



C·V·R·D

TRANSIT COMMITTEE

WEDNESDAY, FEBRUARY 9, 2011

2:45 P.M.

CVRD BOARD ROOM, 175 INGRAM STREET

AGENDA

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The next meeting of the Transit Committee will be held April 13, 2011 @ 3:30 p.m.

DISTRIBUTION:

Transit Committee

Director Seymour, Chair
Director Morrison, Vice-Chair
Director Cossey
Director Duncan
Director Giles
Director Harrison

Director Haywood
Director L. Iannidinardo
Director P. Kent
Director K. Kuhn
Director T. McGonigle

CVRD

Warren Jones, CAO
Jim Wakeham, Manager, Facility Management, Fleet and Transit
Mark Kueber, General Manager, Corporate Services
Brian Dennison, General Manager, Engineering and Environment

Transit Representatives

Myrna Moore, Regional Transit Manager, BC Transit
Bob Allen, FirstCanada ULC
Colin Oakes, FirstCanada ULC
Georg Stratemeyer, Volunteer Cowichan
Carol Blatchford, Cowichan Lake Commuter Service

Minutes of the regular meeting of the Transit Services Committee held in the CVRD Boardroom, 175 Ingram Street, Duncan, on October 13, 2010 at 3:30 p.m.

PRESENT: Director Morrison, Acting Chair
Directors Cossey, Duncan, Giles, Harrison, Hartmann, Haywood, Iannidinardo, Kent, Kuhn

ABSENT: Directors McGonigle and Seymour

ALSO

PRESENT: Jim Wakeham, Manager, Facilities, Fleet & Transit
Warren Jones, CAO, CVRD
Brian Dennison, P. Eng., General Manager, E & E
Mark Kueber, General Manager, Corp. Services
Jacob Ellis, Manager, Corporate Planning
Myrna Moore, BC Transit
Wanda le Roux BC Transit
Roxanne Lypka, BC Transit
Colin Oakes, FirstCanada ULC
George Stratemeyer, Volunteer Cowichan
Carol Blatchford, Cowichan Lake Community Services
Joanne Bath, Recording Secretary

**APPROVAL
OF AGENDA**

The following items were added under New Business:

NB1 – City of Duncan "Age Friendly Seniors Safety Project Report"
NB2 – Fuel Surcharge

It was moved and seconded that the agenda be approved as amended.

MOTION CARRIED

**ADOPTION
OF MINUTES**

It was moved and seconded that the minutes of the August 11, 2010 regular Transit Services Committee meeting be adopted.

MOTION CARRIED

**BUSINESS ARISING
OUT OF MINUTES**

No business arising.

CORRESPONDENCE

C1

An e-mail from an RCMP officer requesting free passage on the Cowichan Valley District transit system was reviewed.

It was moved and seconded that the correspondence be received and filed.

MOTION CARRIED

REPORTS

R1 A staff report from the Manager, Facilities, Fleet & Transit was considered regarding a proposed expansion of 2000 annual service hours for the conventional transit system.

It was moved and seconded that the CVRD Board approve expansion of 2000 additional annual hours for the conventional transit service, to take place in March 2011, to be partially funded by BC Transit with a total net annual cost to the CVRD of \$130,000 (\$110,000 in 2011).

It was moved and seconded that the motion be deferred to be brought up under Item R3.

MOTION CARRIED

Director Cossey asked that his opposition to deferring be noted.

R2 A staff report from the General Manager, Corporate Services, regarding the 2011 Transit Budget, was presented for discussion purposes.

INFORMATION ONLY

R3 A staff report from the Manager, Facilities, Fleet and Transit, providing the expected impacts on 2011 Transit Commuter and conventional transit service budgets was presented for information.

It was moved and seconded that the CVRD Board approve expansion of 2000 additional annual hours for the conventional transit service, to take place in March 2011, to be partially funded by BC Transit with a total net annual cost to the CVRD of \$130,000.

MOTION CARRIED

The first four of the six items noted in the report will be included in the 2011 core expenditure transit budgets, and the last two items (5 and 6) will be presented as supplemental items.

R4 A staff report was considered from the Manager, Corporate Planning, regarding the Cowichan Valley Transit Future Plan.

It was moved and seconded that the CVRD Board

- 1. Approve the Terms of Reference for the Cowichan Valley Transit Plan, including its project structure, public participation plan and timeline, and**
- 2. Direct that staff work with BC Transit to support the development of the Transit Future Plan.**

MOTION CARRIED

R5 A staff report was considered from the Manager, Facilities, Fleet and Transit, regarding affordable transit for seniors who lose their driver's license due to age.

It was moved and seconded that CVRD Board not consider a separate affordable transit fare/pass for seniors who lose their driver's license due to age.

MOTION CARRIED

INFORMATION

IN1

A copy of the revised Cowichan Valley commuter Rider's Bulletin, effective Sept 27, 2010, was provided for information.

IN2

The Committee was provided a bus shelter location and structure report for information.

Director Iannidinardo asked that two bus shelters be considered in Electoral Area D.

NEW BUSINESS

NB1

Director Kent distributed the City of Duncan "Age Friendly Seniors Safety Project Report", requesting that committee members review the recommendations for discussion at next meeting. It was noted that staff consider including the report with the CVRD Transit Future Plan.

NB2

The General Manager, Engineering & Environmental Services, advised the committee that he had done some research regarding placing a fuel surcharge on gas sold locally. If \$0.005 per litre is placed on fuel purchased in the Cowichan Valley, it would equate to approximately \$457,000 per year in additional revenue.

Myrna Moore of BC Transit indicated that if fuel surcharges are implemented it may impact the provincial funding share on the Transit service.

The Committee discussed this initiative being considered in the Cowichan Valley Transit Future Plan.

ADJOURNMENT

It was moved and seconded that the meeting be adjourned.

MOTION CARRIED

The meeting adjourned at 4:56 pm

Chair

Recording Secretary

Dated: _____

City of Duncan
Age-friendly Seniors Safety
Project Report

This Report is respectfully submitted to the City of Duncan
by
Pam Alcom
Project Facilitator
July 2010

Seniors Voices

Introduction

This document is intended to complement the Report, *City of Duncan Age-friendly Seniors Safety Project* produced in July 2010 (included as Appendix C of that report). The City of Duncan embarked on this project to get seniors' direct input regarding 9 recommendations from the 2007 OCP review. In carrying out this project, a Seniors' Safety Advisory Team was struck comprised of representatives and individuals who could work with or are members of specific community groups. This team, with the assistance of the BC Age-Friendly Implementation Team, compiled the responses from 10 questions that were created to obtain feedback related to the OCP recommendations and the age-friendly community model (see Introduction of *City of Duncan Age-friendly Seniors Safety Project*).

In meeting with the various groups of seniors during the months of April and May 2010, the depth of answers made it clear that those who answered the call to consult had given considerable thought, time, and energy into sharing their information, knowledge, and experiences. For these reasons, this document contains the voices of the seniors in point form that were used to inform the Recommendations contained in the main document. It is the hope of those who worked on this project that these seniors' voices will continue to carry to various audiences including: the general public, policy makers, elected officials at all levels of government, as well as community organizations and members of the business community.

Structure of this report:

The first section, *Questions for Seniors/Elders* presents seniors responses during mini-focus groups that were held with:

- Cowichan Chinese Canadian Community
- Sherwood and Wedgewood Houses
- The Meadows
- Kiwanis Village and its neighbours
- Duncan Manor had been planned however that session had to be cancelled due to flu of residents.
- Similarly, initial outreach was made to Cowichan Indo-Canadian Community however that was also cancelled due to illness.

Drop-in sessions were also held at:

- Seniors Resources and Support Society
- Cowichan Valley Seniors Centre
- Volunteer Cowichan.

The discussions were guided by a set of 10 questions. Because so many of the issues, ideas and recommendations fell within the 8 areas of focus to create an age-friendly community, the second section, *Relating the 10 Questions to the 8 components of an Age-Friendly Community*, provides more detailed responses to those areas, especially in the area of transportation and mobility.

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Message from the Mayor

In the spring of 2009, the City of Duncan responded to a funding call from the UBCM (Union of BC Municipalities) Seniors' Housing and Support Initiative with the goal of engaging seniors specifically to review recommendations from the 2007 Official Community Plan (OCP). In the fall of 2009, when we learned we were successful in that bid, a group of individuals and organizations responded to our call to lead the project. It is with great appreciation that the City of Duncan carried out this project. Recognition is due to the seniors of Duncan and the Duncan Seniors Safety Advisory Team. Their community service on this committee created social change as it worked toward the goals outlined at the beginning of the project.

I would also like to extend our appreciation to the Age-Friendly Implementation Team of British Columbia. They shared their skills, resources, and valuable knowledge of communities throughout British Columbia to support the work of project.

The wide range of issues raised and the creative recommendations contained in this report show that many of the issues and recommendations require collaboration with the multiple surrounding jurisdictions, various community organizations and service providers, all levels of government, and all of us in our daily lives.

It is with great appreciation that the voices of our elders have been collected and it is with a great sense of responsibility that the City and the Seniors Safety Advisory Team will continue to work toward creating a safer city for seniors, and ultimately, for all age groups.

We thank all the volunteers who worked so diligently on this and *mostly we thank the seniors* who took the time to share their experiences with us.

Phil Kent, Mayor of City of Duncan

Acknowledgements

The City of Duncan would like to acknowledge the following organizations and individuals who participated in this project in various ways, and who did so in addition to their regular community work.

Seniors Safety Advisory Team Members: Active Guidance and / Or Provision of Resources

- BC Coalition for Health Promotion
- Cairnsmore Neighbourhood Working Group
- City of Duncan
- Cowichan Community Policing Advisory Society (CPAS)
- Cowichan Family Caregivers Support Society
- Cowichan Intercultural Society (CIS)
- Cowichan Seniors Care Foundation
- Cowichan Women Against Violence Society (CWAV), *Safer Futures Program*
- Duncan/North Cowichan RCMP
- Social Justice and Outreach Committee, Duncan United Church
- Elder College
- Hiiye'yu Lelum, House of Friendship Society
- Cowichan Independent Living
- St. Andrew's Presbyterian Church
- Seniors Resource & Support Society - Cowichan (SRSS-C)
- Social Planning Cowichan (SPC)
- Sul'hween Elders Program
- Volunteer Cowichan
- Individual community members

Seniors Safety Resource Team: Informed of project progress, events, and provided assistance with outreach

- Cowichan Tribes
- Canadian Mental Health Association (CMHA)
- Cowichan Family Life Association
- Youth Inclusion Program (YIP)
- Community Options Society (COS)
- Vancouver Island Health Authority (VIHA)
- Success by Six
- United Way
- CVRD Community Safety Advisory Committee (CSAC)
- Island Savings Community Centre

This project would not have happened without you!

Introduction

Some people wonder why we would embark on a project targeting solely seniors. According to the Public Health Agency (PHA) 2008 *Report on the State of Public Health in Canada*, along with other cities around the globe, Canada's population is aging. The percentage of Canadians over the age of 65 years has more than doubled since 1970 with an increase from 8 to 14%. During the same time period, children under the age of 10 (11%) and youth between the ages of 10 and 19 years of age (13%) make up less than one quarter of Canada's population. This trend of seniors outgrowing the number of youth is expected to continue to 2020. Another significant note about Canada's ageing population is that our life expectancy is increasing; Canada's life expectancy at birth as of 2004 was one of the highest in the world (just over 80) (Public Health Agency, 2008).

On a local level, recent Census Canada (2006) statistics show that Duncan has a significant population of seniors. Acknowledging this trend towards having more seniors living in our area, the city of Duncan was inspired to harness the work of the World Health Organization (WHO) and the province of British Columbia's Age-Friendly Community Programming funding to further the work of the Official Community Plan (OCP).

This report begins with a brief description of the City of Duncan, including why the city wanted to embark on this project, and is followed by a description of the Age-Friendly Communities Model that was developed by the World Health Organization (WHO). The next section shows why the Age-friendly model fits with the Duncan Seniors Safety Project objective of engaging seniors' input into policies and actions arising from recommendations within the most recent review of Duncan's (OCP). That section is followed by a summary of the project activities and then the Results section that includes Issues identified, community based Recommendations, 'Suggested Champions' for those recommendations, and a list of 'What is Working'. It is worth noting that many of the Recommendations require further exploration with municipal staff, community service providers and organizations, and government departments. The 'Suggested Champions' sections is included because some issues and recommendations fall under the purview of the City of Duncan and some fall under the purview of other organizations and jurisdictions. The report closes with action items for the City of Duncan and the Seniors Safety Advisory Team.

There are three Appendices as well. The first, **Appendix A**, is a map of the City of Duncan. The second, **Appendix B**, *Seniors Voices*, is particularly important. In meeting with individuals and groups of seniors during the months of April and May 2010, the depth of answers made it clear that those who answered the call to consult had given considerable thought, time, and energy into sharing their information, knowledge, and experiences. For these reasons, Appendix B contains the voices of the seniors in point form that were used to inform the Recommendations contained in the main document. It is the hope of those who worked on this project that these seniors' voices will continue to carry to various audiences including the general public, policy makers, elected officials at all levels of government, as well as community organizations and members of the business community. **Appendix C**, *Glossary of Acronyms*, is provided as a quick reference to the full names of the organizations for which abbreviations have been used.

The Characteristics of the City of Duncan

Duncan's population is 5035 and is roughly one square mile in size (Accessed: www.duncan.ca, on March 7 2010). It is bordered by the District of North Cowichan, Electoral Area D on the east (Cowichan Bay), Electoral Area E to the west and south (Cowichan Station/ Sahtlam/ Glenora) and Cowichan Tribe lands, and has a section of the Trans Canada Highway running through the city (See Appendix A, Map of the City of Duncan). Duncan is the site of many commercial and organizational activities within the Cowichan Valley. Politically, Duncan is part of the Cowichan Valley Regional District which comprises four municipalities and nine electoral areas all of which share the territory of surrounding First Nations. Being the commercial centre for these neighbouring jurisdictions, Duncan serves approximately 80,000 people (Accessed: from <http://www.duncan.bc.ca/>, on March 7 2010).

Demographic Characteristics of Duncan

The proportion of Duncan's senior population is considerably higher than the rest of the province (double). According to Statistics Canada 2006 Census Duncan's population of people over the age of 65 is 28.6% compared with the provincial percentage of 14.6%; and similarly, while Duncan's population over the age of 75 is 19.2%, the provincial average is 7.0% (nearly triple).

Duncan's History of Creating a Safer Community through Social Development

As the urban centre of the Cowichan Valley, the City of Duncan has a history of taking action on safety issues. In addition to being a member of the Cowichan Valley Regional District's (CVRD) Community Safety Advisory Committee (CSAC), and the Cowichan Community Policing Advisory Committee Society (CPAS), Duncan has been taking other steps that demonstrate the importance of public and personal safety including:

- 2005: adopted a Safer Community Action Plan
- 2006 to the present: actively involved with Cairnsmore Neighbourhood Working Group. This is a group of residents, organizations, and business operators that was created using a *crime prevention through social development*, model.
- 2007: embedded a *Safety Lens* into the Official Community Plan (see Appendix 9, City of Duncan OCP, 2007)
- Present: Mayor's Task Force for People Living With Disabilities
- Active supporter of Block Watch and other Crime Prevention Programs

City of Duncan Official Community Plan

The following Community Vision guides Duncan's Official Community Plan (2007): "To be one of the most livable small towns in Canada" (OCP, p. 1). To do this, the OCP is built around six main goals:

1. Managed growth
2. A thriving economy and business community
3. Responsible stewardship of the environment
4. Strong community connections
5. A safe, healthy community
6. A well-serviced community

This project was built on the fifth goal, *A Safe, Healthy Community* as a lens to look at the recommendations for a senior-friendly community. According to the Official Community Plan (OCP), a safe and healthy community is one where all sectors work together to achieve the social, economic and environmental well-being of residents. Further to that, a safe, healthy community will be achieved by providing adequate and accessible green space and recreational facilities, health, social, and educational services; proactive policing, fire protection, and emergency planning; a supportive institutional environment; and a physical environment designed to improve community and individual security and well-being (Official Community Plan 2007, p.3).

During the development of the Official Community Plan (OCP), through community workshops and community surveys, a number of recommendations were developed in regard to the needs of seniors in the community. The 9 identified components of the OCP that pertain to seniors' well-being in Duncan are:

1. Downtown to appeal to urban, young professionals, students, seniors, smaller families, & diverse incomes (OCP 2007, p. 25).
2. Include places for youth and seniors' activities and programs (6.2.11).
3. Enhanced services and opportunities for families, youth, seniors, and people with mobility challenges...where diversity is embraced and inclusiveness is inherent (9.5)
4. Consider the feasibility of providing a new senior's centre within Downtown (9.5.3).
5. Encourage seniors' housing and care facilities in suitable locations, with appropriate amenities (9.5.4).
6. Conduct an audit of facilities and infrastructure to determine if they are fully accessible for persons with disabilities, (e.g. adequate parking, drop curb cuts, audible street crossings, entranceway ramps, etc.) (9.5.9).
7. Encourage universal or adaptable design standards in housing so that people can remain in their homes as they age or if they become mobility impaired (9.5.11).
8. Work with community organizations and partners (including multi-purpose recreation facilities) to identify gaps in services and develop traditional and non-traditional programs and services directed at age-specific groups, including youth and seniors that will develop social, physical and intellectual health (9.6.11).
9. Work with the health sector, in particular with VIHA, to ensure an adequate level and type of care, and improved accessibility to services. This may include such initiatives as ensuring that services for seniors remain a priority (9.8.1).

In keeping with the concept of the Safety Lens around which the OCP review was created, and specifically within the context of engaging the people of Duncan to keep the Official Community Plan alive, the city found a good fit with the Age-Friendly Cities model developed by the World Health Organization (WHO) in 2007. Additionally, the 9 recommendations within the OCP (listed above) correspond with the 8 features of an age-friendly community (listed on page 10). Because of the complementary nature of these recommendations and age-friendly areas, the project team aligned this report with the age-friendly categories.

What is an Age-Friendly City?

The World Health Organization (WHO) describes an “age-friendly” community as one that optimizes opportunities for health, participation, and security to enhance the quality of life for people as we age. To do this requires policies, services, and structures in the physical and social environments that are designed to support older people. Age-friendly communities are those that:

- recognize the great diversity among older persons,
- promote their inclusion and contribution in all areas of community life,
- respect their decisions and lifestyle choices, and
- anticipate and respond flexibly to aging-related needs and preferences.

Additionally, an age-friendly community is one that takes into account the biological, psychological, behavioural, economic, social and environmental factors that operate over the course of a person’s life to determine health and well-being in later years.

Creating an age-friendly community that is safe for our elders creates a community that is friendly and safe for people of all ages. As community development projects in Cowichan and elsewhere throughout the WHO model show, safe neighbourhoods help foster living environments where children, youth, women and older adults feel secure. Feeling safe and having barrier free buildings and streets enhance mobility and independence of both younger and older persons with disabilities. The active participation of older people in the community, including in volunteer and paid work benefits the entire community. “And because active ageing is a lifelong process, an age-friendly city is a city for all ages” (WHO 2007 p. 4).

Duncan’s Story: Becoming Age-Friendly November 2009-June 2010

Gathering Local Resources:

- Outreach to:
 - City Council
 - Community organizations re: seniors, safety, specific populations
 - Local and regional committees and advisory groups (CSAC, Social Planning Cowichan, Regional Housing Affordability Directorate, Cowichan Elders, Cowichan Intercultural Society, and CPAS)
- Conducted a web search of available resources for Age-Friendly Community Development for distribution to committee members
- Formed two types of Committees to participate in this project:
 1. Seniors’ Safety Advisory Group: Active participants, more intricately involved with the project through meetings, provision of resources, and who otherwise contributed guidance
 2. Project Resource Group: These organizations were informed of project progress and events, and were asked for assistance with outreach
- Created relationship with BC Age-Friendly Implementation Team

Project Activities November 2009 to May 2010:

- The overall objective of this project was to assist the City of Duncan prioritize actions specific to recommendations within the OCP in relation to seniors' safety for presentation to Duncan City Council
- Compiled work done to date in Duncan on the subject of safety and accessibility so that this project could complement that work
- Created a list of guiding questions for mini-discussion groups with various seniors groups between the months of April and May 2010. The questions were designed to help the City of Duncan prioritize the 9 recommendations from the Duncan OCP 2007, and were also based on the 8 features from WHO for creating an age-friendly community
- Additional potential funding sources were investigated for implementation of recommendations that were emerging

Gathering Local Voices:

- Engaged seniors who reside in, and who are otherwise 'live' in Duncan through media, community networks, and outreach to seniors' specific service providers
- Widely advertised Series of Drop In Sessions at partnering agencies: Seniors Resource and Support Society, Cowichan Valley Seniors Centre, Volunteer Cowichan (1-4pm Monday Friday, April 1 to May 7th)
- Presented project at local seniors gatherings and facilities: Arthritis Society, Seniors Residences, Seniors Resources and Support Society Monthly Tea, Cowichan Elders Luncheon
- Held series of mini-discussion groups: Cowichan Chinese Canadian Community, Sherwood and Wedgewood Houses, The Meadows, Kiwanis Village and its neighbours, and Duncan Manor (cancelled due to flu of residents). Initial outreach was made to Cowichan Indo-Canadian Community however that was also cancelled due to illness
- Compiled results from mini-discussion groups in preparation for the wider community meeting intended to create action items
- Discussed project and issues arising from mini-focus discussion groups with local, First Nations, Regional, and provincial levels of government and departments
- With the provincial Age-Friendly Implementation Team, co-hosted an afternoon Community wide meeting: Duncan Age-friendly Seniors Safety Community Meeting on May 20th. During that meeting, the issues and recommendations that were compiled during the mini-discussions were presented in two formats: one specific to each of the 9 recommendations from the 2007 OCP, and the second one was specific to the 8 areas from the WHO Age-Friendly Community model

As stated earlier, the issues identified during this process by residents and service providers, as well as the recommendations arising from both the mini-focus discussions and the wider community meeting held in May are presented within the Age-Friendly Communities model in the next section.

Community Voices, Community Recommendations

Participants were asked to comment on 8 age-friendly areas as defined by the World Health Organization:

1. **Outdoor Spaces & Buildings**
Does the natural and built environment help older persons get around easily and safely in the community and encourage active community participation?
2. **Transportation**
Can older persons travel wherever they want to go in the community, conveniently and safely?
3. **Housing**
Do older persons have housing that is safe and affordable and which allows them to stay independent as their needs change?
4. **Respect & Social Inclusion**
Are public services, media, commercial services, faith communities and civil society respectful of the diversity of needs among seniors and willing to accommodate seniors in all aspects of society?
5. **Social Participation**
Do seniors have opportunities for developing and maintaining meaningful social networks in their neighbourhoods?

Are the needs and preferences of seniors considered in planning by a diverse range of agencies and institutions?
6. **Communication & Information**
Are seniors aware of the diverse range of programs and services available within their community?

Is information readily available, appropriately designed and delivered to meet the needs of seniors?
7. **Civic Participation & Employment**
Do older persons have opportunities to participate in community decision making?

Do older persons have opportunities to contribute their experience and skills to the community in paid or unpaid work?
8. **Community Support & Health Services**
Do older persons have access to social and health services they need to stay healthy and independent?

Results

Those who held the mini-focus groups estimate that between 150 and 200 seniors participated in the engagement process. The focus groups revealed a number of barriers and issues faced by seniors in the community. These findings were subsequently presented at a community forum co-hosted by the Duncan Seniors Safety Advisory Team and the BC Age-Friendly Implementation Team. This community meeting was attended by residents, representatives of community agency representatives, elected officials (including the Mayor and the City Council's Seniors Safety Advisory Team representative, provincial, and federal representatives), municipal staff (Duncan and North Cowichan), representatives from the Duncan Seniors' Safety Advisory Team, and the Director of the Seniors Secretariat, Province of British Columbia. During this forum, concrete ideas on how to create a more age-friendly environment in Duncan were discussed.

Based on the discussion of all of these topics, participants at the community forum then further identified six issues that they felt were the most critical for seniors in Duncan. These are the specific issues that came out of the larger discussion of the age-friendly topic areas, and many of them appeared in multiple topic areas (for specific comments, see Appendix B, *Seniors Voices*):

1. Transportation and mobility
2. Public transit
3. Safety
4. Affordable housing & support
5. Health (affordability & information)
6. Cross-cultural issues

The results of this entire consultation process have been categorized by the 8 age-friendly topic areas and summarized in the following format:

- a. Issues identified
- b. Recommendations
- c. Suggested Champions
- d. What is working

The 'Suggested Champions' are community agencies, organizations, or government departments that the Seniors Safety Advisory Team identified as *potentially* appropriate resources to lead actions on recommendations. The Advisory Team recognizes that those identified as 'Suggested Champions' might not have the required resources to act, nor might the action fit within their work plan. The reason that the Advisory Team decided to suggest champions is to continue discussions so that collectively we can either work toward accessing resources for that champion, or determine more suitable champions for that specific recommendation.

The 'What is Working' section was included because it became apparent in talking with the seniors and community organizations, that much is currently being done that fosters a safer and more age-friendly community. Additionally, the Seniors' Safety Advisory Team hopes that the information pulled together during this project will provide *another* step in the community planning and community relationship building that is characteristic of the Duncan area.

1. Outdoor Spaces & Buildings

Issues Identified

- There are an insufficient number of parking spaces, particularly spaces for people with accessibility challenges
- Sidewalks are difficult to negotiate with scooters, walkers and wheelchairs due to the following:
 - Poor markings and indicators on crosswalks
 - Lack of ramps/slopes from sidewalks to roadways
 - Barriers are often present within sidewalks and many are too narrow
 - Intersections are not smoothly paved
 - Crossing times at intersections are too short
 - Aggressive and speeding drivers make walking in the community dangerous
- Many doors to enter buildings are too heavy to easily open
- While most citizens find downtown welcoming and friendly during the day (especially the City Square area), they feel unsafe in the area at night (primarily because of panhandlers, drug use, rude and abusive behaviour)

Recommendations

- Improve markings on crosswalks and ramps/slopes from sidewalks to roadways place first
 - Suggested Champions: City
- Increase crossing times at crosswalks
 - Suggested Champions: City
- Create a map/directory of downtown organizations and businesses at the train station
 - Suggested Champions: City and / or DBIA
- Put on workshops for developers and builders to encourage implementation of Cowichan Safety Lens so that it includes Age-Friendly components
 - Suggested Champions: City, CSAC and/ or RAHD
- Offer public education events to raise awareness of both drivers and pedestrians regarding safety issues, particularly at crosswalks
 - Suggested Champions: Community Policing
- Increase foot and bike patrols and police presence in the downtown and Kinsman Park areas
 - Suggested Champions: RCMP

- Increase enforcement of laws regarding illegal activity
 - Suggested Champions: City
- Improve crime prevention through environmental design (e.g. lighting, hiding places)
 - Suggested Champions: Safer Futures and Community Policing

What is Working:

- Recent improvements to some sidewalks are better for walkers (slopes make it easier)
- CSAC is holding community collaboration sessions to address panhandling issue on a community wide level
- DBIA and Community Policing have each created pamphlets to assist people in dealing with panhandling
- Ongoing safety information through media, website and workshops are provided through Community Policing
- City of Duncan's *Urban Design Guidelines for Developments, Designing for Safety*
- Mature Driving Course offered for free through Community Policing
- Mayor's Task Force on Disabilities annually identifies & prioritizes improvements for wheelchair access
- Cowichan Independent Living completed accessibility audits of businesses within the Cowichan Region in 2009
- Safe Harbour Program offered through Cowichan Intercultural Society
- City Commissioners on foot patrol downtown

2. Transportation and Mobility

Issues Identified

- Using public transportation is challenging because of the following:
 - Not enough buses scheduled and bus schedules are inconvenient
 - Not enough HandyDart services scheduled or available
 - Lack of bus shelters and benches
 - Recently revised bus schedule is confusing
 - Some bus drivers are courteous and helpful, while others are not (do not offer assistance in getting on and off the bus, start moving before passengers are seated)

Recommendations

- Trolley by donation that goes around downtown to shopping, etc (e.g. Ladysmith and Langford)
 - Suggested Champions: DBIA, Chamber of Commerce, Social Agencies
- Encourage transit providers to focus more on driver training re seniors' needs
 - Suggested Champions: CVRD Transit Committee
- Increase seating at bus shelters, as well as on the bus for seniors and people with disabilities
 - Suggested Champions: CVRD Transit Committee
- Increase bus service at night and on Sundays
 - Suggested Champions: CVRD Transit Committee, CSAC
- Create a bus ambassador program to educate seniors who are not used to taking transit
 - Suggested Champions: CVRD Transit Committee and/or Seniors Resource & Support Society- Cowichan (SRSS-C)
- Explore possibility of free bus passes for seniors, or at least increase affordability
 - Suggested Champions: seniors community resources
- Encourage cooperative use of buses among organizations that have buses because some buses not always in use by various organizations/owners
 - Suggested Champions: CVRD Transit Committee for feasibility and/or coordination
- Use directed taxi-cab type service, for example, dial-a-ride

What is Working:

- Transit system issues at the Regional District level have already initiated by Mayor
- Free Bus Days sponsored by the CVRD

3. Housing

Issues Identified

- There is a lack of affordable housing for people on low income
- Lack of housing options within walking distance to multiple services
- There is a lack of housing type options (such as multi-level care)
- Inadequate affordable home support
- Mobility challenges impact an individual's ability to maintain independent living

Recommendations

- Encourage creation of more affordable housing options such as Kiwanis, Duncan Manor, and Cowichan Lodge (many said should not have been closed)
 - Suggested Champions: VIHA, CCHN, RAHD and non-profit organizations
- Promote awareness of alternative affordable housing strategies for seniors, such as grassroots house sharing model (and not just seniors living with seniors, but perhaps also a multigenerational occupancy model)
 - Suggested Champions: VIHA, CCHN, RAHD and non-profit organizations
- Involve seniors actively in the planning of new developments so that the quality of life - not just affordability - are considered
 - Suggested Champions: City, VIHA, CCHN, RAHD and non-profit organizations
- Encourage universal or adaptable design standards so that people can remain in their homes as they age or become mobility impaired
 - Suggested Champions: City and RAHD
- Encourage higher density housing where it is possible to walk to multiple services
 - Suggested Champions: City and RAHD
- Encourage increased density by accommodating renovation of unused spaces such as garages to suites
 - Suggested Champions: City and RAHD
- Encourage housing by more green space or near park-like settings
 - Suggested Champions: City and RAHD

- Accommodate multi-level care should it be required
 - Suggested Champions: VIHA and CCHN
- Create more semi-independent housing, where you can have company when you want it but live independently
 - Suggested Champions: VIHA, CCHN, RAHD and non-profit organizations
- Promote housing where pets are allowed
 - Suggested Champions: VIHA, CCHN, RAHD and non-profit organizations

What is Working:

- The Regional Affordable Housing Directorate is creating a Regional Affordable Housing Strategy for the Cowichan Region that is scheduled to be released in the fall of 2010. The Strategy will provide feedback from community members on best practices for creating adequate affordable housing within the Cowichan Region.
- Accommodations Guide on Affordable Housing published by SRSS-C

4. Respect and Social Inclusion

Issues Identified

- Need more grassroots (especially neighbourhood level) peer support
- Need to have services provided in culturally sensitive manner, as well as in different languages
- Desire for wider range of activities that respond to seniors of various cultures
- Would like an activity centre that is open in evenings
- Desire for intergenerational connections through schools and community programs

Recommendations

- Encourage partnerships with schools, for example in the following ways: use of facilities and programs with youth and children; create a 'buddy system' linking generations; have school choirs perform at seniors' care home facilities
 - Suggested Champions: Seniors Resource & Support Society-Cowichan, Social Planning Cowichan, and /or School District 79
- Access resources of Cowichan Intercultural Society (CIS), Hiiye'yu Lelum (House of Friendship), and Cowichan Tribes regarding culturally responsive methods of communicating City Business
 - Suggested Champions: City, other governments, and local agencies
- Encourage and promote use of English language training services already available to the immigrant community, for example, RCMP language interpreters list
 - Suggested Champions: City, other governments, and local agencies

What is Working:

- Some materials from Blockwatch are available in Punjabi and Cantonese

5. Social Participation

Issues Identified

- Partaking in recreational activities, such as going to the pool, is too expensive
- Need easier walking and other transportation options to reach activities
- Need a wider range of social activities to be available, particularly in the evenings

Recommendations

- Encourage businesses and organizations to schedule more activities that are wider in range and held in evenings
 - Suggested Champions: Cowichan Valley Seniors and Seniors Resource & Support Society-Cowichan
 - Suggested Champions: Duncan Business Improvement Area Society (DBIA)
- Encourage low/minimal cost for activities that include a fitness and wellness education component (for example, walking groups or shopping groups then tea afterwards)
 - Suggested Champions: seniors' residences (activity and recreation departments)

What is Working:

- City Square - concerts and other gatherings
- Good cross-section of not-for-profit organizations that promote volunteer for seniors to keep them connected to the community and benefit from their skills and experience
- Cowichan Green Community Gardens and Fruit Save Program

6. Communication and Information

Issues Identified

- Many older persons are uninformed or confused about existing support and assistance available; would like to know what initiatives and services are offered by local organizations
- Need to have hard copies of Service Directories available that can be easily updated as services and organizations change within the community
- Need greater support within neighbourhoods, particularly when residents living on their own are faced with medical emergencies

Recommendations

- Facilitate communication networks within neighbourhoods (e.g. telephone trees)
 - Suggested Champions: Seniors Resource & Support Society – Cowichan and Volunteer Cowichan
- Promote information about the initiatives and services provided by organizations, such as support materials for residents available at Seniors Resource & Support Society – Cowichan Drop-in Centre and Volunteer Cowichan
 - Suggested Champions: City, other jurisdictions and other organizations

What is Working:

- Cairnsmore Neighbourhood Working Group
- James Alexander Neighbourhood Working Group
- Seniors Resource & Support Society- Cowichan Monthly Teas and monthly Speaker Program as well as newsletter
- The recent formation of a *Seniors Services Network* in Cowichan currently facilitated through Cowichan Family Caregivers Support Society (CFCSS)
- Cowichan Seniors Care Foundation: Seniors' Guidance Directory provides a comprehensive listing of seniors programs and services within the Cowichan Region
- Volunteer Cowichan: Community Services Directory provides on-line information on a wide range of services within the Cowichan Region
- Social Planning Cowichan: Status of the Community Report 2010 provides updated information on services and organizations in the Cowichan Region as well as updated statistical data
- Many seniors and other community service providers' monthly newsletters

7. Civic Participation and Employment

Issues Identified

- Feelings of disempowerment, where seniors' concerns are perceived to have no impact at the government level
 - e.g.1) Some participants commented that they did not think participating in this project would result in any changes
 - e.g.2) Many provided copies of previous correspondence with various government agencies and some wondered if their concerns were filed to be kept on record and/or if any action had been taken on their concerns

Recommendations

- Demonstrate better respect when citizens' concerns are expressed by following response procedures
 - Suggested Champions: City and other levels of government
- Increase seniors and community involvement in consultation process before buildings go up, before programming is created, etc. by establishing a Referral Process
 - Suggested Champions: City and community service providers
- Have interpreters available at municipal meetings, local government service stations, public hearings, etc. when needed or requested
 - Suggested Champions: City and community social, health, environmental, and economic service organizations
- Establish liaison with community agencies to encourage participation of multicultural groups in public hearings/meetings
 - Suggested Champions: City and community social, health, environmental, and economic service organizations

What is Working:

- Seniors Resource & Support Society – Cowichan has volunteers involved in program delivery
- Volunteer Cowichan has a resource centre and volunteer registry available to all residents and service providers

8. Community Support and Health Services

Issues Identified

- Need to have more seniors helping each other, sharing the caring; more grassroots support and communication within neighbourhoods
- Desire to have access to people and services in various languages and cultures, eg. Cantonese
- Need for better education regarding self-help/ preventative healthcare
- Need for more affordable health supplies, such as life-sustaining equipment, eyeglasses, dentures, etc.
- Need information, support and advocacy regarding medication use (example, to guard against over-medicating)

Recommendations

- Work with health sector, in particular VIHA, to ensure an adequate level and type of care, and improved accessibility to services, assuring that services for seniors remain a priority – put seniors' health issues on the CCHN
 - Suggested Champions: City
- Coordinate services across agencies and organizations, including governments, schools, recreation programs
 - Suggested Champions: SPC and CCHN
- Encourage ongoing voluntary program evaluation and development of community services by those to whom service is geared and/or provided
 - Suggested Champions: SPC and CCHN
- Explore the idea of a health co-op, such as Cool Aid in Victoria
 - Suggested Champions: SPC, CCHN, and seniors organizations
- Encourage “community kitchens” for seniors which provide both socializing and nutrition information sharing opportunities
 - Suggested Champions: Community Kitchens Program, VIHA, CCHN, and seniors organization
- Promote use of the food purchasing co-op at the Cowichan Independent Living Resource Centre, where you can purchase food, etc. in small quantities
 - Suggested Champions: SPC, CCHN, and all social and health service providers

What is Working:

- **Seniors Resource & Support Society- Cowichan** provides a number of free services for seniors living under a specified income (for example, food, tax preparation, information & advocacy, internet access, newsletter, and shopping services)
- **Social Planning Cowichan: Status of the Community Report 2010** provides updated information on services and organizations in the Cowichan Region as well as updated statistical data
- **Volunteer Cowichan: Community Services Directory** provides on-line information on a wide range of services within the Cowichan Region

Next Steps: Duncan 2010-2011

The City of Duncan values the voices of our seniors and has committed to incorporate their experiences and ideas into strategic planning. Further, although some of the issue and recommendations are beyond the scope of municipal jurisdiction, we encourage community agencies, businesses, and other organizations to engage seniors directly in their planning and proposals as well.

Action Items Arising from Community Engagement:

- The Mayor of Duncan will bring this report to the Transit Committee of the CVRD with the request that all jurisdictions review the concerns and ideas compiled through this project. Specifically, because of the geography of the region, that the Transit Committee consider becoming a *Transportation Committee*. Such a change could streamline cross jurisdictional responsibility challenges and could help mitigate 'competing' modes of transportation that currently present challenges to people's ability to move safely and affordably within the Cowichan Region.
- The Mayor participates in the Cowichan Communities Health Network and will raise the issues and recommendations compiled through this project.
- City staff will assess how the issues and recommendations from this community engagement process can be incorporated into the City's Operations and Strategic Plan.
- The City of Duncan will direct staff to research and report back to council on the feasibility of establishing a Referral Policy for Re-zoning and Development Variance Permits so that seniors' perspectives are included in applications.
- A volunteer committee (from this advisory group) was struck on June 30th 2010 to assist the City in implementation of these goals. The committee will report to Council on a quarterly basis with progress reports on the status of the recommendations contained within this report. Because the members of this volunteer committee are also involved in other groups and services, they will continue to carry the information gathered through these seniors' voices to other relevant services providers and jurisdictions.

Resources accessed for this project

City of Duncan
www.duncan.ca

British Columbia Ministry of Health
www.gov.bc.ca/health

British Columbia Seniors Information Web site
www.seniorsbc.ca

Public Health Agency of Canada, Division of Aging and Seniors
www.phac-aspc.gc.ca/seniors-aines/index.htm

World Health Organization
www.who.int/ageing/projects/age_friendly_cities/en/index.html

University of Victoria's Centre on Aging
www.coag.uvic.ca

Supporting and Related Documents

Duncan Official Community Plan, 2007
<http://www.duncan.ca/pdf/Bylaw%202030%20OCP%20to%20Nov%2013.%202007.pdf>

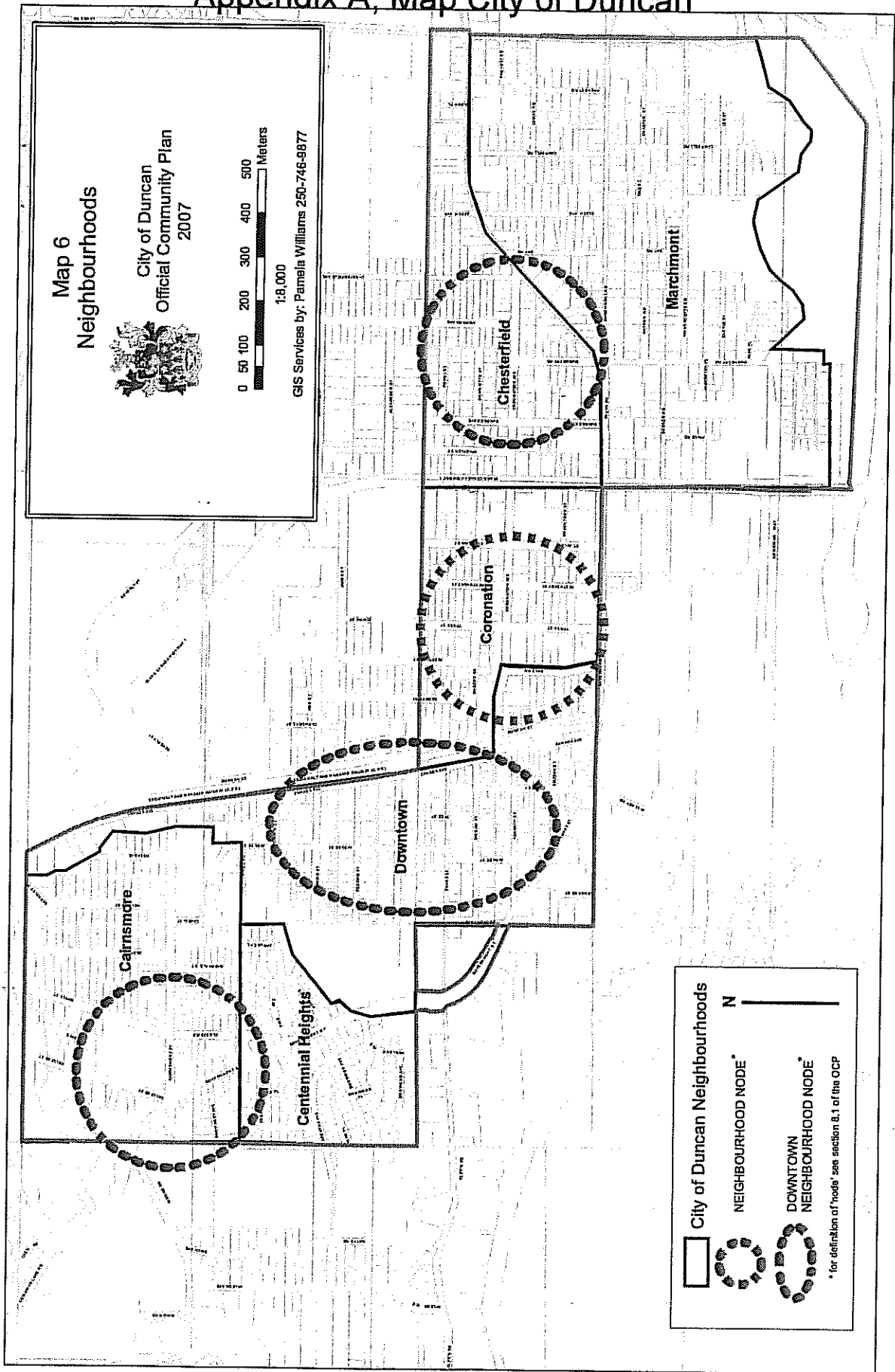
Cowichan Safety Lens: included as Appendix 9 in Duncan OCP Review 2007
<http://www.duncan.ca/pdf/Bylaw%202030%20OCP%20to%20Nov%2013.%202007.pdf>

WHO Checklist of Essential Features of Age-friendly Cities
http://www.who.int/ageing/publications/Age_friendly_cities_checklist.pdf

Duncan Seniors Safety Age-Friendly Safety Project, OCP Recommendations: Feedback from Seniors April-May 2010 (Summary of Findings from mini-focus Discussions presented to Duncan City Council Committee of the Whole July 5th 2010)

City of Duncan Age-Friendly Seniors Project: Eight Areas of Focus to be Age-Friendly, May 2010 (Summary of Findings from mini-focus Discussions presented to Duncan City Council Committee of the Whole July 5th 2010)

Appendix A, Map City of Duncan



SENIORS' VOICES
Appendix B of the Report:
City of Duncan
Age-friendly Seniors Safety Project

This Report is respectfully submitted
by
Pam Alcorn
Project Facilitator
July 2010

Questions for Seniors / Elders

1. Do you feel there are spaces or places within the City of Duncan as a whole that you find are friendly, welcoming, and safe to be in or that are NOT friendly, welcoming, and safe? This could be places in the downtown core (business section) or in specific neighbourhoods.

What like:

DOWNTOWN:

- Shopping in town, feels that 'everyone knows her name'; merchants are friendly
- Sidewalks okay for walkers with slopes; appreciate the improvements seeing
- Feels safe during day (except when people ask for money and yet others fine with)
 - Most places friendly, hospitable, welcoming, senior friendly
- City Square - concerts etc., gathering place
- Like cultural opportunities
- Members of the Chinese Canadian community said feel safe and don't feel threatened by street people

CAIRNSMORE

- Becoming more scooter friendly

What not safe, welcoming, and friendly:

- Panhandlers, drug use in the train station/CIBC corner and Phoenix area
 - **Note:** many seniors also said that they are not concerned about panhandlers
- post office area- bus stop –swearing & drug use
- Parking – not enough
 - lost spaces during renovations
 - need more handicapped spaces- easier to park at mall
- Sidewalks:
 - bumpy- not good for walkers or scooters-sometimes go on road
 - debris- leaves, ice
 - Government Street is too narrow and hard to see around shrubbery
 - Need level parts for scooters and walkers and slopes so can enter streets
- Crosswalks- should not have removed the one closest to Wedgewood House
- Heavy doors are difficult to open
- Not enough places to eat after 4:00 pm
- Railing behind Valley Seniors Centre (woman willing to pay if permitted)
- Bikes on sidewalks pose difficulty to pedestrians
- Crosswalks along Government Street: speed limit on Government Street – not enforced
- Downtown market hard for some drivers when traffic blocked off
- Too many boutiques (high priced stores)

ISLAND SAVINGS COMMUNITY CENTRE AREA

- Parking lot often full - high school people park there
- Need more handicapped parking spaces

KINSMAN Park:

- Students congregate day and night – drugs and loud talking; seniors feel threatened even when as few as 3 youth together
 - RCMP not stopping and seniors want RCMP to stop and walk around the area
 - Would like more lighting around Kinsman Park
 - Question about putting up a gate
-

2. Do you think there is something that can make downtown Duncan more appealing to you as a senior?

Outside Spaces:

- More shaded areas- parks; more benches
- To feel safer downtown at night (although some feel fine)
 - increased police presence downtown at night –walk the beat- bikes
 - more stores, restaurants and events downtown at night
- Places to rest and visit:
 - Benches at a reasonable space; more people; more flowers; more green spaces; protected from wind
- Identification of those (silent, creep up on) on a scooter- safety of riders and others
- Traffic is a barrier for some- maybe one way streets?

Parking

- More parking – most people asked for
- Change to one hour or perhaps two, to allow for more access
- More disabled parking available in downtown

Sidewalks

- Marking where bumps are
- Sidewalks kept clear of debris (snow and leaves)- residents and businesses
 - enforce by-laws

Crosswalks and intersections:

- More crosswalks (especially along Government Street & Trunk Road)
- Sloped corners at sidewalks intersections
- Get poles out of crossings of sidewalks
- More ramps by Joe's Tire on Government Street
- Guy wires on poles in crossings difficult to see, navigate
- More prominent white markings on crosswalks

Businesses and Services

- Doors that open easily and/or buttons to open
- More cafes or coffee houses (not Starbucks) open Evenings and Sundays
- Map of downtown at train station showing where businesses are (like in malls)

- Store to buy groceries
- More attractions than banks for seniors
- More places to have inexpensive meals (fixed incomes) and inexpensive items
- More public washrooms, more seating – washrooms often locked at train station
- Get rid of rude and abusive people
- Have greeters at door

Transportation Options and Mobility

- Better transit with shelters at bus stops to get to downtown
 - Maple Bay to Duncan- one bus removed & would like it returned
 - Members of Chinese Canadian Community said are afraid of taking bus, so mostly shop in perimeter of city core
-

3. Would you like more involvement with community organizations or groups (for example children, youth, other seniors)

- Majority of the people we talked with said they had enough going on in their lives
 - Many live in seniors residences
- Some always want more
- Some would like children's groups to visit
- Some said good to go to Valley Seniors, Seniors Resources and Support Services, and Island Savings Community Centre
- Some would like to be more involved but mobility and transportation makes it hard, and some want to be independent- HandyDart is good
 - Transportation too costly in addition to costs of activities and with limited incomes for so many seniors
- Need more options and need help with gas to participate
- More options for physical activities for some: swimming pool too expensive
- Good to have delivery of groceries
- Be good to discuss this question further with other seniors
- More public education about accessibility barriers for organizations and public for example, about white canes
- Need to have easier walking options
- Shared use of facilities should be possible if available. Schools, for example, are public facilities and should/could be used for community activities as well
- Members of the Chinese Canadian community said would participate more if they had access to people who speak their language, including exercise and other forms of recreation
- Some would like "buddy system" linking generations
 - junior/senior school student, to develop understanding/respect, perhaps assist with spring/fall chores... outside window washing? Snow removal? And, concern expressed not to exploit helpers
- Members of Chinese Canadian Community said that they liked being asked directly for their input into this project

4. Do you want more opportunities to spend time with youth?

- Some people said they had had enough time with youth throughout their lives and were interested in spending time with other seniors right now and their own grandchildren
 - Some said not interested because feel youth's behaviour disrespectful; others said would welcome if youth wanted to interact with seniors
 - Would like to pass on knowledge and history
 - Seniors living in residences particularly liked the idea:
 - Young people from day care come at Halloween for ½ hour- nice
 - School choirs come to residence- develop their talent (practice) and learn to communicate with seniors and seniors learn to communicate with young
 - "Our attitudes make a big difference to relationships with youth"
 - Powell River does this and it increases awareness and appreciation of what people been through and seniors feel like they are participating in community
 - Members of the Chinese Canadian Community do have gatherings with youth
-

5. Would you like to see a centre downtown that is multi-purpose, for example for seniors, youth, families, children, people with diverse lives, backgrounds, and abilities?

- This question received a 50-50 split of yes and no with those living in independent living residences mostly saying no
 - Some said good if strong leadership - organized and good people skills; various cultural activities and art exhibitions
 - Something more inclusive of different cultures - that "feels" more inclusive
 - Open in the evenings
 - 'place where everyone can go and feel welcome" no matter the background- income, culture, ethnicity
 - maybe connected with House of Friendship and/or Intercultural Society
 - One woman who could hardly speak said that having an indoor multi-purpose space would be good for her because she cannot move around and this way she could watch activity
 - Library downtown
 - Some feel they already have the community centre; we don't need to spend more money on this - put it toward affordable housing
 - If thinking of including youth, ask young people
 - We have good centre with downtown square
 - Some thought walking groups would be good
-

HOUSING QUESTIONS

6. **What type of home or housing do you live in (rent, own, or facility)?**
- Of those who answered this question, more people rent (31%); 18.9 % own; and 21 % live in semi-independent facility
7. **What kind of housing do you see as a priority for seniors in Duncan, for example,**
- a. More care facilities,
 - b. More home support
 - c. More assisted living facilities (for example, semi-independent)
 - Affordable (please give estimate of affordable)
 - d. Housing that allows for physical movement (example, wheelchair level kitchens and bathrooms)

Care Facilities: (this received the most responses and strongest reactions)

- Cowichan Lodge was good, new place is not because of highway and concrete; need facilities "like Cowichan Lodge"
- Change institutions: need more grassroots and response to residents' wants and needs; good to see more seniors helping seniors if they can and want to (both ways, not mandatory)
- Multi-level care so that can go into independent and then have more services available as need them (participant referred to Cowichan Lodge as example, "We need the lodge" that was followed by round of applause)
- More access to people and services in various languages and cultures, eg. Cantonese

Home Support: (moved to next section)

Affordable Housing: (of all types)

- More affordable facilities
 - "On \$1,000 a month, what is reasonable? Not much. No one is going to rent a small apartment for \$300.00"
 - More like Duncan Manor
 - More residences like Kiwanis Village, well kept and clean, however, with 24/7 manager in place, however concern re how long it is taking for burned out residents to return to Village
 - more subsidized housing
 - Housing where small pets be allowed
-

8. What services, designs, and locations do you think are important for creating housing for seniors?

SERVICES

- More options like meals
- Regular care givers
 - need affordable, accessible, secure, safe, access to transportation
- Services: help with cleaning & cooking
- Security- no ground floor living; underground secure parking
- More HandyDart and taxi vouchers
- Communication within neighbourhood

DESIGNS

Physical Movement

- Width of doors and height of counters
- One floor single living with home support
- Housing that allows for wheelchair level kitchens and bathrooms
- Need Wheel chair accessible housing
- Enough space to comfortably and safely move around (assistive devices)

Environmental Designs:

- Quiet, smaller and cheaper for people in between- 900 sq ft
- Smaller buildings - fewer units
- Green spaces
- Accessibility, social areas, dining services, shuttle services
- Full kitchens, in-suite laundry, elevator, 2nd bedroom or study area (relatives)
- Reasonable amount of living space: 800-900 sq ft not 400 sqft
- Excellent lighting, useable bathroom; toilets allow space for support unit; chair lifts in houses; reasonable amount of storage space, wider doorways
- Large communal area - community kitchen?
- Green buildings – solar energy, homes made from hay bales or packed earth or bamboo floors, sound proofing, energy efficient appliances; composting toilets; water saver showers, garden space
- More semi-independent housing and rent geared to income: company when want it but independent to live
- Bachelor pad - ground floor
- Very expensive accommodation is available but more affordable accommodation is necessary
- Meal options - prepare own and have dining room service
- Multi-purpose space - dining, games, entertainment, party space
- In house shoppers for milk (in semi-independent residences)

LOCATION

- Easy access to stores (groceries), doctors' offices, pharmacies, dentist, physio-therapists, salons, post office, banks, etc.
 - within walking distance,
 - Quiet, green with small creek, water

 - Park-like setting (not between two gas stations)
 - More places to go after 4:00 pm
 - Less traffic noise; not fancy but comfortable; controlled traffic
 - Old Cowichan Lodge is an ideal spot for a care facility
 - Location - access to transit options
 - Near Valley Seniors Organization where can have lunch, play card games, bingo, join activities, obtain free food to take home or for donation
 - Close to grocery store
-

9. Are there changes you need made in your own home that would make it more likely for you to age in your home?

- Wider doorways; ramp; railings
 - Bathroom needs adjustments; security bars, bath toilet; shower seats
 - Motion sensors
 - Smoke alarm on wall
 - Affordable (SAFER program not enough) to have physical needs to live independently
 - Roof repairs
 - One - level living and entry
 - Home security – renters at risk of forced moving
 - Bathroom safety bars; bath toilet; wider doorways for wheel chairs; shower seats
 - Reliable home support
 - More awareness among builders of needs of seniors
 - Volunteer seniors drivers who bring people to appointments
 - Network of retired seniors
-

10. Are there services that would make it more likely that you can remain in your home while you age?

Responses have been categorized: home care, home support, transportation. The underlying themes are affordability and quality of care and services, and adequate income

Home Care

- Affordable and adequate home care
- More complete VIHA home support services. "help with washing the floor, shopping, cooking when ill, etc.,
 - help from consistent workers who don't need to be 'shown the ropes' each visit, who come when expected (or notify when unable).
- Home Support Services could use money more wisely by scheduling more consistent workers, etc.
- Many commented that consistent and reliable care is only available in institutions, where independence is lost
 - assisted living and home care needs to improve and be more affordable

Home Support

- Help with home maintenance; risk of injury high after 70 years; teens could help-volunteer groups to help with these things
 - shovelling during winter
 - someone to help clean monthly - home makers
 - will need help with purchasing groceries because there is no easy bus service to any of the grocery stores, for example, meals on wheels

Finances

- More financial support to access health services, such as physio-therapy coverage of 10 per year not enough
 - Worried about costs of care - as age, need more and not sure can afford
- More financial support to access prescriptions
- Bigger pension:
 - Some living on \$1,200 / month and less

Transportation

- More bus services:
 - (Gibbins Road);
 - more bus service to Maple Bay on weekends;
 - bus should go all the way to the Bay
- Affordable transportation - often stay in after dinner because cumulative cost of going out too high - transportation, cost of event, etc.
 - together increases feelings of isolation, lack of stimulation and boredom

Other Comments from couple of seniors

- More policing (one participant)
- Someone to walk with

Relating the 10 Questions to the 8 components of an Age-Friendly Community

This section contains responses that fit within the 8 Categories to create an Age-Friendly Community that informed the summarized body of Responses within the Report: *City of Duncan Age-Friendly Seniors Safety Project Report, July 2010*

1. OUTDOOR SPACES AND BUILDINGS

- Need sidewalks on part of Beverly
- Need sidewalks on Lewis
- Require way to cross highway - overpass or sidewalks on both sides

Parking:

- Need more dedicated for handicapped at shopping malls and downtown
- Need more behind Valley Seniors

2. TRANSPORTATION and MOBILITY

Transportation largest concern - bus system.

- Driver education, for X walks and more generally safe driving practices
- concern that BC is too lenient with driver's licences
- Concern about the Highway and its busyness mixed with commercial opportunities
- Concern about the possibility of one-way streets (Canada Ave and Duncan Street)

Bus Shelters:

- Need more bus stop enclosures (with benches) in Duncan and adjacent areas

Bus Schedules:

- Review schedules, especially route #3, Quamichan (several hundred seniors)
- #3 stop on Day street for 3-5 minutes rather than at bus depot for 10-30 minutes
- One woman - said good system but could use more buses
- Needs better coordination - why did they change the location of where buses connect?
- Bus Station: Confusion and muddle - sidewalk narrow; people with luggage for local and regional buses - congestion interferes with mobility with walker
- Many would like bus services to be as were before the latest changes in schedule
- transfers "awful", long waits to connect to needed bus
- Very hard to get to Beverly Corners and back in reasonable time
- Could a bus stop outside the parking lot? By the Oil Change depot?
- Transfers to access downtown a problem
- Suggest 'circle routes' where perhaps, loops might be made twice a day to enable shopping, appointments, etc.
- Evening service is needed
- Would like HandyDart services to be more available, accessible for walkers, wheelchairs, help from drivers

Buses:

- Signs reserving seats for senior & handicapped posted on buses need to be maintained

- Drivers do not always wait for seniors or people with physical challenges to sit down
- Make bus stop signs more visible
- Appreciate the service booked out of Comox Valley, local drivers, book early, Wheels for Wellness (W4W) calls night before with pickup time, etc. Donation basis.

Signal Lights:

Trans Canada Hwy (TCH): South end by Bridge and Duncan Way:

- hard to cross and has huge grooves
- Trying to stay independent but hard
- Drivers frequently ignore pedestrians, crosswalks, often doing unsafe right turns
- Boys Road difficult to cross
- Crossing at 'Super Store/London Drug' needed?
- All intersections should have talking or otherwise audible lights

TCH and Trunk: drivers do not follow law and do not give right of way to pedestrians

- All intersections need more crossing times for pedestrians
- South West corner- difficult for seniors with walkers - deep and wide gaps between road surface and sidewalk, especially on Trunk
- When it rains corner collects in large and deep puddles
- Trunk Railway crossing - wide gaps between road surface and rails (not as bad at Queens)
- Crossing TCH needs to be easier and safer.
- Trunk Road is particularly unsafe; Coronation is difficult.

Trunk Road and Festubert:

- Crossing a particular "death trap"

Trunk & Coronation: pedestrian crossing signals hard to reach for people with walkers

- Obstruction for people with walkers in middle of intersection as crossing Coronation East

Ingram and Canada Avenue: cut for scooters but no crosswalks markings

- Talking lights for visually impaired

Queens and Ingram: cut for scooters but no crosswalks markings

Cross Walks:

- Better located and maintained Zebra stripes across trunk to access shopping mall to south
- Speed limit too fast on Trunk
- Crosswalk signs too short duration (people often half way over when light changes)
- Painted crossing at Blockbuster and Coronation Street would be good
- Better lighting of crosswalks
- Cars have to wait for green lights, how about same for crosswalks?

Government Street:

- From Griffiths corner to Wedgewood should be another crosswalk in addition to one with lights
- **Boundary & Government-** signs, bikes on sidewalks, buses turning, speed issues
- Curb needs to be cut back
- Sign should say "seniors crossing"
- people still crossing where old cross walk was - should not have moved it
- the new cross walk to replace old cross walk has a lamp standard in the middle of it
- they can't see light once they have pushed the alert button
- want audible signals for crossing
- street and sidewalks broken up - needs to be smoother
- 30 km not being respected - want speed enforced: speed watch and more policing
- Crosswalks are too far apart
- maybe a railing along sidewalk because not enough level space for scooters
- Suggest more cross walks and more visible markings (fluorescent colours)
- **Government and Jubilee:** Crosswalk at (Valley Seniors /Totem Restaurant) often ignored by drivers

Canada Avenue:

- hard to make left hand turn coming out of Island Savings

Sidewalks:

- Sunridge Place on Bundock between **Trunk & Coronation:**
- Increased traffic, lack of visitor parking, **Coronation** no sidewalk= hazard for pedestrians (those from Georgina Gardens)
- Sidewalk would help, or zebra stripes connecting parking lot at Georgina Gardens on East side to West side of street
- Remove high curb and strip of grass there now
- Sundridge- woman on crosswalk hit- need better markings for pedestrians and motorized vehicles
- Some best practices: Victoria - flashing lights; Banff- fluorescent colours; visible count-down for time to cross
- People live close to town to maintain independence and so mobility important
- Keep cyclists off sidewalks; TCH should have bike lanes
- Suggest one sidewalk (east side?) for pedestrians, the other (west?) for bikes/scooters, etc

Kenneth:

- Sidewalks lumpy
- Businesses and residential property owners need to be held responsible for snow and ice removal - Shovel off sidewalks

Alternative Transportation:

- HandyDart is good, easy, drivers helpful
- WHEELS FOR WELLNESS, service to drive for appointments, some use and many unaware of it

- Appreciate the service booked out of Comox Valley, local drivers, book early, W4W calls night before with pickup time, etc. Donation basis.
- Create a walking path

Bicycles & motorized scooters

- Bells to warn pedestrians
- Ferries and buses along island should be free for seniors (too costly)

3. HOUSING

Answers that fall into this category are fully covered in the section above, Responses to 10 Questions asked: numbers 6-10

4. RESPECT AND INCLUSION

- Feeling that seniors are not heard
- What is old, what is senior? We all need to shift our thinking
- Need to protect our valued elders
- Some bring things to city's attention, but feel not satisfactory responses and wonder if their letters or verbal complaints are kept on file?
- Respect in public spaces eg. Stores, shoppers stopping to talk and not aware they are blocking movement of others and people too shy to ask to move
- Would be respectful if people learned about cultures within the community, for example, the elders from the Chinese Canadian Community provided history with their responses

5. SOCIAL PARTICIPATION

Answers that fall into this category are fully covered in the section above, Responses to 10 Questions asked: numbers 3-5

- People who live outside of downtown area feel isolated from Duncan (transportation issues)
- VSO closes too early for many (bus connections?)
- Chances less friendly, more expensive with emphasis on machines, less on Bingo
 - miss "the downtown experience before and after Bingo"

6. COMMUNICATION AND INFORMATION

- Resource BOOK useful, out of date, better than computer, like coil binding, aware Volunteer Cowichan is redoing, (Suggest some hard copies for facilities, library, City hall, etc. Three ring binder for easy updating as needed.)

7. CIVIC PARTICIPATION AND EMPLOYMENT

- Importance of going to people when you want to consult, rather than have them come to you!
- Try to bust the expectation of pay for doing everything
- Fun and challenging pieces to volunteering

8. **COMMUNITY AND HEALTH SERVICES**

- Health issues: doctors prescribing medicines
- Walkers are costly
- Make canes available to any senior (free or cheaper) and fold up white ones
- Consolidate senior care organizations
- Urgent need for government-funded financial assistance for independent living for low-income seniors for heavy cleaning and lifting in house
 - families often live in other communities and their friends are in the same condition

Appendix C:

Glossary of acronyms or other abbreviations used in this report

- British Columbia Coalition for Health Promotion (BCCHP)
- Cairnsmore Neighbourhood Working Group (CNWG)
- City of Duncan (City)
- Cowichan Community Policing Advisory Society (CPAC)
- Cowichan Family Caregivers Support Society (CFCSS)
- Cowichan Independent Living (CIL)
- Cowichan Intercultural Society (CIS)
- Cowichan Seniors Care Foundation (CSCF)
- Cowichan Tribes
- Cowichan Women Against Violence Society (CWAV) Safer Futures
- Duncan Business Improvement Area Society (DBIA)
- Duncan/North Cowichan RCMP (RCMP)
- Elder College
- Hiiye'yu Lelum, House of Friendship Society (HOF)
- Regional Affordable Housing Directorate (RAHD)
- Social Justice and Outreach Committee, Duncan United Church
- St. Andrew's Presbyterian Church
- Seniors Resource & Support Society- Cowichan (SRSS-C)
- Social Planning Cowichan (SPC)
- Sul'hween Elders Program
- Volunteer Cowichan
- Vancouver Island Health Authority (VIHA)
- CVRD Community Safety Advisory Committee (CSAC)
- Island Savings Community Centre (ISCC)

5 week session – 2 x week			
Date	Init.	Date	Init.
1. Jan 31		6. Feb 18	
2. Feb 4		7. Feb 21	
3. Feb 7		8. Feb 25	
4. Feb 11		9. Feb 28	
5. Feb 14		10. Mar 4	

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5. Feb 14		10. Mar 4	



STAFF REPORT

R1

**TRANSIT COMMITTEE MEETING
OF FEBRUARY 9, 2011**

DATE: January 27, 2011 **FILE NO:** Transit
FROM: Jim Wakeham, Manager, Facility, Fleet and Transit
SUBJECT: Recording of 2010 Ridership information at Each Commuter Stop

Recommendation/Action: For information only.

Relation to the Corporate Strategic Plan:

Provide information on Transit ridership for a partial year as a benchmark for future comparisons as it relates to establishing sustainable communities.

Financial Impact: Not applicable.

Background:

At their meeting of August 11, 2010, the Transit Committee requested that a report be provided by BC Transit showing the amount of customers serviced at each stop for both commuter routes.

Attached, is BC Transit's report providing detailed ridership information for both the 66 route (Duncan) and 99 route (Shawnigan Lake) for the 6 morning trips. Three key dates are noted; July 1st, September 7 and September 27, as these are when the fare and route changes took place.

In summary, with all the changes over a short period of time, there was a slight shift of boarding locations and times by some customers, but there was no negative effect on the ridership figures, and the system continues to show steady growth in ridership.

Submitted by,

Jim Wakeham, Manager,
Facility, Fleet and Transit

JW:jlb

Bath\Z:\ESMemos2011\TransitRidershipInfo-Feb9-11.docx

<p>Reviewed by: Division Manager: <u>Not required</u></p> <p>Approved by: General Manager: </p>

January 13, 2011

Cowichan Valley Regional District Commuter Service to the Capital Regional District Impact of fare, schedule and stop location changes on ridership July 1 – December 31, 2010

Background

The Cowichan Valley Commuter (CVC) service began in October 28, 2008. This makes it relatively new system that is experiencing growing pains as it evolves into an effective and efficient system that balances the needs of the community with budget considerations.

Over the 4 month period of July to October 2010, a number of changes were implemented in an effort to balance those two considerations:

- July 1, 2010 – fare structure simplified from 2 zone to a single zone; passengers in zone 1 were impacted with a 16% fare increase, while zone 2 riders benefitted from a 12% decrease.
- September 7, 2010 – schedule changes implement based on recommendations from customer feedback and BCT planning; as well as closure of Hutchinson Rd stop due to MOT decision balanced with the addition of the Valley View Park & Ride.
- September 27, 2010 – revised schedule introduced due to heavy traffic on the TransCanada Hwy. caused by alternate route road construction in the CRD.

There has been some concern that all these changes in such a short period of time may have negatively impacted the number of passengers using CVC. What follows are snapshots of the ridership over the past 6 months, capturing ridership trends and any impact of the changes.

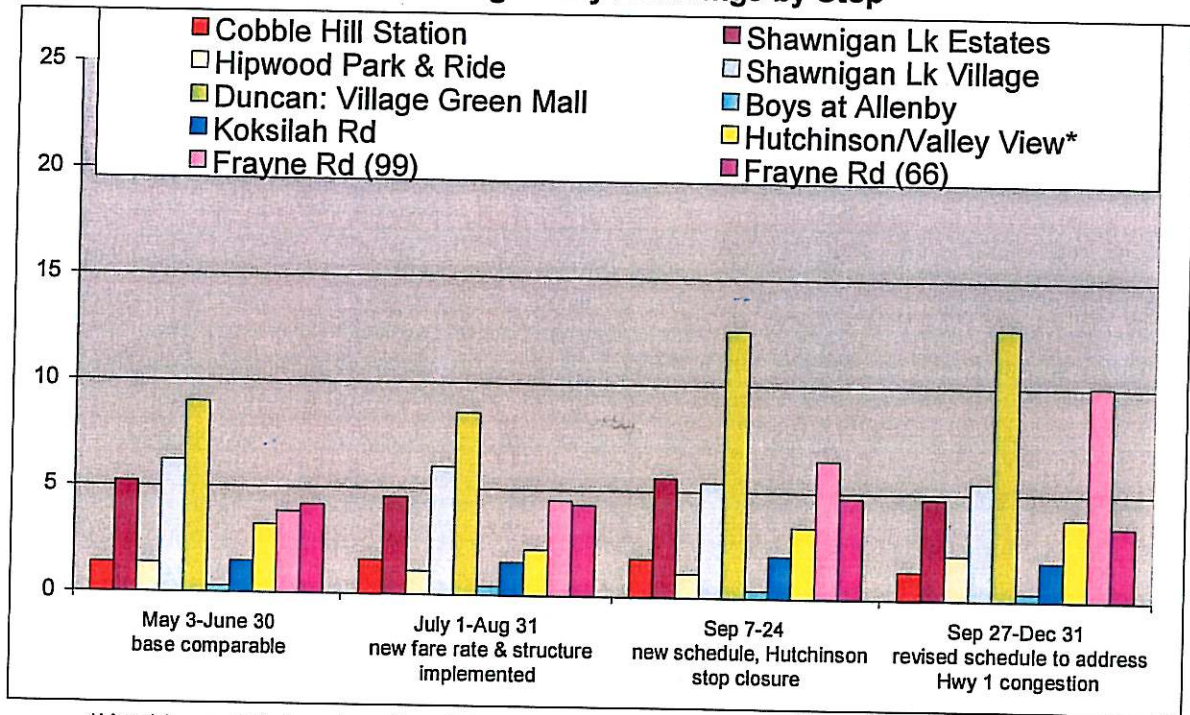
Ridership Tracking

Since November 2008, ridership data has been collected by route and trip time with varying degrees of success with this past year seeing a consistent level of quality information being submitted. The CVC has seen a steady growth in ridership since its introduction which is typical of a new transit service. It also shows the common pattern of ridership dropping of in the summer months due to people taking holidays found on commuter routes, in all transit systems.

Overview

The following graph shows the average daily passenger boardings and summarizes the ridership trend for 4 key time periods:

CVC Average Daily Boardings by Stop



*Hutchinson Rd stop closed and Valley View stop added Sep. 7th, change shown as single stop.

- 1) **May 3 to June 30, 2010** – this is the 2 month period prior to the introduction of the fare restructure and is to provide a baseline comparison for the next 3 time periods.
- 2) **July 1 to August 31** – July 1st fare change. No significant impact on ridership, slight dip can be attributed to normal summer shift caused by vacation time, etc.
- 3) **September 7 to 24** – Hutchinson Rd. stop closed and schedule change. Overall, there is the expected seasonal Fall increase in passengers with minor shifts in boarding location patterns (i.e. increases at both Frayne Rd and Valley View).
- 4) **September 27 to December 31** – Revised schedule. Overall there is an increase in ridership, with significantly more passengers boarding 6:41am route #99 trip at Frayne Rd.

The following table summarizes the average daily passenger boardings by route and trip time to see how or if schedule changes have significantly impacted the ridership trends.

Table 1 - Average Daily Total Passengers by Route and Time

Route	May 3-Jun 30 base comparable				Jul 1-Aug 31 new fare rate & structure implemented				Sep 7- 24 new schedule, Hutchinson stop closure				Sep 27-Dec 31 revised schedule to address Hwy 1 congestion						
	Lv. Time	Ar. Time	Avg Riders	Avg Total	Lv. Time	Ar. Time	Avg Riders	Avg Total	Lv. Time	Ar. Time	Avg Riders	Avg Total	Lv. Time	Ar. Time	Avg Riders	Avg Total			
66	5:51	7:15	18.9	73	5:51	7:15	18.0	68	6:00	7:00	35.9	92	5:30	7:00	14.4	82			
	6:21	7:45	15.9		6:21	7:45	17.1		6:30	7:45	29.9		6:00	7:30	21.0				
	6:36	8:00	19.4		6:36	8:00	16.3		6:45	8:00	16.3		6:15	7:45	20.2				
	6:51	8:15	18.8		6:51	8:15	16.9		7:00	8:15	10.1		6:30	8:00	26.0				
99	6:06	7:30	18.8	36	6:06	7:30	19.1	36	5:51	7:15	27.7	41	5:51	7:15	26.7	48			
	6:51	8:15	17.4		6:51	8:15	16.7		6:51	8:15	13.3		6:41	8:15	20.8				
Rt. 66 & 99 Combined Avg. Daily Total				109					104					133					129

- The overall trend is the majority of passengers take the bus at times that allow them arrive in Victoria at or before 8am.
- The new schedule put in place on September 7th coincided with growing congestion issues on Hwy #1 in the CRD and the 6am trip, scheduled to arrive in Victoria at 7am, was arriving 15 to 20 minutes late everyday. Several complaints were received and requests made by passengers for the buses to start earlier in order for them to arrive at work by 7am.
- The schedule was adjusted on September 27th to address this issue, however the statistics show that the majority of the passengers chose not to take the 5:30am trip which would ensure arrival in downtown Victoria by 7am but instead chose a later trip.
- Noteworthy is the 56% increase in passengers on the route #99 trip leaving at 6:41am (with most boardings at Frayne Rd.)

Conclusion

The Cowichan Valley Commuter is 1 of only 3 inter-regional commuter services offered by BC Transit - the defining features being that the service provides only peak-time, limited stop, direct service between two communities much like a commuter train. The other 2 are the Sea-to-Sky (Squamish/Whistler) and the Vernon/UBCO (Kelowna) commuter services.

The CVC transit system continues to show a steady growth in ridership, little impacted by the many changes of the past several months, demonstrating its resilience as a new system and the demand for the service it provides.

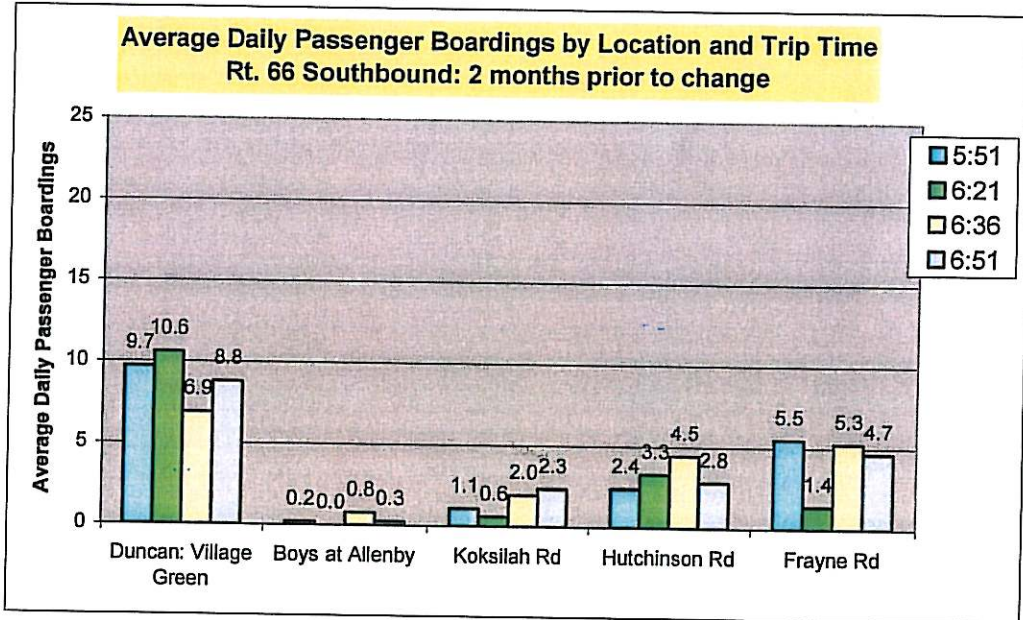
The system will continue to be monitored and routes, stops and schedules will be modified as needed to continue to improve efficiency and effectiveness for both the passengers and the budget.

Detailed Information

The following 8 graphs (4 for #66 and 4 for #99) show the average daily passenger boardings by route, specific stop and trip leave time for the 4 time periods being observed for change.

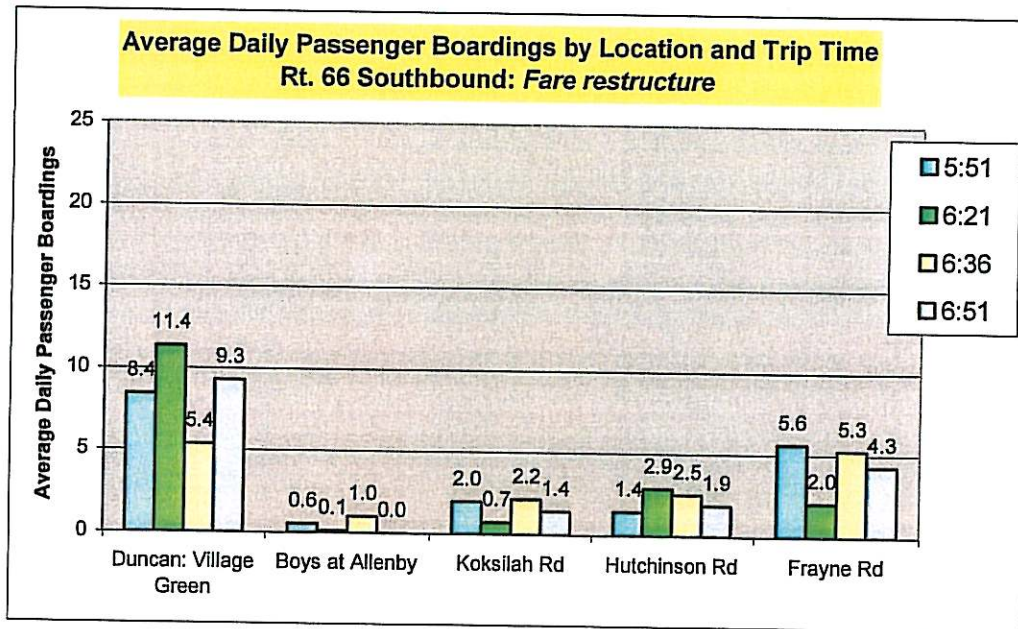
Route #66 Duncan Commuter

Baseline graph shows ridership for the 2 month period (May – June, 2010) prior to the fare restructure for comparison purposes.



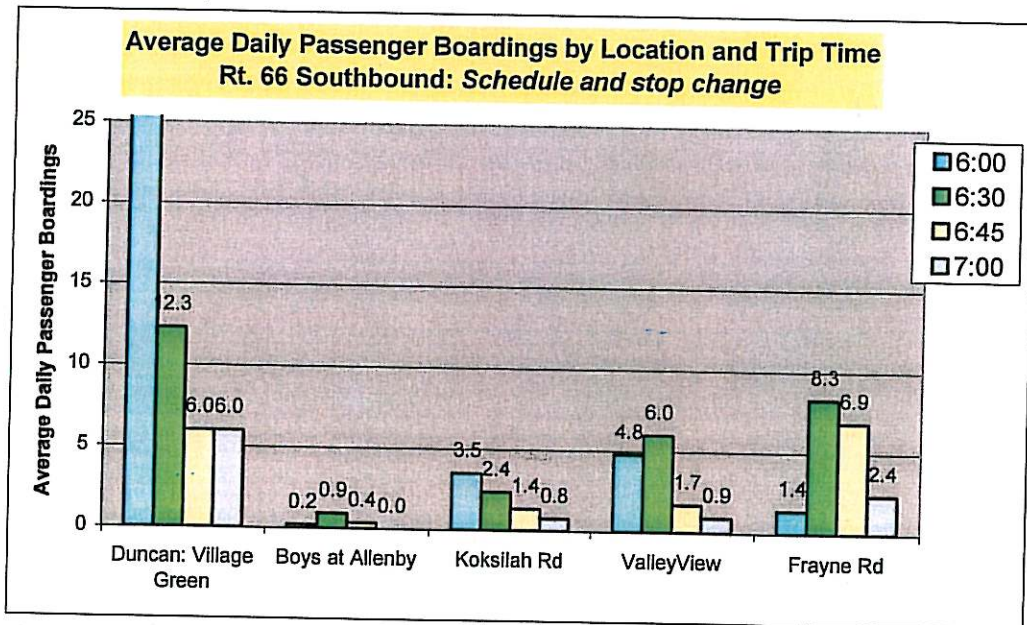
Average number of passengers per trip: **18.3**. Total Ridership for 2 month period: **3,067**.

July 1, 2010: fare restructure implemented. No significant change in total ridership or boarding patterns.



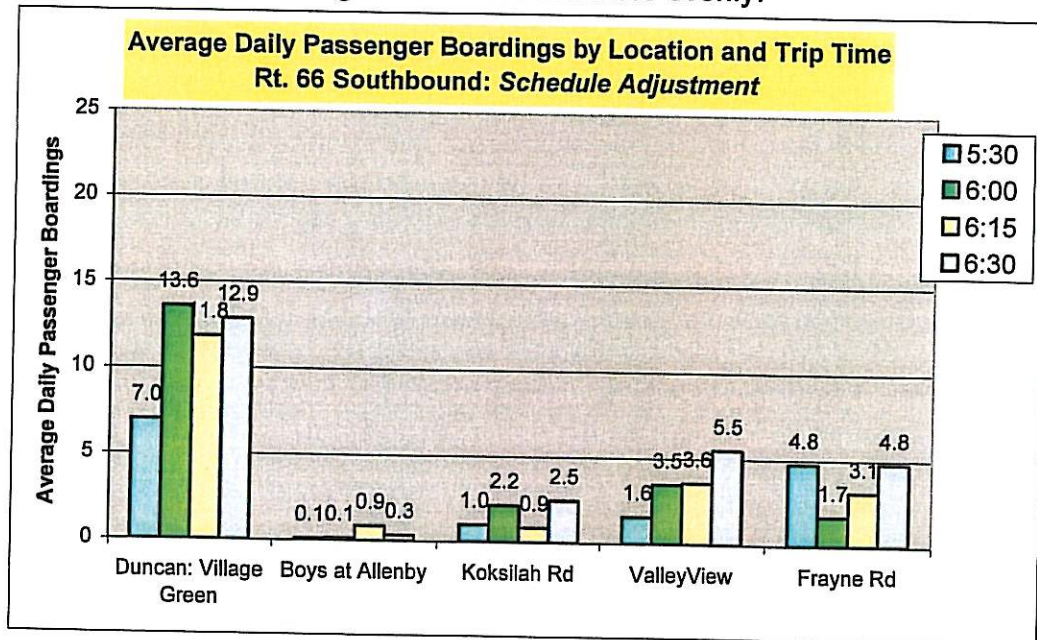
Average number of passengers per trips **17.1**. Total ridership for 2 month period: **3,077**.

September 7, 2010: Hutchinson Rd. stop closed, schedule changed. Ridership increased by 25% per trip. Hutchinson Rd. and some Frayne Rd. passengers shift to new Valley View stop.



Average number of passengers per trip: **22.8**. Total ridership for 2.5 weeks: **1,252**.

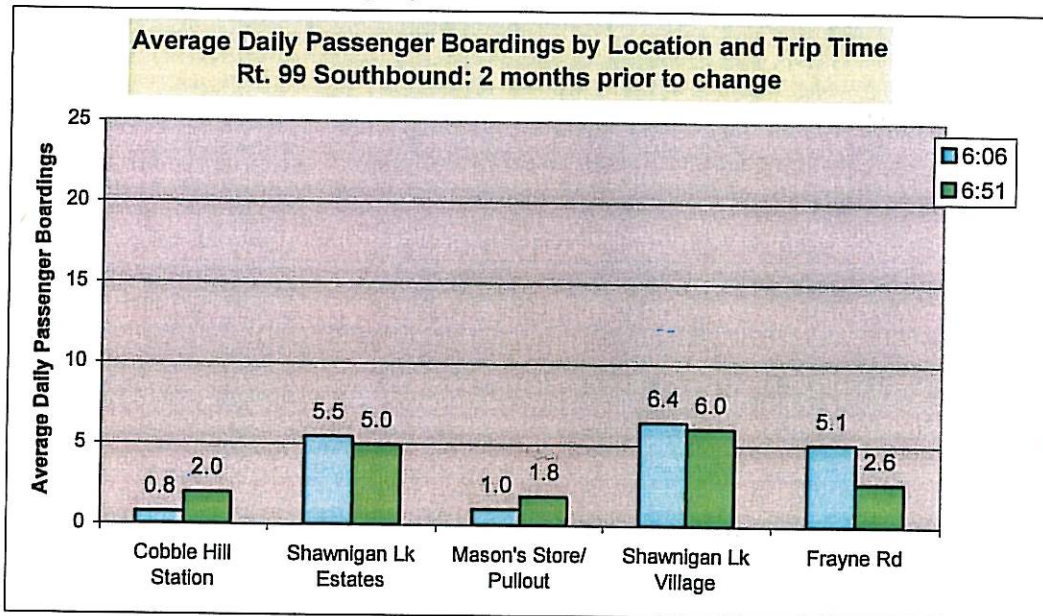
September 27, 2010: schedule adjustment due to Hwy. 1 congestion. Decrease in ridership on 6am trip, boarding times distributed more evenly.



Average number of passengers per trip: **20.4**. Total ridership for 14 week period: **5,554**.

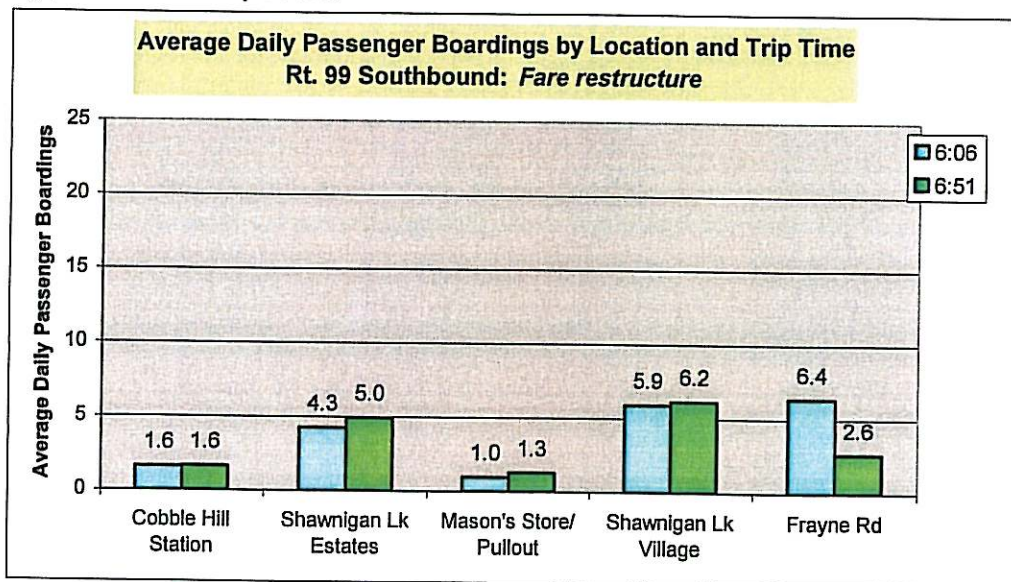
Route #99 Shownigan Lake Commuter

Baseline graph shows ridership for the 2 month period (May – June, 2010) prior to the fare restructure for comparison purposes.



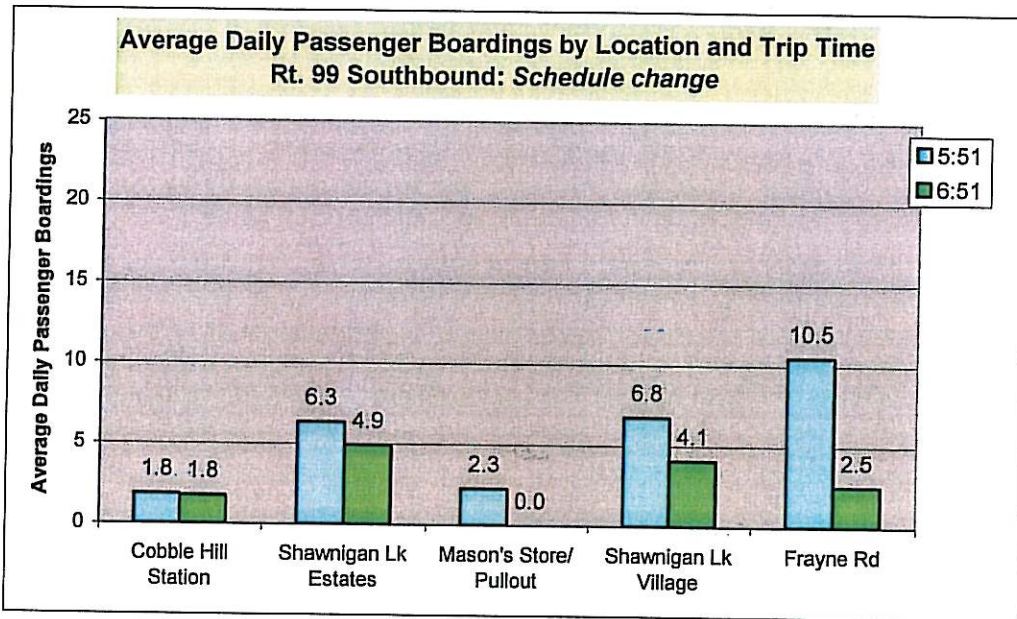
Average number of passengers per trip: **18.1**. Total ridership for 2 month period: **1,522**.

July 1, 2010: fare restructure implemented. No significant change in total ridership or boarding patterns as expected.



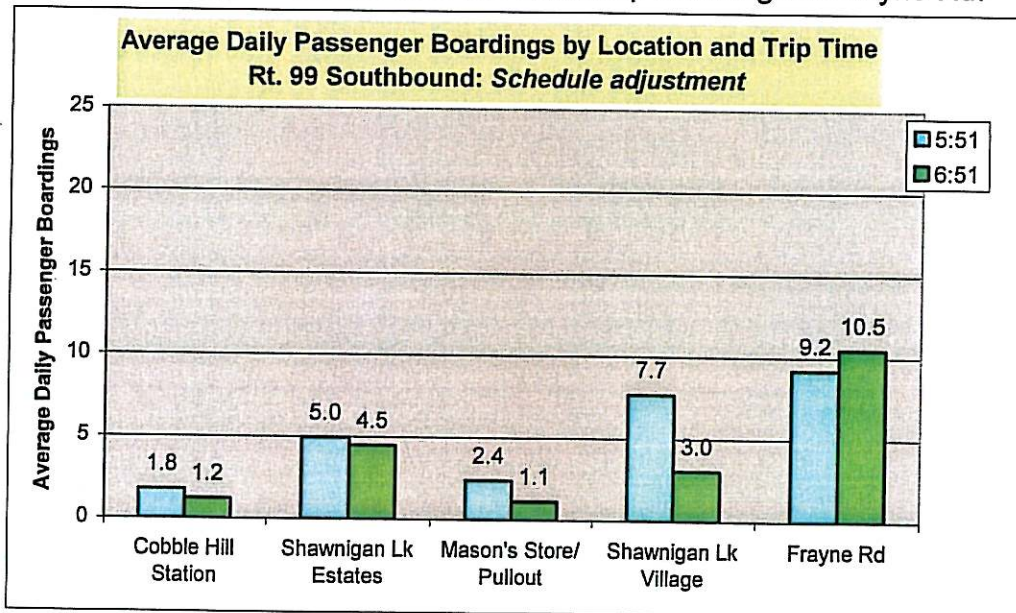
Average number of passengers per trip: **17.9**. Total ridership for 2 month period: **1,614**.

September 7, 2010: schedule changed. Small increase in passenger boardings at nearly all stops for both trips. This is expected as people return to work following the summer holiday season.



Average number of passengers per trip: **20**. Total ridership for 2.5 week period: **545**.

September 27, 2010: schedule adjusted due to Hwy. 1 congestion. Ridership has increased by 19%, significant increase in 6:41am trip boardings at Frayne Rd.



Average number of passengers per trip: **23.1**. Total ridership for 14 week period: **3,152**.



STAFF REPORT

R2

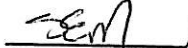
TRANSIT COMMITTEE MEETING OF FEBRUARY 9, 2011

DATE: February 2, 2011 **FILE NO:** Transit
FROM: Jim Wakeham, Manager, Facility, Fleet and Transit
SUBJECT: Transit Service Expansion - March 2011

Recommendation/Action: That the Transit Committee support BC Transit's recommendation for changes and additions totaling 2,000 annual hours to the conventional transit routes commencing in late March 2011, as outlined in their report entitled, "Cowichan Valley Transit Service Expansion March 2011".

Relation to the Corporate Strategic Plan:

The additional expansion hours will allow the transit service to be improved, which supports the goal of increasing ridership and establishing sustainable communities.

Financial Impact: (Reviewed by Finance Division: )

In October 2010, the CVRD Board approved the addition of 2,000 annual service hours to the conventional transit system commencing in March 2011. The full year net cost is \$130,000 and the affect on the 2011 budget (function 107) is \$110,000. This expanded service has been included in the 2011 Budget figures being distributed on February 4, 2011.

Background:

In mid 2010, BC Transit reported to the CVRD Transit Committee that 2,000 hours of conventional transit service is available to the CVRD, if the CVRD wished to accept these cost shared service hours (47% paid by the Province), with an implementation date of late March 2011. Since the CVRD Board's approval, BC Transit has been working with MOTI, CVRD staff and the operating company to plan the best use of the 2,000 hours.

The current transit system definitely has a need for further expansion to new areas, as well as improving routes and trip frequencies in many other areas. The 2 main areas that will see service improvements are: Electoral Area E (approximately 700 hours), and Youbou and Honeymoon Bay Connector (approximately 600 hours).

In addition MOTI has advised that the traffic on Highway #1 has been increasing substantially in the last few years and the "flag stop" practice has become a safety concern. Since our system does use the flag stop method on the highway, MOTI has stated we are in violation of their standing policy and a permit was not obtained in previous years. MOTI is working with BC Transit and the operating company to devise a long term plan to best service these stops. Considerable time and funds will be required for some of the infrastructure solutions. In the mean time two changes will happen: 1) 8 stops with very minimal ridership will be discontinued and passengers will be serviced at the next available stop; 2) 9 stops will require route deviations to leave the highway and return, at a cost of approximately 700 hours.

.../2

In addition there will also need to be other route changes and deletions made throughout the system to improve the route schedules and provide reliability for timely connections, as well as balance the budget of related to the additional 2,000 hours. Changes will be made to the Crofton-Chemainus route to provide better service to the Chemainus area. The routes that have been targeted for trip reductions/deletions are in the South Cowichan area, routes 12, 14 and 15.

Attached is the BC Transit report - "Cowichan Valley Transit service Expansion March 2011", which outlines the explanations and specifics of the route changes.

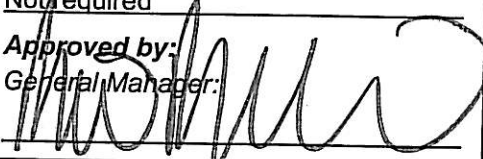
Submitted by,



Jim Wakeham, Manager,
Facility, Fleet and Transit

JW:jlb

Bath\Z:\ESMemos2011\Transit\TransitServiceExpansion- Feb9-11.doc

Reviewed by: Division Manager: Not required Approved by: General Manager: 

Cowichan Valley Transit Service Expansion March 2011

BACKGROUND

BC Transit allocated 2000 hours for conventional service to the Cowichan Valley Regional District (CVRD) in the 2010/11 provincial service plan. Based on discussions with the CVRD, the hours would be focused on 3 main areas:

- #20 Youbou and #21 Honeymoon Bay (600 service hours).
- TransCanada Highway (TCH) required changes from MOTI - # 15 Mill Bay and #10 South Cowichan Connector (700 service hours).
- A new route to Area E (700 service hours).

In addition, the system was to be reviewed to investigate schedule reliability, route structure and system development. It was identified that various routes in the system were always late, a result of in the past timetables not allowing enough time in the schedules to make the trips. The result is a system that is unreliable and dysfunctional in some areas. Correcting these issues are paramount to the system reliability and is done before any other issues are considered.

Meetings held between BC Transit, CVRD Staff, CVRD Transit Committee and the operators in the area have been used to gather feedback on local concerns. BC Transit has also received comments from the public via complaints lines and messages left for both the CVRD Staff and BC Transit staff.

SYSTEM DEVELOPMENT

1. Route 20 Youbou Connector and 21 Honeymoon Bay Connector

The main concern expressed by the CVRD was to equalize service and connections from both sides of Lake Cowichan to access the Town of Lake Cowichan and Duncan (with the #7 Cowichan Lake via Gibbons and the #7X Cowichan Lake Express). The services were not well connected with the two routes and customers experienced substantial wait times due to missed connections between the #7 and #20 or #21.

Service was added to allow for connections from both sides of Lake Cowichan with the Route 7 for the commuter trips as well as improved connections during the rest of the day.

2. TCH changes as per MOTI, Route 15 Mill Bay and Route 10 South Cowichan Connector

The requirement for the implementation and operation of a bus stop on a Provincial Highway is a permit from the Ministry of Transportation and Infrastructure (MOTI). In the past there has been a practice of "flag stops" or "demand responsive stops" on the (TCH) with no permit in place. A flag stop is when a passenger can stand anywhere along a road and flag down a bus by waving at the oncoming bus. The bus would stop and pick them up even though there is no formal bus stop infrastructure such as a sign post.

The traffic on Highway #1 has been increasing substantially in the last few years and the "flag stop" practice has become a safety concern for MOTI. In reviewing this issue with MOTI, it was determined that the current flag stop services on the TCH have never been permitted by the MOTI and therefore in violation of their standing policy. As a result a review of the stops in Cowichan Valley was ordered and stops were identified as acceptable, not acceptable, temporary permit allowed with changes, or an alternate stop required. Aspects considered were safety, numbers of passengers and possible alternatives.

The following stops were reviewed (note NB= Northbound, SB = Southbound):

	Direction	Cross Street	Acceptable	Not acceptable	Temporary	Alternate S	Comments
	NB	Kilmalu Road			X		Until an advance left turn signal is added intersection signaling.
	NB	Boys Road	X				No change due to a Commuter stop
	NB	Fisher Road		X		X	Alternate identified. See Appendix 2
	NB	Koksilah Road		X		X	Alternate identified. See Appendix 2
	NB	Bench Road		X		X	Alternate identified. See Appendix 2
**	NB	Nightingale Road		X		X	Use nearest operational stop
	NB	Hutchinson Rd		X		X	Alternate identified. See Appendix 2
	NB	Miller Road, C Market		X		X	Alternate identified. See Appendix 2
	NB	Allenby	X				intersection signaling allows bus to stop back into traffic when the traffic is stopped red light
**	SB	Phipps Rd		X		X	Use nearest operational stop
	SB	Boys Road	X				No change due to a Commuter stop
	SB	Miller		X	X		A request has been made for a temporary permit while the stop is being considered for signalization by the MOTI because of the presence of pedestrians crossing this intersection to reach the market or the bus stop
	SB	Bench Rd		X		X	Alternate identified. See Appendix 2
**	SB	Roberts Rd		X		X	Use nearest operational stop
	SB	Koksilah					Alternate identified. See Appendix 2
**	SB	Springwood Tr		X		X	Use nearest operational stop
	SB	Allenby Road	X				See Northbound note
	SB	Kilmalu			X		
**	SB	Nightingale		X		X	Use nearest operational stop
	SB	Fisher		X		X	Alternate identified. See Appendix 2
	SB	Hutchinson		X		X	Alternate identified. See Appendix 2
**	SB	Chapman		X		X	Use nearest operational stop
**	SB	Cobble Hill		X		X	Use nearest operational stop
**	SB	Shawnigan/Mill		X		X	Use nearest operational stop

The deviations needed for the services to leave the highway and return is estimated to cost approximately 700 annual service hours, or approximately 5 minutes per trip. 8 locations (identified with an asterisks) will be discontinued and riders will be serviced by the nearest location. The criteria used for the discontinuation was safety, cost of constructing a stop and in these instances specifically the information from the Operator that between 1-5 people a week use this stop. The stops are deemed to be inefficient.

BC Transit and MOTI are continuing work on this issue and are keeping the Operator and the CVRD informed of developments. Considerable time and money will be required for some of the infrastructure solutions for these stops; however no contribution is expected from the CVRD.

3. Area E Services

The proposed route for the services is shown in Figure 1 (larger scale attached):



Figure 1 - #5 Eagle Heights proposed routing

The routing allows service connecting downtown Duncan with Eagle Heights and the Boys Road industrial area. There will be 5 trips on weekdays. The bus will leave Village Green Mall at 7:10am, 8:33am, 3:00pm, 4:00pm and 6:00pm. The complete route should take approximately 30 minutes. Connections will be made with other routes to allow access to Cowichan Commons, VIU, etc. This service will be monitored for the next year.

NOTE: *There are concerns about this route and the use of Miller Road during the winter due to ice and snow on the steep, winding northern section of Miller road. Miller road is however the only choice that makes the service viable because of the people living along this road. Allenby Road has no density. The snow and ice management in this area will influence services and our ability to deliver it during the winter. During icy weather conditions, Allenby Road will be used as the alternative if clear of ice and snow.*

Transit Effectiveness Review

The operator of the system (First Canada), has recently identified that certain routes are running late due to traffic congestion, or changes in the route structure in the past that did not take into consideration additional time requirements. The recent review considered correct trip times, connections, and the use of routes by customers. An additional approximately 700 hours is needed to correct the reliability of the system. Consequently changes are required.

These routes are the:

- Route 6 Crofton-Chemainus. This route was running late by 8 minutes per round trip. Time was added to the timetable to allow for efficient trips time. Additional cost neutral changes to the route 6 are discussed below.
- Route 7 Cowichan Lake (both the express and non-express routing.) This route was running six minutes late per trip. Time was added to the timetable to allow for efficient trips time.
- Route 10 South Cowichan Connector. In addition to the changes required by MOTI for the Bus Stops on the Highway, the trips were running late by 9 minutes. Time was added to the timetable to allow for efficient trips time.
- Route 15 Mill Bay. In addition to the changes required by MOTI for the Bus Stops on the Highway, the trips were running late by 5 minutes. Time was added to the timetable to allow for efficient trips time.

It is the first priority of any system review to have the current services run on time and be reliable. With this in mind the addition of hours to allow for services to run on time has been sourced by looking at the system as a whole and the efficiencies of routes and trips. The recommendation for the discontinuation of inefficient services focused on is the unproductive route 14 Cobble Hill (discussed in point 2) and 3 trips discussed in point 3. In the event that the recommended discontinuations are not approved an additional 700 hours will have to be found from the other priorities stated:

- #20 Youbou and #21 Honeymoon Bay (600 service hours).
- A new route to Area E (700 service hours).

1. Route 6 Crofton - Chemainus

The route was evaluated and three changes are suggested to improve the services but there are no time savings from these changes.

1. In Crofton the bus is currently going into the ferry terminal parking lot.
 - i. There is no reason for this as the bus is not scheduled for the ferry arrivals or departures. To schedule for the ferry arrivals is very costly because the bus has to be there before the ferry departure to allow for people to purchase their tickets and have to wait for the ferry to arrive and disembark passengers. This can mean as much as 15-20 minutes of time just parked at the ferry terminal. In speaking with the bus Operator, the Ferry is reportedly notorious for not operating as per their schedule which cannot be accommodated in the bus schedules. There are many more urgent issues to address in the overall system.
 - ii. This parking lot is not designed for big buses to move through, resulting in delays in service with the public coming in and out of the parking lot and obstructing the bus movements. There are also school buses in this area waiting for children of the ferries that block the BC transit buses in this area. It is recommended that the bus does not go to the ferry terminal any more but just turns left on Joan Avenue. The stop on Joan Avenue is very easily accessible from the ferry terminal.
2. There was a service in the past to the Chemainus Health Care Centre and elderly centre but was removed at some point. It is recommended that this service be reinstated by going from Oak Street to Esplanade Street, then left on Cedar Street and Right on Pine Street. This change is made for every Route 6 trip and the time is sourced from the fact that the bus does not go into the ferry terminal in Crofton.
3. The service on Sundays allows a person to only spend half an hour in Duncan before the bus returns to Crofton and Chemainus. This does not encourage use of the system. The trips will be moved to allow for at least two hours in town before the return trips are made.

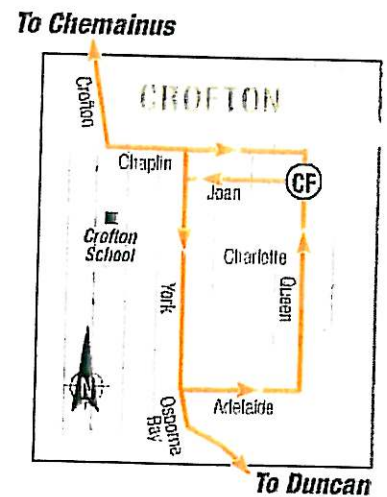
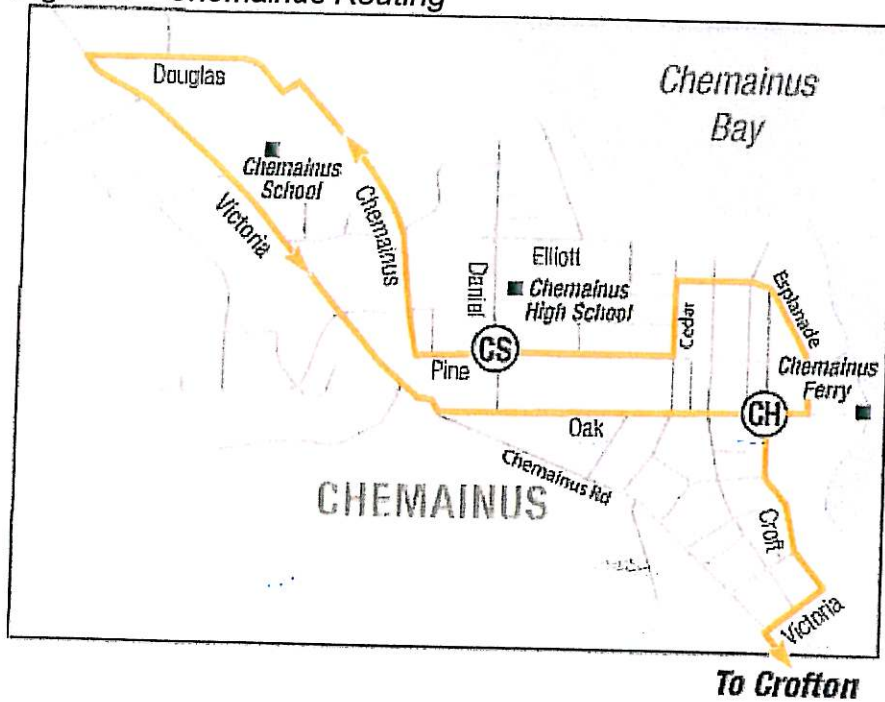


Figure 2 – Proposed Routing

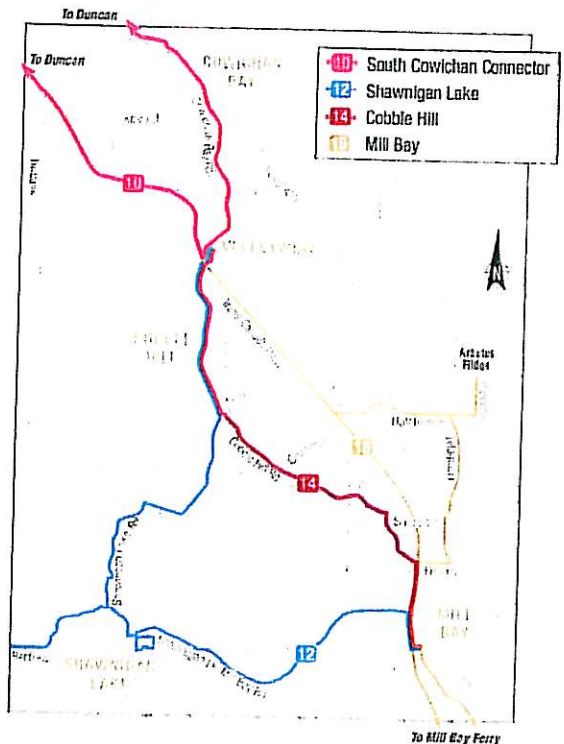
Figure 3 – Chemainus Routing



2. Route 14 Cobble Hill rationalization

Route 14 was investigated as a result of various requests from the Operators for the last few years, who has indicated very little ridership on this route for the last few years. It was found that the ridership on this route was very low averaging less than 4 people per trip after a sample of 9 days was made. The operator indicated that this was customary for the service during the rest of the year. Currently the service is only 3 return trips a day at 7:25, 3:55 and 4:39. Please refer to Appendix 1 for detail passenger numbers from an October 2010 sample.

To allow for reliability improvements elsewhere in the system, it is recommended that this route be discontinued as of the end of March 2011. The low number of passengers does not support a continuation of this service and there are alternative services available on the Route 12 and Route 15. Approximately 378 hours would be reallocated elsewhere for system reliability.



3. Trip changes

The sample passenger numbers done during October 2010 was used to evaluate all the trips in the system. There are a few trips that are recommended to be cancelled as they only carry on average 3 or less passengers per trip. Approximately 300 hours are gained from these cancellations. These are:

Weekdays

- Route 12 - discontinue trips leaving Mill Bay at 6:54pm, average of 2.6 passengers per trip.
- Route 15 - discontinue trips leaving Mill Bay at 4:15pm (average of 1.6 passengers per trip) and trip leaving Valleyview at 6:30pm (average of 1.9 passengers per trip).

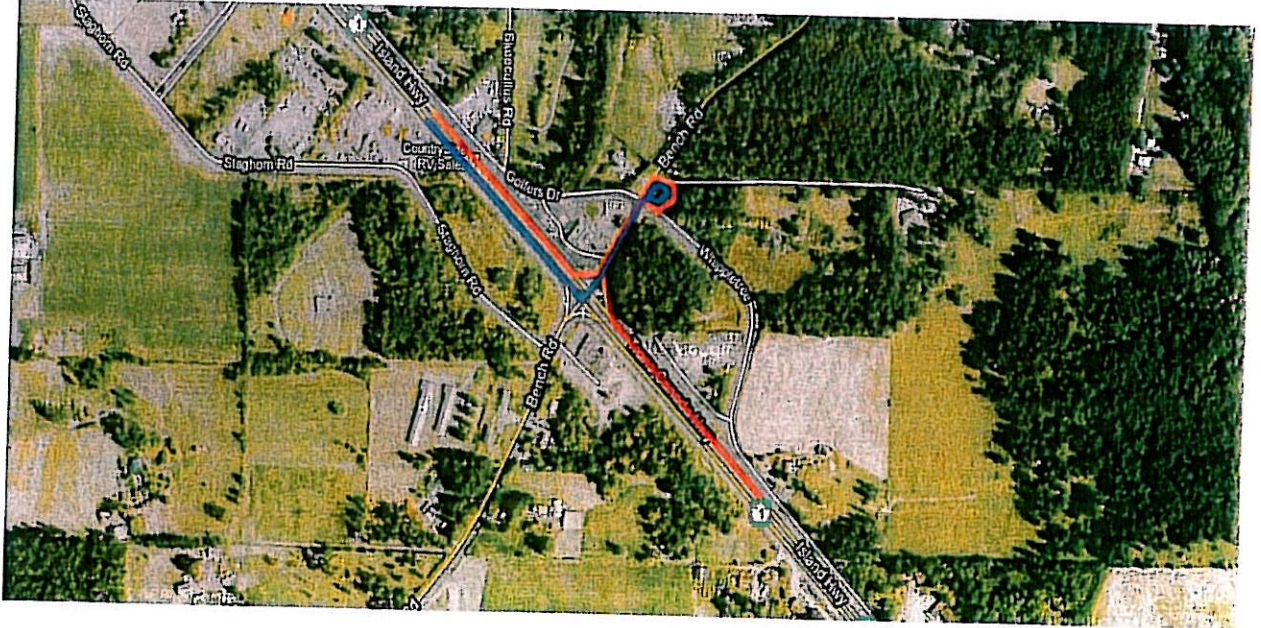
Appendix 1

The October 2011 counts done on the buses showed the following:

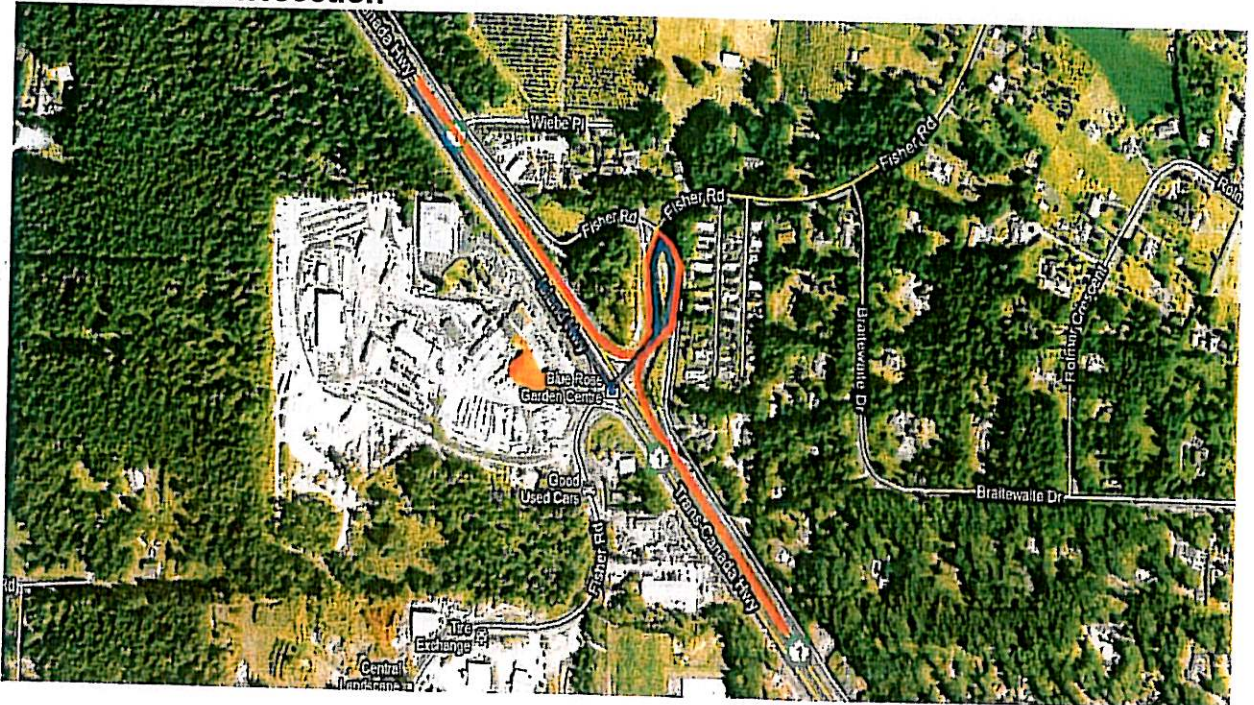
Date	No of Passengers per day	Average Passengers per trip	Annual Hours Used per Day
12-Oct	26	8.7	1.5
13-Oct	8	2.7	1.5
14-Oct	8	2.7	1.5
15-Oct	12	4	1.5
18-Oct	7	2.3	1.5
19-Oct	10	3.3	1.5
20-Oct	11	3.7	1.5
21-Oct	10	3.3	1.5
22-Oct	9	3.0	1.5
Total (9days)	101		13.5
Average	11	3.7	1.5

Appendix 2

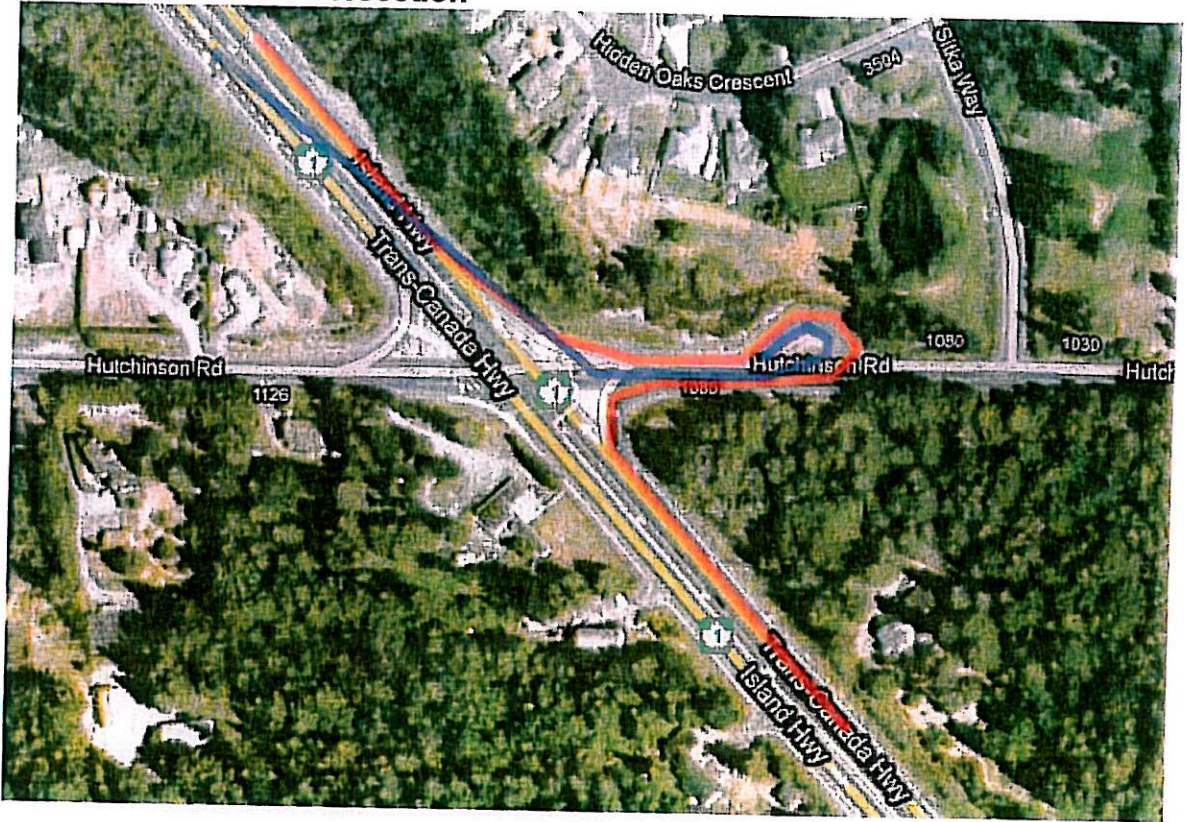
Bench Road Intersection



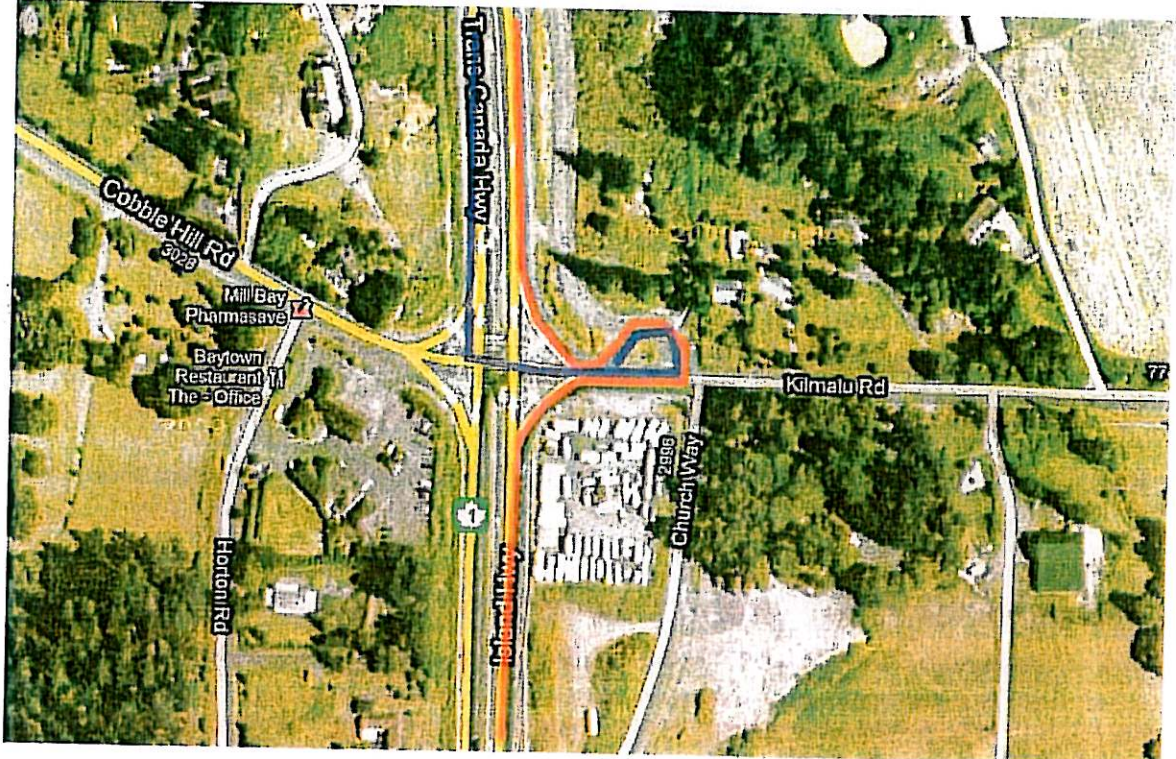
Fisher Road Intersection



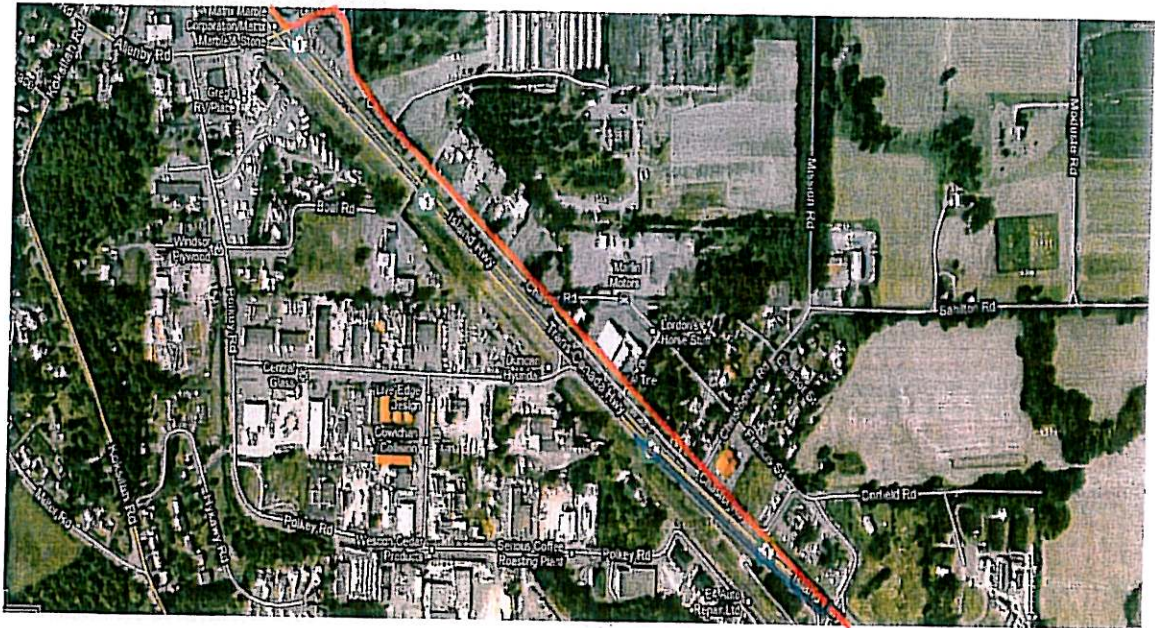
Hutchinson Road Intersection



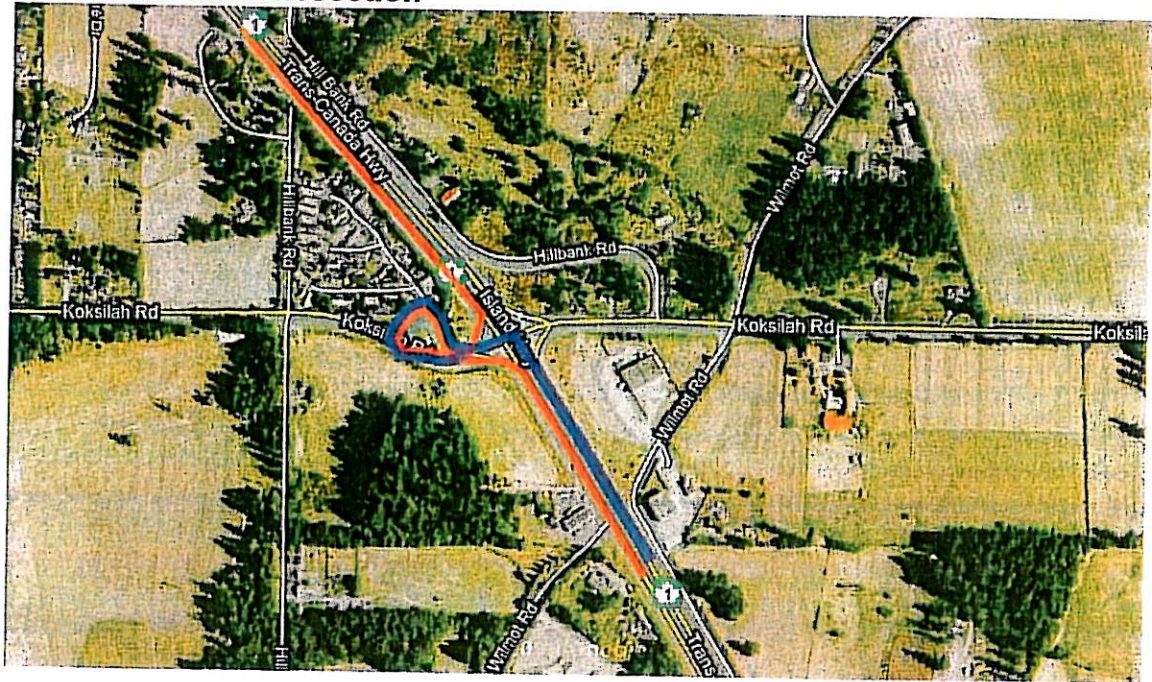
Kilmalu Road Intersection



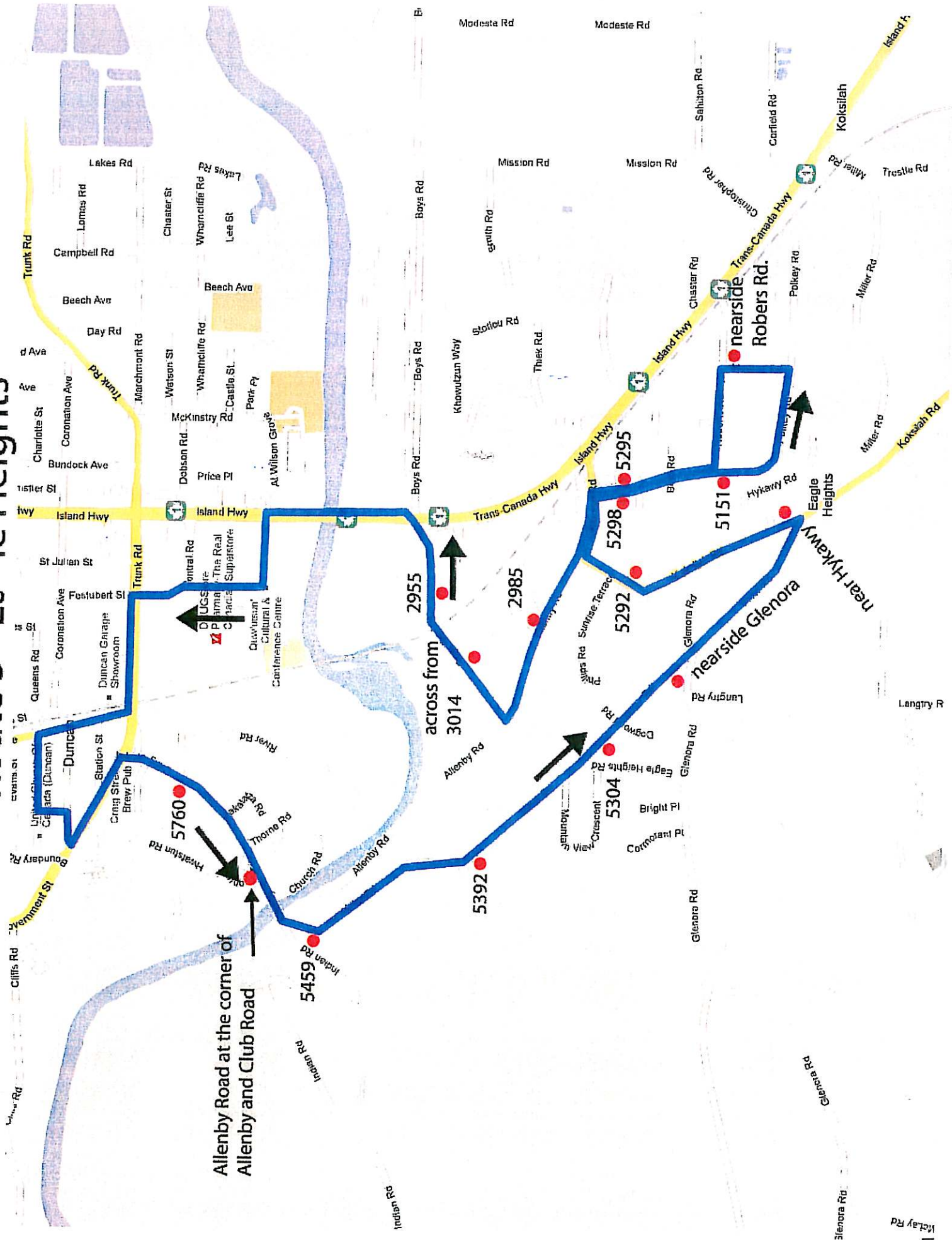
Miller Road North Bound



Koksilah Road Intersection



Route 5 - Eagle Heights



Function: 106 - Malahat Transit

2011 Requisition Review

A) Core Budget (Existing Service Level)

	2009		2010		Proposed 2011		Avg. cost per \$100,000
	Tax Requisition	% Increase (Decrease)	Tax Requisition	% Increase (Decrease)	Tax Requisition	% Increase (Decrease)	
Core Budget	\$73,776	136.2%	\$174,264		\$122,481	-29.7%	(\$0.49)
Main Reasons for 2011 increase:							
1) Increase in BCT expenditures					\$10,000	5.7%	\$0.10
2) Allocate transit manager costs					\$28,617	16.4%	\$0.27
3) Reallocation of bus shelter maintenance					\$7,500	4.3%	\$0.07
4) Increase in ridership revenues					-\$5,500	-3.2%	(\$0.05)
5) 2010 surplus vs. 2009 Deficit					-\$92,790	-53.2%	(\$0.89)
					Subtotal	-29.9%	(\$0.50)

B) Supplemental Items

i) Requested by Committee

	Anticipated Funding Method				Impact on Requisition	% Increase	Cost per \$100k
	Reserves	S.T. borrow	Operating	Operating			
1)	\$0	\$0	\$0	\$0	\$0	0.0%	\$0.00
2)						0.0%	\$0.00
3)						0.0%	\$0.00

ii) Recommended by

	Anticipated Funding Method				Impact on Requisition	% Increase	Cost per \$100k
	Reserves	S.T. borrow	Operating	Operating			
Corporate Leadership Team							
1) F/T technical (analyst staff)			\$26,640	\$26,640	\$26,640	15.3%	\$0.25
2)						0.0%	\$0.00
3)						0.0%	\$0.00

iii) Other items

	Anticipated Funding Method				Impact on Requisition	% Increase	Cost per \$100k
	Reserves	S.T. borrow	Operating	Operating			
1) Operating reserve - contingency			\$0	\$25,143	\$25,143	14.4%	\$0.24
2)						0.0%	\$0.00
3)						0.0%	\$0.00
Total Impact			\$0	\$25,143	\$25,143	14.4%	\$0.24
Cost per \$100,000 is an average only as different areas pay in different proportions			\$0	\$0	\$0	0.0%	\$0.00

Function: 107 - Transit

2011 Requisition Review

A) Core Budget (Existing Service Level)

	2009	2010	2010	Proposed		
	Tax Requisition	Tax Requisition	% Increase (Decrease)	2011 Tax Requisition	\$ Increase (Decrease)	Avg Cost per \$100,000
Core Budget	\$1,021,687	\$1,090,523	6.7%	\$1,519,065	\$428,542	39.3%
Main Reasons for 2011 Increase:						
1) Service increase - HandyDART and regular					\$165,000	15.1%
2) Increase in BCT expenses & debt					\$169,000	15.5%
3) Reallocate CVRD Transit manager and GIS costs					\$48,434	4.4%
4) Increase in ridership and other revenues					-\$37,500	-3.4%
5) Smaller surplus in 2010 than 2009					\$81,099	7.4%
				Subtotal	\$426,033	39.1%
						\$4.04

B) Supplemental Items

i) Requested by Committee

	Anticipated Funding Method				Impact on Requisition	% Increase	Cost per \$100k
	Reserves	S.T. borrow	Operating	Impact on Requisition			
1)	\$0	\$0	\$0	\$0	\$0	0.0%	\$0.00
2)						0.0%	\$0.00
3)						0.0%	\$0.00
4)						0.0%	\$0.00
5)						0.0%	\$0.00

ii) Recommended by

Corporate Leadership Team

	Anticipated Funding Method				Impact on Requisition	% Increase	Cost per \$100k
	Reserves	S.T. borrow	Operating	Impact on Requisition			
1) F/T technical (analyst) staff			\$53,360	\$53,360	\$53,360	4.9%	\$0.50
2)						0.0%	\$0.00
3)						0.0%	\$0.00
4)						0.0%	\$0.00
5)						0.0%	\$0.00

iii) Other items

	Anticipated Funding Method				Impact on Requisition	% Increase	Cost per \$100k
	Reserves	S.T. borrow	Operating	Impact on Requisition			
1) Contingency - Sept 2011 expansion	\$55,000				\$0	0.0%	\$0.00
2)						0.0%	\$0.00
3)						0.0%	\$0.00
4)						0.0%	\$0.00
5)						0.0%	\$0.00
Total Impact					\$481,902	44.2%	\$4.54



STAFF REPORT

R3-1

TRANSIT COMMITTEE MEETING OF FEBRUARY 9, 2011

DATE: February 1, 2011 **FILE NO:** Transit
FROM: Jim Wakeham, Manager, Facility, Fleet and Transit
SUBJECT: Budget 2011 - Request for a full time staff position

Recommendation/Action: That a full time Transit Analyst position be created to commence in 2011, at an annual cost of approximately \$80,000.

Relation to the Corporate Strategic Plan:

The staff position will allow the Transit Division to review and update the regional transit services and transit plan, with the aim of improving the service and increasing ridership, which supports the goal of establishing sustainable communities.

Financial Impact: (Reviewed by Finance Division: *SEM*)

The total annualized cost would be \$80,000, including wages and benefits. The costs are to be expensed with 67% allocated to the conventional transit function (107) and 33% to the Malahat commuter service (106).

Background:

During the 2010 budget process, staff recommended to the Regional Services Committee that a Transit coordinator (technical assistant) be hired to assist with the growing needs of the CVRD transit service. The recommendation was not approved and direction was given for the Transit Manager to take a year to review the service and report back. After a year of working very closely with BC Transit, our 3 operating companies, the municipalities, MOTI and receiving hundreds of customer inquiries, it is very clear that the Facilities, Fleet and Transit Division requires additional staff to meet the needs of the growing service.

The Cowichan Valley Transit service has expanded greatly over the past few years. Expanded service results in more routes and more customers, all of which requires more CVRD staff support to assist with responding to customer inquiries/complaints, responding to BC Transit initiatives, planning new routes, ticket outlet operations, ticket/fare products, providing up to date rider guides and other customer information, special service routes to community events, and more. A few examples of expanded services include the recent addition of HandyDART services under CVRD responsibility; introduction of the commuter service to Victoria (including park and ride lots); 2010 and 2011 approved route expansions; and installation of bus shelters (that will require maintenance and more amenities to be installed).

.../2

Currently, the Transit function is only supported by approximately 50% of a full-time CVRD position (Manager has other divisions to support) with nominal administrative support. The current need is for a staff person who can work with the manager on day to day issues. This position will allow the division to not only review the current routes more often to see if they are operating efficiently, should be changed, review the need for additional routes, but to also add new amenities like benches, garbage cans, more bus shelters, ensure that curbs are adequately painted, appropriate signage is in place, and stops/shelters are properly maintained. These basic services cannot be provided with the resources currently in place.

This position will communicate and work with BC Transit, our 3 operating companies, MOTI, and our municipal partners to ensure that our current service and bus stops are maintained and new routes/stops are reviewed by all affected partners. This position will also help address the current problem of having only one CVRD staff person knowledgeable of the transit system, thus providing for the much needed secondary back up operational support for the current single Transit staff person.

Submitted by,



Jim Wakeham, Manager,
Facility, Fleet and Transit

JW:jlb

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Reviewed by: Division Manager: Not required
Approved by: General Manager: 