

# An Age Friendly Action Plan for Cambridge

**Final Report**



Social Planning Council  
Of Cambridge & North Dumfries

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## Background

### What does an age-friendly community look like?

The fact that the population is aging cannot be ignored. Cambridge's older adult population is growing rapidly. Age forecasts for the Waterloo Region support this ongoing trend. In 2011, Cambridge had 30,120 people, or 23.8% of the population 55 years and older. This is expected to increase to 29.5% by 2021 and 32.2% by 2031.<sup>1</sup>

The World Health Organization has identified what it defines as *8 Essential Elements of Age-Friendly Cities*. In its background research, the WHO found that the obstacles and challenges identified by older adults generally fell into eight broad categories.<sup>2</sup> The below list outlines these 8 Essential Elements, and examples of specific features that should be present in an age friendly city.

1. *Outdoor spaces and buildings*– they are pleasant, clean, secure and publicly accessible
2. *Transportation* – is accessible and affordable
3. *Housing*– is affordable, appropriately located, well built, well designed and secure
4. *Social participation*– opportunities to participate in leisure, social, cultural and spiritual activities with people of all ages and cultures
5. *Respect and social inclusion*– older people are treated with respect and included in civic life
6. *Civic participation and employment*– there are opportunities for employment and volunteerism that fit older persons' interests and abilities
7. *Communication and information*– age friendly communication and information is easily accessible through a variety of mediums and venues
8. *Community and health services*– there is a continuum of easily accessible programs and services to meet older persons' needs.



### Why build an Age Friendly Cambridge?

A community should be designed and fostered to have the supports available to help older adults live safely, enjoy good health and stay involved. The recognition that age friendly practices are beneficial

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<sup>1</sup> Census of Canada and Planning Information and Research, Region of Waterloo. Single years of age by municipality model.

<sup>2</sup> World Health Organization (2007). Age Friendly Communities: A Guide

and work well for people of all ages (not only seniors) is gaining attention around the world and closer to home. Age friendly does not depend on community size or location, but rather on the level of engagement with older adults. Small solutions can make a big difference in the lives of residents. The “age friendly movement” is gaining momentum- in Ontario three cities are officially designated as Age Friendly by the World Health Organization: London, Waterloo and Windsor. Many other cities such as Kingston, Brantford, Thunder Bay, Hamilton, Mississauga, and Niagara are actively pursuing an age friendly dialogue with their communities.

In 2010, the Social Planning Council of Cambridge and North Dumfries (SPCCND) utilized a community development approach to examine the issues of poverty and aging through a Symposium entitled “Moving Towards an Age Friendly Community”. In 2011, the SPCCND received a Federal New Horizons for Seniors grant to conduct a Community Needs Assessment of older adults based on the eight focus areas outlined by the World Health Organization. Through this project, 131 members of the older adult community and service providers in Cambridge were consulted through a survey, focus groups, key informant interviews, and a community forum. The feedback gathered indicates there are some priority areas where residents believe we should focus our efforts as a community in order to become more age friendly.<sup>3</sup>

These are:

- **Housing**– Particularly affordable, accessible options where individuals feel safe and have the supports to successfully age in place
- **Transportation**– Improving public transportation so that not having a car or being able to drive isn’t a barrier to maintaining a high quality of life
- **Community Health Services and Support**– Access to quality health care and home supports to enable active aging and aging in place
- **Respect and Social Inclusion**– All residents should be able participate fully in society, without facing barriers due to age
- **Communication and Information**– Information should be readily accessible in a variety of ways, it should “come into the hands” of older adults.<sup>4</sup>

Subsequently, SPCCND received a 2-year Ontario Trillium Foundation grant to create an Age Friendly Action Plan for Cambridge. This is intended to be a community- driven action plan in order to create and foster a community that is more responsive to the changing needs of residents as the population ages. The collaborating partners in this initiative are local organizations that serve older adults in Cambridge and include: V.O.N.-PATER, Cambridge Self Help Food Bank, City of Cambridge, St. Luke’s Place, Waterloo Wellington Community Care Access Centre, with the Social Planning Council of Cambridge and North Dumfries as the lead agency on the project. These partners played an invaluable role in guiding and supporting the process, and chairing the committees.

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<sup>3</sup> Social Planning Council of Cambridge and North Dumfries (2011). *Seniors’ Community Needs Assessment*

<sup>4</sup> World Health Organization (2007). *Checklist of Essential Features of Age-Friendly Cities*.

## The Process

The process to create an age-friendly action plan incorporated a number of events and community consultation. These provided the opportunity for learning, networking and gathered community input into the action plan.

## Project Timeline

### *Launch and Learn*

110 participants involved in a community learning event promoting integrated health care and a continuum of care that supports wellness and aging in place



### *Formation of Committees*

55 members (many of whom attended the Launch and Learn) working over 5 months on the 5 priority committees to develop 36 draft recommendations

- Housing
- Transportation
- Community and Health Supports
- Access to information
- Respect and Social Inclusion



### *Community Forum*

70 participants attended “Catching the Wave” in partnership with Canada Mortgage and Housing Corporation. A community dialogue and learning opportunity surrounding seniors housing and the supports essential to age in place



### *Community Consultation*

60 participants in a community conversation about the 36 draft recommendations, prioritizing their top 3 recommendations and developing a suggested timeline from 2013-2016 for implementation



### *Age Friendly Cambridge Action Plan*

Key recommendations were aggregated and put into a framework for moving towards a more age friendly community

## Events

Throughout 2012, the Age Friendly Cambridge collaborating partners hosted several events to engage Cambridge residents and garner a sense of the opportunities and barriers that older adults face in the community.

### Launch and Learn: April 2012

“Launch and Learn” in April, attended by over 100 individuals, consisting of service providers and residents. From this event, there was an invitation to attendees to join five working committees. Further recruitment of committee members was achieved through personal contact and word-of-mouth. In total, over 60 committee members representing older adults, community agencies and local government services were engaged.



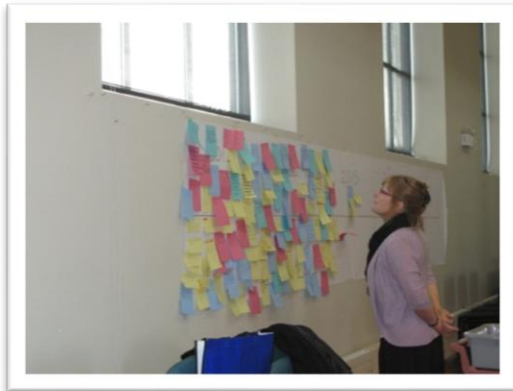
### “Catching the Wave”: November 2012

In November 2012, in partnership with Canada Mortgage and Housing Corporation, a public forum was held called “Catching the Wave” and focused on affordable housing for seniors. Over 70 participants engaged in a community-based learning experience outlining models of housing and health supports that are emerging best practices in Ontario.



### Community Conversation: December 2012

In December 2012, more than 60 participants engaged in a Community Conversation to prioritize the recommendations of the committees into the top three for each theme area. As well, each participant indicated their top three priorities on a timeline from 2013-18.



The information and input collected from these consultations has been aggregated and analyzed to formulate the basis for the action plan.



## Committees

After recruiting selection of diverse participants, the five committees met over a five month period and developed 36 draft recommendations in the areas of: Transportation, Housing, Community and Health Supports, Respect and Inclusion and Access to Information (Communication and Information). The committees utilized literature reviews, service inventories and called on guest speakers and experts from within the region provide input in order to inform their recommendations. Below is a summary of the mandate of each committee:

### Transportation

Transportation a key factor influencing active aging, and it impacts other areas such as access to community and social supports, and inclusion. Public transit system is good for some things but difficult to use for medical appointments or if you cannot plan a trip in advance. Accessibility and cost are barriers for some people in accessing public transportation. In a truly age friendly community, not having a car or not being able to drive is not a barrier to maintaining a high quality of life.

### Housing

Housing is essential to safety and well-being. Where we live is more than just a roof- it's a home. Older adults want to age in place, but also in the right place for their individual circumstances. Waiting times to access housing must be addressed as well as the availability and affordability of appropriate housing, and housing with supports.

### Community Health Services and Supports

Health and support services are essential to maintaining active aging and aging in place. This includes a wide network of services from hospitals to family support, home care and community organizations.

### Respect and Social Inclusion

All residents should be able to participate fully in society without facing barriers due to age. There were mixed results on this issue in the 2011 needs assessment, depending on the individual and their personal experience. Sometimes respondents said they felt respected and included and other times they experienced a lack of consideration from others.<sup>5</sup> The amount of respect and inclusion people experience as they age is tied to their quality of life and social participation.

### Access to Information

All residents should be able to participate fully in society by staying connected to events, people and activities and accessing information. It is vital to our quality of life to be able to find and use the information we need. The rapid evolution of communication technologies can be both a useful tool and a format for exclusion. All information should be communicated in a manner that can be readily and easily accessed.

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<sup>5</sup> Social Planning Council of Cambridge and North Dumfries (2011). *Seniors' Community Needs Assessment*

## The Action Plan

The information below are the top three recommendations for each area as prioritized by participants at the community consultation. For each recommendation, several potential “champions” are also identified. The buy-in and support of these stakeholders are necessary to move these recommendations into action. The timeline identifies when participants indicated these actions should be undertaken. In many cases this will be a multi-year process.

Committee Priority	Recommendation	Champion	Timeline
<b>*OVERARCHING PRIORITY</b>	That the City of Cambridge designates an Ombudsperson/advocate/ specialist to be the dedicated ‘older adult issue’ person-for information, trends and gap monitoring	City of Cambridge-Council, all departments	2013
Transportation	<b>[1]</b> That public transit be accessible, affordable (i.e. free for adults 80+), safe (i.e. drivers wait for passengers to be seated before driving), courteous (i.e. priority and designated seating is available and respected) and is available in all areas of Cambridge and the Region at all times	Grand River Transit (Region of Waterloo)	2013
	<b>[2]</b> That specialized transit, taxis, and volunteer/alternate vehicles be accessible, affordable, and available at all times for local and out-of-town appointments, and drivers are willing to assist passengers	Grand River Transit (Region of Waterloo)  Community Agencies	2013
	<b>[3]</b> That information about public and alternate transportation options are promoted in the community to the general public and targeted populations	Information Cambridge and North Dumfries	2013
Housing	<b>[1]</b> That the City of Cambridge provide more incentives to develop age friendly housing, as well as more affordable housing	City of Cambridge - Council, Planning Services	2013
	<b>[2]</b> That the City of Cambridge designate and Ombudsman/person advocate, a senior specialist to be the dedicated senior issue person for information trends and gap monitoring. (See above)	Cambridge-Council	2013
	<b>[3]</b> That the City of Cambridge promote the information to older adults that is available regionally for renovations and home adaption/safety supports.	City of Cambridge-Planning	2013

		<p>Services, Community Services</p> <p>Information Cambridge and North Dumfries (Social Planning Council CND)</p> <p>Government of Ontario- Ontario Renovates program</p>	
Community and Health Supports	<b>[1]</b> That there be a single point of access for health services which is facilitated by a care coordinator, and which will determine the older adult’s healthcare needs to support them to continue living in their own home	<p>WWLHIN</p> <p>CCAC</p> <p>Community agencies</p>	2013
	<b>[2]</b> That there be a community based, Physician led, model of care for homebound and frail older adults	<p>WWLHIN</p> <p>CCAC</p> <p>Community agencies</p>	2013
	<b>[3]</b> That older adults age in place in their community by having access to the necessary home support and health services, including accessible and affordable personal care, health services, nutritious meals, homemaking services, home maintenance and adaptation, yard work services, transportation services, day programs, caregiver respite, and community dining	<p>WWLHIN</p> <p>CCAC</p> <p>Community Agencies</p>	2013
Respect and Social Inclusion	<b>[1]</b> That organizations, business, community projects, school boards and the City of Cambridge build opportunities to connect older adults and youth. This provides learning opportunities for youth around aging and promotes access to the wider community for older adults	<p>Waterloo Boards of Education</p> <p>Chamber of Commerce</p> <p>City of Cambridge-</p>	2013

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		Community Services	
	<b>[2]</b> That all organizations in Cambridge include older adults in the planning process and in an advisory capacity to plan, develop and deliver projects	City of Cambridge- all departments  Community Agencies	2013
	<b>[3]</b> That the City of Cambridge designates an Ombudsperson/advocate/ specialist to be the dedicated 'older adult issue' person-for information, trends and gap monitoring	City of Cambridge- all departments	2013
Communication and Information (Access to Information)	<b>[1]</b> That a central source of information (i.e. 211, Information Cambridge, etc.) for older adults is promoted and made available in a variety of formats that meet the diverse needs of the older adult population	Information Cambridge and North Dumfries  Cambridge Libraries  Community Agencies	2013
	<b>[2]</b> That free training is provided for older adults in computer and internet use (i.e. to learn how to access information about services and events for older adults)	Cambridge Libraries  Community Agencies  Waterloo Region Boards of Education	2013
	<b>[3]</b> That information is provided in different formats- print, electronic, etc., and that websites, especially the City's, be designed with plain language and bigger font and buttons	City of Cambridge- all departments  Information Cambridge and North Dumfries  Cambridge Community agencies	2013

## Next Steps

Making these recommendations reality will take action and collaboration by a host of different organizations, individuals, stakeholders and levels of government. It's not up to just one group to make these changes happen; everyone in our community has a role to play in improving our age friendliness.

In the coming months, the collaborating partners will be focused on presenting these recommendations to the relevant "champions" in the community. This includes organizations and bodies that have responsibility for providing services in that area or who have the potential to take action in implementing these recommendations. All those involved in this project hope to partner with these champions to make these changes in the short and long term where necessary.

Community collaboration is the key to the success of this ambitious initiative. Making Cambridge more age friendly for all residents will take investment of time, resources and commitment from everyone, young and old. Together, we can make Cambridge a city that is friendly for people of all ages.

## Appendices

### Appendix A: Committee Recommendations

The following is the full list of the compiled recommendations from the five committees.

#### Communication and Information

- That an inventory of programs and facilities that currently provide free public access to computers with internet access and staff or volunteer support is created
- That computers with internet access are made available to the public at appropriate City facilities, with staff or volunteer support available, and that public computers are clearly identified through signage
- That free training is provided for older adults in computer and internet use (i.e. to learn how to access information about services and events for older adults)
- That a central source of information (i.e. 211, Information Cambridge, Cambridge Community Support Services Network, etc.) for older adults is promoted and made available in a variety of formats that meet the diverse needs of the older adult population
- That training is provided for organizations about communicating with older adults (i.e. use of plain language, page design, etc.)

#### Community Health Services and Supports

##### *Caring and Responsive Professionals:*

- That there be a community based, Physician led, model of care for homebound and frail older adults
- That there be a community based Nurse Practitioner outreach program for frail older adults
- That there be an expanded, community based, Geriatric Clinic linked to the Geriatric Evaluation & Management (GEM) Program in the Cambridge community

##### *Home Health and Support Services:*

- That older adults age in place in their community by having access to the necessary home support and health services, including accessible and affordable personal care, health services, nutritious meals, homemaking services, home maintenance and adaptation, yard work services, transportation services, day programs, caregiver respite, and community dining

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- That there be a single point of access for health services which is facilitated by a care coordinator, and which will determine the older adult's healthcare needs to support them to continue living in their own home

### *Diversity of Health Services and Facilities:*

- That there is increased availability, access, and affordability of specialized services, including medical and non-medical services which are integrated (i.e. primary care, dental screening, and foot care are available at Older Adult Centres and Community Recreation Centres)

### *Availability of Equipment and Aids:*

- That necessary equipment and aids that enable older adults to remain independent in their homes are accessible and affordable, and that there is a point of contact to access funding where applicable

### *Caregiver Support:*

- That care provided by families and friends is the primary source of community care at home, and that supports for caregivers are increased (i.e. caregiver education, as well as in-home and out-of-home caregiver respite)
- That the availability of subsidized respite beds in local retirement homes is increased to ensure older adults are not prematurely placed in hospital or long term care.

### *Information:*

- That a free speaker series that provides information to older adults on a range of health and wellness topics is established, promoted, and made accessible to all interested older adults

### Housing

- That the City of Cambridge designate an Ombudsman/advocate, a senior specialist to be the dedicated 'senior issue' person-for information, trends and gap monitoring
- That the City of Cambridge promote the information to older adults that is available Regionally for renovations and home adaption/safety supports (See: <http://socialservices.regionofwaterloo.ca/en/housing/fundingforseniors.asp>)
- That the City of Cambridge provide more incentives to develop age friendly housing, as well as more affordable housing
- That the WWLHIN and the Ministry of Health and Long Term care allocate more subsidized beds for respite in both retirement homes and long term care to proactively support older adults living at home

### Respect and Social Inclusion

- That the City of Cambridge designates an Ombudsperson/advocate, a specialist to be the dedicated 'older adult issue' person-for information, trends and gap monitoring. This would increase the availability of information and access to supports for individuals and families seeking services and opportunities for older adults. For example, the availability of support and accommodation workers for seniors wishing to utilize City programs.
- That organizations, business, community projects, school boards and the City of Cambridge build opportunities to connect older adults and youth (See: [www.intergenerational.ca](http://www.intergenerational.ca)). This provides learning opportunities for youth around aging and promotes access to the wider community for older adults.
- That all organizations in Cambridge include older adults in the planning process and in an advisory capacity to plan, develop and deliver projects. This enables older adults to utilize their skills and experience as well as to identify barriers from their lived experience. For example, it was noted that older adults who are long term immigrants and/ or recent refugees or immigrants suffer from social isolation because of a lack of language facilitation services.
- That organizations serving older adults develop programs of education that improves system navigation for all groups. For example, while the Lang's centre offers access to community and health supports as well as specific activities for seniors, other programs are needed to target groups such as older immigrants, and those living in poverty, particularly older women.

### Transportation

- That roads and sidewalks be consistently well-maintained with bright lighting
- That traffic signs be clearly visible (i.e. in clear sight, reflective), identifiable (i.e. distinctive regional and municipal colouring), and commercial sign clutter be limited
- That traffic flow is better balanced for pedestrians of all abilities and drivers (i.e. countdown pedestrian lights, traffic signals timed to accommodate drivers going the speed limit)
- That pavement markings are clear and visible, including crosswalks
- That parking lots be made pedestrian friendly and easy to navigate, with clearly marked drop off and pick up areas, and are close to amenities; available and practical priority parking (i.e. curb cuts are suitable for side-entry and back-entry accessible vehicles) for individuals who require it, and parking regulations are consistently enforced
- That public transit be accessible, affordable (i.e. free for adults 80+), safe (i.e. drivers wait for passengers to be seated before driving), courteous (i.e. priority and designated seating is available and respected) and is available in all areas of Cambridge and the Region at all times



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- That specialized transit, taxis, and volunteer/alternate vehicles be accessible, affordable, and available at all times for local and out-of-town appointments, and drivers are willing to assist passengers
- That information about public and alternate transportation options are promoted in the community to the general public and targeted populations
- That education and refresher courses in driving, cycling, and pedestrian safety are promoted for all age groups

## Appendix B: Community Conversation Facilitation Questions

**Please read the recommendations and context for your table's subject area.**

What prompted you to sit at this table?

What does age friendly (*housing/transportation/access to information/respect and inclusion/community and health supports*) mean to you?

In the recommendations, what matters most to you?

What might be missing?

What is most important?

Appendix C: Timeline Results

<u># OF TIMES POSTED</u>	<u>TOPIC</u>	<u>YEAR ON TIMELINE</u>	<u>RECOMMENDATION / COMMENT</u>
9	HEALTH AND SOCIAL SUPPORTS	2013	That there be a single point of access for health services which is facilitated by a care coordinator, + which will determine the older adult's health care needs to support them to continue living in their own home
7	HEALTH AND SOCIAL SUPPORTS	2013	Community based physician/nurse practitioner led model of care for homebound frail older adults
3	HEALTH AND SOCIAL SUPPORTS	2013	That older adults age in place in their community by having access to the necessary home support and health services including accessible + affordable personal care etc.; these services also for people with disabilities
3	HEALTH AND SOCIAL SUPPORTS	2013	Affordability of <u>all</u> services
2	HEALTH AND SOCIAL SUPPORTS	2013	Access to home support & health services; accessible and affordable
1	HEALTH AND SOCIAL SUPPORTS	2013	Educate Doctors & Hospitals & Clinics about services in community
1	HEALTH AND SOCIAL SUPPORTS	2013	Use existing agencies, associations, etc. to network amongst selves
1	HEALTH AND SOCIAL SUPPORTS	2013	Include all information of profit and not-for-profit service providers
1	HEALTH AND SOCIAL SUPPORTS	2013	Caregiver support
1	HEALTH AND SOCIAL SUPPORTS	2014	Accessibility of service
1	HEALTH AND SOCIAL SUPPORTS	2014	Handbook for seniors; include transportation
1	HEALTH AND SOCIAL SUPPORTS	2014	That there is increased availability, access, and affordability of specialized services, including medical and non-medical services which are <u>integrated</u>
1	HEALTH AND SOCIAL SUPPORTS	2015	Community Health / Service workers @ neighbourhood level for all catchment areas; also palliative + nursing care
13	ACCESS TO INFORMATION	2013	Central source of information for older adults is promoted + made available in a variety of formats that meet the diverse needs of the older adult population
4	ACCESS TO INFORMATION	2013	That free training is provided for older adults in computer and internet use
2	ACCESS TO INFORMATION	2013	Websites, especially the City's, be re-designed with plain language, big buttons, videos, and large font
2	ACCESS TO INFORMATION	2013	Available in different formats; print; electronic; CC etc.
1	ACCESS TO INFORMATION	2013	Aging in place with supports

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1	<b>ACCESS TO INFORMATION</b>	<b>2013</b>	Information needs to be easily accessed & understandable (i.e. Plain language)
1	<b>ACCESS TO INFORMATION</b>	<b>2013</b>	Face-to-face network of service providers for seniors (seniors centre)
1	<b>ACCESS TO INFORMATION</b>	<b>2014</b>	Print-based service info readily available
1	<b>ACCESS TO INFORMATION</b>	<b>2014</b>	Telephones might be available CTC
13	<b>HOUSING</b>	<b>2013</b>	That the City of Cambridge provide more incentives to develop age friendly housing as well as more affordable housing
7	<b>HOUSING</b>	<b>2013</b>	That the City of Cambridge designate an Ombudsman/person advocate, a senior specialist to be the dedicated senior issue person for information trends + gap monitoring
2	<b>HOUSING</b>	<b>2013</b>	That the City of Cambridge promote the information to older adults that is available Regionally for renovations + home adaption / safety supports
2	<b>HOUSING</b>	<b>2014</b>	More housing for seniors - "affordable"
1	<b>HOUSING</b>	<b>2013</b>	Creative access to computers for seniors
1	<b>HOUSING</b>	<b>2013</b>	Pet friendly housing
1	<b>HOUSING</b>	<b>2013</b>	More subsidized housing to reduce nursing home costs
1	<b>HOUSING</b>	<b>2014</b>	WWLHIN & MOHLTC allocate more subsidized beds in RH + respite
1	<b>HOUSING</b>	<b>2014</b>	Must be kept affordable - i.e. Property taxes flat lined for seniors on limited pensions, or fully tax deductible
1	<b>HOUSING</b>	<b>2014</b>	More support in housing!
1	<b>HOUSING</b>	<b>2014</b>	That the City of Cambridge promote the information to older adults that is available Regionally for renovation + home adaption / safety supports
7	<b>RESPECT AND INCLUSION</b>	<b>2013</b>	That the City of Cambridge designate an Ombudsperson; dedicated "older adult issue" person for info
7	<b>RESPECT AND INCLUSION</b>	<b>2013</b>	That organizations, business, community projects, school boards & City of Cambridge build opportunities to connect older adults and youth. Provide learning opportunities for youth around aging...
5	<b>RESPECT AND INCLUSION</b>	<b>2013</b>	All organizations in Cambridge include older adults to plan, develop, and deliver projects; empowerment
3	<b>RESPECT AND INCLUSION</b>	<b>2013</b>	Centralized Seniors Centre - dedicated to providing information for all seniors' services in the area - seniors can phone or e-mail and get the information they need
2	<b>RESPECT AND INCLUSION</b>	<b>2013</b>	More opportunity for older adults to have communication in the community
1	<b>RESPECT AND INCLUSION</b>	<b>2013</b>	Education for seniors on ageism
1	<b>RESPECT AND INCLUSION</b>	<b>2013</b>	Intergenerational opportunities - planned, priority for school boards + Region
1	<b>RESPECT AND INCLUSION</b>	<b>2014</b>	"Roots of Empathy" model for seniors into classrooms

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6	<b>TRANSPORTATION</b>	<b>2013</b>	That public transit be accessible, affordable (i.e. Free for adults 80+), safe (i.e. Drivers wait for passengers to be seated before driving), courteous (i.e. Priority and designated seating is available and respected) and is available in all areas of Cambridge and the Region at all times
5	<b>TRANSPORTATION</b>	<b>2013</b>	That specialized transit taxis, and <u>volunteer</u> / alternate vehicles be accessible, affordable, + <u>available</u> at all times for local and out-of-town appointments, and drivers are willing to assist passengers
2	<b>TRANSPORTATION</b>	<b>2013</b>	Information about public transit and alternate transport options are promoted in the community to the general public and targeted populations
1	<b>TRANSPORTATION</b>	<b>2013</b>	Separate bicycle lanes on busy roads from vehicle lanes; eliminate sloped driveway access over sidewalks so more level for walking and wheelchairs
1	<b>TRANSPORTATION</b>	<b>2013</b>	That traffic flow is better balanced for pedestrians of all abilities and drivers (i.e. Countdown pedestrian lights, traffic signals timed to accommodate drivers going the speed limit)
1	<b>TRANSPORTATION</b>	<b>2014</b>	Training of general public; awareness of the needs and challenges of other drivers/pedestrians
1	<b>TRANSPORTATION</b>	<b>2014</b>	Improve pedestrian friendly
1	<b>TRANSPORTATION</b>	<b>2014</b>	Reduce the intimidation factor; enforcement of existing traffic laws i.e. Speeding, cellphone use, following too close
1	<b>TRANSPORTATION</b>	<b>2014</b>	Affordable for everyone by 2014
1	<b>TRANSPORTATION</b>	<b>2014</b>	Sidewalks + roads well maintained and well lit