Agenda - Executive Policy Committee - June 16, 2010

REPORTS

Item No. 3 Mayor's Seniors Advisory Committee Report
eFile CR-5

WINNIPEG PUBLIC SERVICE RECOMMENDATION:

That the Winnipeg Public Service response to the Mayor's Seniors Advisory Committee Recommendations, as outlined in their report of November 16th, 2009 (Appendix 2), be received as information.

DECISION MAKING HISTORY:

EXECUTIVE POLICY COMMITTEE RECOMMENDATION:

On May 12, 2010, the Executive Policy Committee granted the Winnipeg Public Service an extension of time of 30 days to report back to committee as directed on February 3, 2010.

On February 3, 2010, the Executive Policy Committee referred the recommendations from the Mayor's Seniors Advisory Committee to the Winnipeg Public Service for report back in 90 days.

MAYOR'S SENIORS ADVISORY COMMITTEE:

The Mayor's Seniors Advisory Committee submitted its report dated November 16, 2009, for consideration of the Executive Policy Committee.

ADMINISTRATIVE REPORT

Issue: Public Service Response to the Mayor's Seniors Advisory Committee Report Recommendations

Critical Path: Executive Policy Committee

AUTHORIZATION

Author	Department Head	CFO	CAO
P. Chaves	D. Joshi K. McCaskill B. Sacher D. Wardrop C. Wightman	n/a	Glen Laubenstein, CAO

RECOMMENDATIONS

1. That the Winnipeg Public Service response to the Mayor's Seniors Advisory Committee Recommendations, as outlined in their report of November 16th, 2009 (Appendix 2), be received as information.

REASON FOR THE REPORT

At its meeting of February 3, 2010, the Executive Policy Committee referred the recommendations from the Mayor's Seniors Advisory Committee to the Winnipeg Public Service for report back.

IMPLICATIONS OF THE RECOMMENDATIONS

The Public Service concurs with the recommendations of the Mayor's Seniors Advisory Committee, with the exception of Recommendation 14 *(That the City of Winnipeg study the current bus service being offered in South Transcona, and look at options for better service delivery during off-peak hours)*, wherein Winnipeg Transit recommends that off-peak service not

be expanded in South Transcona at this time.

Further, Winnipeg Transit will be reviewing Recommendation 7 *(That Winnipeg Transit promote the use of charter buses during non-peak hours by Senior Serving Organizations)* to determine if there is sufficient bus and driver capacity to accommodate greater numbers of charter requests.

HISTORY

The Winnipeg Seniors Advisory Committee was formed in October 2007, and is composed of twelve volunteer citizens, a Council representative, a Senior Committee Clerk, and a representative from the Mayor's Office. The Committee's mandate is to provide advice and recommendations to the Mayor on municipal issues such as transportation, safety, accessibility, and recreational and social programming.

The current focus themes of the Seniors Advisory Committee's (SAC's) second report to the Mayor are - recreational and social programming, transportation, accessibility, neighbourhood safety and housing. In their report dated November 16, 2009, the SAC proposed 18 recommendations for consideration.

The Public Service response to each of the recommendations can be found in Appendix 1, as follows:

Recommendations 1 – 4; 15:	Community Services
Recommendations 5 – 9; 14:	Transit
Recommendations 10 – 13:	Public Works
Recommendation 15:	Winnipeg Police Service
Recommendations 16 – 18:	Planning, Property & Development

FINANCIAL IMPACT

Financial Impact Statement

Date: May 26, 2010

Project Name: **First Year of Program** **2010**

Public Service Response to the Mayor's Seniors Advisory Committee Report Recommendations

	2010	2011	2012	2013	2014
Capital					
Capital Expenditures Required	$ -	$ -	$ -	$ -	$ -
Less: Existing Budgeted Costs	-	-	-	-	-
Additional Capital Budget Required	$ -	$ -	$ -	$ -	$ -
Funding Sources:					
Debt - Internal	$ -	$ -	$ -	$ -	$ -
Debt - External	-	-	-	-	-
Grants (Enter Description Here)	-	-	-	-	-
Reserves, Equity, Surplus	-	-	-	-	-
Other - Enter Description Here	-	-	-	-	-
Total Funding	$ -	$ -	$ -	$ -	$ -
Total Additional Capital Budget Required	$ -				
Total Additional Debt Required	$ -				
Current Expenditures/Revenues					
Direct Costs	$ -	$ -	$ -	$ -	$ -
Less: Incremental Revenue/Recovery	-	-	-	-	-
Net Cost/(Benefit)	$ -	$ -	$ -	$ -	$ -
Less: Existing Budget Amounts	-	-	-	-	-
Net Budget Adjustment Required	$ -	$ -	$ -	$ -	$ -

Additional Comments: There are no financial implications associated with receiving this report as information.

original signed by

Cindy Fernandes, CMA

Manager of Finance & Administrative Services

CONSULTATION

In preparing this report there was consultation with:

SUBMITTED BY

Department: Planning, Property & Development; Winnipeg Police Service; Public Works; Winnipeg Transit; Community Services
Division: Office of the Director, Community Services Department
Prepared by: Pamela Chaves
Date: May 27, 2010
File No.


Appendix 1


APPENDIX 2

APPENDIX 1

2010 Public Service Response
to the
Mayor's Seniors Advisory Committee Recommendations

Recreational and Social Programming

Recommendation 1: That the Community Services Department continue the Leisure Guide improvements.

The Community Services Department will continue to improve the Leisure Guide as relates to Seniors by:

- Utilizing larger fonts and two columns in the Older Active Living, Healthy Living and Special Needs sections of the Leisure Guide.
- Including more program information (i.e., Fitness, Aquafitness) in the Older Active Living section.
- Promoting a targeted seniors mini-advertising campaign
- Exploring potential expansion of web links

Recommendation 2: That the Library Services Branch expand computer training and other senior-friendly programs, with emphasis on easy access to registration and scheduling.

Computer training has been expanded by the library over the past few years. In 2009 all branches offered some computer training to the public and this will continue in 2010. As a result of a "laptop lab", Library Services is able to ship 11 laptops and all the connectors to set up portable labs in branches where programs can be offered.

Registration for all programs is by telephone or in-person. The library is also investing in an automated program registration system and room booking program that we hope to implement in 2011. All computer programs are free to attendees. Programs are generally run during the day, at times that are more senior friendly.

In 2009, the library offered 89 computer programs on a variety of topics. The average attendance at each program is 8.6 participants in a 10 person session. Program satisfaction feedback forms show most registrants are seniors.

Recommendation 3: That the Library Services Branch promote and advertise their resources for older adults to Seniors Serving Organizations, as listed in Appendix Two.

For the past two years all of the senior's organizations identified in the appendix of the report have been on the email list for receiving the library's newsletter bi-monthly. The Library will add new clubs as they emerge and when information changes. As part of a recent reorganization in Library Services, we have realigned a position into our Outreach Services unit to be responsible for overseeing Homebound Services and the Seniors Mobile Library Services. This individual will be contacting all organizations on the list to offer to come and speak to their group about the library's services and for her to familiarize herself with senior's needs.

The Library Services Division offers a number of programs that could be considered "senior-friendly" but are open to all library patrons and are generally free of charge. Programs such as travelogs run in partnership with Creative Retirement, and Family History programs, have a definite appeal to seniors, but are not limited to this demographic. In an effort better promote some programs that may be of more appeal to seniors, the library will be looking at developing criteria (E.g. Accessibility of the location, time of day offered, topic of program) to rate against its programs and then highlighting them with a "senior- friendly marker" in the September issue of @ the Library.

Recommendation 4: That information regarding the needs of Seniors Serving Organizations for daytime use of Community Centres be filtered to Community Centres' Boards of Directors by the designated area Community Resource Coordinators through the guidance of the GCWCC.

Funding is provided by the City of Winnipeg for a Recreation Programmer. The Programmer is responsible to discuss the area's program needs with each Community Centre. City staff work very closely with the Programmer to strengthen community and respond more effectively to their needs.

There is a representative from the Community Services Department of the City of Winnipeg on the GCWCC Board and on each of the Community Centre District Boards. The City's representatives participate on neighbourhood networks throughout the city where information on programs is shared by area organizations. The City's representatives will ensure information regarding the needs of Seniors Serving Organizations are shared with the neighbourhood networks and provided to the Community Centre District Boards.

Transportation

Recommendation 5: That the City of Winnipeg provide ongoing financial support to Winnipeg Transit to enhance their travel training program.

Winnipeg Transit's Travel Training Program was created in late 2005 to meet the needs of

Winnipeg residents who were unfamiliar with how the transit system in Winnipeg worked. The goal of the program was to teach people the skills required to ride public transit safely and with confidence.

In July 2008, the staff person responsible for the program retired and, as part of an organizational review, the position was not re-budgeted.

In March 2010, City Council approved an addition of $50,000 to the operating budget of Winnipeg Transit to enable the Travel Training Program to be reinstated. The budgeted funds are to cover the costs of print material, temporary staff, and other costs associated with the program.

Recommendation 6: That Winnipeg Transit be supported to develop an awareness program around low rise buses, bus etiquette and new technology (including navigo and 311) as it pertains to older adults.

Winnipeg Transit currently undertakes awareness campaigns about these transit system features through several Transit media, including shelters, interior and exterior bus advertising, bus benches, and on WinnipegTransit.com.

Winnipeg Transit will continue these awareness campaigns using these media options in 2010.

Recommendation 7: That Winnipeg Transit promote the use of charter buses during non-peak hours by Senior Serving Organizations.

This recommendation will be reviewed by Winnipeg Transit's Operations Division (Charter Services) to determine if there is sufficient bus and driver capacity to accommodate greater numbers of charter requests.

Recommendation 8: That Winnipeg Transit annually promote and advertise the Senior Travel Training Program and the Senior Travel Training Program with mobility devices to the organizations and agencies, listed in Appendix Two.

With designated resources now approved in the 2010 operating budget for the Travel Training program, a promotional campaign will be implemented using a portion of the Travel Training budget. This will include promotion through a variety of media.

Recommendation 9: That Winnipeg Transit look at Canada Day as a feasible promotional event to encourage senior ridership and showcase its easy access in conjunction with July 1st.

Winnipeg Transit supplements regular Sunday/Holiday Transit service on Canada day with the following shuttle services:

- One shuttle operates between the Forks and Osborne Village to service major celebration sites. The service operates at 10-minutes intervals.
- A separate shuttle service operates between the Forks and the Assiniboine Park foot bridge to serve activities at Assiniboine Park. The service operates at 15 minute intervals.

Both of these shuttle services utilize Low Floor Easy Access Buses.

Winnipeg Transit will continue to provide this type of service for Canada Day celebrations in 2010 and will promote the service through various media in the last week of June.

Recommendation 10: That the Public Works Department adjust the timed pedestrian crossings on major roadways (Portage Avenue, Main Street, Henderson Highway, Pembina Highway, and Broadway Avenue) to ensure mobility challenged individuals have adequate time to cross the roadway safely – consider countdown walk signals.

The City has taken the initiative already to provide sufficient time for pedestrians when crossing streets. The City programs the timing of pedestrian signals based on the width of the crossing and an assumed walking speed of pedestrians. The assumed walking speed varies between 1.0-1.2 m/s (or 3-4 ft/s) based on the location of the traffic signal. The lower assumed speed is considered on streets where we have been made aware of the demographics in the vicinity of the traffic signal.

As an example, a pedestrian would have between 21 and 25 seconds to cross a street with two 12-ft lanes of traffic per direction. This comes from:

- a minimum of 5 seconds of walk display (i.e. a figure of a walking man in white against a black background), this value can be increased based on traffic volumes approaching the intersection.
- 48 feet of total distance for the four lanes divided by a speed of 4 seconds per feet = 12 seconds (or 16 seconds if 3 ft/s is used)
- 4 seconds of steady don't walk (i.e. a figure of a hand in orange against a black background)

In addition, the Highway Traffic Act protects pedestrians by stating that they (pedestrians) have the right to finish crossing a street regardless of how long it takes them to cross that street, provided they entered the street while the walk display was on.

Recommendation 11: That the Public Works Department enhance the safety of all on major roadways (i.e. Portage Avenue, Main Street, Henderson Highway, Pembina Highway, and Broadway Avenue) which have overhead lighted crosswalks (signals) with wider painted safety corridor lines on the roadway.

The Public Works Department has taken the initiative to improve the safety on all streets where pedestrian corridors are installed. The painted lines used on pedestrian corridors have been enlarged to encourage motorists to stop further away from pedestrians using the corridors. These lines used to be painted with a width of 15 feet (4.6m) but since 2003, the width has been increased to 25 feet (7.6m). It is noted that the Transportation Association of Canada's (TAC's) *Pedestrian Crossing Control Manual* recommends these lines have a width of 10 feet (3.0m) to

13 feet (4.0m). As such, Public Works exceeds the requirements of the TAC guidelines in this regard.

In a further effort to increase safety of pedestrian corridors, Public Works has also recently made changes to its practices with respect to advance warning signs approaching pedestrian corridors and the overhead mounted flashing beacons. The Department's practice used to be to install Pedestrian Crosswalk Ahead advance warning signs approaching pedestrian corridors only on streets with speed limits of 70 km/h or greater or where roadway curves restrict sight lines. Following a review, Public Works amended this practice in 2008 and installed Pedestrian Crosswalk Ahead advance warning signs on all streets with speed limits of 60 km/h or greater or where necessary due to restricted sight lines. This resulted in additional advance warning signs at 43 pedestrian corridors that previously were not signed with advance signs. With respect to the overhead mounted flashing beacons, previously, it had been the Department's practice, as per the TAC guidelines, to install overhead mounted flashers facing only the direction of travel for each side of a divided roadway. For example, for a north-south street, flashers would have been installed facing northbound motorists on the illuminated boxes above the northbound lanes of the street and facing southbound motorists on the illuminated boxes above the southbound lanes of the street. Since 2008, the Department has been undertaking an upgrading program that will result in the installation of flashing beacons facing both directions of traffic on both sides of the divided roadway. Supplementary flashing beacons added to the back of the overhead boxes will warn approaching drivers that a pedestrian is in the process of crossing the opposing traffic lanes.

Recommendation 12: That the Public Works Department develop an appropriate strategy for snow removal and ice clearing at identified Senior Serving Facilities and Seniors Housing.

The Public Works Department recognizes the importance of providing enhanced snow clearing services to promote safe accessibility for our aging population. At this time the focus is on seniors pedestrian travel along City sidewalks and the City's Snow and Ice Control Policy does include a clause (see below) that mandates more timely attention to sidewalks that provide access to senior complexes that are located on Priority III residential streets. Under this policy these designated routes are plowed earlier than other residential sidewalks and to a similar standard as the PI and PII sidewalks:

SIDEWALKS ON PRIORITY III STREETS (NEAR SENIOR CITIZEN COMPLEXES)

Sidewalk plowing routes on Priority III streets shall be established so as to identify a designated access route from each senior citizen complex to the most logical Priority I or II street.

Sidewalks on these access routes shall normally be maintained to a compacted snow surface. Generally, plowing shall commence when an inspection, following a 5 cm snowfall accumulation or equivalent local drifting conditions, indicates a necessity for a clearing operation.

The snow plowing operation shall be completed within thirty-six hours following the end of an average storm and shall normally be done in conjunction with the sidewalk on the connecting Priority I or II street.

Another initiative that the Streets Maintenance Division has been working on is a cooperative

study with the University of Winnipeg to map the density of seniors throughout the City. This information can help determine if existing sidewalk plowing routes should be modified to provide a better level of service of sidewalk clearing in those areas that have a higher density of seniors population. As an example of this work, initial efforts did identify a high density of seniors in the Roslyn Road neighbourhood and adjustments have been made to the City's sidewalk plowing efforts in order to provide an earlier response in this area. It is hoped that other similar high density areas can be addressed in the future.

Recommendation 13: That Active Transportation continue to be a priority for the City.

The City considers Active Transportation a priority and will continue to do so. This year alone there will be a total investment of $20M, for a total of 374 km of AT facilities.

Accessibility

Recommendation 14: That the City of Winnipeg study the current bus service being offered in South Transcona, and look at options for better service delivery during off-peak hours.

The residential density in South Transcona is not sufficiently high to generate ridership levels to warrant the operation of off-peak service. Consequently it is not recommended that off-peak service be expanded in South Transcona at this time. Weekday peak period service will continue to be operated on route 87.

Neighbourhood Safety

Recommendation 15: That the City of Winnipeg and Senior Serving Organizations enhance collaboration on community, street and home safety issues to promote awareness of Winnipeg's Age Friendly commitment.

Winnipeg Police Service:

The Winnipeg Police Service (WPS) has constantly encouraged and maintained an effective relationship with Seniors in Winnipeg. One of many ongoing associations is through educational safety presentations. The numerous safety presentations are consistently updated to reflect current trends. In addition, WPS attends and has input on several different Senior-related committees.

WPS has recently developed a partnership/relationship with the RCMP in conducting "Police Academy: Older Adults Division". Included in this Partnership are the following; Manitoba

Seniors & Healthy Aging Secretariat, Manitoba Consumer's Bureau, Manitoba Association of Multipurpose Senior Centres and Age and Opportunity. (The "Senior Police Academy" is a six-week program covering a variety of topics, all which relate to Seniors' personal safety.)

Community Services:

Community Services Department staff participate on neighbourhood networks throughout the city where information on programs is shared by area organizations. Community Services staff will ensure Neighbourhood Safety information provided by the Winnipeg Police Service and Fire and Paramedic Service is distributed to the neighbourhood networks and Seniors Serving Organizations. Information will also be published in the Older Active Adults section of the Leisure Guide.

Housing

Recommendation 16: That the Plan Winnipeg and City Planning Department pay particular attention to the needs of a growing 55+ population, many of whom will be living alone, on one fixed income.

In the past year, the City, through its Neighbourhood Multiple Family / Mixed Use Building Grant Program, has conditionally approved at least two senior-specific projects with $1.56M of estimated grants and for approximately 200 new units. Both projects are with not-for-profit organizations attempting through life-leases and other means to ensure that seniors have access to affordable housing and the opportunity to remain in their communities during their retirement years.

The Public Service will continue to look for opportunities to support projects which provide housing and amenities for seniors.

Recommendation 17: That the Planning, Property and Development Department develop a strategy to ensure the housing needs of Seniors be considered with respect to accessibility to basic consumer needs and transportation when designating land in new and developed areas (where schools/community centres have closed).

The World Health Organization's principles of Age-friendly cities have been incorporated into several policies, guidelines and strategies within the City of Winnipeg's proposed OurWinnipeg Plan and its supporting documents, including Complete Communities and Sustainable Transportation.

The proposed OurWinnipeg will commit to *social sustainability, working to ensure the needs of older Winnipeggers are addressed and that people can participate meaningfully in work and in their communities at all stages of their lives regardless of ability.*

In addition to considering age-friendly principles, the proposed OurWinnipeg is based on a concept of “Complete Communities”, that is, places that offer and support a variety of lifestyle choices, providing opportunities for people of all ages and abilities to live, work, shop, learn and play in close proximity to one another. Complete communities will provide options for mobility and accessibility including public transit and active modes of transportation and will provide housing options that accommodate a range of incomes and household types for all stages of life. The proposed Complete Community policies (when adopted) will apply in the creation of new communities and will encourage and direct the enhancement of existing ones.

OurWinnipeg will guide the on-going land-use decisions the City will make in the coming years.

Recommendation 18: That the City of Winnipeg encourages the Province of Manitoba to develop a plan for affordable, accessible housing in the City of Winnipeg.

The City of Winnipeg supports the Province’s efforts to provide affordable and accessible housing in Winnipeg. The City is encouraged by the recently announced Provincial participation in a tax increment financing (TIF) program for the creation of new housing (including affordable, attainable, and accessible housing) within the Downtown.

The City will continue to encourage the Province to not only support additional, new affordable and accessible housing in Winnipeg, but to address the under-lying poverty issues and low housing allowances that create the need for government intervention in housing.

The City will encourage the Province to align their programs and funding of affordable and accessible housing with the policies of the future OurWinnipeg plan in terms of target locations and communities.

APPENDIX 2



SECOND REPORT

TO

HIS WORSHIP MAYOR SAM KATZ

BY

THE MAYOR'S SENIORS ADVISORY COMMITTEE

NOVEMBER 16, 2009

Seniors Advisory Committee

Report to Mayor Sam Katz



Front Row:
Dr. Mary Pankiw, Margaret Murray-Haddad,
Tony Antonio, Co-Chair Connie Newman

Back Row:
Vivian Stunden, Helen Quinn, Margaret Barbour,
Co-Chair Bill Hickerson, Clement Perreault,
Peggy Prendergast, Councillor Grant Nordman

Missing: Roy Johnson, Jane Kilpatrick

Mission Statement

The Senior Advisory Committee accepts the Age Friendly City concept, as defined by the World Health Organization, to be:

> "In an age-friendly community, policies, services and structures related to the physical and social environment are designed to support and enable older people to 'age actively' – that is, to live in security, enjoy good health and continue to participate fully in society."

Public and commercial settings and services are made accessible to accommodate varying levels of ability. Age-friendly service providers, public officials, community leaders, faith leaders and business people:

- Recognize the great diversity among older persons,
- Promote their inclusion and contribution in all areas of community life,
- Respect their decisions and lifestyle choices,
- Anticipate and respond flexibly to age-related needs and preferences.

Mandate: To provide advice and recommendations to the Mayor on municipal issues such as transportation, safety, accessibility, and recreational and social programming. Our focus themes:

Recreational and Social Programming,
Transportation,
Accessibility,
Neighborhood Safety,
Housing.

The Year in Review

The Winnipeg Seniors Advisory Committee was formed in October 2007, composed of twelve volunteer citizens, Council representative Grant Nordman; Senior Committee Clerk, Marc Pittet; and Policy Analyst EPC Secretariat, Sara MacArthur.

Two openings on our committee were filled.

After Ms. MacArthur left employment with the City, her position on the committee was filled by Denys Volkov, Executive Assistant to the Mayor.

The first Mayor's Senior of the Year Awards presentation was held on October 19, 2009. Certificates were presented to four outstanding seniors, who were nominated through an intergenerational process.

Will De Wildt: Arts and Literature

Eleanor Barrett: Humanitarian

Nick Janzen: Community Leadership

William Woodford: special recognition for philanthropy

The Co-Chairs attended meetings throughout this past year, including

- Executive Policy Committee Meeting,
- Citizens Synergy Committee
- Seniors & Elders Day.

Committee members attended:

- Safe Communities Leadership Table - Tony Antonio
- Extreme Heat Workshop – Vivian Stunden
- City of Winnipeg Housing Consultations – Peggy Pendergast

An ongoing communication has been set up with Constable Garnie McIntyre, Community Police, who receives information from committee members on email safety alerts.

Our webpage provides an information resource on our committee and its work.

Presentations made to our committee included:

1) Constable Garnie McIntyre, Community Relations Unit, Winnipeg Police Service ***"Public Safety"***
2) Patty Chiappetta, Senior Secretariat Manitoba ***"Age Friendly Cities"***

3) Kevin Nixon, Coordinator Active Transportation ***"Active Transportation"***
4) Michelle Richard, Ian Hall, Becky Raddatz, ***"Our Winnipeg Initiative- Speak Up Winnipeg"***
5) Melanie Swenarchuk, Contact Centre Manager, ***311***

Our recommendations for 2009:

Recreational and Social Programming

Recommendation 1: That the Community Services Department continue the Leisure Guide improvements.

Recommendation 2: That the Library Services Branch expand computer training and other senior-friendly programs, with emphasis on easy access to registration and scheduling.

Recommendation 3: That the Library Services Branch promote and advertise their resources for older adults to Seniors Serving Organizations, as listed in Appendix Two.

Recommendation 4: That information regarding the needs of Seniors Serving Organizations for daytime use of Community Centres be filtered to Community Centres' Boards of Directors by the designated area Community Resource Coordinators through the guidance of the GCWCC.

Transportation

Recommendation 5: That the City of Winnipeg provide ongoing financial support to Winnipeg Transit to enhance their travel training program

Recommendation 6: That Winnipeg Transit be supported to develop an awareness program around low rise buses, bus etiquette and new technology (including navigo and 311) as it pertains to older adults.

Recommendation 7: That Winnipeg Transit promote the use of charter buses during non-peak hours by Senior Serving Organizations.

Recommendation 8: That Winnipeg Transit annually promote and advertise the Senior Travel Training Program and the Senior Travel Training Program with mobility devices to the organizations and agencies, listed in Appendix Two.

Recommendation 9: That Winnipeg Transit look at Canada Day as a feasible promotional event to encourage senior ridership and showcase its easy access in conjunction with July 1st.

Recommendation 10: That the Public Works Department adjust the timed pedestrian crossings on major roadways (Portage Avenue, Main Street, Henderson Highway, Pembina Highway, and Broadway Avenue) to ensure mobility challenged individuals have adequate time to cross the roadway safely – consider countdown walk signals.

Recommendation 11: That the Public Works Department enhance the safety of all on major roadways (i.e. Portage Avenue, Main Street, Henderson Highway, Pembina

Highway, and Broadway Avenue) which have overhead lighted crosswalks (signals) with wider painted safety corridor lines on the roadway.

Recommendation 12: That the Public Works Department develop an appropriate strategy for snow removal and ice clearing at identified Senior Serving Facilities and Seniors Housing.

Recommendation 13: That Active Transportation continue to be a priority for the City.

Accessibility

Recommendation 14: That the City of Winnipeg study the current bus service being offered in South Transcona, and look at options for better service delivery during off-peak hours.

Neighborhood Safety

Recommendation 15: That the City of Winnipeg and Senior Serving Organizations enhance collaboration on community, street and home safety issues to promote awareness of Winnipeg's Age Friendly commitment.

Housing

Recommendation 16: That the Plan Winnipeg and City Planning Department pay particular attention to the needs of a growing 55+ population, many of whom will be living alone, on one fixed income.

Recommendation 17: That the Planning, Property and Development Department develop a strategy to ensure the housing needs of Seniors be considered with respect to accessibility to basic consumer needs and transportation when designating land in new and developed areas (where schools/community centres have closed).

Recommendation 18: That the City of Winnipeg encourages the Province of Manitoba to develop a plan for affordable, accessible housing in the City of Winnipeg.

1) Recreation and Social Programming

A) The Leisure Guide

The Leisure Guide is produced by the City of Winnipeg's Recreation Department and offers important information regarding its programs. Older adults recognize there is a social and health benefit to each of these programs.

The Global Age Friendly Cities Project notes: "Printed information – including official forms, television captions and text on visual displays – has large lettering and the main ideas are shown by clear headings and bold-face type".

We are pleased that the recommendation in last years' report: *"That the layout, readability and accessibility of the Leisure Guide be modified so that it is easier for older adults to find and register for activities"* has been implemented in the 'older adults section' in the recent issues of the Leisure Guide. We commend the authors for these changes.

Recommendation 1: That the Community Services Department continue the Leisure Guide improvements.

B) Winnipeg Library Services

The Library Services Branch offers a number of excellent options to enable seniors, particularly isolated or disabled seniors to access many of the programs through their Homebound Program. The services provided by the library address many of the positive essential features of Age Friendly Cities.

Recommendation 2: That the Library Services Branch expand their computer training and other senior-friendly programs, with emphasis on easy access to registration and scheduling.

Recommendation 3: That the Library Services Branch promote and advertise their resources for older adults to Seniors Serving Organizations, as listed in Appendix Two.

C) Community Centre Programming

Affordable daytime use of Community Centres for senior activity programming is needed for seniors. There is a general consensus among 55+ seniors serving organizations that many Community Centres are underutilized during the day.

Community Centres' Board of Directors is encouraged to have ongoing communication with Senior Serving Organizations in their area.

Executive Committees of Community Centres are empowered (Article 9.2 of the Standardized C.C. Constitution - as defined by the GCWCC) to commence any new form of activity or sport considered desirable by the Membership or in like manner discontinue any form of activity or sport being conducted under the auspices of the Centre.

It is the objective of Community Centres (Article 3.2 of that same constitution) to communicate with the residents of the designated area so as to determine their needs for recreational and leisure activities, and to insure that they are aware of the activities and programs being offered by the Centre.

The General Council of Winnipeg Community Centres (GCWCC) was originally formed to promote and encourage cooperation and communication among the community centres and city administration, and to provide a central council for the exchange of ideas and consider solutions for common problems.

There is a representative from the Community Services Department of the City of Winnipeg on the GCWCC board. The Community Services Department is currently staffed with Community Resource Coordinators whose roles are intended to strengthen neighbourhoods and respond more effectively to their needs. The idea of a representative from the Seniors' community should be considered for the GCWCC board to ensure programming for older adults/Seniors is considered at all community centres in Winnipeg.

Recommendation 4: That information regarding the needs of Seniors Serving Organizations for daytime use of Community Centres be filtered to Community Centres' Boards of Directors by the designated area Community Resource Coordinators through the guidance of the GCWCC.

2) Transportation

A) Transit Promotion Options

"Senior-Friendly Public Transportation in Winnipeg – Towards a Comprehensive Strategy", 2009 report states – Build confidence in ridership by Seniors:

- By the continued purchase and use of low rise buses,
- By promoting priority seating,
- By enhancing ridership by Seniors thus assisting in the transition from driving.

Senior Serving Organizations may provide support through peer leadership training.

The more the riders know, the more they will ride in comfort, especially during non-peak hours. Thought should be given to using the current advertising on buses in the form of a contest (for riders only). Also, use of the Lifestyles 55+ publication, for promotion of senior ridership programs, should be considered.

Recommendation 5: That the City of Winnipeg provide ongoing financial support to Winnipeg Transit to enhance their travel training program

Recommendation 6: That Winnipeg Transit be supported to develop an awareness program around low rise buses, bus etiquette and new technology (including navigo and 311) as it pertains to older adults.

Recommendation 7: That Winnipeg Transit promote the use of charter buses during non-peak hours by Senior Serving Organizations.

Recommendation 8: That Winnipeg Transit annually promote and advertise the Senior Travel Training Program and the Senior Travel Training Program with mobility devices to the organizations and agencies, listed in Appendix Two.

Assiniboine Park/Zoo

Social Participation is listed in the Public Health Agency of Canada's Age Friendly Cities Guide as necessary to the well being, both of the body and mind, of seniors. There is a range of events and activities for seniors of all ages. Intergenerational, educational, outdoor events are the premium activities. A day at Assiniboine Park to celebrate "Canada Day" would encompass all these criteria.

The traveler response to transit information and promotion varies widely, both in extent and duration of ridership gains. Results are influenced by the utility and quality of the transit service product being marketed, by external circumstances and by the type of

promotion. While all types of transit information and promotion activities may help raise awareness of public transportation services, increases in ridership are most likely to occur within specific populations, as the result of targeted programs.
Seniors should be encouraged to utilize the City of Winnipeg Transit service to the Canada Day celebrations at Assiniboine Park. This would promote new ridership for Transit and lessen traffic congestion at the Park.

Reference:
http://www.tac-atc.ca/english/resourcecentre/readingroom/conference/conf2008/docs/j1/dallesandro.pdf

Recommendation 9: That Winnipeg Transit look at Canada Day as a feasible promotional event to encourage senior ridership and showcase its easy access in conjunction with July 1st.

B) Streets and Traffic (Safety)

"Senior-Friendly Public Transportation in Winnipeg – Towards a Comprehensive Strategy", 2009 report states that there is a need for adequate timing and opportunities for street crossings for Seniors. Crossing the street safely and expediently is a serious concern for Seniors travelling to bus stops, grocery stores and medical appointments.

Recommendation 10: That the Public Works Department adjust the timed pedestrian crossings on major roadways (Portage Avenue, Main Street, Henderson Highway, Pembina Highway, and Broadway Avenue) to ensure mobility challenged individuals have adequate time to cross the roadway safely – consider countdown walk signals.



Recommendation 11: That the Public Works Department enhance the safety of all on major roadways (i.e. Portage Avenue, Main Street, Henderson Highway, Pembina Highway, and Broadway Avenue) which have overhead lighted crosswalks (signals) with wider painted safety corridor lines on the roadway.

Recommendation 12: That the Public Works Department develop an appropriate strategy for snow removal and ice clearing at identified Senior Serving Facilities and Seniors Housing.

C) Active Transportation

The Seniors Advisory Committee recognizes that the City recently has made active transportation a priority. The committee commends the city planners for the initiatives that have been undertaken in developing pathways designed for non-motorized transportation (trails for walking, jogging, cycling, in-line skating etc.) Commuter cyclists and/or recreational cycling groups or individuals may wish to make recommendations for future development.

Recommendation 13: That Active Transportation continue to be a priority for the City.

3) Accessibility

The World Health Organization's Global Age Friendly Cities Project highlights the need to ensure "All areas are well-serviced with adequate, well-connected transport routes within the city (including outer areas)…"

The Special Senate Committee on Aging: final report: Canada's Aging Population: Seizing the Opportunity notes "Research has demonstrated that urban seniors are much more likely to experience social exclusion, possibly because rural seniors may benefit more from neighbourly and peer support in terms of transportation to and from family events and community activities.

The T.O.N.S (Transportation Options Network for Seniors) Report – Senior-Friendly Public Transportation in Winnipeg: Towards a Comprehensive Strategy advised, "It has been demonstrated that public transportation is necessary in helping seniors to meet both the essential and social needs of life. They also note, "Alternatives have been identified which present options…".

How do we ensure adequate service to a small population in Winnipeg that currently remains isolated in terms of accessibility to transportation?

For example, South Transcona (south of Dugald Road) is an area lacking in adequate bus service. Buses operate on-peak hours only. In off-peak hours, bus riders once were forced to cut across the Symington yards to access a bus on Pandora. Several years ago, CN closed off access to the rail yards for safety reasons. Currently riders lack any bus service during the day and older adults remain socially isolated unless family or friends are able to transport them to social activities or needed health services during off-peak hours.

A study of accessibility to transportation could lead to possible options for improved service and the City would demonstrate its commitment to promoting the concept of Age Friendly Cities. Older adults in South Transcona would benefit from any action being taken to address their health and social needs.

Recommendation 14: That the City of Winnipeg study the current bus service being offered in South Transcona, and look at options for better service delivery during off-peak hours.

Note: South Transcona is the land bounded by Dugald Road to the north, Murdock Road, St Boniface Road and Bates Avenue.

4) Neigbourhood Safety

The Special Senate Committee on Aging's report Canada's Aging Population: Seizing the Opportunity notes that "promoting active aging requires collaboration between individuals, the voluntary sector, the private sector, and the various levels of government".

The World Health Organization's Global Age Friendly Cities Project report outlines features that are important for ensuring the safety and well-being of older persons in an Age-Friendly Community. Among their recommendations are:

- Supportive neighbourhoods
- Public information and appropriate training
- Safety from abuse and criminal victimization
- Accessible home safety designs and products
- Hazard free streets and buildings
- Services to assist with household chores and maintenance

In Winnipeg we have many government departments and non-governmental agencies providing supportive safety information to a broad range of our city's population (Police, Fire & Paramedics, Neighborhood Watch, as well as Citizens for Crime Awareness). Winnipeg also has many non-governmental organizations (NGO's) that collaboratively provide a wide range of home safety and security information important to the whole community.

We know that the General Council of Winnipeg Community Centres exists to facilitate a strong and more sustainable model in the City of Winnipeg. It provides support to the volunteers in such areas as leadership development, administrative support and programming development.

The distribution of Neighbourhood Safety information is piecemeal. Each City Department or NGO reaches out to their own constituency. Information is not always received by the broader public. Under the Mayor's leadership, the City could:

- Reach the broader community

- Provide community awareness and community solidarity in improving community, street and home safety for our citizens.
- Provide visibility to the city's Age-Friendly Community commitment.
- Encourage the broader use of Community Centres and intergenerational partnerships.

Recommendation 15: That the City of Winnipeg and Senior Serving Organizations enhance collaboration on community, street and home safety issues to promote awareness of Winnipeg's Age Friendly commitment.

5) Housing for Seniors

Housing remains as a high priority on our list of concerns. The main responsibility for housing lies with the provincial and, in some part, the federal governments.

The City of Winnipeg could address the areas over which it does have jurisdiction. This includes:

- Issuing building permits,
- Zoning of new communities and rezoning of older neighborhoods,
- Enforcing design codes and universal design standards

The Committee has modeled its examination of various other topics with the principles outlined in the World Health Organization Global Age-Friendly Cities documents. Based on their review of Housing, (Pages 30-36) we will be looking at these areas:

i) Affordability
ii) Essential services
iii) Universal design
iv) Modifications to current housing stock
v) Maintenance costs and appropriate level of service
vi) Accessibility to other needed services
vii) Opportunity for connections to community and family
viii) Options in living space, community, ownership
ix) Living environment, including safety and security

Of immediate concern is the number and rate of rental units which are being converted to condominiums. This has put an enormous strain on the low and middle income residents. Consistently the cost to remain in their home has been increased by $300 per month, creating significant hardship on a pension of just over $1000 per month.

Recommendation 16: That the Plan Winnipeg and City Planning Department pay particular attention to the needs of a growing 55+ population, many of whom will be

living alone, on one fixed income.

Recommendation 17: That the Planning, Property and Development Department develop a strategy to ensure the housing needs of Seniors be considered with respect to accessibility to basic consumer needs and transportation when designating land in new and developed areas (where schools/community centres have closed).

Recommendation 18: That the City of Winnipeg encourages the Province of Manitoba to develop a plan for affordable, accessible housing in the City of Winnipeg.

The Seniors Advisory Committee is looking forward to continuing its learning process and has several areas of concern which it would like to pursue. These include:

- Be involved with Plan Winnipeg,
- Continue to gather information from other cities on how they promote programming opportunities for Seniors,
- Continue to monitor the need for affordable, safe, accessible housing in our City,
- Continue to gather information on our priorities: Recreation and Social Programming, Transportation, Accessibility, Neighbourhood Safety and Housing,
- Be aware of the Census 2006 demographic data in ongoing discussions,
- Oversee the nomination of the 2nd annual Senior of the Year Award.

Conclusion

The committee is pleased with the very favourable reception to last year's report. We are encouraged by the positive feedback from the Mayor, Councillors and staff. We will continue to work hard to bring forward areas of concern for the improvement and benefit of all citizens of Winnipeg.

The committee would like to express our appreciation to the Mayor and commend him for his commitment to improving the City by announcing that the City will join with the Province in the Age Friendly Manitoba Initiative.

As of November 8, 2009

Printed Resources provided to our committee included:

APPENDIX ONE

- "Senior-Friendly Public Transportation in Winnipeg – Towards a Comprehensive Strategy", T.O.N.S. 2009
- "Age Friendly Cities: A Guide", World Health Organization, 2007
- "Canada's Aging Population: Seizing the Opportunity"
  Special Senate Committee on Aging – Final Report
- "Healthy Aging in Canada: A New vision, A Vital Investment from Evidence to Action", September 2006
- "Healthy Aging in Canada: A New vision, A Vital Investment – A Discussion Brief Prepared for the Federal, Provincial and Territorial Committee of Officials (Seniors)"
- Seniors' Contributions to Manitoba: 2009 Update, August 2009
- "Leisure Guide", Fall 2009
- Library Services, September/October 2009
- "Support Services to Seniors" (WRHA), 2007
- "Mobility Options for the Aging Population of Manitoba: an action plan for regional solutions – executive summary", 2007
- Table on Aging Population 2001-2012 (attached)
- Feedback document from Department Heads
- Census 2006
- "A Best Practices Guide for the Prevention of Falls Among Seniors"

APPENDIX TWO

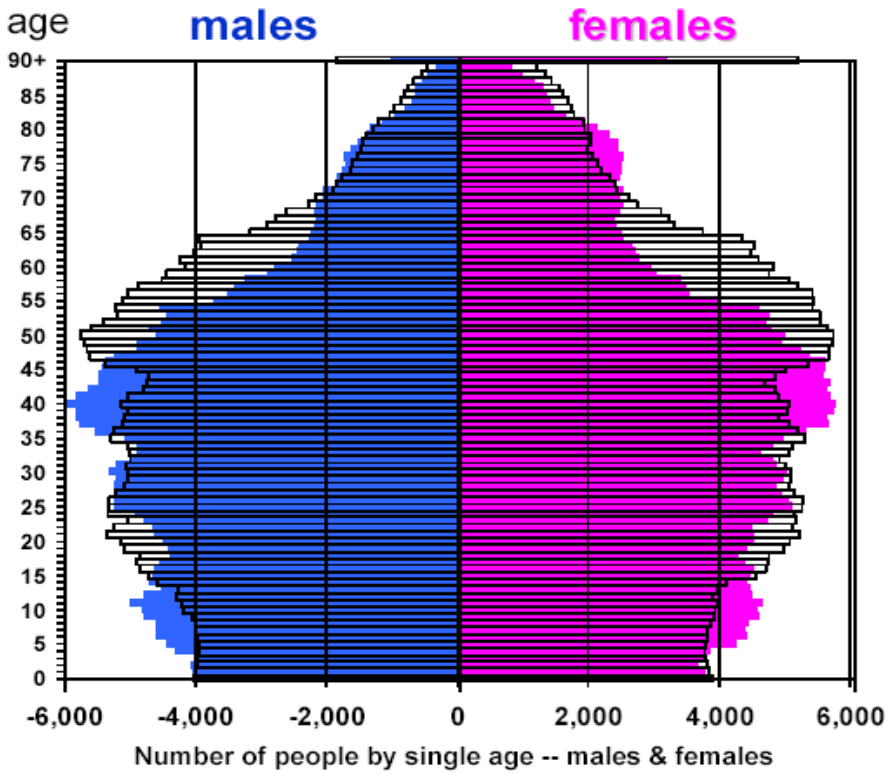
Seniors Serving Organizations in the City of Winnipeg

- Bleak House
- Brooklands Pioneer Senior Citizens Club
- Charleswood Senior Centre
- Club Eclipse
- Creative Retirement Manitoba
- Crescentwood Community Club
- Dufferin Seniors Club
- Elmwood East Kildonan Retired Citizens Association
- Golden Rule Seniors Club
- Good Neighbours Senior Centre
- Gwen Secter Creative Living Centre
- North Centennial Senior Centre
- Robert A. Steen Community Club
- St. James Assiniboia Senior Centre
- Transcona Senior Centre
- Age & Opportunity Centre (main office)
- St Vital Seniors Center
- Smith Street Centre
- Stradbrook Seniors Centre
- West End Seniors Centre
- Norwin 55+ Active Living Centre
- Rady JCC 55+ Programming (Rose & Max Rady Jewish Community Centre)
- Boni-Vital Council for Seniors
- Broadway Seniors Resource Council
- Downtown Seniors Resource Council of Winnipeg
- Fort Garry Seniors Resource Council
- Keewatin/Inkster Neighbourhood Resource Council for Seniors
- South Winnipeg Seniors Resource Council
- Middlechurch Home of Winnipeg, Community Services for Seniors Council
- Point Douglas Seniors Coalition
- River East Council for Seniors
- Seven Oaks Seniors Links, Inc.
- Transcona Council for Seniors
- Manitoba Society for Seniors
- Manitoba Society of Multi-Purpose Senior Centres
- FAFM – la Fédėration des âimės franco-manitobains inc.

As of October 25, 2009

Winnipeg's Aging Population
10 year shift, 2001 to 2011

APPENDIX THREE



2001 in color.

2011 in white bars.

The population shifts upwards in age.

Source: Conference Board of Canada, Winnipeg Long Term Population Projection Report, April 2002

8

The Impact of Aging…

•1 in 7 Canadians is an older adult

•The ageing of the baby-boom generation is the most important demographic development confronting Canada over the next 20 years

•The baby-boom generation starts turning 65 in 2011

•Between 2006 and 2026 the number of older adults is projected to increase from 4.3 million to 8 million (13.2% - 21.2%)

•The number individuals aged 65 – 74 will almost double from 2.3 million to approximately 4.5 million

•The share of these "young older-adults" will increase from 7% - 11.9% from 2006-2026

• The number of Canadians aged 85+ will nearly double from 500,000 in 2006 – 900,000 in 2026

•- Statistics Canada: "A Portrait of Seniors" February, 2007