



Executive Committee

**Wednesday, July 5, 2017
11:45 AM**

Henry Baker Hall, Main Floor, City Hall



OFFICE OF THE CITY CLERK

**Public Agenda
Executive Committee
Wednesday, July 5, 2017**

Approval of Public Agenda

Adoption of Minutes

Executive Committee - Public - Jun 14, 2017 11:45 AM

Administration Reports

EX17-22 Request For Proposal - Professional Consulting Services for Regina.ca Redesign Project

Recommendation

1. That the Executive Director of Organization & People be authorized to issue a request for proposal to initiate the process to engage professional consulting services to support and deliver the majority of the key initiatives of the Regina.ca Project.
2. That the authority to award and finalize terms for a consulting services contract, after review of proposals from professional consulting firms, be delegated to the Executive Director of Organization & People.
3. That the City Clerk be authorized to sign the applicable contract on behalf of the City once it has been reviewed and approved by the City Solicitor.
4. That this report be forwarded to the July 31, 2017 meeting of City Council for approval.

EX17-23 2018 Memorial Cup – Brandt Centre Renovations

Recommendation

1. That the City of Regina (City) provide a cash grant of \$1,310,700 to Regina Exhibition Association Limited (REAL) for renovations to the Brandt Centre in support of hosting the 2018 MasterCard Memorial Cup (Memorial Cup).
2. That the City's contribution is conditional upon REAL securing an additional \$2,725,000 in funding, comprised of \$1.5 from REAL and \$1.225 from the Local Memorial Cup organizing committee.



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3. That the City's contribution be financed through a withdrawal from the Asset Revitalization Reserve.
4. That the Executive Director City Services be delegated the authority to negotiate and approve the terms of the Contribution Agreement between the City and REAL as outlined in this report.
5. That the City Clerk be authorized to execute the Contribution Agreement on behalf of the City after review by the City Solicitor.
6. That this report be forwarded to the July 31, 2017 meeting of City Council for approval.

EX17-24 Taxi Bylaw Review

Recommendation

1. That City Council approve the following amendments to *The Taxi Bylaw, 1994*:
 - A. Lottery Allocation and Eligibility:
 - (i) That the City adopt a lottery process for allocating seasonal taxicab owners licences as further described in this report, with each licence renewable for up to three seasons.
 - (ii) That as a condition of holding all newly issued taxicab owner's licences, a licence holder who:
 - a) drives the vehicle licensed to them fewer than 390 hours every three-month period during the licence period,
 - b) does not ensure the vehicle is operated a minimum 260 hours for a period of eight consecutive weeks or
 - c) fails to hold a taxi driver's licence, may be subject to having the licence revoked.
 - (iii) That the list of alternates drawn from a lottery be valid for two years.
 - (iv) That taxicab brokers be required to collect and submit to the City data regarding driver hours.



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B. Driver and Passenger Safety:

- (i) That one of the lenses of the cameras currently required to be installed in the vehicle face outwards.
- (ii) That the sound be enabled for all cameras.
- (iii) That any object, including the driver's badge, be prohibited from being attached to the rear view mirror.
- (iv) That safety shields may be installed in any taxicab at the vehicle owner's discretion.
- (v) That any driver may refuse a trip due to safety reasons.
- (vi) That brokers ensure the computer-aided dispatch system is capable of receiving a distress signal at the dispatch office when activated by the taxicab driver and that a formal process regarding the use of and response to the distress signal are documented.

C. Accessible Taxicabs:

- (i) Each licensed taxicab broker must ensure that at least one accessible taxi is available for dispatch at all times.
- (ii) A driver may not refuse a dispatched accessible taxicab fare.
- (iii) That accessible taxicab licence owners must ensure priority is given to requests for accessible taxicab service by passengers who are non-ambulatory.

D. Fees:

That the fee schedule be amended to permit an extra charge for cleaning and out-of- service costs of up to \$100 to any passenger who soils a taxicab with vomit or bodily fluids.

- 2. That the City Solicitor be instructed to prepare the required bylaw amendments.



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3. That item EX16-19 be removed from the list of outstanding items for the Executive Committee.
4. That this report be forwarded to the July 31, 2017 meeting of City Council for approval.

Adjournment

AT REGINA, SASKATCHEWAN, WEDNESDAY, JUNE 14, 2017

AT A MEETING OF EXECUTIVE COMMITTEE

HELD IN PUBLIC SESSION

AT 11:45 AM

These are considered a draft rendering of the official minutes. Official minutes can be obtained through the Office of the City Clerk once approved.

Present: Councillor Mike O'Donnell, in the Chair
Mayor Michael Fougere
Councillor Lori Bresciani
Councillor Sharron Bryce
Councillor John Findura
Councillor Jerry Flegel
Councillor Bob Hawkins
Councillor Jason Mancinelli
Councillor Joel Murray
Councillor Andrew Stevens
Councillor Barbara Young

Also in Attendance: City Clerk, Jim Nicol
Deputy City Clerk, Erna Hall
City Manager, Chris Holden
Chief Financial Officer, Ian Rea
Executive Director, City Planning & Development, Diana Hawryluk
Executive Director, City Services, Kim Onrait
Executive Director, Transportation & Utilities, Karen Gasmu
Executive Director, Organization & People, John Paul Cullen
A/City Solicitor, Christine Clifford
A/Director, Communications & Customer Experience, Alan Clay

APPROVAL OF PUBLIC AGENDA

Councillor Sharron Bryce moved, AND IT WAS RESOLVED, that the agenda for this meeting be approved, as submitted, and that the delegations be heard in the order they are called by the Chairperson.

ADOPTION OF MINUTES

Councillor Lori Bresciani moved, AND IT WAS RESOLVED, that the minutes for the meeting held on May 17, 2017 be adopted, as circulated.

ADMINISTRATION REPORTS

EX17-17 Buffalo Pound Water Treatment Corporation - Acceleration of Electrical Upgrade Capital Project

Recommendation

1. That Buffalo Pound Water Treatment Corporation (BPWTC) be authorized to accelerate the Electrical Upgrade Capital Project (EUCP) as described in the report from BPWTC in Appendix A.
2. That BPWTC be authorized to initiate the process to negotiate financing, to a maximum of \$45 million, to address the financing requirements of the EUCP of the Buffalo Pound Water Treatment Plant.
3. That the City of Regina Chief Financial Officer or designate be authorized to negotiate any guarantee that the City needs to provide related to the financing and assist BPWTC with arranging the financing as needed.
4. That a future report be provided to City Council providing the details of the financing and applicable borrowing bylaw and/or guarantee bylaw once the financing has been negotiated.
5. That this report be forwarded to June 26, 2017 meeting of City Council for approval.

Ryan Johnson, representing Buffalo Pound Water Treatment Corporation answered questions of the Committee.

Mayor Michael Fougere moved, AND IT WAS RESOLVED, that the recommendations contained in the report be concurred in.

EX17-18 Buffalo Pound Water Treatment Corporation - 2016 Annual Report

Recommendation

That this report be forwarded to the June 26, 2017 meeting of City Council for information.

Councillor Bob Hawkins moved, AND IT WAS RESOLVED, that the recommendation contained in the report be concurred in.

EX17-19 Economic Development Regina (EDR) - Annual Report

Recommendation

1. That the Chief Financial Officer, as the City's proxy, be authorized to exercise the City's voting rights in Economic Development Regina (EDR) and approve the following at the annual general meeting:
 - a) The following Directors be appointed to the EDR Board of Directors:
 - Mr. Eric Dillon - May 2017 to April 2018;
 - Ms. Tina Svedahl - May 2017 to April 2018;
 - Mr. Frank Hart - May 2017 to April 2019;
 - Mr. Murad Al-Katib - May 2017 to April 2019;
 - Dr. Vianne Timmons - May 2017 to April 2019;
 - Mr. David Brundige - May 2017 to April 2019;
 - Ms. Cari Lemieux - May 2017 to April 2019;
 - Mr. Dale Griesser - May 2017 to April 2019;
 - Mr. Marty Klyne - May 2017 to April 2019;
 - Mr. Jason Drummond - May 2017 to April 2020;
 - Mr. Mark Lang - May 2017 to April 2020;
 - b) Receive the audited financial statements for the 2016 operating year;
 - c) Receive the 2016 Annual Report;
 - d) Receive the 2017 Business Plan;
 - e) Receive the 2017 Operating Budget;
 - f) Appoint auditor selected by the City of Regina through the Request for Proposal process as auditor of EDR for 2017, pursuant to section 149 of *The Non-profit Corporations Act, 1995 (Saskatchewan)*.
2. That this report be forwarded to the June 26, 2017 meeting of City Council for approval.

John Lee and Kim Exner, representing Economic Development Regina answered questions of the Committee.

Mayor Michael Fougere moved, AND IT WAS RESOLVED, that the recommendations contained in the report be concurred in.

EX17-20 2020 Special Olympics Canada Winter Games

Recommendation

1. That the City of Regina (City) provide a cash grant of \$100,000 in support of the 2020 Special Olympics Canada Winter Games (Games) subject to the following conditions:
 - a. The bid to host the event is successful;
 - b. The 2020 Special Olympics Canada Winter Games Host Committee secures an additional \$807,500 in funding from other community partners.

2. That the Executive Director of City Services be delegated the authority to negotiate and approve the terms of the Contribution Agreement between the City of Regina and the organizers of the 2020 Special Olympics Canada Winter Games, as outlined in the body of this report.
3. That the City Clerk be authorized to execute the Contribution Agreement on behalf of the City of Regina after review by the City Solicitor.
4. That this report be forwarded to the June 26, 2017 City Council for approval.

John Lee, Kirk Morrison and Faye Matt, representing Economic Development Regina and Special Olympic Saskatchewan addressed and answered question of the Committee.

Councillor Lori Bresciani moved, AND IT WAS RESOLVED, that the recommendations contained in the report be concurred in.

COMMITTEE REPORTS

EX17-21 Global Transportation Hub Authority – Municipal Servicing Agreements for Water, Wastewater and Transportation Infrastructure

Recommendation

RECOMMENDATION OF THE EXECUTIVE COMMITTEE

- MAY 17, 2017

1. That the Executive Director of City Planning & Development be authorized to finalize and approve the terms of a Municipal Servicing Agreement(s) for the capital contribution to water, wastewater and transportation infrastructure between the City of Regina and the Global Transportation Hub Authority.
2. That the City Clerk be authorized to execute the Agreement after review and approval by the City Solicitor.
3. That this report be forwarded to the June 26, 2017 meeting of City Council for approval.

Mayor Michael Fougere moved, AND IT WAS RESOLVED, that the recommendations contained in the report be concurred in.

RESOLUTION FOR PRIVATE SESSION

Councillor Jerry Flegel moved, AND IT WAS RESOLVED, that in the interest of the public, the remainder items on the agenda be considered in private.

RECESS

Councillor Jerry Flegel moved, AND IT WAS RESOLVED, that the meeting recess for seven minutes.

The meeting recessed at 1:09 p.m.

(Councillor Young left the meeting.)

Chairperson

Secretary

July 5, 2017

To: Members
Executive Committee

Re: Request For Proposal - Professional Consulting Services for Regina.ca Redesign Project

RECOMMENDATION

1. That the Executive Director of Organization & People be authorized to issue a request for proposal to initiate the process to engage professional consulting services to support and deliver the majority of the key initiatives of the Regina.ca Project.
2. That the authority to award and finalize terms for a consulting services contract, after review of proposals from professional consulting firms, be delegated to the Executive Director of Organization & People.
3. That the City Clerk be authorized to sign the applicable contract on behalf of the City once it has been reviewed and approved by the City Solicitor.
4. That this report be forwarded to the July 31, 2017 meeting of City Council for approval.

CONCLUSION

The City of Regina requires the services of a consulting firm to support and deliver the majority of the key initiatives of the Regina.ca Redesign Project. The Project will be completed over an eighteen-month period, starting in the fall of 2017. The contract value for consulting services to complete these initiatives is expected to exceed \$500,000, requiring Council approval.

BACKGROUND

Regina.ca is the website the City of Regina uses to provide important information to residents. According to the annual Citizen Satisfaction Survey conducted in fall 2015, 60 per cent of citizens cite Regina.ca as their preferred means of finding information as well as interacting and conducting business with the City.

However, traffic to Regina.ca has steadily declined over the past three years because it is no longer responsive to user needs and expectations. Regina.ca was last redesigned in 2008 and the site template cannot be modified to achieve a modern design/user experience leading to a number of issues:

- Regina.ca is not mobile-friendly and approximately 50 per cent of the traffic on Regina.ca comes from mobile phones
- Over 40 per cent of visitors to Regina.ca leave the site after only one interaction

- Regina.ca does not comply with Web Content Accessibility Guidelines (WCAG 2.0)
- To bypass Regina.ca's limitations, the City now has multiple websites with inconsistent branding, look, feel and navigation that are diluting the City's brand
- Regina.ca fares poorly compared to websites from other Canadian municipalities, which are easy to use and follow modern design and usability standards

The purpose of this report is to obtain City Council's approval to initiate the process to engage the professional consulting services required for the project, and to delegate authority to the Administration to approve and enter into a contract with the selected consultant.

DISCUSSION

The expertise of a professional consultant and services are required to assist the City with the Regina.ca redesign.

A new website will allow the City to:

- Reduce the number of general inquiry phone calls to Service Regina by making the information more accessible on Regina.ca
- Reduce the need for paper-based communication by enhancing ease for citizens to sign up for and take advantage of e-services offered by the City
- Increase awareness and understanding of the City's programs and services
- Increase customer satisfaction and citizen engagement levels
- Better align our communication with the City's Vision
- Strengthen the City of Regina brand and image
- Allow for interactive features such as message boards for important City news, social media integration, image sliders to visually engage audiences, submission forms for scholarships or compost class sign ups, etc.
- Content is rewritten and consolidated
- Increase accessibility by enabling audiences to connect and engage with the City of Regina from any device
- Position ourselves for long term growth with a responsive design that automatically adjusts to fit the device on which it is being viewed, and provide the platform to add more online features in the future

The Administration seeks City Council approval to initiate the process to select a consultant to provide consulting services for the Regina.ca Redesign Project.

The Administration also seeks City Council approval to delegate authority to the Executive Director of Organization & People to award the consulting services contract and finalize terms. When professional consulting fees are projected to be greater than \$500,000, which is the case in this project, *The Regina Administration Bylaw* No. 2003-69, Schedule D, requires City Council approval to contract with a consultant.

RECOMMENDATION IMPLICATIONS

Financial Implications

Funding for the Regina.ca Redesign was approved by Council in the 2017 General Capital Budget. Work in 2018 is subject to budget approval and available funding.

Environmental Implications

Creating a more responsive website to meet customer needs will allow for the reduction of paper communications and offer greener alternatives with enhanced online services.

Strategic Implications

Regina.ca contributes significantly to the City's mission to building a strong community by providing open and transparent communication that will be easily accessible to all.

Other Implications

There are no other implications related to this report.

Accessibility Implications

Regina.ca does not comply with Web Content Accessibility Guidelines (WCAG 2.0). This redesign project will improve the accessibility of information to people with low vision/no vision using a screen reader and ensure that we are in compliance with current accessibility standards.

COMMUNICATIONS

Communications and public engagement plans will be developed to engage the Regina.ca users (public, businesses, partners, employees) in the project.

DELEGATED AUTHORITY

The recommendations of this report require City Council approval.

Respectfully submitted,



Marco Deiana, A/Executive Director

Respectfully submitted,



Alan Clay, A/Director

Organization & People

Communications & Customer Experience

Report prepared by:
Melissa Butler, Manager of Interactive Communications

July 5, 2017

To: Members
Executive Committee

Re: 2018 Memorial Cup – Brandt Centre Renovations

RECOMMENDATION

1. That the City of Regina (City) provide a cash grant of \$1,310,700 to Regina Exhibition Association Limited (REAL) for renovations to the Brandt Centre in support of hosting the 2018 MasterCard Memorial Cup (Memorial Cup).
2. That the City's contribution is conditional upon REAL securing an additional \$2,725,000 in funding, comprised of \$1.5 from REAL and \$1.225 from the Local Memorial Cup organizing committee.
3. That the City's contribution be financed through a withdrawal from the Asset Revitalization Reserve.
4. That the Executive Director City Services be delegated the authority to negotiate and approve the terms of the Contribution Agreement between the City and REAL as outlined in this report.
5. That the City Clerk be authorized to execute the Contribution Agreement on behalf of the City after review by the City Solicitor.
6. That this report be forwarded to the July 31, 2017 meeting of City Council for approval.

CONCLUSION

Through the efforts of the Regina Pats (Pats), in conjunction with the Western Hockey League (WHL), Regina has been selected by the Canadian Hockey League (CHL) as the 2018 host destination for the Memorial Cup. The CHL is the world's largest development hockey league with 52 Canadian and eight American teams participating in the Ontario Hockey League (OHL), Quebec Major Junior Hockey League (QMJHL) and WHL.

The Memorial Cup will be hosted at the Brandt Centre at Evraz Place. Evraz Place is the largest interconnected event complex in Canada and home to the new Mosaic Stadium, the new International Trade Centre facilities, Queensbury Convention Centre, the Co-operators Centre, the EventPlex, Canada Centre, and the Brandt Centre. The City of Regina owns the land and buildings at Evraz Place. REAL acts as steward of all assets on the 100-acre property.

The Brandt Centre is home to the WHL Regina Pats <<http://www.reginapats.com/>>. This 6,000-seat arena regularly hosts large sporting events, concerts, championship curling, award shows, conventions and trade shows. The renovations recommend in this report ensure that the Brandt Centre is able to host events of this type in the years to come.

The Contribution Agreement will detail the terms and conditions of the City's cash contribution of \$1,310,700, for renovations to the Brandt Centre in support of hosting the Memorial Cup. The agreement will ensure that the City's contribution will be focused on asset renewal and those upgrades that we will maintain the Brandt Centre's ability to attract high quality events.

BACKGROUND

The Memorial Cup is the premier annual major-junior hockey championship tournament in North America. The trophy was originally known as the OHA Memorial Cup and was donated by the Ontario Hockey Association in March, 1919 in remembrance of the many soldiers who paid the supreme sacrifice for Canada in The First World War. In 2010 the Memorial Cup was rededicated to the memory of all fallen Canadian Military Personnel.

The modern day Memorial Cup is a round-robin format tournament in which the league champions from the OHL, QMJHL and the WHL as well as a team from the host city, compete for the top prize. The tournament features eight or nine games in total, including tiebreaker (if necessary), semi-final and championship games.

The 2018 Memorial Cup will mark the 100th time this prestigious trophy will be presented. The event will be the culmination of a year-long celebration of the history of the Memorial Cup, led nationally by the CHL.

DISCUSSION

The proposed dates of the Memorial Cup are Friday, May 18 to Sunday, May 27, 2018, which will include a total of nine days of competition. The primary venue will be the Brandt Centre. Total attendance is estimated to be 60,000.

During the process of securing the bid to host the Memorial Cup in Regina, a facility review of the Brandt Centre was conducted. The review recognized key strengths of the Brandt Centre such as the new video board and clock as well as the neighbouring support spaces for practice, banquets and other functions. However, a list of facility upgrades and improvements was also identified by the Canadian Hockey League site committee.

The total cost of the upgrades identified in the facility review is estimated to be \$4,035,700. Of this total, the City has been asked to contribute \$1,310,700 toward the following capital improvements to the Brandt Centre:

- Arena Boards and Glass (\$650,000)

- Sound System (\$430,700)
- Bleacher Seating (\$230,00)

REAL has indicated it will contribute \$1,500,000 towards the renovations and the balance of \$1,225,000 will be funded by contributions from the local Memorial Cup organising committee.

While some of the proposed renovations are necessary to bring aspects of the Brandt Centre up to the CHL/WHL standards required for hosting the Memorial Cup, other renovations will have a lasting impact beyond hosting this event. Upgraded lighting and sound systems and increased seating capacity will enhance the Brandt Centre's ability to attract high calibre sports and cultural events in the future.

Evraz Place generates significant local economic impact through employment and events hosted at this property that draw people from across the province, country and internationally. It is estimated that 3.5 million people pass through the gates of Evraz Place annually to attend over 700 events. An investment by the City at a facility located on this property, such as the Brandt Centre, is an investment the future prosperity and vibrancy of the community.

The Administration believes that the requested investment in the Brandt Centre will be beneficial to the community and recommends approval of the request for a cash contribution of \$1,310,700 to the Brandt Centre renovations.

The City will negotiate and execute a Contribution Agreement with REAL. The Contribution Agreement will include terms and conditions such as, but not limited to, recognition that the City's contribution must be used for investment in arena boards and glass, sound system upgrades and bleacher seating at the Brandt Centre:

RECOMMENDATION IMPLICATIONS

Financial Implications

The City's contribution to the proposed Brandt Centre renovations is a cash grant of \$1,310,700. The City will be required to provide this funding during 2017 to ensure that the Brandt Centre is ready to host the Memorial Cup in May 2018. This investment was not anticipated during the development of the City's 2017 General Operating Budget as it was not confirmed until recently that the City would be asked to provide financial support to the Brandt Centre renovations related to the Memorial Cup. Consequently, the Administration recommends the cash grant of \$1,310,700 be funded by a withdrawal from the Asset Revitalization Reserve.

Asset Revitalization Reserve - The current balance of this reserve, after considering items approved by City Council in 2017, is \$18 million. Further after expenditures in the 2018-2021 capital plan are considered the balance in this reserve is expected to be \$11.8 million. If this reserve is used as a funding source its uncommitted balance would be \$10.5 million, which is

slightly above its maximum balance of \$10 million. While this reserve will be above its maximum, the maximum is considered low relative to its purpose and the cost of the City's assets of approximately \$3 billion as at December 31, 2016. The threshold for this reserve will be analyzed as part of the reserve review and further recommendations will be provided to Council in late 2017. Therefore, while there is some risk in using this reserve as a funding source, it is recommended that the funding come from this reserve since its uncommitted balance is above the maximum.

Environmental Implications

None related to this report.

Policy and/or Strategic Implications

This funding supports the City's Vision and aligns with its Community Priority to embrace built heritage and invest in arts, culture, sport and recreation.

Other Implications

None related to this report.

Accessibility Implications

None related to this report.

COMMUNICATIONS

The decision of the Executive Committee and City Council will be communicated to REAL.

DELEGATED AUTHORITY

The recommendations contained in this report require City Council approval.

Respectfully submitted,



Laurie Shalley, Director
Community Services

Respectfully submitted,



Kim Onrait, Executive Director
City Services

Report prepared by:
Jeff May, Manager, Sport & Recreation

July 5, 2017

To: Members
Executive Committee

Re: Taxi Bylaw Review

RECOMMENDATION

1. That City Council approve the following amendments to *The Taxi Bylaw, 1994*:

A. Lottery Allocation and Eligibility:

- (i) That the City adopt a lottery process for allocating seasonal taxicab owners licences as further described in this report, with each licence renewable for up to three seasons.
- (ii) That as a condition of holding all newly issued taxicab owner's licences, a licence holder who:
 - a) drives the vehicle licensed to them fewer than 390 hours every three-month period during the licence period,
 - b) does not ensure the vehicle is operated a minimum 260 hours for a period of eight consecutive weeks or
 - c) fails to hold a taxi driver's licence, may be subject to having the licence revoked.
- (iii) That the list of alternates drawn from a lottery be valid for two years.
- (iv) That taxicab brokers be required to collect and submit to the City data regarding driver hours.

B. Driver and Passenger Safety:

- (i) That one of the lenses of the cameras currently required to be installed in the vehicle face outwards.
- (ii) That the sound be enabled for all cameras.
- (iii) That any object, including the driver's badge, be prohibited from being attached to the rear view mirror.

(iv) That safety shields may be installed in any taxicab at the vehicle owner's discretion.

(v) That any driver may refuse a trip due to safety reasons.

(vi) That brokers ensure the computer-aided dispatch system is capable of receiving a distress signal at the dispatch office when activated by the taxicab driver and that a formal process regarding the use of and response to the distress signal are documented.

C. Accessible Taxicabs:

(i) Each licensed taxicab broker must ensure that at least one accessible taxi is available for dispatch at all times.

(ii) A driver may not refuse a dispatched accessible taxicab fare.

(iii) That accessible taxicab licence owners must ensure priority is given to requests for accessible taxicab service by passengers who are non-ambulatory.

D. Fees:

That the fee schedule be amended to permit an extra charge for cleaning and out-of- service costs of up to \$100 to any passenger who soils a taxicab with vomit or bodily fluids.

2. That the City Solicitor be instructed to prepare the required bylaw amendments.
3. That item EX16-19 be removed from the list of outstanding items for the Executive Committee.
4. That this report be forwarded to the July 31, 2017 meeting of City Council for approval.

CONCLUSION

City Administration completed a study of *The Taxi Bylaw, 1994*, focusing on four key issues: (i) number of licences; (ii) allocation process (eligibility and process); (iii) driver safety; and (iv) accessible service. The review included engagement sessions with the taxi industry, an on-line survey of stakeholders and those who were unable to attend the engagement sessions and jurisdictional research.

As a result of this study changes to the allocation of seasonal licences, safety features, accessible taxicab service requirements and the addition of a requirement for new taxicab licence owners' to drive a minimum number of hours are recommended.

BACKGROUND

In 2010, the City commissioned Tennessee Transportation & Logistics Foundation (TTLF) to conduct a review of Regina's taxi industry. The research approach involved interviews with taxi brokers and drivers, and taxi licence (decal) holders; consultations with other external stakeholders including the Regina Police Service, and major taxi users such as the airport, schools and hotels; a survey of customers; along with secret shopper trials of all taxi companies serving the City; and a review of dispatch data to perform a service level analysis on the existing taxi system during peak and non-peak hours.

The results of the study along with recommendations were presented to Council in April 11, 2011 (Report CR11-35). In consideration of the report, Council confirmed that "the purpose for the City in regulating taxis is to maintain public safety and protect public interest via the taxi bylaw." At this meeting, and through subsequent reports in 2012 (CR12-19) and 2013 (EX13-30), Council approved a number of changes to how taxis are regulated. These include the following, which have been implemented:

- Adoption of a taxicab population ratio of one licence for every 1,250 residents, to be confirmed with trip data, along with the addition of 12 five-year temporary licences (six of which expire in 2017 and six in 2019);
- Adoption of an open lottery/draw process for new temporary and accessible licences;
- Requirement for all taxis to be equipped with global positioning systems (GPS) technology and cameras;
- Requirement for all taxis to be equipped with wireless machines for debit and credit card transactions, allowing brokerages to charge a maximum \$1 wireless transaction fee;
- Adoption of a Taxi Cost Fare Model (TCFM) that provides consistency and takes into account changes in cost factors that affect the taxi industry;
- Requirement for the industry to report on number of trips dispatched, number of taxicabs operating each day, customer wait times and call completion percentage/calls not serviced;
- Requirement that as of May 1, 2016, taxicabs must be 10 model years old or newer; nine years by May 1, 2017 and eight years by May 1, 2018;

In alignment with their discussion about the City's role as regulator, Council confirmed that there are areas of responsibility determined to be the role of the industry, rather than the municipality. These included driver appearance, labour issues and customer service.

A number of issues identified in the study have remained outstanding, and were brought forth to Administration and Council by industry stakeholders in summer 2016. These include the following:

- With temporary licences expiring in 2017, there is a need to determine whether or not to reissue the licences;

- There is a need to review the current allocation process for seasonal licences, which is inconsistent with Council's decision to allocate all new licences (temporary or permanent) via a lottery system, a more fair and equitable process for distribution;
- Questions have arisen with respect to eligibility requirements for holding a licence, both in terms of experience and participation in the industry. These questions have arisen for two reasons, the first being customer service, and the second being the upward pressure on lease rates in the taxi system due to the high percentage of licence owners who do not work in the industry, but rather lease the licence to brokers or drivers for a significant fee;
- The question of driver safety and the City's role has arisen again in response to recent acts of violence against taxi drivers; and
- There is a need to review service levels related to accessible licences, as evidence has revealed that there is a gap in service to customers experiencing mobility limitations.

In response to some of these issues, in August 2016, Council requested that Administration review the allocation process and eligibility as part of its regular review of progress in implementing the recommendations of the taxi review.

DISCUSSION

Administration has undertaken additional research to address the four key issues: (i) number of licences; (ii) allocation process (eligibility and process); (iii) driver safety; and (iv) accessible service. The review began in Q4, 2016 and has involved the following:

- First, a series of stakeholder engagement sessions was held in December, including one for brokers, two for taxi drivers, and two for licence holders (240 attendees). In addition, an online survey was distributed to all brokers, drivers, and decal owners as well as stakeholders such as Regina Police Service, Saskatchewan Human Rights Commission, Regina Hotel Association, Saskatchewan Government Insurance (SGI), Tourism Regina, Regina School Boards (140 responses). The purpose of the stakeholder sessions and survey was to understand the industry's perspective on the outstanding issues.
- Secondly, a jurisdictional research was conducted across Western Canada including Saskatoon, Winnipeg, Edmonton, Calgary, and Red Deer. This research was used by internal stakeholders to identify options to address the four outstanding issues.
- Finally, options were presented back to the industry in two stakeholder engagement sessions held in March 2017. All stakeholder groups were brought together into one room to discuss the options and provide input on solutions.

Appendix A provides an overview of the jurisdictional research. This research is incorporated into the discussion below on each of the four key topics.

1. Number of Licences

In 2012, Council adopted a recommendation to increase the number of taxicab owners' licences based on a ratio of taxi owner's licences to population of 1:1,250 (Report CR12-19). In order to move towards this target, the bylaw was amended to create a temporary taxicab owner's licence. Unlike standard taxicab licences, which are transferrable and are eligible to be re-issued year after year, temporary licences are renewable for up to five years and are non-transferrable. It was determined that a random draw (also referred to as a lottery) open to anyone over the age of 18 years would be held as a fair, equitable and transparent way to allocate the limited number of licences available. The five-year term enables the City to respond to fluctuations in demand.

The bylaw was amended to permit the Administration to issue temporary licences where the number of taxi licences to population does not exceed the 1:1,250 population to licence ratio established by Council. At the time the bylaw was amended Council passed a resolution directing the Administration to issue six temporary licences and to report back to the Executive Committee prior to any further issuance. In June of 2013 Council approved the issuance of a further six licences and passed a resolution that no further review by Committee was required prior to issuance of temporary licences provided that the number of licences would not exceed the population ratio as set out in the bylaw (Report CR13-92).

The six temporary licences issued in 2012 expired on May 31, 2017. The six licences approved in 2013 were issued in 2014 and will expire on May 31, 2019. Prior to the expiry of the first six temporary licences issued on May 31 of this year, the number of licences in the marketplace included 120 regular licences plus 12 temporary licences. An additional 18 accessible licences have been issued and will be discussed in a later section of this report. With Statistics Canada's estimated 2016 population of 215,000, the current ratio of taxicab licences to population is 1:1,628, which is slightly below the initial target of 1:1,250. This ratio is comparable to other Western Canadian cities with equal populations.

The following are the taxicab to population ratios in the municipalities studied:

	<i>Regular</i>	<i>Seasonal</i>
Regina	1:1,628	1:1,190
Saskatoon	1:1,700	1:1,207
Winnipeg	1:1,618	1:1,314
Calgary	1:583	N/A
Edmonton	1:660	N/A
Red Deer	1:750	N/A

While there is variation among the larger cities (Calgary, Edmonton and Winnipeg), Regina's current ratio is comparable to Saskatoon.

As stated in previous reports, there are a range of methods that could be used to determine the appropriate number of taxis required to meet the demand of the citizens of Regina. In an effort to

assist with this determination, Council mandated brokers to install GPS and computer-aided dispatch systems by

May 1, 2014 and to supply Administration with trip data including: average wait times, trip volume, and average number of taxicabs on duty per shift. This data, along with a comparison to other municipalities in the Prairie Provinces, has been used to assess whether or not there are sufficient licences in the marketplace, and whether the temporary licences should be re-issued.

Trip data for the period from July 2014 through December 2016 has revealed that the number of trips within the city is not growing in relation to population; in fact the total number of trips decreased by approximately 12 per cent between 2015 and 2016. The average number of trips per taxi per 12-hour shift ranged between 30 and 35 during the summer season and 24 and 29 during the winter season. The industry standard identified in the TTLF report indicates that “a broker’s fleet is reaching its maximum capacity at 25 to 30 trips per shift per taxi” and that additional licences are required after this maximum capacity is reached. Current data suggests that the current number of licences is within this range the majority of the time. Furthermore, the average wait time has improved from 8.3 minutes in 2014 to 5.1 minutes by December 2016. The reduction in wait times is, in part, a result of the introduction of GPS which has improved the dispatch function.

Due to the fact that wait times are reasonable, and trip volumes are not increasing with population growth, Administration has determined that the six temporary licences which expired on May 31, 2017 will be re-issued effective May 1, 2018 but that no further licences will be issued at this time. **Administration will continue to monitor trip data and wait times on a quarterly basis, and will respond accordingly.**

2. Allocation Process & Eligibility - Seasonal Licences

a) Allocation Process

Seasonal licences play an important role in the Regina market during the high demand season. Each year, 49 seasonal licences are issued to brokers for a seven-month period between October and April in an effort to meet increased demand during the winter months and the school season. This October to April period was approved by Council in 2012 after receiving a proposal from the taxi industry to extend the seasonal licence period. These licences are currently allocated to brokers in proportion to their current proportion of regular licences. This allocation process is contrary to the City’s method of allocation for new licences (i.e., temporary and accessible), which makes use of a lottery/draw system.

In 2012, Council mandated that a lottery/draw process be adopted for the allocation of future taxicab licences. The lottery system provides a fair and equitable process in the distribution of new taxicab licences and is the current approach used by the majority of municipalities studied, including Saskatoon, which also uses the lottery system for its seasonal licences.

Brokers are opposed to the shift towards a lottery system; they believe that allocation directly to brokers supports their business planning and provides them with predictability for entering into contracts with schools and other customers. Other stakeholders support the lottery system, which they believe to be a process that is fair and provides equal access for everyone. The lottery system enables the licence holder to choose the broker with which they affiliate, putting the onus on the broker to manage their business in a manner that is attractive to licence holders and drivers.

Administration believes that the brokers' concerns with predictability in relation to contracts is primarily an issue of timing. If the lottery process takes place early enough in the year, and if licence holders are required to declare the broker with which they are affiliating, then brokers will have sufficient time to plan for the winter season. This issue has been resolved in Saskatoon by issuing seasonal licences for a three year term. Extending the seasonal licences for multiple years has been favourable as it protects the licence holders investment by providing sufficient time for owners to recover the costs associated with procuring a vehicle to be used as a taxi, and provides the brokers the required information on their expected fleet size for a longer period of time, ensuring the ability to commit to contracts.

During industry consultations held in March 2017, Administration asked the industry for input on how to implement a lottery system in a manner that would be acceptable to both brokers and drivers. The following input was provided:

- Both drivers and brokers indicated that seasonal licences should be issued for a two- to three-year term, which will help provide certainty for business planning purposes;
- The majority of stakeholder participants believe that the licence should be awarded two to three months prior to when the vehicle needs to be on the road in an effort to allow sufficient time to prepare a vehicle;

As a result, Administration is recommending that in an effort to be consistent with Council's previous mandate to use the lottery system for all new licences because it is fair and equitable - the lottery system also be used for seasonal licences. As is the case with Saskatoon, the seasonal licences would be issued for a three-year term to provide consistency for business planning purposes. Administration recommends that the total number of seasonal licences issued will be up to 49 licences, which is equivalent to 37 per cent of the total number of temporary and regular taxicab licences the City may issue. This is consistent with the discussion above, in relation to number of licences, which has shown that the number of licences on the road is both consistent with a city of comparable size, Saskatoon, and also with industry standards identified in the TTLF report. While Administration is not yet recommending a decrease to the number of licences on the road based on current available data, should Council choose to reduce the number of seasonal licences, Administration will continue to monitor trip data over the coming years and report back accordingly. The risk to the public of a reduced supply would be increased wait times.

Administration also recommends that the list of alternates drawn at the time of a lottery be valid for two years from the date of the lottery under which the alternate was selected. The list of

alternates is currently valid for one year. Increasing the length of validity for the alternates will ensure the integrity of the lottery is maintained for the licence term.

During the consultation process, the term for seasonal licences was also a topic that was raised. There was no consensus as to the appropriate season; while some recommended a longer winter season, others recommended a shorter season. Since then, brokers have become more vocal about a desire for a shortened season from 7 months to 5 months. There is not yet a clear trend to influence an Administrative recommendation to reduce the season; however, should Council wish to, Administration will monitor trip data and report back accordingly.

b) Eligibility

In recommending a lottery process for licence allocation, many stakeholders have requested restrictions for entry that allow only industry participation. In fact, this was a recommendation of the TTLF taxi study, which recommends that licences be issued to current drivers or brokers with two or more years of driving experience in Regina.

There are, however, drawbacks with restricting the lottery to only those who work in the industry. This approach does not allow entry to people from outside of the current Regina taxi industry that may have industry experience from other places or those that may operate a related or similar service, such as limousine or charter operators, and have gained relevant knowledge and experience.

In Regina, in order to be issued a taxi driver's licence, one must provide proof that they have a valid class 4 drivers licence from the Province of Saskatchewan and provide a criminal record check. The Class 4 licence requirements include:

- Being a minimum age of 18; and not a novice driver. The novice driver restriction is removed after 18 months of consecutive accident-free driving;
- Passing written tests for Class 4 vehicles covering items related to good driving habits; winter driving; passenger comfort and safety and vehicle condition;
- Passing a road test;
- Meeting approved vision and medical standards; and
- Completing a circle check on the vehicle used.

Most municipalities studied require applicants to hold a City taxi driver's licence (also called a badge); some also require driving experience. An alternative is to allow applicants without a taxi driver's licence to apply, but to require them to receive a taxi badge after winning a lottery and before accepting the licence. This prevents an unnecessary influx of taxi driver's licence applications simply in an effort to qualify for the lottery. Based on Administration's experience with past lotteries, the pool of applicants has not been made up of young, inexperienced drivers. Administration believes there is a greater benefit to applying requirements to those individuals that are successful candidates in the lottery process than to apply restrictions on who may enter

the lottery. Following this strategy allows individuals who have gained similar experience in different city or related industry to enter the Regina taxi market.

Administration therefore recommends that all new taxi licence owners, including seasonal licence holders, must be a primary driver of the vehicle associated with the taxi licence averaging 390 hours every three month period during the licence period. In an effort to ensure continual service, Administration also recommends that the licence owner must ensure that the vehicle is operated, either by the licence owner or another licenced taxicab driver, a minimum 260 hours in each eight consecutive week period. The requirement of licence holders to work in the industry is emerging as a common practice among municipalities studied. The recommendation received support from the industry as participants view this as a practice that will improve consistency and service quality for passengers.

In order to confirm that new licence owners are driving the required number of hours, brokers will need to provide this detail with the trip data currently provided to the Administration on a quarterly basis. Consequently, Administration recommends that the bylaw be updated to include that computer-aided dispatch systems be utilized to record vehicle and driver identification associated with each trip and submit this data in a form, manner and time prescribed by the licence inspector. Brokers will not be required to monitor hours, but rather collect the data and submit as part of their quarterly reports.

3. Driver and Passenger Safety

Administration has discussed driver and passenger safety with both the Regina Police Service and industry representatives who participated in the online survey and stakeholder meetings.

a) GPS System & Cameras

There is consensus that the requirement for all taxicabs to be equipped with cameras and a GPS system has positively contributed to public safety. Opportunities exist, however, to improve upon these systems:

- Currently, cameras are equipped with two lenses, both of which capture activity within the taxicab. Both industry representatives and the Regina Police Service have expressed a desire to reposition cameras with one lens facing outwards towards the front of the vehicle in an effort to capture evidence outside of the taxicab to aid in investigations related to incidents that take place in a taxicab.
- Regina Police Service has further requested that the bylaw be amended to mandate audio recording of activity in the taxicab. Administration is recommending that the bylaw be amended to mandate both changes, which are also consistent with practices of other municipalities studied.
- Video footage is often compromised due to obstructions hanging from the rear view mirror; Administration is recommending that the bylaw be amended to prohibit the attachment of any object, including the driver's badge, to the rear view mirror.

In addition to improvements to these previous measures, Administration has explored two other options related to driver safety and public safety: (i) safety shields and (ii) emergency buttons.

b) Safety Shields

The topic of safety shields created much debate in the stakeholder sessions, with industry representatives either strongly supporting or strongly opposing their use. While some believe they would significantly increase driver safety, others believe they would negatively impact customer service, the number of passengers able to be transported and communication with passengers should an issue arise that requires their attention. This Regina debate mirrors the experiences of other municipalities studied. Saskatoon, Calgary and Edmonton do not currently mandate safety shields; however, Winnipeg does. It should be noted that Edmonton recently removed a mandatory requirement for safety shields from their bylaw as a result of industry feedback. Given the significant divide within the industry on this option, as well as a lack of documented evidence demonstrating that safety shields have a positive impact on driver safety, Administration is not recommending that Council mandate installation of safety shields at this time; instead, Administration is recommending shields continue to be an option available to the industry and the following is added to the bylaw:

Any taxicab licence owner may equip the vehicle with a safety shield installed in accordance with the manufacturer's specifications.

c) Emergency Buttons

Emergency buttons are deemed by the industry to be less intrusive, allowing the driver to press a button when in distress. There are two options, one that causes lights attached to the vehicle to be activated and flash on and off, the second which is tied to the GPS dispatch system. These emergency buttons are common in the industry and are mandated in Winnipeg and Montreal. The emergency light is stand alone and is not connected to any other system or individual and merely uses a visual cue to communicate with passersby. The system is reliant upon that passersby to understand what the signal means and contact emergency services. A similar system is currently used by Regina Transit, which projects a message on the bus destination sign advising passersby to call 911.

While industry participants in the stakeholder sessions did not have concerns with this option, which costs roughly \$80 including installation, they indicated that current dispatch technology to signal an emergency already exists with the computer-aided dispatch system and/or GPS installed in all Regina taxicabs. These systems have a button located on the computer-aided dispatch monitor located in the vehicles that when activated by the driver, signals the brokers dispatch office indicating they are in distress. The Regina Police Service has also indicated that an emergency button would be a positive contributor to public safety, particularly if connected to a GPS dispatch system, which could immediately contact 911.

Administration supports the use of an emergency button that is connected via the current computer-aided dispatch systems to the dispatch offices as there are no additional costs to install and it provides an immediate connection to assistance. As there is uncertainty on whether there are consistent standards or use of this technology within the industry, Administration recommends that all computer-aided dispatch systems have a functioning emergency button that signals dispatch when activated and processes are in place to initiate action. This is consistent with common practices identified through jurisdictional research.

Administration understands that regardless of the amount of safety features installed into the taxicab, drivers will still at times experience situations that brings their level of safety into question. In an effort to minimize severe situations, Administration also recommends the bylaw be amended to include that a taxicab driver may refuse a passenger(s) where he/she reasonably believes his/her safety would be at risk if the person was accepted as a passenger.

d) Information & Training

Industry representatives have also expressed a desire for training related to how to handle critical incidents. Administration is currently working with the Regina Police Service to establish information/training sessions specific to the industry. As well, should Council approve the safety recommendations within this report, Administration will work with the Regina Police Service to release information to inform the public that there are several measures to protect both themselves and the taxi driver, including the use of interior and exterior cameras, audio recordings, global positioning systems and connection to the dispatch office.

4. Accessible Taxis

In December 2015, the City of Regina increased the number of accessible taxicab licences to 18. Increasing the number of accessible taxicabs was intended to make accessible services comparable to regular taxicab services in terms of 24/7 availability and wait times. Feedback from the community has indicated that the number of accessible taxicabs on-duty and available to provide service not only falls well below the total number of licensed accessible taxicabs, but is not sufficient to meet demand. The current taxi bylaw states that:

24.1 (2) A taxicab broker may dispatch an accessible taxicab for passengers who are ambulatory provided that priority be given to requests for accessible taxicab service by passengers who are non-ambulatory.

Allowing accessible taxis to engage in fares for regular service provided benefit to brokers, licence holders, and drivers as it increases the volume of fares for when accessible requests were low, and it added additional availability for all fares during peak times. The shortfall is that the current bylaw does not include sufficient wording to ensure accessible taxis are available at all times and does not require licence holders or drivers to accept all dispatched calls for accessible

service. As a result, accessible taxi service has not been consistent and fares are refused by drivers with a preference to accept a non-accessible fare over an accessible fare.

In order to ensure comparable service for accessible taxis as regular taxi service, the administration recommends the addition that a.) Brokers must ensure that at least one accessible taxi is available for dispatch at all times, b.) drivers may not refuse a dispatched accessible taxicab fare except in the situations currently outlined in the existing bylaw and c.) accessible taxicab licence owners must ensure priority is given to requests for accessible taxicab service by passengers who are non-ambulatory.

Effectiveness of these recommendations will be monitored through the trip data regularly submitted by the brokers. City Administration will also continue to discuss the progress made on accessible service with both the taxi industry and the Saskatchewan Human Rights Commission.

5. Additional Recommendations

While not identified as a main focus for discussion, feedback at the engagement sessions identified the desire from drivers to introduce a fee for passengers should there be an incident involving bodily fluids. When such an incident occurs, the taxi must be removed from service until it can be cleaned, which could take hours or up to a day. The fee would offset at least part of the cleanup costs and lost work hours drivers incur. Calgary and Toronto bylaws include clean up fees and Saskatoon will recommend a change to their bylaw to allow a similar charge. Administration recommends the bylaw be updated to allow a driver to charge a passenger a fee of up to \$100 for soiling the interior of the taxicab with vomit or bodily fluids.

RECOMMENDATION IMPLICATIONS

Financial Implications

A fee of \$50 per lottery application will be charged. The purpose of this fee is to cover the costs incurred by the City to hold the lottery.

Environmental Implications

None with respect to the content of this report.

Policy and/or Strategic Implications

The pursuit of an overall action plan for the City with respect to taxicabs supports the strategic priorities of the Official Community Plan and the City's vision of being an inclusive community. The recommendations will contribute to achieving the City's outcomes for a safe living and working environment for the community and for increased customer satisfaction.

Other Implications

None with respect to this report.

Accessibility Implications

The recommendations in this report related to accessible taxicabs will make accessible services comparable to regular taxicab services in terms of hours a day, seven days a week availability.

COMMUNICATIONS

The Administration met with approximately 240 members of the taxicab industry in December 2016 and March 2017 to gather feedback and suggestions from those involved in the taxi industry on how to improve the industry and the overall experience for taxi customers. The main topics discussed were driver safety, number of taxicab licences, method of allocating new and seasonal licences, current lottery system and customer service. The administration also conducted an online survey, asking the same questions, which attracted 140 responses from the taxicab industry and from stakeholders such as Regina Police Service, Saskatchewan Human Rights Commission, and SGI.

The decision of Executive Committee and City Council will be communicated to the taxicab industry through direct mail and on the City of Regina website immediately following the July 31, 2017 City Council meeting.

Promotion of any lottery will be communicated to the taxicab industry through direct mail, advertisement in the City Page of the Regina Leader-Post and on the City of Regina website.

Non-paid communications tactics such as Public Service Announcements will be developed as required to assist in raising public awareness about any decisions made impacting driver and passenger safety and accessibility of taxis.

DELEGATED AUTHORITY

The recommendations contained in this report require City Council approval.

Respectfully submitted,



Laurie Shalley, Director
Community Services

Respectfully submitted,



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City Services

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Appendix A-1

1. Number of Licenses

	Regular Licences		Accessible Licences	
	Number Issued	Population Ratio	Number Issued	Population Ratio
Regina	132	1,500	18	11,000
Saskatoon	160	1,700	21	11,000
Winnipeg	410	5,000	51	13,000
Edmonton	1,235	6,200	95	8,500
Calgary	1,881	580	210	5,200
Red Deer	134	750	7	15,000

2. Allocation Process & Eligibility – Seasonal Licenses

	Process	Applicant Requirements	Owner Requirement
Regina	New via Lottery Seasonals to brokers	over 18 years of age	
Saskatoon	Accessibles to brokers Seasonals via Lottery No new since 1988	3 years taxi driving in Saskatoon Driven at least 4 shifts/week in the past 52 weeks Cannot own/owned a taxi licence in the last two years	Must drive 4 shifts/week
Winnipeg	Issued to current drivers on a rotational basis	Must be a current taxi driver	
Edmonton	Lottery	Hold current City of Edmonton Taxi Badge 1 year driving experience in Alberta	Must have sufficient ownership interest in the vehicle for which the vehicle license will be issued
Calgary	Lottery	Hold current City of Calgary Taxi Badge Cannot be a current taxicab licence holder Will not be issued to a company	Must drive a minimum of 981 hours per calendar year Must ensure vehicle is available from 4pm to 4am on Friday and Saturday
Red Deer	Lottery	Worked as driver or broker for 1200 hours per calendar year for two consecutive years immediately prior to application	If two or more licences are won they must apply for broker's license

3. Driver and Passenger Safety

	Shields	Emergency Buttons
Regina	Not included	Not included
Saskatoon	Exploring options	Computer aided dispatch capability
Winnipeg	Mandatory	Mandatory
Edmonton	Removed mandatory requirement in 2016	Computer aided dispatch capability
Calgary	Not included	Computer aided dispatch capability
Red Deer	Not included	No

4. Accessible Taxis

	Broker	Licence Holder	Driver
Regina	May dispatch for ambulatory passengers provided priority is given to non-ambulatory passengers	Licence may be revoked if taxi is not actively operated to transport non-ambulatory passengers for 8 consecutive weeks	
Saskatoon	Dispatch requests for accessible service on a priority basis	Ensure priority is given to the conveyance of passengers with a disability	Accept dispatch requests for accessible service on a priority basis
Winnipeg	24 hours/day service		
Edmonton	Must ensure that at least one accessible taxi is available for dispatch at all times		Priority for passengers using a mobility aid Must not refuse service
Calgary	Priority given to calls requiring accessible services	Taxi is in service for a min. 250 days/year If the taxi is not in service > 30 days, the licence must be surrendered	Must respond to a dispatched service request Priority given to calls requiring accessible services
Red Deer	24 hour, 7 day/week service An offence to fail to provide priority for accessible taxis to persons who are in wheelchairs	An offence to fail to provide priority for accessible taxis to persons who are in wheelchairs	An offence to fail to provide priority for accessible taxis to persons who are in wheelchairs