



## GOVERNMENT SERVICES COMMITTEE

MONDAY, DECEMBER 20, 2010  
6:00 P.M.

COUNCIL CHAMBERS, CITY HALL  
410 ESPLANADE

*Mandate – To advise Council on a broad spectrum of issues related to departmental matters*

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COUNCILLOR STEVE ARNETT, CHAIR		<u>Page</u>
1.	CALL TO ORDER	
2.	AGENDA APPROVAL	
3.	MINUTES	1 - 2
	3.1. November 15, 2010	
4.	DELEGATIONS Rachelle Moreau, Cowichan Valley Regional District Presentation: Regional Energy Plan Overview	
5.	CITY MANAGER'S REPORT (verbal report)	
6.	REPORTS	3 - 7
	6.1. Sustainable Development Checklist	8 - 17
	6.2. Work at Gourlay Janes Park	18 - 25
	6.3. Work on Ladysmith Portion of Cowichan Valley Trail	26 - 27
	6.4. Increase in Utilities Staff Complement	28
	6.5. Trolley Committee Report	29
	6.6. Building Inspector's Report – November 2010	30
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	6.9. Coastal Animal Control Services – November 2010 Pound Report	

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<b>7. MEMBER SUBMISSIONS</b>	
None	
<b>8. CORRESPONDENCE</b>	
<b>8.1. Barbara Steele, Union of BC Municipalities</b> <b>Gas Tax Agreement Regionally Significant Projects</b>	<b>34 - 38</b>
Staff Comment: <i>The City Manager and Director of Financial Services are members of a Cowichan Valley Regional District Working Committee, together with representatives of the Union of BC Municipalities and the provincial government, that is developing a recommended project list.</i>	
<b>8.2. Community Safety Advisory Committee, Cowichan Valley Regional District</b> <b>City of Duncan Age Friendly Seniors Safety Project Report</b>	<b>39 - 80</b>
Staff Recommendation: <i>That the Committee recommend to Council that the City of Duncan Age Friendly Seniors Safety Project Report, from the Community Safety Advisory Committee of the Cowichan Valley Regional District, be received.</i>	
<b>8.3. Secretariat, Union of B.C. Municipalities</b> <b>Notice of Canadian Federation of Independent Business Spending Report and Holding Lines</b>	<b>81 - 82</b>
Staff Recommendation: <i>That the Committee recommend to Council that the correspondence from the Union of BC Municipalities regarding the Canadian Federation of Independent Business Municipal Spending Report be received for information.</i>	
<b>8.4. Lorinda Bedard</b> <b>Smoking in Public Spaces at Light Up</b>	<b>83</b>
Staff Recommendation: <i>That the Committee recommend to Council that staff be directed to develop a public awareness campaign to discourage the public from smoking outdoors at Light Up and other public events at which large numbers of people are present.</i>	
<b>8.5. Jackie Killick, Municipality of North Cowichan</b> <b>Invitation to attend a Regional Affordable Housing Workshop</b>	<b>84</b>
Staff Recommendation: <i>That the Committee recommend to Council that it consider if members wish to attend a Regional Affordable Housing Workshop in January, and that members indicate preferred date(s) for this session.</i>	

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	<b><u>Page</u></b>
<b>8.6. Rob Harris, Coastal Animal Services Issues Arising at Light Up</b>	<b>85 – 86</b>
<p>Staff Recommendation: <i>That the Committee recommend to Council that the correspondence from Rob Harris of Coastal Animal Services, dated December 6, 2010, be referred to staff for review and recommendation.</i></p>	
<b>9. NEW BUSINESS</b>	
<b>9.1. Ladysmith Bicycle Plan</b>	<b>87 – 92</b>
<p>Committee members will recall that an enquiry was raised at the December 6, 2010 Council meeting regarding plans for a bicycle route on the Bayview Street Connector. Council directed that the matter be placed on the agenda of the December 20, 2010 Government Services Committee meeting for review and discussion.</p> <p>Members will also recall that the Ladysmith Bicycle Plan was adopted in principle on January 4, 2010. In June 2010, Council authorized staff to submit an application to the Province’s Cycling Infrastructure Partnerships Program (CIPP) for multi-use pathway (bike lane) improvements for the Bayview Street Connector as outlined in the Ladysmith Bicycle Plan.</p> <p>The Bicycle Plan Implementation Recommendations are attached for members’ information.</p>	
<b>9.2. Town of Ladysmith Question Period Guidelines</b>	<b>93</b>
<b>10. UNFINISHED BUSINESS</b>	
<b>10.1. Downtown Ladysmith Public Washroom Task Force Report</b>	<b>94 - 97</b>
<p>Staff Recommendation: <i>That the Committee recommend to Council that it consider whether it wishes to adopt the recommendations concerning access to public washrooms in downtown Ladysmith contained in the report from the Ladysmith Public Washroom Task Force.</i></p>	
<b>11. ADJOURNMENT</b>	





LADYSMITH

TOWN OF LADYSMITH  
MINUTES OF A REGULAR SESSION OF  
THE GOVERNMENT SERVICES COMMITTEE  
MONDAY, NOVEMBER 15, 2010 – 6:00 P.M.

**COUNCIL MEMBERS PRESENT:**

Councillor Duck Paterson (Chair)  
Councillor Jillian Dashwood

Mayor Rob Hutchins  
Councillor Lori Evans

Councillor Steve Arnett  
Councillor Bruce Whittington

**COUNCIL MEMBERS ABSENT:**

Councillor Scott Bastian

**STAFF PRESENT:**

Ruth Malli  
Erin Anderson  
Chris Trumpy

Sandy Bowden  
Patrick Durban  
Joanna Winter

Felicity Adams  
Joe Friesenhan

**CALL TO ORDER**

Councillor Paterson called the meeting to order at 6:00 p.m.

**AGENDA APPROVAL**

2010-107

It was moved, seconded and carried that the agenda be adopted as circulated.

**MINUTES**

2010-108

It was moved, seconded and carried that the Government Services Committee minutes of October 18, 2010 be adopted as amended.

**CITY MANAGER'S  
REPORT**

The City Manager provided a verbal report on activities taking place since her third quarter report.

**REPORTS**

2010-109

**Solid Waste Collection**

It was moved, seconded and carried that it be recommended to Council that the waste collection fee be increased from \$13 per household per month to \$14 per household per month effective January 1, 2011.

2010-110

**Fire Chief's Report for October 2010**

It was moved, seconded and carried that the Fire Chief's Report for October be received.

- 2010-111 **Building Inspector's Report for October 2010**  
It was moved, seconded and carried that the Building Inspector's Report for October 2010 be received.
- 2010-112 **Trolley Report for October 2010**  
It was moved, seconded and carried that the Trolley Report for October 2010 be received.
- 2010-113 **Animal Control / Pound Report for October 2010**  
It was moved, seconded and carried that the Animal Control / Pound Report for November 2010 be received.

**CORRESPONDENCE**

- 2010-114 **Elizabeth Newcombe, Central Vancouver Island Crisis Society**  
It was moved, seconded and carried that it be recommended to Council that the correspondence from the Central Vancouver Island Crisis Society be referred to staff to determine if the Ladysmith detachment of the RCMP will be participating in the RCMP appreciation dinner on February 12, 2011, and that the matter be brought back for Council's consideration.

**ADJOURNMENT**

- 2010-115  
It was moved, seconded and carried that this meeting of the Government Services Committee be adjourned at 6:22 p.m.

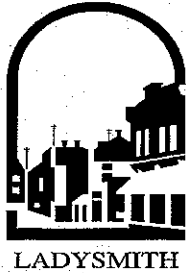
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Chair (Mayor R. Hutchins)

**CERTIFIED CORRECT**

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Corporate Officer (S. Bowden)



Town of Ladysmith  
**STAFF REPORT**

To: Ruth Malli, City Manager  
From: Felicity Adams, Director of Development Services  
Date: December 15, 2010  
File No:

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RE: SUSTAINABLE DEVELOPMENT CHECKLIST (SDC)

RECOMMENDATIONS:

1. That the Government Services Committee recommend that Council support the implementation of the 'Sustainable Development Checklist'.
2. That the Government Services Committee recommend that Council direct staff to prepare a bylaw to amend the Development Procedures Bylaw (No. 1667) to include the 'Sustainable Development Checklist' in the application procedure process.

PURPOSE:

The purpose of this report is to present a 'Sustainable Development Checklist' (SDC) that is intended to be used as part of a development application. It will also serve to inform the development community of the best practices that should be considered in their development proposals. The SDC will assist the Town in achieving its sustainability goals and objectives.

INTRODUCTION/BACKGROUND:

The development community is an important partner in achieving Ladysmith's sustainability objectives. The SDC will provide practical suggestions for the development community so that they better understand how to design their developments to achieve the sustainability goals and objectives of 1) *Community Vision for a Sustainable West Coast Town*; 2) *The Official Community Plan (OCP)*; and 3) *The Community Energy Plan*. The SDC will also serve as a tool for staff when evaluating proposed projects.

SCOPE OF WORK:

It is recommended that applicants proposing to amend the OCP and Zoning Bylaw be required to complete the SDC as part of the application process. Development proposals that require an amendment to the OCP and Zoning Bylaw are most likely to incorporate many aspects indicated on the SDC.

It is recommended that applicants proposing a development permit (DP), development variance permit (DVP), or temporary commercial or industrial use permits (TIUP and TCUP) be encouraged to complete the Sustainable Development Checklist. There may not be as many opportunities to incorporate aspects of the SDC in a DP, DVP and TIUP or TCUP application proposal.

It is also recommended to amend the Development Procedures Bylaw (No. 1667) to include the SDC in the application procedure process.

ALTERNATIVES:

To suggest amendments to the SDC.

FINANCIAL IMPLICATIONS: n/a

LEGAL IMPLICATIONS: n/a

CITIZEN/PUBLIC RELATIONS IMPLICATIONS:

The SDC is one tool for implementing 'Visioning'. The 'Visioning' process involved over 600 Town of Ladysmith residents.

INTERDEPARTMENTAL INVOLVEMENT/IMPLICATIONS:

The SDC has been referred to the Director of Public Works; the Building Inspector; the Director of Parks, Recreation and Culture; and the Manager of Special Projects.

RESOURCE IMPLICATIONS:

Community planning is an area of responsibility of the Development Services Department.

ALIGNMENT WITH SUSTAINABILITY VISIONING REPORT:

The SDC will assist the development community and staff to ensure development proposals are aligned with the sustainability objectives of the Visioning Report.

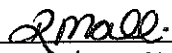
ALIGNMENT WITH STRATEGIC PRIORITIES:

The 2010 strategic directions include implementing the Visioning Report.

SUMMARY:

It is recommended to support the Sustainable Development Checklist and to direct staff to prepare a bylaw to amend the Development Procedures Bylaws.

I concur with the recommendation.

  
\_\_\_\_\_  
Ruth Malli, City Manager

ATTACHMENTS:

Sustainable Development Checklist





# TOWN OF LADYSMITH

**Sustainable Development Checklist – submit with your application form**

## PURPOSE

The intent of the *Sustainable Development Checklist* is to provide sustainability criteria and best practices for development proposals. By using the checklist, applicants will understand the Ladysmith Vision of supporting high quality projects that are a benefit and lasting legacy to the community. For more information refer to the *Community Vision for a Sustainable West Coast Town*, the *Town of Ladysmith Official Community Plan* and the *Community Energy Plan* available at [www.ladysmith.ca](http://www.ladysmith.ca).

## INSTRUCTIONS

- Applicants for Official Community Plan and Zoning By-law Amendments are **required** to complete the Sustainable Development Checklist.
- Applicants for Development Permits, Development Variance Permits and Temporary Commercial or Industrial Use Permits are **encouraged** to complete the Sustainable Development Checklist.

<b>SUSTAINABLE DEVELOPMENT CHECKLIST</b>		
<b>COMPLETE COMMUNITY LAND USE</b>		<b>Supporting Comments and Documentation</b>
1.	The development adds to the diversity of land uses within an existing neighbourhood, such as employment, housing, retail, civic, educational, cultural, and recreational.	
2.	The development increases density in the Town's existing residential and commercial neighbourhoods.	
3.	Buildings front onto public streets and have active frontages with windows, doorways, decks, etc. which allow interaction between people in the building and people on the street.	
4.	Ground floor commercial is pedestrian oriented with separate storefronts opening onto the public right-of-way.	
5.	The development adds to the diversity of housing in the neighbourhood.	
6.	Affordable or rental housing is incorporated into the development.	
7.	Development is within the Town's urban containment boundary.	
8.	Hillside development is designed to fit into the natural features of the landscape.	
<b>GREEN BUILDINGS</b>		<b>Supporting Comments and Documentation</b>
9.	The development retrofits an existing building with green technology.	
10.	The development utilizes alternative renewable energy sources.	
11.	The developer commits to constructing energy efficient buildings that meet a minimum Energuide 80 standard or ASHRAE 90.1 standard.	
12.	The development meets a LEED standard or Built Green standard.	
13.	The development is carbon neutral or net zero.	

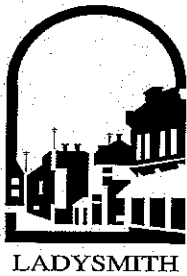
**Sustainable Development Checklist**

14.	Water conservation strategies are incorporated in the development.	
15.	Water meters are installed in all units.	
16.	Buildings are oriented to maximize passive solar accessibility.	
<b>MULTI-USE OPEN SPACE and LOCAL FOOD SYSTEMS</b>		<b>Supporting Comments and Documentation</b>
17.	Native trees, shrubs and plants are used exclusively in the landscaping.	
18.	Drought resistant trees, plants and shrubs are used exclusively in the landscaping.	
19.	The landscaping creates songbird habitat.	
20.	Wildlife habitat on or adjacent to the site has been inventoried, protected, enhanced and/or restored.	
21.	The development adds to or enhances publicly owned parkland, recreation areas, and/or trail systems.	
22.	The development includes designated areas for community gardens, urban agriculture, and/or fruit trees.	
23.	Riparian and watershed areas are protected.	
24.	Agriculture Land Reserve land is protected and respected.	
<b>LOW IMPACT TRANSPORTATION SYSTEM</b>		<b>Supporting Comments and Documentation</b>
25.	The road system allows public transit to move efficiently through the development.	
26.	The development incorporates a complete streets concept which includes pedestrians, cyclists, alternative stormwater management techniques, vehicles and public transit.	
27.	Bicycle parking and end of trip facilities are included in the development.	
28.	The pedestrian network is well integrated throughout the site.	
29.	The pedestrian and bicycle network from adjacent sites is incorporated into the design.	
30.	There are strong connections to adjacent natural features, parks and open space.	
31.	Surface parking is landscaped and screened. Parking areas are located to the side or rear of the building.	
32.	The development is located within 400m of a public transit stop and bicycle/pedestrian route or recreation trail.	
33.	The development is located within 800m of a school or community service; a child care facility or health service; and a clearly defined commercial area.	
34.	Every household is within 0.5 km of a park.	
<b>INNOVATIVE INFRASTRUCTURE</b>		<b>Supporting Comments and Documentation</b>
35.	Rain gardens, detention ponds and other on-site stormwater management features are incorporated into the development.	

**Sustainable Development Checklist**

36.	An innovative blend of permeable or pervious surfaces are used.	
37.	A non-potable water system will be installed and used for irrigation.	
38.	Innovative wastewater technologies are used, such as low consumption fixtures, grey water systems, and irrigation using harvested water.	
<b>A HEALTHY COMMUNITY</b>		<b>Supporting Comments and Documentation</b>
39.	Sign and building light pollution is minimized.	
40.	Accessibility features are included such as mobility impaired oriented suites and adaptable rental units.	
41.	A public art or heritage feature is provided such as a mural, historic artifact, or sculpture.	
42.	A heritage building is being restored or maintained.	
43.	Other social amenities are provided such as a pocket park or street furniture.	
44.	Indoor or outdoor private amenities are provided such as a daycare or a recreation room.	
45.	Mature trees are retained on site.	
46.	Buildings do not create shadow or shade conditions that negatively impact on the site or on adjacent properties.	
47.	Utility and service areas and equipment are screened with high quality landscaping from adjacent streets and properties.	
48.	The citizens of the neighbourhood were involved in the planning of the development.	
<b>LOCAL, DIVERSE ECONOMY</b>		<b>Supporting Comments and Documentation</b>
49.	Local employment is created during construction.	
50.	Direct employment is created after construction.	
51.	The development facilitates growth in Ladysmith's targeted economic sectors (marine, professional services, tourism, wood products manufacturing, green industry, and food and beverage processing).	
52.	Community opportunities for training, education, entertainment or recreation will be created.	
53.	Local commercial or industrial land is maintained or enhanced.	
54.	The proposed uses will add diversity to the local economy.	

<b>Submitted By:</b>	
Applicant's Name: <i>(Please print)</i>	
Applicant's Signature:	
Date:	



Town of Ladysmith  
**STAFF REPORT**

To: Ruth Malli, City Manager  
From: Joe Friesenhan, Director of Public Works  
Date: December 15, 2010  
File No:

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Re: GOURLAY JANES PARK

RECOMMENDATION(S):

1. That the Committee recommend to Council that the expenditure of up to \$20,000 for the removal, limbing, or topping of the dead trees in Gourlay Janes Park in 2010 be authorized, with the funds to come from unallocated surplus ; OR
2. That the Committee recommend to Council that the cost of up to \$20,000 for the removal, limbing or topping of the dead trees in Gourlay Janes Park be referred to the 2011 budget process.

PURPOSE:

To inform Council of the hazard at Gourlay Janes Park from rotting trees and to obtain Council authorization to remove or limb dangerous trees.

INTRODUCTION/BACKGROUND:

During a routine inspection after the last wind storm, a large number of dead branches were discovered across the trails throughout Gourlay Janes Park. A detailed assessment of the park by Town staff and an arborist from Davey Tree identified over forty trees that are creating a hazard to the public and recommended that the park be closed to the public until the trees in question can be dealt with.

Signs have been installed at all access points to the park informing the public that the park is closed due to safety hazards.

SCOPE OF WORK:

The topping, limbing, or removal of a number of dead trees along with some under brush which may create a fire hazard during dry weather.

ALTERNATIVES:

- Status quo
- Keep park closed
- Remove, top or limb hazard trees

FINANCIAL IMPLICATIONS:

The cost of the required work has been estimated at just under \$20,000. The cost of the cleanup would come from unallocated surplus if Council determines that the work needs to be carried out in 2010. If the work is to be carried out in 2011, the cost of the work would be referred to the 2011 budget process.

LEGAL IMPLICATIONS:

Lack of action could make the Town liable for any injuries from falling trees or branches.

CITIZEN/PUBLIC RELATIONS IMPLICATIONS:

Lack of action would result long term park closure.

INTERDEPARTMENTAL INVOLVEMENT/IMPLICATIONS:

Parks department would oversee the work with the finance department ensuring the funds are in place.

RESOURCE IMPLICATIONS:

The actual work would be completed by the private sector.

ALIGNMENT WITH SUSTAINABILITY VISIONING REPORT:

Accessible parks align with both Strategy #4, Multi-use Open Space, and Strategy #7, Healthy Community, of the Sustainability Visioning Report.

ALIGNMENT WITH STRATEGIC PRIORITIES:

Accessible Parks align with the 'Safe and Healthy Community' Strategic Direction.

SUMMARY:

A routine inspection of Gourlay Janes Park after a wind storm identified a large number of trees that posed a danger to the public. The park was closed to the public for safety concerns. A detailed assessment identified the need to limb, top or remove over forty trees in the park.

I concur with the recommendation.

R. Malli  
Ruth Malli, City Manager

ATTACHMENTS:

Memo identifying the various trees of concern.  
Pictures showing damage

To: Joe  
From: Glen  
Regarding: Dangerous Trees at Gourlay Jane Park  
Date: December 9<sup>th</sup>/2010

Since the Town has acquired Gourlay Jane park many trees have become a liability due to the dying of old growth trees and large wind storms , A inventory of the parks trees has proven that this park is now a large liability to the Town and has become a fire issue when summer comes around .

Sean Jost an Arborist from Davey Tree and myself have done an assessment of the parks dangerous trees and debris that would be potential fuel

We have divided the Park into 4 sections and have reported on each tree that will need removed, limbed or topped.

Trees that have a Orange flags and Gold Tags with a number are suggested to be removed, limbed or topped

Trees and limbs that are under 6 inches in diameter are tagged with a yellow ribbon and has been described as fuel or limb removal

**Section 1- Southwest and West side of the upper park above the trail**

Yellow Ribbon -Small removals or Forest Fire fuel – 9 marked areas

Tree # 1	Red Alder	Left side of park	Remove and leave 10ft stump for wildlife
Tree #2	Red Alder	Left side of park rd	Remove hangers , shorten limbs to prevent breakage and repair broken tips
Tree # 2b	Red Alder	Left side of park rd	Remove large dead wood
Tree # 3 -	Red Alder	Left side of park rd	remove to a safe height
Tree # 4 -	Red Alder	Left side of park rd	Remove due to large dead top and declining conditions
Tree # 5	Red Alder	Set back on left side of park rd	Remove due to & proximity of trail and rd
Tree #6	Red Alder	East side of chemanus rd , left side of park rd	Remove to a safe height
Tree # 8	Wild Cherry clump	East side of chemanus rd , left side of park	Remove to a safe height
Tree # 9	Red Alder	North of tree 8	Remove hangers and dead wood
Tree #10	Red Alder	North of tree 9	Remove due to proximity of power lines , leaning heavy
Tree #11	Red Alder	North of tree 10	Remove clump to safe height due to severe state of decline
Tree # 12	Red Alder	Left side between park rd and path	Remove due to large callus roll with advanced decay evident
Tree #13	Red Alder	Left side of park rd at start of path	Remove to safe height due to dead top , leaning and severe decline

**Section 2- South and south east side of Lower Park on outside of trail**

Yellow ribbon- Small removals or Forrest Fire fuel- 7 marked areas

Tree # 14	Red Alder	Right side of path	Remove dead top
Tree #15	Red Alder	Right side of path	Remove to safe height
Tree #16	Maple clump	Right side of path	Top at 30ft due to previous stem failure
Tree # 18	Red Alder	Right side of path	Remove to safe height
Tree #19	Maple Clump	Lower end of the park	Remove to safe height
Tree # 20	Red Alder	Left side of Park rd	Remove declining top and leave as wild life tree

**Section 3 – North side of Park**

Yellow ribbon – Small removals or Forrest fire fuel – 11 marked areas

Tree # 21	Red Alder	Lower north area	Remove to safe height
Tree # 22	Maple	Lower north area	Remove large hangers
Tree # 23	Maple	Lower north area	Remove to safe height due to dead broken top and large cavity 25ft up main stem
Tree # 24	Maple	North side right side of path half way up	Remove large dead wood
Tree # 25	Maple	North side half way up	Remove top below large cavity
Tree #26	Red Alder	North side set back from path	Remove due to structural defect 15ft from base of tree and proximity to neighbouring house
Tree # 28	Maple	North of tree 26	Remove to safe height due to proximity of neighbouring house



**Section 4 Center of Park Inside trails**

Yellow Ribbon – Small removals or Forrest Fire fuel – 11 removals

Tree #29	Red alder	Top of path	Remove to safe height due to broken top and significant decline
Tree # 30	Red Alder	Top of path	Remove to safe height
Tree # 31	Red Alder	Lower path	Wildlife tree needs to be topped to safe height
Tree # 32	Red alder	Lower path	Remove to safe height
Tree # 33	Red Alder	Lower path	Remove to safe height
Tree # 34	Red Alder	Lower path	Remove to safe height
Tree # 35	Red Alder	South east corner of paths	Reduce to wild life tree due to significant decline
Tree # 36	Maple	East corner of path	Remove to safe height
Tree # 38	Maple	South side near path	Remove to safe height due to large cavity and evident decay
Tree # 39	Red Alder	Next to tree #18	Remove to safe height
Tree # 40	Maple	South side next to path	Remove weakly attached top to main union
Tree # 41	Maple	South side next to path	Remove due to large cavity and evident decay
Tree # 42	Maple	South side next to path	Remove remaining top to prevent failure due to weak attachment from previous failure

## Summary

After a full inspection of the declining trees in this Park it is my recommendation that the park be closed to the public until all the trees in this report are dealt with. The Town of Ladysmith would be liable for any injuries that may occur from a falling branch or tree

Signs at four different areas should be posted reading

Park Closed due to Hazard trees  
Limbs and trees may fall at any given moment  
For information please contact  
The Town Of Ladysmith

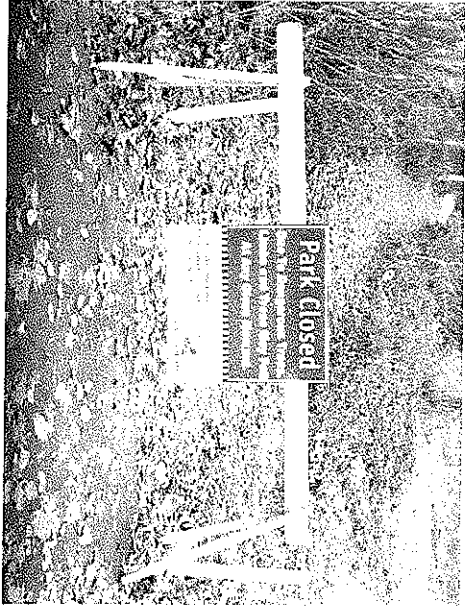
All work to be done should have minimal impact on the fern beds and holly grove, all trees that can be left to a safe height should be considered

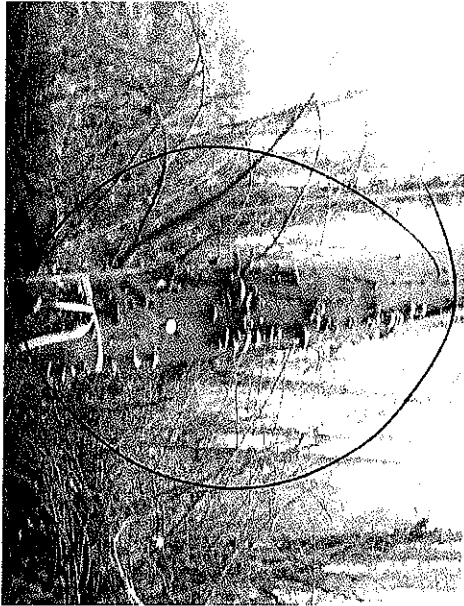
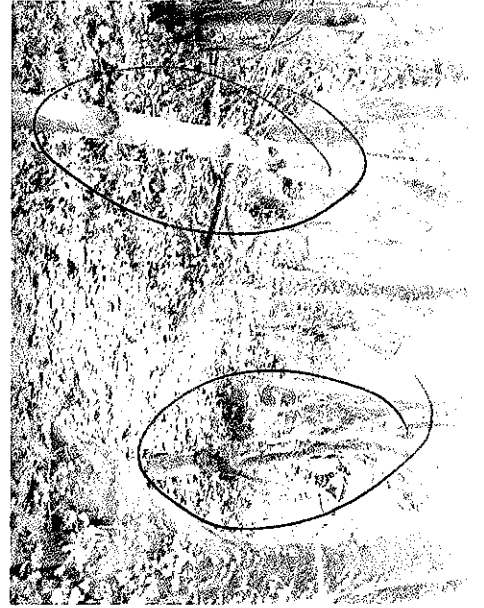
Reforesting the park with Western Red Cedar, Douglas fir and a couple of Sequoia trees should be considered slowly eliminating the old deciduous Forrest that has existed for many years

Internal cost estimate for this project should not exceed \$20,000

Report Prepared By – Glen Britton  
Position – Parks Supervisor  
Date : December 9, 2010

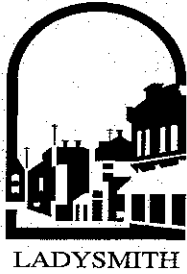
Gowlay Jane Park







Dead



Town of Ladysmith

**STAFF REPORT**

To: Ruth Malli, City Manager  
From: Joe Friesenhan, Director of Public Works  
Date: December 6, 2010  
File No:

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Re: LADYSMITH COWICHAN VALLEY TRAIL

RECOMMENDATION(S):

That the Committee recommend to Council that the expenditure of up to \$20,000 be authorized for improving the Ladysmith Cowichan Valley Trail, with the funds to come from the Cowichan Valley Regional District, and that the Financial Plan be amended accordingly.

PURPOSE:

To obtain Council authorization to upgrade the Ladysmith Cowichan Valley Trail within the Town Boundary.

INTRODUCTION/BACKGROUND:

The Cowichan Valley Regional District (CVRD) received a grant to upgrade the trail that forms part of the Trans Canada Trail system within the Regional District. The Town of Ladysmith has been negotiating with the CVRD to use some of the grant within the Town boundary.

The attached email confirms that the CVRD will pay up to \$20,000 to upgrade the signage and the trails throughout the Town. The attached map shows the areas that the funds would be spent on.

SCOPE OF WORK:

Upgrading the signage and portions of the trail identified through the Town.

ALTERNATIVES:

- Complete works using Town forces.
- Contract work to private sector
- Not complete the works

FINANCIAL IMPLICATIONS:

The CVRD received a grant for the works. The project would be funded 100% by the grant. The funds need to be spent by March 31, 2011.

LEGAL IMPLICATIONS:

N/A

CITIZEN/PUBLIC RELATIONS IMPLICATIONS:

Improving the signage and walking capability of the residents is positive.

INTERDEPARTMENTAL INVOLVEMENT/IMPLICATIONS:

Parks and Recreation to approve signage and location with Public Works doing the work.

RESOURCE IMPLICATIONS:

The work would be completed by crews that are laid off at this time of year.

ALIGNMENT WITH SUSTAINABILITY VISIONING REPORT:

The project meets the Low Impact Transportation aspect of the Sustainability Visioning report.

ALIGNMENT WITH STRATEGIC PRIORITIES:

Improving trails aligns with the Safe and Healthy Strategic Direction.

SUMMARY:

The Cowichan Valley Regional District has received a grant to assist with improving and identifying a trail system throughout the Regional District. The CVRD has indicated that up to \$20,000 of the grant may be used within the Town of Ladysmith boundary. The Town requires authorization to utilize the funds to upgrade the trail through the Town.

I concur with the recommendation.

  
\_\_\_\_\_  
Ruth Malli, City Manager

ATTACHMENTS:

Email confirming funds.  
Location of signage

**From:** Ryan Dias [mailto:rdias@cvrld.bc.ca]  
**Sent:** November 3, 2010 9:45 AM  
**To:** Glen Britton  
**Cc:** Dan Brown  
**Subject:** Ladysmith Cowichan Valley Trail

Glen,

I have now received confirmation by our grant funding source that we are authorized to have Town of Ladysmith employees perform the work, provided that they have been laid off, as this is work that would otherwise not exist. All works must be completed before December 31, 2010.

Please use purchase order # 13975 to proceed with the Cowichan Valley Trail within the Town of Ladysmith. CVRD will cover cost of designing signage, and providing the signs. All other works on your proposed work plan will be supply and install by Town of Ladysmith. Based on this minor adjustment, I have issued PO#13975 not to exceed the amount of \$20,000. I think you can make all the improvements work for that.

CVRD will design and provide the signage - Please work with Dan Brown to confirm signage size, and layout that conforms to our CVT signage standard, and incorporates Town of Ladysmith standards.

Any questions, give me a call.

Thanks,

***Ryan Dias***  
Parks Operations Superintendent  
Development Services Department  
Cowichan Valley Regional District  
1.800.665.3955(toll free) or (250)746.2620



**The following report is for the purpose of identifying the Great Canadian Trail Link through Ladysmith, also identifying upgrades and signage areas that need to be done in order to create the link**

Items and cost needed to complete the Ladysmith Link

<b>Items Needed</b>	<b>Total number of Items</b>	<b>Material and Labour</b>
Directional Signs	15	\$2000
Sign Stations	3	\$6000
Staircase	1	\$12000
Cart Path Material	100 yds	\$3500
Paint for marine walk posts	10 gallons	\$600
Misl Items		\$1000
		<b>\$25,100</b>

**Each Sign Station and Directional post has been designed to direct and inform users of the trail and how to navigate through Ladysmith and enjoy the sites and areas related to The Great Canadian Trail .**

**Area Location of all sign stations and directional signs starting from Chemainus rd through to Christie rd.**

**Directional Signs and Sign stations**

**Area 1 – Sign Station**

Location – Corner of Chemainus rd and Trans Canada Hiway the start of the Ladysmith Link



**Area 2- Directional Sign**

Location – Corner of Trans Canada Hiway and Coronation Mall corner by pedestrian crossing



**Area 3 – Directional sign**

Location –Top of Bayview connector



**Area 4- Directional sign**

Location – Intersection of Bayview and Dogwood drive



**Area 5 Directional Sign**

Location – Corner of Methuen and 1<sup>st</sup> avenue



**Area 6- Directional sign**

Location – Bottom of Methuen in cul-de-sac



**Area 7 – Sign Station**

Location – Top of Transfer beach just below tunnel



**Area 8 – Directional sign**

Location – Intersection of Transfer Beach drive and Oyster Bay Drive



**Area 9 – Directional sign**

Location – Top of Marine walk on Oyster Bay Drive



**Area 10 – Sign Station**

Location – in front of Maritime Society docks beside stair case



**Area 11- Directional Post**

Location – At the Bottom of the staircase on Ludlow rd



**Area 12- Directional post**

Location – Intersection of Ludlow rd and Oyster Bay Drive



**Area 13 – Directional sign**

Location – Intersection of Ludlow and Rocky Creek rd



**Area 14 – Directional sign**

Location – on the corner of 1<sup>st</sup> avenue and Aggie Hall



**Area 15- Directional Sign**

Location – On the corner of 2<sup>nd</sup> Avenue and Symonds Street



**Area 16 – Directional sign**

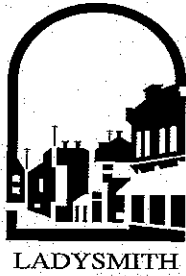
Location – on the corner of 2<sup>nd</sup> avenue and Strathcona



**Area 17- Directional sign**

Location – top of Strathcona and Christie rd





## Town of Ladysmith

### **STAFF REPORT**

To: Ruth Malli, City Manager  
From: Joe Friesenhan, Director of Public Works  
Date: December 8, 2010  
File No:

---

Re: UTILITY STAFF INCREASE

RECOMMENDATION(S):

That Council authorize hiring an additional Utility Operator for the Water and Sewer Department.

PURPOSE:

To obtain Council authorization to increase staff in the Utility Department.

INTRODUCTION/BACKGROUND:

At present, the Town operates the water and sewer utilities with a compliment of three full time utility operators. These operators are responsible for providing the residents of Ladysmith with adequate and safe drinking water along with ensuring that the Towns effluent is not harmful to the environment by ensuring that we meet all Provincial and Federal regulations with regards to disposal of the effluent.

In 2008, the Town completed the construction of the new enclosed Arbutus Reservoir. The Town also received notification from the Vancouver Island Health Authority (VIHA) of a new 4-3-2-1 regulation which identifies the level of treatment required for surface water suppliers. The Town developed a Watershed Protection Plan and a Water Quality Monitoring Program to help show that the requirements of the new regulations are being met.

With the adoption of the new sewage regulations in 1999, the Town has been moving towards secondary sewage treatment. The first phase of that process, the headworks, is now completed. In 2009, the Town signed a Conditional Management Plan with the Provincial and Federal government that outlines the requirements necessary for the safety of the shellfish harvesting in the area.

SCOPE OF WORK:

The water and sewer utilities require monitoring and testing seven days a week. With the added monitoring and the increase in the new sampling requirements for both water and sewer, many of the regular preventative maintenance programs are not being completed. This is increasing the number of breakdowns which in turn is taking them away from the testing and monitoring. In order to complete all the required works and maintain an adequate and safe sewer and water system, a fourth operator is required.

ALTERNATIVES:

- Hire an additional operator
- Not complete the required works to ensure a safe and adequate water supply and safe receiving environment for the effluent.

FINANCIAL IMPLICATIONS:

The cost of the additional operator would be divided between the Water Utility budget and the Sewer Utility budget and is included in the budgets.

LEGAL IMPLICATIONS:

The Town is legally obliged to provide adequate and safe drinking water and to ensure the safety of the environment.

CITIZEN/PUBLIC RELATIONS IMPLICATIONS:

Not providing safe and adequate drinking water or endangering the receiving environment for the Town's effluent would have very negative public relations implications.

INTERDEPARTMENTAL INVOLVEMENT/IMPLICATIONS:

Corporate Services will assist in the recruitment process and Finance will ensure the budgets are adjusted accordingly.

RESOURCE IMPLICATIONS:

Require one additional Utilities Operator

ALIGNMENT WITH SUSTAINABILITY VISIONING REPORT:

Will assist with helping maintain the innovative infrastructure identified in the visioning report.


ALIGNMENT WITH STRATEGIC PRIORITIES:

The provision of safe and adequate drinking water and the provision of adequate treatment of the wastewater are very high on the strategic priorities.

SUMMARY:

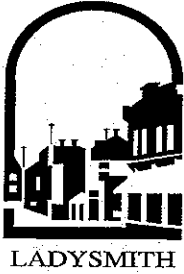
With the new infrastructure and the new monitoring and testing requirements in the water and sewer utilities, present staff are unable to complete all of the required preventative maintenance functions for the utilities. In order to meet all the requirements of the water and sewage regulations and to ensure a safe environment and safe and adequate drinking water for the residents, an additional operator is required.

I concur with the recommendation.

  
\_\_\_\_\_  
Ruth Malli, City Manager

ATTACHMENTS:

"None".



Town of Ladysmith

**STAFF REPORT**

To: Ruth Malli, City Manager  
From: Sandy Bowden, Director of Corporate Services  
Date: December 15, 2010  
File No:

---

Re: **RECOMMENDATIONS FROM THE DECEMBER 13, 2010 TROLLEY COMMITTEE MEETING**

**RECOMMENDATION(S):**

The following recommendations were adopted at the December 13, 2010 Trolley Committee meeting and are presented to Committee for consideration:

*It was moved, seconded and carried that the Trolley Committee recommends to Council that staff be directed to conduct a trolley ridership study during the months of January and February and July and August, 2011 and that the trolley driver be requested to record the number of riders collected at each stop and for each scheduled route.*

*It was moved, seconded and carried that the Trolley Committee recommends to Council that the Town authorize the investigation of the feasibility of establishing a transit authority or to partner with the CVRD Transit Authority in order that the Town may charge a fare for trolley passengers.*

*It was moved, seconded and carried that the Trolley Committee recommends to Council that Staff be requested to draft a policy regarding trolley rentals.*

*It was moved, seconded and carried that the Trolley Committee recommends to Town Council that, for safety reasons, the request for a trolley stop at Campers' Corner be denied and a new stop be installed on Thicke Road.*

*It was moved, seconded and carried that the Trolley Committee recommends to Town Council that until the Trolley is able to complete a through route on Cook Street, that the Trolley Stop on Cloke remain to service the residents of La Rosa.*



# TOWN OF LADYSMITH BUILDING PERMIT SUMMARY OCTOBER 2010

Commercial	Industrial	Institutional	(New) Residential	# Dwelling Units	Residential Adds / Renos / Demos	Permits with construction value	Permits without construction value	Permits For Year To Date	Bldg & Pibg Permit Fees This Month	Permit Values This Month	Permit Values This Year
\$ 551,000	3		\$ 757,170	4	\$ 19,000	8	0	120	\$ 8,768	\$ 1,327,170	\$ 14,563,333

### SUMMARY - YEAR TO DATE

	Commercial	Industrial	Institutional	(New) Residential	# Dwelling Units	Residential Adds / Renos / Demos	Permits with construction value	Permits without construction value	Permits For Year To Date	Bldg & Pibg Permit Fees This Month	Permit Values This Month	Permit Values This Year
JAN	\$ -	\$ -	\$ -	\$ 766,498	5	\$ 13,450	7	8	15	\$ 6,425	\$ 779,946	\$ 779,948
FEB	\$ 15,000	\$ -	\$ 985,000	\$ 542,420	3	\$ 9,000	11	0	26	\$ 10,011	\$ 1,551,420	\$ 2,331,368
MAR	\$ 125,000	\$ -	\$ -	\$ 2,559,484	10	\$ 45,000	13	1	40	\$ 19,111	\$ 2,729,484	\$ 5,060,852
APR	\$ -	\$ -	\$ -	\$ 1,363,888	7	\$ 42,580	12	3	55	\$ 11,483	\$ 1,406,468	\$ 6,467,320
MAY	\$ -	\$ -	\$ 247,000	\$ 1,430,326	9	\$ 84,562	15	1	71	\$ 11,869	\$ 1,761,888	\$ 8,229,208
JUN	\$ -	\$ -	\$ 5,000	\$ 637,416	4	\$ 70,000	7	1	79	\$ 4,489	\$ 712,416	\$ 8,941,624
JUL	\$ -	\$ -	\$ 2,478,000	\$ 524,076	3	\$ 41,040	6	3	90	\$ 17,904	\$ 3,043,116	\$ 11,984,740
AUG	\$ 5,000	\$ -	\$ 31,000	\$ 804,662	4	\$ 31,670	11	3	104	\$ 16,001	\$ 872,332	\$ 12,857,072
SEP	\$ -	\$ -	\$ -	\$ 362,381	2	\$ 9,760	5	1	110	\$ 2,916	\$ 372,141	\$ 13,229,213
OCT	\$ -	\$ -	\$ -	\$ -	0	\$ 6,950	2	0	112	\$ 108	\$ 6,950	\$ 13,236,163
NOV	\$ 551,000	\$ -	\$ -	\$ 757,170	4	\$ 19,000	8	0	120	\$ 8,768	\$ 1,327,170	\$ 14,563,333
DEC	\$ -	\$ -	\$ -	\$ -	0	\$ -	0	0	0	\$ -	\$ -	\$ -
TOTAL	\$ 696,000	\$ -	\$ 3,746,000	\$ 9,748,321	51	\$ 373,012	99	21		\$ 109,085	\$ 14,563,333	

# of Demolitions for month = 0 , for YTD = 11

### COMPARISONS

# DWELLING UNITS / VALUE	YEAR TO DATE / 10	59	\$ 9,748,321
YEAR TO DATE / 09	41	\$ 5,596,225	
YEAR TO DATE / 08	72	\$ 8,063,613	

PERMITS ISSUED / VALUE	YEAR TO DATE / 10	132	\$ 14,563,333
YEAR TO DATE / 09	132	\$ 10,809,219	
YEAR TO DATE / 08	133	\$ 13,172,611	

*Tom Skarvig*  
Building Inspector, Tom Skarvig

# TOWN OF LADYSMITH

## LADYSMITH TROLLEY BUS ACTIVITY REPORT - Trolley 103/105

November, 2010

Day	Date	Passenger Count	Fuel Litres	KM Start	KM Finish	Weather	Wheel Chairs	Service Dogs	Bikes
Mon	1	81	67	71688	71899	Cloud/Rain	0	1	2
Tue	2	94	78	71899	72113	Sun/Cloud	0	1	0
Wed	3	76	70	72113	72326	Sun	0	1	3
Thurs	4	113	73	72326	72541	Sun/Cloud	0	0	2
Fri	5	96	68	72541	72754	Sun/Cloud	0	0	2
Sat	6	65	68	72754	72967	Sun/Cloud/Rain	0	0	2
Sun	7								
Mon	8	88	76	72990	73165	Sun	4	0	2
Tue	9	85	77	73165	73379	Rain	0	1	1
Wed	10	106	72	73379	73589	Sun	0	2	2
Thurs	11	Stat							
Fri	12	93	69	73589	75801	Sun/Cloud	2	0	4
Sat	13	62	67	73801	74014	Rain	0	0	2
Sun	14								
Mon	15	90	67	74014	74228	Cloud/Rain	0	1	4
Tue	16	87	72	74228	74446	Sun/Cloud	2	0	2
Wed	17	73	76	74446	74657	Sun/Cloud	0	1	1
Thurs	18	70	76	74657	748085	Cloud/Rain/Snow	0	1	2
Fri	19	73	68	74869	75085	Cloud/Rain/Snow	0	0	0
Sat	20	49	45	75085	75221	Snow	0	0	0
Sun	21								
Mon	22	74	93	75221	75439	Snow	0	1	0
Tue	23	89	77	75439	75652	Sun	0	0	2
Wed	24	64	72	75652	75862	Cloud/Snow	0	1	0
Thurs	25	101	75	75862	76071	Cloud/Rain/Snow	0	0	0
Fri	26	88	75	76071	76289	Cloud/Rain/Snow	0	0	2
Sat	27	69	76	76289	76504	Cloud/Rain	0	1	0
Sun	28								
Mon	29	97	69	76512	76710	Cloud/Rain	0	1	0
Tue	30	116	122	76710	76911	Cloud/Rain	0	1	0
<b>TOTAL</b>		<b>1848</b>	<b>1633</b>				<b>8</b>	<b>11</b>	<b>30</b>

DONATIONS FOR November 2010 \$926.45

DONATIONS YEAR-TO-DATE \$7,609.89



# Ladysmith Fire / Rescue

P.O. Box 760 Ladysmith, B.C. V9G 1A5  
 Phone: 250-245-6436 • Fax: 250-245-0917



## FIRE CHIEF'S REPORT

MONTH: **November**, 2010

TYPE OF CALL OUT	J	F	M	A	M	J	J	A	S	O	N	D	YEAR'S TOTALS
Alarms Activated: Pulled Station			1			1							2
By mistake	1	1		2	2	1	2	1	3		1		14
Electrical problem						2			2		1		5
Due to cooking		2		2		2	1	4	3	2	1		17
Assistance					1								1
Burning Complaint		1			3	1	2	2					9
Fire: Structure	1			1	1	2	4		1		1		11
Chimney				2									2
Interface / Bush					2				1				3
Vehicle		1			1					1	1		4
Other	1					2	2		1				6
Hazardous Materials		1		1		1		1		1			5
Hydro Lines: Down / Fire			1	1					1		1		4
Medical Aid			4	2	1	2	2	1	4	4	1		21
Mutual Aid	2	1		1		2							6
MVI		5	5	5	6	2	3	4		1	3		34
Rescue													
<b>MONTH TOTALS (not incl. Practises)</b>	<b>5</b>	<b>12</b>	<b>11</b>	<b>17</b>	<b>17</b>	<b>18</b>	<b>16</b>	<b>13</b>	<b>16</b>	<b>9</b>	<b>10</b>		<b>144</b>
Practises (Totals for each Month)	4	4	5	4	4	5	4	5	4	4	5		48

### ALARMS ACTIVATED (location/owner):

- 21 High St. contractors using gas powered cut off saw in building activating smoke detector
- 621 -1<sup>st</sup> Ave. Rialto Apt. grease fire on top of stove causing activation of smoke detector.
- CO sensor activation at 478 Louise Road

### COMPARISONS:

Year to Date / 10 144 (excl. practises)  
 Year to Date / 09 147 (excl. practises)  
 Year to Date / 08 182 (excl. practises)

APPROVED:

*Ray Delcourt*  
 Fire Chief

**COASTAL ANIMAL CONTROL SERVICES OF BC LTD**

2202 Herd Rd. Duncan, BC. V9L 6A6

(250) 748-3395

RECEIVED

**TOWN OF LADYSMITH POUND REPORT**

DEC - 1 2010

November 2010

<b>Disposition of Impounded Dogs</b>	<b>Current Month</b>	<b>2010 Totals</b>
Stray dogs impounded	0	16
Stray dogs claimed	0	16
Stray dogs put up for adoption	0	0
Stray dogs euthanized	0	0
Stray livestock / cats	0	0
Other	0	1
<b>Calls Received and Investigated</b>	<b>4</b>	<b>74</b>
Aggressive dogs	2	13
Dogs at large	0	32
Noise (barking) complaints	1	18
Other non specific dog related calls	1	10
Wildlife / livestock / cats	0	1
<b>After hour call outs</b>	<b>0</b>	<b>9</b>
<b>Monthly Pound and Board Fees Collected</b>	<b>\$0.00</b>	<b>\$1995.00</b>
Impound fees	\$0.00	\$1350.00
Daily board fees	\$0.00	\$645.00
<b>Tickets issued</b>	<b>0</b>	<b>0</b>
Unlicenced dog	\$0	\$0
Dog at large	\$0	\$0
Dangerous dog at large	\$0	\$0
Habitually noisy	\$0	\$0
<b>Licencing Statistics</b>		
	Tags	0
	Revenue	\$0.00
		16
		\$500.00

Judi Burnett

# CAS Summary of Service Calls, Ladysmith

4 calls in total

01-Nov-10 to 30-Nov-10

Issue	Call #	Received	Type	Completed
<b>Aggressive</b>		<b>2</b>		
	812	25-Nov-10	Dog	29-Nov-10
	809	07-Nov-10	Dog	12-Nov-10
<b>Noisy</b>		<b>1</b>		
	810	10-Nov-10	Dog	
<b>Other</b>		<b>1</b>		
	811	24-Nov-10	Dog	30-Nov-10

# Gas Tax/Public Transit Management Services

...delivering the federal gas tax and public transit agreement funding in British Columbia

UNION OF  
BRITISH  
COLUMBIA  
MUNICIPALITIES

Administration provided  
By UBCM

Funding provided by:  
Government of Canada

**Canada**

In partnership with:



BRITISH  
COLUMBIA

The Best Place on Earth

Gas Tax/Public Transit  
Management Services  
Secretariat

Local Government House  
525 Government  
Victoria BC V8V 0A8

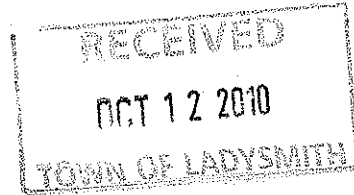
Phone: 250 356-2947  
Fax: 250 387-4470

Website:

[www.ubcm.ca](http://www.ubcm.ca)  
under  
Funding Programs/  
Current Programs/  
Gas Tax Fund

October 7, 2010

Mayor Robert Hutchins and Council  
Town of Ladysmith  
PO Box 220  
Ladysmith BC V9G 1A2



Dear Mayor Robert Hutchins and Council:

**RE: GAS TAX AGREEMENT REGIONALLY SIGNIFICANT PROJECTS FUND**

We are pleased to advise that Gas Tax Agreement's Partnership Committee has approved a Strategic Priorities Fund program model. The Committee has again agreed to set aside, or reserve, a portion of the funding for regionally significant projects (RSPs) within Tier 2 regions.

**The amount reserved for RSPs in your region is \$4,134,974. Enclosed is a copy of a letter sent to your regional district announcing the reservation and inviting it to take a leadership role in developing RSP proposals for the region. The reservation represents an opportunity for the region to work collaboratively in setting and implementing regional infrastructure priorities and I encourage you to fully engage in this process.**

RSPs are unique as they will not be competing for funding against applications from other regions, and funding will be provided for approved RSP projects up to the lesser of the eligible costs of the projects and the amount reserved for the region.

Further information about the RSP program can be found on our website at [www.ubcm.ca](http://www.ubcm.ca). If you would have any questions, please contact Brant Felker, Gas Tax Program Officer by email at [bfelker@ubcm.ca](mailto:bfelker@ubcm.ca) or by phone at 250 356-0893.

Yours truly,

Barbara Steele  
UBCM President

pc: Ruth Malli

# Gas Tax/Public Transit Management Services

...delivering the federal gas tax and public transit agreement funding in British Columbia

UNION OF  
BRITISH  
COLUMBIA  
MUNICIPALITIES

Administration provided  
By UBCM

Funding provided by:  
Government of Canada

**Canada**

In partnership with:



Gas Tax/Public Transit  
Management Services  
Secretariat

Local Government House  
525 Government  
Victoria BC V8V 0A8

Phone: 250 356-2947  
Fax: 250 387-4470

Website:

www.ubcm.ca  
under  
Funding Programs/  
Current Programs/  
Gas Tax Fund

October 7, 2010

**COPY**

Chair Gerry Giles and Board  
Cowichan Valley Regional District  
175 Ingram Street  
Duncan BC V9L 1N8

Dear Chair Gerry Giles and Board:

**RE: GAS TAX AGREEMENT REGIONALLY SIGNIFICANT PROJECTS FUND**

We are pleased to advise that Gas Tax Agreement's Partnership Committee has approved a Strategic Priorities Fund program model. The Committee has again agreed to set aside, or reserve, a portion of the funding for Regionally Significant projects (RSPs) within Tier 2 regions.

**The amount reserved for RSPs in your region is \$4,134,974.00. We invite the regional district, on behalf of itself and its member municipalities, to contact UBCM indicating your interest in entering a RSP Working Group with UBCM and the Province.**

UBCM is interested in working with you throughout the development process. The RSP Working Group, consisting of staff from UBCM and the Province, will facilitate the discussion with staff from your region on the process for developing an RSP proposal that meets the Gas Tax outcomes of lower greenhouse gas emissions, cleaner air, or cleaner water, and which is large in scale and regional in impact.

RSPs are unique as they will not be competing for funding against applications from other regions, and funding will be provided for approved RSP projects up to the lesser of the eligible costs of the projects and the amount reserved for the region.

Further information about RSP proposals is set out in the enclosed Question and Answer document. If you would like further information about the RSP program, or would like to initiate discussions with the RSP Working Group, please contact Brant Felker, Gas Tax Program Officer by email at [bfelker@ubcm.ca](mailto:bfelker@ubcm.ca) or by phone at 250 356-0893.

Yours truly,

Barbara Steele  
UBCM President

pc: Warren Jones, Administrator

## Questions and Answers Gas Tax Regionally Significant Projects – 2010

### 1. What are Regionally Significant Projects?

A portion of the available funding in the Strategic Priorities Fund (SPF) has been reserved for each of the Tier 2 regions for Regionally Significant Projects (RSPs). RSPs do not need to benefit the entire region, nor do they necessarily need to be inter-jurisdictional. In order to be eligible for RSP funding, a project must:

- Qualify as an Eligible Project under the Gas Tax Agreement (e.g., fall within one of the eligible project categories);
- Lead towards reduced greenhouse gas emissions, cleaner air or cleaner water;
- Be larger in scale or regional in impact;
- Be identified by a Tier 2 region as an RSP;
- Meet certain objective-based standards; and
- Be approved by the Gas Tax Agreement's Management Committee

### 2. How much funding has been reserved for RSPs?

The amounts reserved are equivalent to 50% of the funding in the SPF pool originating from the per-capita allocations for each of the Tier 2 regions. Reservations for each of the Tier 2 regions, including the regional district and its member municipalities, are:

<b>Capital:</b>	<b>\$18,552,747</b>
<b>Central Okanagan:</b>	<b>\$8,722,420</b>
<b>Cowichan Valley:</b>	<b>\$4,134,974</b>
<b>Fraser Valley:</b>	<b>\$13,815,552</b>
<b>Nanaimo:</b>	<b>\$7,451,489</b>
<b>North Okanagan:</b>	<b>\$4,154,969</b>
<b>Okanagan Similkameen:</b>	<b>\$4,271,823</b>
<b>Squamish Lillooet:</b>	<b>\$1,893,362</b>

### 3. What are the program changes to the RSP program?

There are two changes to the RSP program for the 2010 intake.

- a. Extended intake period to September 30, 2012.
- b. Application process is driven by a Region/UBCM/BC working group.

### 4. What are the objectives of the RSP working group?

The RSP working group will meet once the region is prepared to enter the process of applying for RSP funding. The working group first meeting is intended be a starting point for project development. UBCM and Province of British Columbia have agreed to employ this collaborative approach to work with regions to develop RSP projects that produce regional, larger in scale projects that produce strong outcomes.



**5. Who decides what project are RSP?**

Although UBCM and the Province of BC will be working with the region early on through the working group to discuss project eligibility and outcome considerations and process development, it is ultimately the Regional District who are asked to take a leadership role in development of the proposals. The Gas Tax Management Committee reviews and approves RSP proposals.

**6. Why are RSPs only available to Tier 2 local governments?**

The tier structure established under the Gas Tax Agreement recognizes the differing community characteristics throughout the province, particularly in the areas of population density, degree of urbanization, adjacency of communities to urbanized areas and the need for intra-regional infrastructure. This recognition is implemented in the Agreement through different allocations to Community Works Funds and SPF for the two tiers. 25% of Tier 1 per-capita allocations are pooled, whereas fifty percent of the Tier 2 per-capita allocations are pooled. This difference takes into consideration a potentially more acute need for Tier 2 local governments to work cooperatively in setting and implementing regional infrastructure priorities; RSPs provide a mechanism for facilitating this cooperation.

**7. When is a RSP proposal needed, and what should it contain?**

The RSP proposal should be submitted by September 30, 2012. Details of the proposal shall be discussed at the RSP working group, but should have a list of the projects, along with sufficient detail for each project for Management Committee to make a determination as to eligibility and appropriate standards.

**8. Who determines eligibility?**

In order to be eligible, a project must be included in one of the project categories under Schedule A of the Gas Tax Agreement and result in reduced greenhouse gas emissions, cleaner air or cleaner water. In addition, RSPs must be larger in scale or regional in impact, will be subject to objectives-based standards and funding must represent incremental spending for the recipient. The Management Committee will assess each proposed RSP project to ensure that it meets these requirements; regions will be asked to provide sufficient information for Management Committee to make this assessment.

**9. Why do these projects need to meet objectives-based standards?**

In a typical application-based program, funding can be directed towards projects that best meet objectives, allowing for maximization of program outcomes. However, since RSP funding is reserved, it is not necessarily directed towards projects that will achieve maximum outcomes. RSP standards are intended to ensure that each of the projects funded will meet a certain outcome threshold.

**10. Who decides what the standards are?**

The standards for RSP projects will become part of the Management Committee approval of individual RSP proposals. UBCM Staff will work with local government staff to develop recommended standards for each type of RSP project under consideration.

**11. What happens after Management Committee approves a RSP proposal?**

UBCM will enter into a funding agreement with eligible recipients identified in the RSP proposal. Usually, the eligible recipient will be the local government that will undertake the project, and, in the case of capital project categories, that will own the asset resulting from the project.

**12. When will the funding be provided to the recipient?**

Payments will be made available to recipients in accordance with the terms and conditions of the funding agreement. There are a number of factors that will affect the timing of payments, including: cash flow considerations; estimated costs vs. actual costs; or other requirements under the funding agreement.

memo



NOV 9 2010

To: Sandy Bowden, Director of Corporate Services, Town of Ladysmith  
From: Secretary I  
Date: 11/5/2010  
Re: *City of Duncan Age Friendly Seniors Safety Project Report*

---

At its meeting held October 21, 2010, the CVRD's Community Safety Advisory Committee passed the following motion:

*"...That the Community Safety Advisory Committee adopt the City of Duncan Age-Friendly Seniors Safety Project Report and further that the Report be forwarded to the Board, Cowichan Tribes, the City of Duncan, the District of North Cowichan, the Town of Ladysmith and the Town of Lake Cowichan."*

Therefore, please find the *Report* attached for your information.

Dominique Beesley  
Secretary I / Recording Secretary, Community Safety Advisory Committee

Enclosure

NOV - 9 2010

**City of Duncan**  
**Age-friendly Seniors Safety**  
**Project Report**

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

Originator:	Copy to:
Board: INFO PKG	
Committee(s):	
Directed by: JAB	Date: 11/5/10
File #	

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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](http://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 7<sup>th</sup>)
- 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 20<sup>th</sup>. 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, CCCHN, 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 30<sup>th</sup> 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](http://www.duncan.ca)

British Columbia Ministry of Health  
[www.gov.bc.ca/health](http://www.gov.bc.ca/health)

British Columbia Seniors Information Web site  
[www.seniorsbc.ca](http://www.seniorsbc.ca)

Public Health Agency of Canada, Division of Aging and Seniors  
[www.phac-aspc.gc.ca/seniors-aines/index.htm](http://www.phac-aspc.gc.ca/seniors-aines/index.htm)

World Health Organization  
[www.who.int/ageing/projects/age\\_friendly\\_cities/en/index.html](http://www.who.int/ageing/projects/age_friendly_cities/en/index.html)

University of Victoria's Centre on Aging  
[www.coag.uvic.ca](http://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>

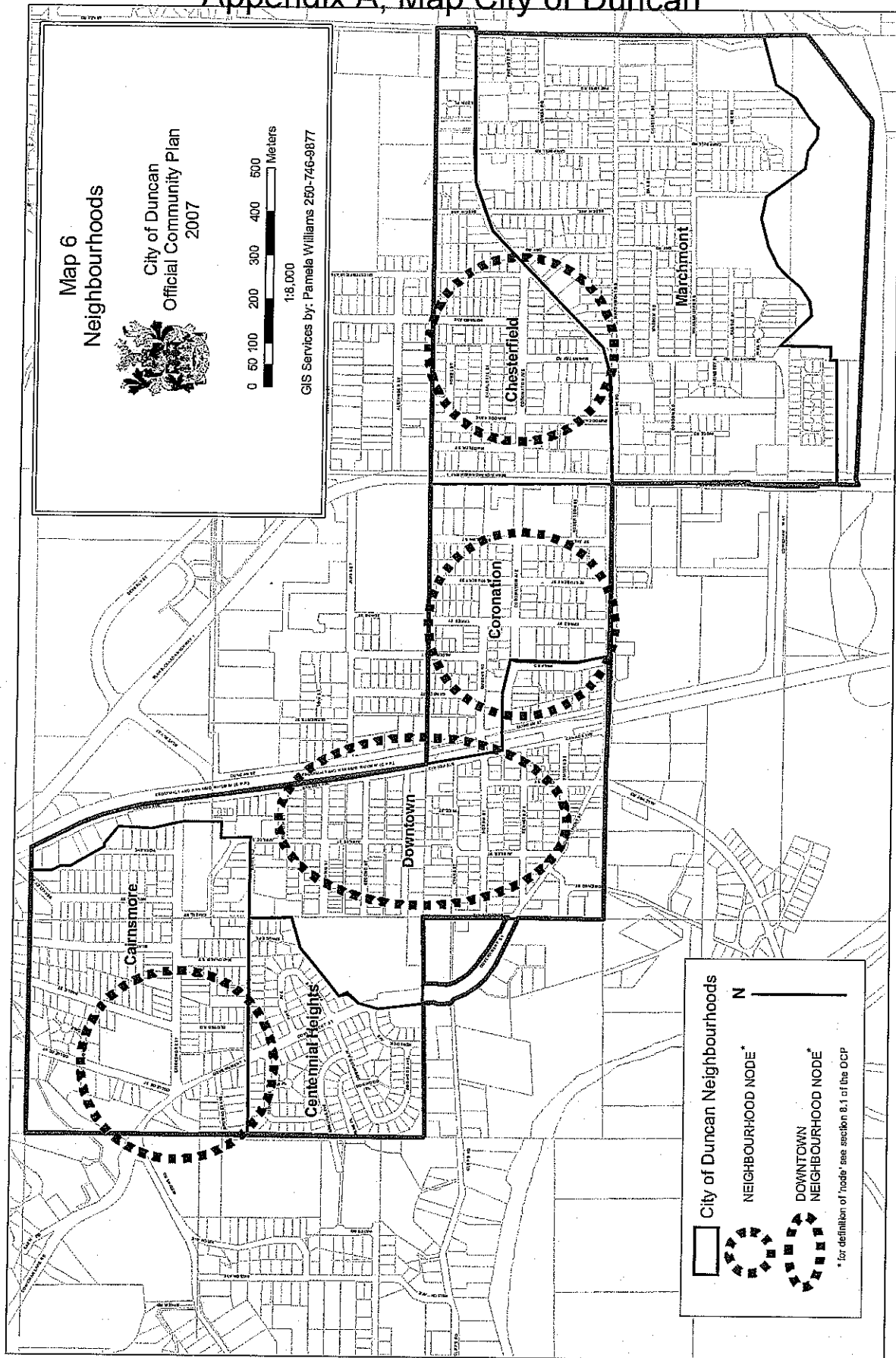
Cowichan Safety Lens: included as Appendix 9 in Duncan OCP Review 2007  
<http://www.duncan.ca/pdf/Bylaw%202030%20OCP%20to%20Nov%2013.%202007.pdf>

WHO Checklist of Essential Features of Age-friendly Cities  
[http://www.who.int/ageing/publications/Age\\_friendly\\_cities\\_checklist.pdf](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 5<sup>th</sup> 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 5<sup>th</sup> 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

## 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.

## 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, 2<sup>nd</sup> bedroom or study area (relatives)
- Reasonable amount of living space: 800-9000 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

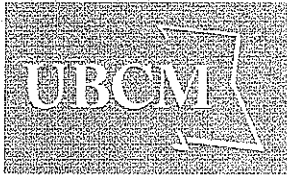
## **8. COMMUNITY AND HEALTH SERVICES**

- 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)



# MEMBER RELEASE

December 1, 2010

**TO:** Mayor Council; Chair and Board  
**FROM:** UBCM Secretariat  
**Subject:** Notice of CFIB Spending Report and Holding Lines

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UBCM has learned that the Canadian Federation of Independent Business (CFIB) will be releasing a report on local government spending tomorrow. As with past practices, the CFIB has not provided UBCM with an advance copy, but has done so with select media.

We understand that the report will once again measure local government spending growth relative to the rate of inflation and growth in population. We also understand that a particular focus in this year's report is the increase in public sector wages and salaries relative to the private sector.

UBCM advises local governments to be prepared for media calls, and that you consider the kinds of questions that you are likely to be asked based upon the current and projected levels of spending in your community. We are providing some holding lines in addition to those you may develop:

### **On the CFIB**

- The CFIB have released several reports on local government spending in recent years. While we welcome public discussion about appropriate levels of spending, we take issue with the CFIB's approach.
- To determine a benchmark for spending, the CFIB combines the change in population combined with the rate of inflation. This approach is too simplistic and fails to account for many of the real factors that are contributing to increasing expenditures. The result is a report that is based on a false standard.

### **Increased Cost of Local Government**

- The cost of local government is increasing, but for good reasons.
- Local governments in many communities are dealing with an infrastructure deficit. Communities have deferred capital improvement for years in order to keep tax increases down, but can no longer afford to do so.
- Local governments are also faced with increasing standards for things like water treatment, wastewater treatment and climate action. Most British Columbians agree with these higher standards – we want clean, healthy, sustainable communities. These better standards, though, come at a higher cost.
- Also, in recent years local governments have faced increasing pressure to take on new responsibilities in areas such as affordable housing or homelessness. As

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local government responsibilities expand, invariably there are new costs to meet them.

- Local governments have a limited range of fiscal tools to help us address these increased costs. Local governments receive just 8 cents from every tax dollar despite owning and maintaining 50% of the nation's infrastructure. That puts a lot of pressure on property taxes and user fees.
- Local governments are open, transparent and accountable. Our budgets are developed through public consultation and approved in public meetings. The high level of accountability in our budgeting process means that we are confident that our spending reflects the values of our communities.

Correspondence received vi e-mail from Lorinda Bedard  
December 3, 2010

To whom it may concern,

Light up is an anticipated event for our town and with thousands of people congregated in the downtown core every year I am disgusted by the amount of cigarette smoke that we are forced to inhale. It's disgusting! I shake my head at the disregard smokers have the health and comfort of others as they stand in crowds of people, especially during the parade, and blow their smoke into the crowd.

Is is legal to smoke at public events such as this? I certainly understand the challenge of ever enforcing such a bylaw if it exists. If this is not a matter that the town or our provincial laws covers when it comes to smoking could we make some effort to address this within the crowd via the speaker system or posted signs for the consideration and health of the majority. Simply stepping back away from the crowds when you 'need' to have a smoke seems like such a common sense and respectable thing to do, but that seems to evade the majority of smokers at Light Up.

Sincerely,  
Lorinda Bedard

**From:** Jackie Killick [killick@northcowichan.bc.ca]

**Sent:** December 7, 2010 4:19 PM

**To:** info

**Subject:** Regional Affordable Housing Workshop

Mayor and Council

Our Planner, Brigid Reynolds is now the Co-Chair of the Regional Affordable Housing Directorate and would like to schedule a workshop to take place in January. The workshop will be held in the evening and be approximately 2 hours in duration. The proposed dates are January 13, 19, 20, 24 and 31.

Please let me know if you will be available to attend and which date is most suitable.  
Thank you

**Jackie Killick**

*Planning and Development Secretary*

*District of North Cowichan*

*killick@northcowichan.ca*

*250-746-3119*



# *Coastal Animal Services*

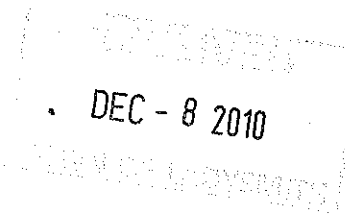
2202 Herd Rd, Duncan, BC V9L-6A6

(250) 748-3395

December 6, 2010

Sandy Bowden  
Director of Corporate Services  
Town of Ladysmith BC

Dear Ms. Bowden,



**Re: Ladysmith Light Up 2010**

Our Animal Control Officer from Coastal Animal Services attended the annual light up held on Thursday December 02/10. The officer had attended from 5:30 pm until 7:30 pm. The officer that attended has reported that there were approximately twenty verbal warnings issued regarding dogs in the prohibited area on First Avenue within the closed boundaries of the event.

The officer reported that the dog owners were compliant and moved out of the prohibited area with their dogs. Dog owners that were issued verbal warnings complained that there was no information available prior to the event, or signage posted during the event, regarding dogs prohibited during First Avenue closures as per bylaw #1554 section 14(a). One dog owner advised he had recently contacted the Ladysmith Town Hall who apparently had advised there were no restrictions regarding dogs on First Avenue in effect during the Light Up. The officer also observed dogs being walked beside floats that appeared to be part of the parade which would appear to be in violation of the dogs prohibited bylaw and added to the confusion of the persons attending with their dogs.

The officer reported that all dog owners appeared to have effective control of their dogs and were adhering to the leashing bylaw. Most dog owners voiced their displeasure with the dogs prohibited bylaw and could not understand why the town would implement such a bylaw when their dogs were leashed and under

effective control. Some dog owners advised our officer that they will not be returning to Ladysmith again as a direct result of this prohibition bylaw.

Coastal Animal Services has some suggestions as to how to maintain a safe environment for the public during special event closures on First Avenue:

- (1) More media information prior to events advising of the dog prohibited bylaw and the fine associated.
- (2) Signage posted at perimeters of the prohibited area advising of the bylaw regarding dogs on First Avenue during special events.
- (3) For the Mayor and Council to consider the removal of the bylaw that prohibits dogs on First Avenue during special event closures.

Coastal Animal Services' mandate is to maintain a safe community for all with respect to dogs within the Town of Ladysmith and to enforce the associated Animal Control Bylaws. Our officers believe that a safe community can be effectively accomplished through education and enforcement of dogs being leashed and under effective control. The Animal Control Officers would enforce and monitor effective control of dogs during events via dogs being leashed by a competent person and dogs not posing a risk to the public. Our officers believe this alternative would provide better public relations with the large number of persons and tourists who attend these events from outside of the Ladysmith area and still ensure a safe environment with respect to handling of their dogs.

If the Town of Ladysmith has any comments or questions regarding the "No Dogs Allowed" bylaw, or clarification of suggestions submitted on behalf of the observations of our Animal Control Officers, please do not hesitate to contact our office for discussion.

Thank you.

Sincerely,



Rob Harris  
Animal Control Officer  
Coastal Animal Services BC  
2202 Herd Road  
Duncan BC V9L 6A6  
250 748 3395

## 4. IMPLEMENTATION

Developing a high-quality bicycle network will require time and funds. As a result, this section identifies several short-term key moves that will provide the greatest "return on investment" in terms of achieving the goals of the Bicycle Plan – namely, increasing cycling and improving safety.

The implementation section also acknowledges the role that policies can play in reaching the Bicycle Plan goals. Recommendations for these are described in Section 4.4.

Bicycle facilities are categorized in the following manner:

- 🚲 *Priority facilities* include improvements which should be programmed for implementation within the next five years, as funding permits. These are generally more costly improvements or require more planning and design to implement, but will provide the greatest improvements to the network. They may be able to be combined with existing planned road maintenance or upgrading when opportunities arise.
- 🚲 *Lower Priority facilities* include improvements to address existing minor safety issues and low-cost improvements which are relatively simple to implement. Although they may be easier to implement, they do not offer the same potential for network improvement as the higher priority improvements.
- 🚲 *Future improvements* include facilities that will likely be built in the 10+ year time frame. It is recommended that a future Bicycle Plan update look at these facilities in more detail.

*Design Considerations* are also indicated on the Bicycle Route Network and detailed in the following tables. These are locations where:

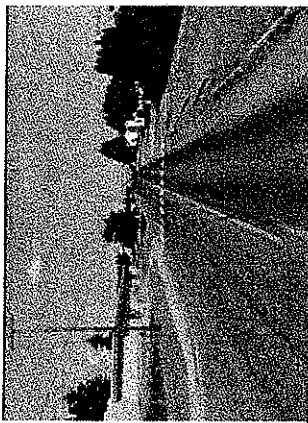
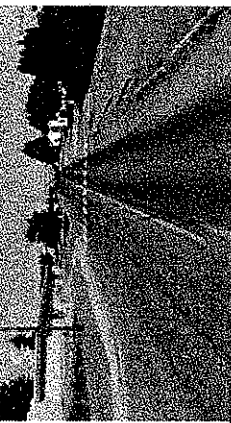

- a) key intersections between designated bicycle routes and higher-traffic roads call for additional treatment to ensure safety and easy linkages between routes;
- b) The designated bicycle route passes a major destination, where providing a crossing treatment would facilitate easier access to the destination; or
- c) a wider multi-use path along the highway bridge across Holland Creek would create a more pleasant user experience for cyclists and pedestrians.

While these priorities for the designated bicycle routes are recommended at the time of this report creation in December 2009, it should be noted that the Bicycle Plan should be periodically reviewed and adjusted to reflect progress, upcoming maintenance and new priorities in the network.


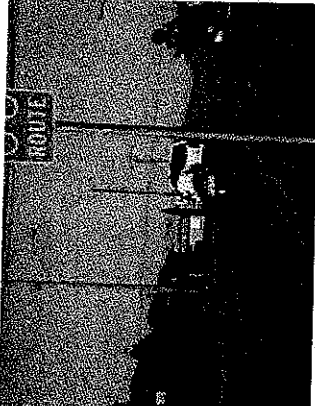

Priority improvements, upgrading facilities and future improvements are summarized in Tables 1, 2, and 3, below.

They are also shown on a map (Figure 3) following the tables.

Table 1 - December 2009 "Priority" Bicycle Facility Improvements

Category	Item	Existing Condition	Photo	Recommendation
Primary routes	6 <sup>th</sup> Ave	<p>Moderate-traffic street with no bicycle route facilities.</p> <p>Connects to schools, rec centre and several other institutions.</p>		<p>Separated facility along 6<sup>th</sup> Ave from Dunsmuir Cr. to Methuen St.</p> <p>Key intersection treatments at Kitchener St., Buller St., High St., Gatacre St., and Malone Rd. to connect to recreation facility and schools.</p> <p>See Appendix 5.1 for facility design ideas.</p>
	Methuen St.	<p>Low-traffic street with least uphill slope. Connects to 1<sup>st</sup> Ave downtown, underpass to waterfront, and Dogwood Dr.</p> <p>Doesn't require as many direction changes and challenging intersection crossings as the alternate "Bayview to 4<sup>th</sup> Ave Ext" route.</p>		<p>Separated facility on Methuen St. from 1<sup>st</sup> Ave to 6<sup>th</sup> Ave.</p> <p>Key intersection treatment at 1<sup>st</sup> Ave and 4<sup>th</sup> Ave.</p> <p>See Appendix 5.1 for facility design ideas.</p>
	Bayview St. Connection	<p>Low-traffic street connected to pedestrian sidewalk on old street ROW, leading to sidewalk alongside highway.</p>		<p>Combination of shared road and separated facility on Bayview St. from Davis Rd. to Methuen St.</p> <p>Traffic calming measures (speed humps) may be required along Bayview if traffic speeds are a problem.</p> <p>Additional width to be added to the existing sidewalk (3 m total width) from the</p>



				<p>end of Bayview St. alongside highway to Coronation Mall.</p> <p>Key intersection treatments at Davis Rd. and at Dogwood Dr. due to major street crossings.</p> <p>See Appendix 5.1 for facility design ideas..</p>
<p>**Alternate Routes</p>	<p>4<sup>th</sup> Ave</p>	<p>Moderate-traffic street with bicycle route signs.</p> <p>Poor pavement condition.</p> <p>Route doesn't connect to as many major destinations as the primary "6<sup>th</sup> Ave" route.</p>		<p>Separated facility along 4<sup>th</sup> Ave from Symonds St to Methuen St.</p> <p>Key intersection treatment at Kitchener St. to connect to the school.</p> <p>See Appendix 5.1 for facility design ideas.</p>
	<p>Bayview to 4<sup>th</sup> Ave Ext</p>	<p>Moderate-traffic street with median in some sections.</p> <p>Several direction changes along this route with challenging intersections (uses three different roads).</p>		<p>Separated facility connecting Bayview to 4<sup>th</sup> Ave Extension, using Dogwood and Belaire.</p> <p>Key intersection treatment at Bayview and Dogwood due to major street crossing and route direction change.</p> <p>See Appendix 5.1 for facility design ideas.</p>

\*\*Note: Alternate Routes are included as options for consideration should any road maintenance or utility upgrades occur on these routes. They are secondary (less ideal) alternatives.

Table 2 – December 2009 “Lower Priority” Bicycle Facility Improvements

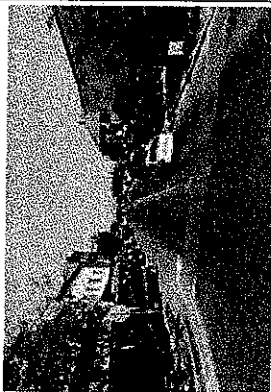
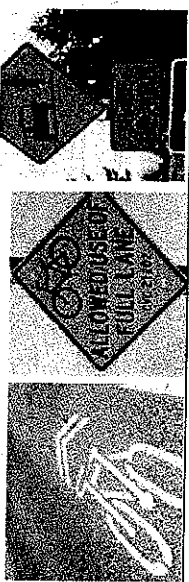

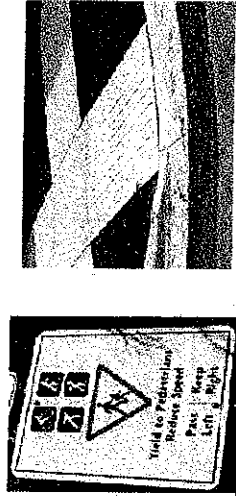
Category	Item	Existing Condition	Photo	Recommendation
Secondary routes	1 <sup>st</sup> Ave	<p>High-traffic street with angled on-street parking.</p> <p>Low traffic speeds (30 kph limit).</p> <p>Frequent pedestrian crossings.</p>		<p>Supportive signage and bicycle decals on the road.</p> <p>Increased number of bike racks to allow cyclists to park their bikes and access downtown shopping and services on foot.</p> 
	Chemainus Rd	<p>Separated multi-use and bi-directional facility.</p> <p>Multiple residential driveways crossing the facility.</p> <p>Sidewalk ramps are narrower than sidewalk width, creating a funnel.</p>		<p>Remove (or discontinue maintenance of) line &amp; decals separating pedestrians and bikes. Use signage to indicate desired pathway etiquette.</p> <p>Increase width of curb drop onto sidewalk to match width of sidewalk.</p> 



Table 3 – December 2009 "Future" Bicycle Facility Improvements

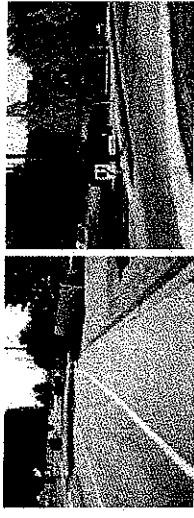
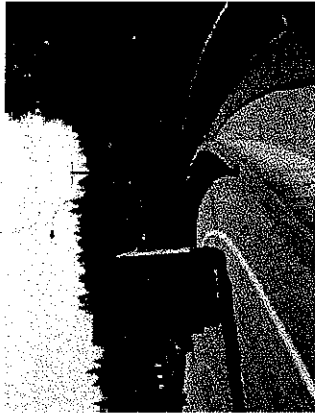
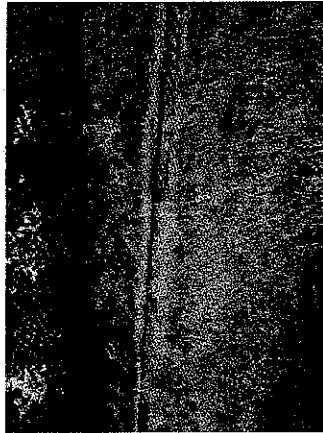
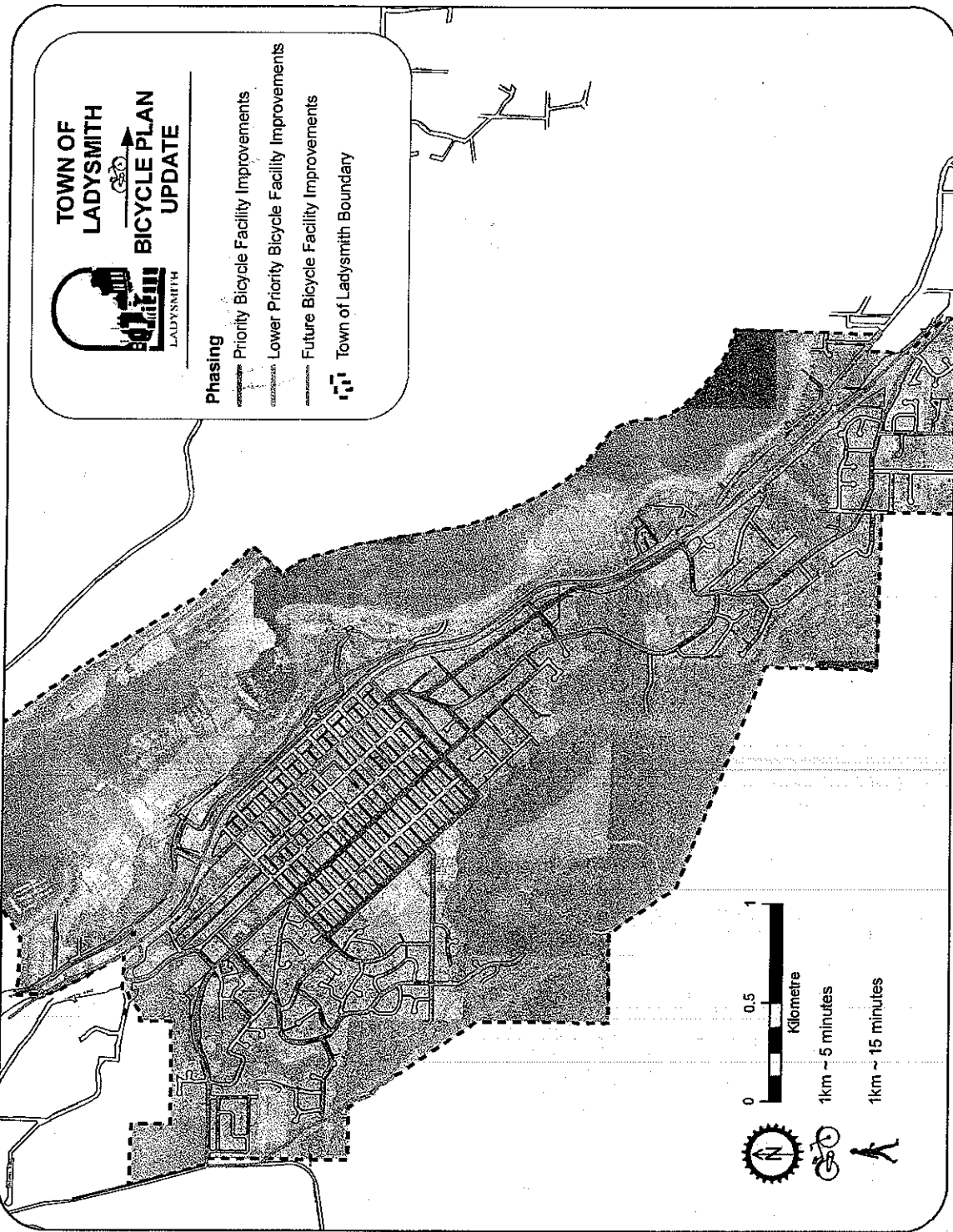
Category	Item	Existing Condition	Photo	Recommendation
Future routes	All routes commonly used by cyclists	Various street standards. Some painted shoulder bike lanes.		<p>Separated facilities.</p> <p>See Appendix 5.1 for facility design ideas.</p>
	Bayview Connection across Holland Creek bridge	<p>Pedestrian sidewalk beside highway on bridge across Holland Creek.</p> <p>Separated from highway with no-post barriers.</p>		<p>While current width on this short section of the Bayview route is sufficient for low-volume use, if usage increases, widening the pathway is recommended.</p> <p>Work with Ministry of Transportation to reduce the shoulder width on highway along the bridge section to allow no-post barrier to be moved over, leaving a wider path for multi-use bicycle and pedestrian travel.</p> <p>Mark with "path narrows" signage as needed.</p>
Recreational routes	TCT rail-trail	Active rail line with 30 m ROW.		<p>Rail trail from north to south edges of town, extending to regional TCT connections.</p> <p>See Appendix 5.1 for facility design ideas.</p>

Figure 3 – Priority Route Construction







## TOWN OF LADYSMITH QUESTION PERIOD GUIDELINES

- Persons wishing to address Council during "Question Period" must be either Town of Ladysmith residents or non-resident property owners.
- Individuals must state their name and address for identification purposes.
- Questions must relate strictly to matters which appear on the Council agenda at which the individual is speaking.
- Questions put forth must be on topics which are not normally dealt with by Town staff as a matter of routine.
- Questions must be brief and to the point.
- Questions shall be addressed through the Chair and answers given likewise. Debates with or by individual Council members or staff members are not allowed.
- No commitments shall be made by the Chair in replying to a question. Matters which may require action of the Council shall be referred to a future meeting of the Council.

# Public Washroom Task Force Announcement

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## **THE REQUEST**

In February of 2010, in response to an enquiry from the Chamber of Commerce, the Town of Ladysmith requested that the Chamber take on the task of assessing the availability of public washrooms in the downtown and the possible need for further public washrooms in the downtown core.

## **NEED FOR REPRESENTATION – PUBLIC WASHROOM TASK FORCE**

The Chamber of Commerce recognized that the Downtown Businesses would be their survey group, and, in realizing this, they approached the Ladysmith Downtown Business Association (LDBA), to work together to achieve a meaningful analysis and outcome.

Mayor Rob Hutchins, for the Town of Ladysmith, Bill Eller, President of the Chamber of Commerce, and Lesley White, Director for Ladysmith Downtown Business Association, spear-headed this initiative.

## **OBJECTIVE**

The Task Force goal was not only to establish the requirement for further public washrooms in the downtown core, but also to educate local businesses on existing public washrooms currently available.

Before a survey could be drafted, research had to be done. The Task Force wanted to establish which businesses offered their washrooms to the general public and which businesses didn't, the pros and cons of offering this service (i.e., costs of staffing, supplies, lighting, water consumption, security, accessibility, environmental impact, wear and tear), and whether this would be an attraction to locals and tourists. The Task Force also wanted to find out the pros and cons of a public washroom housed in an established business or building, in comparison to having a standalone facility.

Local eating establishments, gas stations, and the public library were approached personally, to clarify whether they were willing to open their doors and offer their washroom facilities, not only to their patrons but to the general public, and their reasons for and against offering this service.

The results of our investigation indicated that there are **two** public institutions in the downtown core who provide (or will provide) "public washrooms".

**The Visitor Information Centre at 411 1<sup>st</sup> Ave.**

**The Vancouver Island Regional Library at Dunsmuir Square 1<sup>st</sup> Ave.**

Furthermore, there are **two** private businesses that are willing to provide public washrooms.

**7-Eleven at Gatacre and the Island Highway**

**Shell Service Station at Buller and the Island Highway**

Further research was done looking at public washrooms in other towns on Vancouver Island. Certain comparables were addressed (i.e. whether the municipality provides public washrooms, whether they were in housed facilities or stand alone facilities, costs to building a public washroom facility, costs in the everyday running of the facility, any possible increase in taxes to accommodate the building and running of a pw facility, hours of operation, how much criminal activity took place in or around a public washroom facility). The research information was collected, summarized, and disclosed in the survey pre-amble, thus informing survey respondents prior to questioning.

### **SURVEY PROCESS & RESULTS "70% were completed and returned"**

The survey was distributed to every storefront business in the downtown core. Approximately 70 per cent were returned. The responses have been compiled and are summarized below:-

**1/** Were you aware that there are two public washrooms available in the downtown core, one at the library and one at the Visitor Information Centre?

19 YES      48 NO

**2/** Do you feel there is a need for additional public washrooms in the downtown Ladysmith?

47 YES      17 NO

**3/** On a scale of 1 through 5 (1 being the lowest priority and 5 being the highest priority), how would you rank the need for public washrooms in the downtown core?

1 - 5    2 - 7    3 - 9    4 - 20    5 - 20

**4/** Please indicate on a scale of 1 through 5 each of the following benefits attributed to public washrooms (1 being little or no benefit, 5 being highly beneficial)

a) Providing amenities for tourists      1 - 8    2 - 0    3 - 11    4 - 6    5 - 37

9/ Should all special events be required to provide portable public washrooms (“portaloos”)?

c) YES 53 B. NO 4 C. NEUTRAL 7

### **RECOMMENDATIONS**

#### **Spirit Square at High Street and Second Ave.**

During the survey work of the task force, it was evident that there was a need to provide new public washrooms at spirit square development, this new facility is scheduled to be opened by March 31, 2011. **Spirit Square at High Street and Second Ave.**

The Public Washroom Task Force is satisfied that there is sufficient availability and distribution of public washrooms in the Ladysmith downtown, including the following providers:

- Visitors Information Centre 411 1<sup>st</sup> Ave.
- Shell Service Station at Buller and the Island Highway
- 7-Eleven at Gatacre St, and the Island Highway
- Spirit Square at High Street, and 2<sup>nd</sup> Ave. (to be open March 31, 2011)
- Vancouver Island Public Library at Dunsmuir Square 1<sup>st</sup> Ave.

The Task Force further recommends that all visitor maps include a notation on the maps of a washroom logo [i.e., “WC”, international], so that residents and visitors alike can readily find a public washroom.

We appreciate all the assistance provided by the Ladysmith Chamber of Commerce, the Ladysmith Downtown Business Association and the Town of Ladysmith, in the Task Force efforts to conduct this review.

- b) Encouraging longer customer experience 1 – 12 2 – 7 3 – 14 4 – 9 5 – 19
- c) The community being responsible rather than individual businesses being responsible  
1 – 6 2 – 4 3 – 8 4 – 12 5 – 31
- d) Encouraging more residents to shop locally 1 -15 2 – 9 3 – 13 4 – 10 5 – 14

If it is determined that additional washrooms are needed in the downtown:

5/ Where should they be located? Please check one.

- a) On 1<sup>st</sup> Avenue 48
- b) Side streets to 1<sup>st</sup> Avenue 7
- c) 2<sup>nd</sup> Avenue or Esplanade 2
- d) Other Location Transfer Beach 1 Pub & Restaurants 1 2<sup>nd</sup> Ave/1<sup>st</sup> Ave 1 Ball Field

6/ Should the public washrooms be (please check one)

- a) In a standalone public structure? 49
- b) Associated within an existing business? 9

7/ Would you be supportive of a standalone public washroom being located adjacent to your business? A. YES 24 B. NO 14 C. NEUTRAL 24

8/ If there are public washrooms in the downtown, during what periods should they be accessible?

- a) Business Hours (closed Sunday) 8
- b) Daylight Hours, 7 days/week 48
- c) Special Events/ Weekends/ Holidays only 9

8/ Would you like to see public washrooms provided:

- a) All year round? 50
- b) Summer season only (J-S)? 11