



REVISED PUBLIC AGENDA
STANDING POLICY COMMITTEE
ON TRANSPORTATION

Tuesday, December 5, 2017, 2:00 p.m.

Council Chamber, City Hall

Committee Members:

Councillor R. Donauer, Chair, Councillor Z. Jeffries, Vice-Chair, Councillor C. Block, Councillor S. Gersher, Councillor A. Iwanchuk, His Worship Mayor C. Clark (Ex-Officio)

Pages

1. CALL TO ORDER

2. *CONFIRMATION OF AGENDA*

Recommendation

1. That the letter from Gary Haywood, dated November 22, 2017 requesting to speak be added as Item 6.3.1;
2. That the letters from the following requesting to speak be added to Item 7.2.2:
 - Dale Gallant, dated December 1, 2017
 - Carlo Triolo, dated December 1, 2017
 - Shondra Boire, dated December 1, 2017
 - Kelly Frie, dated December 1, 2017
 - Malik Umar Draz, President USW Local 2014, dated December 4, 2017
 - Marwan Bardouh, dated December 4, 2017
 - Wes Cameron, dated December 4, 2017
 - Fatih Ayalp, dated December 5, 2017; and
3. That the agenda be confirmed as amended.

3. DECLARATION OF CONFLICT OF INTEREST

4. ADOPTION OF MINUTES

Recommendation

That the minutes of regular meeting of the Standing Policy Committee on Transportation held on November 6, 2017 be adopted.

5. UNFINISHED BUSINESS

6. COMMUNICATIONS (requiring the direction of the Committee)

6.1 Delegated Authority Matters

6.1.1 Saskatoon Accessibility Advisory Committee - Complete Streets Design and Policy Guide [Files CK 6330-1 and TS 6330-1] 6 - 6

A letter dated November 21, 2017 from the Saskatoon Accessibility Advisory Committee is attached.

The Saskatoon Accessibility Advisory Committee is requesting that the Standing Policy Committee on Transportation recommend that the Administration include the Saskatoon Accessibility Advisory Committee in future stakeholder discussion, related to the Complete Streets Design and Policy Guide, to allow the opportunity to offer its input on the matter.

Recommendation

That the direction of Committee issue.

6.2 Matters Requiring Direction

6.3 Requests to Speak (new matters)

6.3.1 Gary Haywood - Traffic Situation on Central Avenue [File CK 6315-1] 7 - 7

Attached is an email from Gary Haywood dated November 22, 2017 requesting to speak.

Recommendation

That the information be received.

7. REPORTS FROM ADMINISTRATION

7.1 Delegated Authority Matters

- 7.1.1 **33rd Street – Boulevard Removal – Parking and Traffic Operations Update [Files CK 6320-1 and TS 6320-1]** 8 - 14

Recommendation

That the report of the General Manager, Transportation & Utilities Department dated December 5, 2017, be received as information.

- 7.1.2 **Stonebridge Neighbourhood Traffic Review – Assessment of Interventions near School Site [Files CK 6320-1 and TS 6280-3]** 15 - 19

Recommendation

That the report of the General Manager, Transportation & Utilities Department dated December 5, 2017, be received as information.

- 7.1.3 **Transit IT Roadmap Update – December 2017 [Files CK 7300-1 and CP 7300-1]** 20 - 26

Recommendation

That the report of the Acting General Manager, Corporate Performance Department, dated December 5, 2017, be received as information.

7.2 Matters Requiring Direction

- 7.2.1 **Transit – Intelligent Transportation System Software Upgrade – Award of Contract [Files CK 261-2, x 7300-1 and TR 7301-12]** 27 - 29

Recommendation

That the Standing Policy Committee on Transportation recommend to City Council:

1. That the City enter into an agreement with Trapeze Software Incorporated for the upgrade from Trapeze Novus Intelligent Transportation System to Trapeze TransitMaster for a total cost of \$1,347,202 (including applicable taxes); and
2. That Purchasing Services issue the appropriate purchase order.

The following requests to speak have been added to this item:

- Dale Gallant, dated December 1, 2017
- Carlo Triolo, dated December 1, 2017
- Shondra Boire, dated December 1, 2017
- Kelly Frie, dated December 1, 2017
- Malik Umar Draz, President, USW Local 2014, dated December 4, 2017
- Marwan Bardouh, dated December 4, 2017
- Wes Cameron, dated December 4, 2017
- Fatih Ayalp, dated December 5, 2017

Recommendation

That the Standing Policy Committee on Transportation recommend to City Council:

1. That the Administration be directed to create a comprehensive vehicle for hire bylaw;
2. That a stand-alone bylaw for transportation network companies with consequential amendments to *The Taxi Bylaw* be drafted in the interim to allow for the operation of transportation network companies in the City pending completion of the comprehensive vehicle for hire bylaw; and
3. That the Administration be directed to:
 1. Amend *The Taxi Bylaw* to allow the implementation of part-time Flex Service licenses, issued to qualified drivers, to meet demand in peak periods;
 2. Amend *The Taxi Bylaw* to allow for the replacement of seasonal licenses with full-time plates, issued to qualified drivers, reflecting the Sask Plates proposal;
 3. Review the current taxi meter fare structure and develop options to improve affordability; and
 4. Review regulations applicable to the taxi industry to support a 'level playing field' should development of regulations for transportation network companies be approved by City Council.

- 7.2.3 **Inquiry – Councillor Z. Jeffries (September 25, 2017) Installation of East-West Crosswalk on Lowe Road [Files CK 6150-1 and TS 6150-1]** 88 - 91

Recommendation

That the report of the General Manager, Transportation & Utilities Department dated December 5, 2017, be forwarded to City Council for information.

- 7.2.4 **Roadway Preventative Maintenance Strategy [Files CK 6315-1 and PW 6315-1]** 92 - 95

Recommendation

That the Standing Policy Committee on Transportation recommend to City Council:

That a budget adjustment of \$50,000 to Capital Project #1356 – V& E Additional Vehicles and Equipment funded from the Paved Roadways Infrastructure Reserve be approved to fund the acquisition of a rubberized crack filling machine.

- 7.2.5 **West Material Handling Facility – 2017 Budget Adjustment Request [Files CK 600-29, x 1702-1 and PW 600-1]** 96 - 98

Recommendation

That the Standing Policy Committee on Transportation recommend to City Council:

That a budget adjustment of \$383,000 to Capital Project #2259 - TU-PW Satellite Yards funded from the Reserve for Capital Expenditures be approved to purchase land for a West Material Handling Facility.

8. **URGENT BUSINESS**
9. **OTHER**
10. **MOTIONS (Notice Previously Given)**
11. **GIVING NOTICE**
12. **IN CAMERA AGENDA ITEMS**
13. **ADJOURNMENT**

November 21, 2017

Secretary, SPC on Transportation

Dear Secretary:

**Re: Saskatoon Accessibility Advisory Committee - Report for SPC on
Transportation - Complete Streets Design and Policy Guide
[File No. CK 6330-1 and TS. 6330-1]**

The Saskatoon Accessibility Advisory Committee, at its meeting held on November 10, 2017, reviewed the report related to the Complete Streets Design and Policy Guide for information. The Committee heard a presentation from Administration and request the opportunity to provide their input when stakeholders are consulted.

The Committee resolved:

That a letter be sent to the Standing Policy Committee on Transportation to recommend that Administration include the Saskatoon Accessibility Advisory Committee in future stakeholder discussion related to the Complete Streets Design and Policy Guide to allow the opportunity to offer their input on this matter.

The Saskatoon Accessibility Advisory Committee respectfully requests that the recommendation be considered by the Standing Policy Committee on Transportation and thanks the Committee for forwarding a copy of the report.

Yours truly,



Holly Thompson, Committee Assistant
Saskatoon Accessibility Advisory Committee

HT

Attachment

cc: A/General Manager, Transportation and Utilities Department
Director, Transportation, Transportation and Utilities Department
Mr. J.D. McNabb, Chair, Saskatoon Accessibility Advisory Committee

6315-1

From: City Council
Sent: November 22, 2017 8:31 AM
To: City Council
Subject: Form submission from: Write a Letter to Council



Submitted on Wednesday, November 22, 2017 - 08:30
Submitted by anonymous user: 204.83.108.70
Submitted values are:

Date: Wednesday, November 22, 2017
To: His Worship the Mayor and Members of City Council
First Name: Gary
Last Name: Haywood
Address: 107 Roy Crescent
City: Saskatoon
Province: Saskatchewan
Postal Code: S7W 0K9
Email: gazrox@sasktel.net
Comments:

I am writing to request that the traffic situation on Central Avenue, north of Attridge Drive, be resolved immediately by removing the traffic restrictions that are currently in place.

Construction on Central Avenue has been inactive since November 1st, however the traffic restrictions on the Southbound lanes between Attridge Drive and Fedoruk Drive, are causing traffic jams and delays from 7am to 9am and severely impacting citizen's ability to get to work on time. I am one of those affected citizens.

I am requesting that this issue is brought before Council for the December 18th, 2017 meeting as an agenda item so that it can be resolved. I understand that this construction is part of a P3 project of which the City has little influence on work schedules and traffic restrictions, however I firmly believe that when the livelihoods of taxpayers are affected, then the City needs to intervene.

I am also requesting attendance at the December 18th, 2017 council meeting so that I can speak to Council on how this situation is affecting residents of Silverspring and Evergreen, the safety concerns, and my concerns on how the construction schedule has not been effective in providing the best transition for residents.

Please let me know by return phone call or email whether my request will be granted. I am more than happy to discuss this issue with the appropriate committee prior to the council meeting.

Regards,

Gary Haywood

The results of this submission may be viewed at:
<https://www.saskatoon.ca/node/398/submission/203672>

33rd Street – Boulevard Removal – Parking and Traffic Operations Update

Recommendation

That the report of the General Manager, Transportation & Utilities Department dated December 5, 2017, be received as information.

Topic and Purpose

The purpose of this report is to provide an update on the implementation of the transportation improvements for the 33rd Street Corridor between Idylwyld Drive and Confederation Drive.

Report Highlights

Short-term improvements highlighted in the 33rd Street Corridor Study are now complete. These include sidewalk protection measures such as bollards (short posts used to divert traffic from an area), and zebra crosswalk pavement markings.

Strategic Goal

This report supports the Strategic Goal of Moving Around by providing a plan to guide the implementation of pedestrian infrastructure and intersection improvements that will improve the safety of pedestrians, motorists, and cyclists.

Background

A detailed engineering study was completed in 2015 and included input from the Transportation, Planning & Development, and Saskatoon Transit divisions. Details of the recommendations from the study were provided in the 33rd Street Boulevard Removal – Parking and Traffic Operations report presented to the Standing Policy Committee on Transportation on January 11, 2016.

City Council, at its meeting held on January 25, 2016, considered the report and resolved:

1. That the detailed recommendations for the 33rd Street Corridor be added to the recommendations from the 33rd Street Corridor Study and together be adopted as the framework for future traffic improvements along 33rd Street, to be undertaken as funding is made available through the annual budget process; and
2. That the Administration, in consultation with the two adjoining Community Associations and the 33rd Street Business Improvement District, report back in November 2017 after installation of the bollards.”

The 33rd Street Boulevard Removal – Parking and Traffic Operations cover report, dated January 11, 2016 is included as Attachment 1. The full study is available on the City website.

Report

The installation schedule identified all short-term improvements to be installed within one to two years including bollards and zebra crosswalk pavement markings. Bollards were installed in 2017 at the following locations:

- Northeast and southwest corners at Avenue B
- Northeast corner at Avenue C
- Northeast corner at Avenue D
- Southwest corner at Avenue E
- Southwest corner at Avenue F
- Northeast and southwest corners at Avenue G

Bollards were not installed at the following locations due to lack of available space, hydrants, power poles, and street furniture:

- Southwest corner at Idylwyld Drive
- Southwest corner at Avenue C
- Southwest corner at Avenue D
- Northeast corner at Avenue E
- Northeast corner at Avenue F

Zebra crosswalk pavement markings were installed in 2016 at the following locations:

- Avenue C
- Avenue E
- Avenue F

Based on observations since the installation, the bollards are providing the desired separation and have improved visibility of pedestrians.

Public and/or Stakeholder Involvement

The 33rd Street Business Improvement District (BID) was consulted throughout the implementation process for the bollard installations. The two adjoining Community Associations were contacted after the installation of the bollards for feedback and no issues were identified with the bollard placement.

Representatives from Transportation met with the BID Executive Director on October 16, 2017 to discuss the corridor. A further meeting was held with the BID Executive Director on October 31, 2017 with representatives from Transportation and Urban Design.

A summary of the feedback from these discussions is provided in Attachment 2.

Communication Plan

A copy of the 33rd Street Corridor Study is available on the City of Saskatoon's website.

Environmental Implications

The overall impact of the recommendations on traffic characteristics including the impacts on greenhouse gas emissions has not been quantified at this time.

Other Considerations/Implications

There are no options, policy, financial, privacy or CPTED considerations or implications.

Due Date for Follow-up and/or Project Completion

Implementation of the remaining improvements included in the 33rd Street Corridor Study will proceed as funding becomes available. Installation of the Active Pedestrian Corridor at Avenue C is expected to be completed in 2018.

Public Notice

Public Notice pursuant to Section 3 of Policy No. C01-021, Public Notice Policy, is not required.

Attachments

1. Report - 33rd Street Boulevard Removal – Parking and Traffic Operations, Dated January 11, 2016
2. Summary of Feedback

Report Approval

Written by: Justine Marcoux, Transportation Engineer, Transportation
Reviewed by: David LeBoutillier, Acting Engineering Manager, Transportation
Jay Magus, Acting Director of Transportation
Approved by: Angela Gardiner, Acting General Manager, Transportation & Utilities Department

TRANS JM – 33rd Street – Boulevard Removal – Parking and Traffic Operations Status Update

33rd Street – Boulevard Removal – Parking and Traffic Operations

Recommendation

That the Standing Policy Committee on Transportation recommend to City Council:
That the detailed recommendations for the 33rd Street Corridor be added to the recommendations from the 33rd Street Corridor Study and together be adopted as the framework for future traffic improvements along 33rd Street, to be undertaken as funding is made available through the annual budget process.

Topic and Purpose

The purpose of this report is to provide information on the future transportation plans for the 33rd Street Corridor between Idylwyld Drive and Confederation Drive.

Report Highlights

A detailed engineering assessment was completed by the Administration based on input from the Transportation, Planning & Development, and Transit divisions, resulting in additional recommendations for improvements.

Strategic Goal

This report supports the Strategic Goal of Moving around by providing a plan to guide the implementation of pedestrian infrastructure and intersection improvements that will improve the safety of pedestrians, motorists, and cyclists.

Background

City Council, at its meeting held on October 26, 2015, resolved, in part:

- “4. That the Administration provide a report regarding implementation of the following:
- a. Designation of 33rd Street as a minor arterial corridor (not major);
 - b. Single lane traffic from the furthest west corner of Ave B to Ave G;
 - c. Parking limits of two hours from the furthest west corner of Ave B to Ave G, and up to the alleys north and south of 33rd Street; and
 - d. Pedestrian bulbing / curb extensions from the furthest west corner of Ave B to Ave G with each intersection having two bulbs (one on the north and one on the south side of 33rd Street) at designated crossing areas in consultation with the Business Improvement District and the City's Traffic Division.”

Report

A detailed engineering assessment included input from the Transportation, Planning & Development, and Transit divisions, as well as a meeting held with the Business Improvement District (BID). The outcome was a list of conclusions and additional recommendations as illustrated in Attachment 1.

Public and/or Stakeholder Involvement

Staff from the Transportation and Planning & Development divisions met with BID representatives on December 4, 2015 for an in-person meeting. Meeting notes are as follows:

- The Administration explained the outcomes of the October 26, 2015 Council meeting directing additional work be completed on the 33rd Street Corridor Study.
- The recommendations from the 33rd Street Corridor study were reviewed and details were discussed.
- The Administration outlined their support for reclassifying 33rd Street as a minor arterial.
- The Administration outlined their support for installing parking limits of two hours from the furthest west corner of Avenue B to Avenue G, and up to the alleys north and south of 33rd Street. It was noted, that for the most part, two parking limits currently exist on all side streets.
- The Administration indicated that they did not support curb extensions along 33rd Street in consideration of the following:
 - 33rd Street is different than 22nd Street notably in terms of right-of-width and the inclusion of a raised concrete median along 22nd Street. The raised median allows the development of dedicated left-turn lanes, allowing through traffic to still move through an intersection while vehicles wait to turn left. On 33rd Street, the lack of raised median forces left turning vehicles to mix with through traffic, and with a curb extension in place, a single left turning vehicle could delay a significant amount of through traffic. A remedy to this situation would be to restrict left turns, which both the Administration and BID agreed was not desired.
 - Curb extensions would restrict traffic and promote short-cutting traffic through adjacent residential areas.
 - Saskatoon Transit is not in favour of curb extensions as this would reduce the effectiveness of its service and decrease Transit ridership.
 - In the long-term, during peak hours, four lanes of lane capacity is required.
- In lieu of curb extensions, the BID requested that the Administration review the possibility of adding bollards at key locations throughout the corridor to provide an increased level of safety for pedestrians. The Administration responded that bollards would be added, and the appropriate recommendations have been included in this report.
- The Administration explained that there is no intent to extend parking restrictions further west along 33rd Street, or implement parking prohibitions in the next 20 years.

- The BID requested that the Administration review the feasibility of reducing the physical length of the peak period parking restrictions. The Administration responded that a review would be done, and the appropriate recommendations have been included in this report.

The Administration has provided an update via e-mail to the Mayfair and Caswell Hill Community Associations on the additional proposed recommendations. As of the date of writing this report, there has been no response received from either the Mayfair or Caswell Hill Community Associations.

Communication Plan

If approved, the recommendations contained in this report will be added to the recommendations from the approved 33rd Street Corridor Plan, and shared with the businesses along 33rd Street, residents and the impacted neighbourhoods using several methods: City website, Community Association communication forums (i.e. website, newsletter).

Any construction that impacts businesses, residents or traffic will be communicated via construction letters, Traffic Detour Service Alerts, the Daily Road Report and the Road Restrictions and Construction Projects interactive map.

Environmental Implications

The overall impact of the recommendations on traffic characteristics including the impacts on greenhouse gas emissions has not been quantified at this time.

Other Considerations/Implications

There are no options, policy, financial, privacy or CPTED considerations or implications.

Due Date for Follow-up and/or Project Completion

Implementation of improvements included in this report will proceed as funding becomes available.

Public Notice

Public Notice pursuant to Section 3 of Policy No. C01-021, Public Notice Policy, is not required.


Attachment

1. 33rd Street Proposed Traffic Restriction

Report Approval

Written by: Jay Magus, Engineering Manager, Transportation
Reviewed by: Angela Gardiner, Director of Transportation
Approved by: Angela Gardiner, Acting General Manager, Transportation & Utilities Department

Summary of Feedback

Stakeholder Group	Stakeholder Comments	Response from Administration
Caswell Hill Community Association	The Community Association likes the bollard's purpose.	
	Can the bollards stand up to speed? Can the bollards hold up to more than just backing out of a parking space speed?	The steel bollards are meant to slow down a vehicle but when they are hit hard enough, they are likely to break off as they are designed to do so.
Hudson Bay Park / Mayfair / Kelsey Woodlawn Community Association	The bollards look great.	
	I like how the bollards draw attention to the area, and hope they will stay.	
	The red tape on the posts at the intersection of 33 rd Street and Avenue H North is coming off. Can the red tape be fixed/re-taped?	The red reflective tape will be re-taped.
33 rd Street Business Improvement District	A single bollard at an intersection looks unaesthetically pleasing and odd.	<p>The installation of a single bollard in the northeast and southwest quadrants of key intersections along 33rd Street was recommended to protect pedestrians from right turning vehicles. Transportation and Urban Design worked together to determine an aesthetic design and to finalize the locations. There are locations throughout the city where a single bollard is installed. An example of an existing single bollard is at the intersection of 25th Street and 3rd Avenue shown in the photograph below.</p> 
	Most bollards are not installed straight and lean.	The bollard at the corner of 33 rd Street and Avenue G North will be re-located. In spring of 2018 the feasibility of coring the sidewalk, and lowering the bollards will be reviewed.
	The bollard at the corner of 33 rd Street and Avenue G North is directly in the path of the sidewalk ramp. This bollard should be removed.	The bollard at the corner of 33 rd Street and Avenue G North had been previously identified for relocation, and will be re-located in summer of 2018.
	This project should be re-done as part of a cohesive, holistic plan for the street. Urban Design should be heavily involved.	The intent of the Transportation Corridor Review was to investigate and provide recommendations to improve Transportation conditions along the corridor. These recommendations, approved in early 2016, are in the process of being implemented over time as funding permits. The Administration is available to assist in a corridor urban design project if requested to participate in by the BID. Funding for the project would need to be secured in partnership with the BID.

Stonebridge Neighbourhood Traffic Review – Assessment of Interventions near School Site

Recommendation

That the report of the General Manager, Transportation & Utilities Department dated December 5, 2017, be received as information.

Topic and Purpose

The purpose of this report is to provide information on the assessment of the traffic calming measures and controls implemented near the Stonebridge neighbourhood school site.

Report Highlights

1. A number of traffic control, pedestrian devices, and traffic calming measures have been installed in the vicinity of the school site as a result of the Stonebridge Neighbourhood Traffic Review (NTR) and the planning and design of the school site.
2. Further improvements and traffic/pedestrian studies will be completed in spring 2018.

Strategic Goal

This report supports the Strategic Goal of Moving Around by providing safe, well-planned neighbourhoods, improving the safety of all road users (pedestrians, cyclists, and drivers), and providing a great place to live, work, and raise a family.

Background

City Council, at its meeting held on September 25, 2017, considered the Stonebridge Neighbourhood Traffic Review report and resolved, in part:

- “2. That the Administration report back on the feasibility of assessing the interventions near the school site early, so that adjustments might be made before the 2018 school year.”

Report

Stonebridge Neighbourhood Traffic Review

Several improvements were installed along Stonebridge Common prior to September 1, 2017, as part of the Stonebridge NTR to reduce vehicle speed and promote pedestrian safety near the Stonebridge school site (i.e. Chief Whitecap School and St. Kateri Tekakwitha Catholic School). The following table outlines the improvements, which are also illustrated in Attachment 1:

Stonebridge Neighbourhood Traffic Review – Assessment of Interventions near School Site

Brainerd Crescent	Maintain the temporary curb extensions previously installed to reduce speed and enhance pedestrian safety at crossings into the park.
Galloway Road	Install a three-way stop and add a crosswalk on the south side to improve intersection safety.
Langlois Way	Remove the temporary curb extension previously installed.
Vic Boulevard	Install a three-way stop to improve intersection safety.
Snell Crescent	Maintain the temporary curb extensions previously installed to reduce speed and enhance pedestrian safety at crossings into the park.

As part of the standard NTR process, traffic calming devices are typically installed temporarily for one year to assess their effectiveness. Follow-up speed studies will be conducted in spring 2018 to determine if speeds have been reduced on roadways near the school site in Stonebridge. It should be noted that the 30 kph reduced speed zone will also contribute to lower speeds.

If proven effective, the devices are added to the city-wide list of locations for permanent installation. Traffic calming devices are prioritized for permanent installation based on the following criteria:

- Traffic calming devices temporarily installed prior to the NTR;
- Locations adjacent to schools or parks;
- Locations addressing speeding or shortcutting issues;
- Year of the NTR;
- Locations that lead to a school or park; and
- Low cost devices that fit within budget.

Many locations in the City have been prioritized for permanent installation without the evidence of reduced speeds post-installation. This is due to the additional benefits from some of the traffic calming measures that cannot be quantified, such as increased visibility for signage, reduced crossing distance at pedestrian crossing locations, physically restricting parking near an intersection or active pedestrian corridor, and/or community support.

The three-way stops installed at Galloway Road and Vic Boulevard are currently being monitored and all feedback documented. Temporary New Stop Ahead signage was installed 30 days after the installation of the three-way stops to improve driver awareness and allow time for drivers to adjust. The Administration will continue to monitor this location until spring 2018 to determine if additional measures such as hazard boards (i.e. striped red and white boards) or permanent Stop Ahead signage are required to ensure driver awareness and compliance.

Chief Whitecap School and St. Kateri Tekakwitha Catholic School Site

In preparation for the new schools opening, additional modifications were also identified and installed as part of the school design at the Chief Whitecap and St. Kateri Tekakwitha Catholic Schools:

1. Reduced speed zone on Gordon Road (bound by and including Stonebridge Common West), Hartley Road (bound by and including Stonebridge Common

- East), and Stonebridge Common (bound by and including Snell Crescent and Brainerd Crescent).
2. Bus loading/unloading zones on the east and west sides of the site (on Stonebridge Common).
 3. Drop off/pickup zone on the north side of the site (on Hartley Road);
 4. No Parking zones north of the site (on Hartley Road).
 5. Medians to prevent left turns into the Drop off/pickup zone north of the site (on Hartley Road).
 6. Fence between the drop-off/pick-up zone and Hartley Road to prevent jaywalking.

The Administration has been monitoring the traffic operations and transportation needs of the new schools since the opening date by:

- Discussing needs and concerns with each school board;
- Completing a site analysis for the morning peak hours on Tuesday, September 5, 2017; and
- Completing a site analysis for the afternoon peak hours on Tuesday, October 24, 2017.

Results of the site analysis for both the morning and afternoon peak hours reported no major issues and traffic flows near the school site have improved since opening day.

The following general observations were made:

- Parent pick-up/drop-off and bus loading zones were functioning as intended;
- Drivers were respectful of “No Parking” zones;
- Drivers were stopping at the four-way stops at both ends of Stonebridge Common (i.e. at Hartley Road and Gordon Road) and allowing pedestrians to cross; and
- Several parents parking north of the school site (on Hartley Road) were jaywalking during pick-up/drop-off times.

Since the school opening, all standard crosswalks have been upgraded to zebra crosswalks within the school zone, as per Transportation Association of Canada guidelines to improve pedestrian safety.

Next Steps

Further studies and/or improvements will be completed in spring 2018 along Stonebridge Common:

1. A new crosswalk will be installed at Stonebridge Common and Laycock Crescent;
2. Speed study near Brainerd Crescent;
3. Speed study near Snell Crescent;
4. Evaluate the three-way stop signs at Vic Boulevard to determine if additional signs are needed to promote driver awareness (i.e. hazard board or Stop Ahead signs);

5. Evaluate the three-way stop at Galloway Road to determine if additional signs are needed to promote driver awareness (i.e. hazard board or Stop Ahead signs);
6. Pedestrian study at Snell Crescent to determine if pedestrian devices are warranted; and
7. Ongoing monitoring of the fence installed on the north side of the school as the fire lane gate provides a passage for pedestrians to cross and may be contributing to jaywalking across Hartley Road.

The results of the follow-up studies will identify whether any further adjustments are required. Where possible, modifications will be made before the 2018 school year. Adjustments requiring more capital funding, such as enhanced pedestrian devices (if warranted), would be added to the prioritization list for future implementation.

Other Considerations/Implications

There are no options, public and/or stakeholder involvement, communication, policy, financial, environmental, privacy or CPTED considerations or implications.

Due Date for Follow-Up and/or Completion

No further report required.

Public Notice

Public Notice pursuant to Section 3 of Policy No. C01-021, Public Notice Policy, is not required.

Attachment

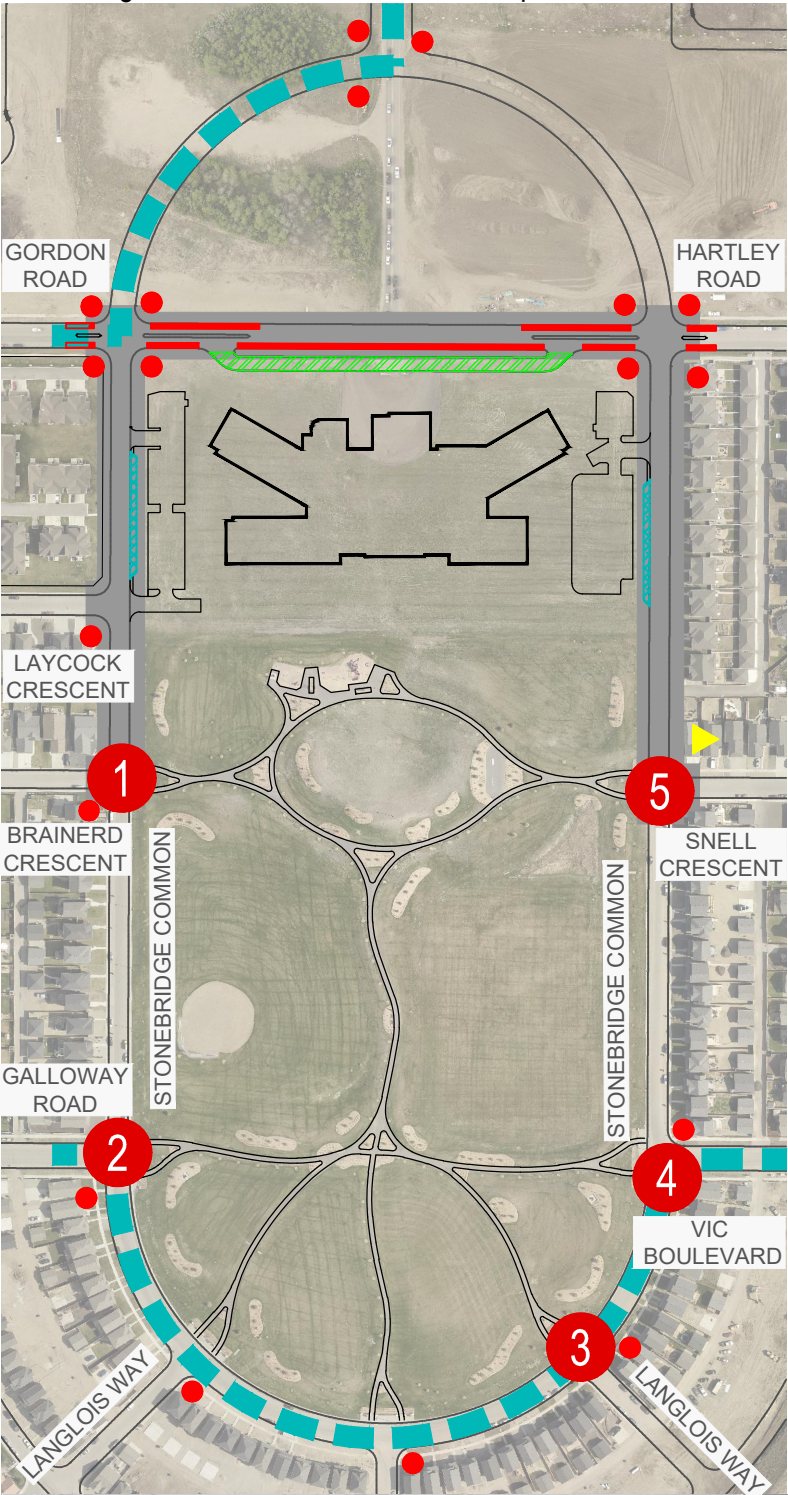
1. Stonebridge Common – Recommended Improvements

Report Approval











Written by: Justine Marcoux, Transportation Engineer, Transportation
Nathalie Baudais, Senior Transportation Engineer, Transportation
Reviewed by: David LeBoutillier, Acting Engineering Manager, Transportation
Jay Magus, Acting Director of Transportation, Transportation
Approved by: Angela Gardiner, Acting General Manager, Transportation &
Utilities Department

TRANS JM – Stonebridge NTR – Assessment of Interventions near School Site

Stonebridge Common - Recommended Improvements



LEGEND

-  EXISTING STOP SIGN
 -  EXISTING YIELD SIGN
 -  BUS ROUTE
 -  SCHOOL ZONE
 -  DROP OFF/ PICKUP ZONE
 -  BUS LOADING/ UNLOADING ZONE
 -  NO PARKING ZONE
- 



Stonebridge Common (30kph speed zone will be included as part of the school plan)

1	Brainerd Cres	Curb Extensions (already installed)	Reduce speed & enhance pedestrian safety at crossing to park
2	Galloway Rd	3-way stop & add crosswalk on south side	Improve intersection safety
3	Langlois Way	Remove temporary curb extension	Not needed
4	Vic Blvd	3-way stop	Improve intersection safety
5	Snell Cres	Curb Extensions (already installed)	Reduce speed & enhance pedestrian safety at crossing to park

Transit IT Roadmap Update – December 2017

Recommendation

That the report of the Acting General Manager, Corporate Performance Department, dated December 5, 2017, be received as information.

Topic and Purpose

The purpose of this report is to provide an interim update on the progress of three Transit IT initiatives introduced in February 2016.

Report Highlights

1. A new automated notification service for Access Transit is in use and is providing significant efficiencies.
2. The initial phase of a Business Intelligence (BI) initiative for Saskatoon Transit is complete and in use.
3. Real-time transit information is available to citizens and is being used extensively.

Strategic Goals

This report supports the Strategic Goal of Continuous Improvement and the long-term strategy of leveraging technology and emerging trends to reach our goals, serve citizens and connect meaningfully with our stakeholders. This report also supports the Strategic Goal of Moving Around and the long-term strategy of significantly increasing transit ridership by establishing transit as a viable option for transportation.

Background

At its meeting held on February 9, 2016, Standing Policy Committee on Environment, Utilities & Corporate Services considered the Transit IT Roadmap report which detailed three near-term initiatives.

Decreasing cancellation rates for Access Transit: This new service automatically telephones citizens who have booked trips well in advance so they may confirm or cancel their booking. This phone-ahead service is expected to result in significantly improved overall system efficiency, as the total cost associated with customer-cancelled trips without notice is estimated at \$500,000 annually.

Ridership Business Intelligence: a technology-driven system to present and analyze data to help Saskatoon Transit make business decisions, initially focussed on ridership and on-time performance.

Real-time Transit Information & Open Data: publishing real-time transit data under our Open Data license for third-party vendors to consume and present to citizens.

A Transit IT Roadmap Update was last provided to the Standing Policy Committee on Environment, Utilities & Corporate Services on June 13, 2016.

Report

Decreasing Cancellation Rates for Access Transit

This service, known as “PASS-IVR,” automates telephone interactions with citizens. It sends out reminder calls and allows riders to confirm or cancel their trip. In addition, it also calls just before their bus arrives to pick them up. PASS-IVR includes an automated menu system that is beneficial for Access Transit’s call centre staff. When PASS-IVR was launched in April of 2017, there was an immediate decrease in the number of cancelled trips by 20%. As the system and internal processes are further improved, additional efficiencies are expected. The implementation cost for the PASS-IVR project was \$91,971.50, including licensing costs and staff time. Further detail is available in Attachment 1, Improvements in Access Transit Trip Cancellation Rates and Monthly Incoming Citizen Calls.

As a result of lower customer-cancelled trips without notice, Access Transit is now able to schedule trips more efficiently. Continuous improvement initiatives are underway to determine how to redeploy resources and realize a positive impact on the current service denial rate. While late cancellations and no-shows can never be fully eliminated, any level of decrease will provide opportunities for more efficient service delivery.

Ridership Business Intelligence Initiative

An online business intelligence dashboard has been developed for Saskatoon Transit using software known as “Microsoft Power BI.” This dashboard combines live and historical data from different sources about ridership, service hours, reliability, route performance, and financial impacts. Saskatoon Transit is able to use this information to improve operational efficiencies for long-term forecasting and to assist with strategic planning. Examples of the dashboards are available in Attachment 2, Transit Business Intelligence Dashboard Examples.

A second-phase project will be initiated in 2018 to enhance the dashboards. Additional key performance indicators (KPIs) for Access Transit and conventional Transit Maintenance are expected. The Civic Service Review for the Transit division is currently underway, and is expected to determine additional performance indicators to publish.

Real-time Transit Information & Open Data

This service, which was launched in August 2016, allows citizens to track the real-time location of buses. The service is in two parts: an application regularly publishes data to the internet, and then third-party applications take this data and make it available to citizens through a variety of web sites and mobile apps.

To date, three external vendors (TransitApp, Moovit, and Google) are consuming the data and publishing it to citizens. We do not have access to statistical data for Google and Moovit; however, TransitApp indicates that their app is used by over 4000 citizens

per day since September 2017. Additional information is available in Attachment 3, Real Time Transit Data Usage (Transit App only).

A separate report to Standing Policy Committee on Transportation outlines the Administration's recommendation to upgrade Transit to TransitMaster. This upgrade will improve the operational and scheduling data accessibility to deliver more accurate and reliable real time information for internal and external consumption.

Public and/or Stakeholder Involvement

There has been no additional public and/or stakeholder involvement since these services were launched.

Communication Plan

A broad communication and marketing plan was developed to inform existing Transit customers and the general public of new tools available to enhance their transit experience. This communication plan coincides with other transit marketing messages. The overall goal of the broader plan is to retain existing ridership while attracting new transit customers by educating them on the convenience of the real-time apps.

A communication plan was also developed to reach Access Transit customers regarding the automated confirmation system. The majority of communication will be done through direct mail, on transit signage and direct contact by transit staff.

Privacy Implications

A Privacy Impact Assessment (PIA) is in progress for the Business Intelligence initiative.

Other Considerations/Implications

There are no policy, financial, environmental, or CPTED implications or considerations.

Due Date for Follow-up and/or Project Completion

An annual progress report will be provided for City Council consideration in the fall of each calendar year.

Public Notice

Public Notice pursuant to Section 3 of Policy No. C01-021, Public Notice Policy, is not required.

Attachments

1. Improvements in Access Transit Trip Cancellation Rates and Monthly Incoming Citizen Calls
2. Transit Business Intelligence Dashboard Examples
3. Real Time Transit Data Usage (Transit App only)

Report Approval

Written by: Jonathan Moore-Wright, Information Management Coordinator
Harold Matthies, Transit IT Coordinator

Transit IT Roadmap Update – December 2017

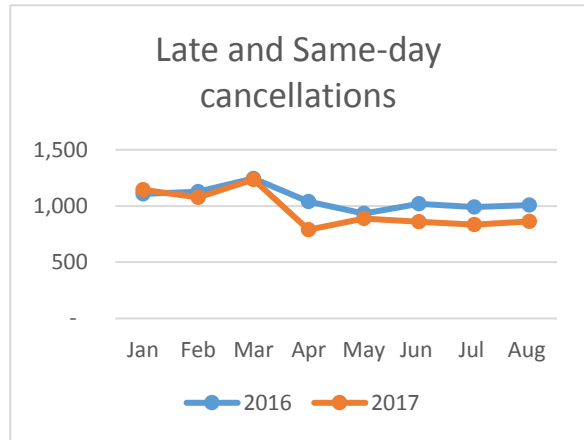
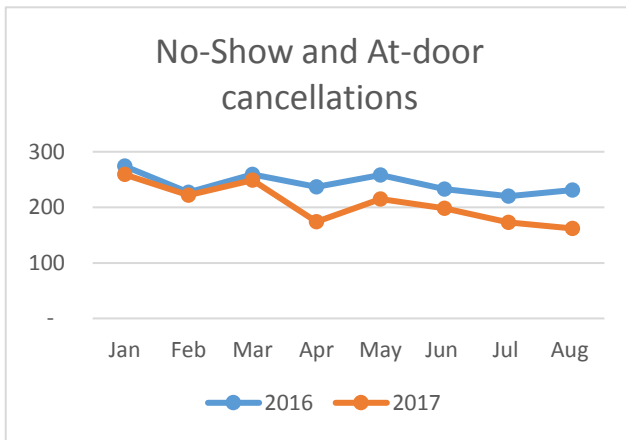
Reviewed by: Paul Ottmann, Director of Information Technology
James McDonald, Director of Saskatoon Transit
Angela Gardiner, Acting General Manager, Transportation and
Utilities Department

Approved by Jeff Jorgenson, Acting General Manager, Corporate Performance
Department

CP TRANS JMW HM – Transit IT Roadmap Update – December 2017

Improvements in Access Transit Trip Cancellation Rates and Monthly Incoming Citizen Calls

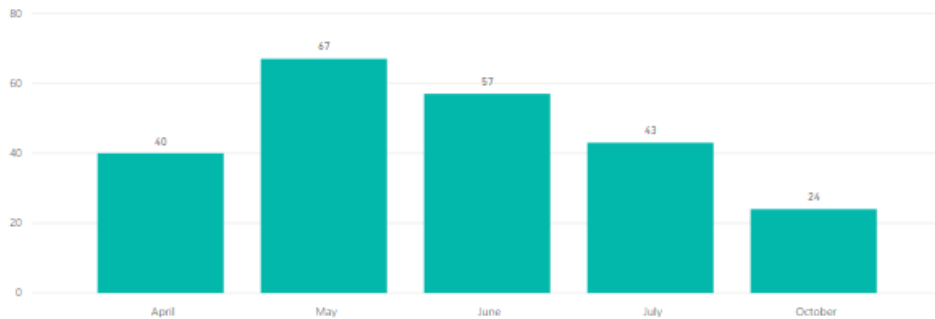
Cancel @ Door & No Shows	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Total	% Reduction
2016	274	227	259	237	258	233	220	231	1,179	
2017	259	222	249	174	215	198	173	162	922	28%
Cancel Late & Same Day Cancels	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Total	% Reduction
2016	1,107	1,128	1,245	1,038	933	1,020	991	1008	4,990	
2017	1144	1077	1236	789	887	860	834	863	4,233	18%



Unique Callers

Unique Callers by month

DeviceActivityName ● p- Login Successful

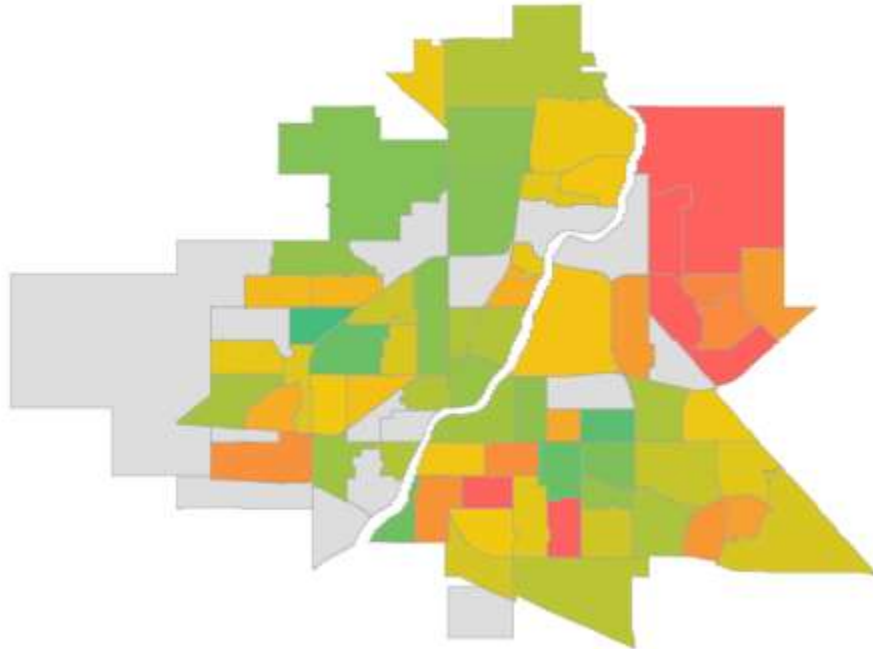


Total Unique Callers

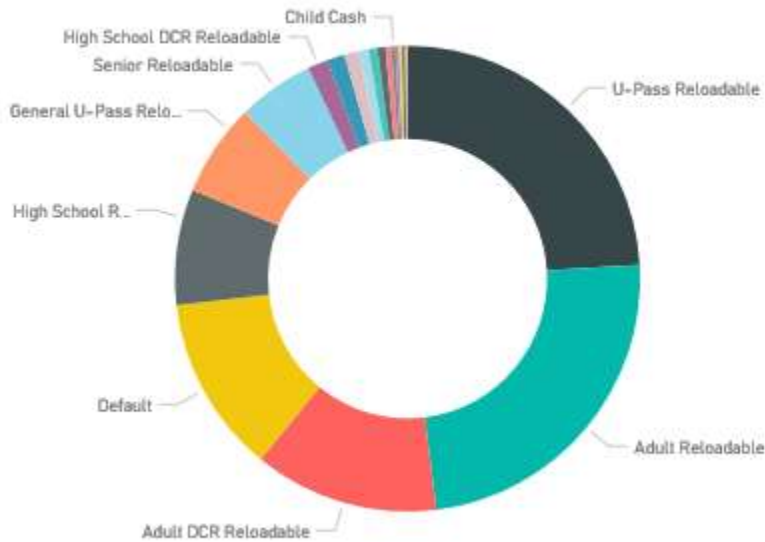


Transit Business Intelligence Dashboard Examples

Note, sample data only for illustration purposes.



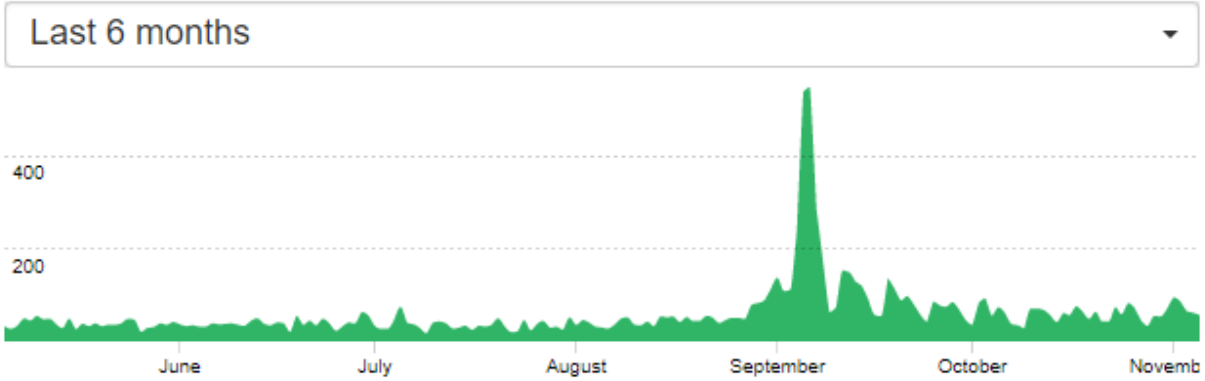
Late Arrivals by Neighbourhood last Month



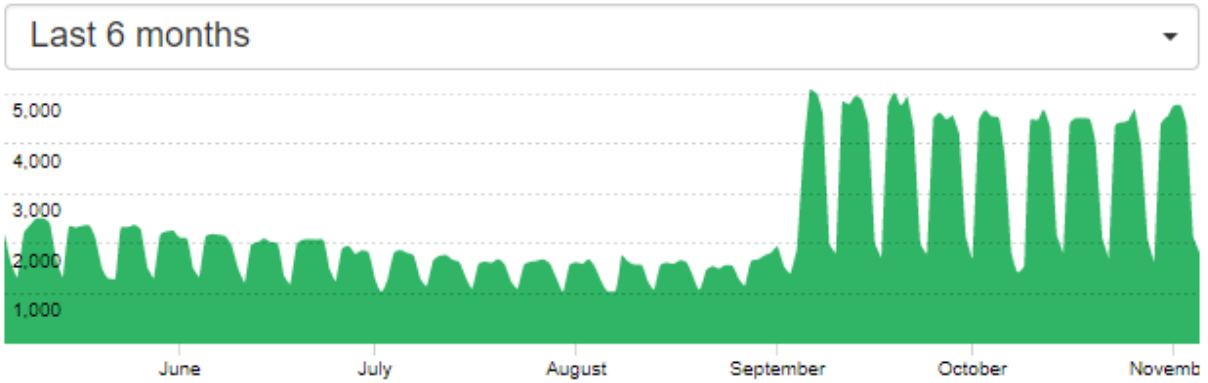
Ridership count by classification this month

Real Time Transit Data Usage (Transit App only)

Downloads



Users



Transit – Intelligent Transportation System Software Upgrade – Award of Contract

Recommendation

That the Standing Policy Committee on Transportation recommend to City Council:

1. That the City enter into an agreement with Trapeze Software Incorporated for the upgrade from Trapeze Novus Intelligent Transportation System to Trapeze TransitMaster for a total cost of \$1,347,202 (including applicable taxes); and
2. That Purchasing Services issue the appropriate purchase order.

Topic and Purpose

The purpose of this report is to obtain City Council approval to enter into a contract with Trapeze Software Incorporated (Trapeze) to upgrade Saskatoon Transit's current Intelligent Transportation System (ITS).

Report Highlights

1. Trapeze supplies Saskatoon Transit with a suite of products to deliver scheduling, run-cutting, bidding, dispatch, payroll and ITS.
2. The Trapeze suite of products is fully integrated, facilitating a seamless flow of data through many operational components.
3. TransitMaster is a comprehensive information management system consisting of a transit management centre base station and a system-wide set of vehicle units. Mobile Supervisors, Operations Supervisors and Bus Operators can utilize real time two-way data communications to better support operational decisions resulting in improved customer service.

Strategic Goals

This report supports the long-term strategy of increasing transit ridership by establishing transit as a viable option for transportation under the Strategic Goal of Moving Around.

This report also supports the long-term strategy of leveraging technology and emerging trends to reach City goals, serve citizens and connect meaningfully with stakeholders under the Strategic Goal of Continuous Improvement.

Background

Saskatoon Transit currently employs Novus ITS to provide ITS functionality. While Novus ITS does provide reliable Global Positioning System (GPS) location information to feed General Transit Feed Specification – Real Time for public facing bus location information and operational reporting, TransitMaster contains service adjustment capabilities including:

- Real time detour management;
- Real time passenger information relative to bus capacity and overloads; and
- Feeds to external RSS, Twitter and other third party applications.

These TransitMaster specific capabilities will be heavily relied upon by Transit's Control Centre to ensure the successful service delivery of future Bus Rapid Transit (BRT) implementations.

TransitMaster contains Intelligent Decision Support for configuring events and action plans for consistent manual and automated responses to real time on street events, alarms and play back capabilities. As the BRT system is developed, this module will become increasingly useful for the Transit Control Centre when reacting to real time alerts and proactively communicating service interruptions to the public.

TransitMaster is more widely used than Novus ITS and as such, benefits from more rigorous research and development for future product enhancements.

Report

Advantages of TransitMaster

The TransitMaster application will allow:

- Seamless integration with existing Trapeze modules providing the required operational and scheduling data accessibility to deliver accurate and reliable real time information for internal and external consumption.
- Ease of implementation as approximately 90% of Transit's bus fleet is already equipped with the required hardware.
- Successful integration with the Irma Automatic Passenger Counters (APCs) which are being installed on Saskatoon Transit's future bus orders starting with the buses scheduled for delivery in December 2017.
- There are no additional licencing costs associated with this upgrade.

Potential Efficiencies and Cost Savings

TransitMaster will provide:

- Required real time information and alerts to dispatchers, supervisors and managers to support timely decisions to maximize efficient implementation of service adjustments and the dissemination of critical customer facing communication.
- Functionality of potential future enhancements to Traveller Information and Vehicle Intelligence products.
- Text to speech announcements replacing the current practice of contracting the creation of announcements to a third party. This in house capability provides more timely reaction to announcement additions, deletions or corrections.

TransitMaster will be fully integrated with the Enterprise Resource Planning project.

Policy Implications

Awarding a contract to Trapeze Software Incorporated is consistent with Section 4.3(a) and (b) of Policy C02-030 – Purchase of Goods, Services and Work as the software/hardware currently installed on Saskatoon Transit vehicles is covered under the vendor’s proprietary rights. Saskatoon Transit is only looking to replace the software portion of this package, which will work with the proprietary hardware components currently installed in Saskatoon Transit vehicles.

Financial Implications

The net cost for full implementation of TransitMaster is \$1,347,202 (including applicable taxes). There is available funding in Capital Project #2541 - CY-Growth Plan to Half a Million Implementation in the amount of \$1,221,673 which includes \$610,837 of PTIF funding. The remaining balance of \$125,529 will be funded from Capital Project #2323 – TR –Ridership Growth Initiatives. Should this project not be approved, approval from the Province would need to be obtained in order to redirect this PTIF funding.

The net cost to the City will be as follows:

Contract Amount	\$1,270,946
PST (6%)	76,256
GST (5%)	<u>63,547</u>
Total Cost	\$1,410,749
GST Rebate (5%)	<u>(63,547)</u>
Net Cost to the City	<u>\$1,347,202</u>

The annual maintenance fee to support TransitMaster will remain unchanged from the existing Novus ITS maintenance fee as there is no additional licensing requirement.

Other Considerations/Implications

There are no options, public and/or stakeholder involvement, communications, policy, environmental, privacy, or CPTED implications or considerations.

Due Date for Follow-up and/or Project Completion

TransitMaster will be in place by March 2019.

Public Notice

Public Notice, pursuant to Section 3 of Policy No. C01-021, Public Notice Policy, is not required.

Report Approval

Written by: Harold Matthies, Transit Technology Coordinator
Reviewed by: James McDonald, Director of Saskatoon Transit
Approved by: Angela Gardiner, Acting General Manager, Transportation and Utilities Department

Taxi Service Proposals and Regulation of Transportation Network Companies

Recommendations

That the Standing Policy Committee on Transportation recommend to City Council:

1. That the Administration be directed to create a comprehensive vehicle for hire bylaw;
2. That a stand-alone bylaw for transportation network companies with consequential amendments to *The Taxi Bylaw* be drafted in the interim to allow for the operation of transportation network companies in the City pending completion of the comprehensive vehicle for hire bylaw; and
3. That the Administration be directed to:
 - a. Amend *The Taxi Bylaw* to allow the implementation of part-time Flex Service licenses, issued to qualified drivers, to meet demand in peak periods;
 - b. Amend *The Taxi Bylaw* to allow for the replacement of seasonal licenses with full-time plates, issued to qualified drivers, reflecting the Sask Plates proposal;
 - c. Review the current taxi meter fare structure and develop options to improve affordability; and
 - d. Review regulations applicable to the taxi industry to support a 'level playing field' should development of regulations for transportation network companies be approved by City Council.

Topic and Purpose

This report provides an update on the regulation of transportation network companies ("TNCs"). The Administration has formed a Steering Committee to address the various resolutions made by Committee and Council and to report back on policy options for consideration by Committee and Council. This report provides an update to the Standing Policy Committee on Transportation on the Steering Committee's work in addressing the Standing Policy Committee's resolutions.

The report also provides an update regarding industry and public engagement regarding potential TNCs and current taxi service and regulations along with specific recommendations for improvement.

Report Highlights

1. The Province is in the process of creating legislation to enable municipalities to regulate TNCs.
2. The regulation of TNCs will need to be addressed at a municipal level through the creation or amendment of City bylaws, with several options available.

3. The taxi industry has proposed part-time and full-time licenses be added to increase the availability of taxis. A stakeholder group would like to see improvements in affordability, technology and transparency.
4. Concerns and opinions were received from the industry and a stakeholder group through engagement meetings, and the general public through an online survey.

Strategic Goals

This report supports the Strategic Goals of Continuous Improvement and Moving Around. We leverage technology and emerging trends, and go beyond conventional approaches to meet the changing needs of our city - and expectations of our citizens. Saskatoon is a city on the move and the proposed options will help to optimize the flow of people and goods in and around the City.

Background

On May 8, 2017, the Standing Policy Committee on Transportation received a report providing an update on the regulation of TNCs which indicated that a follow up report would be coming forward with policy options for consideration.

Further, when considering the May 8, 2017 report regarding Taxi and Limousine Stakeholder Engagement regarding TNCs, the Committee resolved:

“That the Administration create a stakeholder group that includes, drivers, companies and appropriate stakeholders, in order to prepare for a report on further regulations regarding transportation network companies.”

Report

This report is in response to these May 8, 2017 reports and consists of three sections, each considered under a separate attachment.

Transportation Network Companies

The Province has announced its intention to pass legislation to facilitate the implementation of TNCs. If City Council approves the operation of TNCs in the City, a bylaw will be required. The Administration has reviewed various models for regulation across Canada and regulation through municipal bylaw is a common practice.

The form and content of a bylaw varies by jurisdiction, but the most commonly used model is the comprehensive bylaw encompassing TNCs, taxis and black cars under one piece of legislation with the following general areas being addressed:

- Driver Screening;
- Vehicle Standards;
- Licensing;
- Insurance;
- Street Hailing;
- Auditing;

- Security Technology (ex. in-car cameras); and
- Limit on number of TNC drivers/vehicles.

In consideration of the foregoing, the Administration recommends regulating TNCs through the creation of a comprehensive vehicle for hire bylaw similar to the majority of municipalities across Canada including Toronto, Ottawa, Calgary, Edmonton and several others. Further information and options for regulation are presented in Attachment 1.

Proposals for Taxi Service Improvements

Engagement with the taxi industry regarding the potential impact of TNCs operating in Saskatoon occurred earlier in 2017. The consensus was that “the concern is not about competition from TNCs but that a level playing field be established through regulation.”

One aspect of supporting a ‘level playing field’ between the current taxi industry and TNCs is the ability to provide that service. Proposals came forward from the industry, both of which recognize the need to improve service availability, particularly in peak demand times.

The proposals were reviewed and compared on the ability of each to meet objectives identified by the stakeholder group: customer service, affordability, safety and technology/transparency.

Neither proposal satisfies the objectives entirely, but each has the potential to improve service through availability of vehicles during peak demand times.

The Administration’s recommendations include that aspects of both proposals be incorporated and that taxi regulations and requirements be reviewed in conjunction with the development of TNC regulations, as outlined in Attachment 2.

Public Engagement

The Administration held engagement sessions in early 2017 with the taxi industry. In September and October, engagement with a broader stakeholder group took place. Then, in November, the Administration launched a self-administered online survey with the objective being to give residents an access point to share their opinions. As described in the resultant report (Attachment 3), the survey was high-level and market product focused, and not a statistically valid survey conducted with a random selection of respondents.

The report summarizes responses from 7,258 Saskatoon residents with the highlights being:

- 39% report using taxi service in Saskatoon seven or more times per year;
- 55% who never or rarely use taxi service cite, as the reason, the cost of the fare;
- 24% prefer to drive their own vehicles, and 16% say they have to wait too long;
- 74% report having used ride-share services in another city; and
- 89% of those who have used ride-sharing in another city rate the quick response as excellent.

Options to the Recommendation

City Council may decide not to regulate TNCs, essentially prohibiting their operation in the City.

City Council may decide not to allow flex fleetings or Sask Plates and have the taxi industry continue to operate under its current model.

Communication Plan

Communications will issue a News Release, and post supporting social media to inform media and the general public of the decisions made by City Council on the matter. The existing dedicated Communications Plan will be updated with new key messages that will convey the options chosen. Should there be drafting of a new comprehensive vehicle for hire bylaw, and/or amendments made to the existing Taxi Bylaw, these documents will be made available on the City's website, saskatoon.ca.

Policy Implications

Policy implications will vary depending on the recommendations chosen in this report and will be further considered in subsequent reports.

Financial Implications

Financial implications will vary depending on the recommendations chosen in this report and will be further considered in subsequent reports.

Public and or Stakeholder Involvement

In March, 2017, Administration had several engagement meetings with members of the taxi and limousine industries regarding the concerns and issues about the potential impact of TNCs operating in Saskatoon. In September and October, two engagement sessions with a broader stakeholder group were held to discuss the objectives of taxis and potentially TNCs. In November, an online survey was launched with the objective being to give residents an access point to share their opinions. The survey was high-level and market product focused, and not to be considered as a statistically valid survey as it was conducted with a random selection of respondents.

Other Considerations/Implications

There are no environmental, privacy, or CPTED implications or considerations.

Due Date for Follow-up and/or Project Completion

The City Solicitor's Office would attend to the creation of any bylaws or proposed amendments to a bylaw in 2018.

Public Notice

Public Notice pursuant to Section 3 of Policy No. C01-021, Public Notice Policy, is not required.

Attachments

1. Options for the Regulation of Transportation Network Companies
2. Options for Increasing the Supply of Taxi Service
3. City of Saskatoon Ride-Sharing Survey – Public Perceptions

Report Approval

Written by: Derek Kowalski, Solicitor
Shelley Sutherland, Director of Corporate Revenue

Approved by: Patricia Warwick, City Solicitor
Kerry Tarasoff, General Manager, Asset & Financial Management

Reviewed by: Murray Totland, City Manager

Admin Report-Taxi-TNCs-docx
File No. 227.1524

Options for the Regulation of Transportation Network Companies

Background

The Provincial Government has announced its intention to pass legislation to regulate and facilitate the implementation of transportation network companies (“TNCs”) in Saskatchewan. In discussions with representatives from Saskatchewan Government Insurance (“SGI”), the Administration has been informed that the intention is to introduce this legislation before the end of 2017.

The content of the legislation has not been finalized; however, the Administration has been provided with a legislative framework and a preliminary draft Bill on which it has provided input. While finalization of the Bill is still in progress, the following may be assumed based on what was provided:

1. The intent of the legislation is to enable municipalities to regulate TNCs. The Province will have minimal involvement.
2. In order for TNCs to operate in a municipality, that municipality must have a bylaw. In other words, after the TNC legislation passes TNCs will not be able to operate legally in the City until a bylaw is in place. For inter-jurisdictional trips, the bylaw of the municipality where the trip originated will apply.
3. TNC drivers will be required to possess a class 4 driver’s licence but there will be reduced criteria for obtaining a class 4 license. These changes will apply to all class 4 license applicants including taxi and limousine drivers.
4. TNC drivers will be allowed to operate using LV plated vehicles, but will require a special designation. SGI will be providing a private/commercial hybrid insurance policy under the special designation, the terms of which are still being determined. It is anticipated that this will be similar to the SPF 9 policy in Alberta. A summary of the Alberta insurance scheme has been provided in earlier reports.
5. TNCs will be required to provide liability insurance for each TNC driver.
6. It is unclear who will be responsible for vehicle inspections for TNCs. The vehicle used will need to be registered with the Province under *The Traffic Safety Act*, but municipalities will have the authority to specify “standards and requirements” for the vehicles used in the operation of TNCs.
7. Individuals with criminal records for certain offences will be unable to operate as TNC drivers. This will be monitored by the TNC not SGI.
8. It is anticipated that the Province may delegate the regulation of black cars to the municipalities as well. It is anticipated that this will not happen at the same time as the passing of the TNC legislation.

9. The Province will give municipalities bylaw making authority over the following matters:
 - a. the allocation, distribution and overall regulation of licenses including limiting the number and transfer of licenses;
 - b. establishing requirements and restrictions for TNC drivers (it is unclear what this will include);
 - c. establishing standards and requirements for the TNC industry in general, including vehicle standards and equipment used in vehicles (it is unclear what this will include);
 - d. establishing and collecting rates, fees, fares and tolls for TNCs; and
 - e. the collection, form and maintenance of records required from TNCs and TNC drivers.

The City will need to decide which form of regulation to adopt in order to best accommodate the implementation of TNCs into the vehicle for hire industry. Regulation at a provincial level does not appear to be the Province's proposed approach. Municipal regulation will be necessary under the Province's current approach and this will involve the creation of a bylaw if the City is desirous of having TNCs operate within the city limits. There are several options to be considered, but in examining these options it will be helpful to understand the differences between the TNC and taxi business models to help determine what will be a level playing field.

The Level Playing Field

A level playing field means respecting the distinct natures of both the TNC and taxi business models while ensuring public safety is a top priority. A level playing field does not mean regulating, insuring and operationally addressing TNCs and taxis in an identical fashion.

TNCs are distinct from taxis for the following reasons:

- TNC drivers use privately registered vehicles that are primarily used for personal use. In other jurisdictions, TNCs pay the insurance for the commercial use period (for this reason, the standard commercial insurance and LV plate classification cannot apply to TNCs);
- TNC operation is a part-time activity. For Uber, for example, 50% of all drivers in Canada operate 10 hours a week or less in weeks they choose to drive. For this reason, compelling TNC drivers to obtain a PT plate is not feasible as the cost and time commitment would result in almost no TNC drivers operating in the Province;

Attachment 1

- TNCs typically have no supply cap and allow pricing flexibility which allows for increased service at peak time periods such as after events or closing time at bars (TNCs are typically licensed but individual drivers are not, meaning that allowing an unlimited supply of TNC drivers will not devalue licenses);
- TNCs do not allow street hails. Driver and rider are known in advance of all TNC trips and the data is retained should it be required by a municipality; and
- TNCs rely almost exclusively on mobile technology and tracking including:
 - o Cashless transactions;
 - o No anonymous trips - rider and driver identities are known;
 - o GPS tracking;
 - o Status sharing - so a friend or family can follow along;
 - o Five-star rating system and real time feedback monitored 24/7; and
 - o Telematics - reinforcing safe driving.

A summary of the primary differences between TNCs, taxis and black cars are briefly listed as follows:

Comparison of transportation	TNCs	Taxi	Black Cars
Pricing	Flexible amount, ability to estimate the fare	Set time and distance rate; however, there are options for hourly rates and flat rates with a written contract	Some jurisdictions have minimum fare per hour
Supply Caps/ Restricted entry	No	Yes	Some jurisdictions
Personal vehicles & registration	Yes	No	No
Sourcing of trip	Pre-arranged via an app	Pre-arranged and Street hail permitted	Pre-arranged (various means)
Frequency of Driving	Occasional	Full time (Typically 12 hour shifts)	Full time

Driver and Rider IDs are known in advance	Yes	Comfort: If a passenger orders a taxi through the companies App, they are notified of the taxi's number United: If a passenger orders a taxi through the companies App, they are notified of the taxi's number	Sometimes
Real Time GPS Tracking	Yes	Comfort: If a passenger orders a taxi through the companies App, they are able to watch the cab arrive to their location. United: If a passenger orders a taxi through the companies App, they are able to watch the cab arrive to their location	Not typically
Criminal Record Check	Yes	Yes	Yes
Cameras Required	Sometimes	Yes	No
Vehicle Inspections	Yes	Yes <ul style="list-style-type: none"> • Light vehicle inspections (Provincial Requirement) • Vehicle inspections to ensure compliance with the Bylaw (Municipal Requirement) 	Yes

Common elements of TNC regulations across Canada include:

- Driver Screening – Municipalities establish standards;
- Vehicle Standards – Age limit, decal/signage and safety certificate;
- Licensing – Flat fee, per driver fee and/or per trip fee;
- Insurance – Appropriate insurance required;
- Street Hailing – pick-ups prohibited;
- Auditing – Municipality audits TNC records for compliance;
- Security Technology (ex. in-car cameras) – may or may not be required; and
- Limit on number of TNC drivers/vehicles – generally no limits imposed.

These are the types of regulations likely to be included in any form of regulation for the City of Saskatoon.

Options for the Regulation of TNCs

The Province has yet to finalize the content of their TNC legislation. We can assume the foregoing to be accurate based on the Administration's ongoing communications with representatives from SGI. Therefore, in consideration of the framework outlined above and in an attempt to create a level playing field for TNCs and taxis, the Administration is proposing the following options for the regulation of TNCs:

1. **Vehicle for hire bylaw** – The creation of a bylaw encompassing TNCs, taxis and black cars (if and when they are given to municipalities to regulate) is a common approach taken in many municipalities across Canada. This combined approach may make for easier access to citizens and is arguably more efficient as the three industries have some overlap in regulation (for example, vehicle and safety standards). This is done in Toronto, Ottawa, London, Niagara, Barrie, Edmonton and Calgary and is the direction being taken in Winnipeg based on the recent Manitoba Bill 30. This is the most common approach taken by municipalities in Canada and is recommended if a longer timeframe for the creation of TNC regulations is acceptable. Interim measures are available to address the gap in time that will be needed to draft a comprehensive bylaw.
2. **Stand-alone bylaw** – The creation of a bylaw specific to TNCs would allow the City to include a level of detail and specificity in a bylaw which may not be possible under a combined approach. This option could also be pursued relatively quickly and may help simplify the complex issue of TNC regulation by regulating them separately from taxis. The creation of such a bylaw would require consequential amendments to *The Taxi Bylaw* in order to provide a level playing field (for example, vehicle and safety standard adjustments may be required).

If the City was looking at licensing and regulating TNCs on an interim basis while in the process of drafting a comprehensive vehicle for hire bylaw, a stand-alone bylaw could be drafted to repeal automatically on a specified date. This approach was taken in Oakville and in Mississauga under a pilot licensing project ending January 1, 2019. This approach is recommended if the City is desirous of drafting a vehicle for hire bylaw, but would like TNCs to be allowed to operate in the interim.

3. **Incorporate TNCs into the existing *Taxi Bylaw*** – The TNC business model does not currently comply with *The Taxi Bylaw*. Using the existing framework of *The Taxi Bylaw* may allow for the easiest and quickest transition for TNC regulation. Similar to the creation of a vehicle for hire bylaw, this would provide an ease of reference for citizens and may be more efficient than other options. It does not appear that this approach has been looked at in other Canadian

municipalities, however, Saskatchewan has a provincial insurance body that is unique to the province.

This approach is recommended if the City is looking for a short time frame for the creation of TNC regulations and/or if the City is desirous of drafting a vehicle for hire bylaw, but would like TNCs to be allowed to operate in the interim. Under the latter approach, the City would amend *The Taxi Bylaw* (and likely the name) to include TNCs and would then repeal *The Taxi Bylaw* once a vehicle for hire bylaw is enacted.

4. **Wait for the Province** – The City could elect to wait until the provincial TNC legislation is enacted and a decision is made on the regulation of black cars. This would result in TNCs being unable to operate in the City for the immediate future and is not recommended.

Recommendations

1. That the Administration be directed to create a comprehensive vehicle for hire bylaw; and
2. That a stand-alone bylaw for transportation network companies with consequential amendments to *The Taxi Bylaw* be drafted in the interim to allow for the operation of transportation network companies in the City pending completion of the comprehensive vehicle for hire bylaw.

Options for Increasing the Supply of Taxi Service

Background

On May 8, 2017, when considering a report of the CFO/General Manager, Asset and Financial Management Department, regarding taxi and limousine stakeholder engagement (Attachment 2a), the Standing Policy Committee on Transportation resolved:

“That the Administration create a stakeholder group that includes, drivers, companies and appropriate stakeholders, in order to prepare for a report on further regulations regarding transportation network companies.”

A series of meetings were held in early 2017 with the taxi industry. The results of those meetings were included in the report.

Stakeholder Group

As directed by the Standing Policy Committee on Transportation, a stakeholder group was formed. Two meetings were held, and one or both were attended by representatives of the following:

- The Greater Saskatoon Chamber of Commerce;
- Saskatoon Regional Economic Development Agency;
- Tourism Saskatoon;
- Saskatoon Airport Authority;
- Downtown YXE Business Improvement District;
- Broadway Business Improvement District;
- Riversdale Business Improvement District;
- University of Saskatchewan Students' Union;
- SaskTel Centre;
- TCU (Teacher's Credit Union) Place;
- Saskatchewan Taxi Cab Association (STCA), representing brokers and taxi licence owners; and
- Executive of the United Steel Workers, Local 2014, District 3 (USW), representing taxi drivers.

Issue Identification

At the first meeting held on September 7, 2017, the following objectives were identified as important to the provision of “for hire” transportation:

1. Customer Service: a reliable level of service at all times, including times of peak demand such as weekends, holidays, when special events are held, etc.

2. **Affordability:** transportation provided at a cost level that allows its use for customer convenience rather than only for absolute need.
3. **Safety:** customers want to be assured that the vehicle they are riding in is safe (i.e. inspected, licensed, and insured) and that drivers are properly trained.
4. **Technology/Transparency:** access to service via smartphones/apps that provide information such as estimated fare, wait time and driver ratings.

The STCA and USW stated they each had a proposal for consideration. It was agreed a follow-up meeting would be held for these groups to present their proposals and to be evaluated using the above-noted criteria.

Proposals

The next meeting was held on October 16, 2017, at which the following proposals were presented:

1. Sask Plates, presented by USW, District 3A (Attachment 2b); and
2. Need for a Flex Service Taxi Fleet, presented by STCA (Attachment 2c).

Sask Plates

This initiative proposes to add more taxis to the current fleets. Key considerations of the proposal include:

- 40 to 50 Sask Plates licences to be issued, in lieu of the current seasonal plates program, as follows:
 - issued directly to current taxi drivers through a lottery process and only that driver is allowed to operate under the license;
 - would operate full-time with a minimum of 40 hours per week including “peak periods” (high demand times);
 - non-transferable (i.e. cannot be bought, sold, leased or rented);
- City would be responsible for determining the number of Sask Plates based on trip data provided by the taxi brokers; and
- all current regulations would be followed.

Flex Service Taxi Fleet

This initiative proposes to add more taxis to the current fleets during peak or high demand periods. Key consideration of the proposal include:

- Number of licenses to be issued would be determined by stakeholder committee providing oversight and would:

- be issued to current taxi drivers, brokerages or new entrants to the industry who meet the qualifications;
- operate part-time only during “peak periods” (high demand times);
- be non-transferable (i.e. cannot be bought, sold, leased or rented);
- all current regulations would be followed; and
- an app would be available that provides a guaranteed trip price and match to nearest vehicle.

Evaluation of Proposals

The stakeholder committee reviewed the proposals in the context of the established objectives and found that neither fully addressed the objectives, as shown in the following table and further outlined below:

Objectives	Sask Plates	Flex Fleet
Customer Service	✓	✓
Affordability	x	x
Safety	✓	✓
Technology/Transparency	x	✓

1. **Customer Service:** Both proposals have potential to improve service levels through increases to the current supply of taxis. The primary difference is that the Flex-Service model would have additional vehicles on the road only at peak times. The Sask Plates model would increase the supply of taxis year round, mandating that they operate during peak times and a minimum of 40 hours per week.
2. **Affordability:** Neither proposal addressed this issue, indicating that the proposals would be based on current taxi pricing. This is an important issue to stakeholders. A suggestion for zone pricing (most commonly seen at airports where flat rate fares are established for transport from one area of the city to another) came forward for investigation.
3. **Safety:** Both proposals suggest the safety standards established under Bylaw No. 9070, *The Taxi Bylaw, 2014*, as well as licencing requirements of SGI should be applied to drivers and vehicles being operated.
4. **Technology/Transparency:** The Flex-Service proposal indicated that customers will be able to order a taxi via smartphone app that would include a guaranteed trip price. Technology was not specifically addressed in Sask Plate’s proposal.

The non-industry participants of the stakeholder group were mainly in agreement with the above evaluation and reiterated that the main goal is to provide reliable, safe and affordable service. It is not to enhance or protect the interests of any particular industry grouping.

The industry participants focused on taxis being available to improve service in high demand periods. The proposals share not only common purpose but, on several points, common strategy. The main point of difference between the two industry groups seems to be whether the additional licenses should be full-time or part-time.

Recommendation

3. That the Standing Policy Committee on Transportation recommend to City Council that the Administration be directed to:
 - a. Amend *The Taxi Bylaw* to allow the implementation of part-time Flex Service licenses, issued to qualified drivers, to meet demand in peak periods;
 - b. Amend *The Taxi Bylaw* to allow for the replacement of seasonal licenses with full-time plates, issued to qualified drivers, reflecting the Sask Plates proposal;
 - c. Review the current taxi meter fare structure and develop options to improve affordability; and
 - d. Review regulations applicable to the taxi industry to support a 'level playing field' should development of regulations for transportation network companies be approved by City Council.

Transportation Network Companies: Taxi and Limousine Stakeholder Engagement

Recommendation

That the information be received.

Topic and Purpose

The purpose of this report is to provide information to the Standing Policy Committee on Transportation regarding the concerns and issues of the taxi and limousine industries about the potential impact of Transportation Network Companies (TNCs) operating in Saskatoon.

Report Highlights

1. Between March 2 and 17, 2017, the Administration held a series of engagement sessions with stakeholders in the taxi and limousine industries.
2. The majority of those within the taxi and limousine industries suggested that if TNCs are allowed to operate in Saskatoon:
 - the economic livelihood of those within both industries would be significantly threatened;
 - TNCs should be required to follow the same provincial and municipal regulations as the taxi industry; and
 - a number of considerations are necessary to ensure public safety.

Strategic Goal

Taxi regulation supports the long-term strategy of optimizing the flow of people and goods in and around the city under the Strategic Goal of Moving Around. Taxis are an important part of the city's public transportation service and are heavily relied upon by both residents and visitors.

Background

On May 11, 2015, representatives of Uber Technologies Inc. presented information to the Standing Policy Committee on Transportation (Committee) regarding its Transportation Network Company. The Committee resolved that the Administration bring forth a report in response to the information presented by Uber.

At its meeting on July 21, 2015, the Committee considered a report of the City Solicitor which outlined the implementation and regulation of TNCs across North America, as well as how TNCs would fit into the City of Saskatoon's (City) and the Province's current regulatory framework. The Committee recommended to City Council that the City, in cooperation with Regina, communicate its support to the Province for the regulation of TNCs at the provincial level.

At its meeting on September 14, 2015, when considering a report of the City Solicitor which provided information pertaining to the progression of ride sharing, the Committee resolved that City Council should communicate to the Province that TNCs be regulated at the provincial level, which was adopted by City Council at its meeting on September 28, 2015.

At its meeting on March 8, 2016, when considering a report from the City Solicitor regarding the Province's response that it does not intend to regulate TNCs and that other municipalities across Canada have taken steps towards creating their own regulatory frameworks, the Committee resolved:

- “2. That the Administration report back on the possibility of implementing consistent standards with respect to training, medical reporting, etc. should Saskatoon proceed with the introduction of Transportation Network Companies; and
3. That the Administration engage with the industries, including taxi and limousine drivers and companies, to hear their concerns and issues regarding the matter.”

Report

Taxis are an important part of the City's public transportation service and are heavily relied upon by both residents and visitors to the city. Attachment 1 provides some history of regulation in Saskatoon. Regulation of taxi service ensures that taxi services will be available, safe and economical.

Engagement Sessions

As it is important to engage the taxi and limousine industries in discussions about the potential of TNCs, the Administration held engagement sessions with stakeholders from both industries between March 2 and 17, 2017. The sessions were held during the morning, afternoon and evening, as to not interfere with work schedules and provide ample opportunity to participate. Moreover, two additional engagement sessions were offered to accommodate stakeholders due to inclement weather.

Stakeholders who chose to participate included:

- 33 taxi drivers attended 6 sessions
- 46 taxi licence owners attended 2 sessions
- 3 taxi brokers attended 1 session
- United Steel Workers Local 2014 attended 1 session
- 7 companies from the limousine industry attended 1 session (included black car operators and other private transportation services).

In addition to the engagement sessions, stakeholders had the opportunity to submit comments via an online survey between March 2 and March 17, 2017, as well as the option to schedule a one-on-one meeting with the Taxi Bylaw Manager (four stakeholders scheduled a meeting).

Potential Impact of TNCs

Stakeholders were asked the following three questions (engagement sessions and online). A summary of the responses are as follows, with more detail provided in Attachment 2.

1. *If a Transportation Network Company (TNCs) came to Saskatoon, how do you believe your job or business might be affected?*

The majority of the stakeholders believe that the introduction of TNCs would have a devastating impact on the economic viability of their industries (i.e. wages, income, profits), particularly if TNCs were left unregulated. They also believe that the introduction of TNCs would create an oversupply of transportation services in Saskatoon but that the demand would remain relatively unchanged.

2. *If City Council permits TNCs or private vehicles for hire industry to operate in Saskatoon, what regulations do you feel would be needed to ensure fair competition?*

The consensus was that the concern is not about competition from TNCs but that a level playing field be established through regulation. Both industries asserted that TNCs should be regulated using SGI's current policy on ridesharing and through the current Taxi Bylaw.

Stakeholders identified specific regulations (Attachment 3) that they deemed important to ensure fair competition.

3. *There are a number of current regulations on taxicabs and limousines that protect the public. Should City Council wish to regulate private vehicles for hire, what key considerations are necessary to ensure public health and safety?*

Both industries asserted that the Province and City have already established a comprehensive set of guidelines to ensure public safety. Specific regulations and other concerns deemed important by the industry are provided in Attachment 4.

Public and/or Stakeholder Involvement

As identified in the body of the report, multiple engagement sessions were held to provide stakeholders within the taxi and limousine industries an opportunity to express their concerns and discuss the potential impact of TNCs operating in Saskatoon. In addition, they were also given an opportunity to provide feedback online, as well as schedule a meeting with the Taxi Bylaw Manager.

Stakeholders have been notified of this report and the date of this meeting.

Due Date for Follow-up and/or Project Completion

There is no due date for follow up and project completion.

Public Notice

Public Notice pursuant to Section 3 of Policy No. C01-021, Public Notice Policy, is not required.

Attachments

1. Overview: Taxi Industry in Saskatoon
2. Engagement Questions
3. Specific Regulations to Ensure Fair Competition
4. Specific Regulations to Ensure Public Health and Safety

Report Approval

Written by: William Kuchapski, Taxi Bylaw Manager
Reviewed by: Shelley Sutherland, Director of Corporate Revenue
Andrew Hildebrandt, Director of Community Standards
Randy Grauer, General Manager, Community Services Department
Approved by: Kerry Tarasoff, CFO/General Manager, Asset and Financial
Management Department

TNC Engagement 2017.docx

Overview: Taxi Industry in Saskatoon

The City of Saskatoon (City) has regulated the taxi industry since 1907. Prior to 1979, 132 taxicab licences had been issued by the City without restriction. Licence holders did not have to drive a taxi, and they could lease the taxi to another operator or sell the licence to another individual. New licences were issued based on a waiting list, whereupon the person whose name was at the top of the list received the next available taxi licence.

In 1979, City Council adopted a revised policy regarding the allocation of new taxi licences, as it had become apparent that a few individuals were selling their newly obtained licences for an instant profit. The new policy provided that *bona fide* taxi drivers whose principle occupation was that of a taxi driver and who had not previously been issued a taxi licence would be eligible for any new taxi licences. These new licences could not be transferred, leased, or assigned. On termination, the licence was returned to the City, unless the licence holder died or was disabled, in which case the licence could be transferred to a spouse or child who was also required to be a *bona fide* taxi driver.

Between 1979 and 1987, 30 “new licences” were issued by the City, which included two wheelchair accessible licences. During this time period, the original 132 taxi licences could still be bought and sold; however, the restricted licences could not be bought and sold.

In late 1987, the process of allocating taxi licences in Saskatoon was questioned by some within the taxi industry. The main issue pertained to the two classes of licences that now existed. One class could only be held by an owner/operator and must be returned to the City, while the other class of licence could be sold and was not returned to the City.

After a series of meetings and discussions, City Council passed a resolution in February 1988, to repeal the restrictions on the 28 licences issued after July 1970. All licences were now of the same class. In addition, City Council established that the number of taxi licences be based on a ratio of 1 taxicab per 1,000 city residents.

In October 1997, a request to decrease the number of licences to a ratio of 1 taxicab per 1,400 city residents was received from the taxi industry. As a result of discussions with the industry, City Council capped the number of licences at the existing number (160 licences) and agreed that any additional licences would only be issued at the request of the industry. Additional temporary licences could be issued by the City if necessary above the 160 licences.

In 2010, as approved by City Council, a comprehensive study of the taxi industry in Saskatoon was conducted by Dr. Ray Mundy of Tennessee Transportation & Logistics Foundation. The resulting recommendation was that the City move from a licensing function to one of “light regulation.” Bylaw No. 9070, The Taxi Bylaw, 2014 was approved by City Council in February 2014.

Allocation of Taxi Licences

The four different types of taxi licences that have been issued by the City are:

- **Regular Taxi Licence**
The number of regular taxi licences is currently capped at 160. They are owned by different individuals or corporations, which grant the licence holder the right to operate a taxi in Saskatoon. These licences may be leased to other individuals wishing to operate a taxi, or bought and sold on the open market.
- **Wheelchair Accessible Taxi Licence**
There are currently 4 wheelchair accessible taxi licences, which may be owned by different individuals or corporations, and allow the licence holder the right to operate a taxi in Saskatoon. These licences can be leased to other individuals wishing to operate a taxi, or bought and sold on the open market.
- **Temporary Wheelchair Accessible Taxi Licence**
Twenty-one (21) temporary wheelchair accessible taxi licences have been issued by the City. These licences are owned by the City and allocated proportionally to each brokerage based on the size of their fleet. Sixteen (16) temporary wheelchair accessible licences were issued for a 5-year term commencing on January 1, 2014 and ending December 31, 2018. An additional 5 licences were issued on September 3, 2015, for a 5-year term which ends on September 2, 2020.
- **Seasonal Taxi Licence**
Twenty-four (24) seasonal taxi licences have been issued for a 3-year term commencing September 1, 2015 to June 30, 2018. These licences are owned by the City and were allocated through a lottery to taxi drivers. The licences can only be operated between September 1 and June 30.

Stakeholders in the Taxi Industry

The taxi industry has a number of stakeholders, which include:

- **Taxi Drivers**
A taxicab typically has two drivers: a daytime and nighttime driver. Each driver roughly works a 12-hour period. They pay a daily or weekly fee to the licence owner or lease operator for the ability to use the taxicab. A taxi driver has no financial investment within the industry other than the fee outlined above.
- **Taxi Licence Owners**
Taxi licence owners are the individuals that own one or more of the 160 taxi licences that the City has issued (excluding, Temporary Wheelchair Accessible Licences and Seasonal Licences). Licence owners fall into two different categories: licence owners or licence owner-operators. Licence owners lease their licence to other individuals to operate a taxicab; whereas, licence owner-operators own the licence and operate a taxicab.
- **Taxi Brokerages**
A taxi brokerage's primary responsibility within the industry is providing dispatch services, sales and marketing, as well as, general oversight of drivers and taxicabs.

Engagement Questions

1. *If a Transportation Network Company (TNC) came to Saskatoon, how do you believe your job or business might be affected?*

The majority of stakeholders in both the taxi and limousine industries said that the introduction of TNCs would have a devastating impact on the economic viability of their industries (i.e. wages, income, profits), particularly if TNCs were left unregulated. They believe that the introduction of TNCs would create an oversupply of transportation services in Saskatoon while demand would remain relatively unchanged.

In addition, the following are specific concerns identified by each stakeholder group:

Taxi Drivers

- Concerned they would no longer be able support themselves and their families driving taxi on a full-time basis (i.e. 12 hours shifts) if TNCs are introduced. Instead, they will need to find an additional job or alternative employment.
- TNCs will accept only the most lucrative trips, as they utilize only credit cards as payment and these are generally larger fares. The taxi industry is required to accept cash and debit as well.
- Taxi drivers provide a service to residents and visitors during peak times (weekends) and slow times (weeknights). TNCs would likely only operate at peak times taking away business during the times of highest demand on which taxi drivers depend.

Licence Owners

TNCs would result in:

- the devaluation of their taxi licences which could be worth less than the original purchase price;
- small business losses as the time and effort licence owners invested over the years to build their businesses could be lost; and
- loss of retirement savings, as licence owners planned to use the value of their licences to support themselves in retirement.

Taxi Brokers

TNCs would impact all employees including administrative staff, dispatchers, accountants, bookkeepers, and IT personnel to support operations.

Limousine Industry

Prices would need to be lowered in order to compete with TNCs, while continuing to incur significant regulatory costs imposed by the Highway Traffic Safety Board.

Union

The Union shared the same concerns as the other industry stakeholders (i.e. the introduction of TNCs would have significant economic impact on the livelihood of the taxi drivers they represent).

2. If City Council permitted TNCs, or private vehicles for hire industry to operate in Saskatoon, what regulations do you feel would be needed to ensure fair competition?

The consensus amongst stakeholders within the taxi and limousine industries was that they are not concerned about competing with TNCs, as long as TNCs are regulated in exactly the same manner as the taxi industry. Both industries agree that TNCs should be regulated using SGI's current policy on ridesharing and through the current Taxi Bylaw, and raised the following questions:

1. Why would the City apply two different sets of regulations to exactly the same service?
2. Why would the City lower its regulatory standards in order to allow a TNC to operate in Saskatoon when it has already established what is considered safe and equitable to transport people?
3. If you regulate different groups within the same industry differently, they will each have different costs and the economic playing field will not be level.

Stakeholders identified specific regulations (Attachment 3) they deemed important to ensure fair competition.

In addition, it was suggested that changes would be required to allow the taxi industry to have increased taxi licenses, flexible fares and the ability to accept pre-authorized payment.

3. There are a number of current regulations on taxicabs and limousines that protect the public. Should City Council wish to regulate private vehicles for hire, what key considerations are necessary to ensure public health and safety?

With regard to key considerations to ensure public health and safety, both industries believe that the Province and City have already established a comprehensive set of guidelines to ensure public safety. Specific regulations deemed important by the industry are outlined in Attachment 4.

Other Comments/Questions

- Is there a problem with current levels of service in Saskatoon? And if so, why does the City not work with the taxi and limousine industries to develop a local solution?
- Why would the City welcome a foreign corporation that will remove profits from the City/Province?
- There will be direct job losses in the city of Saskatoon as a result of TNCs, which employs individuals at its headquarters outside of Canada.
- The taxi and limousine industries participate in their communities (i.e. sponsorship, donations).
- TNCs provide service to those individuals that have a credit card, which excludes a vast majority of the population.
- Why would the City of Saskatoon want to invite TNCs that have knowingly flaunted regulations in other jurisdictions?

Specific Regulations to Ensure Fair Competition

Taxi Industry

SGI Regulations

- Licencing Requirements
 - Class 4 licence which requires:
 - 18 years of age and not a novice driver
 - Class 5 licence
 - Satisfactory periodical medical
- Registration and Insurance
 - PT plate which requires:
 - Certificate of Approval from municipality

Taxi Bylaw

- Licencing Requirement
 - Driver's licence which requires:
 - Class 4 licence
 - Criminal record and vulnerable sectors check
 - Photo identification
- Insurance Requirements
 - Liability insurance in the amount of \$2 million identifying the City of Saskatoon as an additional insured.
- Vehicle Requirements
 - Vehicle is equipped with a global positioning system, emergency call button, in-car camera, vehicle marking that identifies company and can be no more than 7 years old.
 - Vehicle has a valid Light Vehicle Inspection completed by an SGI accredited mechanic at a facility approved by SGI.
 - Interior of every vehicle, including the trunk, must be maintained in a clean and tidy fashion.
- Fares
 - Fares should be regulated.
- Reporting Requirements
 - Allow the City to collect any data, conduct any tests, and examine books, records and other documents.
- Physical Location
 - Maintain a permanent office in the city of Saskatoon.

- Inspections
 - The City should be allowed to inspect the vehicle and meters to ensure compliance.
- Limiting the amount of PT plates.

Limousine Industry

- TNCs should only operate within the City limits.
- The City should control the number of PT plates issued to TNCs.
- TNC operators should only be able to operate for a certain number of hours before a break.

Specific Regulations to Public Health and Safety

Driver Requirements

- Criminal record and vulnerable sectors check
- Satisfactory medical check
- Training
- Class 4 licence

Vehicle Requirements

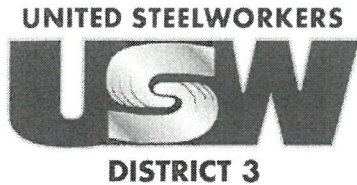
- Vehicle is equipped with a global positioning system, emergency call button, in-car camera, vehicle marking that identifies company and can be no more than 7 years old.
- Vehicle has a valid Light Vehicle Inspection completed by an SGI accredited mechanic at a facility approved by SGI.
- Interior of every vehicle, including the trunk, must be maintained in a clean and tidy fashion.

Company Requirements

- Maintain a permanent office in the city of Saskatoon where the taxi brokerage business is carried out.

Vehicle Inspections

- The City should be allowed to inspect the vehicle and meters to ensure compliance, as well as, remove vehicles from service if there are safety concerns.



Sask Plates

How we can work together to improve the taxi industry for workers and our community

Why does our city need this change?

There has been a public outcry of the lack of taxi services and because the industry is controlled by a few key players they are using their lobbying and business power to remain in control. We want the taxi licensing process to be more transparent and give the opportunity for drivers to enter the market without crushing debt or monthly fees from the current 160 Permanent Taxi plate owners

- Our city needs more taxis on the road to meet demand
- The current 160 Permanent Taxi plates issued are paralyzing the industry since any new permanent plates issued are immediately sold or rented for massive profits. This means the City is creating wealth for businesses that obtain these plates for free from the City.
- The current 24 Seasonal Plates only operate Sept 1 – June 30 each year
- The Current Wheel Chair Accessible plates must give first priority to customers with wheelchair needs
- The city needs to maintain involvement in the industry to be able to uphold the highest levels of public safety and demand.

Who is this going to impact?

Changes will impact each driver and dispatch company currently operating in the city. Changing to Sask Plates is a complete overhaul of the taxi industry in Saskatoon and hopefully the Province.

- All dispatch companies and current drivers will benefit
- More taxis will be available for the public
- Restaurant owners will benefit from having more taxis available for their patrons
- More taxis will help to address high rates of drinking and driving
- The City will be free to increase or reduce plates based on solid data without hearsay.



What is a Sask Plate?

Sask plates are a new type of taxi license that will be issued by the City of Saskatoon with the intention of replacing all current taxi licenses in the city. These plates will be issued directly to drivers and transfers will not be possible, meaning that no sale, leasing or renting of taxi licenses is possible.

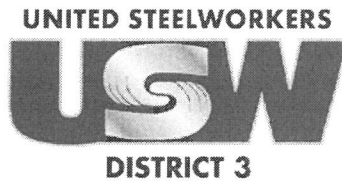
- Sask plates have no value to be bought and sold
- Taxi licensees will no longer be leased or rented to drivers causing inflated costs which impact meter rate increase decisions.
- Taxi drivers will be free to choose the dispatch service which best meets their needs
- City will have control over the number of plates released and/or recalled each year.
- The city will have the ability to look at demand for additional plates due to increased special events (e.g. sporting events, convention weeks, concerts).
- The city will eliminate the current situation where very few people control the taxi industry, leaving it up to the city to make changes in the best interest of safety



When should this change be implemented?

We believe that this change should be implemented on a gradual basis, in order to mitigate the losses of some of the current taxi plate owners. We should work with all stakeholders to develop a plan, and implementation timeline.

- Collaboration with stakeholders to create an implementation plan that will try to mitigate losses for current lease holders
- Make this process as transparent as possible



Discussion points and considerations:

- Lobby provincial government to change SGI to a province wide system for taxi services to help lower insurance rates by drawing in more taxis into one pool. This will set the standard for insurance requirements before TNC's (Uber) can get in at a lower rural rate or new fixed rate. This will level the playing field with fairness for current drivers against possible TNC's.
- Lobby Province to adopt "Sask Plate" model for whole province. Level playing field by insuring all fees and laws are same for Taxis and TNC's including city by-laws on costs (e.g.: meter rates, cameras, training, etc.).
- Use current peak time data from dispatch companies to help define how many new Sask Plates will be required. (Possibly 40-50 more taxi on the road at peak times)
- Sask Plates to be issued via a lottery to Drivers.
- If a current Seasonal Plate owner wins a lottery draw for a Sask Plate then they must return the Seasonal Plate before they are issued the Sask Plate.
- Current Seasonal Plate owners who do not win a Sask Plate will continue to operate the Seasonal Plate until the current term expires. Allows transition.
- Elimination of Seasonal plates going forward (10 months of 2 Drivers in 1 car each) to allow single Drivers in possibly twice as many or more current seasonal cars. This would mean more Taxis but not a flood of new drivers which would create increase service but not at the expense of bankrupting current Drivers.
- Driver applying for Sask Plates must commit to drive a 40 hours a week which include "Peak Time" hours. (Peak Time still needs to be defined, but will include examples such as pub/restaurant/bar closing times on weekends, convention, concerts and sporting events).
- Sask Plate owners can apply for leave of absence (with City) but only for vacation purposes and will not lose their plate. Duration and timeframes to be determined.
- Sask Plates are Owner/Operator only. Only the plate owner will be eligible to operate the vehicle (unless doing new driver training). Vehicle is available to operate 24/7/365 but only by the Sask Plate owner.
- Dispatch Companies cannot deny services to a new Sask Plate owner in effort to force a new lottery winner to be drawn.
- New Sask Plate owners will need to fill qualification requirements. (class 4, police check, driver training by dispatch company etc.)



The Need for a Flex-Service Taxi Fleet *A "Made in Saskatoon" Transportation Solution*

Prepared by the Saskatchewan Taxi Cab Association
October 2017

The STCA has shared this proposal with a number of government, industry and public stakeholders; it will continue to evolve as more information and points of view are received.

Policy Challenge

There is growing public concern over the shortage of taxi cabs providing service in Saskatoon during “surge” times or periods of peak demand. These surge times routinely occur in downtown Saskatoon on weekends when licensed establishments close, but can also occur during special events such as concerts and sporting activities as well as during weather events.

Today, this issue is not only a matter of considerable public inconvenience; it is a matter of public safety, as taxi patrons look for alternative ways to find a way home. It would be naive not to believe that some people who should not be, are in fact driving home simply because a taxi is not readily available.

The Saskatchewan Taxi Cab Association (STCA) acknowledges there are time periods, special events and holidays when there are too few taxis to meet peak demand; at the same time the STCA hopes others acknowledge there are low demand periods when taxis sit idle for an hour or more without a trip.

As a result, the STCA seeks the assistance of both the local and provincial government to help resolve this issue in a safe, sustainable manner while supporting local employment and business investment.

This could be accomplished through the introduction of a “Flex-Service” of taxis which would allow the taxi industry to meet the peak demand for taxis. This could be accomplished without congesting the streets with excess Transportation Network Company (TNC) vehicles during periods of low demand, as is now the case in jurisdictions like Toronto, San Francisco, Seattle and New York. This would also ensure that all current driver and vehicle safety standards remain in place.

Overview of Current Policy

Taxi plates in Saskatoon have been bought and sold through City Hall since they were first issued. A person cannot buy or sell a taxi plate without registering the sale at City Hall. Currently Saskatoon has 210 taxis; however, this number has remained unchanged since 1989, even as Saskatoon’s population has grown by over 40 percent. And while 24 seasonal taxi plates have been added, these do not address the public need at peak times, are underutilized in the shoulder seasons, and often sit idle during periods of low-demand. In addition, 21 wheelchair accessible taxis have been added, but they too, can’t meet the demand during surge times.

Overview of Proposed New Flex Service

The establishment of the “Flex Service” would be overseen by a committee, comprised of community representatives and stakeholders within the taxi industry, who would establish the guidelines for its operation. The oversight committee would determine such questions as when the Flex-Service would be deployed and how many taxis would be required to meet public demand.

Flex-Service vehicles would meet all the same standards as taxis do under the City Taxi Bylaw including age of car, safety inspections, etc. Each eco-friendly or low-emission vehicle would utilize an installed dispatch tablet and carry a top sign when in service, plus car numbering and signage (magnetic door signs & windshield signs could be used). Unlike TNCs, there would be no surge pricing; regular taxi rates would apply.

Flex-Service drivers would be licensed and trained to the same standard as regular taxi drivers with full City bylaws, safety and World Host training. Flex-Service drivers would be licensed as regular taxi drivers (record checks included) and could use their own vehicle. A new driver who completed the training would register themselves with a brokerage as a fully trained and licensed driver. To provide the public with greater security, a Flex-Service driver would be required to display a Taxi Driver ID in the car at all times.

Broker / dispatch would engage 1.5 to 2 times as many Flex-Service taxis as they envision they would need for peak demand times. Vehicles and drivers could be put in service as needed. This could be done in advance by predicting service needs from looking at data, community events, prior year's history or even specific holidays, and also by dispatch when unforeseen peak periods arise. The Flex-Service taxis would be dispatched through the computerized dispatch system just like regular taxis. The Flex-Service cars would receive an alert on their phones or tablets indicating the dates / times / zones they would be able to log in and work for. Nearly all Saskatoon taxis already have this infrastructure in place and would benefit from having an adequate number of cars to service the public when the demand is there, but not having an untold number of extra cars cruising around looking for business when not required. Traffic congestion and emissions would be controlled and minimized.

Customers would be encouraged to use the broker / dispatch apps to order a Flex-Service ride (with a text feature available by fall 2017). This would provide customers with a guaranteed trip price, as well as efficiently match cars to the nearest customers and circumvent the need to call or be placed on hold during peak times. This is identical to any TNC. They would enjoy the safety of having a fully trained and vetted driver, and a safety inspected car, fully regulated by the City of Saskatoon.

Regulatory Changes Required

The **City Taxi Bylaw** would be amended in order to allow an agreed to number of Flex-Service cars to be added based on supply and demand. These cars would have the exact same reporting requirements to the City as regular taxis do. All regulations are already in place, there would be no need to spend time and money to come up with a new set of regulations.

SGI would provide insurance for Flex-Service taxis based on the time they operate, as tracked and monitored by the broker/dispatch through the dispatch tablet. This insurance product is currently offered to the taxi industry in Edmonton. This would allow SGI to maintain all existing regulations and standards. Similar liability insurance would be provided to the flex-service fleet via the broker, just as they currently provide coverage to the permanent fleet.

In suggesting a solution to this serious and growing public transportation issue, the STCA has chosen to embrace a simple “supply and demand” philosophy. Most businesses and industries operate this way. The taxi industry is simply asking that it be offered the same opportunity to address its shortfalls as any other business would.

A Flex-Service can meet all current regulatory and safety standards regulations without risking hundreds of local jobs and millions in local business investment.

A Flex-Service would offer the ability to add and subtract vehicles based on controlled supply and demand utilizing data that can be shared and verified with all government agencies.

A Flex-Service can be achieved without flooding the market with excessive traffic and added emissions as now witnessed in other jurisdictions.

As local entrepreneurs in the transportation industry that have been serving the citizens of Saskatchewan for in excess of 45 years, all STCA members are asking is the opportunity to continue to provide that service while working with all levels of government to address issues of public concern.

-30-

Contact:
Shondra Boire
1.306.202.7744
info@stca.ca

A Flex-Service Taxi Fleet – Logistics and Licenses

How will the operation of the Flex-Service fleet be regulated?

The City of Saskatoon would regulate the number of Flex-Service licenses. The STCA envisions these licenses being open to all; however, successful lottery winners would need to comply with all current regulations required of regular taxis. These include a Class 4 license, a clean driver's abstract, commercial insurance, \$1m in liability insurance, a criminal background check, a vehicle safety inspection and an in-car camera. The STCA is also advocating any new taxi-driver be required to take a certified training course. Each successful new applicant would be required to be affiliated with a taxi brokerage in order to receive rides via dispatch.

How will the number of Flex-Service licenses be determined?

The STCA has access to historic taxi dispatch data for the past several years. This means the STCA can accurately forecast which times, dates, holidays and events will require extra taxis. This information includes the supply of taxis in any given hour along with the public demand, including trips with a passenger on board, no shows, cancellations, vehicle usage levels and response times.

The STCA plans to share this information with a broad community advisory board assembled by the City in order to ensure wide consultation on the operation of the Flex-Service. The STCA has discovered a similar model is being utilized in Vancouver and it is likely that much can be learned from the Vancouver experience. The goal is, for the first time, to have both historic and real-time data help determine the number of taxis on the road at any given time. The STCA believes this method will prove to be more responsive to public demand and preferable to the current model, that utilizes the ratio of taxis to population method to determine the size of the taxi fleet – clearly the current method, unlike the Flex-Service proposed can't account for peak times such as a Garth Brooks concert or even the surge caused by the regular bar closures.

What would the Flex-Service licenses cost?

The STCA is recommending that all regulatory, license and insurance fees be prorated based on the full cost of a taxi license. This can be easily monitored through the tablet software.

Are the Flex-Service licenses transferable?

The STCA is recommending the Flex-Service license not be transferable

Who would own the vehicles used in this fleet?

The vehicles could be made available by the brokerage or the driver. It may be advantageous for the brokerage to provide them initially in order to get the fleet up and running quickly. It may also be easier for the brokerages to supply low-emission or electric vehicles as the STCA believe it is important to provide the public with a low-emission option.

How would these Flex-Service vehicles be identified?

Flex-Service vehicles would be identified with top signs during work hours only along with windshield & rear window illuminated signs, front and rear fender magnetic signs. We envision they would carry special plates and an easily recognizable rear window decal from the City (same as current taxis), as well as an SGI sticker for the plate (PV-T).

When would the Flex-Service Fleet be operational?

The flex service will be activated or de-activated by the dispatch software, based on historic and real-time volumes. Like Vancouver, STCA will examine this data and develop formulas that could be used to determine the time and duration of a Flex-Service call-out. In Vancouver, the service is operational during most Thursday/Friday and Saturday nights, but hours of operation will be unique to Saskatoon and agreed to by the consultation committee that will include representatives from the taxi industry and the stakeholders from the larger community.

How will the dispatch services connect with Flex-Service fleets?

The Flex-Service Fleet will be booked through app/text/web booking. Now that both the largest Saskatoon brokerages have recently moved to app and text-based dispatch, this will undoubtedly be a growing method to hail a taxi, particularly from younger patrons.

How long will the taxi driver training be?

The training program would be one week in duration.

How and when should the Flex-Service commence?

Ideally the Flex-Service should begin by Christmas 2017. Saskatoon could maintain the seasonal plates this year before moving exclusively to the flex service next year.

How does STCA envision insurance coverage working on its proposed Flex-Service taxi fleet?

All taxis currently book on and off an electronic dispatch system in order to receive bookings. This same method would be utilized for the Flex-Service fleet, which could easily and effectively track hours of operation over any period of time (day/month/year). STCA believes that insurance could be offered on a pro-rated basis at the same annual rate as a regular taxi. STCA envisions its members paying in advance for insurance, and employing a system of credits or debits at the end of the year to settle an account.

How can SGI be confident that the information received from the taxi brokerages regarding the operation of a Flex-Service taxi is accurate?

STCA is prepared to brief SGI officials on the electronic dispatch system and to allow SGI the opportunity to conduct any reasonable audit of the information gathered in order to ensure compliance.

City of Saskatoon Ride-Sharing Survey – Public Perceptions

November 2017

Prepared for:

City of Saskatoon
222 – 3rd Avenue North
Saskatoon, SK S7K 0J5

Submitted by:

Fast Consulting
117 - 3rd Avenue South
Saskatoon, SK S7K 1L6

Contents

- Executive Summary.....3
 - Highlights.....3
- Methodology5
- Survey Results.....7
 - Respondent Profile.....7
 - Survey Questions8
 - Social Media Commentary13
- Appendix14
 - Survey Instrument.....14



Executive Summary

This survey of public perceptions surrounding ride-sharing services in Saskatoon was designed and administered by the City of Saskatoon via a multi-channel online approach¹ between November 7 and 17, 2017. The survey was open to anyone who wished to participate and was accessed via an online link or a paper copy. The survey yielded over 10,000 responses.

The City of Saskatoon contracted Fast Consulting to review, quantify, and aggregate the data into a summary report.

Upon receiving the data file, Fast Consulting reviewed and cleaned the data. Duplicate responses were eliminated and only respondents from Saskatoon were retained. The final data set, upon which this report is based, includes 7,258 Saskatoon respondents. Since the sample is based on those who initially self-selected for participation, no estimates of sampling error can be calculated.

Highlights

2 out of 5 use Taxi Service More than 6 Times per Year

- Two-fifths (39%) of respondents report using taxi services in Saskatoon 7 or more times per year. Frequency of use is higher among younger residents.

High Taxi Fares are the Primary Deterrent for Infrequent Users

- More than half (55%) of those who never or rarely use taxi service in Saskatoon cite the cost of trip fare as the reason why. This jumps to 71% among 18-24 year olds.

Three-Quarters Have Used Ride-Sharing Services in Other Cities

- Three out of four (74%) respondents report having previously used a ride-share service in another city. This drops to 50% among those 55+.

Quick Response Time is Top Rated Attribute

- 89% of those who have used ride-sharing in another city rate the quick response from the time the app is used to the time they are picked up as excellent.

¹ Invitations to participate in the survey were advertised and shared via multiple sources, including but not limited to, the City of Saskatoon website, various media channels (local television and radio stations), Facebook, Twitter, City of Saskatoon Citizen Advisory Panel, Uber, various stakeholder groups, and word of mouth.

9 in 10 Would Use TNCs in Saskatoon

- The vast majority (90%) of respondents report they would use ride-sharing if current regulations changed and TNCs were allowed to operate in Saskatoon.

Concerns about Supporting Local Taxi Businesses and Personal Safety Top List

- Those not interested in using a ride-share service are most concerned about supporting local taxi businesses (65%) and their personal safety (64%).

Lower Fares and Better Availability during Peak Times Could Increase Taxi Usage

- More than three-quarters (78%) of respondents indicate that lower fares might entice them to use taxis more often in Saskatoon. Another 60% say they might use taxis more often if there was better availability during peak times, holidays, and special events.

Methodology

The City of Saskatoon launched a self-administered online survey in order to hear from residents regarding ride-sharing. The survey questionnaire was designed by the City of Saskatoon. It consisted of an introduction explaining the purpose of the survey, followed by twelve questions, three of which were open-end.

An initial PSA launched the live link on November 7; the survey ran until November 17. The link was posted to the City's website, saskatoon.ca, and reported on by media such as the StarPhoenix and local television and radio stations. Various individuals and stakeholder groups were encouraged to share the survey link, including Councillors & Leadership Team, the Downtown, Broadway and Riversdale Business Improvement Districts, Saskatoon Region Economic Development Authority, Tourism Saskatoon, North Saskatoon Business Association, Greater Saskatoon Chamber of Commerce, TCU Place, Saskatoon Airport Authority, University of Saskatchewan Student's Union, and SaskTel Centre to name a few. The survey link was also sent directly to the City of Saskatoon's Citizen Advisory Panel, which includes approximately 1500 members.²

The City of Saskatoon also shared the survey link on social media outlets, including Facebook, Twitter, and the Mayor's Facebook page. Finally, paper copies of the ride-sharing survey were available for residents in the lobby of City Hall between November 7 and 17; three respondents completed surveys in this manner.

Fast Consulting reviewed the survey feedback for this summary report. In all, the survey was completed 10,882 times. The results included 7,078 open end comments to three questions. Running the results by geocodes to segment the feedback based on geographic location of IP addresses provided more than 7,000 Saskatoon based IP addresses.³ The other IP addresses originated in other communities in Saskatchewan, Canada and outside of Canada and were removed from the analysis.⁴ Obvious duplicates were also eliminated. Having more than one survey originate from one IP address was not enough to get it eliminated, but numerous responses from the same IP address with virtually identical feedback were considered duplicates and eliminated. This left 7,258 Saskatoon responses. Comparing the results of this response with the response from the 10,882 overall response reveals no significant differences.

Fast Consulting reviewed the open-end response in the Saskatoon surveys and categorized it into high level themes which encapsulate the primary aspects of the feedback for this report.⁵ For this review, the first response in the open-end was taken whenever respondents included multiple response. In some cases the open-end response included respondents who should have been

² The City was also informed at one point that it appeared that UBER also sent the survey link to personal emails.

³ City of Saskatoon IT Department assisted with this segmentation.

⁴ Some of the IP addresses from outside of Saskatoon originated in cities like Calgary and Edmonton) and may have been completed through media links by current or former Saskatoon residents, but some looked incongruent – i.e. there was large grouping one small community in southern Saskatchewan, and a relatively large grouping from Toronto.

⁵ All of the response remains captured and batched in the event that more detailed analysis of this open-end data is desired at a later date by the City of Saskatoon.

skipped through the question depending on how they answered the previous question (appropriate branching skips had not been programmed into the survey); these responses were not included in the analysis presented in this report.⁶

This is a high-level market product focused survey; it is not a statistically valid survey conducted with a random selection of respondents. The Market Research and Intelligence Association (MRIA) suggests that because online survey participants for surveys like this are self-selected, a margin of sampling error should not be calculated or quoted.

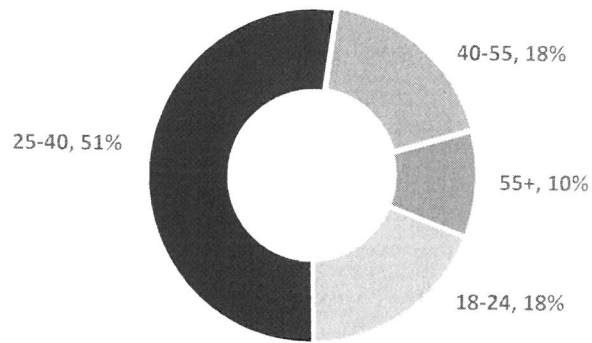
The objective of the survey, however, is to provide Saskatoon residents with an access point to share their opinions around ride-sharing, to enable the City of Saskatoon to start to quantify levels of familiarity and experiences with ride-sharing, and to capture quantifiable insights into perceptions associated with ride-sharing and some of the things that will be important to people going forward.

⁶ All of the response remains captured and batched in the event that more analysis of this open-end data is desired at a later date by the City of Saskatoon.

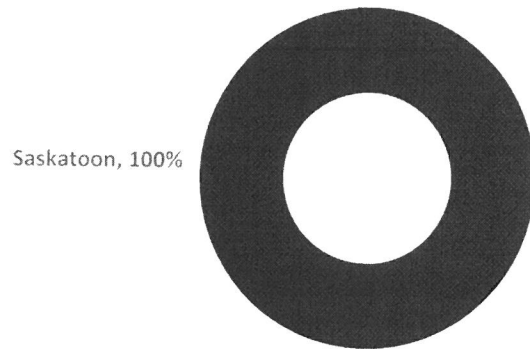
Survey Results

Respondent Profile

Age

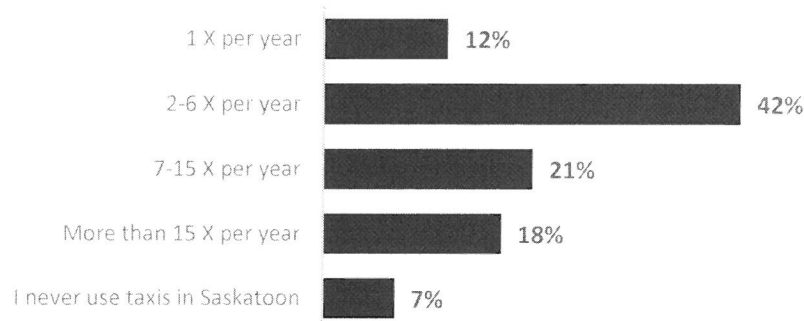


City



Survey Questions

Q1. How frequently do you use the current taxi services available in Saskatoon? (N=7,258)

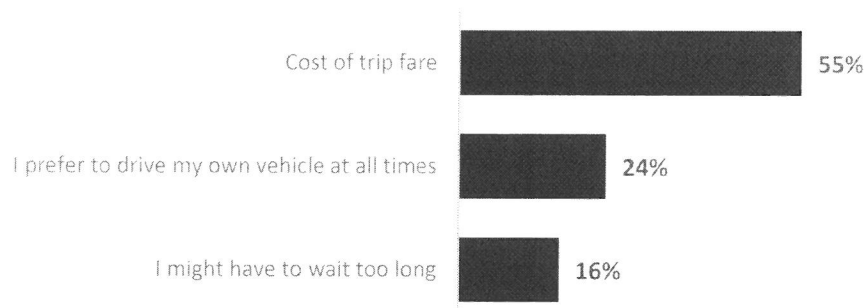


- Just over half (54%) of respondents report using taxi services in Saskatoon 1 to 6 times per year. Another 39% indicate taxi usage of 7 or more times per year. Only 7% say they never use taxis in Saskatoon.
- Younger respondents between 18 and 24 are the most likely to report taxi usage of more than 15 times per year.

Frequency of Current Taxi Usage by Age

	AGE				OVERALL
	18-24	25-40	40-55	55+	
1 X a year	9%	11%	14%	19%	12%
2 - 6 X a year	33%	40%	49%	52%	42%
7 - 15 X a year	23%	22%	20%	14%	21%
More than 15 X a year	26%	20%	11%	7%	18%
I never use taxis in Saskatoon	10%	6%	6%	9%	7%

Q2. If you never or rarely use the taxi service in Saskatoon, why is that? (N=4,438)



- The majority (55%) of those who never or rarely use taxi service in Saskatoon cite the cost of trip fare as the reason why. Another 24% say they prefer to drive their own vehicle at

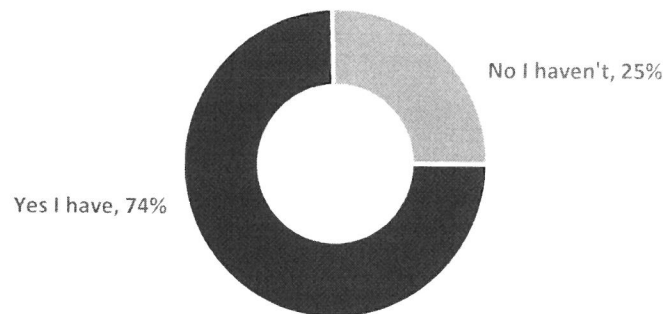
all times, while 16% claim their reason for rarely taking taxis is due to potentially having to wait too long for service.

- Taxi fares are more likely to be a deterrent for 18 to 24 year olds.

Reasons for Infrequent Taxi Usage by Age

	AGE				OVERALL
	18-24	25-40	40-55	55+	
Cost of trip fare	71%	60%	45%	41%	55%
I prefer to drive my own vehicle at all times	19%	20%	26%	35%	24%
I might have to wait too long	10%	17%	22%	13%	16%

Q3. Have you ever used a TNC or ride-share service such as Uber, Lyft or TappCar in another city? (N=7,258)

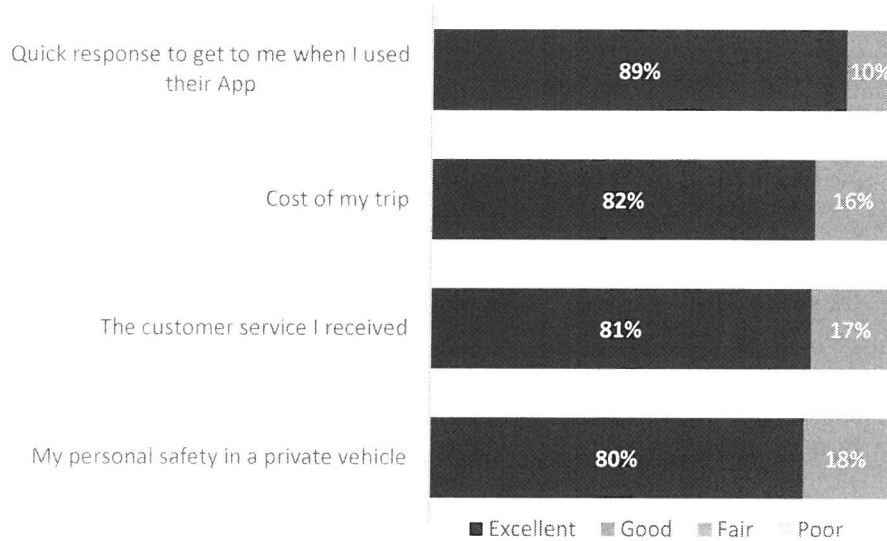


- Three-quarters (74%) of Saskatoon respondents have used a Transportation Network Company (TNC) or ride-share service in another city. Usage drops off considerably among those over 55 years of age.

Ride-sharing Usage in Other Cities by Age

	AGE				OVERALL
	18-24	25-40	40-55	55+	
Yes I have	74%	80%	73%	50%	74%
No I haven't	25%	20%	27%	48%	25%

Q4a. *If you have used a TNC or ride-share in another city, rank your personal experience in terms of the following: [asked individually] Cost of my trip (N=5,338); The customer service I received (N=5,335); My personal safety in a private vehicle (N=5,337); Quick response to get to me when I used their App (N=5,336).*



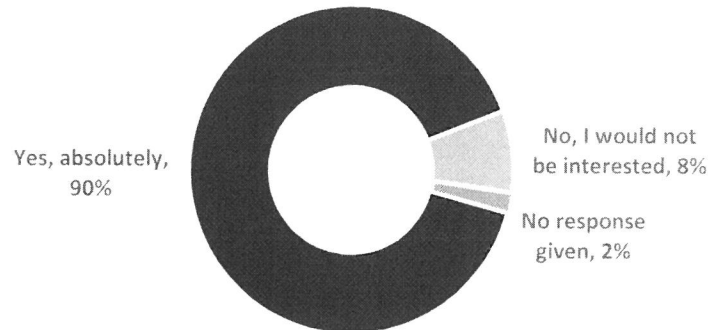
- Respondents are most likely to rate the quick response from the time they use the app to the time they are picked up as the top rated ride-sharing attribute (89% provide a rating of excellent). The remaining attributes receive similar ratings to one another – cost of trip (82% excellent), customer service (81% excellent), and personal safety in a private vehicle (80% excellent).

Q4b. *If you have used a TNC or ride-share in another city, do you have any other comments on your experience? (N=1,479)*



- The vast majority of additional open-end comments from respondents who have previously used ride-sharing in another city were positive in nature. Comments about the great service overall (16%), the usefulness of the app (15%), and a superior service to taxis (13%) were the most frequent.

Q5. *If current regulations changed and TNCs were allowed to operate in Saskatoon, would you use this service? (N=7,258)*

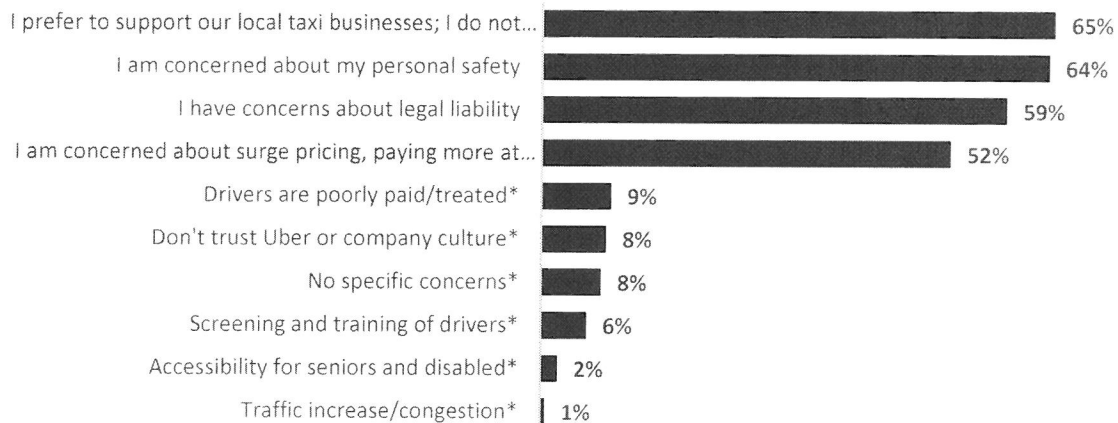


- 90% of respondents report they would use ride-sharing if current regulations changed and TNCs were allowed to operate in Saskatoon.
- Intention to use TNCs declines with age, however 73% of those over 55 still indicate an interest in using TNCs if Saskatoon’s current regulations changed.

Ride-sharing Usage if Allowed in Saskatoon by Age

	AGE				OVERALL
	18-24	25-40	40-55	55+	
Yes, absolutely	96%	95%	88%	73%	90%
No, I would not be interested	3%	5%	11%	27%	8%
No response given	0%	1%	1%	0%	2%

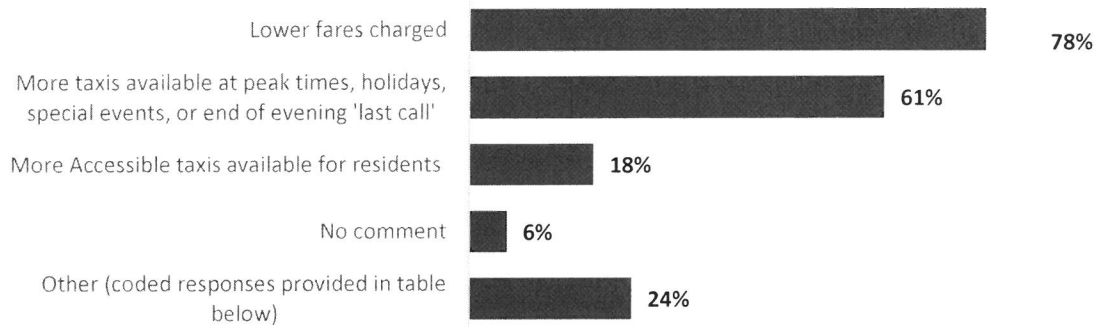
Q6. *If you would not be interested in using a TNC or ride-share service, what are your concerns? Check all that apply. (N=583)*



* Coded open-end responses

- Those not interested in using a ride-share service are most concerned about supporting local taxi businesses (65%) and their personal safety (64%). Many also agree that they are concerned about legal liability (59%) and surge pricing at peak times (52%).
- Older respondents over 55 years of age are the most likely to say they prefer to support local taxi businesses (71%).

Q7. What might influence you to use taxis more often in Saskatoon? (N=7,258)



- More than three-quarters (78%) of respondents indicate that lower fares might influence them to use taxis more often in Saskatoon. Another 61% say they might be more likely to use taxis more often if there was better availability at peak times, holidays, special events, or end of evening 'last call'. For 18% of respondents, more accessible taxis could increase their taxi usage.
- Open-end comments under 'other' mostly center on friendly and safe drivers, followed by better technology, clean and well maintained cars, and faster, more reliable service.

Coded Open-End Responses Provided for 'Other'

Other	
Friendly/safe drivers/fair	36%
Better technology: tracking, booking, driver rating, payment	15%
Clean, well maintained cars	13%
Faster service/driver shows up/guaranteed time	11%
Lower fares and rates/more affordable	9%
Will not use taxis no matter what	6%
Competition is good/need choices	4%
Saskatoon needs ride-sharing	3%
Willing to go to all areas of the city, incl. Warman/Martensville	2%
Other	2%

Social Media Commentary

The City of Saskatoon shared the ride-sharing survey link on social media outlets, including Facebook, Twitter, and the Mayor's Facebook page. There were just under forty social media commenters on the City's feeds of Facebook and Twitter; most of these were simple 'Likes'.

Most comments and the Likes associated with them, are comments that describe negative taxi experiences or negative perceptions associated with taxi service (lack of availability at peak times, high price, poor condition of vehicles, safety), and positive experiences with ride-sharing companies such as Uber. A small number of comments are neither critical or positive, but supportive of having competitive offerings available in Saskatoon.

There were three comments on the City's Twitter feed; two supportive of ride-sharing and one observing they had issues with the survey.

There were just under 60 people with comments pertaining to the ride-sharing survey on the Mayor's Facebook post over the same period. With the exception of two comments, all were either critical of the taxi industry, supportive of the ride-sharing industry and players in it such as Uber, or both. Similar to the City's feed, comments tend to describe negative taxi experiences or negative perceptions associated with taxi service such as lack of availability at peak times, high price, poor condition of vehicles, and safety. However, the Mayor's feed also contained a handful of comments with concerns around labour and regulatory standards for both the current taxi industry and the potential ride-sharing industry. There were also a couple of comments around the lack of a viable transit option.

Appendix

Survey Instrument

EMAIL INTRODUCTION

The taxi industry in Saskatoon plays an important role in the City's public transportation service offerings. Taxis are heavily relied upon by both residents and visitors to the city.

We know that many Saskatoon residents and visitors are also interested in having access to ride-sharing companies such as Uber, Lyft, or TappCar.

Presently, Transportation Network Companies (TNCs) or ride-sharing services cannot operate in Saskatoon without changes and clarity brought to provincial insurance and licensing regulations. If the provincial government is able to resolve these issues, the City will be responsible for local bylaws and regulations. We know that in order for ride-sharing to occur, and to have a level playing field, there will have to be changes.

In preparation, the City's administration is working on a report outlining options for regulation based on the experiences of other cities. By evaluating how ride-sharing companies have been implemented in other cities, we have the opportunity to learn from the ideas that have been most successful.

The City has met with the taxi industry (drivers, plate owners, brokers) and other stakeholder groups that have interest and expertise in transportation services in Saskatoon to gain their perspective and these conversations remain ongoing.

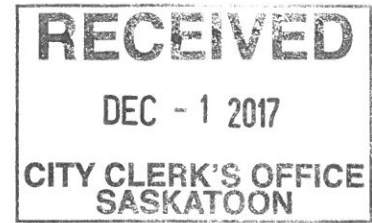
Now -- it's important that we also hear from the residents of Saskatoon. Our goal is to gather a broad range of input so that City Council can make well-informed decisions on the matter of TNCs entering our marketplace.

This brief survey should take you 5 minutes or less to complete. Thank you for participating.

SURVEY QUESTIONS

- Q1. How frequently do you use the current taxi services available in Saskatoon?
- a) 1 time a year
 - a) 2 – 6 times a year
 - b) 7 – 15 times a year
 - c) More than 10 times a year
 - d) I never use taxis in Saskatoon
- Q2. If you never or rarely use the taxi service in Saskatoon, why is that? (If you have other reasons you'd like to add, there is space under Question #7).
- a) Cost of trip fare
 - b) I might have to wait too long
 - c) I prefer to drive my own vehicle at all times
 - d) Other
- Q3. Have you ever used a TNC or ride-share service such as Uber, Lyft or TappCar in another city?
- a) Yes I have
 - b) No I haven't

From: City Council
Sent: Friday, December 01, 2017 11:39 AM
To: City Council
Subject: Form submission from: Write a Letter to Council



Submitted on Friday, December 1, 2017 - 11:39
Submitted by anonymous user: 207.195.86.157
Submitted values are:

Date: Friday, December 01, 2017
To: His Worship the Mayor and Members of City Council
First Name: Dale
Last Name: Gallant
Address: 3430-33rd St. W.
City: Saskatoon
Province: Saskatchewan
Postal Code: S7L6C9
Email: d.gallant@shaw.ca
Comments:

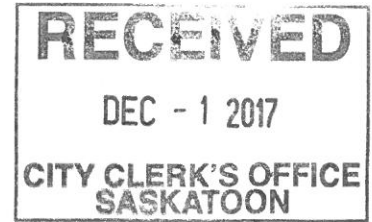
I would like to speak at the Transportation Committee's meeting next week on the TNC/Taxi item on the agenda. Could you confirm my request by text or email as I'm not positive that this is the correct form to use for my request.

Thank you
Dale Gallant
d.gallant@shaw.ca
306 491-7433

The results of this submission may be viewed at:
<https://www.saskatoon.ca/node/398/submission/204632>

7000-1 x 307-4

From: City Council
Sent: Friday, December 01, 2017 2:47 PM
To: City Council
Subject: Form submission from: Write a Letter to Council



Submitted on Friday, December 1, 2017 - 14:47
Submitted by anonymous user: 64.141.10.170
Submitted values are:

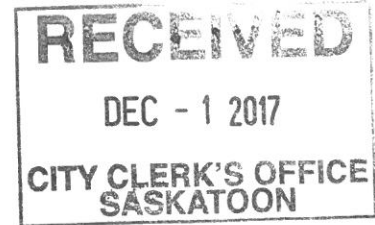
Date: Friday, December 01, 2017
To: His Worship the Mayor and Members of City Council
First Name: Carlo
Last Name: Triolo
Address: 225 ave b north
City: saskatoon
Province: Saskatchewan
Postal Code: s7l 1e1
Email: carlot@unitedgroup.ca

Comments:
Please add my name to speak in regards to agenda item
7.2.2 Taxi Service Proposals and Regulation of Transportation Network Companies [Files CK 7000-1, x 307-4]
There are some concerns and undetermined areas from what has been posted for review that Our company would like to speak to.
thank you

The results of this submission may be viewed at:
<https://www.saskatoon.ca/node/398/submission/204649>

7000-1 x 3074

From: City Council
Sent: Friday, December 01, 2017 3:39 PM
To: City Council
Subject: Form submission from: Write a Letter to Council



Submitted on Friday, December 1, 2017 - 15:39
Submitted by anonymous user: 216.174.152.146
Submitted values are:

Date: Friday, December 01, 2017
To: His Worship the Mayor and Members of City Council
First Name: Shondra
Last Name: Boire
Address: 11-1724 Quebec Ave
City: Saskatoon
Province: Saskatchewan
Postal Code: S7K1V9
Email: shondra@comfortcab.ca

Comments:
I would like to speak on December 5th at the transportaion meeting on the issue regarding Taxis and Ridesharing.

Thank You

The results of this submission may be viewed at:
<https://www.saskatoon.ca/node/398/submission/204652>

7000-1 x 307-4

From: City Council
Sent: Friday, December 01, 2017 3:40 PM
To: City Council
Subject: Form submission from: Write a Letter to Council



Submitted on Friday, December 1, 2017 - 15:40
Submitted by anonymous user: 216.174.152.146
Submitted values are:

Date: Friday, December 01, 2017
To: His Worship the Mayor and Members of City Council
First Name: Kelly
Last Name: Frie
Address: 11-1724 Quebec Ave
City: Saskatoon
Province: Saskatchewan
Postal Code: S7K1V9
Email: kelly@comfortcab.ca

Comments:
Hello! I would like to speak at the December 5th Transportaion meeting regarding Taxis and ridesharing

Thank You

The results of this submission may be viewed at:
<https://www.saskatoon.ca/node/398/submission/204653>




Dec 04/2017

To,
City Hall

Subject: Request to speak on Transportation committee (Regarding TAXI)

I would like to speak on Transportation
Committee on Dec 05/2017.
Meeting

Thanks;


MALIK UMAR DRAZ
President USW LOCAL 2014
325 Fairmont Drive
SASKATOON SK S7M 5G7
E.MAIL = MALIKUSW2014@Yahoo.ca
306-370-3838

7000-1
x307-4

From: City Council
Sent: December 04, 2017 6:10 PM
To: City Council
Subject: Form submission from: Write a Letter to Council



Submitted on Monday, December 4, 2017 - 18:10
Submitted by anonymous user: 128.233.9.62
Submitted values are:

Date: Monday, December 04, 2017
To: His Worship the Mayor and Members of City Council
First Name: Marwan
Last Name: Bardouh
Address: 219 Weyakwin Drive
City: Saskatoon
Province: Saskatchewan
Postal Code: S7J4M3
Email: mbardouh@shaw.ca

Comments:

Hello, with your permission I am requesting to stand before the Mayor and the City Councillors to speak on the taxi service proposals and regulation of transportation network companies.
Thanks-you,

The results of this submission may be viewed at:
<https://www.saskatoon.ca/node/398/submission/204879>

7000-1
x307-4

1-of-1

**Request to Speak to the Standing
Policy Committee on Transportation
for 2017.12.05**



Date: Monday, December 4th, 2017
To: Mayor Clark and members of the Standing Policy Committee on Transportation
First Name: Wes
Last Name: Cameron
Address: 501 Dalhousie Crescent
City: Saskatoon
Province: Saskatchewan
Postal Code: S7H 3S5
Email: wj.cameron@gmail.com

I respectfully request to speak to Agenda Item 7.2.2 - Taxi Service Proposals and Regulation of Transportation Network Companies - at the Tuesday, December 5th, 2017 meeting of the Standing Policy Committee on Transportation that is to be held at 2:00pm that day.

Given the breadth of information being considered I would further request the opportunity to address the administrative report and each of the three attachments as separate items, beyond the usual time limit allowed.

Specifically, to use the standard five-minute allotment to speak to the agenda item as a whole.

Then to speak to the Admin Report, Attachment One, Combined Attachment Two, and Attachment Three as stand alone items unto themselves - preferably in the area of two to three minutes each.

It is understood that these additional time allowances would be at the discretion of the Committee Chair.

My Thanks,

-Wes Cameron

==

7000-1
x307-4

From: City Council
Sent: December 05, 2017 12:19 AM
To: City Council
Subject: Form submission from: Write a Letter to Council



Submitted on Tuesday, December 5, 2017 - 00:19
Submitted by anonymous user: 198.245.115.145
Submitted values are:

Date: Tuesday, December 05, 2017
To: His Worship the Mayor and Members of City Council
First Name: Fatih
Last Name: Ayalp
Address: Box 303 RPO University
City: Saskatoon
Province: Saskatchewan
Postal Code: S7N 4J8
Email: fayalp@hotmail.com
Comments: I would like to address the Standing Policy Committee on Transportation regarding Transportation Network Companies at the December 5, 2017 meeting which begins at 2PM.

The results of this submission may be viewed at:
<https://www.saskatoon.ca/node/398/submission/204914>

Inquiry – Councillor Z. Jeffries (September 25, 2017) Installation of East-West Crosswalk on Lowe Road

Recommendation

That the report of the General Manager, Transportation & Utilities Department dated December 5, 2017, be received as information.

Topic and Purpose

The purpose of this report is to provide information on the pedestrian crossing study at 331 Lowe Road, approximately 150 metres north of Nelson Road.

Report Highlights

A traffic and pedestrian study was completed near the intersection of Lowe Road and Nelson Road to determine an appropriate pedestrian crossing. The existing crossing locations are sufficient; however, modifications to the existing parking restrictions are possible to create additional parking on the east side of Lowe Road.

Strategic Goal

This report supports the Strategic Goal of Moving Around by improving safety of all road users (pedestrians, cyclists, and drivers), and helps provide a great place to live, work, and raise a family.

Background

The following Inquiry was made by Councillor Z. Jeffries at the meeting of City Council held on September 25, 2017:

“Would the Administration please report back on the possibility of installing an east to west crosswalk on Lowe Road at a location approximately 200 metres north of the intersection of Lowe Road and Nelson Road. A new crossing could be similar to the existing crossing at Lowe Road south of Atton Crescent.”

In 2016, a pedestrian study was completed near 331 Lowe Road to determine if a mid-block crosswalk or an enhanced pedestrian device was required near 331 Lowe Road approximately 150 metres north of the intersection of Lowe Road and Nelson Road.

During the study, it was noted that many drivers were parking north of 331 Lowe Road where the road is narrow and not designed to have parking. Parking restriction signage was installed on both sides of the street north of 331 Lowe Road to ensure safe passage of vehicles along Lowe Road.

Report

Traffic Characteristics

Lowe Road is aligned north to south between Attridge Drive and Evergreen Boulevard, is classified as a major collector, and has a posted speed limit of 50 kph on the portion near 331 Lowe Road. Roadway characteristics include:

- One traffic lane and one parking lane in each direction between Nelson Road and the north property line of 331 Lowe Road, approximately 150 metres north of Nelson Road.
- One traffic lane in each direction between the north property line of 331 Lowe Road and a point approximately 100 metres south of Atton Crescent.
- Between Nelson Road and the north property line of 331 Lowe Road the street cross-section is urban in nature; north of 331 Lowe Road the street cross-section transitions to rural in nature (includes open ditches).
- Parking was restricted in 2014 on the east side of the street along the entire portion of 331 Lowe Road to a point 60 metres south of the property line to improve visibility coming out of the driveways.
- A multi-use pathway, parallel to Lowe Road, is located on the west side of the street.

Pedestrian and Traffic Studies

Pedestrian studies were conducted near 331 Lowe Road to determine the need for a crosswalk and enhanced pedestrian devices. The study is in adherence with the City's Council Policy C07-018 - Traffic Control at Pedestrian Crossings, November 15, 2004. A warrant system assigns points for a variety of conditions that exist at the crossing location, including:

- Number of traffic lanes to be crossed;
- Presence of a physical median;
- Posted speed limit of the street;
- Distance the crossing point is to the nearest protected crosswalk point; and
- Number of pedestrians and vehicles at the location.

Pedestrian and traffic data was collected on Sunday, October 16, 2016 during the peak hours (8:00 a.m. to 9:00 a.m., 11:30 a.m. to 1:30 p.m., and 3:00 p.m. to 5:00 p.m.), plus an additional hour from 1:30 p.m. to 2:30 p.m. was added to the pedestrian traffic count, as there was a spike in pedestrian volumes due to Sunday service at the temple. Results of the study reflect the 67 pedestrians (6 children, 6 teenagers, 55 adults) crossed the roadway along a span of about 80 metres near 331 Lowe Road during the peak hours.

Based on the pedestrian crossing characteristics and adjacent land use, a mid-block crosswalk near 331 Lowe Road is not recommended for the following reasons:

1. Mid-block crosswalks create unsafe or unpredictable situations for road users as crosswalks are typically located at intersections;
2. Installation of a crosswalk at one specific location will likely be underutilized as pedestrians were observed crossing throughout the property frontage (a span of 80 metres);

3. Pedestrian peak times are only one day a week (i.e. Sunday); and
4. Crosswalks are typically not recommended within 200 metres of a protected crosswalk. In this case a four-way stop is located 150 metres south at Nelson Road.

The pedestrian and traffic studies also considered the need for an enhanced pedestrian crossing. The minimum requirement for consideration of an Active Pedestrian Corridor is 3 points or greater. Based on the point combination of the conditions, the pedestrian study yielded a warrant value of 0 at this location, well below the threshold value required for future consideration.

The minimum requirement for consideration of a Pedestrian Actuated Signal is 100 points or greater. Based on the point combination of the conditions, the pedestrian study yielded a warrant value of 29 at this location, well below the threshold value required for future consideration.

Based on the results of the review, the current street configuration is sufficient for the existing conditions and no additional crossings are recommended. However, the Administration will speak with the property owners at 331 Lowe Road about reducing the on-street parking restriction from 60 metres to 10 metres to facilitate additional on-street parking on the east side of Lowe Road. This will reduce jaywalking by creating more parking along the east side of Lowe Road.

The requested location for a crosswalk near 331 Lowe Road differs from the existing crossing further north on Lowe Road south of Atton Crescent in terms of a focused pedestrian desire line. The location south of Atton Crescent connects pedestrians from residences on Pohorecky Crescent with the multi-use pathway that is aligned west of and parallel to Lowe Road. This crossing connection is on a narrow pedestrian desire line. A mid-block crossing located near 331 Lower Road would differ in that pedestrians on the west side of Lowe Road, after exiting their vehicles, would not be focused at one crossing location. Rather, the pedestrians would be spread across Lowe Road on the west side of the street. It is debatable if the pedestrians would use a mid-block crosswalk.

Public and/or Stakeholder Involvement

The Administration will follow up with property owners at 331 Lowe Road on revising the on-street parking restrictions on Lowe Road.

Communication Plan

Public education communications (e.g. information sheets, etc.) may be considered if identified in conversations with property owners at 331 Lowe Road that these resources would be useful.

Policy Implications

The recommendations in this report are consistent with the established guidelines in Council Policy C07-018 – Traffic Control of Pedestrian Crossings.

Other Considerations/Implications

There are no options, financial, environmental, privacy, or CPTED considerations or implications.

Due Date for Follow-up and/or Project Completion

The Administration will follow-up with the property owners at 331 Lowe Road within a month.

Public Notice

Public Notice pursuant to Section 3 of Policy No. C01-021, Public Notice Policy, is not required.

Report Approval

Written by: Justine Marcoux, Transportation Engineer, Transportation
Reviewed by: David LeBoutillier, Acting Engineering Manager, Transportation
Jay Magus, Acting Director of Transportation
Approved by: Angela Gardiner, Acting General Manager, Transportation & Utilities Department

TRANS JM – Inq Jeffries (Sep 25-17) Installation of East-West Crosswalk on Lowe Road.docx

Roadway Preventative Maintenance Strategy

Recommendation

That the Standing Policy Committee on Transportation recommend to City Council:
That a budget adjustment of \$50,000 to Capital Project #1356 – V&E Additional Vehicles and Equipment funded from the Paved Roadways Infrastructure Reserve be approved to fund the acquisition of a rubberized crack filling machine.

Topic and Purpose

The purpose of this report is to provide information on the shift of summer roadway maintenance resources from reactive treatments to preventative strategies.

Report Highlights

1. Current summer roadway maintenance resources are dedicated to reactive treatments such as pothole repairs.
2. With the conditions of Saskatoon's road network improving, maintenance practices must evolve to protect the roadway investment.
3. Implementation of a preventative treatment program will occur in 2018 and will be evaluated following the first year.
4. The purchase of a rubberized crack filling machine is required in order to operationalize the strategy transition.
5. Reduced resources for pothole repairs may delay response times in the short-term but a proactive maintenance strategy will significantly decrease roadway condition deterioration and reduce future pavement failures.

Strategic Goals

A City of Saskatoon Strategic Goal is to adopt and implement a corporate-wide asset management and rehabilitation philosophy. Transitioning from a reactive maintenance approach to a preventative approach for roadways is a foundational step in achieving that long-term goal. It is also a best practice for proper infrastructure management. This initiative will align well with other initiatives the Administration is working on to deliver in support of the Asset and Financial Sustainability goals.

Background

Investment in the rehabilitation of the road network significantly increased in the summer of 2014 with the introduction of the Building Better Roads Program. With the added investment, road conditions network-wide have improved significantly; roads in good condition require different treatments to optimize maintenance expenditures and sustain good road conditions.

Capital preventative maintenance treatments are currently being planned and executed by the Asset Preservation group; however, maintenance treatments delivered by

Roadways & Operations are still focused on reactive repairs. A transition of strategy is required to adapt to the new network conditions.

Report

Current Focus on Reactive Treatments

When surface conditions of a paved network are poor, high-cost reactive treatments are commonly applied on a worst-first basis in order to keep the roads at a basic operational state. In Saskatoon, pothole repairs represent 90% of the summer paved street maintenance expenditures, or \$3.6 million, for each of the past 3 years.

This approach is costly as it limits the ability to efficiently plan and coordinate work, results in low productivity due to travel times, and in repeated repairs when treatments continue to fail. A worst-first approach also means that new pavements do not receive the necessary treatment to keep them in good condition and the overall pavement life-span and average condition is reduced.

Shifting Strategy to Adapt to Improving Road Conditions

As network conditions improve, fewer potholes form and less money is required to repair failures. Therefore, there is an opportunity to invest in proactive treatments that will defer or prevent failures from occurring. This increases the longevity of the network, reduces traffic disruption for repairs, and improves the public perception of City roads. Following are some examples of common preventative maintenance treatments:

- rubberized crack sealing;
- micro-surfacing;
- infrared patching;
- chip sealing; and
- pavement rejuvenators.

Implementation Plan

The transition from a pothole focused program to a preventative treatment program is planned to occur in 2018. There will be a strong focus on pilot studies and measured risks to allow innovative approaches to evolve.

In the spring of 2018, resources dedicated to spring pothole repairs will be scaled back by approximately \$300,000. Weekday and weekend coverage will remain, however, with a reduced number of crews.

The \$300,000 savings will be applied to the creation of a summer and fall preventative maintenance crew. This crew will initially perform rubberized crack sealing and thermal patching preventative maintenance treatments. In order to properly deploy this crew and strategy, the purchase of a rubberized crack filling machine is required at an estimated cost of \$100,000. It is recommended that \$50,000 in existing funding and an additional allocation of \$50,000 from the Paved Roadway Infrastructure Reserve be utilized for the capital cost.

Over the course of the first year, resources needed to improve an operational level preventative maintenance program will be identified. The first year will answer questions such as:

- What data is required to develop and track the impact of this program?
- What preventative maintenance treatments most effectively address pressing operational challenges?
- What is the best delivery mechanism for specialized preventative maintenance work?
- What additional equipment or specialized training, if any, is required to deliver the program?

The program will be evaluated and adapted based on the answers to these questions, production rates, and long-term performance of pavement sections.

In 2019 and beyond, as roadway conditions continue to improve, resources will gradually shift from focusing on reactive to proactive treatments, and the toolbox of preventative options to sustain the network will grow. The optimal balance between reactive and proactive treatments is uncertain at this point, however, it could be as high as 50%, or \$2 million dedicated to protecting roads that are in good condition.

Strategy Transition

Initially, the transition from spring reactive treatments to summer and fall proactive treatments will result in a direct reduction in resources dedicated to filling winter generated potholes. This will mean that there will be a slower response time to potholes on lower priority roads than there has been for the past three years.

Mitigating this risk is the fact that fewer potholes are forming due to improved overall conditions. Also, with the recent implementation of infrared patch technology, more potholes will be permanently repaired over the course of the winter, further reducing the number of failures in the spring.

Options to the Recommendation

The Standing Policy Committee on Transportation may direct the Administration to sustain the spring pothole patching resource level and look for alternative funding mechanisms to initiate a preventative maintenance program.

Communication Plan

Communication for the shift in strategy will be undertaken in early 2018 to inform citizens of the shift in strategy and to manage expectations around potential reduction in response time during the transition period.

Financial Implications

The implementation of an initial crack-filling crew will require the capital purchase of a rubberized crack filling machine at an approximate cost of \$100,000. Capital Project #1356 – V&E Additional Vehicles and Equipment includes \$50,000 as approved in the

Roadway Preventative Maintenance Strategy

2018 Preliminary Business Plan and Budget; this funding is intended for Transportation & Utilities equipment needs.

An additional \$50,000 that was not required for contract contingencies for road rehabilitation will be returned to the Paved Roadways Infrastructure reserve from Capital Project #1531 – Local Roads Preservation. Therefore, it is recommended that the remaining \$50,000 required for the rubberized crack filling machine be funded from the Roadways Infrastructure Reserve based on this return of funding.

Environmental Implications

A preventative maintenance approach will reduce the amount of oil-based asphalt required for maintaining the roadway network. A planned program will reduce fuel consumption per unit of work. Better, smoother roadways achieved through preventative maintenance result in an improvement in fuel economy for all vehicles, thus reducing greenhouse gas emissions from all vehicles traveling in Saskatoon.

Other Considerations/Implications

There are no public and/or stakeholder involvement, policy, privacy, or CPTED implications or considerations.

Due Date for Follow-up

A follow-up report summarizing the results of the 2018 implementation will be presented in December 2018.

Public Notice

Public Notice pursuant to Section 3 of Policy No. C01-021, Public Notice Policy, is not required.

Report Approval

Written by: Brandon Harris, Director of Roadways & Operations
Approved by: Angela Gardiner, Acting General Manager, Transportation & Utilities Department

TRANS BH – Roadway Preventative Maintenance Strategy

West Material Handling Facility – 2017 Budget Adjustment Request

Recommendation

That the Standing Policy Committee on Transportation recommend to City Council:
That a budget adjustment of \$383,000 to Capital Project #2259 - TU-PW Satellite Yards funded from the Reserve for Capital Expenditures be approved to purchase land for a West Material Handling Facility.

Topic and Purpose

The purpose of this report is to request City Council approval for a budget adjustment to Capital Project #2259 - TU-PW Satellite Yards funded by the Reserve for Capital Expenditures. The funds are required to purchase land for a West Material Handling Facility located adjacent to the City of Saskatoon West Compost Facility.

Report Highlights

1. Approval of \$383,000 from the Reserve for Capital Expenditures is being requested to fund the purchase of land for a West Material Handling Facility.
2. The West Material Handling Facility will be utilized to support Roadways maintenance and operations activities.

Strategic Goal

This report supports the Strategic Goal of Moving Around by optimizing the flow of people and goods safely in and around the city.

Background

To continue to perform road maintenance on a growing network, additional property is required to manage material such as sand, gravel, and recycled asphalt pavement. This site will be in addition to existing Roadways satellite facilities at the Civic Operations Centre, Wanuskewin Road, and Central Avenue.

The Civic Operations Centre is permanent and is used exclusively for snow management. The Wanuskewin Road site is temporary and is also used solely for storing snow. Central Avenue is a temporary site, situated in the Small Swale, and is currently used for both snow storage and material handling. An alternative site for handling material is needed in the short term due to space constraints and to mitigate environmental impacts.

The City is currently working on a comprehensive plan for facilities to accommodate the future of Civic operations across all City divisions. Multiple facilities for material handling are required in the immediate and long terms; this property will be included in the development of these plans.

Report

Return of Funds to the Reserve for Capital Expenditures

Capital Project #2037- TU-Snow Management Facilities has a balance of \$383,000 remaining funded from the Reserve for Capital Expenditures. It is recommended that this funding be returned to source in order to address the high urgency to establish a West Material Handling Facility. The establishment of Snow Management Facilities in the northwest, southeast and northeast quadrants of the City remains in Capital Project #2037 – TU-Snow Management Facilities in the five year capital plan. This plan is currently unfunded.

New Site to Support Roadways Maintenance and Operations Activities

The proposed property will be utilized to manage sand, gravel and recycled asphalt pavement for spring and summer roadway programs. Historically, the property was used as a handling facility during a construction project but was decommissioned years ago. It is currently owned by the Provincial Government and is immediately adjacent to a Ministry of Highways and Infrastructure material handling site.

The new site has good highway access, is not in close proximity to residential properties, and is a complimentary location to the Central Avenue Material Handling Site. The site is located beside Highway #7 and adjacent to the City of Saskatoon West Compost Facility at the end of 11th Street West.

Options to the Recommendation

Administration may be directed to investigate contracting material handling and disposal to a private enterprise; this will result in a reduced capital cost but will increase on-going operational expenses for sweeping, pavement repairs, and winter maintenance programs.

Public and/or Stakeholder Involvement

No public and/or stakeholder involvement is required. The Ministry of Highways and Infrastructure is the owner of the land and has agreed to sell the land to the City directly.

Financial Implications

The cost to purchase the land required for the West Material Handling Facility is \$383,000. It is requested to fund this purchase from the Reserve for Capital Expenditures from funding made available due to the return from Capital Project #2037 – TU-Snow Management Facilities.

Environmental Implications

A Phase I Environmental Site Assessment will be completed on the site. The budget adjustment also includes funding to conduct a Phase II Environmental Site Assessment if it is required.

Other Considerations/Implications

There are no communications, policy, privacy or CPTED implications or considerations.

Due Date for Follow-up and/or Project Completion

A further report will be presented to the Standing Policy Committee on Finance in early 2018 seeking approval to purchase the land.

Public Notice

Public Notice pursuant to Section 3 of Policy No. C01-021, Public Notice Policy, is not required.

Report Approval

Written by: Eric Quail, Roadways Manager, Roadways & Operations
Reviewed by: Brandon Harris, Director of Roadways & Operations
Approved by: Angela Gardiner, Acting General Manager, Transportation & Utilities Department

TRANS EQ – West Material Handling Facility – 2017 Budget Adjustment