
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### Objective 3: Identify preferred method(s) older adults presently receive information and ways they may wish to receive

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<tr>
<td>Conduct focus groups to ask about communication preferences</td>
<td>AFC Communications sub-committee members</td>
<td>Spring 2017</td>
<td>Gather information about the best ways to distribute information to older adults in Portland</td>
<td></td>
</tr>
<tr>
<td>Based on focus groups results, improve and vary the ways in which key information is made available and actively shared with this population in Portland</td>
<td>Participating AFC organizations with websites, ads, newsletters or other modes of communication indicated by results</td>
<td>Spring 2017 and on-going</td>
<td>All community organizations and businesses will adapt information sharing and advertising to best reach out to older citizens</td>
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</table>
Objective 4: Improve access to information about services, programs, and events that may be useful and/or of particular interest to Portland residents as they age.

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<tr>
<td>Update and widely promote the use of City of Portland’s website’s elder services page. Improve and add to existing resource search with links to local senior service organizations’ websites.</td>
<td>Enlist assistance from a student for this work, as a community service project.</td>
<td>Fall 2016</td>
<td>Service information will be up-to-date and easily accessible.</td>
<td></td>
</tr>
<tr>
<td>Use “news flash” feature on home page to direct consumers to Office of Elder Affairs.</td>
<td>City of Portland web master.</td>
<td>On-going</td>
<td>People looking for elder service information will be directed more easily and find helpful information at the front of the City website.</td>
<td></td>
</tr>
</tbody>
</table>
Create and distribute a simple postcard/brochure with a list of key agencies that help older adults and their families navigate healthcare, emergency response, and social service systems. (SMAA, OEA, APS, Alzheimer’s Assoc., Police, Fire/MEDCU, LSE, etc.)

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<tr>
<td>Offer age-friendly training for local business owners</td>
<td>Either in-person training by age-friendly expert (AARP) or checklist provided in collaboration between the Portland Office of Elder Affairs and Portland Chamber of Commerce</td>
<td>Spring 2017</td>
<td>Businesses in Portland will be more welcoming, accommodating, easier to access, and tuned into the needs of older customers.</td>
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</tbody>
</table>

Objective 5: Engage entrepreneurs and older adults in an effort to improve the age-friendliness of Portland’s business environment.
<table>
<thead>
<tr>
<th>Develop measurable standards and specific criteria that defines an “age friendly” business</th>
<th>AFC Communications Sub-committee will gather existing literature being used in other communities and create a similar list for Portland businesses</th>
<th></th>
<th></th>
</tr>
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<tbody>
<tr>
<td>Offer an official “age-friendly” designation for companies that implement significant changes</td>
<td>Same as above.</td>
<td></td>
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<tr>
<td>Evaluate progress by collecting feedback from older customers. Consider a special “testing committee” for shopping, using services, visiting business sites.</td>
<td>Older Portland resident volunteers.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Award participating businesses with a “We’re an Age Friendly Business!” placard or decal for display</td>
<td>Chamber of Commerce and Office of Elder Affairs. (AARP to provide funding for materials through AFC grant)</td>
<td>Businesses will profit from increased patronage by older adults.</td>
<td></td>
</tr>
</tbody>
</table>
Age Friendly Portland Work Plan

Domain: Housing

Goal: Create, promote, and facilitate safe, affordable and practical housing solutions that will meet the evolving needs of Portland residents as they age.

Objective 1: Develop and support networks and programs that facilitate elders safely aging in place.

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<tr>
<td>Engage the many Neighborhood Associations and civic groups to promote and encourage development of aging in place communities.</td>
<td>Neighborhood Association leaders, AFC Steering Committee members, City staff</td>
<td>Aug. 2016</td>
<td>Increased awareness of the needs of elders in particular neighborhoods. Elderly residents feel supported and able to age in place.</td>
<td></td>
</tr>
<tr>
<td>Build a partnership between the City of Portland and local aging in place</td>
<td>Len Freeman, Linda</td>
<td>Aug. 2016</td>
<td>Increase awareness of these services, to involve more members and volunteers</td>
<td></td>
</tr>
</tbody>
</table>
organizations (e.g., Villages\(^1\)) to increase awareness of and access to available aging in place resources.

| Explore developing a low-income housing rehab program similar to the model used by the Bath (Maine) Housing Community Aging in Place (CAP) program\(^2\). | Portland Housing Authority, City of Portland (Housing and elder Services offices) | Oct. 2016 | Assist more elders to remain living safely in current housing, especially those on long subsidized housing wait lists. |

Object 2: Establish programs that support affordable housing for older adults.

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<tr>
<td>Explore the feasibility of home-sharing options for older home owners burdened by high property expenses and insufficient income.</td>
<td>Student intern; University of Southern Maine</td>
<td>Sept. 2017</td>
<td>Learn best practices from existing models and poll Portland seniors regarding interest in this concept</td>
<td></td>
</tr>
<tr>
<td>Work with the City of Portland’s Planning and Urban Development Department to incentivize the production of affordable units appropriately designed and located for older Portland residents.</td>
<td>Mary Davis; Steering Committee Member, Portland Housing and Community Development Director</td>
<td>Aug. 2106</td>
<td>Needs of older adults are included in decisions made around planning, zoning and development of housing.</td>
<td></td>
</tr>
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\(^1\) See: [www.vtvnetwork.org](http://www.vtvnetwork.org)

Provide training for property managers of public and private housing to address the needs of aging residents

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<tr>
<td>Develop a simple, easily accessible inventory and description of housing choices for Portland seniors.</td>
<td>Portland Office of Elder Affairs</td>
<td>June 2017</td>
<td>Information more readily available in preferred format</td>
<td></td>
</tr>
<tr>
<td>Advertise home modification programs available to Portland seniors and streamline the application process.</td>
<td>City of Portland website,</td>
<td>March 2017</td>
<td>Information more readily available in preferred format</td>
<td></td>
</tr>
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</table>

Objective 3: Maximize awareness of all essential resources for housing and aging-in-place through public outreach and communication
<table>
<thead>
<tr>
<th>Objective</th>
<th>Responsible Party</th>
<th>Date</th>
<th>Expected Outcome</th>
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<tbody>
<tr>
<td>Distribute useful fact sheets about Federal and State compliance regulations (such as Tenant Rights in Maine, Fair Housing Act, and ADA compliance) to increase awareness of housing rights.</td>
<td>City of Portland, Pine Tree Legal, AFC Communications sub-committee</td>
<td>June 2017</td>
<td>Information more readily available in preferred format</td>
</tr>
<tr>
<td>Expand awareness of existing housing programs and encourage the creation of new community-based housing programs.</td>
<td>City of Portland, Housing and Community Development</td>
<td>Aug. 2017</td>
<td>Increased awareness of available housing and begin working towards solutions to shortage</td>
</tr>
<tr>
<td>Ensure that older adults have input in developing new housing policies.</td>
<td>Portland, Planning Board, City Council, Comprehensive Plan Committee</td>
<td>June 2016</td>
<td>Ensure that the voice of older Portland residents is heard/valued</td>
</tr>
</tbody>
</table>