

**The Queen City: Bangor, Maine  
Livable Communities Action Plan**



## **Bangor Livable Communities Committee**

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## **Community Partners**

Alzheimer's Association

Maine DOT Pedestrian Safety

Bangor Forward

Maine Multicultural Center

Bangor Parks and Rec

Walk n Roll

Bangor Y

Downtown Bangor Partnership

Innovative Neighborhoods



AARP Livable Communities Plan

DATE: June 10, 2018

TO: the Bangor Community

FROM: Mayor Ben Sprague

In 2015, Bangor applied to AARP to become the 100<sup>th</sup> Livable Age Friendly Community in Maine. It is my pleasure to introduce Bangor's Livable Communities three-year plan. This plan is the result of several community surveys and focus group meetings to learn what our citizens' value and want from their city. The Livable Community team has been meeting on the second Friday of each month (at University of Maine Center on Aging, UMA Campus from 10:30-12 noon) since that time to review the results of the information to determine next steps that can take us closer to becoming "Livable and age-friendly". What do these phrases mean? A livable, age friendly community is one that encompasses our values of inclusiveness, collaboration and access to services for all people. This plan takes those values and explores both challenges and opportunities in the eight domains of livability: transportation, housing, outdoor spaces and buildings, social participation, respect and social inclusion, civic participation and employment, communication and information and community and health services.

Bangor is proud of its healthcare facilities, its parks and open spaces and enjoys its proximity to the mountains, oceans, and two state parks. In 2013, Bangor was identified in Forbes as one of the twenty-five best places to retire in the country. We believe this too and want to improve on what is here.

Challenges and opportunities remain, yet many Bangor citizens are not able to participate fully in all our city has to offer. Infrastructure and policies are sometimes at odds with ensuring that community places, spaces and activities are available to everyone. Luckily we have a cadre of older adults who have the knowledge, experience and know how to help our community make the changes needed so everyone can participate.

As the 100<sup>th</sup> livable Age Friendly Community, we are committed to addressing issues that affect all of us from housing to transportation and social inclusion. This Livable Communities plan reflects the strengths and

challenges identified in our work with input from many community service providers, neighborhood groups, businesses, non-profit groups, governmental departments and residents.

In Bangor, we are approaching our future in a thoughtful and intentional way to achieve the goal of continuing to be one of the twenty-five best places to live and retire. This will not happen by chance but by planning, public input and collaborative action. I believe this plan will assist us in attaining our goal and ask you to join in and be a part of the effort!

Sincerely

*Ben Sprague*

Ben Sprague

Mayor, City of Bangor

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## Bangor, the Queen City

Bangor, Maine is a city of approximately 32,500 people in Penobscot County. Bangor is bordered by the Penobscot River to the south, and the Walden-Parke Preserve and City Forest to the north. With an international airport, two major hospitals, and many other health and social service providers, Bangor acts as a service center for much of Northern and Eastern Maine. AARP rates Bangor's Livability Index Score as a total of 56/100, with strengths in Social and Civic Engagement and Transportation.<sup>1</sup> The median age in Bangor is 35.7, almost ten years younger than the median age in Maine generally. Although Bangor is the youngest city in Maine, a 2015 AARP survey of adults aged 50-plus found that nine out of ten respondents think that Bangor is a good place for older people to live.<sup>2</sup>



Bangor's strengths include close access to health and social services, opportunities for community building and advocacy, and an abundance of natural and cultural points of interest. Although Bangor has a higher crime rate than many other Maine communities because of the population density, the city has the second-lowest crime rate compared to other cities its size nationally.<sup>3</sup>

Bangor is the third most populated city in Maine, with a population density of 964.4 inhabitants per square mile (according to the 2010 Census).<sup>4</sup> At the time of the 2010 Census, the city's racial makeup was 93.1% white, 2% two or more races, 1.7% African American, 1.7% Asian, and 1.2% Native American. About one-quarter of households included someone under the age of 18, and 12.4% included someone over the age of 65. Those older adults who live in Bangor want to stay - more than half have lived in their community for over 25 years, and 85% prefer to age in their homes.

Just over nine out of ten Bangor residents have a high school degree or higher, and almost one-third have attained a bachelor's level education or higher, which is comparable to the national average. Bangor's workforce is diverse, and the city boasts a much higher level of physicians per capita than other parts of the country because of the numerous hospitals and supportive health services.

There are two large hospitals in Bangor: Eastern Maine Medical Center and St. Joseph's Hospital. These facilities, along with seven rehabilitation or assisted care facilities, a Federally Qualified Health Center, seven home health care agencies, and many mental health providers help to make Bangor a service center for residents of Northern and Eastern parts of Maine. Bangor International Airport is located just three miles from downtown. Bangor also offers transportation by bus through Concord Coach Lines, which makes trips daily to regional locations along the northeast corridor including Portland, New Hampshire, Boston, and New York City.

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<sup>1</sup> AARP Livability Index: <https://livabilityindex.aarp.org/>

<sup>2</sup> Bridges, K. (2016, February 01). Bangor is Home: Livable Communities Survey of Bangor Residents Age 50-Plus. Retrieved March 29, 2018, from

<sup>3</sup> Ricker, N. (2015, December 13). FBI data: Rates of violent crimes in Maine remain among nation's lowest. Bangor Daily News.

<sup>4</sup> All statistics taken from U.S. Census 2010, or U.S. Census QuickFacts

While these resources are a great strength of the city, public transportation to access them is limited, similarly to other parts of Maine. There are bus lines that run through the city and to some surrounding towns, and they are equipped to meet mobility needs. However, service is reduced on weekends, and the bus lines run through points of interest in Bangor, meaning that a service user not live close to a stop. Most older adults in Bangor rely on driving themselves as a primary mode of transportation.



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Although the unemployment rate in Bangor is slightly lower than the rest of the country, the cost of living is almost as high and the median income is lower. Consequently, many families and older adults in Bangor need support in meeting or advocating for their housing, nutrition, and healthcare needs. There are many resources, such as the Eastern Area Agency on Aging, PENQUIS, eight local food pantries, Pine Tree Legal Assistance, and others, who are available on a free or income-eligible basis to support Bangor residents in accessing housing, food, medical, and other services.

Bangor has two main shopping areas. One is along Stillwater Avenue and, although it is not pedestrian friendly, there are many large stores and retail outlets that provide an array of diverse and affordable products to residents and those who travel from outside Bangor to do their shopping. Bangor's town center offers a different kind of experience, with many independently owned shops, restaurants, and cafes with well-maintained sidewalks and street and garage parking. Bangor Public Library has a newly renovated atrium, computer lab, and conference spaces and hosts monthly programming about authors, science and technology, and current events.



Over the last twenty years, downtown Bangor has experienced revitalization with the renovation of the Waterfront, a section of the city along the Penobscot River. This part of downtown now features green spaces and walking trails and is home to cultural and community events such as the American Folk Festival and the Alzheimer's Walk. In 2010, Darling's Waterfront Pavilion was added, bringing in local and out-of-town fans for world-class pop, country, and rock concerts. There are always opportunities to hear (or play!) local live music in Bangor pubs and community spaces. The Bangor Opera House on Main Street is home to the Penobscot Theatre Company which entertain locals and out-of-towners with productions year-round.



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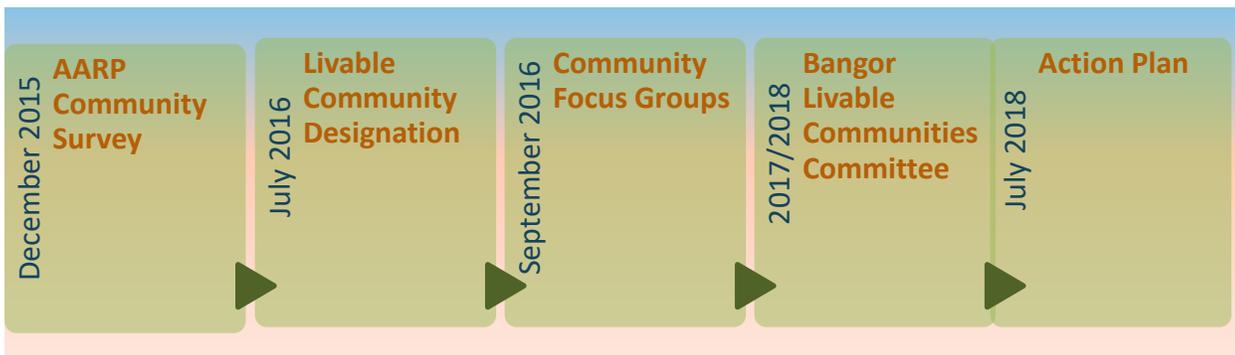
There are many museums in Bangor, such as the Maine Air Museum, Maine Forest and Logging Museum, and a much-loved popular Children's Discovery Museum. The Penobscot Indian Island Reservation is located north of Bangor, and is home to the Penobscot Nation's Museum. The University of Maine Museum of Art is also downtown and is affiliated with the University of Maine in Orono, just a few miles north of Bangor. The University of Maine Center on Aging and affiliated programs offer a number of older adult volunteering programs and tuition waivers for older adults who want to take undergraduate courses. Other community building opportunities for older adults in Bangor include organizations like SAGE Maine, a social group for LGBT older adults, Bangor

Adult & Community Education, social and educational programs through the Eastern Area Agency on Aging, and volunteering opportunities with many local museums, hospitals, and food banks.

## A History of Bangor’s Livable Communities Committee Work

The Bangor Livable Communities work started in December of 2015 when AARP Maine sent a survey to over 1,000 Bangor residents age 50 and older. Almost 450 respondents answered the survey and shared that:

- Their community is an excellent, very good or good place for older people to live according to nine out of ten respondents
- They have deep roots in their community. Nearly three-in-five (58%) have lived in their community for over 25 years.



The work of the Bangor Livable Communities Committee is vital to the community for many reasons, not the least of which is the changing demographic of the population in Maine. The baby-boom generation, which was born between 1946 and 1964, is aging and will shift the demographic mix in many communities over the coming decades. In 2010, people ages 65 and older represented 13 percent of the population. By 2030, those older adults will represent 20 percent of the population nationally, more than doubling in number from 35 million to over 72 million.<sup>5</sup> Maine has already begun to see this demographic shift commence with about 23 percent of its population age 60 and older, and projections of more than 30 percent expected by 2030.<sup>6</sup>

In September of 2016, after receiving a formal Livable Communities Designation in July of 2016, a committee of Bangor residents and organizations participated in a four-month project of community-led focus groups. The focus groups were conducted in the community and were facilitated by staff and students from the University of Maine Center on Aging. From these focus groups came richly detailed conversations about the needs of residents in Bangor. The focus groups found that Bangor residents want:

- Improvements to city sidewalks, particularly in downtown Bangor;
- Expanded hours and routes for the city bus system, the Community Connector;
- Affordable housing for low income and low-middle income residents;

<sup>5</sup> Harrell, R., Lynott, J. Guzman, S. *Is this a Good Place to Live? Measuring Community Quality of Life for All Ages*. (Washington, DC: AARP) 2014.

<sup>6</sup> Policy Academy State Profile: Maine, October 2012. U.S. Department of Aging.  
[http://www.aoa.gov/AoA\\_Programs/HPW/Behavioral/docs2/Maine%20Epi%20Profile%20Final.pdf](http://www.aoa.gov/AoA_Programs/HPW/Behavioral/docs2/Maine%20Epi%20Profile%20Final.pdf)

- A community center/senior center to replace the Hammond Street Senior Center that closed in 2015; and
- A centralized and up-to-date information system for residents to access services, supports, and other news relevant to community members.

With a large amount of data in hand from the surveys and focus groups, a formal group formed in January of 2017 called the Bangor Livable Communities Committee (BLCC). From January 2017 to June 2018, this group has met monthly to discuss the survey and focus group results. The group worked with community members, organizations and city staff to learn about current projects and how they could engage various groups in a grassroots movement to contribute to the growth of the community without duplicating efforts already underway. \_\_\_\_\_

The group has now constructed a three-year plan that will guide our work and communicate to city officials our goal of working collaboratively to advise and support the City of Bangor on issues related to Livable Community activities. As a next step in our planning process, the BLCC will also create a steering committee to help to oversee and guide the work of implementing the plan while working alongside City of Bangor staff.

## **Mission, Vision and Values**

### **Mission Statement**

The BLCC is devoted to fostering a collaborative and healthy community by encouraging organizations, residents, and city officials to work together to improve access to services and opportunities for all. We will accomplish our work by:

- Providing a voice for the community, both residents and visitors, to advise and advocate about changes to make Bangor a Livable Community.
- Encouraging a Livable Community that adapts and changes as the residents evolve.
- Promoting activities to bring all generations together to foster social engagement and civic participation.
- Upholding Livable Communities values so all citizens of Bangor can thrive and grow.

### **Vision Statement**

Bangor, where all residents are empowered to contribute to the growth of a community that encourages citizens to thrive across the lifespan.

### **Values**

The BLCC has the following set of values and principles to guide our work:

- Be efficient and build on existing resources in the community without duplicating efforts.
- Promote an intergenerational and lifespan perspective to program and policy planning.
- Work collaboratively with the Bangor City Council to advise on and support issues related to the Livable Community activities.
- Support an inclusive and diverse community where all residents have a voice in the life of the city.

- Encourage communication amongst all community groups, city officials and residents that fosters a transparent process for identifying solutions to community issues.



## **Eight Domains of a Livable Community**

The eight domains of livable communities is a framework developed by the World Health Organization and promoted by AARP. The eight domains of livability framework allows communities to organize their work to become more age friendly and livable; not just for older adults, but for people of all ages. The eight domains are as follows:

- Outdoor Spaces and Buildings refers to the public places of gathering in the community. Public buildings and spaces should be easily accessible and welcoming to people with limited mobility.
- The Transportation domain covers public transportation and all of the various ways that people move about the community.
- The Housing domain asks communities to ensure that there are ample housing options for older adults in the community, including handicap accessible private homes, subsidized housing for seniors, and affordable assisted living.
- Social Participation refers to the availability of accessible, affordable, and enjoyable activities for people of all ages to enjoy.
- Respect and Social Inclusion asks communities to foster opportunities for intergenerational activities that bring older adults into the fold and views their unique perspectives as an asset.
- The Civic Participation and Employment domain tells us that an age friendly community provides seniors who are interested with post-retirement paid work and volunteering opportunities.
- Communication and Information asks communities to ensure they communicate information about events, services, and public safety in a multitude of ways that are accessible to everyone, not just those with an internet connection.
- Community and Health Services acknowledges that even in an age friendly community some people will become sick or injured and will need affordable and accessible community services.



## Outdoor Spaces and Buildings

*Outdoor Spaces and Buildings refer to the public places of gathering in the community. Public buildings and spaces should be easily accessible and welcoming to people with limited mobility.*

Bangor ranked high in its assessment of this domain during our survey and exploration phase. People are proud of our many community parks and the city forest, a series of 100 miles of maintained nature trails. The city forest also includes an ADA segment called the *boardwalk* with access to birds and wildlife. Another series of trails follows the Kenduskeag stream where a new series of signs have been placed directing people along the trail path.

Another gem in the city is the waterfront area, a long stretch of land along the Penobscot River with a performing area for music, open space with benches, and a paved walkway to enjoy the scenery. Current planning is underway to connect this section of the city to the downtown.

Many city staff participated in a fall 2017 ‘walkability’ forum that explored aspects of walkability in Bangor and other communities. The Livable Communities Committee has also begun work with the Walk n’ Roll group to develop and distribute a community survey to assess selected areas of concern in the city so that we can then focus our Livability efforts on those locations. Currently, the downtown center has been identified as an area to begin our work due to walkability issues in the winter caused by snow and ice. Walk n’ Roll has proposed some policies that may assist and the BLCC is considering positive reinforcement methods such as a ‘golden shovel’ award practiced by other communities.

An addition to the city is a new civic center that replaced the old and aging auditorium. The Cross Insurance Center (CIC), like many across the country, is quite spacious and can hold up to 8,000 people. Because of its significant size, the walk from the parking lot to the interior entertainment area can be quite demanding. The BLCC has been working with the CIC staff to promote the purchase of way stations so older adults can rest on

their way to vote or attend a ball game or concert. We have heard from many long-term care and other senior housing groups that they have ceased bringing people to the Cross Center because of the difficulty getting to and into the facility. This fall we hope to unveil several outside and interior benches that will provide way stations so the facility will be accessible to all members of the Bangor community. The BLCC proposes to:

- Install outdoor and indoor benches at the Cross Insurance Center, making navigating the facility easier for all people of all abilities;
- Work with Walk n' Roll to promote a 'golden shovel' program intended to incentivize winter sidewalk maintenance; and
- Participate in the planning of City Hall upgrades to provide a voice for the needs of older adults.

## Transportation

*The Transportation domain covers public transportation and all of the various ways that people move about the community.*

Overall transportation and the individual modes of transportation from biking, walking, car and transit have been a passion of the Bangor Livable Communities Committee (BLCC). We have heard from speakers ranging from the ITN Country to our local bus provider, the Community Connector, to people seeking to promote trails.

Bangor is fortunate to have a city operated bus system as well as taxi and Uber services. In addition, Bangor is home to Penquis, the local CAP agency, which receives funding for the Lynx and para transit services providing rides to people for medical appointments. The majority of citizens drive their own cars, but a growing segment of the population is interested in safer walking and biking options throughout Bangor. Bangor has recently invested in signaled crosswalks; this has promoted safety and an increased awareness among drivers to stop at crosswalks and intersections. In addition, we have worked with the Bike Coalition of Maine and hosted a walkability forum in the fall of 2017.

Bus ridership in Bangor has been relatively stable over the past five years. Our bus system connects several essential communities whose citizens come into Bangor to work, recreate or shop. A significant number of people also use the bus to attend school at the University of Maine, Husson University or Eastern Maine Community College. The bus also serves outlying towns whose citizens' work and play in Bangor.

Committee members have also expressed interest in making transportation in the downtown district more customer friendly by proposing the idea of a summer trolley pilot to move people more quickly through the down town area.

City leaders have recently been envisioning a new bus hub and services related to making the bus depot safer and more appealing to all people. A study was recently commissioned to examine locations for the new bus hub; the Bangor Livable Community Committee hopes to provide input to this process.

The current focus of the BLCC is to work with city staff and all transportation types and providers to enhance options for all people. The committee also hopes to promote the idea of ‘complete streets’ among city leaders using the concept of the ½ mile neighborhood to examine current assets and needs and to set the stage for a long term future plan.



The BLCC endorses the following activities to address transportation challenges in Bangor:

- Establish 1-2 bus shelters in particularly needy areas of the city;
- Discuss and promote ‘complete streets’ policy with the City Planning Department and consider the inclusion of this policy in the 2019 city plan;
- Create a category of paper tickets for older adults to use in place of coins for low cost fares; and
- Participate with city staff in discussions to enhance walkability in all of Bangor but particularly the downtown area.

## Housing

*The Housing domain asks communities to ensure that there are ample housing options for older adults in the community, including handicap accessible private homes, subsidized housing for seniors, and affordable assisted living.*

The housing stock in Bangor is some of the oldest in the country, built in the 1800’s and early 1900’s. Many focus group participants indicated concerns about a lack of affordable housing, especially to meet the needs of individuals who have limited incomes but do not meet eligibility guidelines for subsidized housing. Wait lists are quite long, apartments are substandard and there is no system of registration or inspection to verify a minimal level or threshold of quality. A housing workgroup recently convened is poised to examine the city’s housing environment and future needs. Cost of housing for all citizens is high especially when compared to income, and this is even more dramatic among older adults on fixed incomes. This trend is evidenced in our General Assistance office which has seen an increase in people seeking tax abatements over the past few years. Seventy four percent of the General Assistance budget pays for housing. As a service center community, more

and more people are seeking housing in the urban center close to the bus and services causing further stress on the housing system. To address the Housing domain the BLCC will:

- Participate in the housing work group to provide the voice of housing needs for older adults;
- Promote information about existing resources designed to keep older adults safely, comfortably, and appropriately housed in their current homes, such as the EAAA Easy Fix It program;
- Inform citizens about the tax abatement process and any other similar city programs; and
- Promote the development of a program or method to ensure a minimal level of quality in Bangor housing stock.

## Social Participation



*Social Participation refers to the availability of accessible, affordable, and enjoyable activities for people of all ages to enjoy.*

Bangor residents are an independent group of people who rarely seek help and advice. There are many opportunities to participate in the life of the city, but we need to make an effort to increase awareness of these events and make them fully accessible to all. Enhancing the domains of transportation and outdoor spaces will in turn help promote opportunities for greater social participation.

Following the closure of the Bangor Senior Center, the Bangor Y opened its doors and began the Second Wind program to help fill the gap. The Y program provides space for card games, meals and other social activities. Additionally, the Parks and Rec building on Main Street continues to provide space for bingo and cards to fill this need. Members of the survey and focus groups expressed a desire for a stand-alone senior center. Members

can go to a symphony concert, watch a play at the community theater, eat out downtown, attend an athletic event at the Cross Insurance Center or go to the waterfront concert venue.

Additional sources of contact for local social activities are promoted through the Convention and Visitors Bureau (CVB) and the Chamber of Commerce. People new to Bangor may not know how to access these opportunities. Since the senior center closed two years ago, interest remains in bringing this opportunity back to Bangor. To address this domain the BLCC will:

- Explore the possibility of establishing a new intergenerational senior center co-located with the Eastern Area Agency on Aging (EAAA);
- Establish a network of neighborhood ambassadors to assist people new to the area connecting them to resources and information and including them in area activities; and
- Consider designing one communication platform to keep citizens up to date with Bangor activities such as concerts, plays and on-going opportunities such as senior college.

## Respect and Social Inclusion



*Respect and Social Inclusion asks communities to foster opportunities for intergenerational activities that bring older adults into the fold and views their unique perspectives as an asset.*

In recent years, Bangor has been working diligently to create a community environment that is welcoming to new Mainers. To promote these efforts, Bangor is currently planning for a multicultural center. In July of 2017, the Bangor City Council voted to allocate \$75,000 to fund the cultural center as part of the FY18 city budget. BLCC had robust discussions about involving the multicultural center in our work and leveraging opportunities when they arise.

One of the main tenets of the BLCC plan is to break down silos regarding separation of community activities by age and make events and programming more intergenerational. The focus groups conducted by the University of Maine Center on Aging found that participants were open to, or encouraged, opportunities for engagement between generations.

As baby boomers in Bangor continue to retire in large numbers, there will be increased opportunities to create volunteer projects to engage retirees in the community. BLCC will:

- Collaborate with local media outlets, including TV and print media, to develop a public service announcement campaign and collaborate with existing professional volunteer groups, like the Eastern Maine Volunteer Peer to Peer Network, to promote volunteerism in Greater Bangor;
- Support and collaborate with the Multicultural Center to promote activities that emphasize inclusion and diversity; and
- Collaborate with the Bangor School system and local organizations that offer activities for children to promote opportunities for intergenerational engagement over the next three years.

## **Civic Participation and Employment**

*The Civic Participation and Employment domain tells us that an age friendly community provides seniors who are interested with post-retirement paid work and volunteering opportunities.*

Despite the numerous volunteer opportunities available to older adults in Bangor, many survey and focus group respondents felt that workplace features that allowed for paid employment were lacking among community employers, with only a very small percentage (15%) stating that flexible job opportunities and job training were available to older workers. Several participants in one focus group indicated that employers do not have a good understanding of the needs and desires of older workers for fulfilling part-time work in retirement.

To assist with these challenges the BLCC is proposing the following activities as part of the three-year plan:

- Promote a process that transitions skilled volunteers into permanent employees or positions that offer stipends;
- Offer computer training for older adults needing more advanced skills; and
- Assess current community resources for older adults wanting to re-enter the workforce.



## Communication and Information

*Communication and Information asks communities to ensure that they communicate information about events, services, and public safety in a multitude of ways that are accessible to everyone, not just those with an internet connection.*

Shared throughout the focus group process and the 16-month BLCC meetings was the challenge of keeping community members up-to-date on existing services and supports in the community as well as scheduled events. Many group members shared frustration with not being informed of activities offered by various groups around the community and not knowing who to contact to find out about resources when needed to help a friend or neighbor. It was not uncommon during the monthly meetings to hear a group attendee state that he or she had never heard of a particular service or support that was being presented. This same issue was raised by other groups when researching gaps in the services offered by the City of Bangor, including Bangor Forward and Healthy People/Healthy Places.

Committee members shared the need for a centralized and up-to-date information system for residents to access services, supports, and other news relevant to community members. They stated that currently there is no single accepted clearinghouse of information on community services and events that is available. Individuals expressed that there are significant resources in the community, although increasing awareness among community members is a challenge.

To combat the fragmentation of information sharing, the Bangor Livable Communities Committee proposes the following activities:

- Create a coordinated communications platform to promote community activities and link with existing resources that are already available;
- Combine Healthy People/Healthy Place group with BLCC under one umbrella;
- Promote and update the Senior Yellow pages; and
- Promote the use of 211.

## Community and Health Services

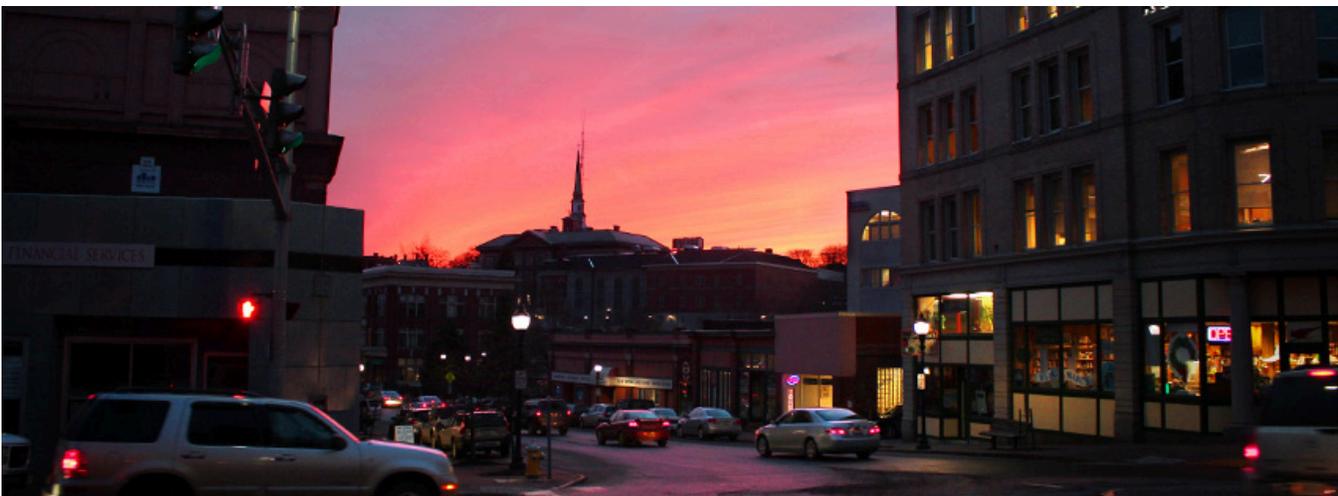
*Community and Health Services acknowledges that even in an age friendly community some people will become sick or injured and will need affordable and accessible community services.*

Our community has a long history of effective collaborations across organizations to support needed programs and services in the region. A strong example of collaborative partnership in Greater Bangor is the Community Health Leadership Board. This group of CEO's and City officials has been working over the past five years to identify resources and work as a collective unit to address the opioid crisis in Greater Bangor. The Mission of the CHLB is to be a catalyst for better health and wellbeing in the Bangor region. The CHLB strives to be collaborative, less siloed, interdependent and more innovative, values which are shared by the Bangor Livable Communities Committee.

Survey and focus group respondents were overwhelmingly positive about the quality of health services in the Bangor-area, particularly the wide array of medical care offered. The city has strong nonprofit, faith communities, and voluntary organizations providing support. One of the crosscutting themes of the discussions was the desire to access multiple health and community services under one roof.

The challenges noted by several group members during monthly meetings were that medical services and supports are more difficult to access for individuals with special needs, such as those who are homebound, specifically noting transportation as a barrier. The BLCC recommends the following activities to address these challenges:

- Promote local groups and organizations in Greater Bangor who offer needed services to older adults;
- Encourage ongoing dialogue with local hospitals and primary care offices regarding the need for accessible transportation to health services; and
- Explore the feasibility of a medical loan supply closet.



**Domain: Outdoor spaces and Buildings**

**Goal #1: Outdoor spaces and buildings will have more way-stations for all people and promote use by all people**

Activities	By whom	By when	Resources and Supports	Potential barriers	Partnerships	Metrics	Outcome
Collaborate with Cross Insurance center (CIC) staff to install interior and exterior benches	Blake Henry (Cross Insurance Center), City of Bangor, BLCC	Fall 2018	Possible AARP grant funds, budget allocation	Lack of funding	CIC, city staff	Dirigo Pines and other entities will begin bringing residents to CIC for events again	Greater number of older adults will attend CIC events, citizens will have an easier time navigating the CIC
Collaborate, participate and promote efforts to upgrade City Hall	BLCC	2019 and 2020	Potential AARP Funding for specific items?	funding	BLCC, Walk n' Roll	BLCC members will participate in relevant city discussions	Designs that enhance use by all people including older adults will be adopted
Explore funding 1-2 more bus shelters in high use or vulnerable locations	BLCC, Community Connector, TFA	2C019/2020	Potential AARP challenge grant opportunity, private business	Funding, right of way issues, cost to shovel and maintain in winter	City of Bangor, private business, BLCC	1-2 new bus shelters are built	Bus shelters protect citizens from weather elements, possible increase in ridership

**Domain: Transportation**

**Goal #1: Support on-going initiatives to improve transportation resources and quality in Bangor over the next 3 years**

Activities	By whom	By when	Resources and Supports	Potential barriers	Partnerships	Metrics	Outcome
Support and promote efforts of all entities working on transportation: ‘transportation for all’ (TFA), Walk N’ Roll Community connector, Penquis/Lynx	BLCC subgroup	On-going	Community Connector, Penquis Lynx, Uber, taxi	Funding	Community Connector, Lynx, City BACTS committee, TFA	Increased use by older adults	Improved transportation options for older adults
Work with Downtown Partnership to enhance transportation options in the downtown center	BLCC	Fall 2019	Downtown Bangor Partnership, Walk n roll, TFA, Bike Coalition, Green drinks	funding	Downtown Bangor Partnership, TFA, Walk N’ Roll, Bike coalition, Green Drinks	Greater use of downtown businesses	All people will have greater access to activities in the downtown center
Promote awareness of “complete streets” policies and benefits to the city	David Gould and Patty Hamilton	Fall 2019	Planning Board, BLCC, citizens, city staff	Planning Board, might be cost prohibitive	BLCC perhaps transportation subgroup	TFA, BLCC, Walk n’ Roll	More streets have both sidewalks and bike lanes

Partner with Walk N' Roll to establish a winter "golden shovel" award program among downtown center	Walk n' Roll, BLCC	Winter 2018 and 2019	EAAA, BLCC, TFA, Walk n' Roll	EAAA, BLCC, TFA, Walk n' Roll	Business, chamber of commerce, EAAA, BLCC, Walk n' Roll	First annual golden shovel award winter 2019	Downtown streets are shoveled and there are more 'passable' days
Research idea of paper discount bus tickets vs coins for older adults	TFA, Walk N' Roll	Spring 2019	Community Connector, vendors (Hannaford, Library, City Hall)	Cost ability to screen passengers for age	Community Connector, vendors (Hannaford, Library, city hall)	New tickets released & in use	Older adults no longer have to carry coins for <i>senior fare</i> rides, more older adults ride the bus

**Domain: Housing**

**Goal #1: Support on-going initiatives to improve housing resources and quality in Bangor over the next 3 years**

Activities	By whom	By when	Resources and Supports	Potential barriers	Partnerships	Metrics	Outcome
BLCC will participate in the city Housing Task Force	BLCC, task force members	Fall 2018- Spring 2019	CED, Housing Task Force, Penquis, HUD, BPH&CS	Cost, time	Penquis, private developers, city	Increased availability of affordable housing for older adults	Improved housing options and quality for all Bangor residents

Provide information to people who qualify about Bangor's tax abatement process and requirements	BLCC	Fall 2018	City staff, BPH&CS/GA program , EAAA		City website, EAAA, Penquis	More citizens will know how to access the program	More people who qualify are able to remain in their homes for a longer duration
Promote awareness of EAAA EZ Fix program and Comfortably Home	EAAA, City of Bangor, Old town housing	Fall 2018	Participating websites,		EAAA, Old Town Housing	Citizens will know how to access these programs	Access to these program may allow people to live in their homes and communities longer

**Domain: Social Participation**

**Goal #1: Bangor Residents will have greater access to full social participation in all desired city activities and opportunities**

Activities	By whom	By when	Resources and Supports	Potential barriers	Partnerships	Metrics	Outcome
Explore the viability of a self- sustaining intergenerational community center	BLCC, Dyan Walsh & Patty Hamilton	<b>2020</b>	EAAA, multicultural center, SJH , City	Funding for Feasibility study	City, EAAA, Penquis, Bangor Y, BLCC, planning board	Complete feasibility study	Study completed, recommendations listed

Promote Senior college	Senior College Marketing Committee	On-going	BLCC, city website, member organization websites	Reaching a broader audience	BLCC, membership, CoA, EAAA, Bangor Y others,	BLCC membership, CoA, EAAA, Bangor Y others,	Greater numbers of people will participate in “Senior College programing”
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**Domain: Respect and Social Inclusion**

**Goal #1: Increase awareness of the need for volunteers in Greater Bangor across all sectors.**

Activities	By whom	By when	Resources and Supports	Potential barriers	Partnerships	Metrics	Outcome
Develop a coordinated Community Plan to promote volunteerism in Greater Bangor	BLCC and the Eastern Maine Volunteer Peer to Peer Network	Spring 2019	Eastern Maine Volunteer Peer to Peer Network, Bangor Chamber of Commerce, City of Bangor	Need outstrips volunteer capacity and interest	All nonprofits in Bangor especially those associated with the Eastern Maine Volunteer Peer-to- Peer Network.	More non-Profit entities are involved in a coordinated effort.	Creation of a PSA for volunteer recruitment.

Work with local TV stations and newspapers to develop a Public Service Announcement Campaign	BLCC, all media outlets and the Bangor Daily News	Spring 2019	Eastern Maine Volunteer Peer to Peer Network, Bangor Chamber of Commerce, City of Bangor	Funding for marketing/PSA	All nonprofits in Bangor especially those associated with the Eastern Maine Volunteer Peer- to- Peer Network.	Creation of a PSA for volunteer recruitment.	PSA runs on local TV stations.
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**Goal #2: To create a welcoming community that encourages new Mainers to come to Bangor.**

Activities	By whom	By when	Resources and Supports	Potential barriers	Partnerships	Metrics	Outcome
Collaborate with the Multicultural Center to promote Activities that emphasize inclusion and diversity.	BLCC, Multicultural Center Staff, Community Ambassadors	Fall 2019	City of Bangor website, EAAA website, Chamber website	Lack of understanding of the resources provided by the Multicultural Center	City of Bangor, Faith Based groups,	A finalized plan for promotion of Multicultural Center activities.	Increased involvement by the community in the center activities.

**Domain: Civic Participation and Employment**

**Goal #1: Identify community resources for those older adults who want to stay in the workforce.**

Activities	By whom	By when	Resources and Supports	Potential barriers	Partnerships	Metrics	Outcome
Promote a process that turns skilled volunteers to permanent employees or positions that offer stipends.	BLCC, EMDC, Career Center, Volunteer Peer to Peer Network of Eastern Maine.	Ongoing	Volunteermaine.org	Possible duplication	RSVP, Penquis (Foster Grandparent Program) EAAA	More people are able to access volunteer opportunities.	Vacancies in volunteer opportunities decrease.
Offer computer training for people needing more advanced skills.	EAAA, BLCC	Ongoing	EAAA Computer Training	Demand will outstrip capacity to provide the training	EMDC, Career Center.	A greater number of people feel competent with computers after the training.	More people are able to apply for jobs with advanced computer skills needed.
Assess current community resources for older adults and all people wanting to reenter the workforce.	BLCC, EMDC, Career Center	Summer 2019	A link on the city and other websites for job postings.	Demand will outstrip capacity to provide the training	EMDC, Career Center, AARP	More older adults complete surveys on reentering the workforce.	Data is gathered on the number of older adults searching for employment.

**Domain: Communication and Information**

**Goal #1: Promote activities to encourage community interaction across all neighborhoods and combat social isolation.**

Activities	By whom	By when	Resources and Supports	Potential barriers	Partnerships	Metrics	Outcome
Create a coordinated communications platform that promotes community activities.	Bangor Public Library, BLCC, Bangor Chamber Kim Meyerdierks	Spring 2020	City of Bangor Website, Bangor Chamber Website, Bangor Parks and Rec.	Having community members, organizations and businesses agree on one platform.	New England School of Communication student project.	An electronic platform is created.	Bangor residents have easy access to community events.
Promote and update the Senior Yellow Pages.	BLCC, Gateway Seniors Without Walls.	Ongoing	EAAA, 211, AARP	Cost for reprinting books	EAAA, Bangor Public Library, Center on Aging	The website kept updated with new resources.	Bangor residents continue to use the Yellow Pages as a resource.

**Domain: Community Support and Health Services**

**Goal #1: Identify gaps in the community for needed services and promote those local organizations and groups who offer resources to the community without duplicating efforts.**

Activities	By whom	By when	Resources and Supports	Potential barriers	Partnerships	Metrics	Outcome
Promote local groups and organizations in Greater Bangor who offer needed services to older adults.	BLCC	Ongoing	211, City of Bangor Website, Healthcare entities		EAAA, Penquis, Gateway Seniors Without Walls, AARP, Bangor Y, UMaine Center on Aging.	More older adults are aware of available services.	Older adults will have more access to services that promote stability and safety
Encourage an ongoing dialogue with local hospitals regarding the need for accessible transportation to access health services.	Walk n Roll, Transportation for All, Penquis	Ongoing	Community Connector, Penquis Lynx, Uber, taxi	Changes to bus route to accommodate ridership.	Community Connector, Lynx, City BACTS committee, TFA	More options for transportation to medical appointments.	Older Adults have easier access to medical appointments.
Explore the feasibility of a medical loan supply closet.	BLCC, St. Joseph's Healthcare, EMMC	Spring 2020	Space, volunteer to inventory supplies and coordinate loans	Cost and coordination	Husson University, Eastern Maine Community College, SJH	A loan supply closet is created	Older adults have access to needed medical supplies.

