



PUBLIC AGENDA

SASKATOON ACCESSIBILITY ADVISORY COMMITTEE

FRIDAY, JANUARY 9, 2015, 12:00 (NOON)
COMMITTEE ROOM E, GROUND FLOOR, CITY HALL

Mr. R. East
Mr. J.D. McNabb
Ms. J. Dawson
Ms. G. Kozlow
Ms. Odette Nicholson
Councillor M. Loewen
Councillor C. Clark
Ms. M. Baxter
Director of Community Development L. Lacroix
Director of Facilities and Fleet Management T. Halstead

1. CALL TO ORDER

1.1 Call to Order

1.2 Appointment of Chair and Vice-Chair

The Committee is requested to appoint a Chair and Vice-Chair for 2015.
Mr. Robin East was Chair for 2014 and Mr. J.D. McNabb was Vice-Chair.

2. CONFIRMATION OF AGENDA

3. ADOPTION OF MINUTES

3.1 Minutes of regular meeting of the Saskatoon Accessibility Advisory Committee held on November 14, 2014.

4. 2015 MEMBERSHIP (File No. CK. 225-70)

- 4.1 The Committee welcomes Ms. Muriel Baxter (Saskatoon Council on Aging representative) and Councillor Charlie Clark

The following is the membership of the Committee for 2015:

Councillor M. Loewen
Councillor C. Clark
Ms. Lynne Lacroix, Director of Community Development
Mr. Tim Halstead, Director of Facilities & Fleet Management
Mr. Robin East
Mr. J.D. McNabb
Ms. Janice Dawson
Ms. Gladys Kozlow
Ms. Odette Nicholson
Ms. Muriel Baxter

5. REPORTS FROM ADMINISTRATION

- 5.1 Report of Access Transit Manager (File No. CK. 225-70)**
Verbal Update – D. Campbell, Access Transit Supervisor

Recommendation

That the information be received.

- 5.2 INQUIRY COUNCILLOR A. IWANCHUK (JANUARY 7, 2013) OPTIONS AND COSTS – COMPREHENSIVE SNOW CLEARING AND REMOVAL (File No. CK. 6290-1)**

Attached is a report, which was submitted to the Standing Policy Committee on Transportation at its November 10, 2014 meeting. Director of Transportation Gardiner, along with Director of Community Standards Hildebrandt will be in attendance to present the report.

Recommendation

That the information be received.

**6. 2014 ANNUAL REPORT – Saskatoon Accessibility Advisory Committee
(File No. CK. 225-70)**

This matter is on the agenda to determine the writers for the 2014 Annual Report.

Recommendation

That the direction of Committee issue.

7. MATTERS FOR FOLLOW UP (File No. CK. 225-70)

7.1 Matters for follow up as of November 30, 2014. Attached is a copy of the Committee's follow-up list for review.

Recommendation

1. That the Saskatoon Accessibility Advisory Committee issue direction with respect to any follow up item; and
2. That the information be received.

8. STATEMENT OF EXPENDITURES (File No. CK. 1704-5)

Attached is the year-end Statement of Expenditures. The 2015 approved budget is \$3,000.

Recommendation

That the direction of the Committee issue.

9. ADJOURNMENT

Inquiry Councillor A. Iwanchuk (January 7, 2013) Options and Costs – Comprehensive Snow Clearing and Removal

Recommendation

That the report of the General Manager, Transportation & Utilities Department, dated November 10, 2014, be forwarded to City Council during 2015 Business Plan and Budget deliberations.

Topic and Purpose

This report provides information regarding enforcement of sidewalk snow clearing. Included are the Administration's current resources and levels of service, statistics from previous snow seasons, future operational improvements, as well as options to increase resources.

Report Highlights

1. The current level of service includes one Bylaw Inspector operating five days per week addressing approximately ten complaints per day. Snow concerns are directed through the Public Works Dispatch to improve tracking of concerns and operational efficiency.
2. Snow clearing statistics over the last seven snow seasons indicates the percentage of citizens who cleared their sidewalks after receiving a Bylaw Notice remains high.
3. A number of operational improvements have recently been implemented or are being explored. They include a communication blitz of all properties required to have their sidewalks cleared within 24 hours of a snowfall; continued utilization of parking Commissionaires; cooperation with the Partnership, and improved tracking of snow concerns.
4. The Administration has outlined a variety of optional resource increases for Council's consideration. Each option has pros and cons outlined, as well as the estimated cost of implementation.

Strategic Goals

This report supports the City of Saskatoon Strategic Goals of Continuous Improvement, Quality of Life and Moving Around. Enforcement of sidewalk clearing helps to provide quick and accurate responses to citizen calls; ensures that health and safety are a top priority; ensures a coordinated approach for the maintenance of properties; encourages walking and cycling; establishes service levels for the repair and maintenance of streets, and improves accessibility for wheelchair users and citizens with limited physical mobility.

Background

The following inquiry, in part, was made by Councillor A. Iwanchuk at the meeting of City Council held on January 7, 2013:

“Would the Administration please report on options and costs of a comprehensive snow clearing and removal system, to be presented to Council in time for the 2014 budget deliberations including, but not limited to:

6. Sidewalk clearing in commercial and residential areas.”

Report

Current Levels of Service and Operational Standard

The Administration submitted a report on sidewalk snow clearing on December 17, 2012, which outlined the current levels of service for enforcement. The highlights are summarized below:

- Currently one Bylaw Inspector operating five days per week;
- A single inspector is able to address approximately ten complaints per day; and
- Snow concerns were routed to go through Public Works Customer Service Centre to improve tracking of concerns and operational efficiency.

The December 17, 2012 report also outlined the current enforcement process flowchart (Attachment 1), as well as provided an operational standard which would act as a guideline for bylaw enforcement and a pictorial reference for what constituted a ‘cleared’ and ‘not-cleared’ sidewalk (Attachment 2).

Sidewalk Snow Clearing Statistics

The following table outlines the statistics for snow clearing over the last seven snow seasons. The ‘Compliance Percentage’ column indicates the percentage of citizens who cleared their sidewalks after receiving a Bylaw Notice, which remains relatively high.

Snow Season	Number of concerns received	Number of locations cleared by the City	Compliance Percentage
2007 / 2008	290	33	89%
2008 / 2009	218	13	94%
2009 / 2010	163	6	96%
2010 / 2011	417	21	95%
2011 / 2012	450	5	99%
2012 / 2013	1,229	75	94%
2013 / 2014	550	49	89%

Operational Improvements

Communication for properties in the “24 hour zone”:

During the 2012/2013 snow season, all of the property owners along 8th Street between Cumberland Avenue and Boychuk Drive were informed of their responsibility to keep the sidewalks adjacent to their properties clear. This increased level of communication resulted in improved compliance along 8th Street. Given the success on 8th Street, this

expanded communication strategy will be used for all areas covered by Schedule A of the bylaw to remind property owners of their responsibilities.

Commissionaire Utilization:

During the last two snow seasons, Commissionaires whose primary duty was parking meter enforcement, reported addresses requiring sidewalk clearing to the Public Works Dispatch line. This practice increased observation in the areas most heavily used by pedestrians and will continue in future snow seasons.

Coordination with "The Partnership":

Discussions have been initiated with The Partnership (Downtown Business Improvement District) with an aim to increase coordination of sidewalk snow clearing efforts. The Partnership has indicated that their "Ambassadors" may be able to assist with either reporting non-compliant addresses or assist with physical removal of the snow.

In addition, discussions between Public Works and all Business Improvement Districts (BIDS) are in progress to coordinate the removal of snow on the streets with the required time frames for sidewalk clearing in those areas. In approved locations, snow from sidewalks will be pushed onto the roadway and placed adjacent to the curb and then removed by Public Works within 24 hours.

Snow Concern Tracking:

During the past two snow seasons, Public Works Customer Service Centre was utilized as a centralized input for sidewalk snow clearing concerns resulting in better tracking and more efficient follow up. For future snow seasons, the Administration will look at improving the data collected so that tracking of concerns by specific individuals or groups may be performed.

Options to the Recommendation

Several options have been considered for potentially increasing resources for sidewalk snow clearing enforcement including using commissionaires and outside contractors. These options range in scope and would have an impact on both cost and level of service provided to the public and are outlined below:

Description	Pros	Cons	Est. Cost
<ul style="list-style-type: none"> • Add 1 seasonal contract or staff position • 'Complaint only' level of service 	<ul style="list-style-type: none"> • Maintain service levels • Operational efficiency 	<ul style="list-style-type: none"> • Expected added cost 	\$40,000
<ul style="list-style-type: none"> • Add 12 seasonal contract or staff • 'Proactive' level of service 	<ul style="list-style-type: none"> • Increased service levels • Operational efficiency • Ticket revenue offsets cost 	<ul style="list-style-type: none"> • Expected added cost 	\$500,000
<ul style="list-style-type: none"> • Hire contractor(s) to clear all City sidewalks • Add City staff or consultants to prepare and manage contracts 	<ul style="list-style-type: none"> • No bylaw enforcement required 	<ul style="list-style-type: none"> • Added cost • Service provided would likely not be as good as what is currently provided by most individual property owners 	\$3,300,000 per clearing

Public and/or Stakeholder Involvement

During the past two snow seasons, meetings were held with various divisions and departments, including Public Works, Parks, Transportation, and Corporate Revenue in order to determine the impact of the options outlined in this report. The Administration also met with the Accessibility Committee to gain their insight and listen to their suggestions.

Communication Plan

Snow clearing and removal communications are incorporated into the winter version of the Building Better Roads communication plan. The communications plan will include print advertising, radio ads, promotion through news media and updates to the City's website and Building Better Roads microsite.

Direct communication to specific areas regarding snow clearing and removal requirements will also be incorporated to inform businesses and residents of the associated responsibilities.

Other Considerations/Implications

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

Due Date for Follow-up and/or Project Completion

The Administration will report the sidewalk clearing enforcement statistics on an annual basis.

Public Notice

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

Attachments

1. The Sidewalk Clearing Bylaw, 2005 (No. 8463) Flowchart
2. Sidewalk Snow Clearing – Pictorial Reference

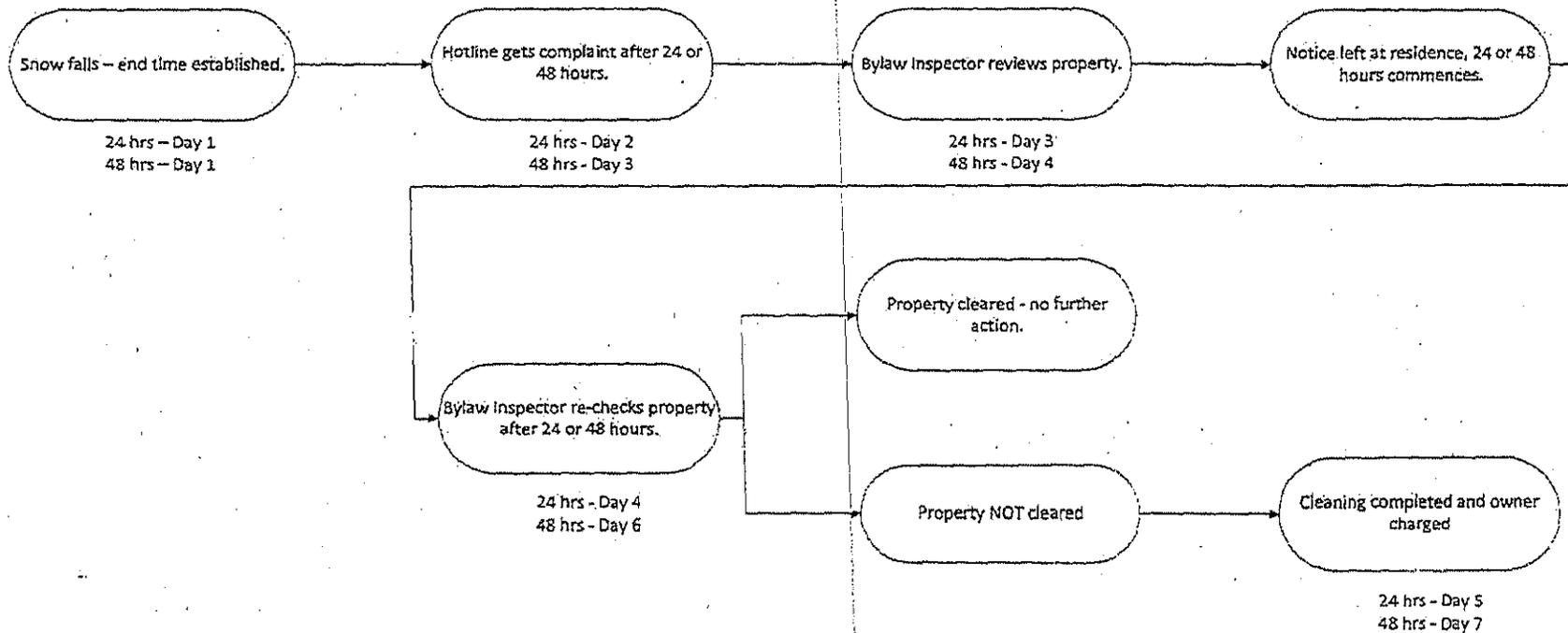
Report Approval

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

TRANS AG - Inquiry Councillor A. Iwanchuk (Jan 7-13) Options and Costs – Comprehensive Snow Clearing and Removal

"Approved by Jeff Jorgenson, GM of T & U Department, November 3, 2014"

The Sidewalk Clearing Bylaw, 2005 (No. 8463)



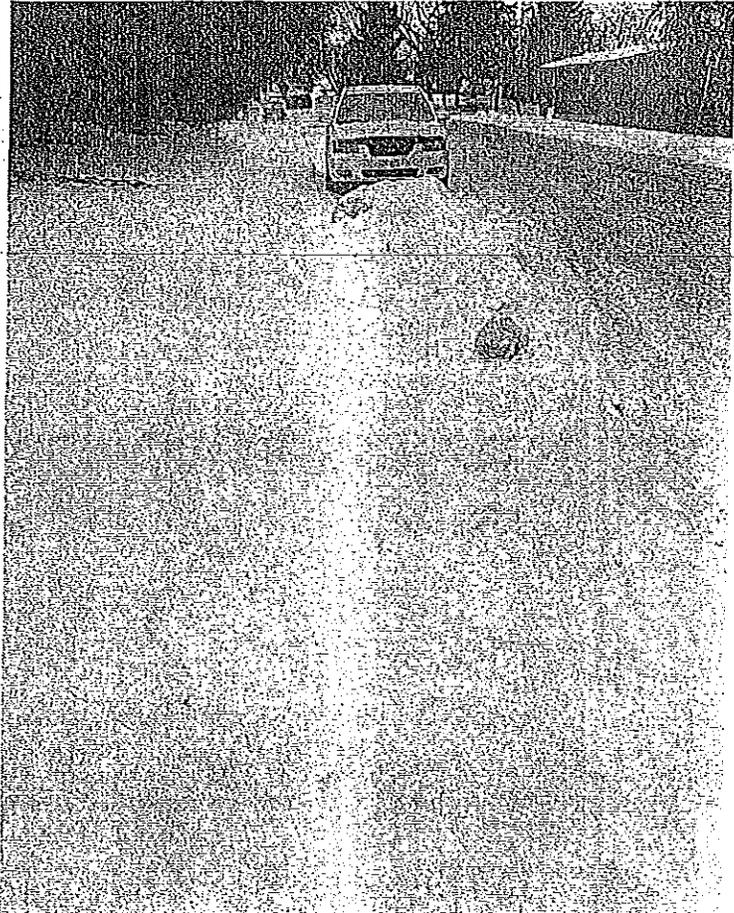
SIDEWALK SNOW CLEARING – PICTORIAL REFERENCE

The Administration will adopt the following operational standard of a 'clear sidewalk' both as a guideline for the level of service provided by Parks and Public Works sidewalk clearing crews and also as a method by which to better enforce the bylaw as it pertains to the community:

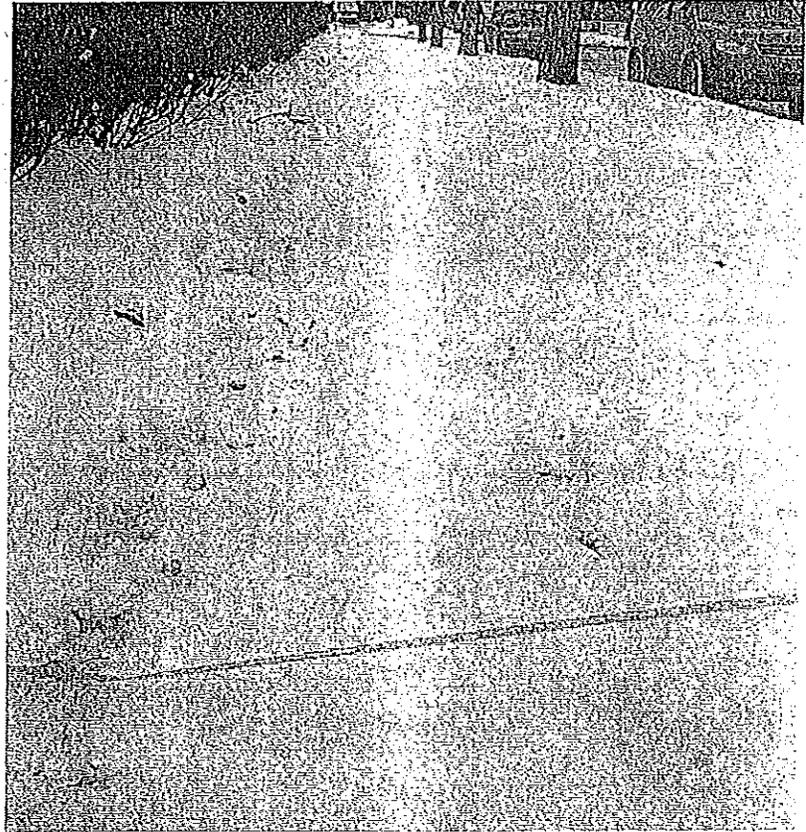
"A 'cleared sidewalk' is one in which there is visible evidence that effort has been taken to clear the sidewalk subsequent to the most recent snow event and has a cleared path width of at least 1.2 metres. Cleared sidewalks will be free of any loose snow or debris and must not present a hazard nor be a hindrance to pedestrian traffic regardless of their mobility. A packed surface is acceptable as long as the aforementioned conditions are met and the packed thickness does not exceed 3cm."

The following pictures are a visual representation of what the Administration would consider a 'clear compliant sidewalk' as well as a 'non-compliant sidewalk'.

The adjacent picture is an example of a non-compliant sidewalk. There is no visible evidence that any effort has been taken to clear the sidewalk. The pedestrian path (which has been packed only by foot traffic) is a little more than 0.5m in width and uneven would cause significant difficulty for those with mobility challenges.



The adjacent picture is another example of a non-compliant sidewalk. While there is evidence that there may have been an attempt to clear a path with a snow blower (evident by uniform width and the apparent tire tracks running along either side of the cleared path). The cleared path, which is only approximately 0.8m in width, remains uneven and would cause significant difficulty for those with mobility challenges.



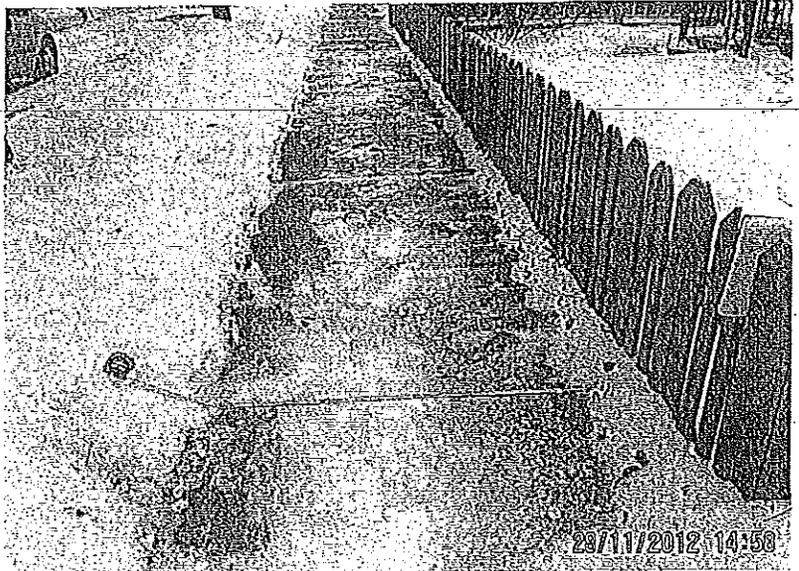
The adjacent picture is an example of a cleared compliant sidewalk. There is clear evidence that there has been an attempt to clear a path with a snow blower as is evident by uniform width which is approximately 1.2m. While there is some packed snow, the areas showing clear concrete is less than 3cm thick.



The adjacent picture is another example of a cleared compliant sidewalk. Again, there is clear evidence that there has been an attempt to clear a path with a width which is at least 1.2m. While there is some packed snow, the areas showing clear concrete is less than 3cm thick.



The adjacent picture is another example of a cleared compliant sidewalk. Again, there is clear evidence that there has been an attempt to clear a path which is the width of the entire sidewalk. There is very little snow on the surface of concrete.



		<p>the Accessibility Advisory Committee for its information.</p> <p>Sep 14/12 – Rec'd update from P. Bracken, IS</p>	<p>enforcement of clearing of snow on private lots.</p> <p>Sep/12 – Memo sent to GM, IS requesting short summary fact sheet on the snow removal program and bylaw enforcement related to snow removal.</p> <p>Nov/12 – IS will be asked to provide update on bylaw enforcement at a future meeting.</p> <p>Jan/13 – general updates given to Committee.</p> <p>Jan/13 – Detailed report expected before budget deliberations.</p> <p>(May/13 – Sidewalk Clearing Bylaw discussed at June 2013 meeting.)</p> <p>Oct/13 – Reports forthcoming – city-wide & sidewalk clearing – to be distributed to Committee once public.</p> <p>Jan/14 - ongoing</p> <p>Mar/14 – requested update from Administration</p> <p>May/14 – J. Patel provided update</p> <p>Sept 12/14 – Committee Assistant to verify with the Administration if an update is to be provided for the Fall 2014. Committee Assistant will report back to the Committee on this matter.</p> <p>Oct 10/14 – E. Quail (Rdway Manager, Public Works) & A. Gardiner (Dir. of Transportation) gave updates on snow removal winter 2014 targets & snow removal bylaw enforcement.</p> <p>Nov 14/14 - No update.</p>
Sept. 24/10	Accessible Audible Pedestrian Signals	<p>Sept 30/11 – Mr. Lazic provided a verbal update indicating that there has been a delay in the delivery of the equipment and they are not fully operational yet.</p> <p>June 2012 – Mr. Lazic provided verbal update – new areas have installation, retrofitting existing will happen when system tweaked.</p>	<p>Follow up at later date.</p> <p>Nov/12 – G. Lazic provided update to Committee including installation of equipment at 5 intersections.</p> <p>Mar/13 – G. Lazic provided update to Committee advising 4th Avenue and 22nd Street now installed and more progress expected March/April/May of this year – will update Committee at future mtg. Current plan is 5 new and 5 retrofits per year.</p> <p>May/13 – Ongoing progress.</p> <p>Oct/13 – Ongoing progress – 5 retrofits yearly; new areas equipped</p> <p>Jan/14 – Letter of Understanding between Human Rights Commission and</p>

			<p>City of Saskatoon forthcoming.</p> <p>Apr/14 Progress ongoing.</p> <p>May/14 – Presentation re Letter of Understanding from A. Livingston (SK Human Rights) and G. Lazic (Transportation)</p> <p>Sept 12/14 - No update.</p> <p>Oct 10/14 – No update, understanding that G. Lazic is still working on the matter.</p> <p>Nov 14/14 – G. Lazic & A. Livingston continue to work with City Solicitor's office.</p>
Jan/12	Disabled Parking	Jan/12 – Phil Haughn spoke to committee about changes in downtown parking.	<p>Follow up as information available.</p> <p>Mar/13 – P. Haughn asked to provide update.</p> <p>May/13 – No update yet; projected for fall.</p> <p>Oct/13 – RFP for upgrade of parking equipment</p> <p>Nov 4/13 – RFP to Council</p> <p>Jan/14 – RFP for parking meters closing soon</p> <p>Mar/14 – request for update from Administration</p> <p>Apr/14 – RFP not yet closed</p> <p>June/14 – Request to Admin to update in fall 2014</p> <p>Sept 13/14 - Secretary to confirm that Administration (Phil Haughn) will provide an update in fall 2014. Secretary will report back to the Committee on this matter.</p> <p>Sept 12/14 – Committee Assistant to request Administration provide information on allocation of disabled parking spots for medical offices. Phil Haughn will report to the Committee on this matter at the Oct 2014 meeting.</p> <p>Oct 10/14 – P. Haughn gave update on permit parking (Apr 2015 smart cards to be issued). Medical parking spots issued based on user demand. Additional spots looking to be allocated.</p> <p>Nov 14/14 – Request to Admin to update on new parking policy in 2015.</p>
	Accessible Calling out bus stops		<p>Follow up as appropriate.</p> <p>Mar/13 – Pilot of 30 buses complete, entire fleet to be equipped. J. Robinson to report further re implementation plan.</p>

			<p>May/13 – Operators were not consistently calling out stops, further education was provided; situation improving.</p> <p>Sep/13 – Letter of Agreement Signed between City of Saskatoon Transit and Saskatchewan Human Rights Commission</p> <p>Oct/13 – not all operators calling out stops</p> <p>Jan/14 – all buses to be equipped with Intelligent Transportation System by May 2014</p> <p>May/14 – most buses outfitted with new equipment</p> <p>June/14 – equipment installed, smart phone app ready by fall</p> <p>Sept 12/14 – No update.</p> <p>Oct 10/14 – No update.</p> <p>Nov 14/14 – No update.</p>
Jan/14	Kinsmen Park Upgrade	Jan/14 – updates to be provided when available	<p>Mar 14/ - request for update from Administration</p> <p>Apr 14/ - updates as available</p> <p>Sept 12/14 – No update.</p> <p>Oct 10/14 – Potash Playland upgrade proceeding on schedule, set to have accessible components.</p> <p>Nov 14/14 U-tube video link provided by T. Halstead on park construction update.</p>
Mar/14	Saskatoon Field House	Accessibility in and out of Field House Grounds – road cannot handle weight of standard-sized buses. Possible solutions – smaller buses, sidewalks	<p>Apr 14/ - updates when available</p> <p>May 14/ conversations with University and new hotel for sidewalk. Approx 2 yrs before hotel opens.</p> <p>Sept 12/14 – No update, still a concern.</p> <p>Oct 10/14 – No updates.</p> <p>Nov 14/14 – Sidewalk space & bus services identified as issues.</p>
Mar/14	Website Redesign	Accessibility of website redesign project	<p>Mar 14/ have requested an update from Administration</p> <p>Apr 14/updates as available</p> <p>May 14/public input sought</p> <p>June 14/website URL provided to members for sharing/input</p> <p>Sept 12/14 – No update, still under development.</p> <p>Oct 10/14 – Development continues. Public launch scheduled for end of yr, early new yr. Public feedback sought.</p>

			Nov 14/14 – New website link provided to Committee to test accessibility and provide feedback.
Apr/14	Mendel Art Gallery Site	No elevator	Apr 14/ updates when confirmed reuse of the building is finalized June 14/ accessible parking has become an issue and parking in general given construction and loss of parking lot at Kinsmen Park Sept 12/14 – T. Halstead provided an update, no new action. Oct 10/14 – New tenant for facility is Children’s Discovery Museum approx. 2017. Facility to be accessible for all with possible elevator installation. Nov 14/14 – No update.

Updated November 2014

