

SNHPC's Age-Friendly Program

Designing
communities
for all ages



Funded by: Tufts Health
Plan Foundation

Contributions: AARP &
NH DOT

Collaboration: Alliance for
Healthy Aging, MRACOA,
EngAGING NH, NHSCOA,
SNHU, InTown Manchester,
and SNHPC Communities



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Project Considerations

How are our communities preparing to serve the needs for the growing senior population?

*And how can our region/
state attract young adults?*



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Project Considerations

Do resident seniors/millennials know about the programs, services, and age-friendly businesses within their community and their region?



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Project Considerations

Are there synergies and opportunities between these two populations?



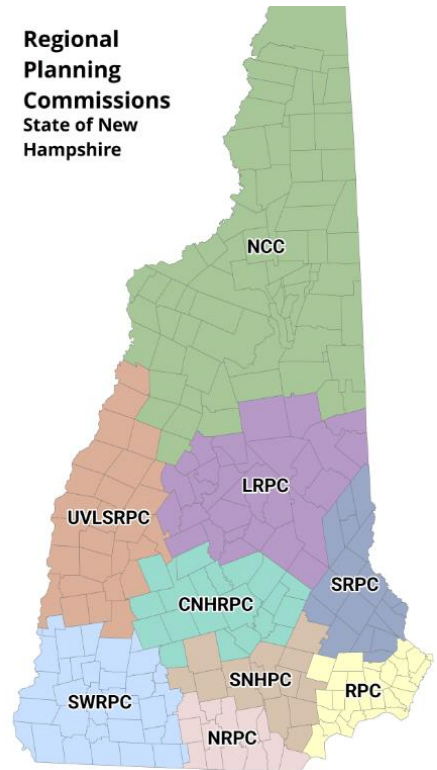
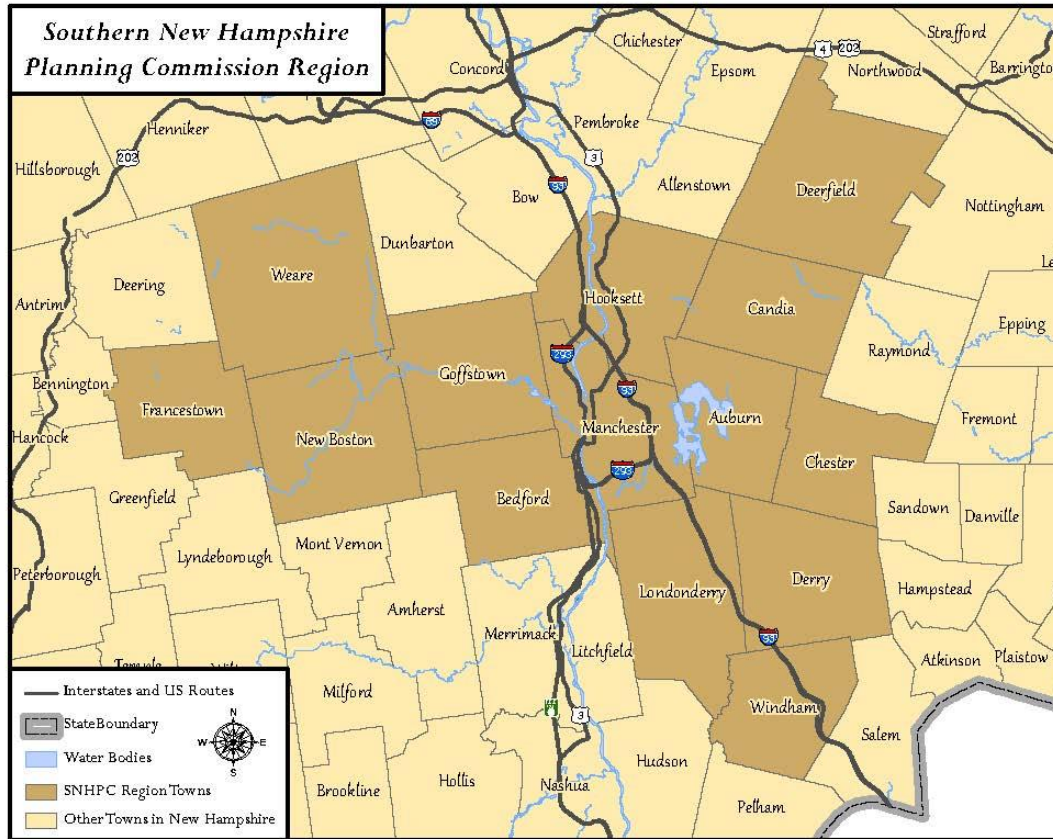
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Project Considerations

How can our region/state better unite to create collective solutions?



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SNHPC's Age-Friendly Program Overview

Phase I: Community Assessments (July '16-June '17)

- Identified town assets, opportunities and roadblocks focused on community infrastructure and programming for Millennials + Seniors

Phase II: Pilot Programs (July '17- June '18)

- Utilizing assessments, worked with SNHPC communities and businesses to address specific issues and move toward Age-Friendly Strategic Plans

Phase III: More Pilots + Expand Scope (July '18- June '19)

- Continue with pilot program and raise awareness about age-friendly issues and planning in the region and state



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Phase I: Assessments and Surveys

Land Use Focus Areas

- Housing: *Trends, Needs, Diversity, & Zoning***
- Transportation: *Accessibility, & Connections***
- Recreation & Engagement**
- Businesses/ Economic Development**



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Phase I: Assessments and Surveys

- **Community Conversations** – *Encouraged input from town staff, residents, businesses, agencies, etc.*
- **Web-based Resident Survey** – *focusing in on four land use areas*
- **Home-Building Industry Survey** – *focusing in on why there isn't more diverse housing in NH*
- **Business Assessments** – *pilot survey on accessibility and age-friendly amenities*
- **Library Assessments** – *sent out "Mystery Shoppers" to review accessibility and AF amenities*



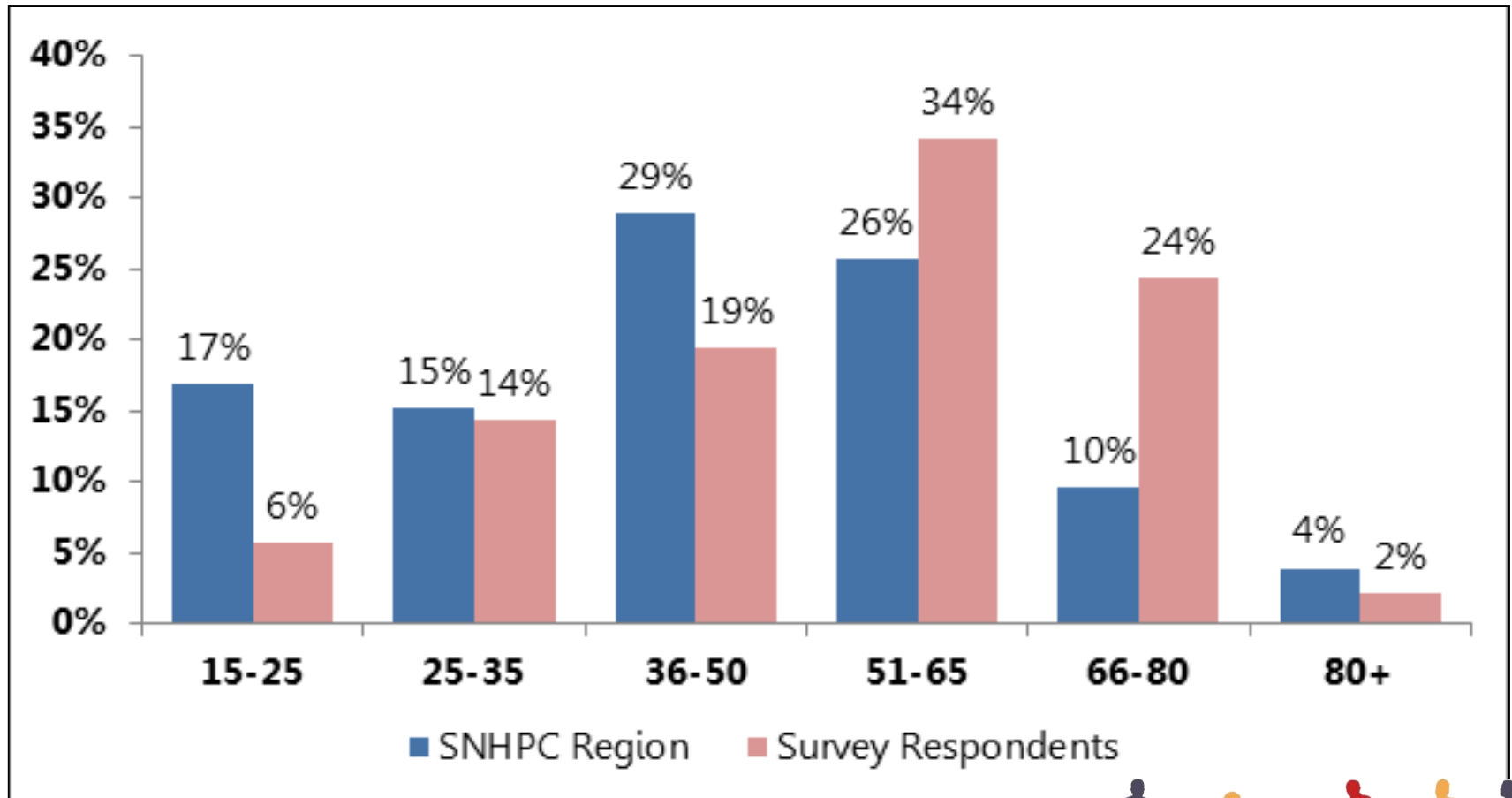
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Background Information: What is your age?



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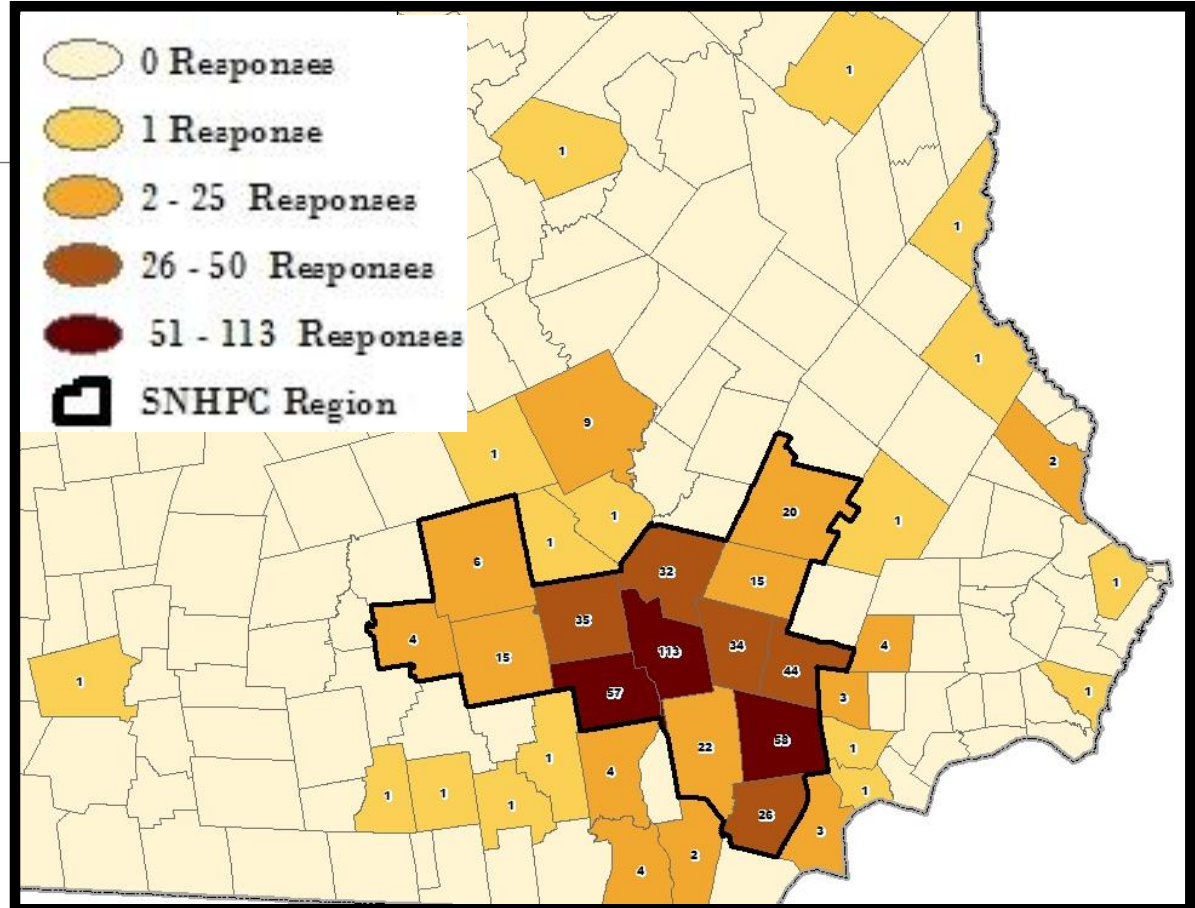
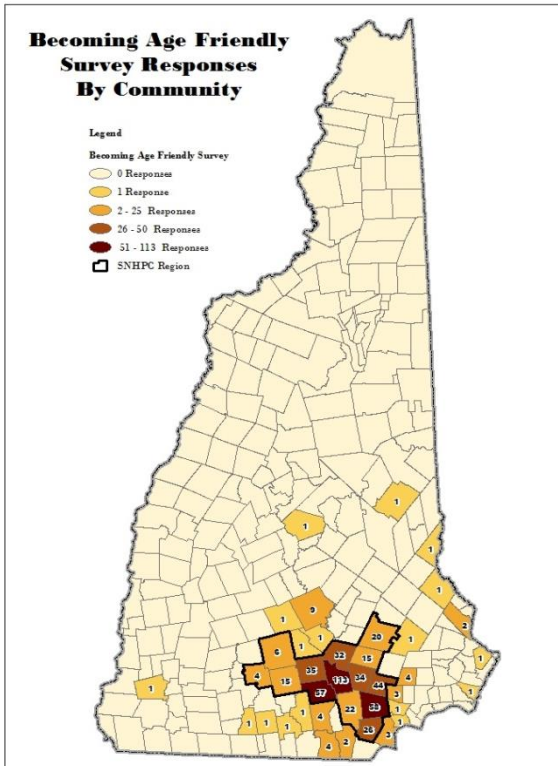


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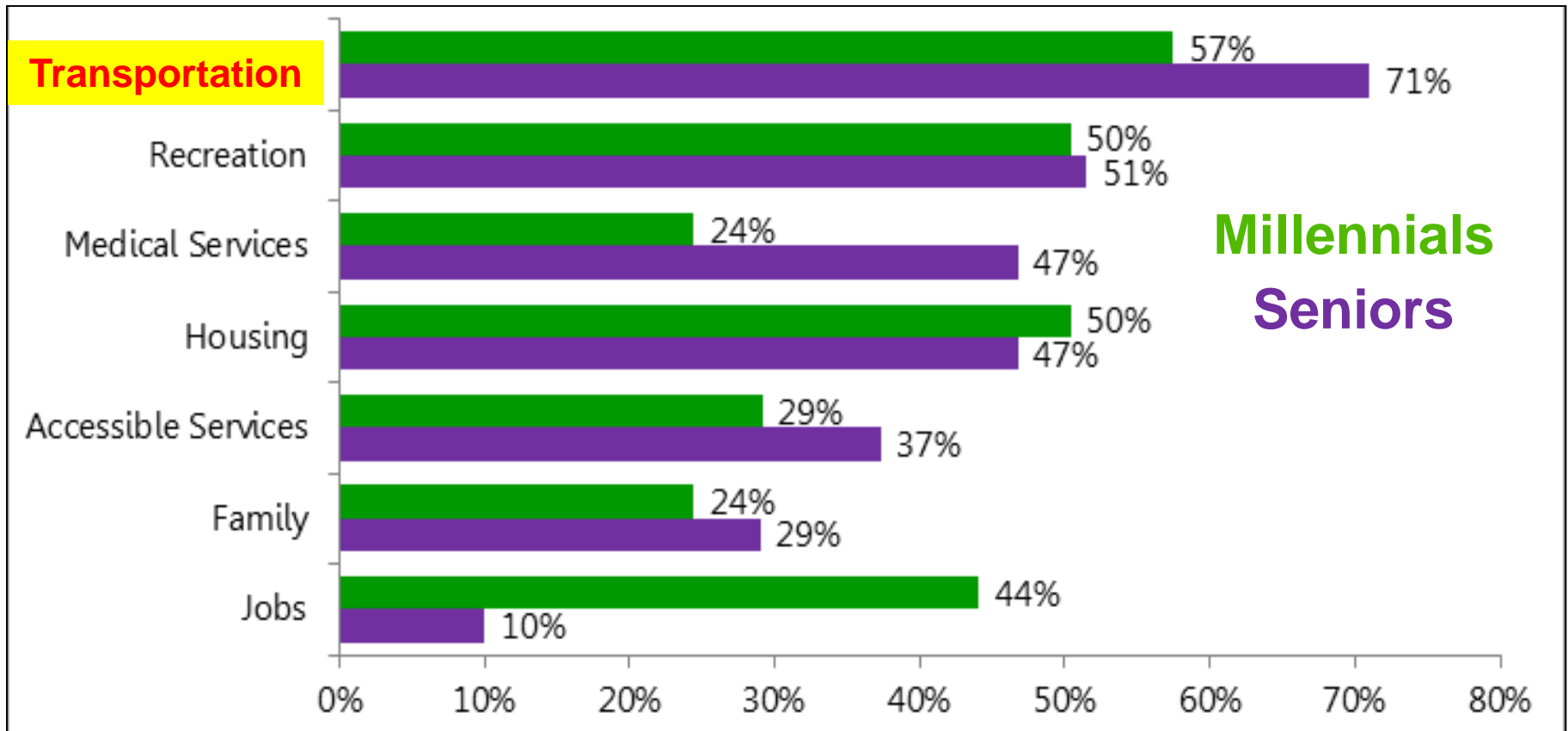


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SNHPC Becoming Age-Friendly Background Info. **Where do you live?**



What concerns you the most about aging in your community?



Millennials
Seniors



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What Works Well: Transportation Services



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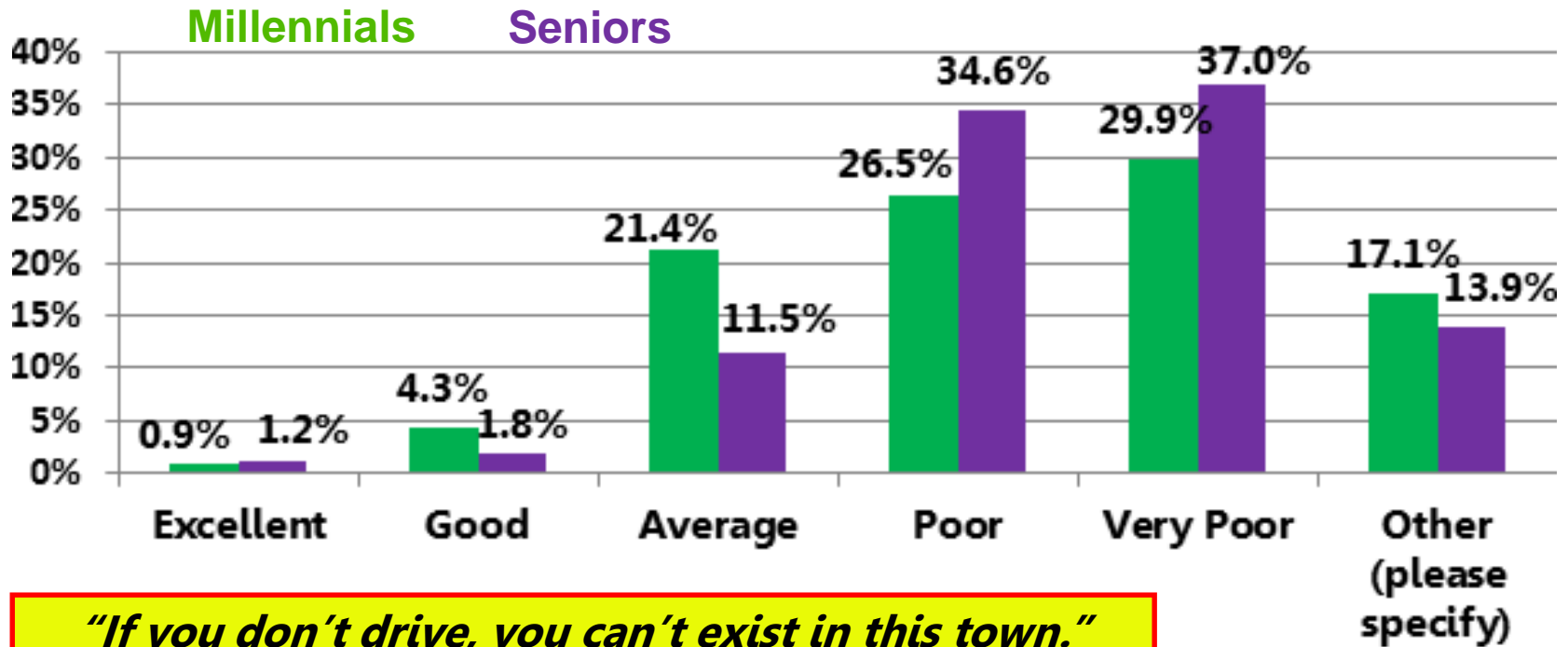


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Issues: Transportation Services

Lack of options!!!

How would you rate your community's transportation options if you were unable to drive?



"If you don't drive, you can't exist in this town."



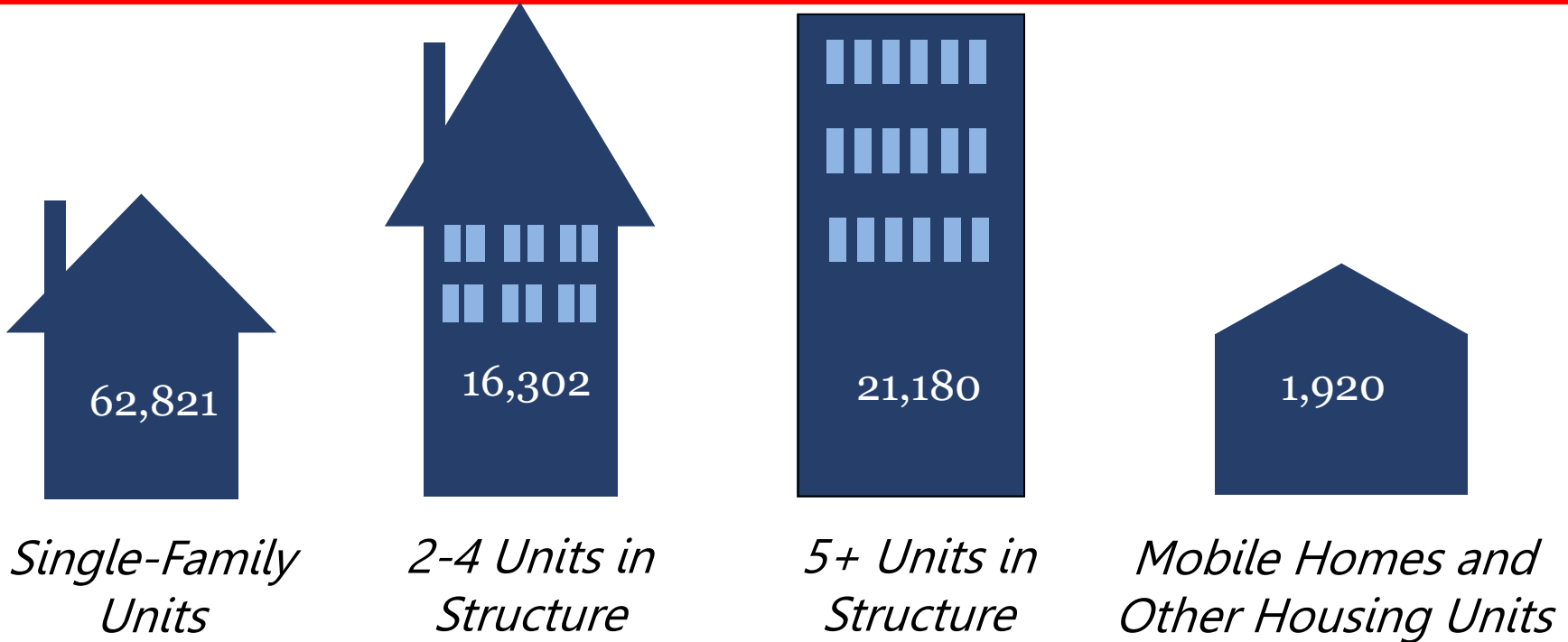
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What Works Well: Diversity in Housing

*"If it wasn't for the duplex we bought in Hooksett,
we couldn't have moved here."*



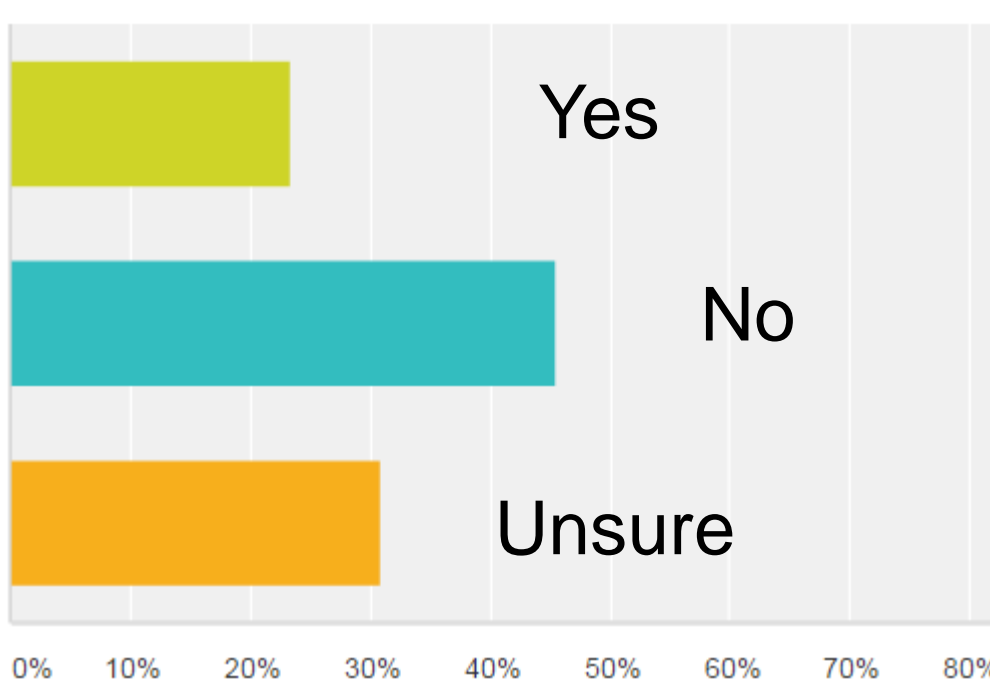
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Issues: Housing

Lack of affordable, diverse housing styles

“I own a big home, I’m 66 years old. NH has nothing for me; it’s so expensive.”



Whether you wanted to move into your first home/unit or move into a smaller home/unit, does your community offer appealing alternatives ?



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What Works Well: Recreation and Social Engagement Programs



- *Unique partnerships*
- *Communities committed to getting the word out*
- *Allowances to utilize venues*
- *Supported Town programs: Libraries, and Parks & Recreation Departments*
- *Community champions*



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Issues : Recreation and Social Engagement

“Once you’re out of the school system, you have no idea what is going on.”

- We really need one place to find out what is happening in town*
- No senior center, no support for community programs*
- No shops or place to meet with friends*
- Not enough meeting space*
- We cannot expand (limited library, school, recreation, parking...)*



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Assessment “Takeaways”

- ***Support community outreach initiatives*** and departments that create engagement programs and communication for people of all ages
- Encourage unique ***partnerships***
- Need ***out of the box*** solutions for transportation issues
- ***Identify*** zoning road blocks for diverse housing
- Encourage businesses to ***become accessible*** for all ages and users



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Community Pilot Projects

Phases II & III

Potential Projects

- Focused Survey To Inform Planning Effort or Program
- Volunteer Driver Program
- Communications Strategy
- Assistance with Specific Age-Friendly Project/Program
- Identifying Zoning Ordinance Road Blocks
- Community Coordination for Transit Service Outreach



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Chester Pilot Program: Housing Diversity

Community Discussion

- Determine Palatable Housing Types and
- Develop Age-Friendly Housing Regulations



Duplex 56.5 %



Conversion - Colonial Single-Family 13%



26.1%

Triplex (3 Family Home)



Multi-Family 13%



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Chester: Review & Draft Housing Ordinance

Age-Friendly Neighborhood Zoning Allowance

- Single Family or Duplexes
- *Max. square footage* – intent to create smaller units (ie 1200 to 1500 sf total unit size)
- Allowance for density bonus
- *Master Bedroom with bath on ground floor*
- *Universal design components* required
- Encouraged to include *shared drives, infrastructure, and amenities* (ie. recreation and engagement areas)
- May be designed as condo style



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Bedford Pilot Program: Master Plan Focus

Include AF elements within Master Plan Update:

- Community input via online survey
 - Outreach focus included local hotspots (farmer's market, grocery stores, etc.)
 - Questions focused on Master Plan elements that were covered in the Phase I Assessment
- Developed recommendations for Master Plan update based on survey results



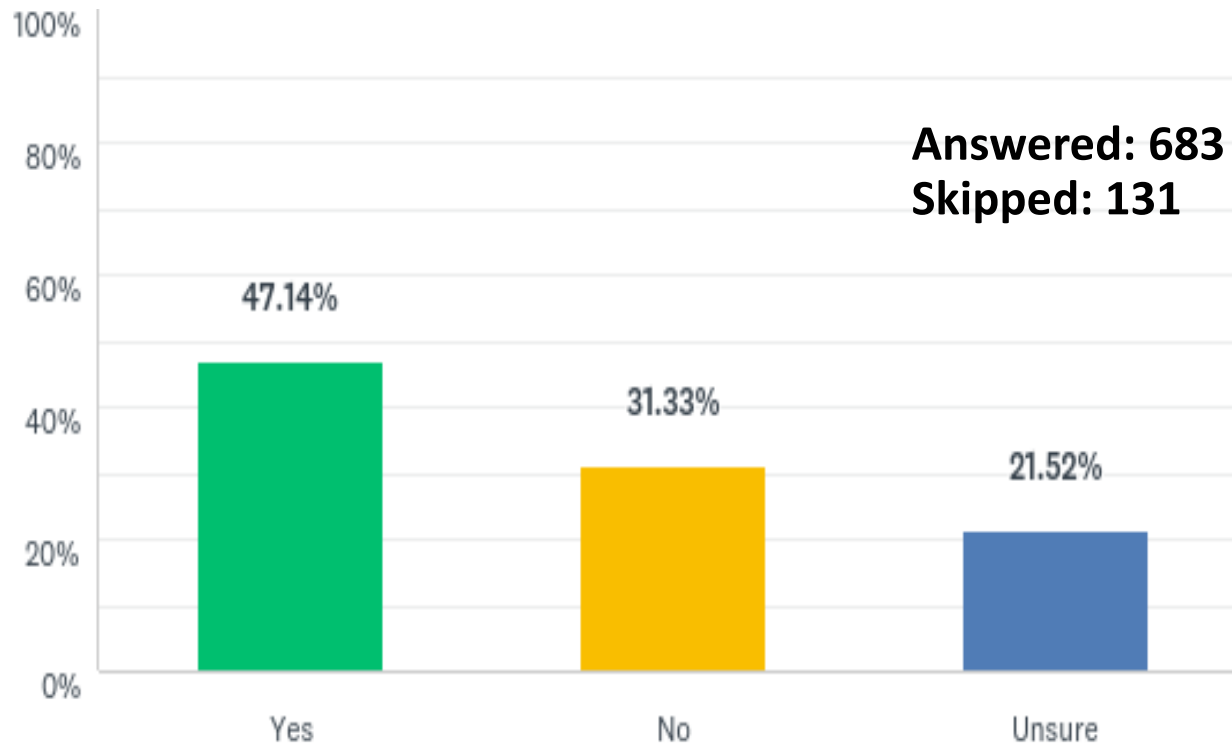
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Bedford – Sample Survey Question

Would you support the use of taxpayer funds to create a Town Community Center?



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Goffstown Pilot Program: Transit Outreach

Transit Collaboration

Foster relationships among Town Departments (Library, Parks and Rec, Manager, Planning), YMCA, residents, and local transit



TRANSPORTATION FOR GOFFSTOWN RESIDENTS

EXPLORE THE BUS AT OLD HOME DAY!
FIND US OUT FRONT OF TOWN HALL.

General Information:

- Make a reservation as early as 1 week prior, and no later than 24 hours prior
- Priority rides for age 62+ or disabled passengers
- Priority rides for medical appointments
- Rides available to all Goffstown Residents
- Connect with MTA Route #6 at Shaws Plaza for Manchester, Concord, and Nashua service
- All buses accessible for disabled passengers

For Appointments:

- Provide the address information for pickup & drop-off location
- Date & Time requested, will be provided with a 30-minute pick-up window
- May ride with a companion, or children please specify
- Passengers will need to provide the purpose of the ride



FREE TRANSPORTATION

For additional information contact

Laurie Makarawcz
Regional Service Coordinator
603 792 5154

Reservations call: 603.623.8801 opt. #1

 Manchester Transit Authority | 110 Elm St. | Manchester, NH 03101 | 603.623.8801 | www.mtibus.org



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Goffstown Old Home Day – Pilot Program

Collaborating with community events, bringing the bus to residents



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Phase II: Age Friendly Business Program

- ❑ **Research:** Found examples of age-friendly businesses and communities endorsing age-friendly ideals
- ❑ **Outreach to Businesses:**
 - ❑ Invited businesses within SNHPC Region to take part in the business pilot program, conducted on-site business assessments
 - ❑ Presented program at multiple venues including Londonderry/Derry Chamber
- ❑ **Created a model age-friendly criteria checklist for businesses:** introducing the idea to stakeholders within region and state



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Business Survey / Partnership with SNHU



SNHPC staff working with students and willing businesses to conduct age-friendly business surveys.

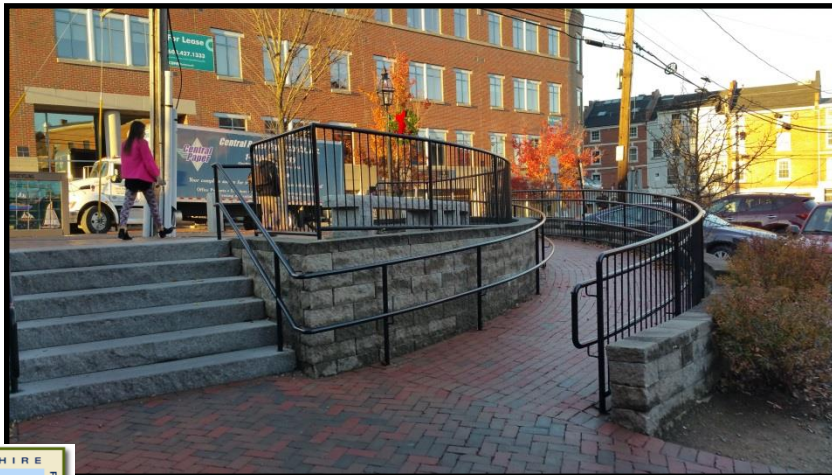
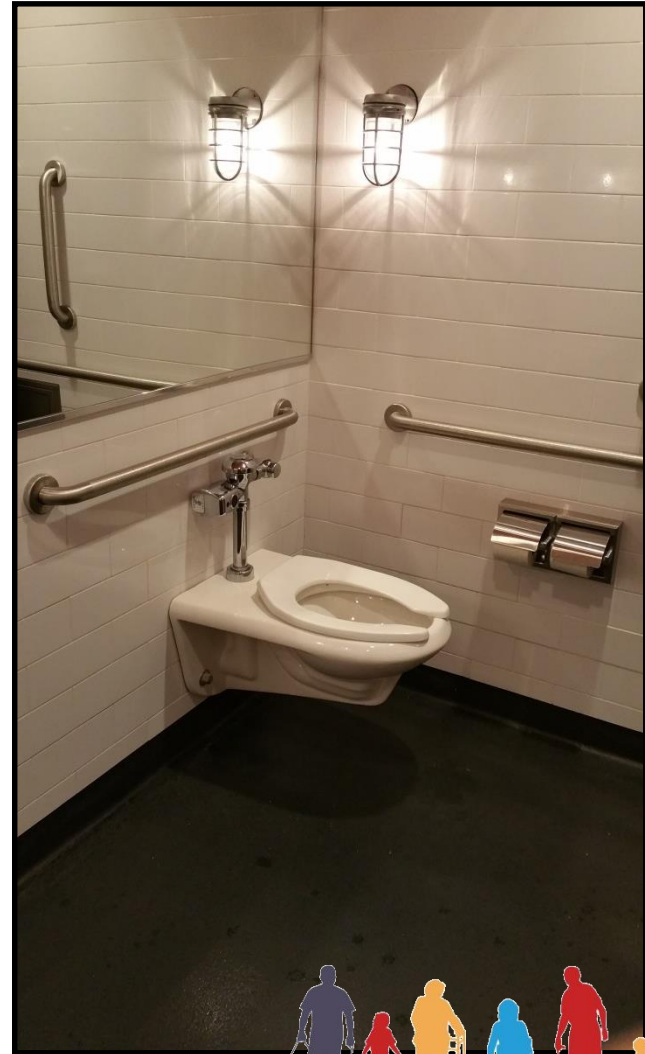


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Accessibility and Amenities



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SNHPC's Age-Friendly Business Criteria Checklist

- Design and Atmosphere
- Customer Service
- Products & Services
- Environmental Sustainability
- Employee Benefits



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Design and Atmosphere

- ❑ Flat entry with easy-to-open doors
- ❑ Wide aisles throughout
- ❑ Easily accessible, universally-designed restroom open to all



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Pilot Program “Takeaways”

- **Communities may want to consider adding *age-friendly components in their Master Plan***
- **Communities and businesses can ask themselves, *“how can we become age-friendly?”***
- **State may want to consider creating an *age-friendly campaign* that would create connections, unique partnerships, and support those organizations that cater to all age groups.**



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Thanks to our partners, participants and of course
the programs funders!



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