



# **COMMUNITY AND PROTECTIVE SERVICES COMMITTEE**

**Wednesday, September 3, 2014  
4:00 PM**

**Henry Baker Hall, Main Floor, City Hall**



**Public Agenda  
Community and Protective Services Committee  
Wednesday, September 3, 2014**

**Appointment of Vice-Chairperson**

**Approval of Public Agenda**

**Minutes of the meeting held on July 2, 2014**

**Administration Reports**

CPS14-15 Saskatchewan Human Rights Commission Recommendations about City Transportation Services

**Recommendation**

1. That a copy of this report be forwarded to the Accessibility Advisory Committee for information; and
2. This report be received and filed.

CPS14-16 Transit Fare Increase for 2015-2017

**Recommendation**

1. That the fares as outlined in Appendix A be approved and implemented effective January 1, 2015;
2. That the following charter rates be implemented effective January 1, 2015 (based on Base Rate = Adult Cash Fare x 40) model:
  - a. 125% of Base Rate (BR) for each hour of charter service required during regular service hours during a week day except between 12:00 midnight and 5:00 a.m., and during peak operating hours;
  - b. 150% of BR for each hour of charter service required during peak operating hours on week days and on weekends except between 12:00 midnight and 5:00 a.m.;
  - c. 200% of BR for each hour of charter service required on any statutory holiday or between 12:00 midnight and 5:00 a.m., and after 8:00 p.m. Sunday;
  - d. \$75 in 2015, \$80 in 2016 and \$85 in 2017 (in addition to the original charter cost) for each hour if a Transit Supervisor is required;
  - e. \$75 in 2015, \$80 in 2016, and \$85 in 2017 (in addition to the original charter cost) for each hour outside city limits (within a 25 km radius of the city).



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Office of the City Clerk

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3. That the following amendments to The Regina Transit Fare Bylaw, be approved:
  - a. Change commencement date for all passes from date of first use to the date of purchase;
  - b. Remove paratransit eligibility provisions from the Bylaw and instead reference the Paratransit Policy and Procedure Guide approved by the Director of Transit;
  - c. Make housekeeping amendments to correct and clarify language as follows:
    - i. Change all references to “Director of Transit” to “Director of Transit Services or designate”;
    - ii. Change the term “fare tickets” to “rides”;
    - iii. Delete references to a Paratransit Pass (both Transit and Paratransit now use the same passes);
    - iv. Update the definitions of Youth, Child and Adult (eligibility will not change);
    - v. Correct reference in Monthly Adult Passes to refer to Monthly Adult Pass, not Annual Senior Pass;
    - vi. Clarify that Day Passes may only be used on weekdays;
    - vii. Correct reference in Family Passes to refer to Youth, not Child (children ride free); and
    - ii. In Schedule “C” update the names of the referenced provincial programs and add: (e) Saskatchewan Assured Income for Disability (SAID).
4. That the City Solicitor be instructed to prepare an amending bylaw to enable the implementation of all changes to Bylaw No. 2009-22, being The Regina Transit Fare Bylaw, 2009 identified in this report.
5. That this report be forwarded to the September 9, 2014, Community Services Advisory Committee meeting for information.

**Adjournment**

AT REGINA, SASKATCHEWAN, WEDNESDAY, JULY 2, 2014

AT A MEETING OF THE COMMUNITY AND PROTECTIVE SERVICES  
COMMITTEE  
HELD IN PUBLIC SESSION

AT 4:00 PM

**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 Jerry Flegel, in the Chair  
Councillor John Findura  
Councillor Shawn Fraser  
Councillor Bob Hawkins  
Councillor Mike O Donnell

Also in Attendance: Committee Assistant, Linda Leeks  
Legal Counsel, Chrystal Atchison  
Executive Director of City Planning & Development, Jason Carlston  
Manager, Sport & Recreation, Jeff May  
Coordinator, Business Strategy, Chad Engel

Approval of Public Agenda

**Councillor Bob Hawkins moved, AND IT WAS RESOLVED, that the agenda for this meeting be approved, as submitted.**

Adoption of Minutes

**Councillor John Findura moved, AND IT WAS RESOLVED, that the minutes for the meeting held on June 10, 2014 be adopted, as circulated.**

Administration Reports

CPS14-14 Community Services Fees and Charges

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**Recommendation**

1. That the fees and charges as outlined in Appendix A, Schedules A, B, C, D, E, F, G, and H be approved.
2. That the City Solicitor be instructed to prepare an amendment to The Community Services Fees Bylaw, 2011 to update the fees and charges as outlined in Appendix A of this report.
3. That this report be forwarded to the July 28, 2014 City Council meeting for approval.

**Councillor Mike O'Donnell moved, AND IT WAS RESOLVED, that the recommendations contained in the report be concurred in.**

Adjournment

**Councillor Bob Hawkins moved, AND IT WAS RESOLVED, that the meeting adjourn.**

**The meeting adjourned at 4:10 p.m.**

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Chairperson

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Secretary

September 3, 2014

To: Members,  
Community and Protective Services Committee

Re: Saskatchewan Human Rights Commission Recommendations about City Transportation Services

### RECOMMENDATION

1. That a copy of this report be forwarded to the Accessibility Advisory Committee for information; and
2. This report be received and filed.

### CONCLUSION

The Saskatchewan Human Rights Commission (SHRC) has issued a report titled “Regina Accessible Transportation Stakeholder Advisory Committee Recommendations May 2014,” which outlines specific deliverables and timelines to enhance the accessibility of Regina transportation services. The Administration has submitted a response to the report (Appendix A), which indicates that the City has already completed many of the recommendations and will have several additional recommendations addressed by the end of 2014. Some of the recommendations will require longer timelines and budgetary approval to implement which the City will work towards.

### BACKGROUND

In 2012, the SHRC received a number of complaints related to City transportation services. As a result, the SHRC hosted a series of “coffee house” discussions with the public to gather more information about the concerns. In 2013, the SHRC published a report titled “Achieving Equivalent, Comparable, and Accessible Public Transportation in the City of Regina: A Report to Stakeholders.” The report recommended changes to enhance access to paratransit, conventional transit and taxi services.

As a follow-up to this report, the Transit Department and Bylaw & Licensing Branch worked with the SHRC and a group of stakeholders to develop a reasonable plan for improving the accessibility of conventional transit, paratransit and taxis. In response to the work of these parties, the SHRC has issued a report titled “Regina Accessible Transportation Stakeholder Advisory Committee Recommendations May 2014” which outlines specific deliverables and timelines to enhance the accessibility of Regina transportation services. The Administration has submitted a response to the report (Appendix A), which provides information about how the City intends to address the recommendations.

The SHRC will be communicating the City’s progress on the transportation accessibility recommendations to stakeholder and community groups. The Transit Department will highlight its successes through communication mediums such as the paratransit newsletter and transit community updates.

### DISCUSSION

The City of Regina has been working steadily to improve its transportation services for persons with disabilities and will continue this effort. The collaborative working relationship between the SHRC, community stakeholder group and the City of Regina (which includes representatives from Transit, Bylaw & Licensing and a member of the Accessibility Advisory Committee), has been positive with many of the recommendations in the “Regina Accessible Transportation Stakeholder Advisory Committee Recommendations May 2014” report already completed.

Some of the accomplishments to date include:

- 100% of the conventional bus fleet is now low floor accessible. All buses purchased meet national and provincial accessibility standards;
- Accessible taxi services have increased and the drop rate has been equalized with regular taxis;
- Snow removal at transit stops frequented by persons with disabilities has become a priority and is being monitored;
- Transit operators have been retrained to safely secure mobility devices and have had customer service and awareness training regarding persons with disabilities;
- Transit has a certified Mobility Device Securement Trainer on staff;
- A third party complaint/compliment process has been developed and implemented; and
- Communication and training materials have been developed to assist persons with disabilities understand how to use transit.

Other recommendations such as disability awareness training for all Transit staff and the monitoring of securement of passengers using mobility devices on conventional transit buses will be implemented by the end of 2014.

There are some recommendations with a longer implementation date that will require funding in future budgets, such as accessible bus stops, audible stop announcements for conventional transit, and increased paratransit service. It should be noted that Paratransit has recently received City funding through the City's administrative Strategic Innovation Fund to implement an Interactive Voice Response (IVR) system in 2015 which will increase the efficiency of the service and reduce unaccommodated trips by approximately 1%.

The Province of Saskatchewan is currently developing a Saskatchewan Disability Strategy, which will be considering transportation issues as part of the strategy. The Province is aware of the SHRC report and will be considering the information along with other submissions and stakeholder input. Forthcoming recommendations contained in the Saskatchewan Disability Strategy could have implications for City transportation services and may impact the City's ability to address some of the issues. The Disability Strategy is expected to be released in late 2014 or early 2015.

City Administration will continue to meet with the SHRC and the Stakeholder Group twice a year to report on the progress of the recommendations and address any other issues which may arise. The SHRC will want to see the City of Regina demonstrating a commitment to making progress on areas which have been identified.

## RECOMMENDATION IMPLICATIONS

### Financial Implications

Some of the SHRC recommendations such as implementing accessible bus stops, audible stop announcements on conventional transit buses, and increasing paratransit service levels have financial implications. The Administration is developing an incremental approach which will see accessibility improvements with larger cost implications (e.g. accessible bus stops) be implemented over a longer time period. These will be considered during future budget processes.

### Environmental Implications

None with respect to this report.

### Policy and/or Strategic Implications

The recommendations related to enhancing the accessibility of transportation services for persons with disabilities support principles within Design Regina: The Official Community Plan Bylaw No. 2013-48 and the proposed Transportation Master Plan. Enhancing accessibility also supports the City of Regina's

Vision of being Canada's most vibrant, inclusive, attractive, sustainable community, where people live in harmony and thrive in opportunity.

Other Implications

None with respect to this report.

Accessibility Implications

Public transportation services are considered a "lifeline" for persons with disabilities who don't have other means of travel. These services are fundamental to allow people to participate in employment, education, medical appointments, shopping and recreation opportunities. Any accessibility improvements to public transportation will have a positive impact in the community and will allow persons with disabilities better access.

COMMUNICATIONS

The Accessibility Advisory Committee (ACC) will receive a copy of this report at its September 10, 2014 meeting. The ACC has been receiving regular updates on progress with the SHRC and has a representative on the SHRC Stakeholder Committee. Other external communication could include posting updated information on regina.ca, public service announcements, and advertisements in community newspapers/websites.

DELEGATED AUTHORITY

This report is within the delegated authority of the Community & Protective Services Committee.

Respectfully submitted,



Brad Bells, Director  
Transit Services

Respectfully submitted,



Kim Onrait, Executive Director  
City Services

Report prepared by:  
Lynette Griffin, Manager of Paratransit & Accessibility

APPENDIX A

**Regina Accessible Transportation Stakeholder Advisory Committee  
City of Regina Response  
Regarding Deliverables from the May 2014 Recommendations Report**

<b>Item #</b>	<b>Due Date</b>	<b>Completion Date</b>	<b>RATSAC Recommendations</b>	<b>City of Regina Response</b>
Ia	Ongoing every six months - Meetings in October and April	Ongoing	<p><b>Ongoing Review of the Accessibility of Transportation Services</b></p> <p>Annually, in April and October, to review the state of transportation services for people with disabilities in Regina. The purpose is to identify, avoid and find workable solutions to emerging human rights concerns.</p>	The City will participate in the meetings and provide updates to the SHRC and Stakeholder group on the progress of the recommendations.
Ia	Dec 31, 2014 (10 Accessible Taxi Licenses)  Dec 31, 2017 (18 Accessible Taxi Licenses)	Licenses Issued June 2014	<p><b>Increase the number of Accessible Taxi Licenses</b></p> <p>In order to provide a comparable level of availability for people with disabilities, it is recommended that the City adopt a population ratio (the same ratio as provided for regular taxis) to determine an appropriate number of accessible taxis. The proposed population ratio would provide one accessible taxi for every 1,250 residents with a mobility disability, which equates to 18 accessible taxis based on current statistical information. To work towards achieving the 1:1,250 accessible taxi ratio, it is recommended that additional accessible taxi licenses be issued incrementally. There are currently four active accessible taxis. The incremental approach will lessen the impact of an increased market on existing drivers. It is recommended that a total of 10 accessible taxi licenses be in place by the end of 2014 and that the end of 2017 achieve the</p>	<p>Council approved 10 licenses in Spring 2014. Expect to meet the goal of having 10 accessible taxis operational by the Fall of 2014.</p> <p>Having 18 by 2017 will be dependent on trip data analysis. The City expects that the trip data from the computer dispatch system will supersede the use of the population ratio by 2017, which could mean that more than 18 taxis are needed or possibly less than 18.</p>

Item #	Due Date	Completion Date	RATSAC Recommendations	City of Regina Response
			accessible taxi ratio. 10 accessible taxi licenses.	
I Ib	Feb 2014	Completed Feb 2014	<p><b>Equalize Drop Rates</b></p> <p>All taxis will charge the same fares for service with increases calculated based on the Taxi Cost Fare Model as per Schedule "D" in the Taxi Bylaw amendments presented to City Council in February 2014. The Administration recognizes that the cost of operating an accessible taxi is higher than for a regular taxi and is reviewing options for mitigating the revenue lost from the decrease in accessible taxi drop rates.</p>	<p>In February 2014, City Council approved the equalization of drop rates and this has been implemented.</p> <p>The City has done extensive research on the options available for mitigating revenue loss and the recommendation is to allow accessible taxicab drivers to pick up ambulatory passengers (under the condition that non-ambulatory passengers are given first priority for a trip). City Bylaw will continue to monitor the industry supply/demand to determine if the City should consider subsidies for accessible taxicab drivers.</p>
I Ic	<p>Dec 31, 2015 (technology in place)</p> <p>Dec 31, 2018 (age requirements)</p>		<p><b>Require Comparable Technology and Vehicle Age Requirements for Accessible Taxis</b></p> <p>Currently, Regina taxi bylaw provides vehicle age and technological requirements for only regular, seasonal, and temporary taxis. Age requirements mandate that by 2018, no vehicle to be used as a taxi shall be nine model years or older. Computer-aided dispatch systems, GPS systems, security cameras, and electronic payment systems must be installed in taxis by the end of 2015. In order to maintain an equal service level across the entire taxi industry, the same requirements are recommended for accessible taxis.</p>	<p>All changes related to requiring computer-aided dispatch, cameras, and electronic payments for accessible taxicabs will be in place by Dec. 2016. Some technology changes will be in place prior to this but the changes in their entirety won't be completed until the end of 2016.</p> <p>Accessible taxis will have the same vehicle age requirements in place by December 31, 2018.</p>

Item #	Due Date	Completion Date	RATSAC Recommendations	City of Regina Response
IIIa	Feb 2014	Completed Spring 2014	<p><b>Make Snow Removal at Hot Spots a Priority</b></p> <p>Partner with the City’s Winter Road Maintenance Branch to ensure snow removal at the Hot Spots is a priority beginning winter 2013/2014. Snow will be removed from the Hot Spots by the City’s Winter Road Maintenance Branch within 48hours after the end of a snowfall. The Transit Quality Assurance Coordinator will monitor that the snow has been removed from the Hot Spots within two business days following the 48 hour snow removal period by the Winter Road Maintenance Branch.</p>	<p>The City will identify bus stops frequented by persons with mobility disabilities and those using a CNIB card through its automated fare collection system and consultation with the stakeholder group. In November 2013, the top 10 spots were presented to the Winter Road Maintenance who agreed to make snow removal at these stops a priority (within 48 hours). The Quality Assurance Coordinator monitored the stops throughout the 2013/2014 winter and saw good compliance. This process will now be incorporated into Transit’s and Winter Road Maintenance’s ongoing operational plans.</p>
IIIb	Dec 31, 2015		<p><b>Create a Fully Accessible “Pilot” Bus Stop</b></p> <p>The bus stop that recorded the most people with visible disabilities was the downtown hub on 11th Avenue where most transfers take place. It is recommended that in 2015 an accessible bus stop at this location be created to trial including, but not limited to:</p> <ul style="list-style-type: none"> <li>• Accessible signage including tactile</li> <li>• features; Audible pedestrian signals;</li> <li>• Appropriate sidewalks and curb cuts;</li> <li>• Proper path of travel;</li> <li>• Tactile wayfinding; and</li> <li>• An accessible bus shelter.</li> </ul>	<p>The City plans to complete this project in 2015 using existing budget allocations and supported by different departments. Transit will lead this project in conjunction with other City department and stakeholder groups.</p>

Item #	Due Date	Completion Date	RATSAC Recommendations	City of Regina Response
IIIc	Dec 31, 2016		<p><b>Collect Feedback Related to the Accessible Bus Stop and Refine the Model</b></p> <p>The City will gather feedback on this pilot accessible bus stop up to December 31, 2016 and ascertain what is working, what is not, and what modifications may be required. This model would then serve as a template for creating additional accessible bus stops.</p>	<p>Once the pilot bus stop has been implemented, the City will gather feedback and develop a plan for future bus stops respecting the Dec 31, 2016 deadline.</p>
IIIId	Ongoing – October meeting	Ongoing	<p><b>Review and Update the List of Hot Spots Annually</b></p> <p>The City will review data collected from its automated fare collection system on an annual basis of bus stops frequented by people with visible disabilities with the Stakeholder Advisory Committee. The City’s list of Hot Spots will be updated annually and communicated to relevant City Branches.</p>	<p>At the ongoing October Meeting between the SHRC, Stakeholder Group and City of Regina the list will be reviewed.</p>
IVa	<p>Dec 31, 2014 (initial training)</p> <p>Refresher training ongoing every three years or if an incident occurs</p>	Completed Dec 2013	<p><b>All Regina Transit Bus Operators Receive Securement and Awareness Training Related to People with Disabilities including Refresher Training.</b></p> <p>By the end of 2014, all Regina Transit bus operators will be trained on disability awareness, securement and ridership issues. Any operator who receives a complaint, which is substantiated through investigation, related to their customer service or securement skills will receive refresher training if warranted. In addition, all Regina Transit bus operators will also receive general refresher securement and awareness training once every three years to ensure that their skills remain current. This is particularly important because of the safety implications related to their role in securing wheelchairs.</p>	<p>Training for all bus operators and supervisors in the policy related to assisting persons using mobility devices, disability awareness training and mobility device securement training was completed December 31, 2013. Refresher training for operators contravening any of the above is conducted on an ongoing basis. Comprehensive refresher training will be completed by December 31, 2016 and every three years ongoing.</p>

Item #	Due Date	Completion Date	RATSAC Recommendations	City of Regina Response
IVb	Dec 31, 2014		<p><b>All Regina Transit Employees Receive Disability Awareness Training</b></p> <p>By the end of 2014, all Regina Transit employees will be trained on disability awareness and ridership issues.</p>	<p>The training is scheduled for Transit employees (excluding bus operators) in the fall of 2014 and will be completed by Dec 31, 2014.</p>
IVc	Dec 31, 2014	Completed July 2014	<p><b>All New Regina Transit Employees Receive Training about How to Provide Appropriate Customer Service to People with Disabilities</b></p> <p>Beginning in 2014;</p> <ul style="list-style-type: none"> <li>• New bus operators will receive training related to the securement of mobility devices and disability awareness and ridership issues as part of their initial training;</li> <li>• City paratransit staff will receive training within three months of being hired; and</li> <li>• all additional new transit employees will receive training within six months of being hired.</li> </ul>	<p>This process was incorporated into ongoing operations in 2013. New Bus operators received this training as part of their initial training upon hiring.</p>
IVd	Dec 31, 2014	Completed Contract requirement in effect since July 1, 2011	<p><b>All Contracted Paratransit Operators Receive Training about How to Provide Appropriate Customer Service to People with Disabilities</b></p> <p>By the end of 2014, all contracted paratransit operator employees will be trained on disability awareness and ridership issues. In addition, these contracted paratransit operator employees will receive refresher training once every two years. Quality assurance personnel ensure that this training takes place.</p>	<p>Paratransit operators are required to have this training as per the contract between the City and Service provider. This has been in place since July 1, 2011. The Quality Assurance Coordinator has been monitoring this since 2013.</p>

Item #	Due Date	Completion Date	RATSAC Recommendations	City of Regina Response
IVe	Dec 31, 2014	Completed 2012	<p><b>Regina Transit to have a Certified Mobility Device Securement Trainer on Staff</b></p> <p>By the end of 2014, Regina Transit will commit to having at least one certified mobility device securement trainer within its staff complement.</p>	<p>Regina Transit has had a certified mobility device securement trainer on staff since December 30, 2012. There are currently two people on staff who are certified and plans are in place to send an additional two staff for training in fall 2014.</p>
IVf	Dec 31, 2014		<p><b>A Process be Developed to Monitor Securement of Passengers using Mobility Devices on Conventional Transit Buses</b></p> <p>By the end of 2014, a process is developed and implemented by Regina Transit to ensure that random checks of the securement of mobility devices is performed. This will be to monitor the effectiveness of the securement training.</p>	<p>This process will be developed and implemented by the end of 2014.</p>
IVg	Dec 31, 2014	<p>Completed 2013/2014</p> <p>Strategy will be updated and refined on an ongoing basis</p>	<p><b>A Communication and Training Strategy be Developed to Educate People with Disabilities about Transit</b></p> <p>By the end of 2014, a communication and training strategy is developed and implemented by Regina Transit to ensure that people with disabilities are provided opportunities to learn how to use transit. This will include but is not limited to; demonstrations about how to use transit, utilizing public events such as open houses, redesigning communication materials to make them more accessible, and promoting communication information.</p>	<p>In 2013, a video about how to use the low floor buses for persons is using mobility device was developed and posted on the City's website. In 2014, Transit developed and circulated a new low floor bus pamphlet to advise customers that all routes are now low floor accessible. This was also sent to all paratransit customers. Regina transit will have buses and communication materials available at "I Love Regina Day" on July 19, 2014 and the "Accessibility Forum" on Sept 20, 2014 to teach people about Transit. Transit views communications and customer training as an ongoing task.</p>

Item #	Due Date	Completion Date	RATSAC Recommendations	City of Regina Response
Va	Dec 31, 2014	Completed Apr 2014	<p><b>Develop and Implement a Third Party Complaint/ Compliment Process</b></p> <p>By December 31, 2014, Regina Transit and Bylaw and Licensing for taxis will implement a process whereby people with disabilities can have a person or agency report a complaint / compliment on their behalf. This process will be publicized so people are aware of this option.</p>	<p>This was completed and officially implemented in April 2014. This was process was advertised in the Spring 2014 paratransit newsletter. A process similar to paratransit applies to conventional transit and taxis – with Service Regina forwarding complaints to Transit and Bylaw and Licensing.</p>
Vb	Dec 31, 2015	Completed Mar 2014	<p><b>All Conventional Transit Buses be Low-Floor Accessible</b></p> <p>By December 31, 2015, all conventional transit buses will be low-floor accessible. Once the fleet is completely low-floor accessible the full accessibility of the fleet will be promoted.</p>	<p>This was accomplished in March 2014. The fleet of 115 buses is all low floor accessible. A media event was held in the spring of 2014 to announce that the fleet is entirely low-floor accessible.</p>
Vc	Dec 31, 2015		<p><b>All Conventional Transit Buses have an Audible Stop Announcement System</b></p> <p>By December 31, 2015, all conventional transit buses will have an audible stop announcement system.</p>	<p>Regina Transit has been developing the technology for the Audible Stop Announcement system and it has been piloted on a bus. Capital budget approval will be required before the system can be implemented.</p>
Vd	<p>Dec 31, 2014 (reduced refusals)</p> <p>Dec 31, 2015 (service standards)</p>		<p><b>Enhance Paratransit Service so that it is Comparable to Conventional Transit</b></p> <p>The unaccommodated trip rates for paratransit will decrease beginning in 2014. By the end of 2015 the City, Saskatchewan Human Rights Commission, and stakeholder advisory committee will establish definitions and standards related to unaccommodated trips based on research and best practices in other Canadian jurisdictions. The City will develop an implementation plan to ensure these standards are met.</p>	<p>The 2012, unaccommodated trip rate was 8.2% and in 2013 it decreased to 5.3%. In 2013, paratransit tried an experimental scheduling procedure which allowed clerks to cut and add service to accommodate additional trips. This procedure was successful but resulted in concerns such as increased service errors, difficulties with contracted services and increased workload for staff that was difficult to manage. This has required paratransit to scale back the procedure in 2014.</p>

<b>Item #</b>	<b>Due Date</b>	<b>Completion Date</b>	<b>RATSAC Recommendations</b>	<b>City of Regina Response</b>
				<p>In 2014, Paratransit received funding for an interactive voice response project. This will assist paratransit to reduce refusals once implemented in 2015. However, additional funding through future budget processes will be required to meet our long term goals. The Canadian Urban Transit Association (CUTA) will be undertaking a study in 2014/2015 which will assist in establishing standards.</p>

September 3, 2014

To: Members,  
Community and Protective Services Committee

Re: Proposed Transit Fare Increase for 2015-2017

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RECOMMENDATION

1. That the fares as outlined in Appendix A be approved and implemented effective January 1, 2015;
2. That the following charter rates be implemented effective January 1, 2015 (based on Base Rate = Adult Cash Fare x 40) model:
  - a. 125% of Base Rate (BR) for each hour of charter service required during regular service hours during a week day except between 12:00 midnight and 5:00 a.m., and during peak operating hours;
  - b. 150% of BR for each hour of charter service required during peak operating hours on week days and on weekends except between 12:00 midnight and 5:00 am;
  - c. 200% of BR for each hour of charter service required on any statutory holiday or between 12:00 midnight and 5:00 a.m., and after 8:00 p.m. Sunday;
  - d. \$75 in 2015, \$80 in 2016 and \$85 in 2017 (in addition to the original charter cost) for each hour if a Transit Supervisor is required;
  - e. \$75 in 2015, \$80 in 2016, and \$85 in 2017 (in addition to the original charter cost) for each hour outside city limits (within a 25 km radius of the city).
3. That the following amendments to *The Regina Transit Fare Bylaw*, be approved:
  - a. Change commencement date for all passes from date of first use to the date of purchase;
  - b. Remove paratransit eligibility provisions from the Bylaw and instead reference the Paratransit Policy and Procedure Guide approved by the Director of Transit;
  - c. Make housekeeping amendments to correct and clarify language as follows:
    - i. Change all references to “Director of Transit” to “Director of Transit Services or designate”;
    - ii. Change the term “fare tickets” to “rides”;
    - iii. Delete references to a Paratransit Pass (both Transit and Paratransit now use the same passes);
    - iv. Update the definitions of Youth, Child and Adult (eligibility will not change);
    - v. Correct reference in Monthly Adult Passes to refer to Monthly Adult Pass, not Annual Senior Pass;
    - vi. Clarify that Day Passes may only be used on weekdays;
    - vii. Correct reference in Family Passes to refer to Youth, not Child (children ride free); and
    - ii. In Schedule “C” update the names of the referenced provincial programs and add: (e) Saskatchewan Assured Income for Disability (SAID).
4. That the City Solicitor be instructed to prepare an amending bylaw to enable the implementation of all changes to Bylaw No. 2009-22, being *The Regina Transit Fare*

*Bylaw, 2009* identified in this report.

5. That this report be forwarded to the September 9, 2014, Community Services Advisory Committee meeting for information.

## CONCLUSION

Transit Services has reviewed the transit fares and *The Regina Transit Fare Bylaw* (the “Bylaw”) and is proposing a new fare schedule (Appendix A) as well as several updates to the Bylaw.

A three year plan with small incremental increases is proposed. These increases are required to keep pace with the rising costs of providing transit service. With the proposed fare increases Regina’s fares will still be one of the lowest in Western Canada and to Canadian cities of a similar population.

With the proposed increases, Transit will move closer to the target identified in the Transit Investment Plan of a 45% revenue/cost ratio by the year 2017.

## BACKGROUND

The last transit fare increase was June 1, 2010. This report proposes an increase to both the fares and the rates charged for charter services to be implemented on January 1, 2015. Recommendations were developed through a review that included fares charged by other cities with similar populations as well as other cities in Western Canada, and an analysis of historical revenue/cost (R/C) ratio for the City of Regina.

Transit completed a Transit Fare Review and Fare Strategy (Appendix B) which includes an analysis of the R/C ratio over the past four years and a review of rates charged at other comparable cities of the same population grouping and other Western Canada cities.

The rationale for subsidizing transit service is to recognize the social, environmental and economic benefits that all members of society realize from this service and to price the service so that it is an attractive alternative for urban travel. It is common practice for most transit systems throughout Canada to offer a service that is subsidized by tax payers. An R/C ratio is commonly used to measure the split between revenues from transit fares (plus other revenue) versus the total system operating cost.

The Transit Investment Plan which was prepared and presented by AECOM in 2009 calls for a 45% R/C ratio to be implemented by 2017. All other recommendations out of the Transit Investment Plan were completed in 2013 or earlier.

## DISCUSSION

A goal of the transit system is to provide a service to the citizens of Regina that is a convenient alternative to the private automobile. Increased ridership and revenues are the result of a movement toward the achievement of this goal.

The universal societal benefits realized from transit service include:

- providing mobility for those unable to transport themselves;
- allowing most members of society to participate in economic and social activities;
- reducing the environmental impacts associated with urban travel (land consumption,

greenhouse gas emissions, consumption of resources, etc) by attracting people to use transit rather than private automobiles;

- reducing the cost of urban travel for individuals (cheaper travel);
- significantly reducing the cost of transportation infrastructure (roads and parking);
- support for a more compact, walkable and sustainable city;
- for car drivers, transit takes other cars off the road.

Ridership on transit has increased over the last four years and the trend is expected to continue over the next three years. The revenue associated with the increased ridership has been offset by rising costs of fuel, labour and maintenance, leading to a reduced cost recovery ratio for Transit. The 2013 R/C ratio is 37%.

The fare strategy ties in with the policies and priorities of the *Design Regina: The Official Community Plan Bylaw No. 2013-48*. Where some of the benefits of a service are city-wide and some of the benefits are attributable to specific beneficiaries, the costs are to be paid by a combination of general revenues of the City of Regina and user fees. Also where appropriate, establish user fees for sufficient cost recovery of the service. As well, the role of public transit needs to be elevated by supporting ridership by better connecting active transportation choices to transit service and by enhancing transit service in existing neighbourhoods to support continued residential and employment growth.

Table 1 below provides information of the last four years on the R/C ratio for Regina. Since 2010, Transit has seen an improvement in its R/C ratio from 33% to 37%. There have been increases in ridership with no increase in transit fares with significant increases in operating costs. The cost of fuel for transit vehicles has increased by 39.3% and vehicle maintenance expenses has increased by 28.5% since 2010, thus, having a considerable impact on the cost recovery ratio. The total direct operating expenses for Transit in 2013 have increased by 13.7% over 2010 (including the increase in fuel and vehicle maintenance). An increase in fares along with higher ridership will allow Transit to achieve a higher R/C ratio and have less of the costs subsidized.

Table 1: Revenue/Cost Ratio

Year	2010	2011	2012	2013
R/C Ratio	33%	33%	39%	37%

Table 2 provides a comparison of Regina Transit R/C ratio with other comparable cities of similar population and Western Canada cities. The table provides 2011 and 2012 data as reported to the Canadian Urban Transit Association (CUTA). Regina has one of the lowest R/C ratios and is below the average of the cities listed.

Table 2: Revenue/Cost Ratio Comparable Cities

		Regina, SK	Saskatoon, SK	Lethbridge, AB	Red Deer, AB	Calgary, AB	Winnipeg, MB	Burlington, Ont.	Oakville, Ont.	London, Ont.	Windsor, Ont.	Victoria, B.C.	Average
R/C Ratio	2012	39%	42%	35%	37%	53%	59%	39%	34%	58%	43%	46%	44%
	2011	33%	38%	28%	34%	50%	60%	38%	35%	58%	45%	46%	42%

To be seen as an alternative to the private automobile, the service has to be reliable, convenient and cost effective compared to other alternatives. Just as the price of fuel is driving up the cost of offering transit services, it has also increased the cost of owning and operating a private vehicle. In Regina, the cost of regular gasoline has increased by 3% since the same time last year, and by 31% since 2010.

Research in the transit industry shows that increase customer service will increase ridership and increased ridership results in increased cost recovery. One such program is TransitLive which was piloted on all buses starting in January 2012 and is currently still actively in use. It is a real time arrival system designed to increase ridership by providing an actual arrival time rather than the scheduled time. This program targets choice riders to use the transit system. A "choice" rider means that they have access to other means of transportation.

Table 3 compares Regina Transit's current fare structure with that of other Western Canadian cities and cities of a similar population. The table indicates Regina Transit's fares have not kept up to those of our counterparts.

Table 3: Fare Table

FARE TABLE 2014											
Transit System	ADULT				YOUTH				SENIOR		
	Cash	Ticket	Pass (Monthly)	Pass Amount divided by Cash Fare	Cash	Ticket	Pass (Monthly)	Pass Amount divided by Cash Fare	Cash	Ticket	Pass (Monthly)
Regina – Current	2.50	2.00	62.00	24.8	2.50	1.50	47.00	18.8	2.50	2.00	16.80
Saskatoon	3.10	2.40	81.00	26.2	3.10	1.80	57.00	18.4	3.10	2.00	27.00
Lethbridge	3.00	2.20	77.00	25.7	2.10	2.10	62.00	29.5	3.00	2.10	28.00
Red Deer	2.40	2.00	65.00	27.1	2.40	1.79	57.00	23.75	2.10	1.79	32.00
Calgary	3.00	3.00	96.00	32.0	2.00	2.00	60.00	30.0	3.00	3.00	7.91
Winnipeg	2.55	2.20	84.70	33.2	2.55	1.53	58.90	23.1	2.05	1.10	42.35
Burlington	3.25	3.25	95.00	29.2	3.25	1.80	69.00	21.2	3.25	1.85	58.00
Oakville	3.50	2.70	105.00	30.0	2.20	2.20	70.00	31.8	3.50	1.75	50.00
London	2.75	1.90	81.00	29.5	2.75	1.54	70.00	25.5	2.75	1.43	57.00
Windsor	2.75	2.30	87.00	31.6	2.75	1.80	60.00	21.8	2.75	1.80	44.00
Victoria	2.50	2.20	85.00	34.0	2.50	1.50	45.00	18.0	2.50	1.50	45.00
<i>AVERAGE</i>				29.4				23.8			

As the cost of riding the transit system becomes more expensive, choice riders tend to use their alternate forms of transportation and captive riders, depending on their financial situation, could be forced to use transit less. Transit fares were last increased in June 2010, with the price of the adult and youth cash fares increasing by \$0.25. The price of tickets and passes also increased between 5% and 7%. Despite this increase in June 2010, sales increased which is an indication of increasing ridership and supports that there is minimal correlation between the direct impact on ridership levels that an increase in fares will have.

The fares shown in Table 4 will allow Regina Transit fares and R/C ratio to be more aligned with the other cities referenced above in Tables 2 and 3. There was also consideration to maintain a reasonable price increase to minimize the impact the fare increase could have on ridership numbers. A three-year plan with small incremental increases has been proposed. This will eliminate the need for a larger increase as has been requested for 2015 from the current fares that have been in effect since 2010.

Table 4: Proposed Fare Prices

Transit Fares				
Type	2014	2015	2016	2017
<i>Cash</i>				
Adult	\$2.50	\$2.75	\$3.00	\$3.25
Youth	\$2.00	\$2.25	\$2.50	\$2.75
<i>Rides (x10)</i>				
Adult	\$20.00	\$24.50	\$27.00	\$29.00
Youth	\$15.00	\$20.00	\$22.00	\$24.50
<i>Pass (Monthly)</i>				
Adult	\$62.00	\$75.00	\$84.00	\$92.00
Youth	\$47.00	\$55.00	\$60.00	\$66.00
Post Secondary	\$53.00	\$65.00	\$72.00	\$78.00
Discount Pass	\$20.00	\$25.00	\$25.00	\$25.00
Employer Pass Annual	\$620.00	\$750.00	\$840.00	\$920.00
Senior Semi-Annual	\$16.80	\$20.00	\$23.00	\$25.00
Day/Weekend Family	\$7.00	\$8.00	\$9.00	\$10.00

### Cash Fare

The increase to adult and youth cash fares is \$0.25 per year. This increase in cash fares is an attempt to encourage passengers to purchase rides or passes as opposed to paying cash. The data from the Appendices show that Regina cash fares are low in 2014 and only after the three years of proposed increase do the fares correct themselves to market rates. It should be noted that our best comparator is Saskatoon with an adult fare in 2014 of \$3.10 which is also expected to increase in the next three years.

### Monthly Fare

Regina Transit lags well behind other comparable cities listed in Table 3 above for the amount charged for a pass. The average cost of an adult pass for the 10 comparable cities listed is \$85.70, with the cost for the same pass in Regina being \$62. The average cost of a youth pass for the 10 comparable cities listed is \$60.90, with the cost for the same pass in Regina being \$47.

Another set of data in Table 3 shows the amount of discount Regina provides its customers for both the Adult and Youth Pass in relation to the cash fare. To calculate the amount the Adult and Youth passes are in relation to the cash fare price, the following formula is used;

Divide the cost of the pass by the cost of the cash fare equals the number of times the customer needs to ride the bus to receive full value of the pass.

For Regina, the calculation results in the Adult Pass being 24.8 times the cash fare and the Youth Pass being 19 times the cash fare. The average of the comparable cities in Appendix B, Schedule 2 for the Adult Pass is 29.4 times and the Youth Pass is 24 times. Regina falls

well below these averages. With the proposed increase over the three years, in the year 2017, the Adult and Youth monthly passes will be 28 times and 24 times of the respective cash fares. This will bring Regina Transit's monthly passes more in line with the average of the other comparable cities.

### Post Secondary Pass

The proposal also recommends increases to the Post Secondary Pass of \$12 in 2015, \$7 in 2016, and \$6 in 2017 to remain in line with the Adult Pass increases.

### Discount Bus Pass

A one time increase for a Discount Bus Pass is proposed at a rate of \$5. The customer cost of the pass has not increased since 2009 when it was increased from \$15 to \$20. The proposed increase for an Adult Pass to \$75 in 2015 will result in the following cost breakdown: Government of Saskatchewan \$25, City of Regina \$25 and customer \$25. It should be noted that based on the proposed fare increases in 2017, the City of Regina's cost would be approximately \$40 in the year 2017.

### Employer Pass

The proposed increase for the amount the customer pays for the Employer Pass over the year is \$130, resulting in an annual cost of \$750. The current cost is \$620 annually (June 2010 rates). The cost of a year pass will remain the same as purchasing ten months of Adult passes (a savings of two months).

### Senior Pass

As seen in Table 3, Regina's current Senior Pass is the lowest in comparable cities. The proposed increase may appear large as a percentage, however, will remain low in comparison overall.

The proposed increase for the amount the customer pays for the Senior Pass is \$20 per month which is an increase from \$16.84. The City of Regina currently subsidizes the remaining \$45.16 for the cost of the Adult Pass.

The Senior Pass program began in 1990 with the price and eligibility criteria last adjusted in 2010 when the cost of the semi-annual pass was increased to \$101. In 2013, semi-annual Senior Pass sales totalled 2,385 with the customer paying \$16.84 per month. These figures are very similar for the past four years. The proposal would have a 2015 six month pass at \$120.

### Charter Rates

It must be noted that the proposed change to the adult cash fare (ACF) will increase the rates currently charged for charter service on transit. Charter rates are based on the Base Rate (BR) per hour. The BR per hour is the amount BR calculated in accordance with the following formula:

$$BR = ACF \times 40.$$

40 is the average number of seats per bus. For example, in 2014,  $\$2.50 \times 40 = \$100$ .

In the past, charter rates have not reflected the differences in costs associated with the times they are used. When charters run during the following periods of time, labour is paid overtime at double time:

- Peak hours, 6:00 a.m. to 9:00 a.m. and 3:00 p.m. to 6:00 p.m. on weekdays;
- Weekends;
- Between 12:00 midnight to 5:00 a.m. on any day of the week;
- Statutory holidays.

The Transit Supervisors were also provided at no extra cost for charters requiring their service. The recommended costing reflects these additional costs.

It is recommended that the following charter rates be applied:

- a) 125% of BR for each hour of charter service required during regular service hours during a week day, except between 12:00 midnight and 5:00 a.m. and during peak operating hours;
- b) 150% of BR for each hour of charter service required during peak operating hours on week days and on weekends. except between 12:00 midnight and 5:00 a.m.;
- c) 200% of BR for each hour of charter service required on any statutory holiday or between 12:00 midnight and 5:00 a.m., and after 8:00 p.m. Sunday;
- d) \$75 in 2015, \$80 in 2016 and \$85 in 2017 (in addition to the original charter cost) for each hour if a Transit supervisor is required;
- e) \$75 in 2015, \$80 in 2016 and \$85 in 2017 (in addition to the original charter cost) for each hour outside city limits (within a 25 km of the city).

The cost breakdown is similar to that used by Saskatoon Transit which offers identical charter services.

### Bylaw Updates

Transit Administration provides the following explanations for the proposed changes to *The Regina Transit Fare Bylaw* as stated in the Recommendation section of this report.

Recommendation 3 a. Change commencement date for all passes from date of first use to the date of purchase.

- The recommended change is necessary to allow passes to start from the date of purchase to facilitate the smart card system which allows customers to load multiple months of passes at one time.

Recommendation 3 b. Remove paratransit eligibility provisions from the Bylaw and instead reference the Paratransit Policy and Procedure Guide approved by the Director of Transit.

- The recommended change is necessary to allow flexibility in keeping the eligibility provisions current within the guide. Changes to the eligibility provisions are more difficult when they are embedded within the Bylaw.

## RECOMMENDATION IMPLICATIONS

### Financial Implications

The revenue forecasts contained in the proposed 2015 operating budget for the Transit Department do include this proposed fare increase.

The increase in fares will generate approximately an additional \$1,500,000 in revenue for the City of Regina in the year 2015.

### Environmental Implications

At its meeting on June 26, 2000, City Council adopted the following community goal:

“To achieve by 2012, an overall reduction of 6% from 1990 levels in community greenhouse gas emissions attributable to all activities within the geographic jurisdiction of the City of Regina, and a reduction of 20% from corporate operations by 2005, and 1% a year thereafter to 2012.”

Transit is an important contributor to better air quality and prevention of climate change. According to information from the Canadian Urban Transit Association, buses produce 65% fewer greenhouse gases per passenger-kilometre than a single occupant car.

### Policy and/or Strategic Implications

The National Vision for Urban Transit to 2020, commissioned by Transport Canada, points out that public transit has many co-benefits that complement its greenhouse gas reductions. These include the need for fewer new roads, as well as improved air quality, reduced congestion, healthier downtowns, improved social mobility, and a positive impact on economic sectors such as tourism and export development.

The fare strategy ties in with the policies and priorities of the Official Community Plan. Where some of the benefits of a service are city-wide and some of the benefits are attributable to specific beneficiaries, the costs are to be paid by a combination of general revenues of the City of Regina and user fees. Also where appropriate, establish user fees for sufficient cost recovery of the service. As well, the role of public transit needs to be elevated by supporting ridership by better connecting active transportation choices to transit service and by enhancing transit service in existing neighbourhoods to support continued residential and employment growth.

An efficient, reliable and safe transit system will result in increased ridership which will help the City to achieve its vision for Regina: Canada’s most vibrant, inclusive, attractive, sustainable community, where people live in harmony and thrive in opportunity. This fare increase will help insure ongoing sustainability of the transit system.

### Other Implications

Transit runs a single fare system so this increase would apply to both conventional and paratransit service. A single fare system brings equality to all that use transit service.

For 2014, parking meter fares have doubled in cost from \$1 to \$2 per hour. This may result in an increase of transit ridership into the downtown area with Regina residents finding it less appealing to drive downtown and pay the higher parking rates.

### Accessibility Implications

Even with the price increase proposed for 2015, Regina Transit would still offer transit service at one of the lowest rates in Western Canada. Customers have chosen transit as a mean of transportation due to the rising costs of operating a personal motor vehicle. The cost of regular gasoline has increased 3.0% since the same time last year, and by 31% since 2010. The cost to purchase and maintain a vehicle has also risen significantly over recent years.

Accessibility is a key aspect of the City of Regina's vision of making Regina Canada's most vibrant, inclusive, attractive, sustainable community, where people live in harmony and thrive in opportunity. In 2014, Regina Transit became fully accessible with all low floor buses and will provide a viable transportation option to those individuals unable to operate their own motor vehicle.

COMMUNICATIONS

This report will be shared with interested parties. Implementation date of fare changes are for January 1, 2015, information on the fare increase will be communicated to the public by a number of methods including notification on the City Page of the Leader Post, interior cards on all buses, notices posted at transit ticket agents throughout the city, on the City of Regina website, and a news release distributed to local media prior to the effective date of the fare increase.

DELEGATED AUTHORITY

This report must be forwarded to City Council for approval as a Bylaw amendment is required to implement the fare changes.

Respectfully submitted,



Brad Bells, Director  
Transit Services

Respectfully submitted,



Kim Onrait, Executive Director  
City Services

Report prepared by:  
Ron Bailey, Manager of Transit Administration

## APPENDIX A

### Proposed Transit Fares

<b>Transit Fares</b>				
<b>Type</b>	<b>2010-2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>
<i>Cash Fare</i>				
Adult	\$2.50	\$2.75	\$3.00	\$3.25
Youth	\$2.00	\$2.25	\$2.50	\$2.75
<i>Rides (x10)</i>				
Adult	\$20.00	\$24.50	\$27.00	\$29.00
Youth	\$15.00	\$20.00	\$22.00	\$24.50
<i>Pass (Monthly)</i>				
Adult	\$62.00	\$75.00	\$84.00	\$92.00
Youth	\$47.00	\$55.00	\$60.00	\$66.00
Post Secondary	\$53.00	\$65.00	\$72.00	\$78.00
Discount Pass	\$20.00	\$25.00	\$25.00	\$25.00
<i>Pass (Yearly)</i>				
Employer Pass	\$602.00	\$750.00	\$840.00	\$920.00
<i>Day/Weekend Family Passes</i>				
Day/Weekend Family	\$7.00	\$8.00	\$9.00	\$10.00
<i>Annual and Semi Annual Senior Passes</i>				
Semi Annual Senior	\$101.00	\$120.00	\$138.00	\$150.00
Annual Senior	\$202.00	\$240.00	\$276.00	\$300.00

## **APPENDIX B**

# **Transit Fare Review and Fare Strategy**

**June 2014**

## **Regina Transit Fare Review and Fare Strategy**

### **Summary**

Regina Transit has identified the need to amend the current fare strategy in order to seek a balance between funding a more attractive transit service while keeping transit service within the financial means of all Regina citizens.

The Transit Investment Plan (TIP), the Official Community Plan (OCP), the Transportation Master Plan (TMP) and the Current Parking Program Assessment and Downtown and Vicinity Parking Strategy rely on expanded and more attractive transit services playing a key role to achieve a more compact and sustainable city. Over the next 25 years, to achieve these goals, Regina Transit service hours must continue to increase to support a 50% population growth (reaching 300,000). As well, funds are required to provide higher quality customer focused transit services.

The current fare strategy and fare pricing provides transit revenues from fares and a modest amount from other sources to pay 37% (Revenue/Cost Ratio) of transit operating costs, with the balance being a municipal contribution mainly from property taxes.

The national average in 2012 and 2011 for revenue/cost ratio (R/C) was 55% in each year. For the years 2013, 2012 and 2011, Regina Transit experienced difficulties in achieving a 55% R/C ratio. In recent years and into the foreseeable future, factors affecting a lower R/C ratio include:

- the need to serve an expanding geographic area, operation of new capital infrastructure;
- higher costs for labour, parts, and materials and fuel;
- demand for higher quality services (safety, security, cleaning and maintenance);
- increased frequency of repairs to aging vehicles;
- the level of discounts provided to fare types and services.

Since 2010, the average cost of providing a transit trip has risen by 43% due to higher costs for labour, parts, materials and fuel. During this time, the average fare paid by transit customers has not increased, resulting in fare prices not increasing at the same pace to cover increasing costs. Currently, all transit customers (adult, youth, post secondary students, senior citizens and discount pass clients) pay fares that are less than 50% of the average cost of a trip. The price for all transit fares has not increased since 2010.

Metrics that compare Regina Transit operations with other comparable Canadian cities of the same population grouping and other Western Canadian cities show that Regina Transit provides an effective and efficient service based on the nature of the city being served and the ridership levels on most routes. This data also shows that Regina's fare prices, on average, are lower than many Canadian transit systems, while Regina's R/C ratio is comparable to these cities mainly due to a modest level of service per capita and high ridership on key routes.

A revised transit fare strategy is required as a key component of a short term and long term funding plan for Regina Transit. Changes to fare pricing and discount levels, combined with a strategy to increase the R/C ratio, are recommended in order to achieve the required funding. The new electronic fare payment system that was introduced in 2012 has provided opportunities for more innovative fares and increased fare revenue.

As well, opportunities for other sources of operating revenue should be explored. To meet expected levels of service and service quality improvements, an increase in fares over the next three years will be required.

## **1. Introduction**

The fares for transit and paratransit are currently set in *The Regina Transit Fare Bylaw, No. 2009-22* (the “Bylaw”). The last transit fare increase was in 2010. This report proposes an increase to both the fares and the rates charged for charter services.

Transit has seen ridership increase over the last couple of years. Comparing 2012 to 2011 saw an increase of 9% and for 2013 to 2012, a 3% increase. Data is being provided only for these years as there is a lack of confidence with the integrity and accuracy of ridership data prior to 2011 when the electronic fare system was introduced. Regina Transit ridership was 5.4 M in 2011, 5.9 M in 2012 and 6.2 M in 2013. Regina Transit has seen transit ridership increase at a pace of about three times the rate of population growth (15% ridership versus a 4% population increase). During this time, Regina Transit has responded with an expanded service network for both regular and accessible transit services. Transit service hours have remained constant during this period. To be seen as an alternative to the private automobile, the service has to be reliable and frequent for potential riders to actually see transit as a viable alternative. Another dimension to transit being a convenient alternative is the cost of riding transit buses compared to the costs of driving.

This growth has fuelled increased public desire for continued investment in transit services and facilities. Input to the Transportation Master Plan (TMP) and the Downtown and Vicinity Parking Strategy are reliant on significantly improved transit services to serve a more compact and sustainable urban form. Information contained within these documents requires that transit service be more frequent, offer better coverage and expand as the city grows. As well, it is expected that there will be a higher quality of service to make transit a more attractive travel choice. This will be achieved through continued capital investments in new facilities and increased operating costs for customer services including automated passenger information, plus increased costs to achieve improved reliability, maintenance, cleaning, safety and security.

Public transit is an essential cornerstone in the plans for a sustainable future for Regina. To ensure that this plan is achieved, there must be a balance between required expenditures and the funding of service. This report provides an overview of the current transit fare strategy and identifies the need to modify current practices related to the funding of transit service in order to achieve these goals.

## **2. Overview of Current Fare Strategy and Funding**

In 2013, the annual operating cost for transit services was \$23.9 million with annual operating revenue of \$8.8 million. Funding to operate this service comes from three sources:

- Fares paid by transit riders or customers
- Other revenues i.e. the sale of advertising space
- City of Regina annual operating budget (supported mainly by property taxes)

For 2013, 37% of the operating costs were funded from customer fares and other revenues with the remaining 63% funded through the City of Regina annual operating budget.

Fares are paid by transit users through the sale and collection of various fare media. A fare structure, approved by Council, provides fare pricing for these media which include passes, rides, cash, day passes plus other charges.

## **2.1 Fare Strategy**

### **2.1.1 Revenue/Cost Ratio**

The national average across Canada is 55% for revenue/cost ratio (R/C ratio) in both 2012 and 2011. The City of Regina's R/C ratio was 37% in 2013, 39% in 2012 and 33% in 2011. Within the data in Schedule 1 of Regina's comparable Canadian cities, the R/C ratio is 44%. The City of Regina has not formally established a target for the R/C ratio, however, the Transit Investment Plan (report completed in 2009) recommends Transit aim for a 45% R/C ratio.

The rationale for subsidizing transit service is to recognize the social, environmental and economic benefits that all members of society realize from this service, and to price the service so that it is an attractive alternative for urban travel. The universal societal benefits realized from transit service include:

- providing mobility for those unable to transport themselves;
- allowing most members of society to participate in economic and social activities;
- reducing the environmental impacts associated with urban travel (land consumption, greenhouse gas emissions, consumption of resources, etc) by attracting people to use transit rather than private automobiles;
- reducing the cost of urban travel for individuals (cheaper travel);
- significantly reducing the cost of transportation infrastructure (roads and parking);
- support for a more compact, walkable and sustainable city;
- for car drivers, transit takes other cars off the road.

It is common practice for most transit systems throughout Canada to offer a service that is subsidized by society. An R/C ratio is commonly used to measure the split between revenues from transit fares (plus other revenue) versus the total system operating cost. Currently, the cost of capital infrastructure and replacement costs are not included in this percentage. For Regina, there should be a fare strategy that identifies a target for the amount the transit customer pays for transit service and the amount that should be subsidized by Regina property taxes and other City revenues. To meet the 45% target identified in the Transit Investment Plan, the report will require increases in fare prices to increase transit revenues through the sale of passenger fares.

The fare strategy ties in with the policies and priorities of the OCP. Where some of the benefits of a service are city-wide and some of the benefits are attributable to specific beneficiaries, the costs are to be paid by a combination of general revenues of the City of Regina and user fees. Also where appropriate, establish user fees for sufficient cost recovery of the service. As well, the role of public transit needs to be elevated by supporting ridership by better connecting active transportation choices to transit service and by enhancing transit service in existing neighbourhoods to support continued residential and employment growth.

Schedule 1 provides comparative R/C data from comparable cities of the same population grouping and other cities in Western Canada. It is interesting to note the range of subsidies provided. Regina falls within the middle percentile of comparable size cities.

### 2.1.2 Fare Policies

Regina’s fare system allows transit customers to travel throughout the city with the payment of a single fare. This is commonly referred to as a “flat” fare system. Once a fare is paid, the customer may travel to any destination via any combination of transit routes or vehicles within a specified time period. With an annual, monthly or day pass (see fare descriptions in Schedule 4), a customer has the ability for unlimited travel during the period for which the pass is valid. Customers who pay for a single ride using either cash or rides when boarding a bus, may obtain a paper transfer from a bus operator when they board a bus to enable them to transfer to connecting buses. With a transfer, customers may travel in any direction, including making a return trip as long as they board the last transit vehicle within a 60 minute period from when the transfer was issued.

Customers using Paratransit that provides shared ride, door-to-door transportation for persons with disabilities, also accepts the same transit fare.

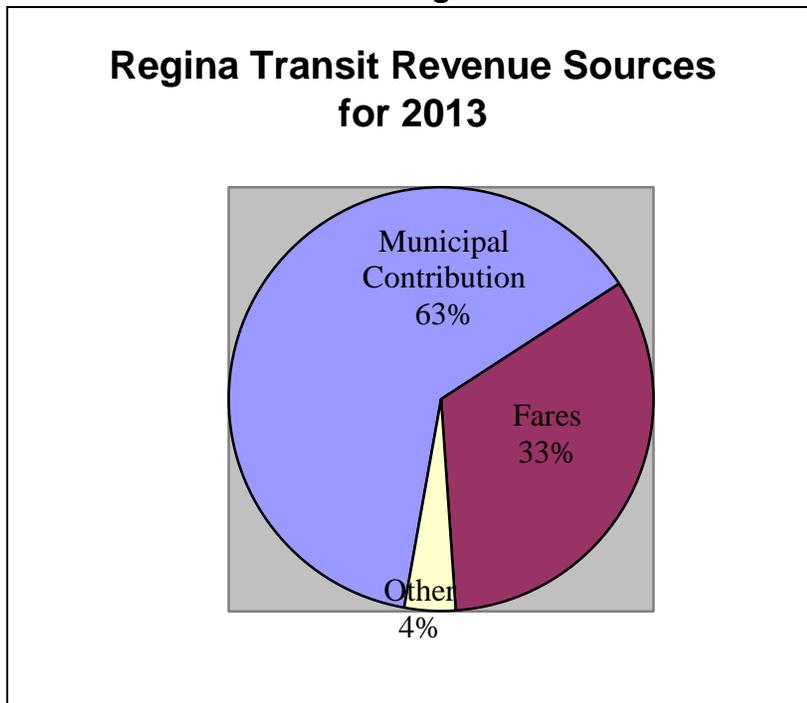
### 3.0 Regina Transit Revenues

For 2013, Regina Transit’s operating revenue was \$8.8 million. Figure 1, illustrates the breakdown of Regina Transit funding sources that supported the 2013 transit operating budget. Revenues included:

- Fares (33%)
- Other revenues (4%) including: Sale of advertising space
- Municipal Contribution (63%)

The following section describes transit fare media and transit customer fare categories that make up Regina’s fare structure.

Figure 1



### 3.1 Fare Media

Transit offers three types of fare payment media or options - cash, pre-paid loaded rides and passes (annual, monthly and day passes). These fare media are common to most transit systems. Descriptions of these fare media options are provided in Schedule 4.

- Cash (exact change)
- Rides (books of 10 or 20)
- Day pass
- Monthly pass
- Annual senior citizen pass
- Special event passes sold to event organizers

**Table 1  
Fare Option Use (2013)**

<b>Fare Type</b>	<b>Percent of Ridership</b>	<b>Percent of Revenue</b>
Cash	17%	21%
Rides	15%	17%
<b>Monthly Pass</b>	<b>62%</b>	<b>58%</b>
Annual Seniors Pass	4%	2%
Other (charter)	2%	2%

Table 1 above shows that the most commonly used fare media option is the monthly pass sold to adult and youth customers. Pre-paid fares (passes and rides) are used for 81% of all transit trips and account for 77% of total fare revenues. The use of cash fares has declined significantly in recent years due to the benefit of purchasing a pass at great savings on ROI for customer, and also due to the ease of the customer having a pass over daily cash.

### 3.2 Transit Customer Categories

For the purpose of transit fare pricing, several long standing transit customer categories are used. Similar to the fare media, these customer categories are common among many transit systems.

Most transit customer fare categories are based on age as described below. Exceptions to this are the discount program pass and the post secondary pass. More details on customer categories are provided in Schedule 4.

- Adult - persons over age 14 who are not attending school
- Discount Program Adult - age 18 and over who meet established Government of Saskatchewan, Ministry of Social Services criteria
- Youth - age 5 to 14 plus over 14 with valid high-school identification
- Child - under age 5
- Senior Citizen - age 65 or older

### **3.3 Fare Pricing and Discounts**

It is common practice in Regina and most other transit systems to price transit fares based on a series of discounts related to both the fare media and customer categories (see Canadian comparisons in Schedule 2). The pricing of fares is intended to reflect:

- the cost of collecting and handling fares (highest cost is for cash);
- the level of convenience provided to transit customers;
- discounted pricing that rewards more frequent transit use;
- discounts for those who are in need of special subsidies and not able to pay a full fare.

### **3.4 Electronic Fare System**

In 2010, Transit replaced its paper based fares (tickets and passes) with an electronic system, the RCard, based on “smart cards” or stored value cards, and automated fare validation equipment on all buses. This system was introduced to provide customers with a much greater level of convenience for purchasing and using transit fares. The electronic fares have made transit use more attractive for frequent and infrequent users. As well, the electronic media will allow Regina Transit to provide enhanced customer services such as lost card protection and possibly the ability to purchase and load fares on their smart cards via on-line services (no more in person loading at sales agents). Ultimately, there is the ability that the card can be used to access and pay for other City services.

There were no changes to the current fare structure during the introductory period of the electronic fare system. This allowed existing customers and occasional transit users to become accustomed to the new fare media and equipment. However, in future years, there is potential to offer increased fare system flexibility and new fare payment/pricing options designed to make transit more attractive. New weekly or annual transit passes, multiple trip discounts, plus new pricing strategies and on-line reloading of cards are possible options. These possibilities will be investigated and analyzed to determine how transit fares can be packaged to make the services more attractive and potentially generate increased ridership and revenues. Ultimately, however, the fare structure related to the electronic media must continue to support the transit fare strategy and other related policies.

### **3.5 Monthly Passes**

Regina Transit lags well behind other comparable cities listed in Schedule 2 for the amount charged for a pass. The average cost of an adult pass for the 10 comparable cities listed is \$85.70, with the cost for the same pass in Regina being \$62. The average cost of a youth pass for the 10 comparable cities listed is \$60.90, with the cost for the same pass in Regina being \$47.

Another set of data shows the amount of discount Regina provides its customers for both the adult and youth pass in relation to the cash fare. To calculate the amount the adult and youth passes are in relation to the cash fare price, the following formula is used;

Divide the cost of the pass by the cost of the cash fare equals the number of times the customer needs to ride the bus to receive full value of the pass.

For Regina, the calculation results in the adult pass being 24 times the cash fare and the youth pass being 19 times the cash fare. The average of the comparable cities in Schedule 2 for the adult pass is 29 times and the youth pass is 24 times. Regina falls well below these averages. With the proposed increase over the three years, in the year 2017, the adult and youth monthly passes will be 28 times and 24 times of the respective cash fares. This will bring Regina Transit monthly passes more in line with the average of the other comparable cities. Regina Transit users will receive less of a discount for purchasing the monthly pass.

#### 4.0 Transit Funding Issues

Transit revenues are not keeping pace with the cost of providing service, despite strong ridership levels and growth in advertising sales.

Since 2010, Regina Transit has seen an improvement in its R/C ratio target from 33% to 37% as shown in Table 2. There have been increases in ridership with no increase in transit fares with significant increases in operating costs.

**Table 2**  
**Revenue/Cost Ratio Summary**

Year	2010	2011	2012	2013
R/C Ratio	33%	33%	39%	37%

Annual budgets have continued to rely on municipal support rather than reducing service to cover the increase in operating expenses. Additional challenges have also been created by significant increases in fuel costs (21%) and rise in costs of parts for bus repairs in 2013 (36%), plus, outsourcing of bus repairs due to staff shortages and insufficient facility space. For 2014, parking revenues will be much higher than 2013 due to the doubling of parking meter fares to \$2 from \$1. This may result in an increase of transit ridership into the downtown area with Regina residents finding it less appealing to drive downtown and paying the higher parking rates.

Figure 2 below shows how the cost of providing transit service is increasing at a faster pace than total revenues (most of which comes from fares). It can be said that the 2012 cost came down because ridership increased so much. This is due to a combination of escalating labour and materials costs (parts, fuel, etc), combined with the cost of improved services such as safety and security, cleaning and maintenance. Since 2012, the average cost to provide a passenger trip has increased by 9%, while there has been no increase to fare prices. Therefore, the revenue has not kept pace with the costs to provide transit service.

**Figure 2**



#### **4.1 Discount Pass Fares**

It is acknowledged that there is a need within the community to provide discount pass individuals with financial assistance to enable them to use transit services that take them to work, shopping, and medical appointments or allow them to take part in social/recreational opportunities. The annual value of these subsidies provided by Transit is approximately \$1 million. These substantial subsidies are provided to 28,500 customers. Past research has indicated that without these discounts, many of these individuals would travel less using other fare options or they would not travel at all. However, providing these subsidies has a direct impact on Transit's ability to adequately fund transit service to the appropriate level of standards required.

#### **5.0 Comparison to Canadian Transit System Fares**

Schedule 1 provides a comparison of Regina Transit financial data with other comparable Canadian cities of similar population size. The table provides 2011 and 2012 data as reported to the Canadian Urban Transit Association (CUTA), while Schedule 2 shows 2013 data for fare prices from individual transit systems.

Observations from the data include:

##### Schedule 1 Data

- Even though 2012 was better than 2011 due to increased ridership, Regina is one of the lowest when comparing R/C ratios from a sample of comparable sized cities.
- Average R/C is 43% for 2012 and 45% for 2011, where Regina is at 37% and 33% respectfully.
- Regina adult cash fare is low in comparison.

##### Schedule 2 Data

- Regina's transit fares are generally lower than other major Canadian cities in relation to most fare and customer categories.
- Regina's prices for cash and ride fares are at the lower end in keeping with the price in most other cities. Three dollars is average already for 2014.
- Regina's price for adult monthly passes which generates 58% of the sales revenue and is 62% of total ridership, is considerably lower than the other comparable transit systems.
- The most significant discount is provided to seniors who make up 4% of the ridership and whose fares cover only 2% of the cost of their trips.
- Data supports that Regina needs to make a significant jump in rates for 2015 just to get to the average.
- The average cost of an adult pass for the 10 comparable cities listed is \$85.70 with the cost for the same pass in Regina being \$62.
- The average cost of a youth pass for the 10 comparable cities listed is \$60.90 with the cost for the same pass in Regina being \$47.

## **6.0 Options to Increase Transit Funding**

The City of Regina has two options to increase the operational funding for improved transit service:

- Increasing user fees – i.e. fare revenues (a higher R/C ratio)
- Increasing local tax payer support (a lower R/C ratio)

### **6.1 Increase Fare Revenues / Decrease Fare Discounts**

There are opportunities to increase fare revenues (user fees) by adjusting the current fare pricing and discounts. To do this, the level and nature of some existing fare discounts must be addressed to provide a more equitable sharing of the cost of providing service among the various transit users. Adjusting discounts for day passes, monthly passes, and annual senior's passes could have a positive impact on fare revenues without having a negative impact on transit ridership. However, increasing fares should be viewed carefully since this can impact financially disadvantaged customers and make transit less attractive for those who currently do not use the service on a regular basis.

### **6.2 Increase the R/C Ratio**

The current R/C ratio of 37% could move towards a higher target – such as 45% as recommended in the Transit Investment Plan. To achieve a 45% R/C ratio for the years 2015 - 2017, Transit would be required to increase fares incrementally each year with the target of generating \$5.5 million additional annual fare revenue to the current \$8.8 million in revenue by the fiscal year 2017.

Since most transit customers also pay property taxes in some manner, relying on higher fares or higher property taxes to support improved transit service will continue to see transit users paying a higher share of the associated costs. However, lowering the R/C ratio may be more palatable to transit users and keep transit fares reasonable.

## **7.0 Conclusion**

The information presented in this report shows that Regina Transit has not kept pace in achieving the national average of 55% R/C ratio or the average of other comparable cities at 44%. This situation is caused by fare pricing that has not kept pace with the higher costs of providing service.

Transit customers expect higher quality transit services and recently approved land use and transportation plans are based on achieving significant improvements in the level and extent of transit services. To address these goals, significant transit service improvements and support facilities must be funded.

Changes to the current fare structure are required to enable the provision of a sustainable transit service that meets expectations.

There are several actions possible that will permit Transit to achieve a more sustainable funding strategy for transit operations. It is suggested that a combination of the following actions be incorporated into future transit operating budgets:

- a) Continue to increase service levels to serve and attract ridership.
- b) In future budget cycles, a shift towards increasing the customer fares revenue portion of the revenue/cost ratio to ensure that the value of increasing benefits of transit to the community

are recognized. There also needs to be consideration that fares do not rise to the point where the service is not an attractive alternative for choice users.

- c) Reduce discounts for some fares without creating a barrier to those with lesser abilities to pay.
- c) Utilize the new electronic fare system to offer additional payment options and examine the feasibility of a revised fare structure using Electronic Fare Collection to attract ridership and increase revenues.
- e) Continue to charge for services that provide premium service for some users.

## **8.0 Recommendations**

Transit Administration proposes increases to fares for the next three year period. Transit fares have not been increased since 2010 (see Schedule 3). Furthermore, the increase for the cost of passes in 2010 was insignificant and the current fare prices need to be adjusted to be more aligned with other comparable cities. The increases are needed to have revenue keep pace with the increased operating expenses. Regina Transit's current revenue/cost ratio is at 37%, which means the municipal contribution through the operating budget is 63%. There needs to be a fair, equitable balance between the amount the transit customer pays for transit service and the amount that should be subsidized by Regina property taxes and other City revenues. There is a large discrepancy between the cost per passenger, \$5.18, to use the transit service and what the average fare paid by the customer, \$1.71. This gap needs to be closed with a larger share of the revenue being generated through fares to offset the operating cost to provide the service.

The fare strategy also ties in with the OCP where the costs of a service that benefits the city as a whole and some of the benefits are attributable to specific beneficiaries, the costs are to be paid by a combination of general revenues of the City of Regina and user fees and where appropriate, establish user fees for sufficient cost recovery of the service. The role of public transit needs to be elevated by supporting ridership by better connecting active transportation choices to transit service and by enhancing transit service in existing neighbourhoods to support continued residential and employment growth.

Schedule 2 provides a comparison of fare prices for cities of the same population size grouping or cities located within Western Canada. Regina currently falls below the other comparable cities in all three fare media price categories.

Overall Summary Information

Table 3 below shows the proposed increasing for the different types of fares for the years 2015 to 2017.

**Table 3**

<b>Transit Fares</b>				
<b>Type</b>	<b>Current Fares</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>
<i>Cash</i>				
Adult	\$2.50	\$2.75	\$3.00	\$3.25
Youth	\$2.00	\$2.25	\$2.50	\$2.75
<i>Rides (x10)</i>				
Adult	\$20.00	\$24.50	\$27.00	\$29.00
Youth	\$15.00	\$20.00	\$22.00	\$24.50
<i>Pass (Monthly)</i>				
Adult	\$62.00	\$75.00	\$84.00	\$92.00
Youth	\$47.00	\$55.00	\$60.00	\$66.00
Post Secondary	\$53.00	\$65.00	\$72.00	\$78.00
Discount Pass		\$25.00	\$25.00	\$25.00
Employer Pass Annual	\$620.00	\$750.00	\$840.00	\$920.00
Senior Semi-Annual	\$16.84	\$20.00	\$23.00	\$25.00
Day/Weekend Family	\$7.00	\$8.00	\$9.00	\$10.00

The new fares over the next three year period will bring the cost of riding transit and paratransit more in line with the fares of other comparable cities by the year 2017, while still keeping the impact of the increase as low as possible so as to have a lesser impact on our most price sensitive passengers.

Schedule 3 provides a summary of Regina Fare history since 2009.

Table 4 below shows the fare price increases from 2010 to 2014, as well as the percentage of the increases for Regina and other comparable cities. You will notice the proposed fare price increases by Regina Transit falls within the range of the other transit systems.

**Table 4**

		Regina, SK		Saskatoon, SK	Lethbridge, AB	Calgary, AB	Winnipeg, MB	Burlington, Ont.	Oakville, Ont.	Windsor, Ont.
Percentage for Fare Increase		10%		13%	20%	9%	6%	8.3%	17%	10%
Fare Prices	2015	\$2.75	2014	\$3.10	\$3.00	\$3.00	\$2.55	\$3.25	\$3.50	\$2.75
	2010	\$2.50	2010	\$2.75	\$2.50	\$2.75	\$2.40	\$3.00	\$3.00	\$2.50
Pass Prices	2015	\$75.00	2014	\$81.00	\$77.00	\$96.00	\$84.70	\$95.00	\$105.00	\$87.00
	2010	\$62.00	2010	\$71.00	\$75.00	\$90.00	\$75.35	\$88.00	\$94.00	\$79.00

Cash Fare

The increase to adult and youth cash fares is \$0.25 per year. This increase in cash fares is an attempt to encourage passengers to purchase rides or passes as opposed to paying cash. The data from the Appendices show that Regina cash fares are low in 2014 and only after the three years of proposed increase do the fares correct themselves. It should be noted that our best comparator is Saskatoon with an adult fare in 2014 of \$3.10, which is also expected to increase in the next three years. The use of pre-paid fare media will reduce the potential for inadequate cash fare payment.

Monthly Fare

To calculate the amount the adult and youth passes are in relation to the cash fare price, the following formula is used;

Divide the cost of the pass by the cost of the cash fare equals the number of times the customer needs to ride the bus to receive full value of the pass.

For Regina, the calculation results in the adult pass being 24 times the cash fare and the youth pass being 19 times the cash fare. The average of the comparable cities in Schedule 2 for the adult pass is 29 times and the youth pass is 24 times. Regina falls well below these averages. With the proposed increase over the three years, in the year 2017 the adult and youth monthly passes will be 28 times and 24 times of the respective cash fares. This will bring Regina Transit’s monthly passes more in line with the average of the other comparable cities. Regina Transit users will receive less of a discount for purchasing the monthly pass.

The proposal also recommends increases to the post secondary pass of \$5 for each year from 2015

to 2017 to remain in line with the adult pass increases.

The proposed increase over the three years as a one time increase for the Discount Bus Pass is \$5. The customer cost of the pass has not increased since 2009 when it was increased from \$15 to \$20. The proposed increase for an adult pass to \$75 in 2015 will result in the following cost breakdown: Government of Saskatchewan \$25, City of Regina \$25 and customer \$25. It should be noted that based on the proposed fare increases in 2017, the City of Regina's cost would be approximately \$40 in the year 2017.

The proposed increase for the amount the customer pays for the Employer Pass over the year is \$130, resulting in an annual cost of \$750. The current cost is \$620 annually (June 2010 rates). The cost of a year pass will remain the same as purchasing ten months of adult passes (a savings of two months).

Regina's current senior pass is the lowest in comparable cities. The proposed increase may appear large as a percentage, however, a change is still required to adjust to stay low in comparison overall.

The proposed increase for the amount the customer pays for the Senior Pass is \$19 for the semi-annual pass. The Senior Pass is a semi-annual pass currently priced at \$101 for six months which equals \$16.84 per month. The City of Regina currently subsidizes the remaining \$45.16 for the cost of the adult pass.

The senior citizen transit pass program began in 1990 with the price and eligibility criteria last adjusted in 2010 when the cost of the semi-annual pass was increased to \$101. In 2013, semi-annual senior's transit pass sales totalled 2,385, with the customer paying \$16.84 per month. These figures are very similar for the past four years. The proposal would have a 2015 six month pass at \$120.

## **Charters**

It must be noted that the proposed change to the adult cash fare (ACF) will increase the rates currently charged for charter service on transit. Charter rates are based on the base rate per hour. The Base Rate (BR) per hour is the amount BR calculated in accordance with the following formula:

$$BR = ACF \times 40$$

40 is the average number of seats per bus. For example, in 2014 = \$2.50 X 40 = \$100.

In the past, charter rates have not reflected the differences in costs associated with the times they are used. When charters run during the following periods of time, labour is paid overtime at double time:

- Peak hours, 6:00 to 9:00 a.m. and 3:00 p.m. to 6:00 p.m. on weekdays;
- Weekends;
- Between 12:00 midnight to 5:00 a.m. on any day of the week;
- Statutory holidays.

Transit Supervisors were also provided at no extra cost for charters requiring their service. The

recommended costing reflects these additional costs.

- 6.1 125% per hour of BR for each hour of charter service required during regular service hours during a week day, except after 12:00 midnight and 5:00 a.m. and during peak hours.
- 6.2 150% per hour of BR for each hour of charter service required during peak operating hours on week days and on weekends except between 12:00 midnight and 5:00 a.m.;
- 6.3 200% per hour of BR for each hour of charter service required on any statutory holiday or between 12:00 midnight and 5:00 a.m., and after 8:00 p.m. Sunday
- 6.4 \$75 in 2015, \$80 in 2016 and \$85 in 2017 (in addition to the original charter cost) for each hour if a Transit Supervisor is required;
- 6.5 \$75 in 2015, \$80 in 2016 and \$85 in 2017 (in addition to the original charter cost) for each hour outside City limits (within a 25 km radius of the City).

**Schedule 1**

**Comparable Cities - R/C Ratio, Average Fare, Operating Revenue & Cost, Ridership**

		Regina, SK	Saskatoon, SK	Lethbridge, AB	Red Deer, AB	Calgary, AB	Winnipeg, MB	Burlington, Ont.	Oakville, Ont.	London, Ont.	Windsor, Ont.	Victoria, BC	Average
<b>2012 &amp; 2011 Data</b>													
R/C Ratio	2012	37%	42%	35%	37%	53%	59%	39%	34%	58%	43%	46%	43.9%
	2011	33%	38%	28%	34%	50%	60%	38%	35%	58%	45%	45%	42.3%
Annual Operating Revenue (millions of dollars)	2012	\$8,286	\$13,410	\$3,338	\$4,915	\$168,683	\$73,590	\$5,232	\$7,046	\$31,971	\$11,837	\$36,522	
Annual Operating Cost (millions of dollars)	2012	\$21,293	\$32,202	\$9,627	\$13,359	\$318,646	\$123,706	\$13,411	\$20,726	\$54,904	\$27,480	\$80,194	
Annual Ridership (millions)	2012	5,900	12,895	1,220	3,767	101,972	48,930	2,255	2,915	23,482	6,414	23,705	
<b>Adult Cash Fare</b>	2014	2.50	3.10	3.00	2.40	3.00	2.55	3.25	3.50	2.75	2.75	2.50	2.84

**Schedule 2**

**Comparable Cities Fare Prices  
(Cities of Similar Population Grouping & Western Canada Cities)**

<b>FARE TABLE 2014</b>											
<b>Transit System</b>	<b>ADULT</b>				<b>YOUTH</b>				<b>SENIOR</b>		
	<b>Cash</b>	<b>Ticket</b>	<b>Pass (Monthly)</b>	<b>Pass Amount divided by Cash Fare</b>	<b>Cash</b>	<b>Ticket</b>	<b>Pass (Monthly)</b>	<b>Pass Amount divided by Cash Fare</b>	<b>Cash</b>	<b>Ticket</b>	<b>Pass (Monthly)</b>
Regina – Current	\$2.50	2.00	62.00	24.8	\$2.50	1.50	47.00	18.8	\$2.50	2.00	16.80**
Saskatoon	\$3.10	2.40	81.00	26.2	\$3.10	1.80	57.00	18.4	\$3.10	2.00	27.00
Lethbridge	\$3.00	2.20	77.00	25.7	\$2.10	2.10	62.00	29.5	\$3.00	2.10	28.00
Red Deer	\$2.40	2.00	65.00	27.1	\$2.40	1.79	57.00	23.75	\$2.10	1.79	32.00
Calgary	\$3.00	3.00	96.00	32.0	\$2.00	2.00	60.00	30.0	\$3.00	3.00	7.91
Winnipeg	\$2.55	2.20	84.70	33.2	\$2.55	1.53	58.90	23.1	\$2.05	1.10	42.35
Burlington	\$3.25	3.25	95.00	29.2	\$3.25	1.80	69.00	21.2	\$3.25	1.85	58.00
Oakville	\$3.50	2.70	105.00	30.0	\$2.20	2.20	70.00	31.8	\$3.50	1.75	50.00
London	\$2.75	1.90	81.00	29.5	\$2.75	1.54	70.00	25.5	\$2.75	1.43	57.00
Windsor	\$2.75	2.30	87.00	31.6	\$2.75	1.80	60.00	21.8	\$2.75	1.80	44.00
Victoria	\$2.50	2.20	85.00	34.0	\$2.50	1.50	45.00	18.0	\$2.50	1.50	45.00
<i>AVERAGE</i>				29.4				23.8			

\* Yearly pass is \$95

\*\* Semi-annual pass is \$101 for 6 months

**Schedule 3**

**Regina Fare History**

<b>Type</b>	<b>2009</b>	<b>2010</b>	<b>2011 to 2014</b>
<i>Cash</i>			
Adult	\$2.10	\$2.25	\$2.50
Youth	\$1.60	\$1.75	\$2.00
Child	N/A	N/A	
<i>Pass</i>			
Adult	\$57.00	\$59.00	\$62.00
Youth	\$42.00	\$44.00	\$47.00
Post Sec	\$48.00	\$50.00	\$53.00
HS Special	N/A	N/A	
Senior	\$185.00	\$192.00	\$202.00
<i>Rides (x10)</i>			
Youth	\$12.50	\$13.50	\$15.00
Adult	\$17.00	\$18.00	\$20.00
Child	N/A	N/A	N/A
HS Special	N/A	N/A	N/A

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**Schedule 4**

**Transit Fare Media – Fare Options**

A description of current transit fare media or fare options is provided below.

**Cash**

Cash is the highest priced fare option for both adult and youth fare categories historically due to higher handling costs associated with this medium. Cash is also viewed as the base fare used to calculate other fare discounts. Bus customers may pay by cash by inserting exact change in the fare box as they enter the bus.

**Rides**

Rides were introduced as a more convenient means than cash of paying transit fares since a customer may purchase multiple rides with a single transaction. Transit rides are sold by a variety of Transit approved vendors either in quantities of 10 or 20. Rides are discounted to reflect the purchase of multiple rides. Each ride is valid for one ride.

**Transfers**

Transfers are paper slips issued by bus operators to customers paying their fare using cash upon boarding to permit customers to transfer from one route to another during the course of a trip. Transfers indicate the time of issue which allows the customer to travel in any direction and board any route within a 60 minute time period.

**Monthly Passes**

Monthly transit passes, RCards, are valid for 31 days. The pass entitles the holder to unlimited rides on transit during those days. Adult monthly passes are transferable between customers; however, all other passes are not transferable from one user to another. Customers may purchase passes through at the Regina Transit Information Centre, Transit Operations Centre or at Transit approved vendors. When boarding a bus, the pass is scanned using the electronic farebox. For the purpose of pricing the monthly pass, it is assumed that the customer will use 35 to 40 rides per month. Data provided from the electronic farebox show passes have a much higher use.

In 2007, Revenue Canada implemented an income tax credit to monthly pass users. Customers may submit their proof of payment to claim this credit.

**Day Pass**

Day passes provide customers with unlimited rides in a single day. Day passes may be purchased at the Transit Information Centre, Transit Operations Centre or at Transit approved vendors.

**Post Secondary Transit Pass**

A post secondary transit pass is currently available for post secondary students attending the University of Regina and SIAST, as well as other smaller post secondary institutes. Post secondary students pay a discounted rate, of the adult pass, for the post secondary student pass.

### **Senior Citizen Pass**

Customers age 65 or older are eligible to purchase a semi-annual Senior Citizen Transit Pass.

### **Discount Pass Program**

Regina Transit in partnership with the Government of Saskatchewan, Ministry of Social Services, offers a discount transit pass for Regina citizens, adults and their dependants, that meet specific criteria as set out by the Ministry of Social Services. This program was established in November 2003 as a pilot project and became a permanent program in 2006. A customer must be approved for one of the following provincial programs:

- Saskatchewan Assistance Program (SAP)
- Saskatchewan Assured Income for Disability (SAID)
- Transitional Employment Allowance (TEA)
- Provincial Training Allowance (PTA)
- Saskatchewan Employment Supplement (SES)

The customer has to provide a cheque stub validating they are approved in the respective program.

### **Employer Pass Program**

The Transit Employer Pass program allows employees to purchase a Transit pass (RCard) through payroll deduction. They can use their RCard for unlimited rides on Regina Transit throughout the year. The program is available to permanent employees of employers. They can also purchase a pass for an adult or youth dependant registered on their benefit package.

The Transit Employer Pass must be purchased for a minimum of 12 months. On the anniversary dates, a request can be made to leave the program or they can also leave if:

- The employee or dependant moves outside of Regina,
- Leave their job (pass must be returned to the Transit Department immediately),
- The employee or dependant has a valid reason, which must be approved by Regina Transit.

### **Charters**

Charters are available for any time during the day and for any day of the week. A request should be submitted for a charter at least five business days before the event. Other important points to remember:

- Charters are booked on a first come, first served basis.
- There is a minimum charge of one hour.

Transit charters will take your group to any location in Regina or within a 25 km zone outside the city limits.