



**PUBLIC AGENDA
STANDING POLICY COMMITTEE
ON TRANSPORTATION**

Tuesday, August 18, 2015, 9:00 a.m.

Council Chamber, City Hall

Committee Members:

**Councillor C. Clark, Chair, Councillor R. Donauer, Vice-Chair, Councillor T. Davies, Councillor D. Hill,
Councillor M. Loewen, His Worship the Mayor (Ex-Officio)**

Pages

1. CALL TO ORDER

2. CONFIRMATION OF AGENDA

Recommendation

That the agenda be confirmed as presented.

3. DECLARATION OF PECUNIARY INTEREST

4. ADOPTION OF MINUTES

Recommendation

That the minutes of regular meeting of Standing Policy Committee on Transportation held on July 21, 2015 be adopted.

5. UNFINISHED BUSINESS

6. COMMUNICATIONS (requiring the direction of the Committee)

6.1 Delegated Authority Matters

6.2 Matters Requiring Direction

6.2.1 2016 Proposed Budgets - Advisory Committees

As required for all advisory committees, proposed budgets are submitted for consideration by the Standing Policy Committees prior to placement in the 2016 Business Plan and Budget document for review at the time of budget deliberations. The following proposed budget has been put forward by the Traffic Safety Committee for consideration by the Standing Policy Committee on Transportation.

Traffic Safety Committee (same as 2015 Approved Budget)

\$6,500 - Education and Awareness Initiatives relating to Traffic Safety.

Recommendation

That the proposed 2016 budget of the Traffic Safety Committee be forwarded to the 2016 Business Plan and Budget deliberations for consideration at the appropriate time.

6.3 Requests to Speak (new matters)

7. REPORTS FROM ADMINISTRATION

7.1 Delegated Authority Matters

7.1.1 Parking Services Update [Files CK. 6120-3 and PL. 6120-1] 5 - 9

Recommendation

That the information be received.

7.2 Matters Requiring Direction

7.2.1 Pedestrian Crossing Control Criteria and Prioritization [Files CK. 6150-3 and TS. 6150-1] 10 - 19

Recommendation

That the report of the General Manager, Transportation & Utilities Department dated August 18, 2015, be forwarded to City Council for information during 2016 Budget and Business Plan deliberations.

7.2.2 Intersection Improvement Project Selection Process [Files CK. 6320-1 and TS. 6320-1]

20 - 24

Recommendation

That the Standing Policy Committee on Transportation recommend to City Council at its meeting to be held on September 28, 2015:

1. That the Administration be directed to draft a policy pertaining to the prioritization of intersections requiring traffic reviews based on the selection process outlined in this report; and
2. That the policy be reviewed upon approval of City Council of the Active Transportation Master Plan and Growing Forward! Shaping Saskatoon Plan (Growth Plan).

7.2.3 Inquiry – Councillor A. Iwanchuk (March 23, 2015) - Parking in Cul-de-Sacs [File No. CK. 6120-1]

25 - 28

Recommendation

That the report of the General Manager, Transportation & Utilities Department dated August 18, 2015, be forwarded to City Council for information at its meeting to be held on September 28, 2015.

7.2.4 2014 Access Transit Annual Report [Files CK. 430-17 and TR. 7305-1]

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Recommendation

That the Standing Policy Committee on Transportation recommend to City Council at its meeting to be held on September 28, 2015:

1. That the information be received; and
2. That a copy of the final report be forwarded to the Saskatoon Accessibility Advisory Committee.

Recommendation

That the report of the General Manager, Transportation & Utilities Department dated August 18, 2015, be forwarded to City Council for information at its meeting to be held on September 28, 2015.

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

Parking Services Update

Recommendation

That the information be received.

Topic and Purpose

The purpose of this report is to provide an update on the Parking Services program, including the status of FlexParking implementation and current strategies being pursued.

Report Highlights

1. Commissioning of the new FlexParking system continues.
2. Parking enforcement has steadily increased with system commissioning.
3. Pay stations have been moved to permanent locations.
4. Resources have been allocated to effectively implement the new parking system.
5. Allowing parking session top-ups is set to be activated.
6. The smart phone parking application (app) will be launched this fall.

Strategic Goals

This report supports the Strategic Goals of Moving Around and Quality of Life by providing a flexible parking system that facilitates efficient transportation movement in a method that is responsive and user-friendly for our customers.

Background

In 2013, a process was initiated by the Administration to select a new parking system to replace the aging, single-space meters. This process sought input from the parking committee and members of the business community. A vendor was chosen, approved, and installation of new flexible pay by space parking stations began in late 2014 for commissioning in 2015.

At the April 14, 2015 meeting of the Standing Policy Committee on Transportation, Committee resolved that the issue of parking session top-ups be referred to the Parking Committee. At the June 22, 2015 meeting of City Council, an inquiry was made by Councillor Lorje requesting that the Administration would report on the detailed costs associated with pay station installation and relocation. The two items are addressed by this report.

Report

FlexParking Commissioning

There are 325 new FlexParking pay stations. These stations have been commissioned in groups of approximately 30 at a time, beginning on February 19, 2015. The rollout has been methodical in order to be responsive to customer concerns and to resolve technical issues that arose. Issues included software/hardware updates, system communication issues, and mechanical issues. Working through these issues has taken some time, but the system is now at a stable operating state, allowing the move towards complete rollout. The proposed activation schedule is as follows:

- Remainder of Downtown and City Hospital area – 139 stations – August 12, 2015;
- Riversdale and St. Paul's Hospital area – 40 stations – September 16, 2015;
- Broadway area – 24 stations – September 23, 2015; and
- Sutherland area – 10 stations – September 30, 2015.

Further activation will be accompanied by the appropriate communication strategies as per the earlier activations. This will include bagging of the old meters, with removal following within a week, and the use of on-street ambassadors to assist customers as they adapt to the new parking system. The proposed schedule is designed to allow time to adapt to issues as they arise.

Parking Enforcement

Since the implementation of FlexParking, there has been a partial grace period where lenient enforcement is initially applied to the active areas. All other enforcement (e.g. old meters, overstaying the zone time limit, other parking violation types) remains the same. As customers have become familiar with how to use the new system and as technical issues have been addressed, enforcement has steadily increased. A similar customer service based enforcement protocol will be applied as the new areas are activated.

Pay Station Relocation

All new FlexParking pay stations were installed late in 2014 in preparation for an early 2015 launch. Approximately 160 stations could not be installed in permanent locations at that time as they required a concrete pad that could not be easily constructed in the winter months. Relocation of these stations was then required in the spring, and in most cases, involved only moving the stations a few feet toward the curb. All station relocations are now complete. Moves in the future will only occur, as necessary, to adapt to changes that may occur in the program over time.

The initial installation of the stations was completed as part of the original vendor contract. The total cost for final station location was \$87,500. Of this cost, \$16,800 is the result of late seasonal installations in 2014. All of this work was paid by the Implementation Capital Budget P1518. A detailed breakdown on station relocation costs can be seen in Attachment 1.

Staffing Requirements

Appropriate project management and technical staff are now in place to successfully implement the new system. Temporary project management (PM) will be retained through 2016, acting as liaison with the product vendor and ensuring the system is implemented in an effective manner. Project management also has the role of building and leading the field staff to maintain and operate the system. As this is a totally new set of technology, new protocols and practices need to be developed in order to ensure the system runs smoothly into the future.

Temporary project staff are funded by the Implementation Capital Budget P1518.

Parking Session Top-Ups

Currently, the pay stations are programmed as “pay-per-session.” This means that after a session of parking is purchased, you cannot add time to it. Any future purchase would be overlapping. This was an original design feature to deter top-ups that could breach the time zone limits.

We have received strong customer feedback to allow the top-up feature. This feature has been programmed into the machines and will be rolled out with the station activation on September 16, 2015. Appropriate communication will be provided on the City website to educate customers about the feature and to remind everyone that the time zone limits still exist.

As previously reported, Parking Services is still in consultation with the Business Improvement Districts to determine if the time zones should be changed. The City Centre Parking Study will also provide important advice on this topic.

Parking Smart Phone App

The parking smart phone app, which will allow customers to initiate a parking session remotely and buy subsequent sessions, is one more feature that will enhance flexibility to the new parking system. This app is set to be launched on September 16, 2015, at the time of the Riversdale area activation.

Financial Implications

The expenditures highlighted in this report, including station relocation and temporary staffing, are funded by the Implementation Capital Budget, and therefore, do not create an operating budget impact in 2015 or 2016. Further reporting on future revenue projections will take place in due course.

Options to the Recommendation

There are no options at this time.

Communication Plan

The communication plan, developed for implementation of FlexParking, centers around the goals of building awareness of the new system and ensuring efficient adoption of

Parking Services Update

the new system by citizens. To date, successful tools and techniques that have been used include:

- i) a daily parking trivia question on Facebook with a chance to win a preloaded City Parking Card;
- ii) handing out of key tags designed to display a customer's license plate;
- iii) ambassadors on the street to assist customers as new areas are launched;
- iv) effective and responsive website and social media communication; and
- v) a video on the City's website demonstrating how to use a pay station.

These tools and techniques will continue to be used and adapted throughout implementation. An appropriate communication strategy around the launch of the smart phone app will also be developed.

Due Date for Follow-up and/or Project Completion

Subsequent reports will address possible changes to the time zone limits.

Public Notice

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

Attachment

1. Parking Pay Station Relocation Cost Breakdown

Report Approval

Written by: Andrew Hildebrandt, Director of Community Standards
Approved by: Randy Grauer, General Manager, Community Services Department

S/Reports/CS/2015/TRANS – Parking Services Update/ks
BF 41-15
BF 60-15

Parking Pay Station Relocation Cost Breakdown

Item	Total Cost*
Initial Station Installation	\$ 0
Concrete/Paving Stone Removal	\$36,318
Excavation and Prep for Concrete Pads	\$ 5,267
Concrete Pad Installation	\$26,980
General Contract Requirement	\$ 2,199
Station Relocation onto New Pads	\$16,800
	<u>\$87,564</u>

**including tax*

Pedestrian Crossing Control Criteria and Prioritization

Recommendation

That the report of the General Manager, Transportation & Utilities Department dated August 18, 2015, be forwarded to City Council during 2016 Budget and Business Plan deliberations for information.

Topic and Purpose

The purpose of this report is to provide information that identifies the criteria used to determine the appropriate pedestrian crossing control device, and provides an updated prioritized list of required pedestrian crossing control devices.

Report Highlights

1. Pedestrian crossing controls are guided by Council Policy – C07-018, Traffic Control at Pedestrian Crossings.
2. The City policy includes a defined methodology in assessing requests for pedestrian crossing controls.
3. A prioritized list of pedestrian crossing control device projects is included.

Strategic Goal

This report supports the Strategic Goal of Moving Around by providing safe and efficient options for non-motorized travel as the installation of pedestrian crossing control devices will enhance the safety of pedestrians and promote active transportation.

Background

City of Saskatoon Council Policy – C07-018, Traffic Control at Pedestrian Crossings Item 3, Policy, states that:

“The installation of appropriate traffic controls at pedestrian crossings shall be based on warrants listed in the document entitled “Traffic Control at Pedestrian Crossings – 2004” approved by City Council in 2004.”

Council Policy – C07-018, Traffic Control at Pedestrian Crossings provides the following hierarchy of typical pedestrian crossing applications:

- Pedestrian Actuated Signal
- Active Pedestrian Corridor
- Pedestrian Corridor
- Zebra Crosswalk
- Standard Crosswalk
- Unmarked Crosswalks

Report

Assessment Process

The Transportation division receives an average of 30 requests annually for enhanced pedestrian crossing control devices.

As part of the analysis, each request requires a pedestrian and vehicle traffic study during weekday peak hours (normally 8:00 AM to 9:00 AM; 11:30 AM to 1:30 PM; and 3:00 PM to 5:00 PM) to determine if an enhanced pedestrian crossing control device (such as a Pedestrian Actuated Signal, Active Pedestrian Corridor, or Pedestrian Corridor) is warranted. If deemed warranted, the location is added to the list generated for each type of pedestrian crossing device, and is prioritized based on the warrant results.

Assessment Results

The prioritized list of locations recommended to install a Pedestrian Actuated Signal is as follows:

1. Broadway Avenue / 9th Avenue
2. Confederation Drive / Milton Street

The prioritized list of locations recommended to install an Active Pedestrian Corridor is as follows:

1. Taylor Street / McEown Avenue
2. 20th Street / Avenue G
3. Cowley Road / Forsyth Way
4. Konihowski Road / Pezer Crescent (South)
5. Lowe Road / Ludlow Street
6. Konihowski Road / Garvie Road
7. Kingsmere Boulevard / Crean Crescent
8. 33rd Street / Avenue C

The prioritized list of locations recommended to install a Pedestrian Corridor is as follows:

1. Konihowski Road / Pezer Crescent (North)
2. Adilman Drive / Russell Road
3. Hart Road west of Bowlt Crescent (midblock)
4. Cumberland Avenue / Elliot Street
5. Dufferin Avenue / 11th Street
6. 23rd Street / Montreal Avenue
7. 7th Avenue / Princess Street
8. Clarence Avenue / Cascade Street

The location recommended to be upgraded from a Pedestrian Corridor to an Active Pedestrian Corridor is the intersection of Pandygrasse Road and St. Mark School (midblock).

Details on the assessment process and results are presented in Attachment 1.

Public and/or Stakeholder Involvement

Although there is no formal consultation process specifically for pedestrian crossing controls, prioritization for improvements are identified through Neighbourhood Traffic Reviews and through discussions with school boards and Community Associations.

Communication Plan

As funding is allocated through the annual budget and business plan process, Community Associations and the public will be notified of upcoming installations. The priority lists will be posted on the City's website.

Policy Implications

The recommendations in this report are consistent with Council Policy C07-018 – Traffic Control at Pedestrian Crossings.

Financial Implications

Pedestrian crossing control projects are funded by Capital Project #0631 - Traffic Safety and by Capital Project #2446 - Pedestrian Upgrades and Enhanced Pedestrian Safety. Both projects are funded from the Traffic Safety Reserve. The installation cost of a pedestrian crossing control device ranges from \$15,000 for a Pedestrian Corridor to \$60,000 for a Pedestrian Actuated Signal.

Other Considerations/Implications

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

Due Date for Follow-up and/or Project Completion

If approved in the 2016 Business Plan and Budget Deliberation process, the Administration will proceed with designing and procuring materials for the pedestrian crossings controls in 2016 as funding permits.

Public Notice

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

Attachment

1. Report – Prioritized Pedestrian Crossing Control Projects

Report Approval

Written by: Shirley Matt, Senior Transportation Engineer, Transportation
Jay Magus, Engineering Manager, Transportation
Reviewed by: Angela Gardiner, Director of Transportation
Approved by: Jeff Jorgenson, General Manager, Transportation & Utilities
Department

CITY OF SASKATOON

Date: July 24, 2015
File: CK 6150-1

To: File

From: Shirley Matt, P. Eng., Senior Transportation Engineer
Jay Magus, P. Eng., Engineering Manager, Transportation

Report Title: Prioritized Pedestrian Crossing Control Projects**1. Introduction**

Many requests are received annually for pedestrian crossing controls from the public, the School Boards, or through the Neighbourhood Traffic Review program. The assessment process requires the gathering of significant traffic and pedestrian data. Once this information is collected, the assessment is completed in adherence to the City of Saskatoon (City) 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:

- The number of traffic lanes to be crossed;
- The presence of a physical median;
- The posted speed limit of the street;
- The distance the crossing point is to the nearest protected crosswalk point; and
- The number of pedestrians and vehicles at the intersection.

This report provides an updated prioritized list of pedestrian crossing control devices for specific locations in the City based on city policy.

2. Methodology

The following tasks were undertaken in completing the assessment:

- Review of pedestrian studies completed between 2009 and 2014 to generate a list of locations in the City where pedestrian crossing controls have been requested. This may include new installations, or upgrades from existing crossing controls.
- For each location complete a warrant assessment for the following different types of pedestrian crossing controls:
 - Actuated Pedestrian Signal (APS)
 - Active Pedestrian Corridor (APC)
 - Pedestrian Corridor (PC)
 - Upgrade existing pedestrian corridors to Active Pedestrian Corridor

- Pedestrian crossing data was conducted during the following weekday peak hours for 5 to 7 hours depending on the location (crosswalk locations that lead to school sites are counted for 5 hours and locations that either connects with a commercial site or a transit stop are counted longer):
 - 8:00 AM – 9:00 AM, 11:30 AM – 1:30 PM, 3:00 PM – 5:00 PM; or
 - 7:00 AM – 9:00 AM, 11:30 AM – 1:30 PM, 3:00 PM – 6:00 PM
- For each type of pedestrian crossing controls establish a prioritized list for installation.

3. Types of Pedestrian Crossing Control Devices

Pedestrian Actuated Signals

PAS's are a traffic signal control for the through street traffic and stop or yield control for side-street traffic. The traffic signal can be actuated by pedestrians to create a gap in traffic to facilitate their crossing.

PAS's are similar to a traffic signal where motorists stop when the signal shows red and cannot proceed until a green signal. Typically drivers wait for a longer duration when compared to an APC, as they have to wait for the light to return to showing green. With an APC, a driver can proceed once the pedestrian has finished crossing.

PAS should not be installed on streets where:

- The posted speed limit is 70 kilometres per hour (kph) or greater;
- The installation is less than 200 metres from an adjacent traffic signal; and
- Where safe stopping sight distance for drivers approaching the crosswalk is insufficient.

An example of a Pedestrian Activated Signal is shown in **Exhibit 1**.



Exhibit 1: PAS

Active Pedestrian Corridors

An APC utilizes amber flashing beacons to notify motorists that a pedestrian is at the crosswalk and intending to cross. The device flashes immediately when the pedestrians activate the button.

Motorists are to stop when the light is flashing to allow the pedestrian to cross and then proceed after the pedestrian finishes crossing the street. The PC is typically dormant until a pedestrian activates it; therefore the impact to traffic flow is minimized.

An APC should not be used on streets with more than two lanes of traffic in either direction, or on streets where the speed limit is 70kph or greater.

A PC and APC both warrant and utilize a cross-product method of evaluating the ease of crossing pedestrians have at a particular location. During the 15 minute count periods at peak pedestrian activity times (normally 8:00 AM to 9:00 AM, 11:30 AM to 1:30 PM, and 3:00 PM to 5:00 PM) pedestrian crossing and vehicle counts are undertaken. Pedestrians are classified as elementary school aged, high school aged, adult and senior/mobility impaired.

An example of an Active Pedestrian Corridor is shown in **Exhibit 2**.



Exhibit 2: APC

Pedestrian Corridors

A PC uses overhead illuminated pedestrian crosswalk signs with down-shining luminaries.

The provision of overhead signing provides increased notification to a motorist of the crosswalk location. Down-shining luminaries increase the conspicuity of pedestrians to motorists during hours of darkness.

A PC should not be used on streets with more than one through lane in each direction or on streets where the speed limit is 70kph or greater.

An example of a Pedestrian Corridor is shown in **Exhibit 3**.



Exhibit 3: Pedestrian Corridor

4. Assessment Results

Pedestrian Actuated Signals

Requests for PAS's are assessed using a warrant which is based on the following:

- Number of lanes
- Physical median
- Speed limit or 85th percentile speed
- Distance from study location to nearest protected crosswalk
- Pedestrian/vehicle volume priority points

A warrant calculation of 100 points or greater indicates that a PAS may be required and locations are prioritized based on the number of warrant points. The results of the assessment are illustrated in **Table 1**.

Table 1: Pedestrian Actuated Signal Assessment

Location	Existing Pedestrian Device	Warrant Points
Broadway Avenue / 9 th Avenue	Zebra Crosswalk	165
Confederation Dr / Milton Street	Standard	118

Active Pedestrian Corridors and Pedestrian Corridors

The studied locations were assessed and prioritized based on the warrant process outlined in the Council Policy. A warrant calculation of three and greater indicates that an APC is the appropriate type of control. A warrant calculation of less than three indicates a PC is the appropriate type of pedestrian crossing control. The results are illustrated in **Table 2**.

Table 2: Activated Pedestrian Corridor and Pedestrian Corridor Assessment

Location	Existing Pedestrian Crossing Control	Warrant Points	Recommended Pedestrian Crossing Control
Taylor Street / McEown Avenue	Zebra Crosswalk	12	APC
20 th Street / Avenue G	Standard Crosswalk	12	
Cowley Road / Forsyth Way	Zebra Crosswalk	10	
Konihowski Road / Pezer South	Zebra Crosswalk	5	
Lowe Road / Ludlow Street	Unmarked	5	
Konihowski Road / Garvie Road	Zebra Crosswalk	4	
Kingsmere Blvd / Crean Crescent	Zebra Crosswalk	4	
33 rd Street / Avenue C	Zebra Crosswalk	3	
Konihowski Road & Pezer (North)	Zebra Crosswalk	2	PC
Adilman Drive / Russell Road	Unmarked	2	
Hart Road west of Bowlt (midblock)	Unmarked	2	
Cumberland Avenue / Elliot Street	Unmarked	1	
Dufferin Avenue / 11 th Street	Zebra	1	
23 rd Street / Montreal Avenue	Zebra Crosswalk	1	
7 th Avenue / Princess Street	Zebra Crosswalk	1	
Clarence Avenue / Cascade Street	Zebra Crosswalk	1	

Pedestrian Corridor Upgrades

The PC upgrade program was established in 2005 for the purpose of determining existing corridors that require upgrade to APC. The updated assessment results are illustrated in **Table 3**.

Table 3: Pedestrian Corridor Upgrades Assessment

Location	Study Year	APC Points	PAS Points	Comments
Wiggins Avenue / Colony Street	2011	4	52	Upgrading in 2015
McCormack Road / Needham Crescent	2005	2	45	
Moss Avenue at Centre Mall Entrance (Midblock)	2013	0	31	
Pendygrasse Road at St. Mark School (Midblock)	2015	3	48	Recommended 2016 upgrade
Broadway Avenue / Isabella Street	2015	2	38	Not recommended for upgrade
Forrester Road / Cooper Crescent	2014	2	23	
Taylor Street / Haultain Avenue	2014	2	19	
John A MacDonald Road / Cartier Crescent (W)	2014	1	18	
7 th Avenue / Duke Street	2014	0	25	
33 rd Street / 10 th Avenue	2014	0	24	
7 th Avenue / Balmoral Street	2014	0	24	
33 rd Street / Edward Avenue	2014	0	22	
Broadway Avenue / Cascade Street	2014	0	20	
Taylor Street / Lansdowne Avenue	2014	0	19	
Wilson Crescent / Estey Drive	2014	0	18	
Arlington Avenue / 110 East Centre	2014	0	18	
Redberry Road / Frobisher Crescent / Wathamam Crescent	2014	0	17	
Acadia Drive / Carleton Drive	2014	0	17	
Hillard Street / Lorne Avenue	2014	0	16	
11 th Street / Avenue N	2015	0	15	
Lorne Avenue / 6 th Street	2015	0	15	
Redberry Road near Tobin Crescent (Midblock)	2015	0	14	
Wilson Crescent / MacLean Crescent	2015	0	14	
Northumberland Avenue / Morris Drive	2015	1	13	
Lorne Avenue / 4 th Avenue	2015	0	12	
18 th Street / Wardlow Avenue	2014	0	10	
Ravine Drive at River Heights School (Midblock)	2015	0	10	
Rusholme Road / Avenue T	2015	0	10	
11 th Street / Victoria Avenue	2006	3	103	
Louise Avenue / Murphy Crescent	2005	0	32	Study to be completed in the fall

5. Recommendations

Based on the assessment we provide the following recommendations:

- A. The prioritized list of locations recommended to install a PAS is as follows:
1. Broadway Avenue / 9th Avenue
 2. Confederation Drive / Milton Street

- B. The prioritized list of locations recommended to install an APC is as follows:
1. Taylor Street / McEown Avenue
 2. 20th Street / Avenue G
 3. Cowley Road / Forsyth Way
 4. Konihowski Road / Pezer South
 5. Lowe Road / Ludlow Street
 6. Konihowski Road / Garvie Road
 7. Kingsmere Blvd / Crean Crescent
 8. 33rd Street / Avenue C
- C. The prioritized list of locations recommended to install a PC is as follows:
1. Konihowski Road & Pezer (North)
 2. Adilman Drive / Russell Road
 3. Hart Road west of Bowlt (midblock)
 4. Cumberland Avenue & Elliot Street
 5. Dufferin Avenue & 11th Street
 6. 23rd Street & Montreal Avenue
 7. 7th Avenue & Princess Street
 8. Clarence Avenue & Cascade Street
- D. The location recommended to be upgraded from a PC to an APC is the intersection of Pendygrasse Road and St. Mark School (midblock).

Intersection Improvement Project Selection Process

Recommendation

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

1. That the Administration be directed to draft a policy pertaining to the prioritization of intersections requiring traffic reviews based on the selection process outlined in this report; and
2. That the policy be reviewed upon approval of City Council of the Active Transportation Master Plan and Growing Forward! Shaping Saskatoon Plan (Growth Plan).

Topic and Purpose

This report identifies the criteria and process used to select and prioritize the intersections requiring reviews for improvements to road safety conditions, operating conditions, or quite often both.

Report Highlights

1. The prioritization process for undertaking intersection reviews considers the collision history, capacity of the intersection and coordination with other initiatives.
2. Intersection modifications resulting from the reviews will be prioritized based on safety, traffic volumes, funding availability, funding sources, and impact of adjacent projects/coordination with other initiatives.

Strategic Goal

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

Background

Through the Administration's work on the Neighbourhood Traffic Reviews, numerous issues have been identified regarding intersections along Arterial streets such as 8th Street, 33rd Street, Clarence Avenue, etc. As the mandate of the Neighbourhood Traffic Reviews is to address Local and Collector streets within neighbourhoods, another process is required to address existing, or anticipated issues at intersections, typically along Arterial streets, although intersections along a lower classified street will also be considered.

The City of Saskatoon is experiencing high growth in population. In order to maximize existing streets and intersections to accommodate higher volumes of pedestrian and traffic movements, a plan is required to facilitate systematic reviews of intersections.

An advantage of safe and well operating intersections on Arterial streets is a reduction of cut-through traffic on local roads in residential neighbourhoods.

Report

The review of intersections will be prioritized based on safety and capacity; accordingly the following criteria will be used:

1. Crash rates:
According to the Institute of Transportation Engineers, “Crash rates are normally considered better indicators of risk than crash frequencies alone, because they account for differences in traffic volumes, and hence exposure.” Crash rates for roadway segments are normally expressed in terms of crashes per 100 million vehicle-kilometers. Further information on the definition of crash rates is included in Attachment 1.
2. Capacity review:
The accepted transportation engineering practice to measuring the capacity at an intersection is to measure delay in seconds. The software package (Synchro) used to analyze the intersection calculates an average delay to each lane based on the number of vehicles moving through the intersection, and the permitted movement from the lane (i.e. only left-turn, versus shared left-turn or through). This ‘average delay’ then corresponds with a Level of Service, or LOS, the shorter the delay (the better the LOS) and the longer the delay (the worse the LOS). The LOS can range from A to F. Generally, the City prefers to avoid a LOS of E or F. It must be highlighted that a LOS of E or F does not simply indicate, or trigger, improvements. Other considerations include:
 - the number of vehicles performing the movement with a LOS E or F;
 - intersection spacing;
 - road classification;
 - availability of alternate routes;
 - pedestrian accommodation;
 - access management;
 - type of adjacent land use;
 - future development in the area; and
 - cost.
3. Coordination with Other City Initiatives:
After reviewing the above criteria, potential coordination with other City Departments is required to minimize planning overlap and take advantage of resource efficiencies. An example is as follows:
 - The North Commuter Parkway Project (NCCP) will impact intersections in the vicinity of the project such as the Attridge Drive and Central Avenue intersection, for which the required improvements are included in the scope of the NCCP. Further analysis is required for the intersection of Warman Road and 51st Street. The traffic movements through this intersection will change once the NCCP is complete, and therefore, an

operational review is underway to identify improvements to accommodate changes in traffic patterns.

Active transportation and transit will be a consideration in each individual intersection review. At this time, the Administration does not recommend including these components as specific criteria in prioritizing the intersections, as other work is currently underway that will provide guidance on priorities.

Once the Active Transportation Plan and Growth Plan are completed and approved by City Council, the Administration recommends that the intersection review selection process be updated to include consideration of these plans.

Clarification on process:

- An area, or ward distribution, is not recommended to be part of the review prioritization process.
- This process would not be applicable to Arterial streets not yet constructed. Arterial streets and intersections in undeveloped areas are designed as part of new neighbourhood development.
- The Administration is not restricted by this process in completing other intersection assessments to address an emerging issue or need.
- The intersections on Circle Drive, including interchange ramp intersections, are included in this process.
- This initial project selection process would not include public or stakeholder consultation or a review of property requirements. These components, if required, would be completed as part of the detailed design phase.
- The Administration will also endeavour to discuss the project locations with SGI and explore funding opportunities.

With current resources, approximately five to ten intersections will be reviewed on an annual basis, depending on the complexity of the intersection. The reviews will identify recommendations for intersection modifications and projects will be prioritized for funding approval. Prioritization of projects for construction will be based on safety, traffic volumes, funding availability, funding sources, and impact/coordination of adjacent projects.

Public and/or Stakeholder Involvement

If the recommended modifications impact adjacent private property or access points, discussions will be held with impacted property owners. The list of potential projects will be discussed with SGI.

Financial Implications

The cost of an intersection review can vary significantly depending on the complexity of the operations of the intersection. Based on current resources, approximately five to ten intersections can be reviewed on an annual basis. Existing operating funding is available to undertake these reviews as part of ongoing monitoring of the transportation network.

Other Considerations/Implications

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

Due Date for Follow-up and/or Project Completion

If approved, a report presenting a prioritized list of intersections to be reviewed and the current list of outstanding intersections to be modified will be provided to City Council before the end of 2015.

Public Notice

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

Attachment

1. Identification of High Hazard Locations – Crash Frequency and Rates

Report Approval

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

TRANS JM – Intersection Improvement Project Selection Process.docx

C. Identification of High Hazard Locations

Various techniques are available to identify spot locations or roadway sections that have experienced a higher than expected frequency or rate of crash occurrence. The appropriate technique depends on availability of data (such as traffic volumes), size and complexity of roadway system and technical sophistication of the analyst and decision maker. The goal of any technique used is to select those locations most in need of safety improvements.

1. Crash frequency is the simplest technique for identifying high hazard locations. Intersections or roadway segments of uniform lengths are simply ranked in order of the number of crashes that occurred during a given time period. This technique requires no data in addition to crash reports.
 - a. Although simple to perform, reliance on crash frequency tends to bias the identification process in favor of higher volume roadway sections and intersections. As a result, it may ignore severe safety problems on low-volume roads or intersections.
 - b. The identification process may be improved by categorizing roadway segments and intersections according to functional classification (such as freeway, arterial, collector, local) and developing separate rankings for each category.

2. Crash rates are normally considered better indicators of risk than crash frequencies alone, because they account for differences in traffic volumes, and hence exposure.
 - a. Crash rates for roadway segments are normally expressed in terms of crashes per 100 million vehicle-kilometers, or MVK (100 million vehicle-miles [MVM]), of travel (100MVK or 100MVM), using the following equation:

$$R_{\text{sec}} = A \times 10^6 / (365 \times T \times V \times L)$$
 where: R_{sec} = crash rate for the roadway section
 A = number of reported crashes
 T = time period of the analysis (by year)
 V = annual average daily traffic volume (vehicles per day [veh./day])
 L = length of the segment (kilometers [km] or miles [mi.])
 - b. Crash rates for spots (such as intersections) are normally expressed in terms of crashes per million entering vehicles (MEV), using the following equation:

$$R_{\text{spot}} = A \times 10^6 / (365 \times T \times V)$$
 where: R_{spot} = crash rate for the spot
 A = number of reported crashes
 T = time period of the analysis (by year)
 V = annual average daily traffic volume entering the spot (veh./day)
 - c. Ranking locations by crash rates requires traffic volume data for all roadway segments or spots. Because it accounts for exposure to potential crashes, it is generally superior to crash frequency as a means of identifying high hazard locations. However, it may result in a bias in favor of low volume locations that have relatively few crashes, but a high crash rate. Although such a location may be of concern, it may offer less overall benefit in terms of crashes reduced when compared with a higher volume location with more numbers of crashes (and hence more crashes that could be reduced).

3. Number-rate methods of ranking high hazard locations attempt to correct the bias of the crash rate method. All spot locations or roadway segments are ranked by crash frequency and those with fewer than a certain number of crashes removed from further consideration. The minimum crash frequency criteria may be established at a level that reduces the group of remaining locations to a workable size. Then the remaining locations are re-ranked using the crash rate.

4. Equivalent property damage only (EPDO) rates adjust the high hazard identification process to give greater weight to injury and fatal crashes. This technique compares the relative importance of crashes that result in only property damage with that of injury and fatal crashes.
 - a. Weighting factors must be developed which reflect the relative importance to society of crashes of different severities. For example, one agency uses a weighting factor of 12 for fatal crashes and five for injury crashes. The number of fatal and injury crashes are multiplied by the weighting factors and these EPDO crashes added to the actual number of property damage crashes. Then an EPDO rate can be calculated

Inquiry – Councillor A. Iwanchuk (March 23, 2015) - Parking in Cul-de-Sacs

Recommendation

That the report of the General Manager, Transportation & Utilities Department dated August 18, 2015, be forwarded to City Council for information.

Topic and Purpose

The purpose of this report is to provide information in response to an inquiry made by Councillor A. Iwanchuk to review the component of Bylaw No. 7200, The Traffic Bylaw Part IV – Stopping and Parking regarding parking in a cul-de-sac.

Report Highlights

The feedback received from Public Works and the Saskatoon Fire Department does not support an amendment of the current Bylaw No. 7200, The Traffic Bylaw to allow angle parking (nose-in parking) in cul-de-sacs as opposed to the current parallel parking.

Strategic Goal

This report supports the Strategic Goal of Moving Around by providing the safe movement of all modes of transportation.

Background

The following inquiry was made by Councillor A. Iwanchuk at the meeting of City Council held on March 23, 2015:

“I am requesting that the Administration review the component of *Bylaw No. 7200, Part IV – Stopping and Parking*, with respect to parking in a cul-de-sac. Specifically, I am interested in reviewing the current requirement to parallel park in a cul-de-sac as opposed to nose-in parking. If only a partial remedy is possible (i.e. for some cul-de-sacs), I would encourage the Administration to look at options other than the “one size fits all” option.”

Report

Cul-de-sacs are designed to allow vehicles adequate turning space when vehicles are parked parallel to the curb. Bylaw No. 7200, The Traffic Bylaw only permits parallel parking in cul-de-sacs except when designated otherwise.

The National Building Code of Canada dictates the provisions for firefighting in terms of access route location and design. The minimum radius design for residential cul-de-sacs is 15 metres and decreasing this radius by allowing nose-in parking may impact access for firefighting equipment.

In addition to the impact on emergency vehicles, angle parking in cul-de-sacs would make it very difficult for garbage, recycling and leaves collection equipment to safely manoeuvre. A safety consideration is the avoidance of these vehicles having to drive in reverse. The current parallel parking in cul-de-sacs is designed to allow trucks to operate in a 'tight' fashion, and this will only become more challenging if angle or nose-in parking is permitted.

The current City of Saskatoon 'Cul-De-Sac Parameters' design standard is attached (Attachment 1). A large benefit in providing a standard is that driver's expectations are met. Drivers of larger vehicles (i.e. emergency vehicles, garbage trucks) know that they will be able to turn around in the cul-de-sacs without driving in reverse. The current design standard requires minimum radii and variances to this, or any other design standard, will typically require an assessment. These assessments provide the appropriate City Departments the opportunity to review and comment on the conformance of the proposed design variance.

Nose-in parking on streets, including cul-de-sacs, is permitted only when designated. Signage is installed on a case-by-case basis to notify drivers where the radius is sufficient to permit nose-in parking.

Based on the review of Bylaw No. 7200, The Traffic Bylaw, and discussions with stakeholders, the Administration does not recommend any changes to the Bylaw to permit nose-in parking in cul-de-sacs throughout the city. Nose-in parking will continue to be permitted on a case-by-case basis where the design of the roadway will ensure the safe movement of vehicles.

Public and/or Stakeholder Involvement

The Public Works and Saskatoon Fire Department Administration provided feedback that indicated angle or nose-in parking in cul-de-sacs would be detrimental to the provision of their services.

Other Considerations/Implication

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

Public Notice

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

Attachment

1. City of Saskatoon 'Cul-De-Sac Parameters' design standard

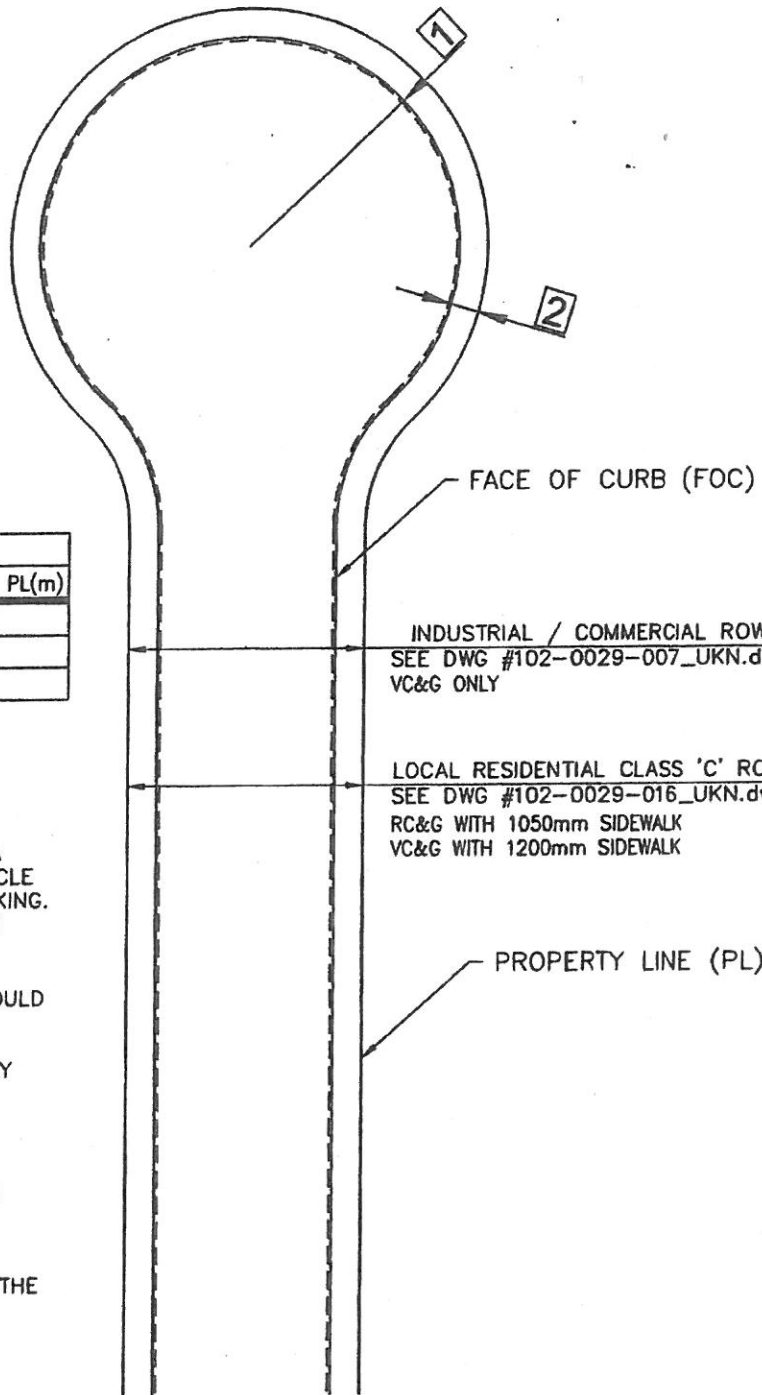
Report Approval

Written by: Lanre Akindipe, Transportation Engineer, Transportation
Reviewed by: Jay Magus, Engineering Manager, Transportation
Reviewed by: Angela Gardiner, Director of Transportation

Inquiry – Councillor A. Iwanchuk (March 23, 2015) - Parking in Cul-de-Sacs

Approved by: Jeff Jorgenson, General Manager, Transportation & Utilities
Department

TRANS LA - Inq Councillor Iwanchuk-Mar 23-2015-Parking in Cul-de-Sacs



CUL-DE-SAC PARAMETERS		
CLASSIFICATION	1 R(m)	2 FOC TO PL(m)
RESIDENTIAL	15.0	3.00
COMMERCIAL	18.0	2.50
INDUSTRIAL	18.0	2.50

NOTES:

THE CUL-DE-SAC MUST ALLOW A MEDIUM HEAVY SINGLE-UNIT VEHICLE TURNAROUND AND PARALLEL PARKING. THEREFORE, THE MINIMUM RADIUS FOR COMMERCIAL/ INDUSTRIAL SHOULD BE 18m; FOR LOCAL RESIDENTIAL MINIMUM RADIUS SHOULD BE 15m.

THE FOLLOWING CONDITIONS APPLY (AT THE DEVELOPER'S EXPENSE):

1. MINIMUM RADIUS OF 18m.
2. BUILT WITH VERTICAL CURB.
3. ENTRY MUST BE POSTED WITH "NO EXIT SIGNS": FOR COMMERCIAL & INDUSTRIAL ROADWAYS ONLY.
4. ROW MUST BE DEDICATED AT THE TIME OF SUBDIVISION.

INDUSTRIAL / COMMERCIAL ROW
SEE DWG #102-0029-007_UKN.dwg
VC&G ONLY

LOCAL RESIDENTIAL CLASS 'C' ROW
SEE DWG #102-0029-016_UKN.dwg
RC&G WITH 1050mm SIDEWALK
VC&G WITH 1200mm SIDEWALK

PLAN DESCRIPTION/REVISIONS	
4	
3	
2	
1	
DRAWN BY <u>RBV</u>	
DATE <u>APRIL 14, 2014</u>	
SCALE : HOR. <u>NTS</u> VERT. <u>NTS</u>	



CUL-DE-SAC PARAMETERS

RESIDENTIAL, COMMERCIAL & INDUSTRIAL ROADWAYS

APPROVED

[Signature] AB
CHIEF ENGINEER

[Signature]
ENGINEER

PLAN NO. 102-0029-035r001_UKN

2014 Access Transit Annual Report

Recommendation

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

1. That the information be received; and
2. That a copy of the final report be forwarded to the Accessibility Committee.

Topic and Purpose

To present City Council with the 2014 Access Transit Annual Report that outlines the performance of Access Transit in 2014 and includes a comparative analysis to previous years.

Report Highlights

1. Annual Revenue trips in 2014 were 130,917 which was 0.3% less than the Revenue Trips provided in 2013. A record number of Revenue Trips were provided in 2013 (131,318).
2. The Denial rate was 8.2% in 2014 compared to 8.8% in 2013.
3. Productivity remains high at 2.6 Revenue Trips per hour, exceeding the Canadian average.

Strategic Goals

This report supports the Strategic Goal of Asset and Financial Sustainability through continued fiscal responsibility, and a focused effort in meeting business needs in a cost-effective manner.

The report also supports the Strategic Goal of Quality of Life and Moving Around. Access Transit maintains a high quality of service that has a significant positive impact on the quality of life for customers and their families.

Report

A summary of the 2014 Annual Report is as follows:

Revenue Trips

A Revenue Trip is defined as a one-way trip from point A to point B. Access Transit provided 130,917 trips in 2014 which is a slight decrease of 401 (0.3%) trips compared to the 131,318 trips provided in 2013.

Denials

A Denial is a trip request by a customer that cannot be accommodated. Total Denials decreased by 906 (0.6%) in 2014 compared to 2013 for a yearly total of 11,493. The Denial rate in 2014 was 8.2% compared to 8.8% in 2013. Denials peak in the colder

months when the demand for Access Transit services is the highest. Taxi service is utilized to assist with the extra demand.

Productivity

Revenue Trips per Hour is another key performance indicator. Revenue Trips per Hour total 2.6, which is higher than the Canadian average of 2.5 Revenue Trips per Hour.

Future Growth

Access Transit conducts regular service reviews to ensure that customers are provided with as many rides as possible. As the population ages, mobility related topics and services will become a larger municipal matter. Demand for Access Transit service will continue to increase. Access Transit will continue to conduct service reviews. Going forward, while small efficiencies may be gained, Access Transit is unable to provide significantly more rides with the existing service hours.

Public and/or Stakeholder Involvement

This report will be shared with the Transit Assistance for People with Disabilities (TAPD) Fund (Government of Saskatchewan) which provides partial funding for Access Transit.

Communication Plan

A copy of the 2014 Access Transit Annual Report will be made available on the new [Saskatoon Transit website](#) under the Access Transit menu. This report will also be shared with the Saskatoon Accessibility Advisory Committee and with Access Transit staff.

Other Considerations/Implications

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

Due Date for Follow-up and/or Project Completion

This report is provided on an annual basis and no further follow-up is required at this time.

Public Notice

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

Attachment

1. 2014 Access Transit Annual Report

Report Approval

Written by: Bob Howe, Access Transit Manager
Reviewed by: Jim McDonald, Director of Saskatoon Transit
Approved by: Jeff Jorgenson, General Manager, Transportation & Utilities Department

S A S K A T O O N *transit* **Access**



2014 Annual Report

Access Transit
Transportation & Utilities Department
August 2015

Introduction

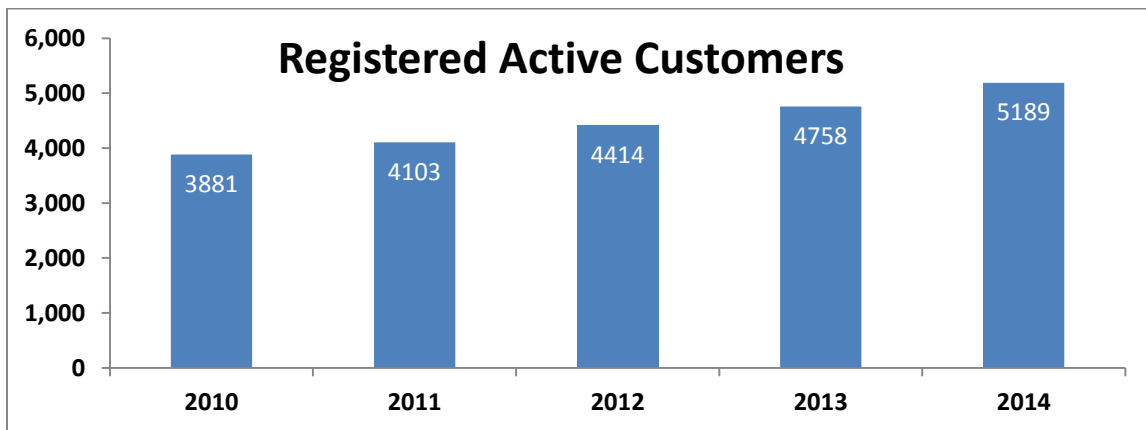
Access Transit provides public transportation for people who by reason of a disability are unable to use the conventional transit system with safety and/or dignity. It is not a taxi service (direct trip from A to B), but a shared ride service within Saskatoon city limits. Trip booking and scheduling decisions are made strategically to allow as many people to use the service as possible, while staying within our time constraints and budgetary guidelines. Trip booking requests for work, school, place of worship, medical appointments, social outings, etc are provided on a first come first served basis depending on available capacity. Capacity is limited; the Access Transit fleet consists of 26 lift equipped buses in total.

Access Transit provides service from 6:15 a.m. to 11:45 p.m., Monday through Friday, from 8:15 a.m. to 11:45 p.m., on Saturdays and from 8:15 a.m. to 11:00 p.m. on Sundays and holidays, 365 days a year regardless of weather and road conditions. However, when weather and/or road conditions are extremely severe, with safety as our primary concern, we try to reduce our service to essential trips only.

Access Transit is crucial for people living with disabilities who may have no other means of transportation, as the service is a key component for them to be active members of our community.

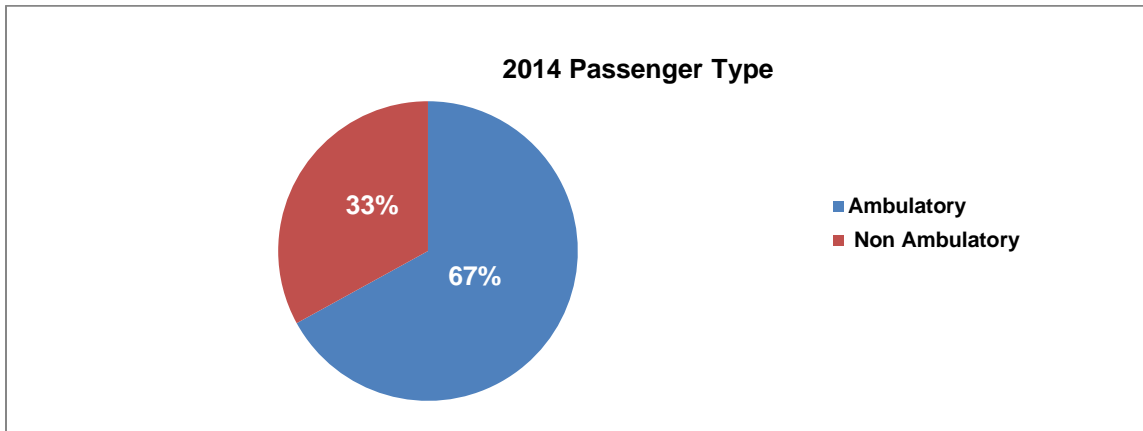
Our Customer

In 2014, the Access Transit Customer base increased by approximately 9% (431) over 2013, which is the largest annual increase in the last 5 years. In 2013, the number of Registered Customers increased by approximately 7.8%, from 2012. Since 2010, the customer base has grown on average 7% per year, which is 2% higher than medium growth demographic projections in the seniors segment, stated in a report entitled “The City of Saskatoon & The Saskatoon Health Region Populations Projections (2006-2026) Report”.

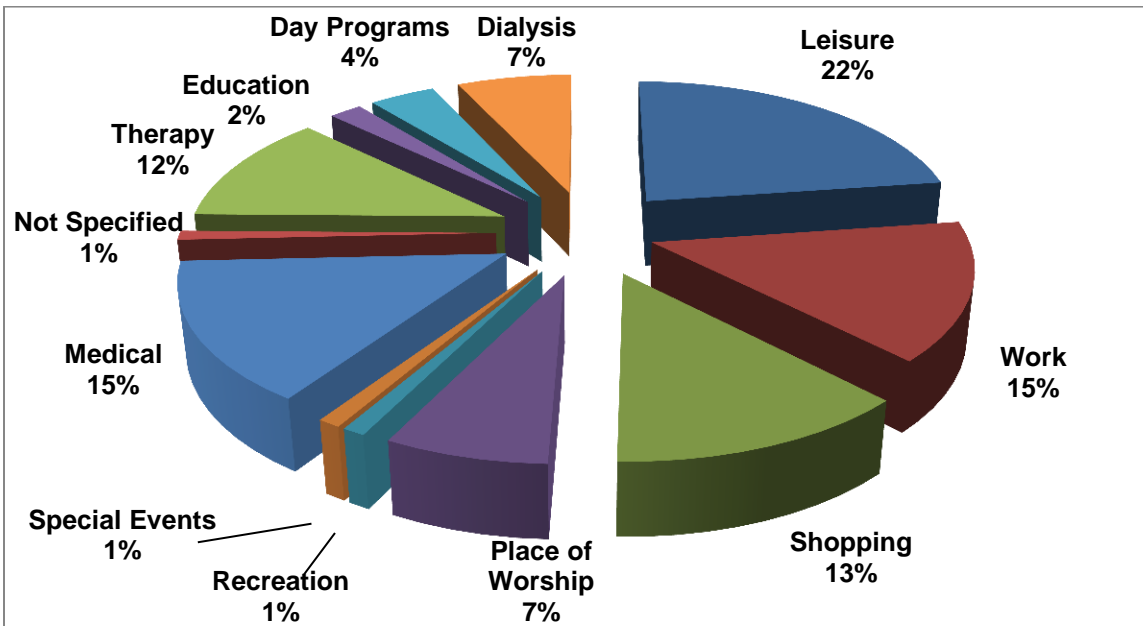


Although Access Transit is not a designated senior citizen service, they do comprise approximately 69% of our registered customers.

The breakdown between ambulatory trips (passengers who do not require a mobility device like a wheelchair or scooter) and non-ambulatory trips has remained consistent since 2012. It is our sincere hope that more ambulatory Access Transit customers will use regular transit low floor routes when weather and/or health conditions permit to help ease the demand and create more capacity on Access Transit buses for those who have more severe mobility challenges.



There were minor changes in trips by purpose when comparing 2014 to the previous year. There was a 4% decrease in Leisure, but a 4% increase in Shopping, a 1% increase in Work and Medical trips. The remainder of the trip purpose categories remained the same when compared to 2013 travel patterns.

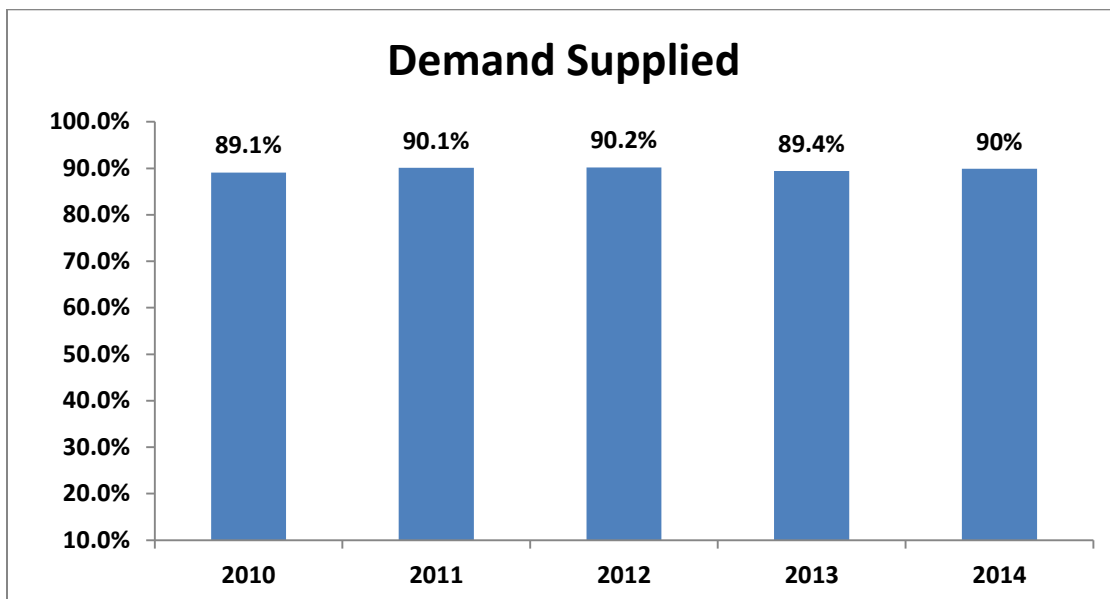


Service Demand

Access Transit service demand is calculated by the sum of Revenue Trips (one-way trips from point A to B), plus the number of Denials (trip requests that could not be accommodated), plus the number of No-shows (customers who are absent at the pickup location when the bus arrives, thus wasting a trip). In other words, demand for service is the total amount of trips that could have been provided, had all variables been optimal.

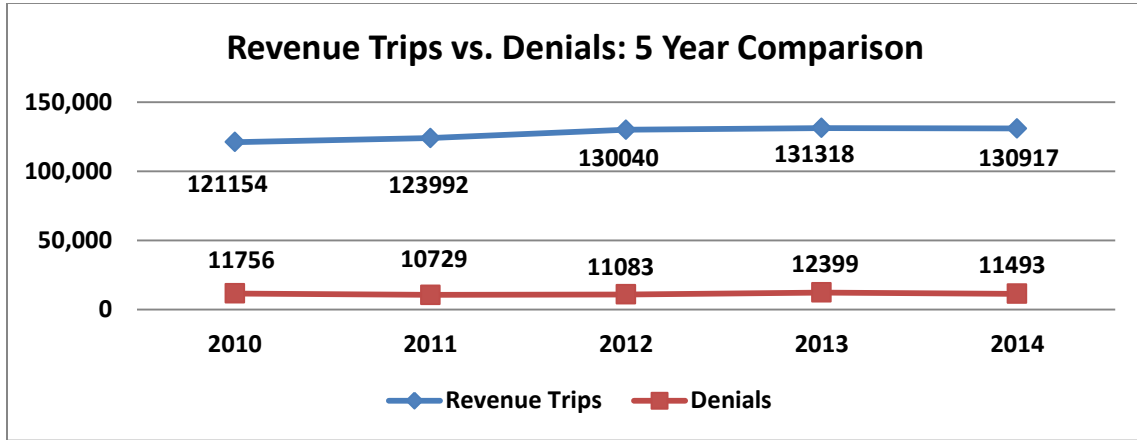
In 2013, the total demand for Access Transit service increased by 1.8% to 146,927 trips. This is the highest total demand experienced to date. Weather is a contributing factor that affects the demand for Access Transit service. The winter was milder in 2014, resulting in a small 1301 decrease in demand (145,626) compared to 2013. Periods of cold weather and/or precipitation (rain or snow) makes independent travel more difficult to impossible for some people, and demand for our service increases.

Usage levels and travel patterns vary greatly among our customer base and can be difficult to predict. In previous years, we anticipated an average annual increase of 5% in our registered customers to 2026, as per demographic projections in the City of Saskatoon/Saskatoon Health Region report. However, we have experienced an average annual increase of 7% since 2010. This can be attributed to the rapid growth of the city in addition to rural migration to the city by new people who qualify for Access Transit. Consequently, we project that we will experience an even greater demand for Access Transit service in 2015 and beyond.



Revenue Trips

A Revenue Trip is defined as a one-way trip from point A to B. 2013 was our most successful year to date in terms of the number of trips provided to our customers.



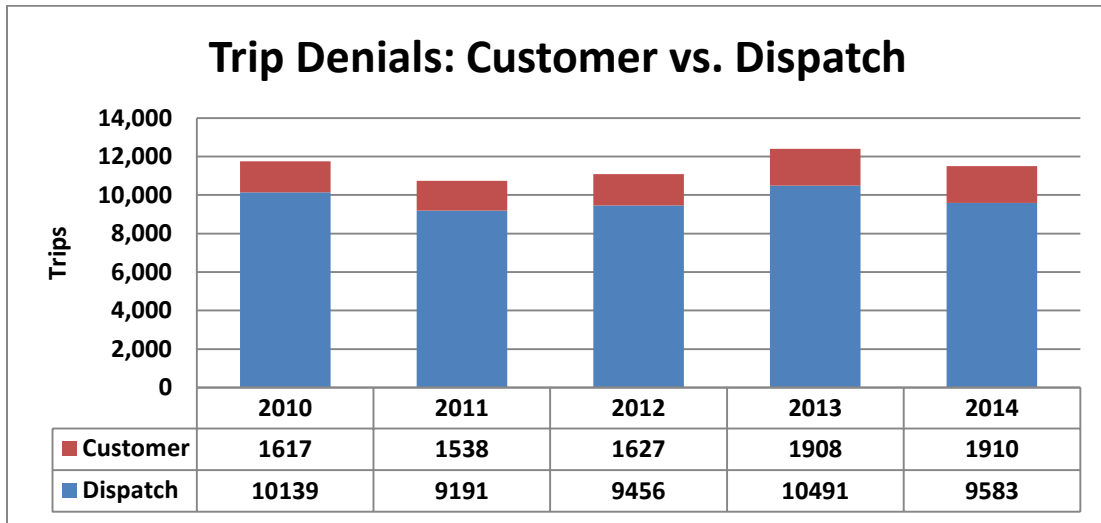
Access Transit provided 1,233 or 0.9% more Revenue Trips in 2013 compared to 2012, and 401 or .3% less trips in 2014. Through ongoing operational reviews it is obvious that Access Transit has reached maximum efficiency and service capabilities with the current level of operating and capital resources.

Denials

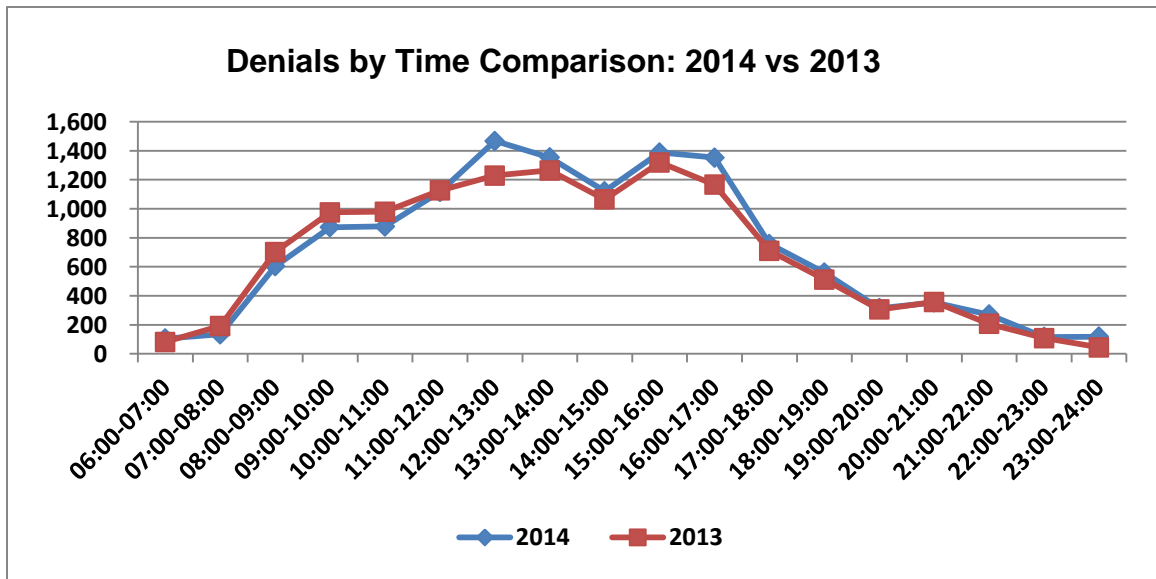
A Denial is a trip request by a customer that cannot be accommodated. There are two types of Denials; Customer Denials and Dispatch Denials. A Customer Denial is when a customer refuses an optional trip time offered to them by a Dispatcher regardless of the proximity to the time to the original request. A Dispatch Denial is a trip request that cannot be accommodated due to insufficient resources (insufficient run time, buses/capacity).

The Access Transit Denial Rate increased in 2013 when compared to 2012. In 2013, the Denial Rate was 8.8% compared to 7.9% in 2012. 2013 was the first year that we have ever experienced a greater increase in the number of Denials (1,316) compared to the increase in the number of Revenue Trips delivered (1,233).

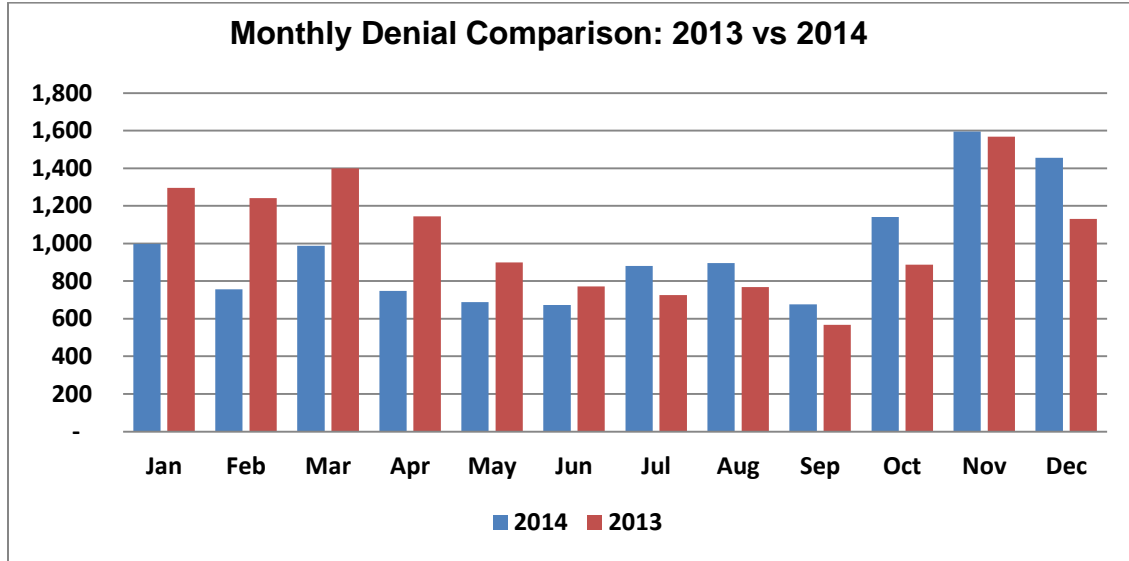
In 2014, the Denial Rate was 8.2% (a 0.6% decrease), with the 5 year average being 8.4%. Considering the dramatic 9% increase in registered customers in 2014, the Denial Rate is expected to increase 2015. The demand for Access Transit will continue to grow.



The majority of the increase in Denials was realized from the hours of 11:00 a.m. to 2:00 p.m. The greatest number of Denials continues to be during the hours of 3:00 p.m. and 6:00 p.m. This timeframe is during our peak hours when we have 19 buses on the road. To maintain an adequate spare ratio and allow for an effective preventative maintenance program, we cannot put additional buses on the road at this time with our current fleet of 26 buses.



Taxi Cab Usage:

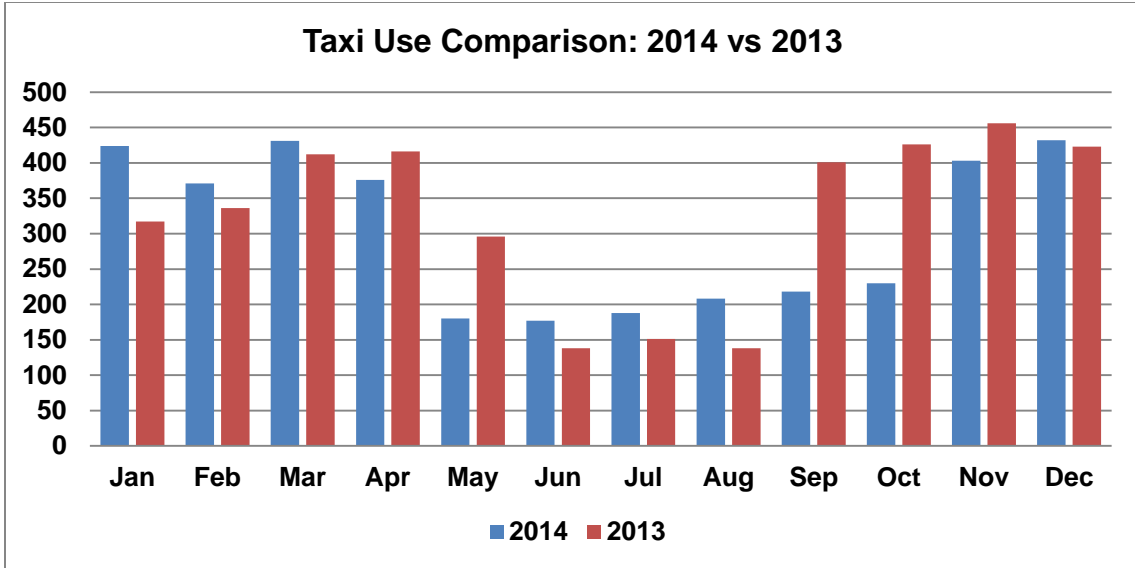


Access Transit uses an alternative service delivery model which engages the taxi cab industry in the provision of service. In 2014, 3,638 taxi trips were provided compared to 3,910 in 2013. Access Transit was over budget by \$4,500 in 2013 whereas in 2014, Access Transit was under budget by \$6,800 which explains the difference of 272 trips in 2014. There was a transitional period where our taxi service provider implemented new technology in the last quarter of 2014 which caused some issues. Most of those issues have been resolved now.

Taxi cabs are instrumental, especially in the winter months when our service experiences a very high demand. Due to the finite capacity of bus service available, the alternative service delivery model provides a flexible, cost effective tool to help manage seasonal demand fluctuations.

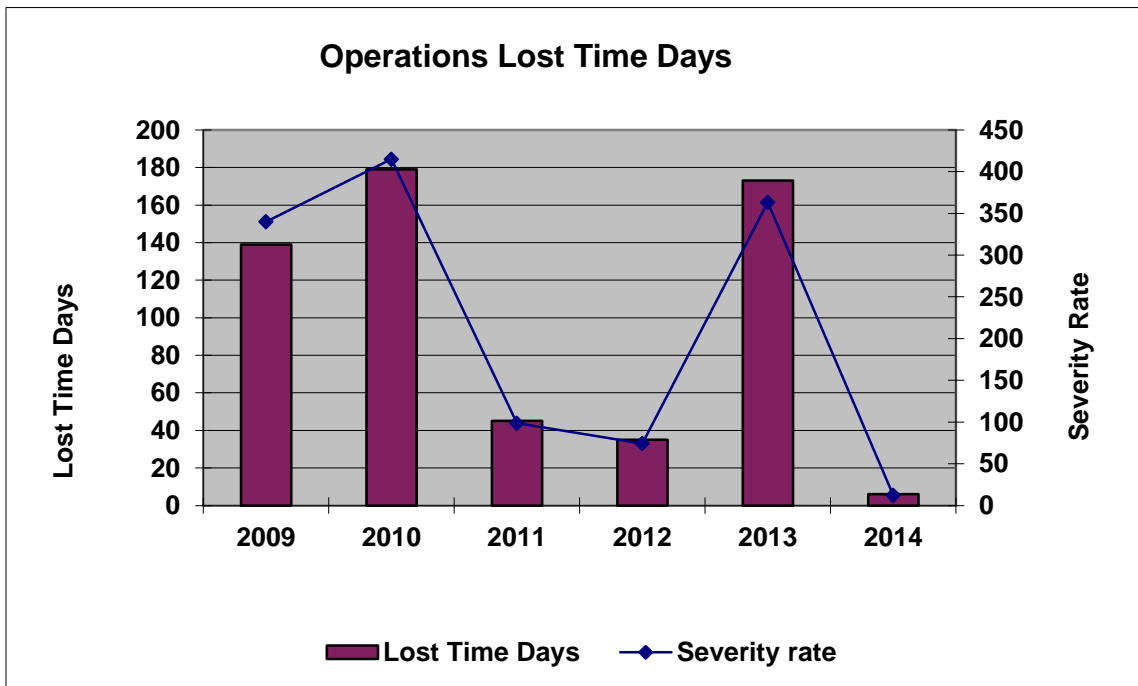
When customers are deferred to a cab, it is a direct trip from point A to B. Access Transit buses are still the preferred mode of transportation by the majority of our customers, even though the majority of bus trips are indirect because it's a shared ride service. In a recent survey of 1,154 customers, conducted by our staff, the overall Customer Satisfaction rating in 2014 is 9.2 out of 10. This is a true testament to the quality of service, and level of professionalism that our staff provides.

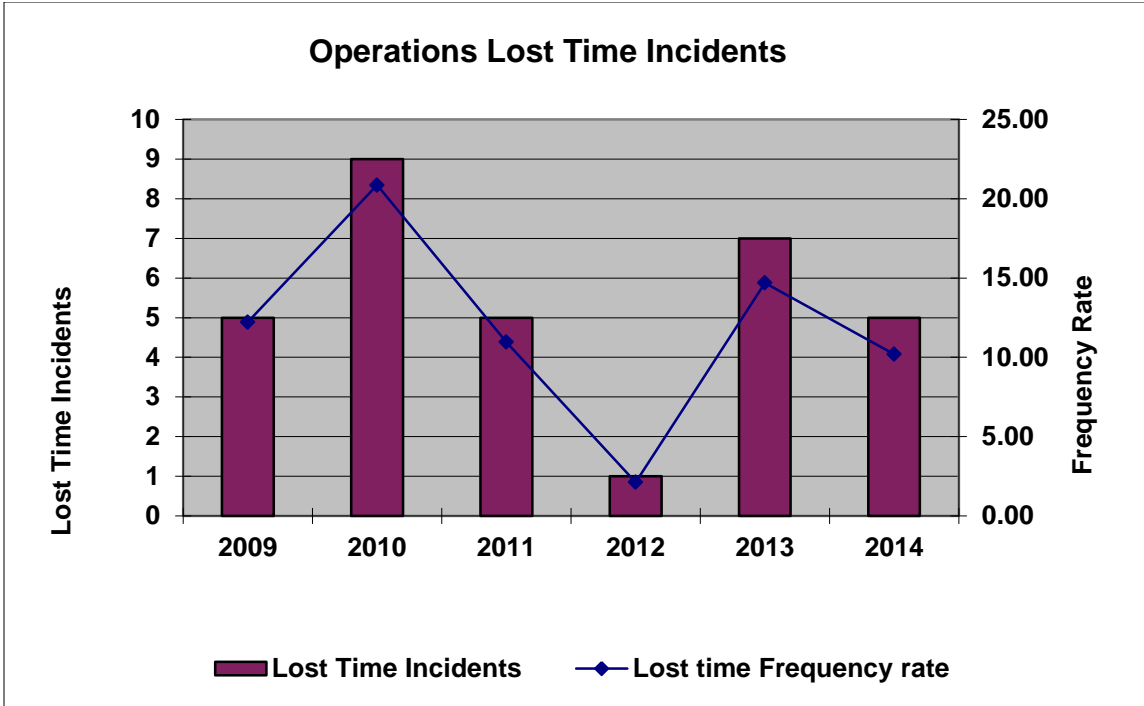
During the winter months, independent travel for people with disabilities is the most challenging and the demand for Access Transit services reaches the highest levels. Access Transit uses the majority of the taxi budget to assist with the extra demand for service during these months. However, during peak times and extreme weather conditions, obtaining taxi service at certain times of the day can be just as challenging for Access Transit as it is for the general public.



Employee Safety

Access Transit Operators have a physically demanding job at times. There are many occasions when operators are required to manoeuvre heavy manual wheelchairs up or down ramps, and around narrow, winding sidewalks during various weather conditions. The safety of our customers and staff is paramount. A safety audit of our operation was conducted through which improvements such as operators wearing heel stops for snow and ice conditions, and high visibility vests when working outside of the vehicle were identified and implemented. In 2014 we saw a dramatic improvement with a noted incident severity rate decrease from 363 down to 12.3.

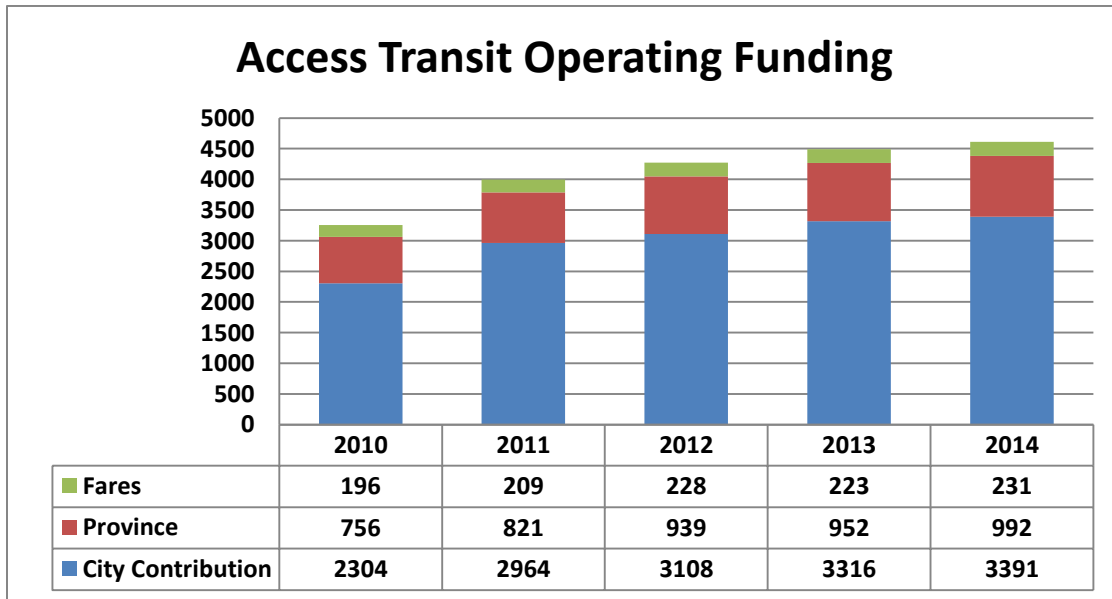




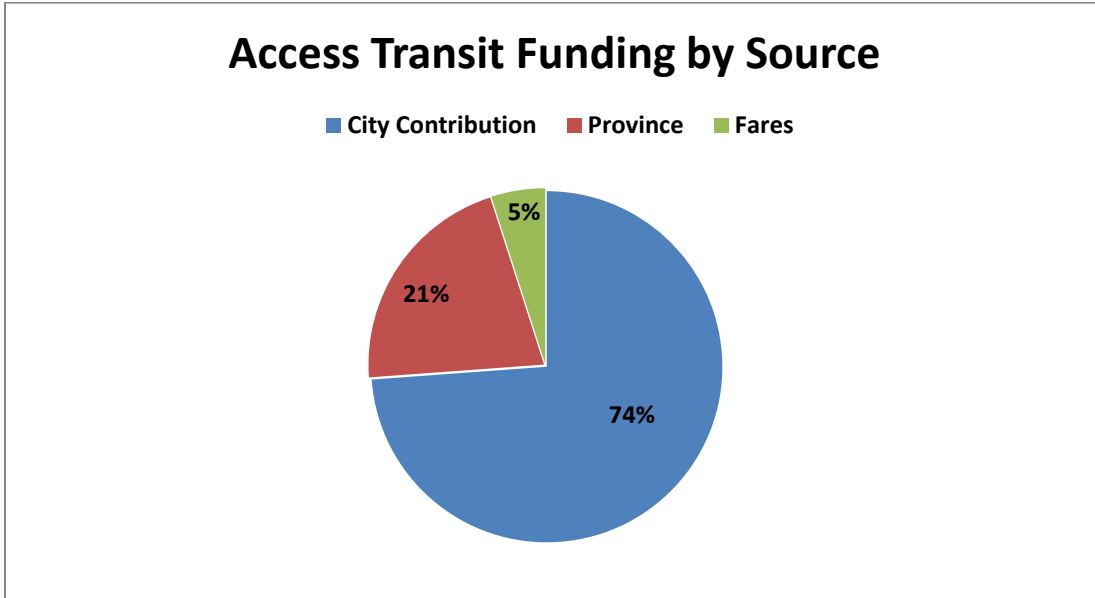
Administration will continue to research effective safety equipment and incentives and implement them when possible to further improve safety.

Financial

Operating and Capital funding to run Access Transit is provided by the City of Saskatoon, The Province of Saskatchewan, through the Transit Assistance for People with Disabilities (TAPD) Fund, and customer revenue.



The majority of the total funding (74%) is provided by the City of Saskatoon. In 2013, the Provincial Government announced increased operating and capital grant funding for the TAPD Program in the amounts of \$50,000 and \$250,000 respectively. The increase in funding is great news for paratransit service providers. Demand for paratransit services throughout the province continues to increase as does the need for provincial funding.

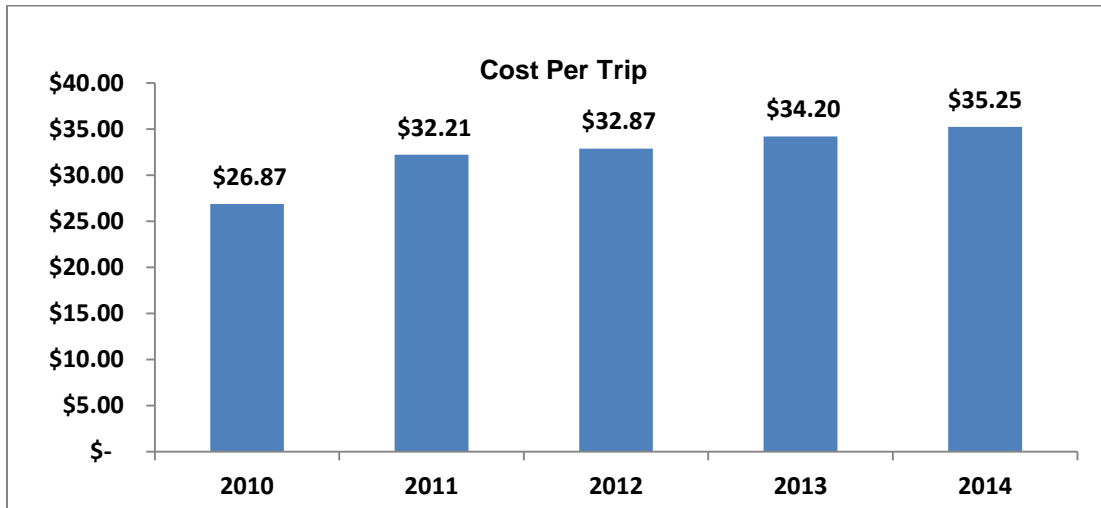


2014 Access Transit Operating Budget Variance (000's)

	Budget	Actual	Variance	%
City Contribution	3,349	3,391	42	1%
Province of Sask grant	885	992	107	12%
Fares	245	231	(15)	-6%
Revenue	\$4,479	\$4,614	\$135	3%
Expenses:				
Salaries & payroll	2,934	3,134	239	8%
Fuel,lube,oil	330	322	(8)	-3%
IS -Facilities services	247	246	(1)	-1%
Maintenance equip & radio	269	343	73	27%
Debt cost	47	47	(0)	0%
Other expense	406	238	(168)	41%
Transfer to reserves	245	245	0	0%
Total expense	\$4,479	\$4,614	\$135	3%
Revenue less expense	\$0	\$0	\$0	

The cost of specialized transit service historically has been much higher than fixed route service. In 2013, Access Transit took a more proactive approach to managing demand by enhancing the accuracy of our eligibility process. The goal has always been to make certain that those that truly require our service receive it, and in doing so ensures that valuable budget dollars are used most effectively. Access Transit strives to provide maximum service as efficiently and cost effectively as possible.

In 2014, the average cost per trip was \$35.25. Through the Transit Assistance for People with Disabilities Program, Access Transit receives an operating grant based on available funding and ridership data. The 2014 operating grant amounted to \$7.58 per trip such that the total cost per trip to the City was \$27.67. This cost is inclusive of all program expenditures and is calculated by dividing total expenditures by the total number of Revenue Trips provided less the operating grant.



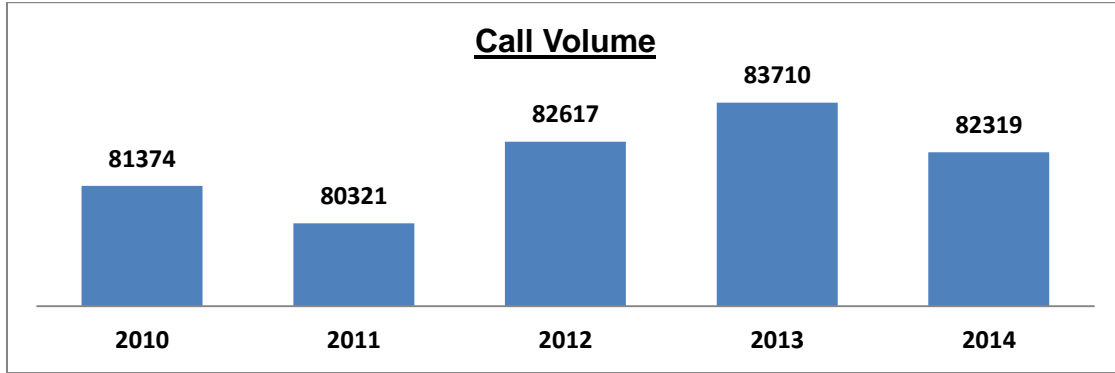
Productivity

Revenue Trips per Hour is a key performance indicator (KPI) in terms of productivity in the paratransit industry. In 2013, Access Transit provided 2.6 Revenue Trips per Hour maintaining the level of productivity experienced since 2011. That stated, Saskatoon continues to grow and traffic congestion and road conditions play an integral role with our overall productivity. Our operators do not have fixed routes; every day is different and is influenced by such factors as bridges, railroad crossings, and four seasons of distinct weather. Despite these challenges, our productivity remains high. The Canadian average is 2.5 Revenue Trips per Hour.

Phone Call Volume

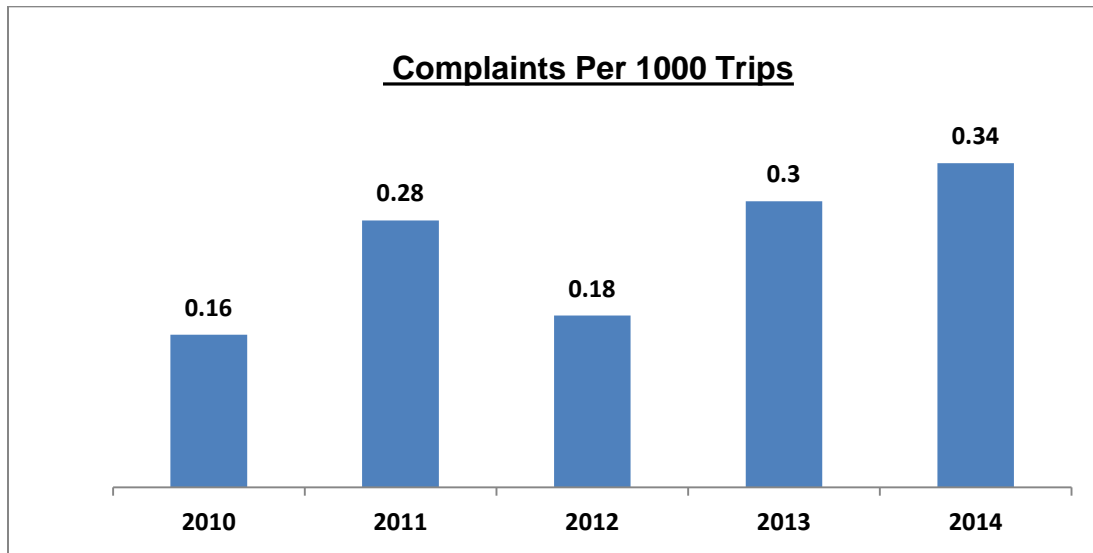
Access Transit has six call stations where Booking and Scheduling Clerks take calls, emails, and faxes to book, schedule, or cancel trips, and provide other service related information to our customers. We have experienced an increase

in the number of email trip requests since 2013 which explains the reduction of 1391 phone calls compared to 2013. Overall trip request numbers have remained consistent. Our Booking and Scheduling Clerks are kept very busy.



Customer Complaints

Access Transit receives few complaints each year due to the high level of professionalism and commitment to excellence demonstrated each day by Access Transit employees. In 2014, we began conducting customer satisfaction surveys as a proactive measure to solicit additional feedback on our service. A total of 1154 customers were asked a variety of questions related to Access Transit service. Among the highlights of the survey: overall customer satisfaction rated at 9.2 out of 10; 98.8% of customers thought that our operators drive in a safe manner; 99% said that Access Operators treated them with dignity and respect. We will continue to survey our customers and make adjustments as needed to maintain our high level of quality service.



Future Demand

The *City of Saskatoon & Saskatoon Census Metropolitan Area Population Projection 2012-2032* report identifies the fastest growing age group in the next 20 years will be the over 65 group. By 2017, there will be an estimated 36,449 seniors living in the City of Saskatoon, an increase of 22% when compared to 2012. The population of seniors is estimated to reach 46,386 by 2022. While not a senior specific service, approximately 69% of our registered customers are age 65 and older. As our population ages, mobility related challenges and services will become a larger municipal matter. Demand for Access Transit service is increasing. The Saskatoon Council on Aging recently released the *Age-friendly Saskatoon Initiative: Recommendations* report identifying recommendations to challenges that were identified through a broad community consultation. To address the current capacity challenges and the anticipated increased future demand for specialized transit service the report recommends increased funding for Access Transit expansion.

The Saskatchewan Human Rights Commission will begin to compile data with regards to accessible transportation challenges in Saskatoon as it did in Regina in 2013. The scope of that report can be found on the SHRC website: <http://saskatchewanhumanrights.ca/learn/publications-guidelines/resources/reports/public-transportation-in-the-city-of-regina>

Future Growth

The last fleet expansion was in 2006 with the addition of one bus. All bus purchases since 2006 have replaced aging and retiring buses. In 2017, the diesel engine in the cutaway chassis will be obsolete. Access Transit Administration has already begun to research a gas powered chassis for future tenders/bus replacements.

Access Transit conducts regular service reviews to ensure we are providing as many rides to as many customers as possible. We have worked closely with our software vendor to review our practices in relation to the functionality of the software to ensure we are able to book as many trips as efficiently and effectively as possible using our current level of resources. In addition, we have adjusted the average speed of our service to align with peak demand traffic flows for further accuracy, and we have communicated with and encouraged our customers to book trips during non-peak times whenever possible to decrease Denials. We will continue to conduct service reviews. Going forward, while small efficiencies may be gained, Access Transit is unable to provide significantly more rides within our existing level of resources. Access Transit has peaked at the 131,000 trip level which equates to about 5038 trips per year per bus (131,000/26 buses).

Summary

In summary, 2013 and 2014 were successful years for Access Transit. The customer base is expanding rapidly, demand trends are increasing, and efficiency is higher than industry average. The capacity of the system is being fully utilized, and considering the significant increase in registered customers, poor weather conditions will likely result in increased denial rates unless additional service hours are added. The Administration will continue to implement efficiencies in order to optimize the City's investment in Access Transit service, and will continue to report performance metrics so that City Council can make fully informed decisions around the service provided.

Our employees are our greatest resource. Without their tireless dedication to customer service, their utmost professionalism, and the genuine care and dedication that they show to our customers, our service would not be the success that it is.

Access Transit would like to take this opportunity to thank Saskatoon City Council, The Provincial Government, and the citizens of Saskatoon for your continued support for a very worthwhile service.

Transit Update – Customer Service and Marketing

Recommendation

That the report of the General Manager, Transportation & Utilities Department dated August 18, 2015, be forwarded to City Council for information.

Topic and Purpose

The purpose of this report is to provide members of the Standing Policy Committee on Transportation and City Council with a brief overview on the customer service initiatives and the Back to School Transit Marketing Campaign being launched at the end of August 2015.

Report Highlights

1. Saskatoon Transit is undergoing significant changes that will lead to an improved customer experience.
2. A marketing campaign has been developed for Fall and the back-to-school season, when people are considering (or reconsidering) their mode of transportation.

Strategic Goal

This report supports the Strategic Goal of Moving Around, including the 4-Year Priority to change attitudes around public transit and increase Saskatoon Transit ridership.

Background

Over the course of the past several years, Saskatoon Transit has experienced challenges including an aging fleet and not providing reliable service. These issues have contributed to some negative perceptions of Saskatoon Transit and even decreased ridership.

More recently, changes are being made at Transit including: the arrival of a new director, an ongoing reorganization that will put the emphasis on engagement and customer service, fleet improvements and expansion, and developing marketing campaigns to retain and attract customers. The division has also been working with Canadian Urban Transit Association (CUTA) to adapt their passenger charter to set out specific commitments applicable to the Saskatoon market.

The purpose of the Back to School Transit Marketing Campaign will be to urge Saskatoon residents to consider or reconsider Saskatoon Transit as a friendly, reliable, comfortable, efficient, and flexible mode of transportation around the city.

Report

Commitments to Our Customers

Saskatoon Transit is developing customer commitments that will be a public pledge to the kind of service we will deliver to customers. Key to developing the commitments to our customers is employee engagement. Led by Director Jim McDonald and the Transit Leadership Team, and supported by the Communications Division, the employees of Saskatoon Transit will be engaged to provide input into their commitments to the customer.

This will be based on the CUTA process which is an industry best practice. CUTA has developed training programs and initiatives that have supported the industry in providing customer service, and Saskatoon Transit will be utilizing these resources. For example, CUTA has a process to develop a Passenger Charter which is a public commitment of what employees will deliver to customers. Below is an excerpt from Introducing a Passenger Charter to your Organization – CUTA and is a sample of the type of customer commitments that are being developed by Saskatoon Transit:

“A Passenger Charter is:

- A public commitment of what employees will deliver to your customers
- It empowers employees to meet the needs of the customers promptly
- It informs the customer of the minimum service standards that the customer can count on

A Passenger Charter will:

- Increase ridership
- Increase savings
- Boost employee engagement and morale
- Build high public approval
- Establish goodwill

Examples of what could be included in the Passenger Charter – We will:

- Do our best to be on time
- Always take your safety seriously
- Keep you in the know with accessible tools such as our TripPlanner
- Continually invest in our customer service capacity

Fall Marketing Campaign

The public campaign will include two streams: a goodwill campaign, and a good news campaign:

Goodwill: a positive promotional campaign that will aim to remind Transit riders, and potential riders, of Transit’s appeal and the important role it plays as part of the community.

Good News: changes are underway at Transit and we are working at providing an improved service. This step will entail letting the Saskatoon public know about the kinds of improvements they can expect, such as reliable service and clean buses, as well as encouraging customers to choose Transit this fall.

The campaign will include the following components: advertising (web/radio/print), event-based marketing, connecting with community groups interested in Transit, events or announcements that attract interest in certain routes and ridership in general, and social media.

Next Steps

Following the development of the customer commitments and the rollout of the fall marketing campaign, the customer commitments will be unveiled publicly. The stage will also be set for the introduction of a more comprehensive long-term marketing strategy that will change the way Saskatoon thinks of its public transit system permanently.

Public and/or Stakeholder Involvement

Saskatoon Transit conducted a large-scale quantitative segmentation study between January and March of 2014. The segmentation research provided information on Transit's target audiences and ways to reach them. These findings were drawn upon in the development of the Back to School Transit Marketing Campaign strategy.

Additionally, Saskatoon Transit will involve CUTA and the Bus Riders of Saskatoon in various stages of this campaign.

Communication Plan

The Fall marketing plan is described in this report.

Financial Implications

The costs of the Back to School Transit Marketing Campaign will be funded from the Saskatoon Transit annual marketing fund. The campaign is expected to improve public perception and help increase ridership.

Other Considerations/Implications

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

Due Date for Follow-up and/or Project Completion

This report will be followed up with a summary report in fall 2015.

Public Notice

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

Report Approval

Transit Update – Customer Service & Marketing

Written by: Colleen Cameron, Communications (Corporate Performance)
Acting Communications & Marketing Manager for T&U
Reviewed by: Jim McDonald, Director of Saskatoon Transit
Approved by: Catherine Gryba, General Manager, Corporate Performance
Department
Approved by: Jeff Jorgenson, General Manager, Transportation & Utilities
Department

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