



500 West Big Beaver
Troy, MI 48084
troymi.gov

CITY COUNCIL AGENDA REPORT

Date: April 8, 2024

To: Mark F. Miller, City Manager

From: Robert J. Bruner, Deputy City Manager
Megan E. Schubert, Assistant City Manager
Brian Goul, Recreation Director

Subject: Recreation Senior Programming Presentation (Backup Information)

The Recreation Department offers a variety of programming and resources to meet the community's needs. The Recreation Department also works with the Friends of Troy Seniors to provide events and to assist with programming needs. Troy Public Library, Troy Historical Society, and Troy Nature Society now advertise their programs in the Recreation Newsletters, and the Community Center offers space (as needed) for their programming needs. After COVID, these groups met, and it was found that we were duplicating many programs and events. We worked together to determine what types of programming each of us would offer to ensure no conflicts.

During COVID, most recreation programming was on hold until the pandemic ended. Since then, many of those programs and resources have returned, and new programs have also been added to meet the community's needs.

Philosophy on Adding Programs

- The program is part of the recreation mission.
- It does not duplicate services. Recreation, Nature Center, Library, Historic Village, or Troy Schools Continuing Education do not already offer a similar program.
- Program fills a gap and a need. The program is not widely available in Troy already.
- There is adequate facility space.
- There is adequate staff available to supervise and coordinate the program.
- A qualified instructor or staff member is available to run the program.

Philosophy on Removing Programs

- The program was advertised in 1 Guide and canceled due to no registrations.
- The program has been advertised in 2-3 Guides and was canceled each time due to insufficient enrollment (not meeting the minimum).
- Poor customer feedback.
- Poor instructor performance.
- Lack of staffing.
- Lack of facility space.
- Duplication of services. Does not fill a gap.
- Does not meet the Recreation mission.



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Program offerings by time

A complete comparison of senior offerings before COVID-19 to today's offerings can be found in Attachment A at the end of this report.

The programs or services offered before COVID-19 that are no longer offered today are listed below.

Ask the Financial Advisor	Biking Tours	Coffee Morning Concert
Bridge Lessons	Brunch and Learns	Coffee Meet and Greet
Cooking Demonstration	Monthly Movies	Craft Supply Loan Closet
Creative Endeavors Store	Drop-in Computer Lab	Drop-in Line Dance
Intro to Beekeeping	Bingo (Weekly)	Massage
Microsoft Word Class	Piano, Guitar, Voice Lessons	Special Pizza Lunches
Shall We Dance Ballroom	Square Dance Lessons/Events	Support Group
Community Garage Sale (FOTS)	Euchre Party (FOTS)	Monthly Blood Pressure

Additional Programs that have been added since COVID based on surveys and requests:

Tuesday Tunes Afternoon Concerts (Monthly)	Evening Concerts (6/year)
Expanding Horizons Lecture Series (Monthly)	1 on 1 Computer Tutoring
Memory Café	Health Topics with DMC
Tennis Leagues	Newbie 50+ Program Orientation
Valentine's Luncheon	DMC Health Assessments
Indian Folk-Art Classes	Spring Fling (FOTS)
Tai Chi	Tap Lessons

Evening concerts have been the most successful addition, with an average of 150 people participating in these events.

Oakland County Senior Centers Matching Grant Program

The City of Troy received \$250,000 toward remodeling the Senior Dining Room and refurbishing the bocce and shuffleboard courts at the Community Center. Renovations of the senior dining room include paint, new flooring around the perimeter, new blinds, adding a coffee/book nook, new acoustic paneling, new furniture, and a smart TV in room 402A. Due to the multiple elections over the past year, the work for this project is currently being planned, and it is expected to be completed by the end of summer. This space will be DEDICATED to Seniors Only, and the room will not be used for any other reason than elections. It is expected to be open from Monday – Friday from 7 am-4 pm, with additional senior programming in the evenings and weekends in the future.



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Some of the additional programming expected to take place in that space are below:

Prize Bingo (Monthly)	Low-Cost Chair Exercise Classes	Blood Pressure Checks
Afternoon Movies	Small Group Presentations	Book Nook
Drop in Cards and Games		

Future programming for the shuffleboard and bocce courts is to have leagues and clubs offered.

New 50+ Drop in Card and Game Room

The 50+ Drop Card and Game room opened last September in the former Creative Endeavors Store area. The room includes different card games, board games, and puzzles provided by the Recreation Department. Use has steadily increased since the area was opened.

Future Programming based on the 2023 Senior Survey

Troy Recreation’s 50+ Programs Survey is conducted annually and is open for feedback from mid-November to mid-December. A web link is advertised in the Fifty Forward newsletter, and e-newsletters and paper copies are available at the Troy Community Center front desk and the Friends of Troy Seniors office. There was also a poster outside of room 402 advertising the survey.

Two hundred eighty-one individuals participated in the survey. The takeaways from this survey were:

- Local day trips to places other than casinos and sporting events are desired.
- Speakers who teach new things, talk about resources in the community, and talk about physical health are the most desired.
- Of all the options given, respondents would like more opportunities to learn something new, take trips, and spend time with those with similar interests.

The entire senior survey synopsis is available as Attachment B at the end of this report. The results include the events added based on the 2022 survey and the participation numbers for those programs and events.

Program and Facility Comparisons to Other Communities

The Recreation Department collected information regarding programming and facilities from Farmington Hills, Madison Heights, OPC, Royal Oak, and Sterling Heights for comparison.

Programs

Troy's offerings are similar to those of other communities. All the communities charge a fee for their programs—some of the things offered by many different communities that we do not are listed below.

Language Classes (TPL to program)	Lunch and Learns
Support Groups	Veteran-Specific Classes
Book Club (TPL)	Cooking Classes
Senior Craft Show (Offer Senior Expo instead)	Card Tournaments
Adult Daycare Service	Blood Pressure Checks (coming fall)
Bingo (coming fall)	Woodshop Classes



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Troy has offerings that many other communities do not offer.

Golf Leagues	Memory Café
Personal Training	Physical Therapy
Pickleball Classes and Ladders	50+ Softball Leagues
50+ Soccer Leagues	Computer Tutoring
Swim Lessons and Water Aerobics	1 on 1 Attorney Appointments

While many communities offer SMART bus transportation, the City of Troy is one of the only ones that provides this in-house with Troy RYDE. The complete program comparison can be found in Attachment C at the end of this report.

Trips

The Recreation Department offers day and extended trips. Our most extensive trip of the year is the Grand Experience trip to Mackinac. This trip used to provide a bus for transportation; however, the transportation was eliminated due to increased bus prices. This trip still sells out every year. Day trips are not as abundant as before COVID-19, and companies are not offering as many as in the past due to increased bus prices, staffing issues, and lower participation numbers. The staff works with companies and communities to coordinate a certain number of spots to ensure some trips occur. This upcoming summer, seven-day trips will be available.

Recreation currently works with Rybicki Tours and has also reached out to a few new companies in hopes of building a relationship and adding more day trips in the future. The City does not own a bus, so it must look elsewhere for transportation.

Facilities

Although the city does not have a designated senior center like many comparable communities, the renovated senior dining room and card room will create approximately 4,000 square feet of space assigned to seniors in the building. In addition, the room signage will be updated. Senior programs, events, groups, and clubs will also be able to continue to use other Community Center rooms as they do now and more if needed. Communities vary in whether fees are charged to drop into their facilities. We plan not to charge any fees to use the renovated senior room or the drop-in card and game room unless it is an offered program.

The Community Center also offers a leisure pool, therapy pool, gym, exercise equipment, fitness room, and a computer lab, which many of our surrounding communities do not provide these options. A complete facility comparison can be found in Attachment C at the end of the report.

Summary

The Recreation Department has many offerings for seniors in the community. Staff looks forward to continuing to work with the Council and the senior community to expand available options.

Troy Recreation Senior Program Offerings – Attachment A

Programs Offered Before and Have Returned Since COVID

• 50+ Golf League	• Senior Safety Lectures
• 50+ Softball League	• Mahjongg Lessons
• 50+ Soccer Leagues	• Open Gym Pickleball
• 50+ Pickleball Ladders	• Open Gym Basketball
• AARP Smart Driving Class	• Pickleball Lessons
• Acrylic and Oil Painting	• Senior Mondays and Fridays
• Aquatic Exercise Class	• Yoga Classes
• Ask the Attorney	• AARP Tax Aide (FOTS)
• Physical Health Lectures	• Ice Cream Social (FOTS)
• Mackinaw Island Trip	• Daytime Concerts
• Mosaics Class	• DIA Trips
• Open Gym Badminton	• Flu Shot Clinic
• Swim Lessons	• Community Gardens
• Senior Expo	• Groups and Clubs (13)
• Personal Training	• Jewelry Making Classes
• Frightful 5K	• Knitting Classes
• Senior Picnic (FOTS)	• Brain Health Lectures
• Ballroom Lessons	• Law Lectures
• Basket Weaving Classes	• Me and My Grand Events
• Birthday Party Lunches	• Open Gym Volleyball
• Drop in Bocce and Shuffleboard	• Physical Therapy Clinic
• Chair Exercise Classes	• Private Computer Lessons
• Art and Pottery Classes	• Fitness Classes
• Computer Classes	• Document Shredding
• Day Trips	• Purse and Jewelry Sale (FOTS)

New Programs Offered Since COVID

• Tuesday Tunes Afternoon Concerts (Monthly)	• Health Topics with DMC
• Expanding Horizons Lecture Series (Monthly)	• Newbie 50+ Program Orientation
• Memory Cafe	• DMC Health Assessments
• Tennis Leagues	• Tai Chi
• Valentine’s Luncheon	• Tap Lessons
• Indian Folk Art Classes	• Evening Concerts (Bi-monthly)
• one on 1 Computer Training	• Spring Fling (FOTS)
• Drop in Card and Game Room	

Future Programming

• Physical Health Lectures	• Brain Health Lectures
• Senior Safety Lectures	• Law Lectures
• Prize Bingo (Monthly)	• Afternoon Movies (Monthly)
• Low-Cost Chair Exercise Classes	• Small Group Presentations
• Blood Pressure Checks	• Book Nook
• Drop in Cards and Groups	• Senior Speed Dating

Resources and Services Provided for Seniors in Partnership with The Recreation Department

- Troy Ryde
- Hot Congregate Lunch
- Meals on Wheels Food Delivery
- Equipment Loan Closet
- Hard Drive Erasure
- Home Chore Assistance
- Friends of Troy Seniors
- Focus Hope Food Delivery
- AgeWays
- Michigan 2-1-1
- Oakland Livingston Human Service Agency
- Supplemental Nutritional Assistance Program
- Operated by DPW
- Western Oakland Meals on Wheels
- Western Oakland Meals on Wheels
- Hospital equipment available for free use
- Computer Volunteers
- SHARP
- Volunteer/ Advocating Group for seniors
- Friends of Troy Seniors
- Formerly AAA 1-B
- Community Help and Support
- Services for low-income seniors
- Food Services for low-income households

Programs That Have Not Returned Since COVID

Program Title	Reason for Termination
Biking Events	Low participation
Coffee Concert Event (Monthly)	Low participation
Piano, Guitar, and Voice Lessons	Low participation
Coffee Meet and Greet	Low participation
Square Dance Events and Classes	Instructor needed
Bridge Lessons	Instructor needed
Introduction to Beekeeping	Instructor needed
Drop in Line Dance	Took cash at the door – not policy.
Shall We Dance Drop-in Dance	Took cash at the door – not policy.
Blood Pressure Screenings (Monthly)	Will return when the grant project is complete
Movies (Monthly)	Will return when the grant project is complete
Euchre Party (FOTS)	FOTS
Introduction to Social Media	TPL Offers
Ask the Financial Advisor	Not enough interest
Cooking Demonstration	Unable to use the kitchen
Manicures and Massage	Don't meet Rec criteria.
Drop in Computer Lab	Volunteers not available
Pizza lunches	Offered on holidays when staff is off
Brunch and Learn (FOTS)	Have replaced with Expanding Horizons Lectures
Bingo (Weekly)	Prize Bingo monthly when grant work is complete
Community Garage Sale (FOTS)	Required Parks staff for events and lower numbers

The Troy Public Library, Troy Historical Society, and Troy Nature Society offer senior programming, which is also advertised in our Fifty Forward.

50+ Programs Survey – Attachment B

Troy Recreation’s 50+ Programs Survey is conducted annually and is open for feedback from mid-November to mid-December. The Fifty Forward newsletter and e-newsletter advertise a web link; paper copies are available at the Troy Community Center front desk. A poster advertising the survey was also posted outside of room 402.

Two hundred eighty-one respondents ages 50+ completed the 2023 survey.

Some key data points from the 2022 survey that were kept in mind when planning for 2023 were as follows:

- About 71% of the surveyed were interested in attending concerts.
 - See concert data below
- About 52% surveyed were interested in attending movies.
 - Movies will return in 2024 once the Grant Project is complete
- About 45% surveyed were interested in attending recreation-based lectures.
 - See lecture data below
- About 44% were interested in health screenings (hearing, blood pressure, etc.).
 - See health screening data below

Monthly afternoon concerts started in September 2023; evening concerts are offered throughout the year.

Concert	Date	Participation
The Music of New Orleans & Swing	1/12/2023	56
Sweetheart Dinner & Concert	2/8/2023	Canceled
Blackthorn	3/15/2023	227
Crooning with Cookies	4/19/2023	75
70’s Night Concert	6/3/2023	67
New Orleans Swing	6/29/2023	58
Heritage Band Concert	8/2/2023	96
Tuesday Tunes: Vanessa Carr	9/12/2023	47
Shout! Beatles Tribute Concert	9/29/2023	140
Tuesday Tunes: Sheila Landis & Rick Matle	10/10/2023	52
Captain Fantastic Concert	10/20/2023	160
Tuesday Tunes: Kevin Wills	11/14/2023	51
Heritage Band Concert	12/6/2023	107
Tuesday Tunes: Matthew Ball	12/12/2023	61

In summary: 14 concerts offered – over 1,100 participants

Monthly health assessments started in September 2023 in partnership with DMC.

Assessment	Date	Participation
Balance/Fall Screenings	9/18/2023	11
Blood Pressure Checks	10/16/2023	9
Vision Check-ins	11/20/2023	5

In summary: 3 assessments offered – 25 participants

Monthly lectures started in September 2023 with our Expanding Horizons Lecture Series.

Lecture Topic	Date	Participation
Fire Safety with Keith Young	9/7/2023	5
Safety with Officer Greg Pokley	10/5/2023	CANCELLED by speaker

Lectures will continue monthly in 2024.

The results of 2023's 281 total respondents will guide department programming and offerings over the next year (four publications).

Demographics:

- The majority of respondents are between the ages of 60 and 79.
 - 60-69, about 39%
 - 70-79 about 43%
- 73% of respondents are retired.
- 21% of respondents are still working.

Participation Levels:

- About 33% have never participated before.
- About 12% have participated for less than one year.
- About 30% have participated for 1-5 years.
- About 25% have participated for more than five years.
- About 25% said programs are not at a convenient time for them.
- About 29% said programs do not appeal to them.
- About 15% said programs are too expensive.
- About 17% said they are too busy.

Tuesday, Thursday, and Wednesday are the top three days that respondents said they'd be most likely to participate in a program.

- 55% of respondents noted that they will most likely attend a program in the morning.
- 35% of respondents noted that they will most likely attend a program in the afternoon.
- 11% of respondents noted that they will most likely attend a program in the evening.

The top three ways respondents hear about our programs are Fifty Forward Newsletter (e-mailed), Troy Recreation Guide, and Fifty Forward Newsletter (Hard Copy Picked Up).

Because I participate in 50+ Programs, I . . .

- About 47% agree they see friends more/make new friends.
- About 57% agree they take better care of their health.
- About 69% agree they have something to look forward to.
- About 56% feel more able to stay independent.
- About 61% feel the 50+ programs have positively affected their lives.
- About 64% agree they learn new things.
- About 55% agree they are more physically active.
- About 65% would recommend the 50+ programs to a friend or family member.

Please check the box that best matches your response for each statement.

- About 84% agree the Troy Community Center is clean and attractive.
- About 76% agree the staff is friendly and courteous.
- About 71% agree that the staff is knowledgeable about activities and services.
- About 43% are happy with the health and wellness programs offered.
- About 42% are happy with the enrichment programs offered.

Interest in Local Trips:

More than half of respondents are interested in the following kinds of trips:

- Detroit Tours (Theaters, Famous Restaurants, Churches, etc.)
- Museums/Zoos
- Further Day Trips (Frankenmuth, Lansing, Port Huron)
- Narrated Bus Tours

Less than half of respondents are interested in the following kinds of trips:

- Metro Detroit Outings (Sanders, Local Parks)
- Sporting Events (Tigers Games, Hockey Games, Jimmy Johns Field Games, etc.)
- Casinos

60% of respondents would like to depart the Community Centers for trips before 10:00 AM.

Expanding Horizons Lecture Series Topics:

The top three kinds of speakers that respondents would like to see during our Expanding Horizons Lecture Series are Speakers who teach new skills, Speakers who talk about resources in our community, and Speakers who talk about physical health.

Does the Community Center offer sufficient opportunities in the following areas?

The majority of respondents are happy with the amount of exercise classes that are offered.

Most respondents wish more opportunities were offered in the following areas: Learning something new, being creative, having opportunities to spend time with people with similar interests, taking trips, and being educated on community resources.

Most respondents are not interested in opportunities to celebrate holidays/events.

Takeaways for 2023 – 2024 Planning:

- Local day trips to places other than casinos and sporting events are desired.
- Speakers who teach new things, talk about resources in the community, and talk about physical health are the most desired.
- Of all the options given, respondents would like more opportunities to learn something new, take trips, and spend time with those with similar interests.

Facility/Operations and Program Comparisons – Attachment C

Facility/Operations and Program Comparisons

	Farmington Hills	Madison Heights	OPC	Royal Oak	Sterling Heights	Troy
Dedicated Senior Center	●	●	●	●	●	
Sq Foot	65,000	15,000	90,000	N/A	46,700	127,000
Senior Store	●		●			
Pool	●		●			●
Fitness Equipment		●	●		●	●
Indoor Walking Track		●	●		●	
Loan Closet	●	●	●	●		●
Bus for Travel		●	●	●		
Billiards		●	●	●		
Computer Lab		●				●

Program Comparisons

	Farmington Hills	Madison Heights	OPC	Royal Oak	Sterling Heights	Troy
Attorney Advisors	●			●		●
AARP Taxes	●	●		●	●	●
Adult Daycare Service	●		●			
Afternoon Concerts			●	●	●	●
Art Classes	●	●	●	●	●	●
Basketball League			●			
Bingo	●	●	●	●	●	
Card Tournaments			●		●	
Computer Classes	●	●	●	●	●	●
Craft shows		●	●	●		

(Program Comparisons Continued)

	Farmington Hills	Madison Heights	OPC	Royal Oak	Sterling Heights	Troy
Dance Classes	●	●	●	●	●	●
Drop-In Cards/Games	●	●	●	●	●	●
Estate Planning Lectures		●	●	●	●	●
Evening Concerts		●	●	●	●	●
Focus Hope Food	●	●			●	●
Golf League	●	●				●
Grandparent Events		●	●	●	●	●
Groups/Clubs	●	●	●	●	●	●
Congregate Lunch	●	Sometimes	●	●	●	●
Language Classes	●		●	●	●	TPL
Day Trips	●	●	●	●	●	●
Lunch and Learns		●	●	●		
Meals on Wheels		●	●	●	●	●
Medicare Counseling		●	●	●	●	●
Memory Cafe			●			●
Movies	●	●	●			
Personal Training			●	●		●
Physical Therapy Clinic			●			●
Pickleball Classes			●		●	●
Pickleball Ladder			●		●	●
Home Repair Program		●	●	●	●	●
SMART Transportation		●	●	●	●	Troy Ryde
Softball League						●

(Program Comparisons Continued)

	Farmington Hills	Madison Heights	OPC	Royal Oak	Sterling Heights	Troy
Soccer League						●
Support Groups	●	●	●	●	●	
Swim Classes			●			●
Water Aerobics			●			●
Themed Luncheons	●	●	●	●	●	●
Woodshop Classes			●			
Veteran Specific Classes	●		●	●	●	