



# Town of Carrboro

Town Hall  
301 W. Main St.  
Carrboro, NC 27510

## Meeting Agenda Board of Aldermen



---

Tuesday, October 24, 2017

7:30 PM

OWASA Community Room - Jones Ferry Road

---

### 7:30-7:35

#### A. POETRY READING, RESOLUTIONS, PROCLAMATIONS, AND ACKNOWLEDGEMENTS

1. [17-326](#) Proclamation: Community Planning Month

### 7:35-7:40

#### B. ANNOUNCEMENT OF UPCOMING MEETINGS

#### C. PUBLIC HEARING

### 7:40-8:20

1. [17-323](#) Public Hearing on a Land Use Ordinance Amendment Relating to the Environmental Advisory Board

**PURPOSE:** The purpose of this item is for the Board of Aldermen to receive public comment on an amendment to the text of the Land Use Ordinance relating to the charge and duties of the Environmental Advisory Board. A draft ordinance has been prepared.

**Attachments:** [Attachment A-1 - Consistency Resolution for Ordinance Adoption](#)  
[Attachment A-2 - Consistency Resolution for Ordinance Denial](#)  
[Attachment B - Draft LUO Text Amend - Environmental Advisory Board Duties after SWAC](#)  
[Attachment C - Excerpts from ART-III](#)  
[Attachment D - Advisory Board and Orange County Comments](#)

#### D. OTHER MATTERS

### 8:20-8:40



1. [17-322](#) Presentation on the Orange County Master Aging Plan
- PURPOSE:** The purpose of the presentation is to update the Board on the elements of the MAP.

**Attachments:** [MAP Final.5.10.17](#)

**8:40-9:15**

2. [17-318](#) Minor Modification to the Master Sign Plan for the 300 East Main Street Project

**PURPOSE:** The purpose of this item is for the Board of Aldermen to consider a Minor Modification request to the Master Sign Plan for the 300 East Main Street Project. Staff requests that the Board of Aldermen discuss, deliberate, and decide whether to adopt the attached resolution approving the Minor Modification to the Master Sign Plan.

**Attachments:** [Terra Nova Sign Resolution](#)  
[Terra Nova-300 East Main Street Minor Modification Combined Document](#)

**9:15-9:35**

3. [17-324](#) Colorful Crosswalk Designs and Locations
- PURPOSE:** The purpose of this agenda item to discuss advisory board input on possible colorful crosswalk designs and locations, and to consider possible next steps.

**Attachments:** [Attachment A - Resolution 10-24-2017](#)  
[Attachment B - Advisory Board Comments](#)  
[Attachment C - Excerpt from Colorful Crosswalks Memo](#)

**9:35-10:00**

4. [17-325](#) Discussion of Watersheds in Relation to Water and Sewer Service and Town Zoning Boundaries

**PURPOSE:** The purpose of this item is to provide information on the boundaries of the Bolin, Morgan, and University Lake watersheds that provide the framework for water and sewer services areas and Town zoning districts within the Town's jurisdiction.

**Attachments:** [Attachment A - Map](#)  
[Attachment B - Water and Sewer Agreement June 2017](#)

**E. MATTERS BY BOARD MEMBERS**



**F. MATTERS BY TOWN MANAGER**

**G. MATTERS BY TOWN ATTORNEY**

**H. CLOSED SESSION - ECONOMIC DEVELOPMENT AND PERSONNEL MATTER**





# Town of Carrboro

Town Hall  
301 W. Main St.  
Carrboro, NC 27510

## Agenda Item Abstract

**File Number:**17-326

---

**Agenda Date:** 10/24/2017

**File Type:**Agendas

**In Control:** Board of Aldermen

**Version:** 1

---

Proclamation: Community Planning Month









# Town of Carrboro

Town Hall  
301 W. Main St.  
Carrboro, NC 27510

## Agenda Item Abstract

**File Number:**17-323

**Agenda Date:** 10/24/2017

**File Type:**Agendas

**In Control:** Board of Aldermen

**Version:** 1

---

### TITLE:

Public Hearing on a Land Use Ordinance Amendment Relating to the Environmental Advisory Board

**PURPOSE:** The purpose of this item is for the Board of Aldermen to receive public comment on an amendment to the text of the Land Use Ordinance relating to the charge and duties of the Environmental Advisory Board. A draft ordinance has been prepared.

**DEPARTMENT:** Planning

**CONTACT INFORMATION:** Christina Moon - 919-918-7325, Patricia McGuire - 919-918-7327, Bob Hornik - 919-929-3905

**INFORMATION:** The process set out for creating a new stormwater utility included the establishment of a new citizen advisory board with expertise in matters relating to stormwater and stormwater management. At the September 5, 2017 Board of Aldermen meeting, the Board approved amendments to the Town Code to create the new Stormwater Advisory Commission (SWAC), noting that some of the duties that would be assigned to the new commission are currently assigned to the Environmental Advisory Board (EAB). (Agenda materials may be found at

<https://carrboro.legistar.com/MeetingDetail.aspx?ID=532844&GUID=36690B3B-4D72-4FE1-B507-C89F5A5F4BD5&Options=&Search=>=.>)

Procedures relating to the EAB are outlined in Land Use Ordinance (LUO) under Article III, Administration Mechanisms, Part VI. Subsequent to the approval of the Town Code amendments, the Board set a public hearing to consider amendments to Part VI, to remove the stormwater provisions of the EAB's duties. These duties are described specifically in Section 15-45.2(a), (b)(1) and (b)(2), and include the EAB's role for fulfilling the Town's requirements under its NPDES Phase II stormwater permit for providing citizen input on stormwater management activities, and its role to advise the Board on issues associated with stormwater management and the consideration of stormwater runoff as part of reviewing development applications.

A draft ordinance that removes these duties from the EAB was referred to Orange County, and was presented to the Planning Board and the EAB on October 5, 2017. Comments are provided (Attachment D).

**FISCAL & STAFF IMPACT:** Public hearings involve staff and public notice costs associated with advisory board and Board of Aldermen review.



---

**Agenda Date:** 10/24/2017

**File Type:**Agendas

**In Control:** Board of Aldermen

**Version:** 1

---

**RECOMMENDATION:** Staff recommends that the Board of Aldermen consider the resolution finding consistency (Attachment A-1) and the draft ordinance (Attachment B).



A RESOLUTION ADOPTING A STATEMENT EXPLAINING THE BOARD OF ALDERMEN'S  
REASONS FOR ADOPTING AN AMENDMENT TO THE TEXT OF THE CARRBORO LAND  
USE ORDINANCE.

Draft Resolution No.

WHEREAS, an amendment to the text of the Carrboro Land Use Ordinance has been proposed, which amendment is described or identified as follows: AN ORDINANCE AMENDING THE LAND USE ORDINANCE TO CLARIFY THE POWERS AND DUTIES OF THE ENVIRONMENTAL ADVISORY BOARD.

NOW, THEREFORE, the Board of Aldermen of the Town of Carrboro Resolves:

Section 1. The Board concludes that the above described amendment is consistent with Carrboro Vision 2020 as it relates to environmental protection in Section 5.0 and specifically in the following provision:

5.23 Carrboro should be proactive in managing its stormwater, promoting active maintenance of facilities, reducing impacts of increased impervious surface, and minimizing impacts on waterways.

Section 2. The Board further concludes that the above described amendment is reasonable and in the public interest because it reflects the establishment of the Stormwater Advisory Commission and recognizes the new commission's specialized expertise to fulfill the Town's requirements under its NPDES Phase II stormwater permit for citizen oversight of stormwater management activities, duties previously assigned to the Environmental Advisory Board.

Section 3. This resolution becomes effective upon adoption.

This the 24<sup>th</sup> day of October 2017.



A RESOLUTION ADOPTING A STATEMENT EXPLAINING THE BOARD OF ALDERMEN'S  
REASONS FOR REJECTING AN AMENDMENT TO THE TEXT OF THE CARRBORO LAND  
USE ORDINANCE

Draft Resolution No.

WHEREAS, an amendment to the text of the Carrboro Land Use Ordinance has been proposed, which amendment is described or identified as follows: AN ORDINANCE AMENDING THE LAND USE ORDINANCE TO CLARIFY THE POWERS AND DUTIES OF THE ENVIRONMENTAL ADVISORY BOARD.

NOW, THEREFORE, the Board of Aldermen of the Town of Carrboro Resolves:

Section 1. The Board concludes that the above described amendment is not consistent with Town plans and policies.

Section 2. The Board concludes that its rejection of the above described amendment is reasonable and in the public interest because existing regulations are appropriate.

Section 3. This resolution becomes effective upon adoption.

This the 24<sup>th</sup> day of October 2017.



**AN ORDINANCE AMENDING SECTION 15-45.2 OF THE LAND USE  
ORDINANCE TO CLARIFY THE POWERS AND DUTIES OF THE  
ENVIRONMENTAL ADVISORY BOARD**

**\*\*DRAFT 9-28-2017\*\***

THE BOARD OF ALDERMEN OF THE TOWN OF CARRBORO ORDAINS:

Section 1. Land Use Ordinance Section 15-45.2 is amended to read as follows:

**Section 15-45.2 Powers and Duties of the EAB**

The Environmental Advisory Board may:

(a) Advise the Board of Aldermen on policies, ordinances, and administrative procedures regarding environmental protection and the conservation of natural resources. The areas of review for the EAB include new development, solid waste, air quality, climate protection and resilience, energy conservation, solar energy, groundwater, natural resources, and other areas.

(b) Provide recommendations for green building and low impact development as part of new development and redevelopment, including site planning and design, energy efficiency and renewable energy, water efficiency, materials efficiency and waste reduction, indoor environmental quality, and the minimization of pollution.

(c) Adopt a set of guiding principles or goals for the EAB and review these goals periodically to determine if they are being obtained.

(d) Take any other action authorized by this chapter or any other ordinance or resolution of the Board of Alderman.

Section 2. All provisions of any town ordinance in conflict with this ordinance are repealed.

Section 3. This ordinance shall become effective upon establishment and regular meetings of the Stormwater Advisory Commission.



## ARTICLE III

### ADMINISTRATION MECHANISMS

#### PART VI. ENVIRONMENTAL ADVISORY BOARD (AMENDED 02/20/96)

##### Section 15-45 Appointment and Terms of Environmental Advisory Board

(a) There shall be an Environmental Advisory Board (EAB), which shall consist of seven members appointed by the Board of Alderman. All members of the EAB shall either reside, own property, or operate a business within the town's planning jurisdiction.

(b) EAB members shall be appointed for three year staggered terms, but members may continue to serve until their successors have been appointed. The initial terms of all members shall expire on January 31, 1996. Effective February 1, 1996, three members shall be appointed for three year terms, two members for two year terms, and two members for one year terms. Vacancies shall be filled for the unexpired terms only.

(c) Members may be appointed to successive terms without limitation.

(d) Members may be removed as follows:

- (1) The chair shall file or caused to be filed with the town clerk an attendance report after each meeting identifying those members who are present or absent.
- (2) Unless the chair waives the requirement, members shall be removed if they are absent for three consecutive meetings or if they miss more than 30% of the meetings during a twelve-month period. The town clerk shall notify the chair in writing as soon as a member becomes subject to removal under this section. The chair will have ten days after receipt of such notice to waive the removal. If the chair fails to notify the town clerk in writing within ten days after receipt of such notice that the automatic removal requirements should be waived, the town clerk will send the removal notice to the member. This removal shall be effective on the date of such notice.
- (3) Members may also be removed by the Board of Alderman, after a hearing, for any good cause related to performance of duty.

##### Section 15-45.1 Organization and Meetings of EAB

(a) The EAB shall establish a regular meeting schedule. All meetings shall be open to the public and notification of such meetings shall conform to the requirements of the Open Meetings Law.



*Art. III ADMINISTRATION MECHANISMS*

(b) A quorum shall be present for the EAB to take official action, and all actions shall be taken by majority vote. A quorum shall consist of four members if all seats on the EAB are filled and three members if there are one or more vacancies on the board.

(c) The EAB shall select one of its members to serve as chair and one member to serve as vice-chair. These officers will be chosen annually at the EAB's first meeting in March and shall serve for terms of one year unless their terms of appointment to the EAB sooner expire. Vacancies shall be filled for the unexpired term only. A member may be selected to serve as chair for not more than two consecutive full one-year terms. The chair and vice-chair may take part in all deliberations and vote on all issues. **(AMENDED 01/27/09)**

**Section 15-45.2 Powers and Duties of the EAB**

(a) The Environmental Advisory Board shall fulfill the Town's requirements under its NPDES Phase II stormwater permit for citizens' input of stormwater management activities. **(AMENDED 02/25/14)**

(b) The Environmental Advisory Board may:

- (1) Advise the Board of Alderman on policies, ordinances, and administrative procedures regarding environmental protection and the conservation of natural resources. The areas of review for the EAB include new development, solid waste, air quality, stormwater management, climate protection and resilience, energy conservation, solar energy, groundwater, natural resources, and other areas.
- (2) Provide recommendations for green building and low impact development as part of new development and redevelopment, including site planning and design, energy efficiency and renewable energy, water efficiency, materials efficiency and waste reduction, indoor environmental quality, and the minimization of pollution and stormwater runoff.
- (3) Adopt a set of guiding principles or goals for the EAB and review these goals periodically to determine if they are being obtained.
- (4) Take any other action authorized by this chapter or any other ordinance or resolution of the Board of Alderman

**(REPEALED 5/11/99) (AMENDED 02/25/14)**





# TOWN OF CARRBORO

## Planning Board

*301 West Main Street, Carrboro, North Carolina 27510*

# R E C O M M E N D A T I O N

THURSDAY, OCTOBER 5, 2017

## LAND USE ORDINANCE TEXT AMENDMENT RELATING TO THE ENVIRONMENTAL ADVISORY BOARD

Motion was made by Gaylord-Miles and seconded by Rosser that the Planning Board recommends that the Board of Aldermen approve the draft ordinance, with the following additional recommendation that the Stormwater Advisory Commission (SWAC) participates in all joint review meetings.

### **VOTE:**

AYES: (5) Foushee, Clinton, Poulton, Rosser, Gaylord-Miles

ABSENT/EXCUSED: (3) Adamson, Tiemann, Whittemore

NOES: (0)

ABSTENTIONS: (0)

### **Associated Findings**

By a unanimous show of hands, the Planning Board membership also indicated that no members have any financial interests that would pose a conflict of interest to the adoption of this amendment.

Motion was made by Rosser and seconded by Gaylord-Miles that the Planning Board of the Town of Carrboro finds that the proposed text amendment is consistent with Carrboro Vision 2020 as it relates to the environmental protection and promotion in Section 5.0 and specifically in the following provision:

5.23 Carrboro should be proactive in managing its stormwater, promoting active maintenance of facilities, reducing impacts of increased impervious surface, and minimizing impacts on waterways.

Furthermore, the Planning Board of the Town of Carrboro finds that the proposed text amendment is in the public interest; it reflects the establishment of the Stormwater Advisory Commission and recognizes the new commission's specialized expertise to fulfill the Town's



requirements under its NPDES Phase II stormwater permit for a citizen's oversight of stormwater management activities, duties previously assigned to the Environmental Advisory Board.

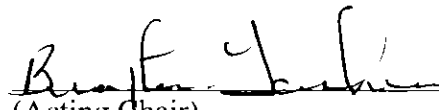
**VOTE:**

AYES: (5) Foushee, Clinton, Poulton, Rosser, Gaylord-Miles

ABSENT/EXCUSED: (3) Adamson, Tiemann, Whittemore

NOES: (0)

ABSTENTIONS: (0)

 10-18-17  
(Acting Chair) (Date)





# TOWN OF CARRBORO

## Environmental Advisory Board

**301 West Main Street, Carrboro, North Carolina 27510**

# R E C O M M E N D A T I O N

**THURSDAY, OCTOBER 5, 2017**

## Land Use Ordinance Text Amendment Relating to the Environmental Advisory Board

Motion was made by Sinclair and seconded by Patrick that the EAB recommends that the Board of Aldermen approve the draft ordinance.

The EAB also strongly supports the formation of the new Stormwater Advisory Commission (SWAC), and recommends that the SWAC participate in Joint Review.

### **VOTE:**

AYES: (O'Connor, Patrick, Sinclair, Turner)

ABSENT/EXCUSED: (Hoban, Perera, Skelton)

NOES: ( )

ABSTENTIONS: ( )

### **Associated Findings**

By a unanimous show of hands, the EAB membership also indicated that no members have any financial interests that would pose a conflict of interest to the adoption of this amendment.

The EAB of the Town of Carrboro also finds that the proposed text amendment is consistent with Carrboro Vision 2020 as it relates to the environmental protection and promotion in Section 5.0 and specifically in the following provision: 5.23 Carrboro should be proactive in managing its stormwater, promoting active maintenance of facilities, reducing impacts of increased impervious surface, and minimizing impacts on waterways.

Furthermore, the EAB of the Town of Carrboro finds that the proposed text amendment is in the public interest; it reflects the establishment of the Stormwater Advisory Commission and recognizes the new commission's specialized expertise to fulfill the Town's requirements under its NPDES Phase II stormwater permit for a citizen's oversight of stormwater management activities, duties previously assigned to the Environmental Advisory Board.

### **VOTE:**

AYES: (O'Connor, Patrick, Sinclair, Turner)

ABSENT/EXCUSED: (Hoban, Perera, Skelton)

NOES: ( )

ABSTENTIONS: ( )

*[Signature]*  
for (Chair)

10/6/2017  
(Date)



## Christina Moon

---

**Subject:** FW: Carrboro Land Use Ordinance Amendment

**From:** Craig Benedict [mailto:cbenedict@orangecountync.gov]

**Sent:** Monday, October 02, 2017 3:46 PM

**To:** Christina Moon <CMoon@townofcarrboro.org>

**Cc:** Perdita Holtz <pholtz@orangecountync.gov>; Ashley E. Moncado <amoncado@orangecountync.gov>

**Subject:** RE: Carrboro Land Use Ordinance Amendment

Christina,

Orange County staff finds your amendment to be consistent with the intent of the Joint Planning agreement.

Thank you for the opportunity to review the item.

*Craig N. Benedict, AICP*

Planning & Inspections Director

131 W. Margaret Lane, Suite 201

P.O. Box 8181

Hillsborough, NC 27278

[cbenedict@orangecountync.gov](mailto:cbenedict@orangecountync.gov)









# Town of Carrboro

Town Hall  
301 W. Main St.  
Carrboro, NC 27510

## Agenda Item Abstract

**File Number:**17-322

---

**Agenda Date:** 10/24/2017

**File Type:**Agendas

**In Control:** Board of Aldermen

**Version:** 1

---

### **TITLE:**

Presentation on the Orange County Master Aging Plan

**PURPOSE:** The purpose of the presentation is to update the Board on the elements of the MAP.

**DEPARTMENT:** Economic and Community Development

**CONTACT INFORMATION:** Annette Lafferty, AICP ECD Director [alafferty@townofcarrboro.org](mailto:alafferty@townofcarrboro.org)  
<<mailto:alafferty@townofcarrboro.org>> (919) 918-7319

**INFORMATION:** Janice Tyler, the Executive Director of the Orange County Council on Aging will present the recommendations of the plan. The following is the executive summary from the Orange County Master Aging Plan (Attachment 1).

The 2017-2022 Master Aging Plan (MAP) marks the fourth cycle of strategic planning for the Orange County Department on Aging (OCDOA). However, this is the first MAP based on the AARP Framework for an Age-Friendly Community (AFC). The AFC framework contains 8 domains of livability that influence the quality of life for older adults: outdoor spaces and buildings, transportation, housing, social participation, respect and social inclusion, civic participation and employment, communication and information, and community and health services.

The goals included in the 2017-2022 MAP are intended to make Orange County an age-friendly community, a place where structures and services are adapted to be accessible to and inclusive of older adults with varying needs and capacities. For this reason, the plan covers a wide range of topics, from communication and information to housing and outdoor spaces and buildings.

The 2017-2022 MAP was developed using the AARP Age-Friendly Community Framework as a guide. The goals, objectives, and strategies represent the work of a variety of stakeholders throughout the MAP planning process. These stakeholders include Orange County residents, county and town leadership, major healthcare systems, faith-based and non-profit service groups, and older adult advocates. All of these stakeholders were involved at different times during the MAP's development, beginning in summer 2016 with a community needs assessment survey and ending in spring 2017 with a period of public comment.

In the fall and winter of 2016, stakeholders participated in a community kick-off event, work group meetings, and periodic MAP Leadership and Steering Committee meetings. The inclusion of these diverse stakeholders in developing the MAP is essential to ensuring that the plan meets the needs of a growing older adult population.



---

**Agenda Date:** 10/24/2017

**File Type:**Agendas

**In Control:** Board of Aldermen

**Version:** 1

---

The 2017-2022 MAP comes at a particularly crucial point in the history of Orange County. The proportion of older adults within the general population is growing rapidly at the national level as well as right here in Orange County. Orange County's aging population is diverse, widespread, and representative of a variety of life experiences. Achieving the goals and objectives in the MAP is essential in preparing the county for the influx of older adults who will be using county and town programs and services.

The success of the MAP depends on continued collaboration and community involvement over the next five years. Without the participation of a variety of community members and organizations, an integrated countywide plan will not be successful. The achievement of this plan requires the recognition that we all are aging, this plan affects all of us, and an age-friendly community benefits our county as a whole. Through working together to meet the goals and objectives of the 2017-2022 MAP, residents and diverse organizations will help Orange County build capacity to support our aging population and ultimately improve the quality of life for everyone.

**FISCAL & STAFF IMPACT:** Commitment of staff time to participate in workgroups

**RECOMMENDATION:** Staff recommends the Board receive the report



# ORANGE COUNTY MASTER AGING PLAN



2017-2022

## Goals, Objectives, Strategies, and Indicators

Prepared under the leadership of:

The Master Aging Plan Steering Committee

The Orange County Advisory Board on Aging

The Master Aging Plan Leadership Committee

Members of the Bachelor of Public Health Capstone Team

Health Policy and Management Department

University of North Carolina at Chapel Hill



## AUTHORSHIP

### **UNC Bachelor of Public Health Capstone Team**

Cecilia Blomberg

Stephanie Chien

Sadiyya Ingawa

Makayla Nichols

Breana Sharer

### **UNC Graduate School of Social Work Intern**

Melissa Hunter

### **Orange County Department on Aging Staff**

Janice Tyler – Director

Mary Fraser – MAP Committee Chair

Please direct questions and comments regarding the Master Aging Plan to Janice Tyler, Director of the Orange County Department on Aging: [jtyler@orangecountync.gov](mailto:jtyler@orangecountync.gov)



# Orange County Master Aging Plan

## Table of Contents

Executive Summary.....	1
Introduction.....	5
Development of the Plan.....	6
Demographics.....	11
DOMAIN: Outdoor Spaces and Buildings .....	17
DOMAIN: Transportation.....	21
DOMAIN: Housing.....	24
DOMAIN: Social Participation .....	28
DOMAIN: Respect and Social Inclusion .....	31
DOMAIN: Civic Participation and Employment.....	34
DOMAIN: Community Support and Health Services .....	38
DOMAIN: Communication and Information .....	44
Conclusion .....	47
Acknowledgements.....	48
Frequently Used Acronyms.....	52
Glossary.....	53
Index of Responsible Agency .....	55
References .....	61



## Executive Summary

The 2017-2022 Master Aging Plan (MAP) marks the fourth cycle of strategic planning for the Orange County Department on Aging (OCDOA). However, **this is the first MAP based on the AARP Framework for an Age-Friendly Community (AFC). The AFC framework contains 8 domains of livability that influence the quality of life for older adults: outdoor spaces and buildings, transportation, housing, social participation, respect and social inclusion, civic participation and employment, communication and information, and community and health services.**

The goals included in the 2017-2022 MAP are intended to make Orange County an age-friendly community, a place where structures and services are adapted to be accessible to and inclusive of older adults with varying needs and capacities. For this reason, the plan covers a wide range of topics, from communication and information to housing and outdoor spaces and buildings.

The 2017-2022 MAP was developed using the AARP Age-Friendly Community Framework as a guide. The goals, objectives, and strategies represent the work of a variety of stakeholders throughout the MAP planning process. These stakeholders include Orange County residents, county and town leadership, major healthcare systems, faith-based and non-profit service groups, and older adult advocates. All of these stakeholders were involved at different times during the MAP's development, beginning in summer 2016 with a community needs assessment survey and ending in spring 2017 with a period of public comment.

In the fall and winter of 2016, stakeholders participated in a community kick-off event, work group meetings, and periodic MAP Leadership and Steering Committee meetings. The inclusion of these diverse stakeholders in developing the MAP is essential to ensuring that the plan meets the needs of a growing older adult population.

The 2017-2022 MAP comes at a particularly crucial point in the history of Orange County. The proportion of older adults within the general population is growing rapidly at the national level as well as right here in Orange County. Orange County's aging population is diverse, widespread, and representative of a variety of life experiences. **Achieving the goals and objectives in the MAP is essential in preparing the county for the influx of older adults who will be using county and town programs and services.**

The success of the MAP depends on continued collaboration and community involvement over the next five years. Without the participation of a variety of community members and organizations, an integrated countywide plan will not be successful. **The achievement of this plan requires the recognition that we all are aging, this plan affects all of us, and an age-friendly community benefits our county as a whole.** Through working together to meet the goals and objectives of the 2017-2022 MAP, residents and diverse organizations will help Orange County build capacity to support our aging population and ultimately improve the quality of life for everyone.



## Goals and Objectives

The following goals are Orange County's guiding principles in serving our older adult population.

### Goal 1 – Outdoor Spaces & Buildings: Optimize usability of outdoor spaces and buildings for older adults.

- ☐ Objective 1.1: Increase engagement of older adults in planning, monitoring, and maintenance processes.
- ☐ Objective 1.2: Improve accessibility, availability, convenience, and use of outdoor spaces and buildings.
- ☐ Objective 1.3: Create and implement county and town development and construction regulations and standards that address senior mobility challenges.

### Goal 2 – Transportation: Expand services and improve infrastructure for safe, accessible, and affordable travel within the community.

- ☐ Objective 2.1: Expand availability and improve transportation options for older adults.
- ☐ Objective 2.2: Improve collaboration among public and private transportation services to overcome barriers to mobility.
- ☐ Objective 2.3: Increase access to transportation information and travel training.

### Goal 3 – Housing: Improve choice, quality, and affordability of housing, including housing with services and long-term care options.

- ☐ Objective 3.1: Modify, eliminate, or create policies that result in full realization of the MAP housing goal.
- ☐ Objective 3.2: Develop new affordable senior housing (rental and ownership, including supported housing).
- ☐ Objective 3.3: Modify and repair existing housing for safety and accessibility.
- ☐ Objective 3.4: Educate the public about housing options in later life, emphasizing the importance of accessibility, safety, and maintenance.
- ☐ Objective 3.5: Activate the community to support and improve quality of life for older adults living in long-term care settings.
- ☐ Objective 3.6: Support Orange County residents to age in community.



Goal 4 – Social Participation: Promote diverse and accessible opportunities for participation and engagement of older adults.

- ☐ Objective 4.1: Expand opportunities for educational, intergenerational, and cultural programming.

Goal 5 – Respect & Social Inclusion: Uphold all older adults as valuable members and resources of the community.

- ☐ Objective 5.1: Ensure a welcoming, inclusive, and livable community.
- ☐ Objective 5.2: Promote social inclusion and community cohesion at the senior centers and other community locations.

Goal 6 – Civic Engagement & Employment: Connect older adults who are seeking paid employment or meaningful volunteer experience with a diverse array of opportunities.

- ☐ Objective 6.1: Create effective pathways for older adults to secure fairly compensated employment, including traditional, alternative, and entrepreneurial options.
- ☐ Objective 6.2: Expand opportunities for older adults to gain both job-seeking and on-the-job skills.
- ☐ Objective 6.3: Promote the value of an experienced workforce to local employers.
- ☐ Objective 6.4: Expand enriching volunteer opportunities for older adults.

Goal 7 – Community Support & Health Services: Ensure the community has accessible and affordable resources to support individual health and wellbeing goals throughout the aging process.

- ☐ Objective 7.1: Increase awareness and use of available health and wellness resources.
- ☐ Objective 7.2: Expand services to help older adults age in their homes and communities.
- ☐ Objective 7.3: Improve collaboration between medical providers and OCDOA.
- ☐ Objective 7.4: Address the problem of food insecurity among older adults.
- ☐ Objective 7.5: Promote and support the growth of the “village”/neighborhood model of community support across all of Orange County for individuals aging in their homes.



- ☐ Objective 7.6: Support planning for and fulfillment of individual goals in all stages at the end of life.

**Goal 8 – Communication & Information:** Empower older adults and their families to make informed decisions and to easily access available services and supports.

- ☐ Objective 8.1: Increase the accessibility of information regarding available programs, services, and resources.

**Cross-Cutting Issues Addressed by All Work Groups**

**Communication and information**

**Diversity of the older adult population**

**Intergenerational opportunities**

**Including older adults in solutions**



## Introduction

The Orange County Department on Aging (OCDOA) created its first five-year Master Aging Plan (MAP) in 2002. The current 2017-2022 MAP is the fourth round of comprehensive planning for Orange County's growing older population. It is designed with a continued value on strong community member and stakeholder involvement in its production.

**In an attempt to be even more comprehensive in its planning, the OCDOA has chosen the World Health Organization (WHO) and AARP's Age-Friendly Communities (AFC) framework for the structure of the 2017-2022 MAP.** This framework guided the focus of the MAP design by organizing community subject matter and discussions into relevant domains and workgroups. The OCDOA recruited students from the University of North Carolina Gilling's School of Public Health, Graduate School of Social Work, School of Nursing, and City and Regional Planning to expand its capacity to elicit feedback from older adults, service providers, government departments, and other community stakeholders. These students collaborated with members of the MAP Leadership Committee to support the year-long MAP design.

**The 2017-2022 MAP focuses mainly on older adults, who are defined in this MAP as individuals age 60 and above.** It will largely be implemented by the OCDOA; however, true improvement in the lives of Orange County residents requires a broader perspective. We are all aging, meaning that the goals and objectives outlined in the MAP affect everyone, not just older adults. County and town governmental units, health care, and private service providers will need to coordinate efforts for seamless integration of programs and services. The recognition that this plan affects all of us, and we need to work together to implement it, is essential to the success of the 2017-2022 MAP.

The MAP begins with a description of the development process. An overview of current and projected demographic characteristics of older adults in Orange County follows, to highlight the importance of the plan for preparing the county for an aging population. Finally, the goals, objectives, strategies, and indicators to guide this preparation are outlined in detail. These are the steps we hope to take to make Orange County a more age-friendly community based on WHO and AARP's domains of livability.



### WHO Age Friendly Community Framework



### Orange County Department on Aging Mission Statement

To provide leadership in planning and operating a system of integrated aging services through state of the art senior centers, serving as focal points for coordinated community and individualized programs designed to educate seniors and their families and maximize the health, well-being, community engagement, and independence of older adults at all functional levels.

## Development of the Plan

### Plan Structure

In July of 2016, Orange County joined AARP's Network of Age-Friendly Communities (AFC). This means county and town leaders agreed to actively work together toward making Orange County an ideal place to live for people of all ages by using the AARP AFC framework. This framework includes eight domains of livability that influence the quality of life for older adults. The 2017-2022 MAP reflects this commitment by developing goals and

objectives in each of the eight domains of an AFC: outdoor spaces and buildings, transportation, housing, social participation, respect and social inclusion, civic participation and employment, communication and information, and community and health services.

### Vision Statement

It is the vision of the 2017-2022 MAP that Orange County and its municipalities meet the



standards of an age-friendly community. An age-friendly community is a place where structures and services are adapted to be accessible to and inclusive of older adults with varying needs and capacities. Orange County aims to become an age-friendly community in all 8 domains by developing and maintaining services that foster lifelong engagement in community affairs, opportunities for creativity and productivity, meaningful connections with others, and a sense of physical and emotional wellbeing. As a result, Orange County will be the ideal place to grow older and age well.

### Community Needs Assessment

Between May and September of 2016, the OCDOA conducted a community needs assessment, which was intended to provide community members with an opportunity to voice their vision for aging in Orange County over the next five years. The first community assessment activity was a series of 13 focus groups held at various locations throughout the seven townships of Orange County. These focus groups were held in English, Mandarin, and Spanish. Focus groups had a total of 63 participants and were held at the following locations:

- Robert and Pearl Seymour Center
- Rogers Road Community Center
- Efland-Cheeks Community Center
- Maple View Farms Agricultural Center
- Carrboro Century Center
- Cedar Grove Community Center
- Schley Grange Hall
- Chapel Hill Public Library
- Jerry M. Passmore Center
- Orange County Public Library
- El Centro Hispano de Carrboro

The second community assessment activity was an electronic survey emailed to all Orange County government employees and a 2,000-person listserv maintained by the senior centers, with a total of 860 respondents. The survey was also distributed to various neighborhood and association listservs. The guiding questions of the survey were 1) What are you worried about when you thinking about aging? 2) What is Orange County already doing well? and 3) What would you like to see happen? What are some "magic wand" ideas you have?

### Key Informant Interviews

Throughout summer 2016, the OCDOA conducted 34 key informant interviews in 26 agencies across Orange County. These key informant interviews were conducted with stakeholders in county and town government, healthcare, faith-based organizations, and community services. The purpose of the key informant interviews was to identify ideas and areas of concern for the aging population among the different agencies in the county. In addition to gathering useful information about Orange County's preparedness for an aging population, the key informant interviews were intended to generate buy-in, foster collaboration, understand how the work of the OCDOA intersects with that of other stakeholders, and formulate a comprehensive vision for aging in Orange County over the next five years.

### MAP Participant Structure

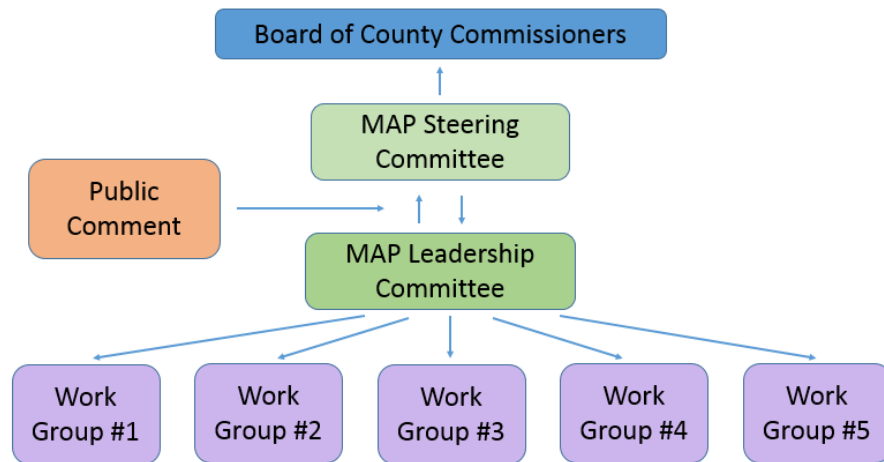
In its first months, the MAP Leadership Committee determined the group structure that would guide the development of the 2017-2022 Master Aging Plan. Although the Orange County Board of County Commissioners is



ultimately responsible for accepting the plan, several other bodies were involved in developing and overseeing the plan. The MAP Steering Committee is a high-level committee made up of key representatives from county and town leadership and governmental units, major healthcare systems, faith-based organizations, non-profit service groups, and older adult advocacy groups. The MAP Steering Committee is responsible for providing resources, strategic vision and oversight to the development and implementation of the plan.

Members are able to identify their agencies as responsible for carrying out specific strategies outlined in the plan. All of the responsible parties were directly involved in the MAP development process or are natural partners in these efforts. Resident input came from participation in the workgroups and the public comment sessions. Additionally, the OCDOA welcomes other stakeholders not listed in the plan to assist in the implementation of the MAP.

### MAP Participant Structure



### Community Kick-off Event

The OCDOA sponsored two community forums in October of 2016. These forums took place at the Seymour Center and Passmore Center where nearly 100 people attended. The purpose of these events was to present the community assessment results to a broader audience and gain community input to further identify priorities in the eight domains of age-friendly communities. The event started with a series of presentations about the context of aging, Orange County's participation with the WHO/AARP Network of Age-Friendly

Communities, and the results from the focus groups and surveys. Participants then split into nine discussion groups to identify priorities in the eight domains of age-friendly communities. One facilitator and one note-taker were at each table to record interactions and main points for each domain. Participants discussed missing areas to address and ranked their top choices for prioritizing objectives for the MAP using the "WHO Checklist of Essential Features of an Age Friendly Community". These priorities were collected and compiled to find the areas of most concern to community members. This



allowed the leadership committee to narrow the scope of the eight domains to five major workgroups.

## Work Groups

**The five work group topics identified from the community assessment and the community forums were Transportation and Outdoor Spaces and Buildings, Housing, Social Participation and Inclusion, Civic Participation and Employment, and Community Supports and Health Services.** The eighth domain, Communication and Information, was identified as a crosscutting issue that all work groups included. Work groups met over a five-meeting sequence from January 2017 to March 2017 in a standardized process across groups. One OCDOA staff member or volunteer led each work group consisting of 20-30 community members. Each group was further split into subgroups to discuss more specific issues. UNC graduate and undergraduate students assisted with facilitation and note-taking during these discussions. **Work groups were responsible for researching the topic area, identifying problems within the topic area in Orange County, and formulating objectives and strategies to address that problem.** The final output from each work group was a concise list of objectives and strategies that were then filed under the broader group goal. Below is a summary of the main discussion points of each of the MAP Work Groups.

### Outdoor Spaces and Buildings:

- Involvement in planning processes and public schedules
- Maintenance of public areas and addition of benches, public restrooms, etc.
- Accessibility of sidewalks, especially in rural areas

- Spaces oriented to the needs to older adults

### Transportation:

- Volunteer driving program
- Access to transportation outside of Chapel Hill/Carrboro
- Coordination between transportation agencies, both public and private, in the Triangle
- Planning processes include older adults and their needs
- Easy to understand and accessible information about transportation options

### Housing:

- Housing policies and their impact on senior housing
- Information for older adults about their options
- Long-term care facilities and housing with services
- Housing repair and maintenance services for older adults
- Affordable and quality housing

### Social Participation and Inclusion:

- Intergenerational opportunities
- Identification of those who are at risk of exclusion
- Continued education programs for older adults
- Disparities in engagement between geographic areas of the county
- Utilization of space outside of the senior centers

### Civic Participation and Employment:

- Fair compensation for those who need employment
- Searching for jobs and application process
- Multigenerational workforce preparation



- Volunteer experience in new areas
- Expanding current volunteer programs

#### Community Supports and Health Services:

- Economic barriers impeding access to health and community support services
- Clear and accessible information is provided about health and social services
- Food access, particularly in rural areas
- A range of health and community services offered for promoting, maintaining and restoring health
- Coordinated and administratively simple services
- Resources available to assist older adults in making life decisions
- Dementia-friendly services and spaces
- Quality and affordable in-home, respite, and adult day care services
- Mental health services in the community

#### Cross-Cutting Issues Addressed by All Work Groups

In addition to domain-specific issues, each work group was instructed to address four crosscutting issues in its discussion and recommendations. These crosscutting issues included:

1. Communication and information
2. Diversity of the older adult population
3. Intergenerational opportunities
4. Including older adults in solutions

Instead of isolating communication and information dissemination into one domain work group, the MAP Leadership Committee asked each work group to consider the best ways to share information with older adults who will be affected by its recommendations and those who will be collaborating to implement them, with a special eye toward the pros and cons of using available and emerging technology. Work groups remained conscious

throughout the process of the critical importance of ensuring that older adults are able to easily access the information needed in order to utilize resources developed by partners of the MAP.

In addition, each work group addressed matters of diversity and recognized economic barriers to the goals they set forth. It was important to consider the possible barriers that older adults experience related to race, ethnic group, and economic status. Also, many older adults experience a wide range of health conditions that can make participation in community life more difficult. Similar to economic and diversity considerations, geographic equity was an issue for all work groups to consider. Work group members were asked to be cognizant of the varied and geographically separated nature of our county population as it relates to the MAP's vision for all residents to be considered in and to benefit from the MAP.

In focus groups and community meetings, older adults repeatedly expressed the desire to retain opportunities for intergenerational engagement as they age. Instead of separating older adults from the rest of the community, work groups were asked to consider recommendations that would serve the entire community and foster social interaction.

Finally, all work groups were asked to utilize the wisdom, energy, and political power inherent in the older adult population within Orange County. Implementation strategies should capitalize on these strengths. There is a continual need for the voices of older adults and their leadership in order to accomplish the strategies and objectives set forth by the 2017-2022 MAP.

#### Public Comment

After completing the five work group meetings, UNC undergraduate students and OCDOA staff compiled each work group's goals, objectives



and strategies under the eight Age-Friendly Community Domains. The MAP draft was then shared with the OCDOA Advisory Board on Aging and the MAP Steering Committee, the two bodies charged with oversight of the progress of MAP. This review process generated a draft of the final MAP, which was placed on the OCDOA website and distributed via email and by paper copy to the general public for comment. OCDOA scheduled two public comment sessions at each of the county's two senior centers to collect in-person feedback about the MAP draft.

## Demographics

### Older Adults in the US and North Carolina

**The population of older adults is growing across the United States.** In 2014, adults ages 65 and older accounted for approximately 1 in 7 Americans. By 2035, that number is expected to become 1 in 5.<sup>1</sup> The number of adults in the US age 65+ is expected to double by 2060, reaching an estimated 98 million.<sup>2</sup> As the Boomer generation ages, the US population will experience growth in the proportions of older adults in each age group.<sup>2</sup> Exact estimates vary, but there is no disputing the fact that our aging population is growing fast. This is true for national growth of the older adult population as well as growth in North Carolina.

North Carolinians 60+ accounted for 20.9% of the population in 2015, but are expected to make up 26.4% of the population by the year 2035.<sup>2</sup> Knowing this, our communities must answer the **need to serve a growing older adult population with relevant services.**

North Carolina should expect stark increases in demands for services targeted toward our aging population as well as changes in the types of services that are demanded. Additionally, North Carolina's entire population can expect to benefit from the contributions of an aging workforce, so long as space is created for those contributions to be made.

### Growth and Longevity

Orange County can expect its older adult population to mirror similar growth patterns to those of the state and country in coming years. In 2015, 18% of the population was 60+ and by 2035 it will be 26%. By 2030, this population will more than double from its size in 2015, reaching an estimated 43,621 people and making up 26% of all Orange County individuals.<sup>1</sup> Life expectancy at birth for Orange County residents was 80.8 years in 2015, up from 77.2 years in 1992.<sup>3</sup> In 2015, life expectancy was reported to have grown to 82 years in Orange County.<sup>4</sup> Life expectancy at birth is higher for women than men, and for Whites when compared to African Americans in Orange County.<sup>3</sup>

The 2010 US Census data states that the proportion of adults age 55+ in Orange County was approximately equal to the proportion of youth under age 18 (21.1% vs. 20.9%, respectively).<sup>5</sup> County-wide age demographic projections suggest that the scales will tip further in favor of older adults in coming years. By 2035, persons aged 60+ will represent 26% of Orange County; whereas, children aged 0-17 years will only represent 17% of the county's population. This reflects the crucial importance of considering Orange County's older adult community when allocating county and town



resources in order to support them, as well as their caregivers and families.

### Demographic Patterns

Orange County's older adult population appears to be whiter than the county's population as a whole. The older adult population also has a larger proportion of people who are veterans as well as of people who are married. As one might expect, older adults have a larger proportion of people who have a disability when compared to Orange County's population as a whole. While older adults in Orange County are proportionately less educated than the general county

population, education levels for adults in Orange County are consistently higher than averages at the state level.<sup>6</sup> Older adults face less poverty in Orange County, but are proportionately more likely to be living alone.

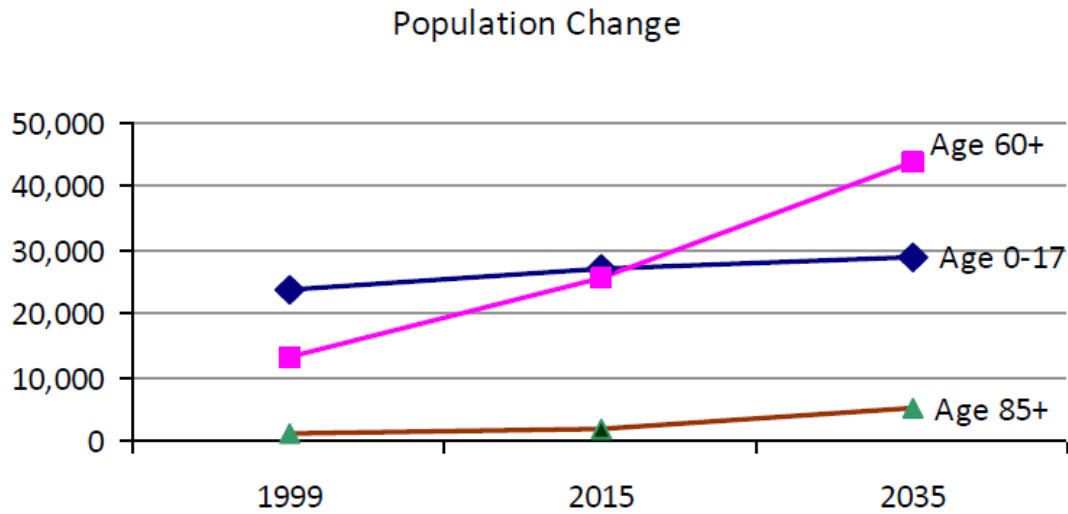
### Characteristics and Distribution

The following tables provide some basic demographic characteristics of Orange County's total population as compared to its older adult population. The following data come from the 2011-2015 American Community Survey Five-Year Estimates<sup>7</sup> and the North Carolina Division of Aging and Adult Services 2015 County Aging Profile<sup>8</sup>.

**Table 1.1 Orange County Age Projections**

Ages	2015		2035		% Change (2015-2035)
	#	%	#	%	
<b>Total</b>	140,144		171,058		22%
0-17	26,906	19%	28,677	17%	7%
18-44	59,694	43%	69,384	41%	16%
45-59	27,979	20%	29,376	17%	5%
60+	25,565	18%	43,621	26%	71%
65+	17,180	12%	35,096	21%	104%
85+	1,799	1%	5,212	3%	190%



**Figure 1.1 Orange County Population Change****Table 1.2 Characteristics of Orange County Residents: Total Population vs. Age 65+**

Characteristics	Orange County Total Population	Orange County Older Adults
<b>SEX</b>		
Male	47.7%	43.9%
Female	52.3%	56.1%
<b>RACE</b>		
White	75.0%	84.4%
Black or African American	11.7%	12.5%
American Indian and Alaska Native	0.4%	0.4%
Asian	7.3%	2.5%
Some other race	2.6%	0.0%
Two or more races	3.0%	0.2%
Hispanic or Latino origin (of any race)	8.3%	1.9%
White alone, not Hispanic or Latino	69.8%	82.7%
<b>POVERTY STATUS IN THE PAST 12 MONTHS</b>		
Below 100 percent of the poverty level	15.8%	5.2%
100 to 149 percent of the poverty level	7.7%	6.5%
At or above 150 percent of the poverty level	76.6%	88.3%

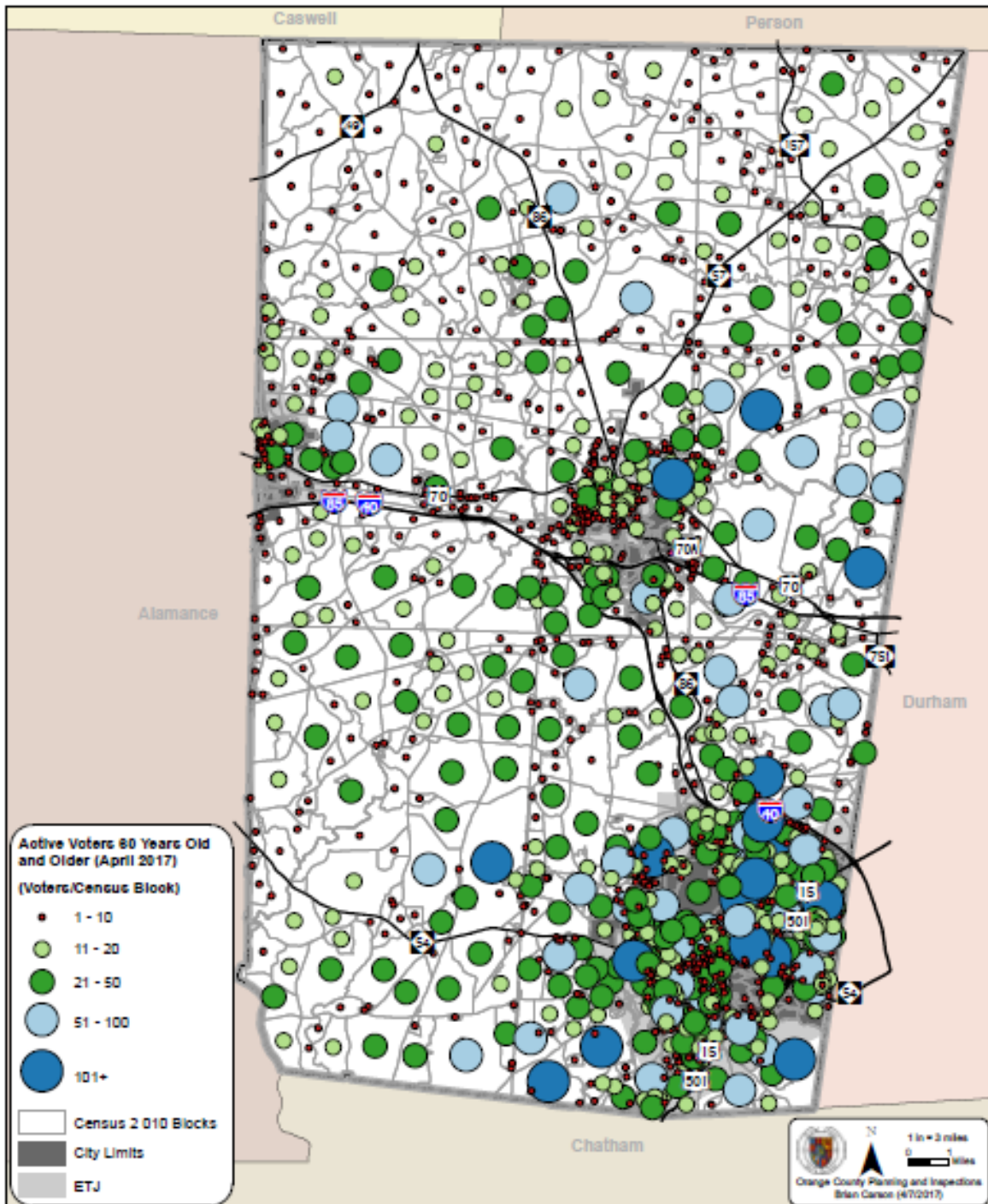


Characteristics	Orange County Total Population	Orange County Older Adults
<b>EMPLOYMENT STATUS</b>		
In labor force	65.8%	23.5%
Employed	61.6%	22.8%
Unemployed	4.2%	0.7%
Not in labor force	34.2%	76.5%
<b>LANGUAGE SPOKEN AT HOME</b>		
English only	83.3%	91.9%
Language other than English	16.7%	8.1%
Speak English less than "very well"	6.4%	2.5%
<b>DISABILITY STATUS</b>		
With any disability	8.3%	27.2%
No disability	91.7%	72.8%
<b>VETERAN STATUS</b>		
Veterans	5.4%	18.6%
<b>EDUCATIONAL ATTAINMENT</b>		
Less than high school graduate	7.9%	10.5%
High school graduate, GED, or alternative	15.6%	22.1%
Some college or associate's degree	19.8%	19.6%
Bachelor's degree or higher	56.6%	47.8%
<b>MARITAL STATUS</b>		
Now married, except separated	45.2%	62.0%
Widowed	3.3%	18.1%
Divorced	8.8%	14.5%
Separated	1.5%	0.7%
Never married	41.2%	4.6%
<b>HOUSEHOLDS BY TYPE</b>		
Households	51,880	9,153
Family households	60.4%	56.0%
Married-couple family	47.7%	49.0%
Female householder, no husband present, family	9.8%	5.1%
Nonfamily households	39.6%	44.0%
Householder living alone	29.3%	42.5%
Homeowners	60.4%	82.4%

These data are from the 2011-2015 American Community Survey and are estimates based on a sample of the population, rather than data from the US Census.



## Orange County, NC Active Voters 60 Years Old and Older by 2010 Census Blocks



This map shows the distribution of older adults age 60+ throughout Orange County, based on 2017 voter data in 2010 US Census blocks. The larger the blue dot, the more older adults age 60+ live in that area.



## Health

Knowing that adults are living longer, Orange County must take preventive measures to support residents' health over time. Recognizing leading causes of death will be critical to this task.

**The top 5 leading causes of death for older adults age 65+ in Orange County are<sup>9</sup>:**

- 1. Cancer**
- 2. Heart Disease**
- 3. Cerebrovascular Diseases**
- 4. Alzheimer's Disease**
- 5. Chronic Lower Respiratory Diseases**

**This list displays a ranking change since the last MAP. Deaths related to chronic lower respiratory diseases were ranked 4th in 2010. These county rankings are similar to that of the state, but the leading cause of death for older adults in all of North Carolina is heart disease rather than cancer.**

These issues should all be considered high priority in the discussion of how to best serve our community's older adult population. When considering diseases like Alzheimer's disease, it is also important to consider the needs of caregivers. Through serving their needs, we also serve the needs of the aging community.

## Summary

The description of Orange County's older adult population provided here offers context to understand our proposed goals, objectives, and strategies. Additionally, these data influenced the work groups and guided discussions in a variety of ways, both directly and indirectly. As the OCDOA works over the next five years to implement the following recommendations, we will continue to consider the intersecting identities of the older adults that we serve.



## DOMAIN GOALS, OBJECTIVES, STRATEGIES, AND INDICATORS

### DOMAIN: Outdoor Spaces and Buildings

The accessibility of outdoor spaces and public buildings affect mobility, independence, and quality of life for people of all ages, especially older adults. An age-friendly community should have:

- Public gathering spaces that are pleasant, clean, and safe, with low noise levels and appropriate lighting;
- Usable green spaces and walkways, adequate outdoor seating for people who may need to sit and rest, and public restrooms;
- Sidewalks and roads that are well-maintained and safe for pedestrians, drivers, and cyclists;
- Traffic rules and regulations that take pedestrians into consideration;
- Some public spaces close to services; and
- Accessible buildings.

**MAP Goal 1:** Optimize usability of outdoor spaces and buildings for older adults.

**Objective 1.1:** Increase engagement of older adults in planning, monitoring, and maintenance processes.

**Strategy 1.1.1:** Increase channels of communication and collaboration between older adults and planning organizations in Orange County relative to outdoor spaces and buildings.

#### INDICATORS

1.1.1a. A representative from the Orange County Department on Aging (OCDOA) Advisory Board on Aging is added to the Intergovernmental Parks Workgroup.

1.1.1b. A survey is conducted specifically dealing with natural areas to assess desires of older adults regarding natural surface trails, amenities, and ways to publicize characteristics of the natural areas.

1.1.1c. Increased communication from and to nature-related organizations regarding natural areas and other public outdoor spaces is achieved through town Planning and Parks and Recreation Departments.

**RESPONSIBLE AGENCIES:** OCDOA, in collaboration with Orange County Department of Environment, Agriculture, Parks and Recreation (DEAPR), and town Planning and Parks and Recreation Departments

**Strategy 1.1.2:** Provide both traditional and innovative means of monitoring and reporting maintenance issues about the condition of outdoor spaces and public buildings.

#### INDICATORS

1.1.2a. A variety of systems are available to the public to report maintenance issues.

1.1.2b. Staff are assigned to respond to public building maintenance requests, with status updates and explanations for actions taken/not taken.

1.1.2c. Training programs on using monitoring and reporting systems are provided at OCDOA.

**RESPONSIBLE AGENCIES:** Orange County Asset Management Service (OCAMS), DEAPR, town Public



Works and Parks and Recreation departments, OCDOA

**Strategy 1.1.3:** Enhance advocacy efforts by and on behalf of older adults relative to the planning and use of public outdoor spaces and buildings.

**INDICATORS**

1.1.3a. At least one older adult is on every county and town Advisory Board that has input on outdoor spaces and buildings.

1.1.3b. A volunteer workgroup focused on advocacy for outdoor spaces is formed and facilitated by OCDOA.

**RESPONSIBLE AGENCIES:** Advisory Board on Aging, OCDOA

**Strategy 1.1.4:** Increase awareness on the part of older adults about design/planning standards and guidelines relative to outdoor spaces and public buildings.

**INDICATORS**

1.1.4a. Presentations to groups with large numbers of older adults (e.g., nature groups, talks at senior centers, and residential groups) on standards and guidelines are made by county and town planning departments at least annually.

**RESPONSIBLE AGENCIES:** Orange County and town Planning Departments, DEAPR, and OCAMS, with support from the OCDOA

**Objective 1.2:** Improve accessibility, availability, convenience, and use of outdoor spaces and buildings.

**Strategy 1.2.1:** Increase accessibility and safety of public outdoor spaces and buildings to older adults of all abilities.

**INDICATORS**

1.2.1a. Suggestion boxes are located in natural areas to solicit feedback from the public.

1.2.1b. Use of outdoor spaces by older adults is encouraged through special events organized by and/or for older adults.

1.2.1c. Lighting in public parks and walking trails is improved so that older adults feel safe using them.

1.2.1d. Park informational brochures are available at the Seymour and Passmore Centers.

1.2.1e. A different park is highlighted every month on the OCDOA website and in the Senior Times.

1.2.1f. Senior center staff members are trained on teaching community members how to use the interactive locator map.

1.2.1g. Maps of trails with locations of benches are available at the entrance to natural areas.



1.2.1h. Signs/trail markers are added at intersections of longer trails.

**RESPONSIBLE AGENCIES:** DEAPR, OCDOA, OCAMS

***Strategy 1.2.2:*** Enhance the connectivity and maintenance of sidewalks and greenways to improve usability for older adults of all abilities.

**INDICATORS**

1.2.2a. An inventory is created that details the number of missing sidewalks and includes a map of these sidewalk gaps.

1.2.2b. An inventory is created of the county's crosswalk network (including details on the following features: countdown time, flashing beacons, voice warnings, etc.) and gaps identified during the inventory process are remedied.

1.2.2c. Maps are available that show completed sidewalk routes within the towns of Chapel Hill, Carrboro and Hillsborough.

1.2.2d. Internship opportunities are created with university students to help complete the work.

**RESPONSIBLE AGENCIES:** Town Public Works departments, with support from OCDOA, North Carolina Department of Transportation (NCDOT)

***Strategy 1.2.3:*** Explore innovative design materials when constructing new sidewalks to improve usability for older adults of all abilities.

**INDICATORS**

1.2.3a. The use of new materials, such as glow in the dark sidewalk paint, is encouraged to enhance usability of sidewalks for older adults.

1.2.3b. A pilot program is conducted to find best practices for using innovative materials.

**RESPONSIBLE AGENCIES:** Town Public Works departments

***Strategy 1.2.4:*** Increase the availability of small-scale outdoor areas and gathering spaces.

**INDICATORS**

1.2.4a. The number of areas without manmade constructions obstructing nature is increased.

1.2.4b. Permeable surface paving options (e.g., porous types such as that used in the NC Botanical Garden parking lot) are used in new paving done in natural areas.

1.2.4c. Intergenerational outdoor spaces and activity stations are established at the senior centers.

1.2.4d. New developments are mandated to include small-scale parks.



1.2.4e. At least one bus stop in each town is converted into a wellness stop/integrated garden.

**Responsible Agencies:** Town Planning Departments, OCAMS, with involvement from DEAPR, Chapel Hill Transit (CHT), Orange Public Transportation (OPT), and OCDOA

**Objective 1.3:** Create and implement county and town development and construction regulations and standards that address senior mobility challenges.

**Strategy 1.3.1:** Review design and construction regulations and standards to ensure that built environments are accessible and easy to visit.

**INDICATORS**

1.3.1a. Existing public spaces are reviewed for compliance with Americans with Disabilities Act (ADA) standards and feedback is provided to county and town Planning Boards.

1.3.1b. New design regulations and standards are created as needed.

1.3.1c. In historic districts or circumstances where it is not feasible to provide ADA access per code, alternative means of ensuring access to structures and safe places to cross streets (e.g., move street crossings to other areas, wayfinding for disability access) are sought by towns.

**RESPONSIBLE AGENCIES:** Orange County and town Planning Departments, Orange County Disability Awareness Council

**Strategy 1.3.2:** Foster partnerships between public and private agencies to improve public infrastructure.

**INDICATORS**

1.3.2a. Partnerships are encouraged between public and private sector agencies to help finance accessibility improvements to buildings, outdoor spaces, and public transportation, such as benches and bus shelters.

**RESPONSIBLE AGENCIES:** OCDOA



## DOMAIN: Transportation

Transportation is important in communities because it links all residents to services, programming, employment, and engagement opportunities. Communities should have transportation options that allow individuals to get from place to place easily and affordably. An age-friendly community will have:

- Affordable rates for public and private transportation options;
- Frequent and reliable service;
- Service to high priority destinations (e.g., hospitals, parks, shopping, etc.);
- Accessible vehicles;
- Specialized services for people with disabilities;
- Priority seating for older adults;
- Courteous transit workers and competent drivers;
- Safe and comfortable vehicles;
- Convenient stops and stations;
- Easy to understand information about public transportation;
- Volunteer drivers;
- Well-maintained roads and regulated traffic; and
- Plentiful parking.

**MAP Goal 2:** Expand services and improve infrastructure for safe, accessible, and affordable travel within the community.

**Objective 2.1:** Expand availability and improve transportation options for older adults.

**Strategy 2.1.1:** Increase the capacity of the current Volunteer Driver Program.

### INDICATORS

2.1.1a. Funding is maintained for the Volunteer Driver Program.

2.1.1b. Increased number of volunteer drivers.

2.1.1c. Increased ridership.

2.1.1d. Scheduling software is evaluated and purchased.

2.1.1e. Expanded range of services is made available, including weekly errand trips and same day service.

2.1.1f. Volunteer Driver Program is included in the Orange County Comprehensive Transportation Plan.

**RESPONSIBLE AGENCIES:** OCDOA, with support from OPT

**Strategy 2.1.2:** Pursue solutions to meet the need for increased transit service hours and access to more destinations.

### INDICATORS

2.1.2a. A needs assessment is conducted to define the needs and gaps in service hours and destinations.

2.1.2b. Service hours and destinations are increased by OPT and EZ Rider.



2.1.2c. Affordable options are created for wheelchair transport to non-medical destinations for residents living outside of Chapel Hill/Carrboro.

2.1.2d. Same day service to urgent care appointments is established.

2.1.2e. Orange County Bus and Rail Investment Plan (OCBIRP) is reviewed to see that funds address the needs of older adults.

**RESPONSIBLE AGENCIES:** OCDOA, with support from CHT and OPT

**Objective 2.2:** Improve collaboration among public and private transportation services to overcome barriers to mobility.

**Strategy 2.2.1:** Establish a medical transportation work group that meets quarterly with representatives from transit, health, and aging services focused on improving coordination of medical transportation and other issues.

**INDICATORS**

2.2.1a. Work group meetings are held 4 times per year.

2.2.1b. Grant opportunities are identified and pursued.

2.2.1c. Older adult riders are able to travel from Orange County into neighboring counties for medical appointments and between Chapel Hill/Carrboro and Hillsborough.

2.2.1d. Transit dependent patients are identified by healthcare providers and assisted with securing transportation to appointments.

2.2.1e. A pilot program is created for training medical appointment schedulers to help transit dependent patients with ride reservations to follow up appointments.

**RESPONSIBLE AGENCIES:** OCDOA, with support from CHT, OPT, UNC Health Care, Piedmont Health, Duke Health, and Orange County Health Department

**Strategy 2.2.2:** Establish streamlined door-to-door transportation across county lines and between Orange County and Chapel Hill/Carrboro.

**INDICATORS**

2.2.2a. Older adult riders are able to travel from Orange County into neighboring counties and between Chapel Hill/Carrboro and Hillsborough.

2.2.2b. Options are explored for simplifying the reservation process for a two-part ride.

**RESPONSIBLE AGENCIES:** OPT, CHT



**Strategy 2.2.3:** Educate transit dependent older adults about emergency/disaster preparedness and planning.

**INDICATORS**

2.2.3a. Education about notification processes and options for assistance in times of emergency is provided to transit dependent older adults.

2.2.3b. Volunteer Driver program recipients are assisted in making plans for emergency preparedness.

**RESPONSIBLE AGENCIES:** OCDOA, Orange County Emergency Services (EMS)

**Objective 2.3:** Increase access to transportation information and travel training.

**Strategy 2.3.1:** Educate older adults to access transit information.

**INDICATORS**

2.3.1a. Education is provided regarding information available on transportation websites relevant to county and town services.

2.3.1b. Easy to read user guides are published and regularly updated.

2.3.1c. Distribution locations for transportation information are identified and supplied with updated information.

2.3.1d. Regularly scheduled classes on subjects such as Bus Riding 101, Uber/Lyft, and Transit Apps for smartphone users are held at Senior Centers, libraries and community centers, senior apartment complexes.

2.3.1e. Transportation Help Line and Go Triangle Call Center phone numbers are widely distributed.

**RESPONSIBLE AGENCIES:** OCDOA, with support from OPT, CHT, and public libraries

**Strategy 2.3.2:** Improve door-to-door and fixed route services to increase comfort and confidence of older adult riders.

**INDICATORS**

2.3.2a. Universal symbols are used on all public buses, signs, and literature in Orange County to overcome language barriers and low literacy.

2.3.2b. Riders of door-to-door services are given real time information about bus arrival time and new technology for call back response system is employed.

2.3.2c. Travel training for new bus riders is offered on a regular basis.

**RESPONSIBLE AGENCIES:** OPT, CHT, OCDOA



## DOMAIN: Housing

Housing is an important part of safe and comfortable aging in communities. Housing in age-friendly communities should:

- Be affordable;
- Be close to services, or have transportation options;
- Have accessible design or offer modifications and maintenance;
- Provide a wide range of living options;
- Be integrated into the community at large, especially long-term care facilities; and
- Be safe and comfortable.

**MAP Goal 3:** Improve choice, quality, and affordability of housing, including housing with services and long-term care options.

**Objective 3.1:** Modify, eliminate, or create policies that result in full realization of the MAP housing goal.

**Strategy 3.1.1:** Create an inter-governmental Senior Housing Workgroup to study and recommend changes to relevant local and state housing policies, especially during times of key policy reviews.

### INDICATORS

3.1.1a. A Housing Task Force is developed.

3.1.1b. A list of state and local policies to target is created and changes are recommended.

**RESPONSIBLE AGENCIES:** OCDOA, with support from Orange County and town Planning Departments, and Orange County and Town of Chapel Hill Housing Departments

**Objective 3.2:** Develop new affordable senior housing (rental and ownership, including supported housing).

**Strategy 3.2.1:** Advocate for incentives and financing that encourages affordable and age-friendly housing development, both conventional and innovative.

### INDICATORS

3.2.1a. Additional public-private partnerships are developed to increase affordable housing options for older adults.

3.2.1b. Support is provided for senior housing proposals for County Bond funding, if appropriate.

3.2.1c. A pilot project focused on shared, supportive housing models is created.

3.2.1d. One site for development of age-friendly housing is identified in each of the Orange County jurisdictions: Carrboro, Chapel Hill, Hillsborough, and the county.

3.2.1e. Tax incentives are created that encourage accessible housing design and repair.



3.2.1f. OCDOA is consulted with by developers and financiers at the conceptual stage to ensure home and neighborhood designs are age-friendly.

3.2.1g. The number of units built that are targeted to older adults is increased by at least 20%.

3.2.1h. The number of age-friendly units built within larger mixed income developments is increased.

**RESPONSIBLE AGENCIES:** OCDOA, Advisory Board on Aging, Orange County Housing Department, Triangle J Council of Governments (TJCOG)

**Objective 3.3:** Modify and repair existing housing for safety and accessibility.

*Strategy 3.3.1:* Increase and expedite repairs and modifications of existing housing.

**INDICATORS**

3.3.1a. The public bidding process for the County Urgent Repair Program is replaced with a newly created and vetted list of approved contractors.

3.3.1b. New pathways for project permitting are developed through collaboration by regulatory organizations.

3.3.1c. Jobs are completed faster for clients in the Urgent Home Repair Program.

3.3.1d. Wait times are decreased for residents needing urgent home repairs.

3.3.1e. Number of accessibility repairs performed is increased.

3.3.1f. Skilled workers who can provide home repair/remodels for community members are identified by Local Fire Districts.

3.3.1g. Managers of existing senior housing developments consult with OCDOA about accessible repairs and modifications.

**RESPONSIBLE AGENCIES:** Orange County Housing Department, Orange County Planning Department, Orange County Fire Marshal and town Fire Departments, OCDOA

**Objective 3.4:** Educate the public about housing options in later life, emphasizing the importance of accessibility, safety, and maintenance.

*Strategy 3.4.1:* Offer community events and educational materials to assist residents and family members in planning for their housing needs in later life.

**INDICATORS**

3.4.1a. Aging in Community series is continued to educate the public about age-friendly housing models, especially “missing middle” housing (i.e., duplexes and small scale apartments with courtyards).

3.4.1b. Aging Readiness Campaign is created with yard signs, interactive websites, and resources that



can help older adults and family members plan for their future housing needs.

3.4.1c. Residents are educated on how to prevent future need for repairs and modifications, and connected to appropriate organizations and services.

**RESPONSIBLE AGENCIES:** OCDOA, Orange County and Town of Chapel Hill Housing Departments

**Strategy 3.4.2:** Create opportunities to improve relationships between residents, inspectors, and planning officials.

**INDICATORS**

3.4.2a. Orange County Planning Department website is updated to include frequently asked questions.

3.4.2b. Programs are developed to make information about inspections available and decrease misconceptions.

3.4.2c. Programs are developed to decrease misconceptions about partial repairs.

**RESPONSIBLE AGENCIES:** Orange County and town Planning Departments

**Objective 3.5:** Activate the community to support and improve quality of life for older adults living in long-term care settings.

**Strategy 3.5.1:** Engage community volunteers in long-term care facilities and home care services.

**INDICATORS**

3.5.1a. Volunteer Connect 55+ (VC55+) utilized as a clearinghouse of volunteer opportunities for people who are interested in enriching the lives of residents receiving long-term care services.

3.5.1b. Opportunities are created for long-term care residents to get out into the community, with the help of volunteers.

3.5.1c. Nursing Home and Adult Care Home Advisory Committee members promote activities that support resident/staff well-being and that reduce social isolation.

3.5.1d. Community mental health services provided to long-term care facilities are expanded.

**RESPONSIBLE AGENCIES:** Nursing Home and Adult Care Home Advisory Committees, OCDOA, Cardinal Innovations Healthcare, Piedmont Health/PACE

**Objective 3.6:** Support Orange County residents to age in community.

**Strategy 3.6.1:** Create and fund a new OCDOA housing specialist position to educate, activate, and coordinate the community in achieving MAP housing goals.



**INDICATORS**

3.6.1a. Position is created and filled with support from housing agency partners.

3.6.1b. Older adults are connected to and supported to live in housing options of their choice.

**RESPONSIBLE AGENCIES:** OCDOA, with support from Orange County and Town of Chapel Hill Housing Departments, TJCOG

*Strategy 3.6.2:* Collaborate across repair/remodel organizations to better communicate, share cases, and refer to specialized services.

**INDICATORS**

3.6.2a. Network of repair/remodel organizations is developed.

3.6.2b. Collaboration coordinator is selected.

3.6.2c. Representative from each organization is designated to network.

3.6.2d. Referrals are increased across organizations.

3.6.2e. Multiple repairs are provided by multiple organizations through use of coordinated repair network.

3.6.2f. More comprehensive repairs are provided to residents.

3.6.2g. Data are collected and shared regarding safety and well-being of residents who receive home repairs or modifications.

3.6.2h. Funding is increased for repairs and remodels that partially, but not entirely, bring a home up to code.

3.6.2i. Training is developed for OCDOA employees and others who make home visits regarding home safety resources and services.

**RESPONSIBLE AGENCIES:** OCDOA, Orange County Housing Department, Orange County Planning Department, Orange County Health Department, Seniors and Law Enforcement Together (SALT), Habitat for Humanity, Orange County Fire Marshal



## DOMAIN: Social Participation

Social participation refers to the engagement of older people in recreation, socialization, and cultural, educational, and spiritual activities. It is connected to lifelong health and wellbeing. Participating in activities allows older adults to find new skills and continue hobbies, build respect within the community, and establish supportive relationships. Some important aspects of social participation are:

- Accessibility, affordability, and range of events and programs;
- Type and location of facilities and community integration;
- Promotion and awareness of programs; and
- Reaching out to those who may be isolated.

**MAP Goal 4:** Promote diverse and accessible opportunities for participation and engagement of older adults.

**Objective 4.1:** Expand opportunities for educational, intergenerational, and cultural programming.

**Strategy 4.1.1:** Ensure that programming is accessible, sensitive, and inclusive to people based on a broad variety of needs and abilities.

### INDICATORS

4.1.1a. Assistive technologies (e.g., listening devices, large text or audio, mobility assistance, etc.) are made available for people who need it.

4.1.1b. Programming is made available in multiple languages, in partnership with community groups.

4.1.1c. Consultation is sought out from organizations like North Carolina Assistive Technologies, North Carolina Division of Deaf and Hard of Hearing, North Carolina Division of Services for the Blind, and Club Nova.

4.1.1d. Programming is attended by older adults from diverse populations (e.g., minority, LGBTQ, refugee, faith communities, and people with physical, mental, cognitive, and/or intellectual disabilities).

**RESPONSIBLE AGENCIES:** OCDOA, with support from Orange County Health Department and El Centro Hispano

**Strategy 4.1.2:** Expand space availability for social/educational programming to meet anticipated growth of older adult population.

### INDICATORS

4.1.2a. Senior centers are expanded to include more space for recreational activities, kitchen/cooking space, theater space, common space that encourages groups to intermingle, health services space, exercise rooms, and storage space.

4.1.2b. Additional programming for older adults is made available within the senior centers and in other settings.

4.1.2c. More people participate at the senior centers.

4.1.2d. Senior centers have more staff, resources, and materials to handle increased programming and



space.

**RESPONSIBLE AGENCIES:** OCDOA, in partnership with Orange County and town community centers, public libraries, schools, and parks and recreation

**Strategy 4.1.3:** Create more opportunities for intergenerational programming.

**INDICATORS**

4.1.3a. One intentional intergenerational program per year is created and evaluated, which encourages older adults and younger people to work with each other (e.g., Prime Time Players works with high school drama department to put on show, co-sponsored community service project).

4.1.3b. Partnerships are created with other agencies for intergenerational opportunities (e.g., schools, daycare centers, colleges/universities, scout troops, faith communities, fraternities and sororities, YMCA, local businesses, etc.).

4.1.3c. More young people are involved in senior center programming.

**RESPONSIBLE AGENCIES:** OCDOA

**Strategy 4.1.4:** Expand awareness and availability of scholarships/fee reductions.

**INDICATORS**

4.1.4a. Awareness of availability of scholarships/fee reductions is increased.

4.1.4b. More scholarships/fee reductions are utilized for programming.

4.1.4c. Increased demand for scholarships/fee reductions is met, as needed, through additional sponsors.

4.1.4d. Assistance is provided to participants who need help filling out a scholarship/fee reductions form.

**RESPONSIBLE AGENCIES:** OCDOA, Friends of the Senior Centers

**Strategy 4.1.5:** Create a “Senior Center Without Walls” project for older adults who are unable to leave their homes but want to participate in senior center activities.

**INDICATORS**

4.1.5a. A pilot of the program is created, launched, and evaluated.

4.1.5b. Funding is secured to implement the program.

4.1.5c. Volunteers are recruited to manage cameras, edit, work on AV, etc.

4.1.5d. A YouTube channel is created with an available queue of options.



4.1.5e. A library of DVDs with programming is available for check out.

4.1.5f. The number of views and DVD checkouts increases as the program continues.

**RESPONSIBLE AGENCIES:** OCDOA, with support from Orange County Public Library



## DOMAIN: Respect and Social Inclusion

Respect and social inclusion deals with the attitudes, behaviors, and messages of other people and of the community as a whole towards older people. An age-friendly community adheres to the following characteristics:

- Asking for feedback from older adults regarding services;
- A positive depiction and public education around aging and older adults;
- Inclusion in the community at large; and
- Access to services and programming regardless of socioeconomic status.

**MAP Goal 5:** Uphold all older adults as valuable members and resources of the community.

**Objective 5.1:** Ensure a welcoming, inclusive, and livable community.

***Strategy 5.1.1:*** Ensure that all programs and services provided through OCDOA are based on cultural humility and inclusivity.

### INDICATORS

5.1.1a. Sensitivity and inclusivity training is provided to OCDOA staff once per year.

5.1.1b. Signage at OCDOA is welcoming and inclusive to all.

5.1.1c. Clientele is surveyed to learn what languages would be most important to include on signs and forms. Signs and forms are adjusted to reflect that data.

5.1.1d. Senior centers are attended by older adults from diverse groups.

5.1.1e. OCDOA works with organizations and individuals who advocate for diverse populations and barriers are identified and overcome.

**RESPONSIBLE AGENCIES:** OCDOA

***Strategy 5.1.2:*** Continue and expand outreach to growing refugee and immigrant populations to build interest in services and presence at senior centers.

### INDICATORS

5.1.2a. Awareness about OCDOA services is increased and information is shared with pertinent organizations (e.g., church refugee initiatives; churches that provide services in other languages; Refugee Wellness Center; Refugee Support Center; Refugee Community Partnership; Refugee Resettlement Agencies; Spanish Social Club; El Centro Hispano; apartment complexes/retirement communities).

5.1.2b. OCDOA staff work with these groups to find out what services and programming they are most interested in, and those services are provided.

5.1.2c. Activities and information are offered in relevant languages.

5.1.2d. Number of individuals from identified groups who attend the Senior Center programming and utilize services increase.



**RESPONSIBLE AGENCIES:** OCDOA, Orange County Health Department

**Strategy 5.1.3:** Continue and expand efforts to make Orange County a dementia-capable community.

**INDICATORS**

5.1.3a. Funding is secured to continue work of Administration for Community Living Dementia Capable Community grant, which ends September 2018.

5.1.3b. More people are aware of and attend the Dementia 101 trainings, Memory Cafés, and Memory Cafés on the Move.

5.1.3c. An on-going volunteer group for recruiting businesses and providing Dementia Friendly Business training is created.

5.1.3d. More caregivers are referred to and served each year by the OCDOA.

5.1.3e. Strategies and supports are developed for individuals living alone with dementia.

**RESPONSIBLE AGENCIES:** OCDOA, in partnership with agencies that provide assistance to older adults (EMS, Orange Congregations in Mission [OCIM], Inter-Faith Council [IFC], Chapel Hill-Carrboro Meals on Wheels, SALT, hospital systems) and Chapel Hill and Hillsborough Chambers of Commerce, and with support from Towns of Chapel Hill, Carrboro, and Hillsborough

**Strategy 5.1.4:** Improve accessibility within the senior centers.

**INDICATORS**

5.1.4a. OCDOA staff is trained on accessibility issues and resources.

5.1.4b. Funding is secured by OCDOA/Orange County Asset Management Services (OCAMS) to implement needed improvements as identified in the county's accessibility checklist.

5.1.4c. OCDOA staff work with groups who are navigating the senior centers to learn what is problematic.

5.1.4d. Participants and family members are aware of what kind of equipment is available at the centers to improve accessibility, where it is located, and how to use it.

**RESPONSIBLE AGENCIES:** OCDOA, OCAMS, Orange County Board of County Commissioners (BOCC)

**Objective 5.2:** Promote social inclusion and community cohesion at the senior centers and other community locations.



**Strategy 5.2.1:** Increase awareness of transportation options so that people are better able to access events and services.

**INDICATORS**

5.2.1a. Transportation Specialist is listed as a resource on publications for events.

5.2.1b. A ride sharing board is created to organize carpooling to special events, especially in the evenings.

**RESPONSIBLE AGENCIES:** OCDOA

**Strategy 5.2.2:** Provide and encourage social connections between older adults.

**INDICATORS**

5.2.2a. More social groups are developed.

5.2.2b. More opportunities for one-on-one activities are made available.

5.2.2c. People come to the senior centers to socialize.

5.2.2d. More older adults are served at the senior centers, as measured through increased attendance, participation, and demand.

5.2.2e. A welcoming program is created at senior centers for new members.

5.2.2f. A “Meet Your Neighbor” or “Bring A Friend” day is held quarterly, during which members are encouraged to bring others to the senior center.

**RESPONSIBLE AGENCIES:** OCDOA



## DOMAIN: Civic Participation and Employment

Civic participation and employment address opportunities for citizenship, unpaid work, and paid work. This domain is related to both the social environment and to the economic determinants of aging. An age-friendly community provides ways older people can continue to work for pay, volunteer their skills, and be actively engaged in community life. Some key characteristics include:

- Volunteer and employment options that are meaningful and accessible;
- Training availability;
- Participation by older adults in the community on things like advisory boards, meetings, and policy planning;
- Appreciation for contributions by older adults;
- Support for entrepreneurship; and
- Fair pay.

**MAP Goal 6:** Connect older adults who are seeking paid employment or meaningful volunteer experience with a diverse array of opportunities.

**Objective 6.1:** Create effective pathways for older adults to secure fairly compensated employment, including traditional, alternative, and entrepreneurial options.

**Strategy 6.1.1:** Create an Older Adult Employment Collaborative that is actively involved in creating and supporting employment opportunities for older workers. Partners should include: OCDOA, Orange County Department of Social Services (DSS), Orange County Economic Development, AARP, Chapel Hill and Hillsborough Chambers of Commerce, and Durham Technical Community College (Durham Tech), National Caucus and Center on Black Aging, Inc.

### INDICATORS

6.1.1a. Program plan is created, outlining best practices, action steps, and implementation timeline.

6.1.1b. An Older Adult Employment Specialist position, housed at the OCDOA, is funded to coordinate work of the Older Adult Employment Collaborative, champion older adult employment interests, and work directly with job seeking older adults.

6.1.1c. Employment pathways are identified or created, and disseminated through a centralized location.

6.1.1d. Interested older adults secure meaningful, fairly compensated employment, including traditional, alternative, and entrepreneurial options.

**RESPONSIBLE AGENCIES:** Older Adult Employment Collaborative

**Strategy 6.1.2:** Promote alternative and entrepreneurial employment opportunities for older adults.

### INDICATORS

6.1.2a. Classes are provided to older adults at senior centers and public libraries to explore entrepreneurial employment opportunities.

6.1.2b. A group for older adults looking for alternative and entrepreneurial work is created and



supported.

6.1.2c. Alternative and entrepreneurial job seeking older adults report securing or connecting with desired job opportunities.

**RESPONSIBLE AGENCIES:** Older Adult Employment Collaborative, in partnership with the Orange County Public Library

***Strategy 6.1.3:*** Host a job fair and networking event to connect older adults with interested employers.

**INDICATORS**

6.1.3a. Seminars for older adult job seekers are held to prepare them for successful networking at event.

6.1.3b. Job fair and networking events are held, with transportation options.

**RESPONSIBLE AGENCIES:** OCDOA, in collaboration with DSS, AARP, and Chapel Hill and Hillsborough Chambers of Commerce

***Strategy 6.1.4:*** Create “Senior Internship” opportunities, whereby older adults obtain internships with possibility of future hire.

**INDICATORS**

6.1.4a. Research is conducted and recommendations are created about best practices for a “Senior Internship”.

6.1.4b. “Senior internships” are created with partners in the county.

6.1.4c. Older adults are hired after completing their “internships”.

**RESPONSIBLE AGENCIES:** Older Adult Employment Collaborative

**Objective 6.2:** Expand opportunities for older adults to gain both job-seeking and on-the-job skills.

***Strategy 6.2.1:*** Expand existing and create additional resources for older adults seeking employment.

**INDICATORS**

6.2.1a. An inventory of what services already exist in the county is created and research on best practices is conducted.

6.2.1b. More older adults report utilizing and benefiting from these resources and services.

6.2.1c. Resources and services are offered in Orange County locations in addition to Durham Tech.

6.2.1d. New training opportunities are held and evaluated.



**RESPONSIBLE AGENCIES:** Older Adult Employment Collaborative, with support from Orange County Public Library

**Objective 6.3:** Promote the value of an experienced workforce to local employers.

**Strategy 6.3.1:** Create awareness campaign designed to (1) promote older adults as productive, experienced, reliable, and entrepreneurial members that positively impact the labor force; (2) highlight employers that are successfully integrating older adult workers; and (3) provide information to Orange County employers to best serve an older adult workforce.

**INDICATORS**

6.3.1a. Research is conducted to better understand barriers and facilitators to employing older adults.

6.3.1b. Public campaign is created and evaluated.

**RESPONSIBLE AGENCIES:** AARP, in collaboration with OCDOA, Chapel Hill and Hillsborough Chambers of Commerce, and Orange County Economic Development

**Strategy 6.3.2:** Advocate for creating tax credits for employers who hire older adults.

**INDICATORS**

6.3.2a. Research is conducted on existing policies, feasibility of new policies, and key players.

6.3.2b. Members of the Older Adult Employment Collaborative promote new policies to provide tax credits with key stakeholders and decision makers.

6.3.2c. Tax credits for employers hiring older adults become available.

**RESPONSIBLE AGENCIES:** Older Adult Employment Collaborative, with support from Orange County Advisory Board on Aging

**Objective 6.4:** Expand enriching volunteer opportunities for older adults.

**Strategy 6.4.1:** Create and expand substantive, skills-based, and intergenerational volunteer opportunities for older adults.

**INDICATORS**

6.4.1a. Older adults are matched to volunteer opportunities based on skills and interests.

6.4.1b. Older adult volunteers report feeling satisfied and supported in their volunteer roles.

6.4.1c. Older adult seeking volunteer opportunities outside of OCDOA are referred to appropriate organizations, such as Hands on Triangle.

6.4.1d. More people are educated through Project EngAGE to become volunteer leaders and develop senior resource team projects.



**RESPONSIBLE AGENCIES:** OCDOA

***Strategy 6.4.2:*** Plan and implement community-based volunteer programs that support persons to age in community.

**INDICATORS**

6.4.2a: Existing community-based volunteer programs around aging in community are sustained and expanded (i.e., Handy Helpers, Volunteer Drivers, Friend to Friend, SALT).

6.4.2b: New community-based volunteer programs are planned and implemented that address social isolation and support persons to age in community.

**RESPONSIBLE AGENCIES:** OCDOA, Orange County Sherriff's Office



## DOMAIN: Community Support and Health Services

Necessary care should be available, accessible, and affordable to all. In an age-friendly community:

- Health and social services are distributed throughout a community;
- Information is clear and services are coordinated;
- The cost of care does not make it out of reach;
- A wide array of services is available to help people age well in their homes and communities;
- Residential care facilities are integrated into the neighborhoods in which they are situated;
- Volunteers are available to help older adults age in community; and
- Emergency planning is conducted with older adults in mind.

**MAP Goal 7:** Ensure the community has accessible and affordable resources to support individual health and wellbeing goals throughout the aging process.

**Objective 7.1:** Increase awareness and use of available health and wellness resources.

*Strategy 7.1.1:* Offer and promote health and wellness programs in the senior centers, and throughout the community, for older adults of all abilities.

### INDICATORS

7.1.1a. Health and wellness programs, including evidence-based programs, are offered in senior centers and throughout the community (including in rural locations).

7.1.1b. Participation in health and wellness programs is increased.

7.1.1c. More “baby boomers” attend OCDOA health and wellness programs.

7.1.1d. Seymour Center fitness studio is expanded and redesigned to increase capacity and update technology.

7.1.1e. More older adult opportunities are offered in SportsPlex Fieldhouse expansion.

7.1.1f. Marketing campaign is conducted targeting older adults in different life stages.

**RESPONSIBLE AGENCIES:** OCDOA, with support from DEAPR, UNC Health Care, Towns of Carrboro, Chapel Hill, and Hillsborough, and the Orange County SportsPlex

*Strategy 7.1.2:* Provide behavioral health support and programming to older adults and their caregivers.

### INDICATORS

7.1.2a. More support groups are provided (e.g., health, grief, depression, life transitions, substance abuse, etc.) in various locations.

7.1.2b. Directory of mental health therapists and support groups appropriate for older adults is created and updated.

7.1.2c. Mental health (e.g., Mental Health First Aid) training is provided at least twice per year at senior centers, public libraries, and long-term care facilities.



7.1.2d. Informational workshops are provided at both senior centers at least annually.

7.1.2e. Healthy IDEAS program is provided at the senior centers.

**RESPONSIBLE AGENCIES:** OCDOA, in partnership with Cardinal Innovations Healthcare, NAMI, UNC Health Care, and Orange County Public Library

**Objective 7.2:** Expand services to help older adults age in their homes and communities.

**Strategy 7.2.1:** Expand community-based health and support programs that support older adults' health and safety.

**INDICATORS**

7.2.1a. The capacity of the OCDOA Aging Transitions program is expanded to help more older adult residents "age in place".

7.2.1b. EMS/OCDOA Stay Up and Active Program is expanded, allowing more people to access follow-up services after a fall is reported and expanding capacity to provide fall risk.

7.2.1c. More older adult patients are served in their home settings through medical outreach programs like REACH and Doctors Making Housecalls.

7.2.1d. "Remembering When" home inspections to correct fire-related concerns (e.g., batteries, smoke/CO2 detectors, minor electrical/lighting, dryer venting) are conducted.

7.2.1e. Educational programs are provided at the senior centers yearly to increase awareness and use of technology for home safety.

7.2.1f. Workforce development strategies are planned and implemented so that people caring for older adults are well-trained.

**RESPONSIBLE AGENCIES:** EMS, OCDOA, UNC Health Care, Piedmont Health, Orange County Fire Marshal, Durham Tech Community College, UNC Allied Health Department

**Strategy 7.2.2:** Identify and expand service areas that volunteers can assist with or create to reduce cost and expand availability.

**INDICATORS**

7.2.2a. A resource pool of retired nurses and doctors is created that can help older adults successfully use the healthcare system for prevention and curative services.

7.2.2b. A health coordination pilot program is established between UNC Hospital-Hillsborough and at least one faith-community.

7.2.2c. Volunteers are recruited and supported to help older adults manage instrumental tasks of daily living (e.g., mail processing, check writing, bookkeeping, etc.).



7.2.2d. Policies at OCDOA are reviewed to make it easier for volunteers and concerned citizens to refer at-risk individuals to the OCDOA for services.

7.2.2e. Handy Helpers volunteer home maintenance team is expanded to serve more older adults.

**RESPONSIBLE AGENCIES:** OCDOA, with support from Orange County Health Department and UNC Health Care (Senior Alliance)

**Strategy 7.2.3:** Emergency preparedness education reflects and incorporates the needs of older adults.

**INDICATORS**

7.2.3a. Emergency Preparedness Checklist is revised to reflect senior issues.

7.2.3b. Issues specific to older adults are included in crisis intervention team training.

**RESPONSIBLE AGENCIES:** EMS, Orange County Sheriff's Office, Chapel Hill and Carrboro Police Departments

**Objective 7.3:** Improve collaboration between medical providers and OCDOA.

**Strategy 7.3.1:** Develop collaborative projects between OCDOA and healthcare providers.

**INDICATORS**

7.3.1a. At least one collaborative project is created between the OCDOA and UNC Health Care (Senior Alliance), focused on assembling an inventory of social services available to seniors in a centralized database.

7.3.1b. At least one collaborative project is created between the OCDOA and Piedmont Health.

**RESPONSIBLE AGENCIES:** UNC Health Care, OCDOA, Piedmont Health

**Objective 7.4:** Address the problem of food insecurity among older adults.

**Strategy 7.4.1:** Increase capacity to provide more home-delivered meals and groceries to older adults, especially those in rural areas.

**INDICATORS**

7.4.1a. More volunteers are recruited and trained to assist with meal preparation and/or meal delivery.

7.4.1b. Funding is increased through collaborative grant writing and coordination of funding drives.

7.4.1c. New drop-off and pick up points for meal delivery volunteers are established in rural areas.

7.4.1d. Number of donations and client referrals from community service agencies is increased.



7.4.1e. Development of a farmer's market collaborative and/or a new farmer's market in Cedar Grove is explored.

7.4.1f. Quarterly meetings between relevant organizations are established to discuss eligibility criteria and geographic coverage for each organization and to increase coordination.

**RESPONSIBLE AGENCIES:** Chapel Hill-Carrboro Meals on Wheels, OCIM, Orange County Rural Alliance (OCRA), OCDOA, DEAPR

***Strategy 7.4.2:*** Improve representation for older adults on food and nutrition-related community organizations.

**INDICATORS**

7.4.2a. Person advocating for the needs of older adults is represented on the Orange County Food Council.

**RESPONSIBLE AGENCIES:** Orange County Advisory Board on Aging

***Strategy 7.4.3:*** Increase awareness of food services for older adults.

**INDICATORS**

7.4.3a. Increased participation in programs like SNAP, Commodity Supplemental Food Program, and Meals on Wheels.

**RESPONSIBLE AGENCIES:** OCDOA, DSS, IFC, OCIM, Chapel Hill-Carrboro Meals on Wheels, OCRA

**Objective 7.5:** Promote and support the growth of the "Village"/neighborhood model of community support across all of Orange County for individuals aging in their homes.

***Strategy 7.5.1:*** Increase the number and variety of "village" model programs/neighborhoods.

**INDICATORS**

7.5.1a. Increased number of village groups in Orange County.

7.5.1b. A rural village model developed and piloted.

7.5.1c. "Care navigator" programs are created by village groups to assist members with aging in place needs and connect residents to OCDOA.

**RESPONSIBLE AGENCIES:** OCDOA



**Objective 7.6:** Support planning for and fulfillment of individual goals in all stages at the end of life.

**Strategy 7.6.1:** Build awareness about end of life planning by increasing visibility of end of life issues, normalizing end of life conversations, and supporting educational initiatives for community members.

**INDICATORS**

7.6.1a. End of Life awareness campaign is created, including dissemination of end of life planning materials and promotion of end of life planning conversations.

7.6.1b. Health Care Decisions Day and/or Advance Care Planning Awareness month are recognized and promoted.

7.6.1c. Information and ongoing educational opportunities about end of life issues are offered through OCDOA (e.g., webpage, seminars, speakers, and written materials).

7.6.1d. Five Wishes and other documents are available for Orange County residents at multiple locations (e.g., senior centers, libraries, major healthcare systems) and in various languages.

7.6.1e. More people are aware of and are using OCDOA notary services.

7.6.1f. Connections with diverse community partners, including schools, faith-based organizations, long-term care facilities, etc., are created to promote end of life discussions.

7.6.1g. Volunteer legal service is made available twice yearly to assist older adults in writing/changing wills and other legal documents (e.g., power of attorney, living will).

**RESPONSIBLE AGENCIES:** OCDOA, in collaboration with the UNC Partnerships in Aging Program, UNC Health Care, Orange County Health Department, OCIM, and IFC

**Strategy 7.6.2:** Reduce provider-side barriers to access and use of completed Advanced Care Planning forms when needed and support provider education.

**INDICATORS**

7.6.2a. Local healthcare systems incorporate Advanced Care directives in Electronic Medical Records and actively educate providers on how to use/access.

7.6.2b. Healthcare providers incorporate end-of-life discussions into routine care, and provide/complete Medical Orders for Scope of Treatment (MOST) and Do Not Resuscitate (DNR) forms for their patients as appropriate.

7.6.2c. EMS task force on mobile MOST/DNR forms recommends ways to authorize MOST/DNR care wishes when away from home.

7.6.2d. UNC promotes professional training on end of life issues and palliative medicine in curriculum, and continuing education opportunities.

**RESPONSIBLE AGENCIES:** UNC Health Care, Duke Health, UNC Allied Health, Piedmont Health, UNC



Partnerships in Aging Program, EMS

**Strategy 7.6.3:** Support legislation and policy change to facilitate end of life planning and increase choice.

**INDICATORS**

7.6.3a. Legislation is supported to remove notary requirements to completing Advance Care Planning.

7.6.3b. Legislation is supported to increase choice at end of life.

7.6.3c. Green burial options are expanded.

**RESPONSIBLE AGENCIES:** Orange County Advisory Board on Aging, with support from Towns of Chapel Hill, Carrboro and Hillsborough, Orange County Health Department



## DOMAIN: Communication and Information

Staying connected to and aware of available events, programs, and people is important for everyone, regardless of age. The ways that people communicate have changed over time, leaving gaps in outreach. Internet access and smartphones are not universal and information must be disseminated through a variety of mediums. Communication and information sharing in an age-friendly community:

- Is distributed widely;
- Is provided both orally and in print;
- Uses plain language;
- Has easy to understand automated communication; and
- Ensures that the internet and computers are widely available.

**MAP Goal 8:** Empower older adults and their families to make informed decisions and to easily access available services and supports.

**Objective 8.1:** Increase the accessibility of information regarding available programs, services, and resources.

***Strategy 8.1.1:*** Identify liaisons within medical offices, faith-based organizations, civic and community organizations, libraries, etc. to post/distribute OCDOA information.

### INDICATORS

- 8.1.1a. Comprehensive list of liaisons is created and maintained.
- 8.1.1b. Information sharing is facilitated by liaisons within their organizations.
- 8.1.1c. Information is distributed at least quarterly to designated liaisons.
- 8.1.1d. Liaisons are created with non-English organizations.
- 8.1.1e. Liaisons are created with neighborhood groups.

**RESPONSIBLE AGENCIES:** OCDOA , Orange County Public Library

***Strategy 8.1.2:*** Make OCDOA communications available in a variety of languages.

### INDICATORS

- 8.1.2a. Communications are sent out to non-English media sources and posted at relevant locations and community agencies.

**RESPONSIBLE AGENCIES:** OCDOA

***Strategy 8.1.3:*** Improve the Senior Times to be more readable and user-friendly.

### INDICATORS

- 8.1.3a. Print versions of the Senior Times are in larger print and with less information.
- 8.1.3b. Additional versions of the Senior Times are explored, including print and online versions in



Spanish and Mandarin (and other languages as needed) and an audible version.

8.1.3c. Drop off locations are expanded.

**RESPONSIBLE AGENCIES:** OCDOA

***Strategy 8.1.4:*** Expand capacity for electronic/digital information dissemination.

**INDICATORS**

8.1.4a. OCDOA webpage hits increased each year.

8.1.4b. OCDOA Facebook page has more friends/hits each year.

8.2.4c. Number of Listserv members increased each year.

8.2.4d. New methods established to keep up with technological advances.

8.1.4e. People report they are hearing about events/programming through these sources when they register.

**RESPONSIBLE AGENCIES:** OCDOA , Orange County Community Relations Department

***Strategy 8.1.5:*** Continue to use media sources that do not rely on electronic sources.

**INDICATORS**

8.1.5a. Local radio stations, television stations, and newspapers are used to advertise OCDOA events/programming.

8.1.5b. OCDOA program, service, and resource information is distributed at community events.

8.1.5c. Information “Toolkits” are created that volunteers can use to share OCDOA program and service information with others.

8.1.5d. The number of Project EngAGE graduates is increased each year.

8.1.5e. People report they are hearing about events/programming through these sources when they register.

**RESPONSIBLE AGENCIES:** OCDOA , Orange County Community Relations Department

***Strategy 8.1.6:*** Partner with other organizations to promote and publicize each other’s events and information.

**INDICATORS**

8.1.6a. Community groups, organizations, and key liaisons are identified.



8.1.6b. Events are publicized by multiple organizations.

8.1.6c. Senior center events/programming is advertised in community center newsletters, calendars, and on-site.

8.1.6d. Community center events are posted at senior centers and included in listserv mailings.

8.1.6e. A link to program information is established on DEAPR's website, and vice versa.

**RESPONSIBLE AGENCIES:** OCDOA, with support from DEAPR

***Strategy 8.1.7:*** Collect data on how people prefer to be communicated with and/or how they find out about events.

**INDICATORS**

8.1.7a. People are asked about how they found out about events/programming upon registration, and that data is utilized in communication plan.

**RESPONSIBLE AGENCIES:** OCDOA



## Conclusion

Orange County's population is aging, meaning that the importance of the 2017-2022 MAP will only continue to grow as more older adults and their families seek county services. The OCDOA is committed to improving the lives of Orange County's older adults and their families through active use of the MAP. Careful monitoring of the indicators and strategies as well as drawing upon new and existing partnerships with other organizations will help ensure that the plan's goals and objectives are met. There is a continual need for collaboration between the OCDOA and other existing community organizations in order to ensure the future success of the 2017-2022 MAP. The 2017-2022 MAP recommends mechanisms for collaboration between the OCDOA and community organizations, but these strategies will not be accomplished without the direct support from the community organizations themselves.

In the implementation of the objectives and strategies, older adults also have to ensure that their voices are heard in all 8 domains. The voice and leadership of older adults is essential to fulfilling the goals set out by the 2017-2022 MAP. For example, advocacy and involvement in public hearings are steps that can be taken to ensure that the perspective of older adults is considered throughout various planning processes. With the voice and leadership of older adults in the community, the vision of Orange County as an age-friendly community can become a reality.

**The goals and objectives listed in this plan represent a comprehensive vision for the future of Orange County as an age-friendly community. Only through working together, and recognizing that the 2017-2022 MAP affects all of us, will this vision be achieved.**



## Acknowledgements

### MAP Steering Committee

#### Committee Facilitator

Pat Sprigg – CEO, Carol Woods Retirement Community

#### Committee Members

Heather Altman – Member, Orange County Advisory Board on Aging  
Jessica Anderson – Member, Town of Chapel Hill Town Council  
David Andrews – Manager, Town of Carrboro  
Craig Benedict – Director, Orange County Planning Department  
Charles Blackwood – Sheriff, Orange County  
Beverly Blythe – President, Friends of the Passmore Center  
Steve Brantley – Director, Orange County Department of Economic Development  
Mia Burroughs – Member, Orange County Board of County Commissioners  
Jan Busby-Whitehead – Director, UNC Center for Aging and Health  
Dorothy Cilenti – Interim Director, Orange County Health Department  
Loryn Clark – Director, Town of Chapel Hill Housing and Community Development  
Peggy Cohn - Chair, Orange County Advisory Board on Aging  
Linda Convisser – Director, UNC Community Relations  
Nancy Coston – Director, Orange County Department of Social Services  
Doug Dickerson – Director, AARP of North Carolina  
Sharon Freeland – Director, Orange Congregations in Mission  
Audrey Galloway – Director, AARP of the Triangle  
Penny Gluck – Executive Dean of Orange County Operations, Durham Technical Community College  
Bonnie Hammersley – County Manager, Orange County  
Katherine Handley – UNC Health Care  
Pam Hemminger – Mayor, Town of Chapel Hill  
Dinah Jeffries – Director, Orange County Department of Emergency Management Services  
Paul Klever – Orange County provider representative, Charles House Inc.  
Eugenie Komives – Doctor, Duke Healthcare  
Annette Lafferty – Director, Carrboro Department of Economic and Community Development  
Lydia Lavelle – Mayor, Town of Carrboro  
Kristin Lavergne – Co-director, InterFaith Council  
Theo Letman – Director, Orange Public Transportation  
Brian Litchfield – Director, Chapel Hill Transit  
Stacy Mays – UNC Health Care  
Earl McKee – Chair, Orange County Board of County Commissioners  
Annette Moore – Interim Director, OC Housing, Human Rights and Community Development  
Ken Moore – President, Friends of the Seymour Center  
Lucinda Munger – Director, Orange County Libraries  
Peter Murphy – Administrator, Orange Public Transportation  
Travis Myren - Deputy Manager, Orange County  
Aaron Nelson – Director, Chapel Hill Chamber of Commerce  
Eric Peterson – Town Manager, Town of Hillsborough  
Marianne Ratcliffe – Executive Director, Piedmont Health PACE  
Swarna Reddy – NC Division of Aging and Adult Services



Barbara Rimer – Dean, UNC School of Public Health  
Pilar Rocha-Goldberg – CEO, El Centro  
Cherie Rosemond – Director, UNC Partnership in Aging  
Roger Stancil – Town Manager, Town of Chapel Hill  
Tom Stevens – Mayor, Town of Hillsborough  
Jeff Strickler – Associate Vice-President, UNC Hospitals/Hillsborough  
Kim Tesoro – Chief Executive Officer, Hillsborough Chamber of Commerce  
Brian Toomey – Director, Piedmont Health  
Stephanie Trueblood – Public Space Manager, Town of Hillsborough  
Mary Warren – Director, Triangle J Area Agency on Aging  
Richard White – Member, Orange County Advisory Board on Aging  
Danielle Woodall – Cardinal Innovations Healthcare  
Lee Worsley – Executive Director, Triangle J Council of Governments



## **MAP Leadership Committee**

### **Advisory Board on Aging Members**

Heather Altman  
Peggy Cohn  
Keith Cook  
Richard White

### **Consultants**

Marcia Perritt  
Cherie Rosemond

### **Student Research Analysts**

Sallie Allgood  
Mo Devlin

### **Work Group Facilitators**

Mary Fraser  
Melissa Hunter  
Yvette Missri  
Cherie Rosemond  
Jenny Womack

### **Work Group Co-facilitators**

Myra Austin  
Eileen Baca  
Will Bayliss  
Chris Bendix  
Lisa Berley  
Latonya Brown  
Peggy Cohn  
Terry Colville  
Kim Lamon-Loperfido  
Ryan Lavalley  
Shenae McPherson  
Cydnee Sims

### **Student Note-takers**

Cecilia Blomberg  
Stephanie Chien  
Michelle Gonzales  
Brittany Green  
Angela Henzel  
Brooke Hess  
Sadiyya Ingawa  
Makayla Nichols  
Nick Peak  
Breanna Sharer



## 2017-2022 Master Aging Plan Work Group Members

With gratitude and appreciation, we acknowledge the MAP work group members.

### Outdoor Spaces & Buildings; Transportation

Susan Adams  
Tom Altieri  
Bill Barrows  
Marabeth Carr  
Alex Castro  
Jeff Charles  
Huazhe Cheng  
Judy Close  
Keith Cook  
Maria de Bruyn  
Lisa Edwards  
Glenn Flynn  
Jenny Halsey  
Margaret Hauth  
Marnie Holder  
Donna King  
Kristin Lavergne  
Tim Miles  
Kai Monast  
Mary Kate Morookian  
Brian Morton  
Peter Murphy  
Ellen Perry  
Abigaile Pittman  
John Ragosta  
Tim Schwantes  
Lynn Shields  
Stephanie Trublood  
Don Willis

### Housing

Adwoa Asare  
Keri Boyette  
Nate Broman-Fulks  
Richard Brunson  
Bethany Chaney  
Cresha Cianciolo  
JB Culpepper  
Archie Daniel  
Steve Drake  
Tom Driscoll  
Tara Edwards  
John Goddin  
Emily Gordon  
Julia Katz  
Paul Klever  
Greta Lee

Susan Levy  
Mark Marcoplos  
Ashley Moncado  
Gaylon Moss  
Maria Palmer  
Dustin Rawlings  
Michael Rettie  
David Saconn  
Jason Shepherd  
Barbara Sigel  
Sarah Vinas  
Richard White  
Charlie Williams  
Danielle Woodall

### Social Participation; Respect & Social Inclusion

Sallie Anderson  
Lewis Atwater  
Sally Binkowski  
Nancy Brickman  
Ceresa Clarke  
Susan Clifford  
Garry Crites  
Marie Dagger  
Sue Fan  
Nancy Gustaveson  
Rose Hetzell  
Linda Kolstee-Ozkaynak  
Betty Melanson  
Yvonne Mendenhall  
Stephanie Miller  
Marsha Pate  
Nancy Phillips  
Alicia Reid  
Erin Sapienza  
Carolyn Schuft  
Beverly Shuford  
Gwen Stephens  
Virginia Taylor  
Kim Tyler  
Ann Wilkerson  
Tim Williams  
Steve Wright

### Civic Participation & Employment

Helen Antipov  
Colin Austin  
Steve Brantley

Thomas Cain  
Audrey Galloway  
Robert Gilmore  
Penny Gluck  
Kacki Hammon  
Vicki Hill  
Mike Komives  
Janet Lloyd  
Lee Anne McClymont  
Mike McGahey  
Mary Moore  
Jason Richmond  
Kim Shaw  
Justin Simmons  
Debbie Suchoff  
Beth Vasquez  
Zhenzhen Yu

### Community Support and Health Services

Star Chang  
Cris Clark  
Mary Crawford  
Susan Cresser  
Sheila Evans  
Nansi Geger-Holt  
Kathryn Handley  
Trish Hussey  
Mary Kay Kraft  
Kristen Lavergne  
Brenda McCall  
Mary Beth McGranaghan  
Mark Mengerling  
Ashley Mercer  
Sandy Nash  
Ellen Ozier  
Ken Rosati  
Beth Rosenberg  
Naomi Sliflin  
Kay Stagner  
Jeff Strickler  
Vibeke Talley  
Blake Tedder  
Jackie Thompson  
Ed Tiryakian  
Anne Weston  
Norma White  
Glenn Withrow  
Danielle Woodall  
Stacy Yusko



## Frequently Used Acronyms

<b>ADA</b>	Americans with Disabilities Act
<b>AFC</b>	Age-Friendly Community
<b>BOCC</b>	Board of County Commissioners
<b>CHT</b>	Chapel Hill Transit
<b>CRC</b>	Community Resource Connection
<b>DEAPR</b>	Department of Environment, Agriculture, Parks and Recreation
<b>DNR</b>	Do Not Resuscitate
<b>DSS</b>	Department of Social Services
<b>EMS</b>	Emergency Medical Services
<b>IFC</b>	Inter-Faith Council
<b>MAP</b>	Master Aging Plan
<b>MOST</b>	Medical Orders for Scope of Treatment
<b>NAMI</b>	National Alliance on Mental Illness
<b>NCDOT</b>	North Carolina Department of Transportation
<b>OCAMS</b>	Orange County Asset Management Services
<b>OCBIRP</b>	Orange County Bus and Rail Investment Plan
<b>OCDOA</b>	Orange County Department on Aging
<b>OCIM</b>	Orange Congregations in Mission
<b>OCRA</b>	Orange County Rural Alliance
<b>OPT</b>	Orange Public Transportation
<b>PiAP</b>	[UNC] Partnerships in Aging Program
<b>SALT</b>	Seniors and Law Enforcement Together
<b>TJCOG</b>	Triangle J Council of Government
<b>VC55+</b>	Volunteer Connect 55+
<b>WHO</b>	World Health Organization



## Glossary

<b>Assisted living facilities</b>	Facilities that provide support services and supervision to residents in order to ensure their safety and wellbeing.
<b>Built environment</b>	Encompasses the physical components of where people live and work (i.e. homes, buildings, streets, open spaces, infrastructure). The built environment ultimately influences an individual's level of physical activity. <sup>10</sup>
<b>Chatham-Orange CRC</b>	The Chatham-Orange Community Resource Connection (CRC) is a collaboration of more than 25 public and private agencies, health care providers, non-profits, and social service providers. This partnership provides a one-stop-shop for aging adults and adults with disabilities looking for resources and information on services and supports.
<b>Complete Streets policy</b>	Complete Streets policies promote transportation systems that incorporate multiple modes of travel, including bicycling, walking, driving, and using public transportation, and that are safe and easy to use for people of all ages and abilities. In this way, these policies support health and quality of life. <sup>11</sup>
<b>Family Care home</b>	An adult care home that provides housing and services and has no more than six residents.
<b>Goal</b>	A broad statement of what a program will accomplish and who will be affected. A goal should be simple, attainable, and ambitious. It needs not be measurable or have a deadline. <sup>12</sup>
<b>Housing stock</b>	The total number of physical dwelling units in an area (not to be confused with households).
<b>Housing subsidies</b>	Housing subsidies are government funding to aid low-income tenants in renting housing.
<b>Indicator</b>	These are the most specific activities that will be measured to evaluate the fulfillment of an objective. <sup>12</sup>
<b>Long-term care facilities</b>	A variety of services which help meet both the medical and non-medical needs of people with a chronic illness or disability who cannot care for themselves for long periods of time.
<b>Natural area</b>	Term includes nature reserves.
<b>Nursing homes</b>	Also called skilled nursing unit, skilled nursing facilities, care home, or long-term care facility. Please see Long-term care facility for a definition.



<b>Objective</b>	Identifies how a goal will be achieved in concrete, measurable terms. Objectives provide a framework for evaluation. Ideally, they should be SMART (Specific, Measurable, Achievable, Realistic, Time-bound). When possible, objectives state who will change, by how much, by when, and how the change will be measured. <sup>12</sup>
<b>Older adult</b>	In this MAP, residents age 60 or older are addressed as older adults.
<b>Palliative care</b>	An area of healthcare that focuses on alleviating and preventing patient suffering, particularly for those nearing the end of life.
<b>Patient-centered care</b>	An approach to healthcare that serves each patient with individual support, unbiased guidance, and views the patient as a whole-person within the context of his or her family, religion, and life history.
<b>Rental assistance</b>	A federal program that provides rental assistance to low-income families who are unable to afford market rents.
<b>Strategy</b>	These are the specific actions or activities needed to fulfill an objective. They should also be SMART, when possible. (See definition of Objective above for further explanation of SMART). <sup>12</sup>
<b>Universal design</b>	A design approach that produces buildings, products, and environments that are usable and effective for everyone, not just people with disabilities.



## Index of Responsible Agency

	1. Outdoor Spaces & Buildings	2. Transportation	3. Housing	4. Social Participation	5. Respect & Social Inclusion	6. Civic Participation & Employment	7. Community Supports & Health Services	8. Communication & Information
AARP						6.1.1, 6.1.2, 6.1.3, 6.1.4, 6.2.1, 6.3.1, 6.3.2		
Cardinal Innovations Healthcare			3.5.1				7.1.2	
Town of Carrboro					5.1.3		7.1.1, 7.6.3	
<i>Carrboro Department of Planning, Zoning &amp; Inspections</i>	1.1.4, 1.2.4, 1.3.1		3.1.1, 3.4.2					
<i>Carrboro Fire-Rescue Department</i>			3.3.1					
<i>Carrboro Police Department</i>							7.2.3	
<i>Carrboro Public Works Department</i>	1.1.2, 1.2.2, 1.2.3							
<i>Carrboro Recreation &amp; Parks Department</i>	1.1.1, 1.1.2			4.1.2				
Town of Chapel Hill					5.1.3		7.1.1, 7.6.3	
<i>Chapel Hill Fire Department</i>			3.3.1					
<i>Chapel Hill Office of Housing and Community</i>			3.1.1, 3.4.1, 3.6.1					
<i>Chapel Hill Office of Planning and Sustainability</i>	1.1.4, 1.2.4, 1.3.1		3.1.1, 3.4.2					



	1. Outdoor Spaces & Buildings	2. Transportation	3. Housing	4. Social Participation	5. Respect & Social Inclusion	6. Civic Participation & Employment	7. Community Supports & Health Services	8. Communication & Information
<i>Chapel Hill Parks and Recreation Department</i>	1.1.1, 1.1.2			4.1.2				
<i>Chapel Hill Police Department</i>							7.2.3	
<i>Chapel Hill Public Library</i>		2.3.1		4.1.2				
<i>Chapel Hill Public Works Department</i>	1.1.2, 1.2.2, 1.2.3							
<i>Chapel Hill Transit</i>	1.2.4	2.1.2, 2.2.1, 2.2.2, 2.3.1, 2.3.2						
Chapel Hill Chamber of Commerce					5.1.3	6.1.1, 6.1.2, 6.1.3, 6.1.4, 6.2.1, 6.3.1, 6.3.2		
Chapel Hill-Carrboro City Schools				4.1.2				
Chapel Hill-Carrboro Meals on Wheels					5.1.3		7.4.1, 7.4.3	
Duke Health		2.2.1			5.1.3		7.6.2	
Durham Technical Community College						6.1.1, 6.1.2, 6.1.4, 6.2.1, 6.3.2	7.2.1	
El Centro Hispano				4.1.1				
Friends of the Senior Centers				4.1.4				
Habitat for Humanity			3.6.2					
Town of Hillsborough					5.1.3		7.1.1, 7.6.3	



	1. Outdoor Spaces & Buildings	2. Transportation	3. Housing	4. Social Participation	5. Respect & Social Inclusion	6. Civic Participation & Employment	7. Community Supports & Health Services	8. Communication & Information
<b>Hillsborough Planning Department</b>	1.1.1, 1.1.2, 1.1.4, 1.2.4, 1.3.1		3.1.1, 3.4.2	4.1.2				
<b>Hillsborough Public Works Department</b>	1.1.2, 1.2.2, 1.2.3							
<b>Hillsborough Chamber of Commerce</b>					5.1.3	6.1.1, 6.1.2, 6.1.3, 6.1.4, 6.2.1, 6.3.1, 6.3.2		
<b>Inter-Faith Council</b>					5.1.3		7.4.3, 7.6.1	
<b>National Alliance on Mental Illness</b>							7.1.2	
<b>National Caucus and Center on Black Aging, Inc.</b>						6.1.1, 6.1.2, 6.1.4, 6.2.1, 6.3.2		
<b>North Carolina Department of Transportation</b>	1.2.2							
<b>Nursing Home and Adult Care Home Advisory Committees</b>			3.5.1					
<b>Orange Congregations in Mission</b>					5.1.3		7.4.1, 7.4.3, 7.6.1	
<b>Orange County Advisory Board on Aging</b>	1.1.3		3.2.1			6.3.2	7.4.2, 7.6.3	
<b>Orange County Asset Management Services</b>	1.1.2, 1.1.4, 1.2.1, 1.2.4				5.1.4			



	1. Outdoor Spaces & Buildings	2. Transportation	3. Housing	4. Social Participation	5. Respect & Social Inclusion	6. Civic Participation & Employment	7. Community Supports & Health Services	8. Communication & Information
Orange County Board of County Commissioners					5.1.4			
Orange County Community Relations Department								8.1.4, 8.1.5
Orange County Department on Aging	1.1.1, 1.1.2, 1.1.3, 1.1.4, 1.2.1, 1.2.2, 1.2.4, 1.3.2	2.1.1, 2.1.2, 2.2.1, 2.2.3, 2.3.1, 2.3.2	3.1.1, 3.2.1, 3.3.1, 3.4.1, 3.5.1, 3.6.1, 3.6.2	4.1.1, 4.1.2, 4.1.3, 4.1.4, 4.1.5	5.1.1, 5.1.2, 5.1.3, 5.1.4, 5.2.1, 5.2.2	6.1.1, 6.1.2, 6.1.3, 6.1.4, 6.2.1, 6.3.1, 6.3.2, 6.4.1, 6.4.2	7.1.1, 7.1.2, 7.2.1, 7.2.2, 7.3.1, 7.4.1, 7.4.3, 7.5.1, 7.6.1	8.1.1, 8.1.2, 8.1.3, 8.1.4, 8.1.5, 8.1.6, 8.1.7
Orange County Department of Environment, Agriculture, Parks and Recreation	1.1.1, 1.1.2, 1.1.4, 1.2.1, 1.2.4			4.1.2			7.1.1, 7.4.1	8.1.6
Orange County Department of Social Services						6.1.1, 6.1.2, 6.1.3, 6.1.4, 6.2.1, 6.3.2	7.4.3	
Orange County Disability Awareness Council	1.3.1							
Orange County Economic Development						6.1.1, 6.1.2, 6.1.4, 6.2.1, 6.3.1, 6.3.2		
Orange County Emergency Services		2.2.3			5.1.3		7.2.1, 7.2.3, 7.6.2	
Orange County Fire Marshal Division			3.3.1, 3.6.2				7.2.1	
Orange County Health Department		2.2.1	3.6.2	4.1.1	5.1.2		7.2.2, 7.6.1, 7.6.3	



	1. Outdoor Spaces & Buildings	2. Transportation	3. Housing	4. Social Participation	5. Respect & Social Inclusion	6. Civic Participation & Employment	7. Community Supports & Health Services	8. Communication & Information
Orange County Housing, Human Rights and Community Development Department			3.1.1, 3.2.1, 3.3.1, 3.4.1, 3.6.1, 3.6.2					
Orange County Planning and Inspections Department	1.1.4, 1.3.1		3.1.1, 3.3.1, 3.4.2, 3.6.2					
Orange County Public Library		2.3.1		4.1.2, 4.1.5		6.1.2, 6.2.1	7.1.2	8.1.1
Orange County Rural Alliance							7.4.1, 7.4.3	
Orange County Schools				4.1.2				
Orange County Sherriff's Office						6.4.2	7.2.3	
Orange County SportsPlex							7.1.1	
Orange Public Transportation	1.2.4	2.1.1, 2.1.2, 2.2.1, 2.2.2, 2.3.1, 2.3.2						
Orange Rural Fire Department			3.3.1					
Piedmont Health		2.2.1	3.5.1		5.1.3		7.2.1, 7.3.1, 7.6.2	
Seniors and Law Enforcement Together			3.6.2		5.1.3			
Triangle J Council of Governments			3.2.1, 3.6.1					
UNC Allied Health							7.2.1, 7.6.2	



	1. Outdoor Spaces & Buildings	2. Transportation	3. Housing	4. Social Participation	5. Respect & Social Inclusion	6. Civic Participation & Employment	7. Community Supports & Health Services	8. Communication & Information
UNC Health Care		2.2.1			5.1.3		7.1.1, 7.1.2, 7.2.1, 7.2.2, 7.3.1, 7.6.1, 7.6.2	
UNC Partnerships in Aging Program							7.6.1, 7.6.2	



## References

1. Gillings School of Global Public Health Data. Aging in Orange County: Facts at a Glance. September 14, 2011. Available at: [http://www.orangecountync.gov/document\\_center/Aging/8\\_MAP2012Toolkit\\_CEMtg1Demographics.pdf](http://www.orangecountync.gov/document_center/Aging/8_MAP2012Toolkit_CEMtg1Demographics.pdf) Accessed 30 March 2017.
2. Vincent, G.K and Velkoff, V.A. The Next Four Decades: The Older Population in the United States: 2010 to 2050. U.S. Census Bureau Current Population Reports. Administration on Aging. 2010. Available at [http://www.aoa.gov/AoARoot/Aging\\_Statistics/future\\_growth/DOCS/p25-1138.pdf](http://www.aoa.gov/AoARoot/Aging_Statistics/future_growth/DOCS/p25-1138.pdf). Accessed 30 March 2017.
3. North Carolina State Center for Health Statistics (SCHS). Life expectancy: North Carolina 1990-1992 and 2006-2008, State and County, for Orange County. North Carolina State Center for Health Statistics. 2010. Available at <http://www.schs.state.nc.us/SCHS/data/lifexpectancy/>. Accessed 30 March 2017.
4. 2015 Orange County North Carolina Community Health Assessment. By Orange County Health Department and Healthy Carolinians of Orange County. Available at: <http://www.orangecountync.gov/FINAL%20Orange%20County%202015%20Community%20Health%20Assessment%207-16.pdf>. Accessed 30 March 2017.
5. U.S Census Bureau (Census). Profile of general population and housing characteristics: 2010, for Orange County, North Carolina and North Carolina. American FactFinder. 2010. Available at <http://factfinder2.census.gov/>. Accessed 30 March 2017.
6. U.S Census Bureau (Census). Population 65 years and over in the United States, 2006-2010 American Community Survey 5-year estimates for Orange County, North Carolina. American FactFinder. 2010. Available at <http://factfinder2.census.gov/>. Accessed 30 March 2017.
7. U.S Census Bureau (Census). Population 65 years and over in the United States, 2011-2015 American Community Survey 5-year estimates for Orange County, North Carolina. American FactFinder. 2011-2015 American Community Survey Five-Year Estimates. Available at <http://factfinder2.census.gov/>. Accessed 30 March 2017.
8. North Carolina Aging and Adult Services. *2015 Aging Profile*. Retrieved from <https://www.ncdhhs.gov/divisions/daas/data-reports>
9. North Carolina Health and Human Services. Leading Causes of Death in North Carolina. Health Data Query System. Available at: <http://www.schs.state.nc.us/interactive/query/lcd/lcd.cfm>. Accessed 30 March 2017.



10. Centers for Disease Control and Prevention. (2011). Impact of the Built Environment on Health. Retrieved from <https://www.cdc.gov/nceh/publications/factsheets/impactofthebuiltenvironmentonhealth.pdf>. Accessed 30 March 2017.
11. Smart Growth America. (2017). National Complete Streets Coalition. Retrieved from <https://smartgrowthamerica.org/program/national-complete-streets-coalition/>. Accessed 30 March 2017.
12. McKenzie J. (2005). Chapter 6: Mission statements, goals, and objectives. Planning, Implementing, and Evaluating Health Promotion Programs: A Primer. London: Benjamin Cummings; 127-142.









# Town of Carrboro

Town Hall  
301 W. Main St.  
Carrboro, NC 27510

## Agenda Item Abstract

**File Number:**17-318

---

**Agenda Date:** 10/24/2017

**File Type:**Agendas

**In Control:** Board of Aldermen

**Version:** 1

---

### **TITLE:**

Minor Modification to the Master Sign Plan for the 300 East Main Street Project

**PURPOSE:** The purpose of this item is for the Board of Aldermen to consider a Minor Modification request to the Master Sign Plan for the 300 East Main Street Project. Staff requests that the Board of Aldermen discuss, deliberate, and decide whether to adopt the attached resolution approving the Minor Modification to the Master Sign Plan.

**DEPARTMENT:** Planning Department

**CONTACT INFORMATION:** James Thomas, Planner/Zoning Development Specialist 919-918-7335

**INFORMATION:** The Land Use Ordinance was amended in June 2012 to allow CUP-level developments with multiple commercial enterprises within the B-1(c) and B-1(g) zoning districts that contain one or more buildings of at least three stories in height to apply for a master sign plan that would deviate from the allowable number and type of permissible signs as well as other dimensional restrictions. The Board of Aldermen then approved a Minor Modification to the Conditional Use Permit for 300 East Main to create a Master Sign Plan on September 25<sup>th</sup>, 2012.

A Minor Modification to the Master Sign Plan was reviewed and approved by the Board of Aldermen at the September 16<sup>th</sup>, 2014 meeting. This approval was for a blade type sign, unlit signage on the 3<sup>rd</sup> floor both for the existing Fleet Feet building and two free standing directional signs.

Main Street Properties of Chapel Hill, LLC is now requesting a Minor Modification to the Master Sign Plan, as further explained in Attachment B. In summary, this Minor Modification relates to the installation of the following type sign:

1. Unlit sign on the northern face of the 3<sup>rd</sup> floor of the Fleet Feet Building The total square footage would be 24 square feet.

The proposed sign is not exceeding the 24 square feet signage allotment approved in the Master Sign Permit originally approved in September 2012.

As with all Minor Modification requests, the Board of Aldermen may choose but are not required to call a



---

**Agenda Date:** 10/24/2017

**File Type:**Agendas

**In Control:** Board of Aldermen

**Version:** 1

---

public hearing before making a decision on the request.

**FISCAL & STAFF IMPACT:** No fiscal impact has been identified related to consideration of this agenda item.

**RECOMMENDATION:** Staff recommends that the Board of Aldermen review the Minor Modification to the Master Sign Plan for 300 East Main Street Project and consider adopting the attached resolution approving the request.



The following resolution was introduced by Aldermen \_\_\_\_\_ and duly seconded by Aldermen \_\_\_\_\_.

**A RESOLUTION APPROVING A MINOR MODIFICATION TO THE 300 EAST MAIN STREET PROJECT CONDITIONAL USE PERMIT FOR A MASTER SIGN PLAN FOR THE FLEET FEET BUILDING PHASE OF THE PROJECT.**

**WHEREAS**, the Carrboro Board of Aldermen approved a Conditional Use Permit for the 300 East Main Street on September 30, 2008; and

**WHEREAS**, an application has been received in accordance with LUO Section 15-271(d) of the Land Use Ordinance for a Minor Modification to the CUP for a Master Sign Plan for the first phase of the 300 East Main Street Project; and

**WHEREAS**, staff has determined that the application includes information addressing the provisions of Section 15-271(d) for seeking approval of a Master Sign Plan Modification; and

**WHEREAS**, the Board has considered the information, and determined that the application is worthy of approval.

**NOW, THEREFORE BE IT RESOLVED** by the Carrboro Board of Aldermen that the Master Sign Minor Modification for the Fleet Feet building phase of the project is hereby approved.

This the 24<sup>th</sup> day of October 2017.



## **Terra Nova sign drawings**

- **Number and location of proposed sign addition:** One sign on the 3<sup>rd</sup> floor of the “Fleet Feet building” at 310 E. Main Street
- **Shape and location of all proposed signs, and specifications for signs that project from the building:** See attached drawing(s) for details. The sign requested is:
  1. A sign identifying the tenant occupying a third floor office suite located at the northeast corner of the 310 East Main Street building, which tenant in this case is Terra Nova Global Properties. The proposed sign would be located on the north face of the 310 East Main Street building, above the third floor windows.
- **Height off the ground to the top and bottom of all proposed signs:** See attached drawings.
- **Orientation of all buildings on the site:** Same as in CUP.
- **Identify any anchor business signs:** N/A for this application.
- **Identify tenant signs that are likely to have more regular turnover:** The sign requested here is not likely to change soon as the sign is for a tenant space currently occupied by Terra Nova Global Properties, a well-established and highly-regarded local business. The initial lease term is five years.
- **Label any signs intended to draw the traveling public to the site:** N/A for this application.
- **Label any signs intended to direct the public to parking areas on the site:** N/A for this application.
- **Identify any signs that may be excluded from the sign regulations per Section 15-272:** N/A for this application.



September 6, 2017

To: Carrboro Board of Alderman, Carrboro Appearance Commission  
From: Main Street Properties of Chapel Hill, LLC,  
370 East Main Street, Suite 200, Carrboro NC

Re: Request to modify the 300 East Main master sign plan to add third floor sign for Terra Nova Global Properties on the 310 East Main Street building

Attached please find a request to modify the 300 East Main master sign plan to permit our tenant Terra Nova Global Properties to install a sign on the north face of the third floor of our 310 East Main Street office and retail building.

As you may recall from when the 300 East Main master sign plan was approved in 2012, or when previous modifications were made in 2014, the master sign plan leaves the signage needs of upper-floor businesses open for case-by-case review, thus necessitating this regular request for modification of the 300 East Main master sign plan to permit this specific sign.

While Terra Nova is a long-standing and highly-regarded member of the Carrboro business community, Terra Nova needs signage on the exterior of the building to inform local clients of its new location and, over the longer term, to assist it many clients from further afield in finding Terra Nova's offices when they visit downtown Carrboro.

The requested modification would permit Terra Nova (or its successor) to identify its business by hanging an unlit thin metal sign above the third-floor windows on the north face of the 310 East Main Street building (i.e., outside Terra Nova's third-floor offices). The dimensions and specifications of the proposed Terra Nova sign are attached.

By this letter, please also be advised that Main Street Properties consents to Terra Nova appearing on Main Street Properties' behalf to seek approval of this request, without alteration of the request.

If you have questions or if you require additional information, please do not hesitate to contact Kevin Benedict of Main Street Properties at [kwbenedict@gmail.com](mailto:kwbenedict@gmail.com) or at (919) 810-4410.

Thank you for your consideration.





1" ALUMINUM LETTERS

FINISHED IN BLACK BAKED-ENAMEL

3/4" DIVIDER BAR

FINISHED IN BLACK BAKED-ENAMEL

1/4" THICK COMPASS ROSE

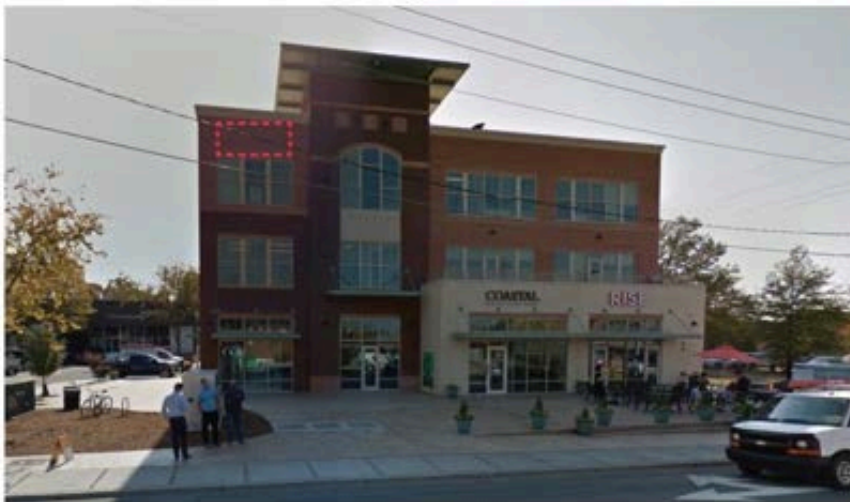
FINISHED IN WHITE/GOLD ANODIZED OR BAKED-ENAMEL

ALL INDIVIDUALLY STUD MOUNTED

Property Owner Approval:

*Peterson Benedict*

Main Street Properties







# Town of Carrboro

Town Hall  
301 W. Main St.  
Carrboro, NC 27510

## Agenda Item Abstract

**File Number:**17-324

**Agenda Date:** 10/24/2017

**File Type:**Agendas

**In Control:** Board of Aldermen

**Version:** 1

---

### TITLE:

Colorful Crosswalk Designs and Locations

**PURPOSE:** The purpose of this agenda item to discuss advisory board input on possible colorful crosswalk designs and locations, and to consider possible next steps.

**DEPARTMENT:** Planning

**CONTACT INFORMATION:** Christina Moon - 919-918-7325, Patricia McGuire - 919-918-7327

**INFORMATION:** At the February 21, 2017 Board of Aldermen meeting, the Board received a presentation on potential designs for colorful crosswalks at two locations downtown: the mid-block crossing along East Weaver Street in front of Weaver Street Market and Market Street coffee and ice cream, and at multiple locations in front of the car wash at West Weaver Street and Laurel Avenue. (Agenda materials may be found at the following link:

<https://carrboro.legistar.com/MeetingDetail.aspx?ID=525881&GUID=61C29B71-688F-46E1-AB3D-3A2CA8A320B5&Options=&Search=>=.>)

The discussion at the meeting focused on the design as it related to messaging and improved visibility for pedestrian safety. The Board referred the item to the Transportation Advisory Board (TAB) and the Arts Commission for input. The boards reviewed the topic and the Board of Aldermen materials at their meetings in September and October respectively, and provided comments (Attachment B). An excerpt from the February 21<sup>st</sup> staff memorandum is provided to illustrate the options referenced in the advisory board comments (Attachment C).

The Board is asked to discuss the original design options, and the recommendations from the TAB and Arts Commission, and provide staff with direction for next steps.

**FISCAL & STAFF IMPACT:** Public Works estimates that each crosswalk will cost approximately \$600 -1000 in materials, plus staff time to install.

**RECOMMENDATION:** Staff recommends that the Board of Aldermen consider the resolution (Attachment A) selecting a design for the mid-block crossing on East Weaver Street, and a design for one or more crossings in the block in front of the car wash at West Weaver Street and Laurel Avenue.



A RESOLUTION TO CONSIDER THE DESIGN AND LOCATION(S) FOR COLORFUL  
CROSSWALKS IN CARRBORO

WHEREAS, the Board of Aldermen has expressed interest in painting colorful crosswalks at various locations on Town-maintained roads as an opportunity to display art within the community, and

WHEREAS, pedestrian safety and comfort are high priorities for the Town, and

WHEREAS, the Transportation Advisory Board and the Arts Commission have provided input on design options on the basis of art and visibility for pedestrians and drivers.

NOW, THEREFORE, BE IT RESOLVED by the Carrboro Board of Aldermen that the Board directs staff to install crosswalks as described below:

1. A mid-block crosswalk at East Weaver Street in design Option 1, the parallel lines, with wider outer white lines to increase visibility (as shown in the image).



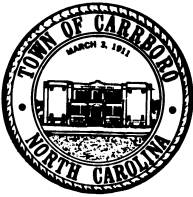
2. \_\_\_\_\_ of crosswalks at the intersection of West Weaver Street and Laurel Avenue in:

- ☐ Design Option 1, the parallel lines, with wider outer white lines to increase visibility
  - ☐ Design Option 2, the rainbow with white
  - ☐ Other \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_



This the 24<sup>th</sup> day of October 2017.





# TOWN OF CARRBORO

Transportation Advisory Board

*301 West Main Street, Carrboro, North Carolina 27510*

---

## R E C O M M E N D A T I O N

SEPTEMBER 21, 2017

### TAB RECOMMENDATIONS REGARDING ‘COLORFUL CROSSWALKS’

Motion was made by Štolka and seconded by Dow to recommend that, with regard to colorful sidewalks, the TAB favors both safety *and* art, finding that wide, high-contrast, high-visibility white bounding lines, with colorful artwork located within them, serves these purposes. They recommend that an RFP be advertised soliciting designs from artists specifically for the crosswalks proposed around the Town Hall; this RFP should specify that the design should reflect the spirit of a public gathering space (that informs drivers to slow for pedestrians) providing a sense of shared public place by celebrating the entry to the Town Hall and Farmers market. The language of the RFP should be further refined as the Board of Aldermen develop a consensus of the design features they desire. The final designs of the crosswalk should have high contrast, white bounding lines and avoid repeating lines in the direction of the flow of traffic. In the meantime, the committee recommends that the simple rainbow crosswalk (with lines perpendicular to the flow of traffic) with wider white bounding lines be installed as a pilot project on the Weaver Street crosswalk.

#### VOTE:

AYES: (4) Dow, Castonguay, McDuffee, Štolka;

ABSENT/EXCUSED: (3) Haac, Nicopoulos, Barclay;

NOES: (0);

---

(for Vice Chair Štolka)

9/24/17

(Date)





# TOWN OF CARRBORO

## Arts Committee

**301 West Main Street, Carrboro, North Carolina 27510**

# R E C O M M E N D A T I O N

**OCTOBER 11, 2017**

## **Recommendation on Colorful Walkways**

Motion was made by Dan Mayer and seconded by Kate Hash that the Art Committee recommends the following design elements for proposed colorful walkways;

For the East Weaver Street installation the Art Committee recommends option one with horizontal lines in the rainbow flags colors, but suggest adding black and brown to the colors for a more inclusive expression of the rainbow flag, and that the side framing white strips be wider for improved visibility and safety.

For Laurel Street, the Arts Committee recommends the walkways be placed at the intersection of West Weaver and Laurel and that design option 2 with vertical lines and an inclusive rainbow colors be utilized.

### **VOTE:**

AYES: (5 )

ABSENT/EXCUSED: (4 )

NOES: (0 )

ABSTENTIONS: (0 )

*Carmette Stone on behalf of Chairperson*  
(Chair) (Date)  
*Bevin Ramsey*  
*10/11/2017*

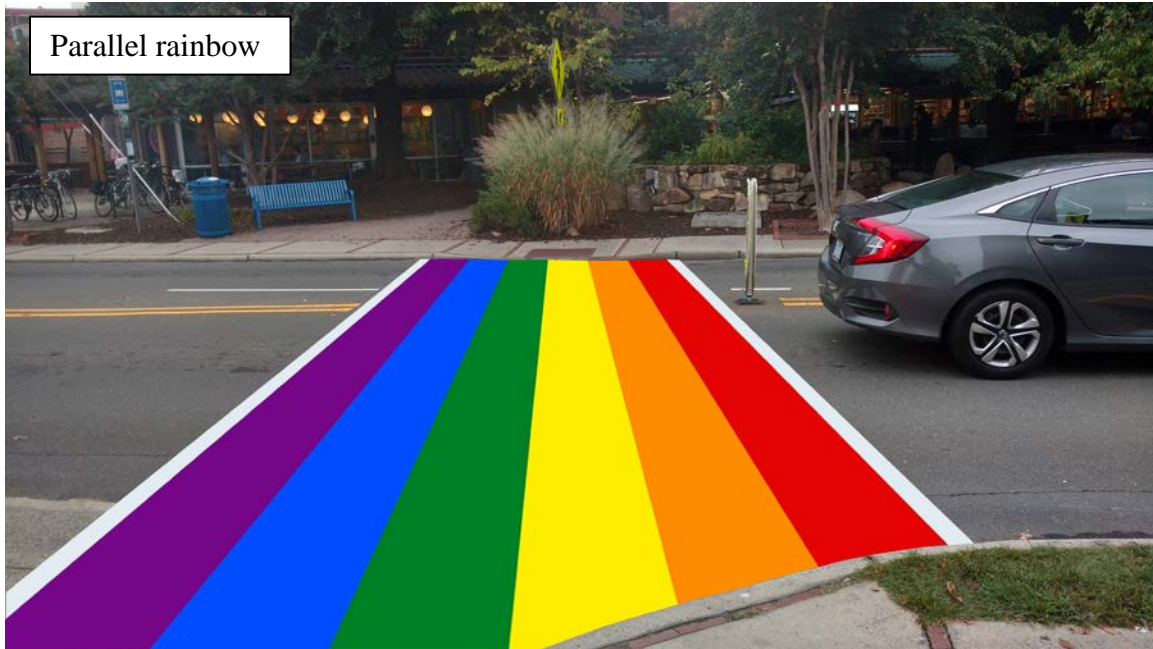


# TOWN OF CARRBORO

NORTH CAROLINA

WWW.TOWNOFCARRBORO.ORG

## Two Options Incorporating Rainbow Design











# Town of Carrboro

Town Hall  
301 W. Main St.  
Carrboro, NC 27510

## Agenda Item Abstract

**File Number:**17-325

---

**Agenda Date:** 10/24/2017

**File Type:**Agendas

**In Control:** Board of Aldermen

**Version:** 1

---

### **TITLE:**

Discussion of Watersheds in Relation to Water and Sewer Service and Town Zoning Boundaries

**PURPOSE:** The purpose of this item is to provide information on the boundaries of the Bolin, Morgan, and University Lake watersheds that provide the framework for water and sewer services areas and Town zoning districts within the Town's jurisdiction.

**DEPARTMENT:** Planning

**CONTACT INFORMATION:** Trish McGuire, [pmcguire@townofcarrboro.org](mailto:pmcguire@townofcarrboro.org)  
<<mailto:pmcguire@townofcarrboro.org>>, 919-918-7327

**INFORMATION:** This item has been developed in response to a request from members of the Board of Aldermen following consideration of amendments to the Water and Sewer Management, Planning, and Boundary Agreement. Possible changes to the boundary have been suggested where the watershed edges shift eastward and westward of the roadways that establish the principal water and sewer service and zoning boundaries.

A map showing the watershed boundaries in relation to Town zoning and the water and sewer service areas is attached (*Attachment A*). The operational effect of the boundary is that properties within the University Lake watershed are not included in the primary service area, though there are two exceptions related to development that was permitted decades ago - in these instances services were provided to improve conditions for existing homes where onsite septic systems could not continue to support occupancy. The Town of Carrboro has planning and zoning jurisdiction over properties on both sides of the watershed boundary from just south of the Old Fayetteville Road/Hillsborough Road intersection to just south of Woodcrest Drive/Smith Level Road. North and south of these locations, one side of the boundary is controlled by either Orange County or the Town of Chapel Hill. The Morgan Creek watershed lies to the east of the University Lake (upper Morgan Creek-above the dam) watershed along the entirety of this boundary. Where a road is present in proximity to the watershed boundary, specifically Old Fayetteville Road and Ray Road, the road serves as the boundary of Town zoning and OWASA's primary service area. There are a few locations where the watershed boundary is either east or west of the road locations. In these locations approximately 2.7 acres of land zoned Watershed Residential and 10.5 acres of land zoned Conservation (University of North Carolina property around



---

**Agenda Date:** 10/24/2017

**File Type:**Agendas

**In Control:** Board of Aldermen

**Version:** 1

---

University Lake) is part of the Morgan Creek watershed. The current service area and zoning boundary, which is based on the natural ridge and road locations, is clear and rational and staff recommends no changes at this time.

The Water and Sewer Management, Planning and Boundary Agreement was signed in 2001 between Orange County, the Orange Water and Sewer Authority (OWASA), and the Towns of Chapel Hill, Carrboro, and Hillsborough. The agreement (*Attachment B*) provides a comprehensive county-wide system of utility service areas upon which signatory entities could rely when making decisions related to issues such as planning, land use, annexation, zoning, and growth management. The recent change related to the Economic Development District near Hillsborough is not yet reflected in the agreement, as it will not become effective until accompanying land use plan amendments are adopted.

Amendments require approval of all five signatory parties (Orange County, OWASA, and the Towns of Chapel Hill, Carrboro, and Hillsborough) through the regular agenda/decision process. A formal public hearing is not required.

**FISCAL & STAFF IMPACT:** No staff and fiscal impacts are anticipated with discussion of this matter.

**RECOMMENDATION:** It is recommended that the Board of Aldermen discuss the information provided.







**Amended October 5, 2010** (Appendix A Map; Add Appendix F map; Text changes to Section IV, subsection B and Section III)

**Amended June 26, 2017** (Appendix A Map)

## **WATER AND SEWER MANAGEMENT, PLANNING AND BOUNDARY AGREEMENT**

This AGREEMENT, made and entered into this 3rd day of December, 2001\_ by and between the COUNTY OF ORANGE, a political subdivision of the State of North Carolina; the TOWN OF CARRBORO, the TOWN OF CHAPEL HILL, and the TOWN OF HILLSBOROUGH, municipal corporations duly created and existing under the laws of North Carolina; and the ORANGE WATER AND SEWER AUTHORITY, a public water and sewer authority duly created and existing under Chapter 162A, Article 1 of the North Carolina General Statutes.

### **WITNESSETH:**

In consideration of mutual benefits regarding the definition of water and sewer service boundaries and the management and planning thereof, the parties to this agreement hereby mutually agree as follows:

## **I. PREAMBLE**

### **A. Charge to the Water and Sewer Boundary Task Force**

Since the mid-1980's, several attempts to define water and sewer service boundaries for Orange County and the municipalities of Chapel Hill, Carrboro and Hillsborough have been undertaken. In 1994, a Task Force was formed consisting of elected officials from Carrboro, Chapel Hill, Hillsborough and Orange County, as well as two members of the Orange Water and Sewer Authority Board of Directors. The charge to the Water and Sewer Service Boundary Task Force is attached as Appendix B.

### **B. Purpose of Water and Sewer Boundary Agreement**

1. To provide a comprehensive, County-wide system of service areas for future utility development and interest areas for dealing with private water and wastewater system problems in areas without public water and sewer service.



2. To complement growth management objectives, land use plans and annexation plans in existing agreements, such as the Orange County-Chapel Hill-Carrboro Joint Planning Agreement and Joint Planning Area Land Use Plan
3. To resolve in advance and preclude future conflicts about future service areas and annexation areas.
4. To provide for predictable long-range water and sewer capital improvement planning and financing.
5. To provide for limitations on water and sewer service in certain areas, as defined.

## **II. HOW THE AGREEMENT WORKS**

### **A. Effective Date of the Agreement**

This agreement shall become effective upon execution by all of the parties and signature by the chief elected or appointed official.

### **B. Term of Agreement**

This agreement shall remain in effect for ten (10) years from its execution, and shall be renewable as provided in the following subsection.

### **C. Procedure for renewal**

At the end of each ten year term, the agreement shall renew automatically, unless written notice is provided of intent to withdraw as noted in subsection E below.

### **D. Procedure for proposing and acting on changes in agreement including boundaries**

1. Any change to the agreement (including boundaries) requires approval of all parties to the agreement.
2. The addition of other parties to this agreement shall be by consent of the current parties.

### **E. Procedure for withdrawal from/decision not to renew the agreement**



1. A party may not withdraw from the agreement, until it holds a public hearing on the proposed withdrawal followed by written notice to the other parties within 30 days of the public hearing. The withdrawal shall be effective one (1) year following receipt by the other parties of the written notice.
2. If a party to the agreement withdraws as provided above, the agreement remains in effect as to the other parties until all but one party withdraws in the manner provided for in this agreement.

**F. Accountability of Future Parties**

Future utility providers that wish to become parties of this agreement must be financially and technically capable of providing water/sewer service to address public health emergencies or other identified public facility needs, as defined by the parties of the boundary agreement. The provider must have adequate system capacity, technical capability and financial assets to address system problems within its interest area without compromising service to current customers.

**G. Courtesy Review of Development Proposals Within Service and Interest Areas**

The water and sewer providers that are parties to this agreement will be provided courtesy review and the right to provide written input into utility design and the provision of easements for all new major subdivisions and other residential and nonresidential site plan approvals within their service area and interest area. The party to this agreement with development plan review authority shall retain approval authority for all development proposals within its planning jurisdiction.

**H. Linkage with the Orange County-Chapel Hill-Carrboro Joint Planning Agreement and other future agreements**

This agreement shall be made part of the Orange County-Chapel Hill-Carrboro Joint Planning Agreement, by reference, and to any future cooperative planning agreements that may be entered into among some or all of the parties. Termination of the Joint Planning Agreement or any other cooperative planning agreement does not terminate this agreement. Termination of this agreement can only be accomplished as provided in this agreement. Similarly, the withdrawal of a party from the Joint Planning Agreement or from any other cooperative planning agreement does not constitute withdrawal from this agreement. Withdrawal from this agreement can only be accomplished as provided in this agreement.



### III. DEFINITIONS

**Primary Service Area:** An area (as shown on the Water and Sewer Service Boundary Map, which is Appendix A) where water and/or sewer service is now provided, or might reasonably be provided in the future, according to adopted plans and future amendments to adopted plans (hereinafter referred to as "service area")<sup>2</sup>.

<sup>2</sup> As per the map in Appendix A, the Town of Hillsborough Long-Term Interest Area and Primary Service Agreement are combined and for purposes of this agreement is its Primary Service Area

**OWASA Long-Term Interest Area:** An area (as shown on the Water and Sewer Service Boundary Map, which is Appendix A) within which public water and/or sewer service is not anticipated to be made, but if such services are to be provided, OWASA will be the responsible utility service provider. Long-Term Interest Areas are not service areas, and do not include areas outside of Orange County. OWASA's Long-Term Interest Area is hereinafter referred to as OWASA's "interest area."

**Orange County Long-Term Interest Area:** The areas of Orange County planning jurisdiction (as shown on the Water and Sewer Service Boundary Map, which is Appendix A) not part of a Primary Service Area or another Long-Term Interest Area within which public water and/or sewer service is not anticipated to be made, but if such services are to be provided, Orange County will be responsible for coordinating the provision of utility service. Long-Term Interest Areas are not service areas, and do not include areas outside of Orange County. Orange County's Long-Term Interest Area is hereinafter referred to as Orange County's "interest area."

Added 10-5-2010

**Hillsborough Long-Term Interest Area:** An area (as shown on the Water and Sewer Service Boundary Map, which is Appendix A) within which public water and/or sewer service is not anticipated to be made, but if such services are to be provided, the Town of Hillsborough will be the responsible utility service provider. Long Term Interest Areas are not service areas, and do not include areas outside of Orange County. Hillsborough's Long-Term Interest Area is hereinafter referred to as Hillsborough's "interest area."

**Essential Public Facility:** A publicly-owned facility, or a facility wholly financed by Federal, State or local government (or a combination thereof) that provides a service for the health, safety and general welfare of County residents (for example, a school, fire station, public safety substation or solid waste convenience center).



**Adverse Public Health Condition:** An Adverse Public Health Condition exists in the case of a wastewater system(s) when it is (1) failing, (2) documented to be failing by the Orange County Health Department, and (3) no on-site repair is approvable or recommended by the Orange County Health Department; or, in the case of a well water supply system, it meets all of the following criteria:

- the well water supply system is contaminated with a microbial, chemical or other agent which is known to cause disease or other serious health effects;
- the well water supply system is not reparable to the point where the contamination can be eliminated;
- the water from the well water supply system is not treatable prior to withdrawal to the point where the threat of disease or serious health effects is eliminated; .
- there is no alternate location on-site for a new well water supply system which can be permitted under Orange County Health Department regulatory criteria in effect at the time of the contamination or an alternative site is unacceptable because widespread existence of contamination or because of the potential of contaminant migration to the alternate site. A description of these terms and their application is provided in Section VI of this Agreement.

**Public Water or Public Sewer Service:** The provision of water and/or sewer service by a party to this agreement. This definition does not include consulting services and/or technical assistance services.

**Emergency Water Transfer:** Any short-term transfer of raw water supply or finished drinking water supply from one service provider to assist another service provider in meeting water needs during:

- a) unanticipated disruptions or emergencies relating to raw or finished water supply. Such disruptions or emergencies may result from events including, but not limited to: (i) human error; ii) equipment or power failure; iii) supply contamination; iv) major fires, floods, droughts or other disasters; and v) operations or facility maintenance activities, or
- b) periods when temporary, short-term disruption of water supply or finished water service may occur as a result of planned or unplanned maintenance of major water supply, pumping, transmission, treatment, or storage facilities.

**Non-Emergency Water Transfer:** Any transfer from one water service provider to another water service provider of raw water supply or finished drinking water supply which is not an emergency water transfer.



**Wastewater Transfer:** Any transfer from one wastewater service provider to another wastewater service provider.

**Water and/or Sewer Provider:** A municipal corporation, county, private non-profit water system, or public water and sewer authority under the N.C. General Statutes that provides water and/or sewer service to the public.

## IV. BOUNDARIES

### A. Service Areas and Interest Area Boundaries

The service area and interest area boundaries are as shown in Appendix A.

### B. Adherence to Boundaries

1. The boundaries on the map (Appendix A) define the areas in which the parties may provide water and sewer service, and no party to this agreement shall extend service beyond the designated boundaries, except as provided in this agreement. In no case shall service be extended beyond the boundaries of Orange County without the approval of the elected boards which exercise planning jurisdiction on either side of the County boundary. Any extension of lines or service into Chatham County requires the approval of Orange County, Chapel Hill or Carrboro, and OWASA.
2. OWASA presently provides water and sewer service outside of the OWASA Service Area shown on Appendix A as follows:

<u>Location</u>	<u>service provided</u>
Heritage Hills Subdivision	water and sewer
Rangewood Subdivision	water and sewer
Piney Mountain Subdivision	sewer only

OWASA may continue to provide water and sewer service and may extend water and sewer service within these subdivisions provided it does so consistent with OWASA policies and interlocal agreements related to these services that exist on the effective date of this agreement. Any change to those policies and interlocal agreements after the effective date of this agreement can only be accomplished by an amendment to this agreement.



Added 10-5-2010
-----------------

3. The Town of Hillsborough presently provides water service outside of the proposed Hillsborough Primary Service Area shown in Appendix A as follows (see Map in Appendix F for precise locations):
  1. Along NC 86S to slightly south of New Hope Church Road
  2. Joppa Oaks, Byrdsville, Wyndfall, and Strayhorn Hills neighborhoods
  3. Wayside Baptist Church area
  4. Lands across Strouds Creek Rd from Mars Hill Baptist Church and Pathways Elementary School
  5. Portions of the Watkins Rd, former Mill Run subdivision and Perry farm
  6. Along Orange Grove Road southwest of Interstate 40 and along New Grady Brown School Road to Dimmocks Mill Road and along Old Grady Brown School Road

The Town of Hillsborough may continue to provide water service to these areas but may not extend water service in these areas or outside of the Primary Service Area.

## **V. PROCEDURES FOR PROVIDING SERVICE**

### **A. Policy Issues**

Planning and growth management issues are influenced by the location of water and sewer. This agreement is not intended to supersede other land use agreements made by the local governments.

### **B. Procedures for the provision of service within the Service Areas and Interest Areas**

1. When water and sewer service provision is required to address an adverse public health condition, or to provide service to an essential public facility, the designated provider for the service area or interest area shall have the right of first refusal to provide such service.
2. Within the service areas and interest areas, the water and sewer provider will agree to provide service, as defined in this agreement, as system capacity, financial resources, and other reasonable utility considerations allow, and as provided in this agreement.

### **C. Policy of "first-refusal"**



1. The designated water and sewer provider within a service area or interest area has first right to provide service if an adverse public health condition or essential public facility service need is established, and public water or public sewer service is determined to be required to address the adverse public health condition.
2. If the designated water and sewer provider declines to provide service, it must notify the other parties to the agreement with a statement of rationale.
3. The designated water and sewer provider may contract with another service provider to address the situation, in the manner prescribed in Section VI of this agreement, upon consultation with other jurisdictions.
4. If no other water and sewer provider is available, Orange County retains the right to address the adverse public health condition or essential public facility need in the manner prescribed in Section VI of this agreement.

## **VI. LIMITATIONS ON SERVICE**

### **A. Prohibitions and Limitations on Extension Into Interest Areas**

The development of land within interest areas is not projected to occur at urban densities, and therefore, public water and sewer service shall be prohibited in these areas, except as provided in this agreement {Section VI.B, VI.C, VI.D, VLF, VILA, VII.B, VILC}<sup>3</sup>. Individual onsite and small/community-scale alternative water supply and wastewater treatment systems not physically connected to central systems will be the primary methods of meeting the water and sewer service needs of existing and future development.

*3. ibid.*

### **B. Adverse Public Health Conditions**

An exception to the prohibition of public water and sewer service in interest areas may be made to allow the extension of lines in the event the Orange County Health Department documents an "adverse public health condition."

An adverse public health condition exists where:



1. In the case of existing wastewater system(s), it meets all of the following criteria:
  - the wastewater system is failing;
  - the wastewater system is documented to be failing by the Orange County Health Department;
  - there is no on-site repair approvable or recommended by the Orange County Health Department.

The following terms used in the criteria above mean:

Failing Wastewater System: A wastewater system is failing when sewage or effluent is seeping or discharging to the ground surface or to surface waters. A permitted, properly-functioning non-discharge wastewater system (e.g., a spray-irrigation system) and a permitted, properly-functioning discharge system are not failing wastewater systems.

Approvable On-Site Repair: An approvable on-site wastewater system repair that can be completed in a designated repair area which is approvable under Orange County Health Department regulatory soil/site criteria in effect at the time of the needed repair.

Recommended On-Site Repair: A recommended on-site repair is one that is not an approvable on-site repair, but is one that in the best professional judgment of the Orange County Health Department will reasonably enable the system to function properly. A recommended on-site repair may incorporate engineered design (a design certified by an engineer to overcome all soil/site limitations in the particular situation), site or system modification, flow reduction or other measures calculated to improve functionality of the system.

2. In the case of an existing well water supply system(s), it meets all of the following criteria:
  - the well water supply system is contaminated with a microbial, chemical or other agent which is known to cause disease or other serious health effects;
  - the well water supply system is not reparable to the point where the contamination can be eliminated;
  - the water from the well water supply system is not treatable prior to withdrawal to the point where the threat of disease or serious health effects is eliminated;
  - there is no alternate location on-site for a new well water supply system which can be permitted under Orange County Health Department regulatory criteria in effect at



the time of the contamination or an alternative site is unacceptable because widespread existence of contamination or because of the potential of contaminant migration to the alternate site.

The following terms used in the criteria above mean:

Well: A well is any excavation that is cored, bored, drilled, jetted, dug or otherwise constructed for the purpose of locating, testing, developing, draining or recharging any ground water reserves or aquifer, or that may control, divert, or otherwise control the movement of water from or into any aquifer.

Well Water Supply System: A well water supply system is any well that is intended for use or is usable as a source of water supply for domestic use (including household purposes, farm livestock, or gardens) and the pump and pipe used in connection with or pertaining thereto, including well pumps, distribution pipes, plumbing pipes, tanks, fittings, and water treatment devices.

The Orange County Health Department shall make the determination as to whether an adverse public health condition exists, and shall make a recommendation on the appropriate remedy to the governmental entity(ies) in the appropriate interest area.

The final decision to use any particular means or tool for rectifying any particular adverse public health condition remains, through zoning regulations or other land use ordinances, with the governmental entity or entities having zoning or planning jurisdiction over the area where the adverse public health condition exists. In the Orange County-Chapel Hill-Carrboro Joint Planning Area, the Joint Development Review Areas shall be used to determine which of the JPA parties shall jointly decide on the appropriate means or tool for rectifying an adverse public health condition. Public water or public sewer lines extended to provide service to an adverse public health condition or essential public facility cannot be used for other purposes or other parties, except as provided in Section VLD.

### **C. Sizing of Lines Extended Into Interest Areas**

The extension of public water or public sewer lines into an interest area shall be sized so as to comply with State technical and engineering regulations and only to serve the intended use, as defined in this agreement. However, in the case of a public water line extension,



provisions shall be made to address adequate line sizing for pressure and volume considerations.

**D. Controlling Access to Lines In Interest Areas**

Public water or public sewer lines extended to provide service to an adverse public health condition or essential public facility cannot be used for other purposes or other parties, except to remedy another adverse public health condition.

**E. Siting of Essential Public Facilities Within Interest Areas**

The location of some essential public facilities, particularly schools, requires special consideration for access to public water and sewer lines. Where possible, schools shall be sited in a manner that promotes the efficient use of existing water and sewer service. Preferably, a set of criteria governing such situations would be developed based on consultations between the appropriate school boards and the elected officials of affected jurisdictions, and applied as necessary. Publicly-owned facilities other than a public school shall be located in a manner that promotes the orderly provision of water and sewer service. The preferred method of connection is to lines that already exist, or in a manner that would minimize the need to extend existing lines.

**F. Water and Sewer Service Into/Out of Orange County**

Water and sewer service of any of the service providers that are parties to this agreement shall not be extended outside of the boundaries of Orange County without the approval of the elected boards which exercise planning jurisdiction on either side of the County boundary. Any extension of lines or service into Chatham County requires the approval of Orange County, Chapel Hill or Carrboro, and OWASA. This approval is not required when water and sewer service is required as a condition of annexation by the towns of Chapel Hill or Carrboro.

## **VII. WATER TRANSFERS AND WASTEWATER TRANSFERS**

**A. Emergency Water Transfers (This subsection shall not apply to any system operated by a municipality)**

Emergency water transfers are transfers that:



1. Are made for short-term duration. For the purpose of this Agreement, short-term duration shall be reviewed at 30 days, 60 days and 90 days, with subsequent 90-day intervals up to one year, as per the following process:
  - a. After 30 days duration, a memo from the chief administrative officials of the service providers will be sent to the managers of the jurisdictions that are parties to this Agreement. The memo shall document the emergency, steps being taken to address the situation, and notify the managers of the potential for a longer period of the emergency water transfer.
  - b. At 60 days, the service provider sending the water shall notify its elected board (or, in the case of OWASA, the member government elected boards) on the status of the emergency and provide opportunity for the boards to review and comment on the situation. The receiving provider shall provide similar information.
  - c. Between 60 days and 90 days from inception of transfer, the elected boards which exercise planning jurisdiction on either side of the boundary in which the service is provided shall review and approve or not approve the continuation of the transfer beyond 90 days. If continuation of the transfer is approved, it may continue for an additional 90-day period. Approval shall be required for each subsequent 90-day period, with a maximum emergency water transfer duration of 365 days from inception. Lack of action by the elected boards as provided in this subsection constitutes approval for the subsequent 90-day period.
  - d. At the 30-day point, the service provider shall determine that adequate water and other resources and facility capacities are available to support the extended emergency transfer without adversely affecting the quality and quantity of water supply and services to customers within its service area, and without adversely affecting environmental quality within its service area;

AND

2. Are not intended to provide raw or finished water supply necessary to support new growth and development within the service area of the service provider receiving the transfer. Neither party shall, in



planning for future growth and associated increases in water supply needs, rely upon water from the other party supplied under this agreement to serve such growth.

- a. A service provider experiencing a water emergency and receiving emergency water transfers must agree to act expeditiously and adequately to mitigate and remove the causes of the emergency conditions.

**B. Non-Emergency Water Transfers (This subsection shall not apply to the Town of Hillsborough until January 1, 2005.)**

Non-emergency water transfers are only permitted with the approval of the Orange County Board of Commissioners and the elected or appointed boards of the service providers providing and/or receiving the transfer. If OWASA is the service provider, approval must come from the OWASA Board of Directors and the elected boards of Carrboro, Chapel Hill and Orange County.

**C. Wastewater Transfers**

Wastewater transfers are only permitted with the approval of the Orange County Board of Commissioners and the elected or appointed boards of the service providers providing the transfer. If OWASA is the service provider, approval must come from the OWASA Board of Directors and the elected boards of Carrboro, Chapel Hill and Orange County.

## **VIII. LINKAGE TO OTHER AGREEMENTS**

### **Linkages to Other Agreements**

There are a number of existing agreements among the parties to this agreement that are relevant to the management and planning of public water and sewer service. In addition, this agreement and those listed below should all be read together. Where inconsistencies exist, this agreement shall control, except as otherwise provided by law. Included among these relevant agreements with linkages are:

- Hillsborough-Durham Service Area Agreement
- OWASA-Durham Service Agreement
- Eno River Capacity Use Agreement
- Hillsborough/Orange-Alamance Water Systems Agreement
- OWASA-Hillsborough Service Agreement



- OWASA-Hillsborough Bulk Water Transfer Agreement
- Chapel Hill-Durham Annexation Agreement
- Mutual Aid Agreement
- Jordan Lake Allocations from NC DEHNR
- OWASA Agreements of Purchase and Sale between 1) OWASA and Carrboro, 2) OWASA and Chapel Hill, and 3) OWASA and UNC
- OWASA Agreement and Policy related to extensions of water and sewer into University Lake Watershed (applicable to water and sewer service to Rangewood Subdivision and Heritage Hills Subdivision)
- OWASA-Orange County Agreements related to Piney Mountain Subdivision sewer service

## IX. APPENDICES

App. A Amended:  
10-5-2010  
6-26-17

- A. Water and Sewer Service Boundaries Map
- B. Charge to the Water and Sewer Boundary Task Force
- C. Toolbox of Remedies for Adverse Public Health Conditions
- D. Joint Planning Area Boundary Map
- E. Comprehensive Plan Land Use Maps for all Orange County local governments, and of Chatham County
- F. Town of Hillsborough Existing Water Service Outside of Primary Service Area

Added 10-5-2010



THIS AGREEMENT ENTERED INTO THIS 3<sup>rd</sup> DAY OF  
December, 2001.

Benny F. ...  
 Chair, Orange County Board of Commissioners

Attest: [Signature]  
 Clerk to the Orange County Board of Commissioners



[Signature]  
 Mayor, Town of Chapel Hill

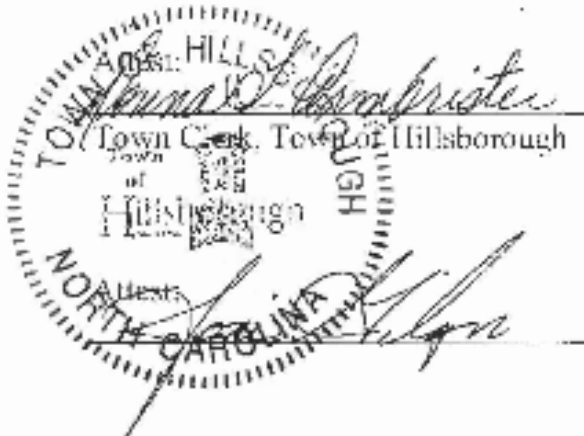
[Signature]  
 Clerk, Town of Chapel Hill



Michael R. Nell  
 Mayor, Town of Carrboro

Attest: [Signature]  
 Town Clerk, Town of Carrboro

[Signature]  
 Mayor, Town of Hillsborough



Bernadette Pelissier  
 Chair, OWASA Board of Directors

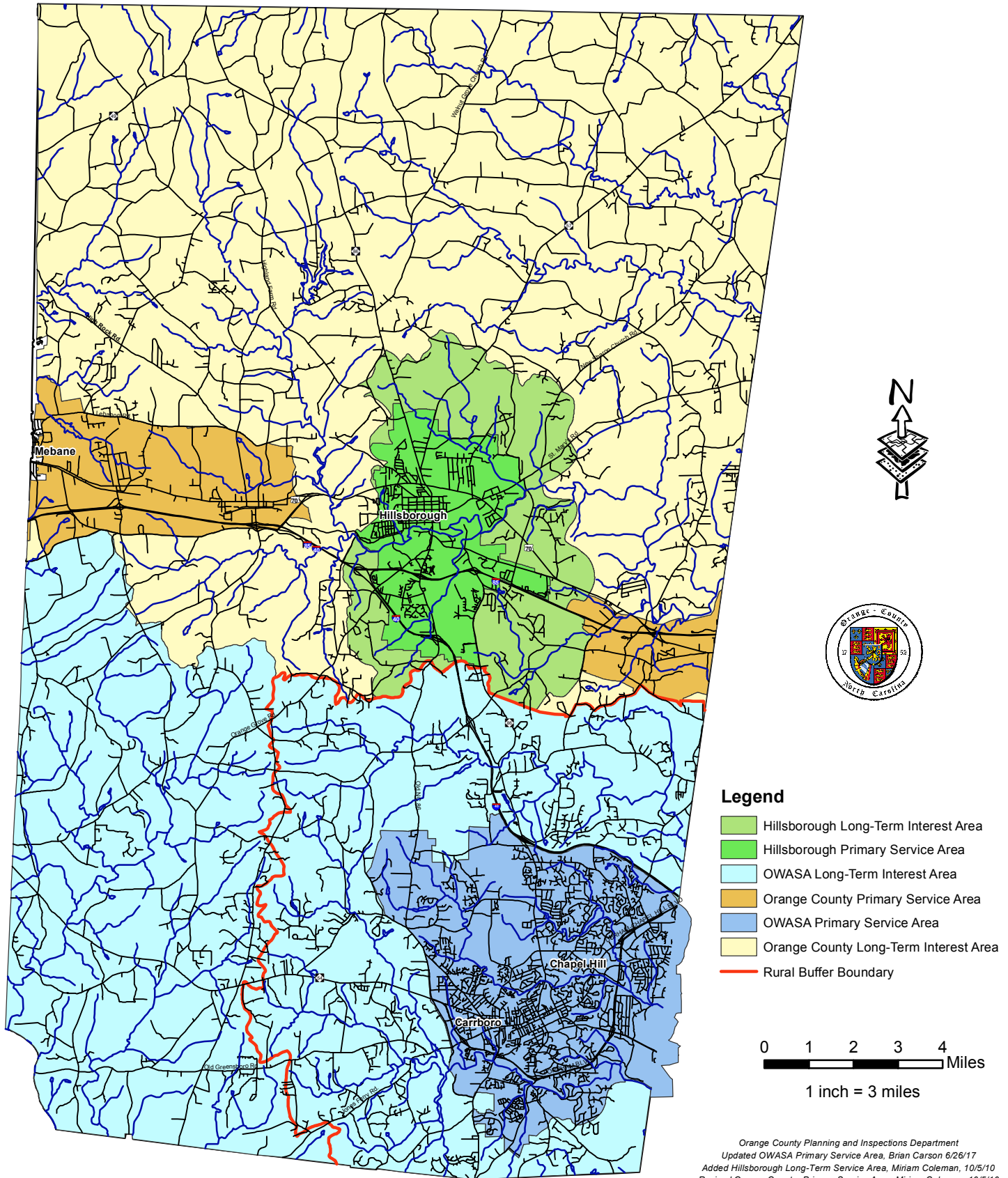
[Signature]  
 Town Clerk, Town of Hillsborough

Attest: [Signature]



# Appendix A

## Water and Sewer Management Planning and Boundary Agreement





A RESOLUTION APPROVING A PROPOSED COMPOSITION OF AND CHARGE TO A COMMITTEE TO PROPOSE UTILITY SERVICE AREA BOUNDARIES, AND APPOINTING TWO COUNCIL MEMBERS TO SERVE ON THE COMMITTEE  
(94-4-11/R-5)

BE IT RESOLVED that the Council of the Town of Chapel Hill approves the following composition of and charge to a committee to proposed utility service area boundaries.

Purposes of considering water and sewer service area boundaries:

To enable local governments and utilities to make long-term plans with known rather than continuously changing boundaries.

To eliminate or minimize the potential for conflicts regarding utility service areas and future annexation areas.

To complement the existing framework of land use plans under the Joint Planning and Cooperative Planning agreements.

Composition: Two representatives from each of the following entities:

Orange County Board of Commissioners  
Hillsborough Board of Commissioners  
Carrboro Board of Aldermen  
Chapel Hill Town Council  
Orange Water and Sewer Authority Board of Directors

Charge 1: To make a report and recommendations by October, 1994 to the Orange County Board of Commissioners, Hillsborough Board of Commissioners, Carrboro Board of Aldermen, Chapel Hill Town Council and Orange Water and Sewer Authority Board of Directors regarding long-term water and sewer service area boundaries in Orange County.

Charge 2: To develop a proposal for water and sewer service areas which is based on broad policy considerations of the elected boards, including those policies in intergovernmental planning agreements.

Charge 3: The Committee's report to be submitted in October, 1994 shall be considered a proposed basic framework as a starting point for developing an agreement(s). This report shall not include a discussion of oversight of community or alternative wastewater systems or of the timing of public water or sewer extensions within long-term service area boundaries.

Charge 4: If the boards represented on the Committee agree in principle on a proposal for long-term service area boundaries, the Committee shall draft a proposed agreement(s) for consideration by the local government and utility boards. This agreement may provide



that matters involving extension of public water and sewer in the Rural Buffer are to be separately discussed.

Charge 5: If the boards agree in principle on a proposed agreement, the Committee shall seek to meet with representatives of additional jurisdictions and utilities which may need to be included in agreement(s). The additional entities would include but not necessarily be limited to the Orange Alamance Water System, City of Durham, Mebane, Graham, etc. A proposed agreement with these additional entities would be submitted for consideration by all parties.

Footnotes: The Committee, and each of the boards involved in the process above, would hold public hearing(s) at such times as each determines appropriate. The Committee would be a public body with open meetings in accord with State law.

BE IT FURTHER RESOLVED that the Council appoints  
\_\_\_\_\_ and \_\_\_\_\_  
to represent the Council on the Committee.

This the 11th day of April, 1994.



LAW OFFICES

COLEMAN, GLEDHILL & HARGRAVE

A PROFESSIONAL CORPORATION

129 E. TRYON STREET

P. O. DRAWER 1529

HILLSBOROUGH, NORTH CAROLINA 27278

919-732-2196

FAX 919-732-7997

March 2, 1998

FROM THE DESK OF  
GEOFFREY E. GLEDHILL

Mr. Dave Stancil  
Orange County Planning Department  
Post Office Box 8181  
Hillsborough, North Carolina 27278

**RE: Water and Sewer Boundary Agreement - Adverse Public  
Health Condition**

Dear Dave:

Enclosed are the following:

1. A replacement for VI.A. of the draft Agreement which replacement contains the expanded definitions related to adverse public health conditions, both failing septic system and contaminated well water systems.

➡ 2. A three page document which includes a matrix of solutions for a failing septic system adverse public health condition and a contaminated well adverse public health condition that I have put together after several meetings with Paul Thames and Ron Holdway.

Using the format that you used in presenting this with the agenda materials for the March 3 Task Force Committee meeting, everything except the first paragraph in the first enclosure would be in bold and italicized. Some of this, principally a few definitions in the well water area, is new. Some of it is not but for some reason did not get incorporated into the draft of the agreement that was provided with the agenda for the meeting. Also, the very last paragraph has been expanded to include the notion that the use of an extension of a public water or public sewer line to correct an adverse public health conditions is limited.

During the Board of County Commissioners and OWASA meeting I gave you some editing suggestions for the emergency water transfers section. A copy of the document with the various suggestions and thoughts is enclosed. The bold, italicized sentence that concludes subsection A.1.c. should be eliminated from the section on emergency water transfers. That sentence deals with non emergency water transfers and should be in the



Mr. Dave Stancil  
Page 2  
March 2, 1998

section of the agreement related to non emergency water transfers. As you can see from my marginal notes about the non emergency water transfers section, I think it needs more work.

Please fax as much of this as you think would be helpful to those expected to attend the Committee meeting. At a minimum, please send the revised language for section VI.A. of the Agreement. As you know, I will not be able to attend the March 3, 1998 Committee meeting. I understand that Paul and Ron will attend and should be able to help with any questions on the adverse public health condition issue.

Very truly yours,

COLEMAN, GLEDHILL & HARGRAVE, P.C.



Geoffrey E. Gledhill

GEG/lsg  
Enclosures  
xc: Ron Holdway  
Paul Thames

lsg-12  
stancil.ltr



Matrix of Solutions

The categories of Interest Area applicable to each Interest Area defined in the Water and Sewer Boundary Agreement and the "tool bag" of remedies available to respond to an adverse public health condition are as follows:



FAILING EXISTING WASTEWATER SYSTEM

<u>Interest Area Categories</u>	<u>Remedies</u>
1. Transition 2. University Lake (CA and PW and Carrboro ETJ) 3. Cane Creek (CA and PW) and Upper Eno (CA) 4. All other protected watershed areas 5. Rural Buffer (not within a protected watershed) 6. AR/R1	*1. Offsite repair - individual *2. Offsite repair - community (WTMP program) *3. Offsite repair - community, OWASA operated (WTMP program) *4. public sewer *5. State permitted system 6. nothing and degrees of nothing 7. imminent health hazard declaration 8. premises vacating *9. pump and haul

\*Regulatory, approvable repairs or actions

Matching the remedies to the Interest Area categories in a way that seems consistent with the discussion of the committee follows:

1. Offsite repair - individual: all categories of Interest Areas;
2. Offsite repair - community: Transition, AR/R1;
3. Offsite repair - community OWASA operated: all categories of Interest Areas;
4. public sewer: Transition, Rural Buffer (not in protected watershed), all other protected watersheds, AR/R1;
5. State permitted system: all categories of Interest Areas;
6. Nothing and degrees of nothing: all categories of Interest Areas;
7. Imminent health hazard declaration: all categories of Interest Areas;
8. premises vacating: all categories of Interest Areas.



CONTAMINATED WELL WATER SYSTEM

	<u>Interest Area Categories</u>	<u>Remedies</u>
1.	Transition	*1. Offsite repair - individual
2.	University Lake (CA and PW and Carrboro ETJ)	*2. Offsite repair - community (locally permitted)
3.	Cane Creek (CA and PW) and Upper Eno (CA)	*3. Offsite repair - community other than municipal and
	All other protected watershed areas	water and sewer authority (State permitted)
5.	Rural Buffer (not within a protected watershed)	*4. public water - municipal, OWASA and Orange-Alamance
6.	AR/R1	Water System, Inc.
		5. nothing and degrees of nothing
		6. imminent health hazard declaration
		7. premises vacating
		8. water buffaloes/bottled water

\*Regulatory approvable repairs or actions

Matching the remedies to the Interest Area categories in a way that seems consistent with the discussion of the committee follows:

1. Offsite repair - individual: all categories of Interest Areas;

2. Offsite repair - community (locally permitted): all categories of Interest Areas;

3. Offsite repair - community other than municipal and water and sewer authority (State permitted): all categories of Interest Areas;

4. public water: Transition, Rural Buffer (not in protected watershed), all other protected watersheds, AR/R1;

5. Nothing and degrees of nothing: all categories of Interest Areas;

6. Imminent health hazard declaration: all categories of Interest Areas;

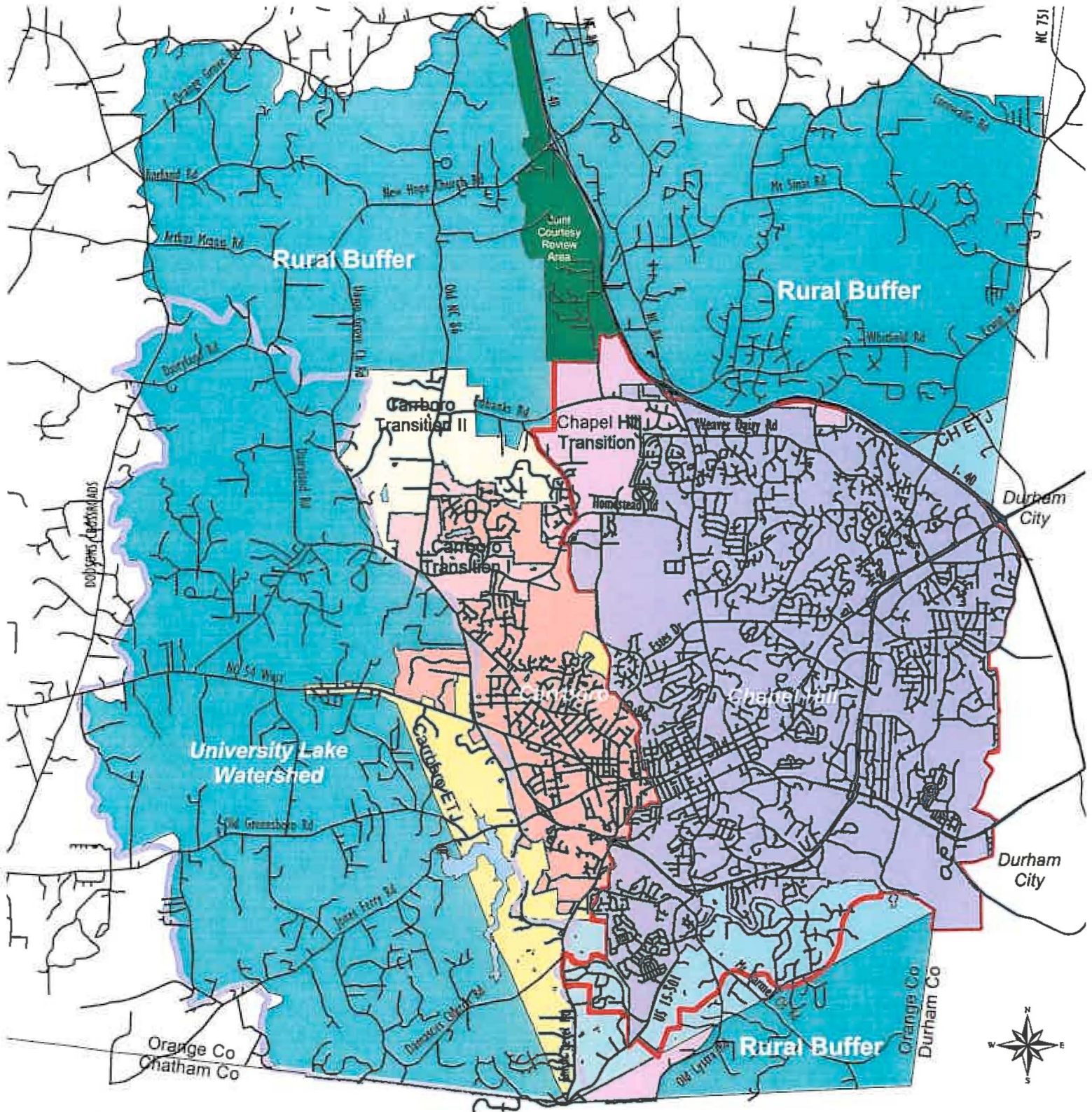
7. premises vacating: all categories of Interest Areas;

8. water buffaloes/bottled water: all categories of Interest Areas.



# Appendix D Joint Planning Area Boundary Map

Attachment B-24



## Chapel Hill Planning Areas

- Chapel Hill City Limits
- Chapel Hill ETJ
- Chapel Hill Urban Services Area

## Carrboro Planning Areas

- Carrboro City Limits
- Carrboro ETJ

## Orange County, Chapel Hill, Carrboro Joint Planning Agreement (JPA)

- Carrboro Transition I
- Carrboro Transition II
- Chapel Hill Transition Areas
- Rural Buffer, Orange County
- Joint Courtesy Review Area
- University Lake Watershed

2,000 0 2,000 4,000  
Feet

Map prepared by  
Orange County Planning  
February 18, 2004



## **Appendix E**

### **Comprehensive Plan Land Use Maps for all Orange County local governments, and of Chatham County**

**Land Use Maps for the following local governments follow:**

- **Orange County**
- **Chapel Hill**
- **Hillsborough**

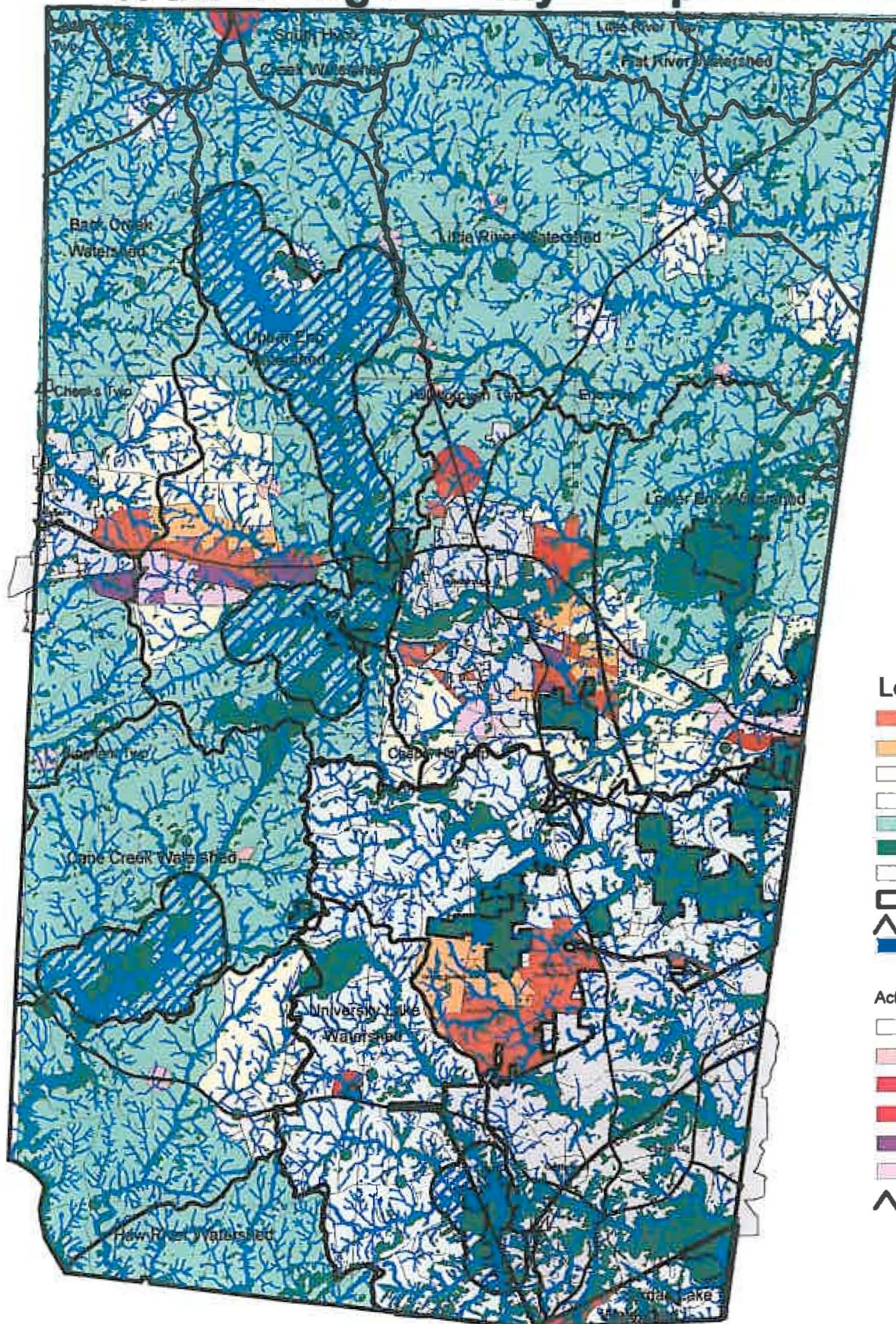
**Land Use Maps are not available for the following local governments and Zoning Maps are substituted:**

- **Carrboro**
- **Chatham County**



# LAND USE ELEMENT

## of the Orange County Comprehensive Plan



Original Adoption Date: 9-8-81  
Amended through: 6-29-00



### Legend:

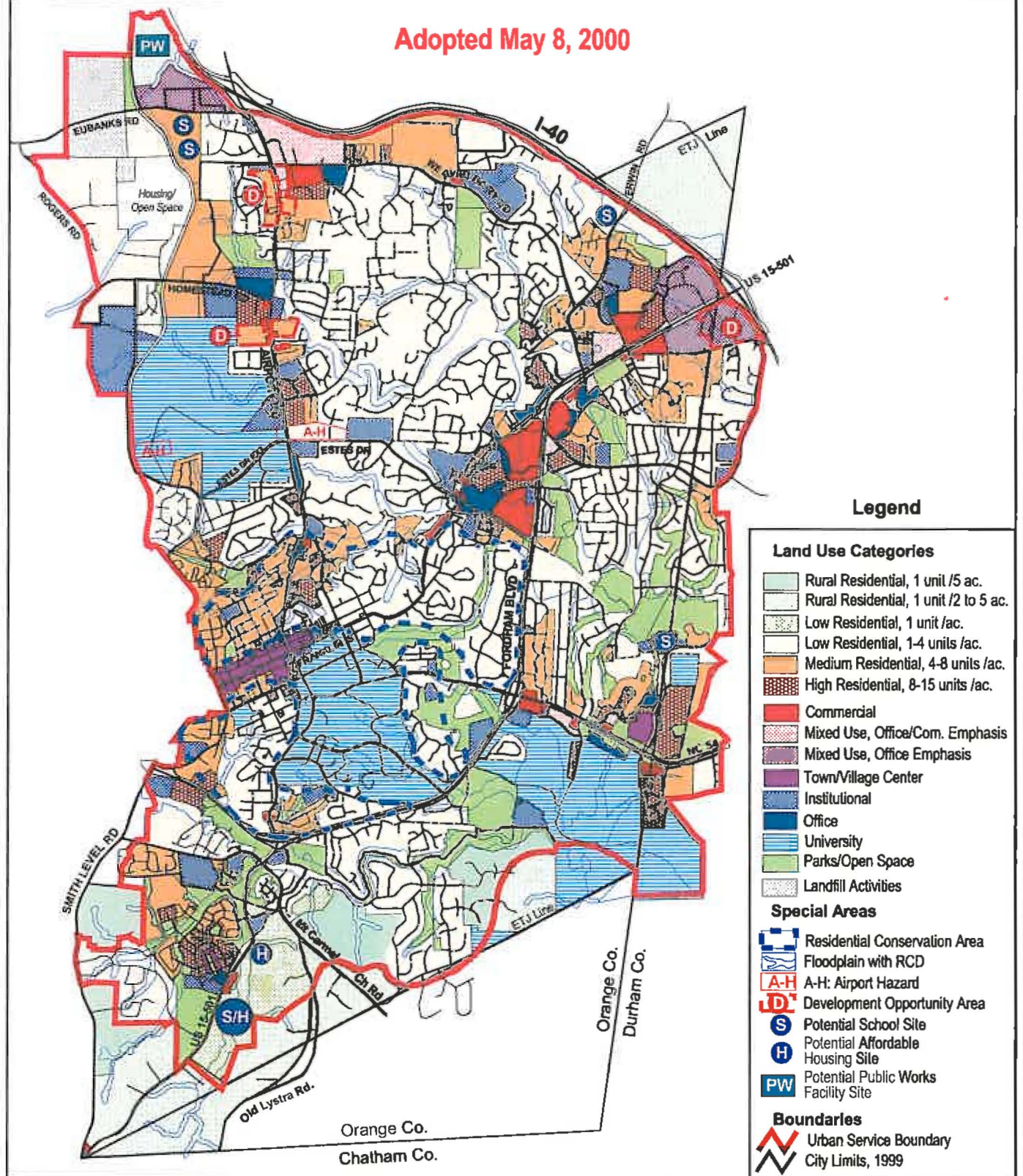
- 10 year transition
- 20 year transition
- Rural Residential
- Rural Buffer
- Agricultural Residential
- Resource Protection Areas
- Municipal Jurisdictions
- Public Interest Areas
- Water Supply Watersheds
- Watershed Critical Areas

### Activity Nodes

- Rural Community Node
- Rural Neighborhood Node
- Rural Industrial Node
- Commercial Node
- Commercial/Industrial Node
- Economic Development
- OC/CH/CA Joint Planning Area



Adopted May 8, 2000



0.5 0 0.5 1 Miles

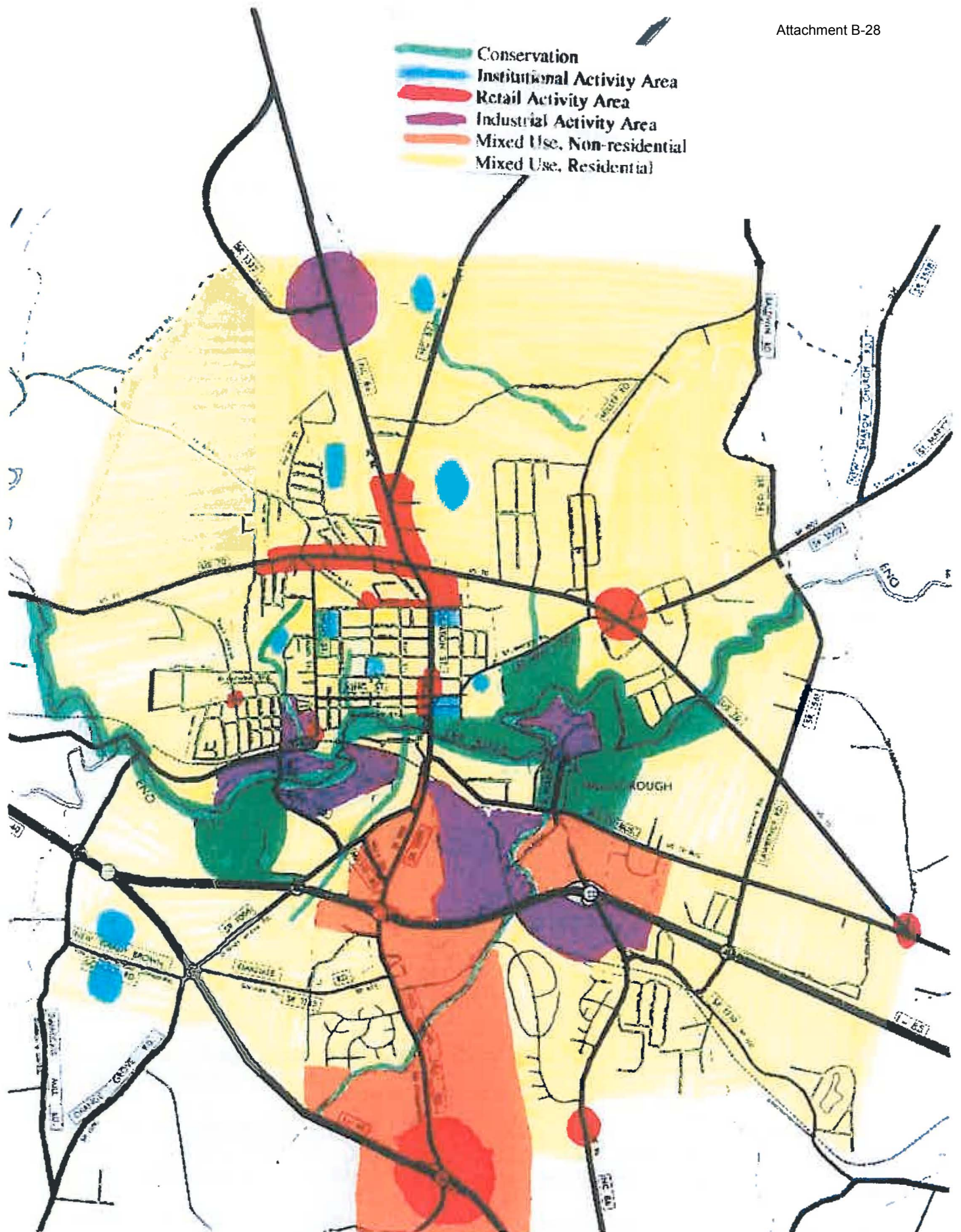
# The Land Use Plan

## Comprehensive Plan

Chapel Hill, North Carolina

Revised Nov. 13, 2000





### Future Land Use Map

From: *Revised Vision 2010 Town of Hillsborough Comprehensive Plan, Adopted March 13, 2000*



# Carrboro Zoning and Development

## Legend

### Current Development

- Conditional Use Permit
- Special Use Permit
- Zoning Permit

- Carrboro City Limit
- Planning Jurisdiction Boundary

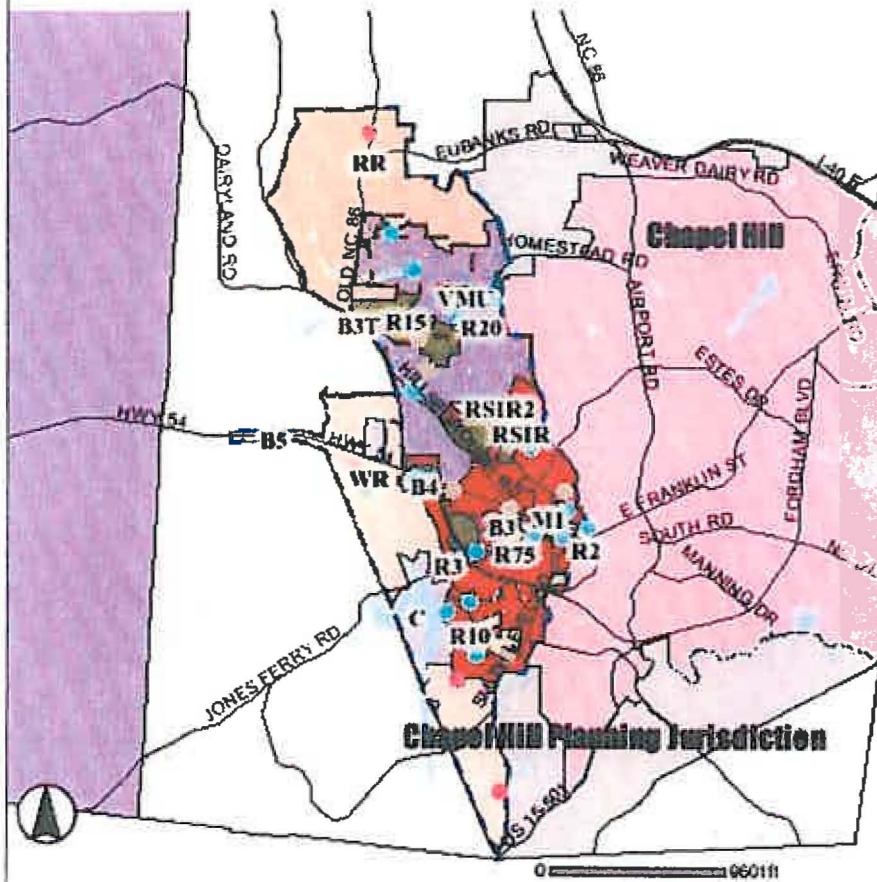
### Water Bodies

### Carrboro Zoning

- DIC
- DIG
- D2
- D3
- D3T
- D4
- D5
- C
- CT
- EAT
- JLWP
- M1
- MPO
- O
- CA
- R10
- R15
- R2
- R20
- R3
- R75
- RHDC
- RR
- RS/R
- RS/R2
- VMJ
- WMJ
- WR

### Boundaries

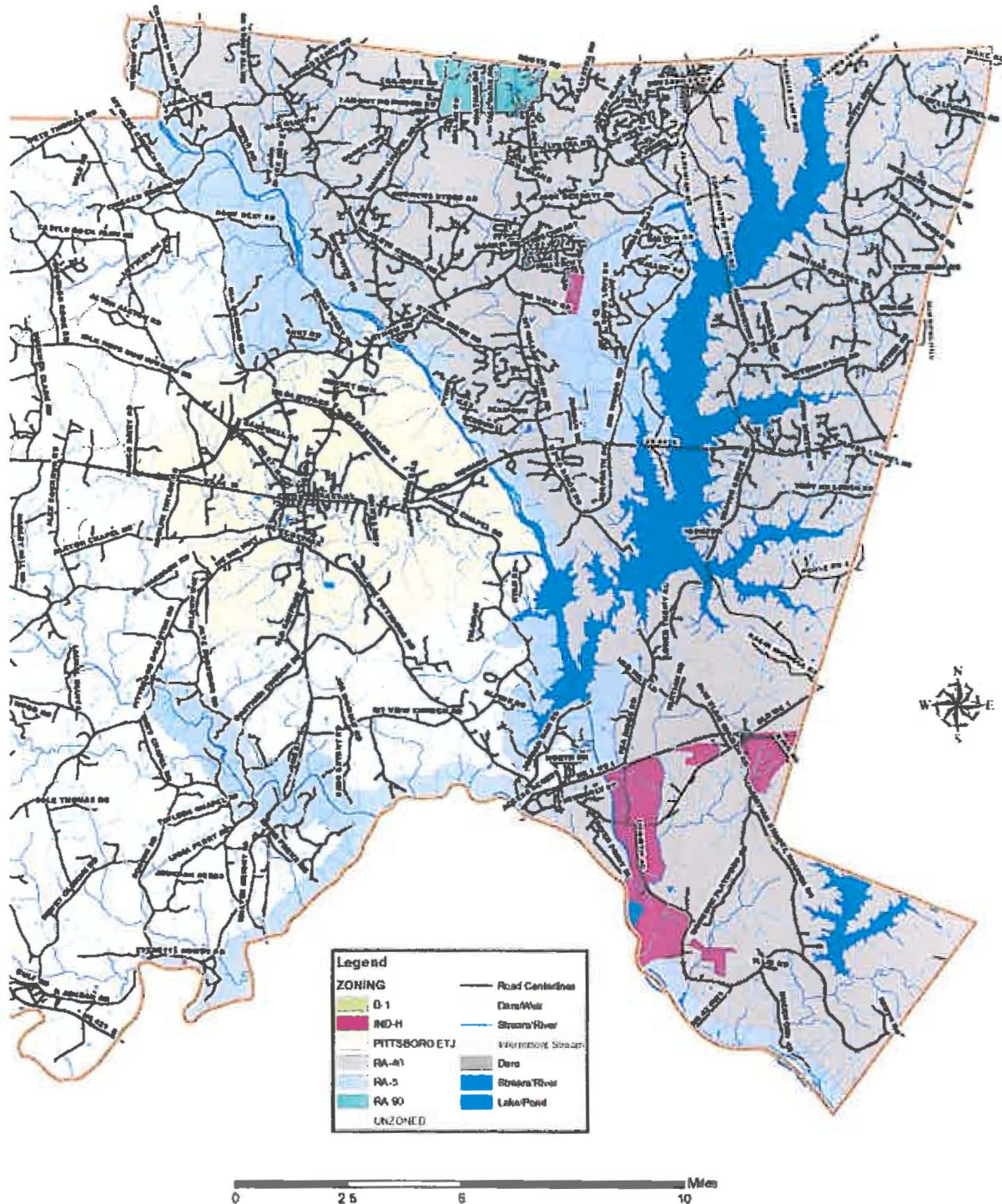
- BT
- CCL
- CGT
- CHC
- CHP
- CHT
- CKT
- ET
- ETJ
- HBT
- LRT
- TA1
- TA2





# Chatham County

## MAJOR ZONING DISTRICTS





# Town of Hillsborough Existing Water Service Outside of Primary Service Area - Appendix F

Attachment B-31

