

## Seniors Age-Friendly Strategy Key Performance Indicators for The City of Calgary

PRIORITY AREA	RESULT	Key Performance Indicator	Data Point (year)	Business Unit
ACCESS TO INFORMATION AND SERVICES	Older adults have access to information and services.	Total people aged 65+ approved for Fair Entry	7,497 (2017 partial <sup>1</sup> )	Calgary Neighbourhoods
		Percentage of 65+ very/somewhat satisfied with City of Calgary website and 311 service	93% (2016) All ages = 94%	Customer Service and Communications
		Level of conformance to the Access Design Standards of capital projects by The City	In development	Calgary Growth Strategies
COMMUNITY SUPPORT AND HEALTH	Older adults are able to choose to stay in their home as they age and as their health, safety, and safety of the community permits.	Total number of home visits by Community Safety Officers in partnership with Meals on Wheels	44 (2016)	Calgary Fire Department
		Total number of individuals contacted at events for seniors via the Calgary Fire Department's Community Safety Engagement	2,653 (2016)	Calgary Fire Department
		Percentage Seniors Services Home Maintenance clients that strongly agree/agree that the service helped them to continue living in their own home	97% (2017 partial <sup>2</sup> )	Calgary Neighbourhoods
	Older adults are safe from preventable injury in their homes.	Percentage Seniors Services Home Maintenance clients that strongly agree/agree that the home maintenance they received helped them to feel safe in their home	85% (2017 partial <sup>3</sup> )	Calgary Neighbourhoods
		Total number of smoke alarm inquiries and requests through 311 from Calgarians with disabilities or age 65+	116 (2016)	Calgary Fire Department
HOUSING	Older adults live in homes that meet their accessibility needs.	Percentage of accessible/adaptable units in Calgary Housing's new builds	In development	Calgary Housing
	Older adults live in homes that they can afford.	Total number of new non-market units granted occupancy each year (both ownership and rental)	233 (2016)	Calgary Approvals Coordination
		Total number of new seniors-specific non-market housing units granted occupancy each year	61 (2016)	Calgary Approvals Coordination
		Support for seniors to navigate the non-market housing system through the One Window initiative	In development	Calgary Housing
	Older adults have a range of	Residential Mix <sup>4</sup>	0.22 (2017)	Calgary Growth Strategies

<sup>1</sup> A full year of data is not available. Data is reported for the period of 2017 January 1 to June 30

<sup>2</sup> Voluntary survey sent to half of the client caseload (n=165) survey conducted with the other half of clients 2017 Nov

<sup>3</sup> Voluntary survey sent to half of the client caseload (n=165) survey conducted with the other half of clients 2017 Nov

<sup>4</sup> A city-wide measure of the diversity of land use densities (classified as low, medium, and high-density). Scores closer to 0 indicate low land use diversity, while the most evenly diverse community with three land categories would score 0.66.

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	housing options in their local area.	Mix of housing forms, including those that support an aging population	In development	Calgary Growth Strategies
	Older adults live in homes that are close to services that they need.	Accessibility to Daily Needs (The percentage of population within Major and Community Activity Centres and within 600m of Urban and Neighbourhood Corridors)	24% (2017)	Calgary Growth Strategies
		Proximity of housing to basic amenities such as food stores	In development	Calgary Growth Strategies
		Livability index	In development	Transportation Planning
PARTICIPATION AND INCLUSION	Older adults feel welcomed and valued in Calgary.	Percentage of adults 65+ that agree that The City of Calgary, municipal government, fosters a city that is inclusive and accepting of all	73% <sup>5</sup> (2016) All ages = 81%	Customer Service and Communications
		Percentage of Community Social Work Program volunteers and leaders aged 55+ who feel connected to the neighbourhood	80% (2016 <sup>6</sup> )	Calgary Neighbourhoods
		Percentage of Community Social Work Program volunteers and leaders aged 55+ who report an increased sense of belonging	New <sup>7</sup>	Calgary Neighbourhoods
	Older adults are socially, physically and intellectually active.	Number of social inclusion indicators showing significant improvement for people aged 65 to 74 (out of 3 <sup>8</sup> ) and number showing significant improvement for aged 75+ (out of 3), who are participating in programs funded by Family and Community Support Services (FCSS) <sup>9</sup>	Ages 65-74: 3 indicators (2017) Ages 75+: 2 indicators (2017)	Calgary Neighbourhoods
		Number of public washroom retrofits per year (regional parks and pathways)	4 (2017)	Calgary Parks
		% of citizens that have access to parks and open space within 400 meters of their residences	99.6% (2016)	Calgary Parks
		Number of Gentle Fitness Program classes and number of facilities offering the program	1,428 classes in 11 facilities (2017 partial <sup>10</sup> )	Calgary Recreation
		Measure to be developed in line with the forthcoming Inclusive Playground Implementation Plan	In development	Calgary Parks
	Older adults contribute to the well-being	Percentage of Calgarians aged 65+ that agree "The City uses input from Calgarians	63% (2016) All ages = 74%	Customer Service and Communications

<sup>5</sup> Includes top 4 "agree" categories on a 10-point scale from completely disagree (1) to completely agree (10)

<sup>6</sup> 2016 Community Social Work (CSW) Program Volunteer and Leader Survey (conducted in 2016 November)

<sup>7</sup> "New" means that data is being collected for an annual data point but is not sufficiently complete to report yet

<sup>8</sup> Positive Social Ties and/or Bonding Social Capital; Bridging Social Capital; and Social Participation

<sup>9</sup> This indicator is likely to change as the FCSS funding framework is currently being reviewed and updated

<sup>10</sup> A full year of data is not available. Data is reported for the period of 2017 January 1 to June 30.

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	of the community.	in decision-making about City projects and services"		
		Percentage of Community Social Work Program volunteers and leaders aged 55+ who report that they can make a difference in their neighbourhood	86% (2016)	Calgary Neighbourhoods
		Percentage of voting stations that are wheelchair accessible	96% (2017)	City Clerk's Office
		Measures of tactics used to reduce barriers to public engagement for specific populations, including older people	In development	Customer Service and Communications
		Number of volunteers in City of Calgary Community Services aged 65+	New	Calgary Neighbourhoods, Calgary Recreation, Calgary Parks, Calgary Community Standards
	Older adults who want to, or need to work are employed.	[The City of Calgary has not identified a contribution to this result.]	N/A	N/A
PREVENTION & RESPONSE TO ELDER ABUSE	Older adults are safe from abuse and neglect.	Rate of police-reported family violence victims aged 65+ (per 100,000)	55 (2015)	Calgary Police Service
		Number of all elder abuse and neglect referrals to the elder abuse response team	355 (2015)	Calgary Police Service
TRANSPORTATION AND MOBILITY	Calgarians are able to freely move throughout the city as they age.	Access to Primary Transit Network: percentage of population and jobs within 400 meters of the primary transit network	Population: 14.5% Jobs: 39.9% (2016)	Calgary Transit
		Percentage of trips accommodated by Calgary Transit Access for eligible people aged 65+	99.9% (2016)	Calgary Transit
		Average satisfaction by Calgary Transit Customers aged 65+ with the transit service in relation to "services to destinations you want to go to"	2.2 (2016) on a 7-point scale, where 1 is highest satisfaction	Calgary Transit
		Number of accessible street parking stalls installed per number of service requests	160 stalls installed per 615 requests (2016)	Calgary Roads

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		Number of audible pedestrian signals	156 (2016)	Calgary Roads
		Percentage of Calgarians aged 65+ very/somewhat satisfied with Calgary Transit (including bus and CTrain service), snow removal	Calgary Transit 89% (2016) All ages = 82%  Snow removal 82% (2016) All ages = 79%	Calgary Transit
		Number of locations receiving priority snow and ice control service to provide enhanced accessibility	700 (2017)	Calgary Transit
		Percentage of Calgarians aged 65+ who are satisfied with the walking environment	In development	Transportation Planning