



COMMUNITY AND PROTECTIVE SERVICES COMMITTEE

**Tuesday, June 10, 2014
1:30 PM**

Henry Baker Hall, Main Floor, City Hall



**Public Agenda
Community and Protective Services Committee
Tuesday, June 10, 2014**

Approval of Public Agenda

Minutes of the meeting held on March 5, 2014

Administration Reports

CPS14-13 Interim Fire Services Agreement - Global Transportation Hub Authority

Recommendation

1. Council direct the City Manager or designate to negotiate a Fire Services Agreement (FSA) with the Global Transportation Hub Authority (GTHA).
2. Council approve an extension of the current interim Fire Services Agreement between the City of Regina and the Global Transportation Hub Authority to the end of September 2014.
3. This report be forwarded to the June 23, 2014 meeting of City Council for consideration

CPS14-11 Changes To The Taxi Bylaw To Allow Collection Of Electronic Trip Data

Recommendation

1. That amendments to Bylaw No. 9635, The Taxi Bylaw, 1994, as further described in Schedule A, be approved, to add the following provisions to the Bylaw:
 - a. a requirement that taxi brokers use the computer-aided dispatch technology required by the Bylaw to record the data as outlined in this report;
 - b. a requirement that taxi brokers submit the recorded data to the City; and
 - c. establish that it is an offence to falsify records that are required pursuant to the Bylaw.
2. That the City Solicitor be instructed to prepare the required amending bylaw based on the changes outlined in this report.



Office of the City Clerk

CPS14-12 Harbour Landing Bus Service

Recommendation

1. That the transit service for Harbour Landing (Route #18), as outlined in Appendix A, be approved and implemented effective September 8, 2014.
2. A copy of this report be forwarded to the June 23, 2014 meeting of City Council for information.

Adjournment

AT REGINA, SASKATCHEWAN, WEDNESDAY, MARCH 5, 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 Mike O'Donnell

Regrets: Councillor Shawn Fraser
Councillor Bob Hawkins

Also in Attendance: Committee Assistant, Ashley Thompson
Solicitor, Chrystal Atchison
Solicitor, Christine Clifford
Acting CFO, Pat Gartner
Director, Community Development, Recreation and Parks, Chris Holden
Acting Manager, Sports and Recreation, Ted Schaeffer

Appointment of Vice-Chairperson

The nominations of Vice-Chairperson, were tabled to the April 16, 2014 Community and Protective Services Committee meeting.

Approval of Public Agenda

Councillor Mike O'Donnell moved, AND IT WAS RESOLVED, that the agenda for this meeting be approved, as submitted.

Adoption of Minutes

Councillor Mike O'Donnell moved, AND IT WAS RESOLVED, that the minutes for the meeting held on February 6, 2014 be adopted, as circulated.

Administration Reports

CPS14-10 Regina Rugby Clubhouse Agreement

Recommendation

1. That City Council authorize the Executive Director, Community Planning and Development to negotiate and approve an agreement

- between the City of Regina and Regina Rugby Union Inc.;
2. That City Council authorize the City Solicitor's Office to prepare an agreement containing the terms negotiated by the Administration;
and
 3. That the City Clerk be authorized to execute the agreement on behalf of the City of Regina.

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

Adjournment

Councillor John Findura moved, AND IT WAS RESOLVED, that the meeting adjourn.

The meeting adjourned at 4:10 p.m.

Chairperson

Secretary

June 10, 2014

To: Members,
Community and Protective Services Committee

Re: Interim Fire Services Agreement - Global Transportation Hub Authority

RECOMMENDATIONS

1. Council direct the City Manager or designate to negotiate a Fire Services Agreement (FSA) with the Global Transportation Hub Authority (GTHA).
2. Council approve an extension of the current interim Fire Services Agreement between the City of Regina and the Global Transportation Hub Authority to the end of September 2014.
3. This report be forwarded to the June 23, 2014 meeting of City Council for consideration.

CONCLUSION

An agreement to provide Fire Services to the GTHA will support their fire protection and code enforcement requirements that the GTHA desires in order to operate as an authority. The agreement would reflect the cost recovery for direct response services provided, that include both fixed and variable costs. An interim extension to a temporary agreement is required given the turnover of staff at the GTHA and the high level of activity for both the City and GTHA, which has delayed negotiations towards establishment of the permanent agreement.

BACKGROUND

The Provincial Government enacted Bill 83 in August of 2013. As part of this Act, the GTHA was directed to seek service agreements with service providers for various services, including fire protection. The Administration has been negotiating with the GTHA towards a Fire Services Agreement, however, to ensure Fire Service is provided to the area post adoption of the Act, an interim agreement was struck. The interim agreement established a fee of \$10,000 per month, which was simply negotiated as an interim rate in the absence of the analysis that is being used towards the final agreement currently under negotiation. Because of the uncertain nature of this interim rate, there is a provision in the agreement to retroactively charge for the difference between the negotiated amount and the current amount. The interim agreement is set to expire at the end of June 2014.

Owing to staff turnover at the GTHA and other competing priorities within both organizations, an extension to the agreement is required while the two parties continue to negotiate towards a final agreement. The existing terms of the interim agreement were established by the Administration, however, *The Regina Administration Bylaw* limits the dollar value of a revenue contract that Administration can enter into to \$100,000. An extension of the interim agreement will bring the value of the agreement above \$100,000, hence the need for City Council approval.

DISCUSSION

The Provincial Government enacted Bill 83 in August of 2013. As part of this Act, the GTHA was directed to seek service agreements with service providers for various services, including fire protection. Prior to the enactment of Bill 83, the city and GTHA were in talks to determine the level of service, range of services and remuneration. The timeline to negotiate an agreement changed rapidly as Bill 83 was brought forward in August of 2013 and the negotiation changed from a formal long term agreement to an interim agreement with an arbitrary service fee with provisions to retroactively bill for the difference in the permanent agreement and the interim agreement.

As noted above, *The Regina Administration Bylaw* allows the Administration to enter into revenue agreements that do not exceed \$100,000 in value or five years in length. In the case of the GTHA, the value of the interim agreement has now reached \$100,000. As such the Administration is requesting Council to approve an extension to the interim agreement until such time that a permanent fire service agreement can be reached.

Because the cost of Fire Service is not a direct user pay system, determination of fees for service is not a straightforward exercise. The Administration is negotiating with the GTHA to reach an agreement that accounts for all costs associated with maintaining and operating a fire service. Specifically, the terms of the agreement will take into consideration full cost recovery of fixed and variable costs. Because there is a standing cost of maintaining a Fire Service regardless of frequency of use, there is a general fixed cost that should be attributed to all properties that are afforded access to the service regardless of the level of use of each property, similar to an insurance policy.

The Administration continues to negotiate with the GTHA in an effort to reach an agreement that fairly covers the costs associated with accessing and using the service. Once a contract is reached, the Administration will bring a report forward to Council for consideration.

RECOMMENDATION IMPLICATIONS

Financial Implications

This interim agreement generates General Revenue of \$10,000 per month, which is not reflective of the final agreement. Once a permanent agreement is reached the amount will likely increase. Any differential between the interim payment and the final negotiated price will be retroactively adjusted once an agreement is reached.

Environmental Implications

None with respect to this report.

Policy and/or Strategic Implications

Fire Administration views the provision of fire services as a system. Given the citizen requirements and requirements of those who seek Fire Service Agreements, Mutual Aid Agreements or other fee for service arrangements, fire must balance the availability and deployment of resources. As fire begins to revisit existing agreements and enters into new agreements, a mindful approach will be used to ensure the community receives the highest level of service and uncompromised response,

Other Implications

None with respect to this report.

Accessibility Implications

None with respect to this report.

COMMUNICATIONS

None with respect to this report.

DELEGATED AUTHORITY

The recommendations contained in this report require City Council approval.

Respectfully submitted,



Gerard Kay, Deputy Chief
Fire & Protective Services Department

Respectfully submitted,



Jason Carlston, Executive Director
Community Planning & Development

Report prepared by:
Gerard Kay, Deputy Chief

June 10, 2014

To: Members,
Community and Protective Services Committee

Re: Changes To The Taxi Bylaw To Allow Collection Of Electronic Trip Data

RECOMMENDATION

1. That amendments to *Bylaw No. 9635, The Taxi Bylaw, 1994*, as further described in Schedule A, be approved, to add the following provisions to the Bylaw:
 - a. a requirement that taxi brokers use the computer-aided dispatch technology required by the Bylaw to record the data as outlined in this report;
 - b. a requirement that taxi brokers submit the recorded data to the City; and
 - c. establish that it is an offence to falsify records that are required pursuant to the Bylaw.
2. That the City Solicitor be instructed to prepare the required amending bylaw based on the changes outlined in this report.

CONCLUSION

The proposed changes to the *Bylaw No. 9635, The Taxi Bylaw, 1994* as outlined in this report and described in further detail in Schedule “A” are intended to allow for the collection of electronic trip data from taxi brokerages, following the introduction of global positioning systems (GPS) and computer-aided dispatch (CAD) technology in regular, accessible, temporary, and seasonal taxicabs. Trip data will be used to monitor the demand for taxicabs, which will allow the City to determine the appropriate number of taxicabs licences that should be issued in the City of Regina.

BACKGROUND

In August 2009, the City of Regina hired the consultant firm Tennessee Transportation & Logistics Foundation (TTLF) to provide a detailed analysis of the City’s taxicab industry. The study highlighted the improvements in efficiency and productivity that can be achieved across the taxicab industry through the adoption of CAD and GPS technology. According to the consultant, most companies that adopt computer aided dispatch technology are able to decrease deadhead miles of their fleets by up to 15%, thereby reducing fuel costs. There are benefits to the customer in that taxicabs are able to get to pick-up points faster, thus reducing the wait times. These technologies will also allow taxicab companies to electronically capture and store dispatch data and trip information, which can be used by the City to effectively monitor and regulate supply and demand for taxicabs.

Following the recommendations contained in the TTLF study, City Council mandated the use of GPS and CAD technology in all regular, seasonal, and temporary taxicabs by May 1, 2014 (CR12-19)¹. In the same Council report, the requirement of trip data collection was referred back to the Administration so that further consultation with industry could be held to determine the type of data the City would collect once the technology was in place. The decision was made to revisit trip data requirements closer to the technology implementation date. Consultations with the taxicab industry began in October 2013.

DISCUSSION

As a taxicab regulator, the City has a vested interest in collecting aggregated data that will provide insight into several industry-specific factors, including overall demand for taxicab service, vehicles in service, and wait times. An understanding of these factors will help determine whether the City has a sufficient supply of taxicabs to meet the demand. The City currently utilizes a taxicab population ratio of one for every 1,250 residents to determine the supply of taxicabs in the City. The ratio was adopted as an interim strategy to provide the City with a mechanism to issue additional taxicab owner's licences while giving the taxicab industry adequate time to acquire the requisite technologies.

Section 21.8.1 of *The Taxi Bylaw, 1994* currently requires that every taxicab owner in the City of Regina keep a trip log detailing the name and identification number of the driver, the date and time of each fare, and passenger pick up and discharge locations. While trip logs serve as an important reconciliatory tool for drivers, dispatchers, and law enforcement, the logs do not provide a straightforward overview of industry supply and demand.

When the trip data requirements were first proposed in 2011, taxicab industry members raised privacy concerns over the use of proprietary information and questioned the purpose for collecting this data. The Administration emphasizes that the City is not proposing to collect personal information such as customer names, credit card numbers, or other personal identifiers.

In order to inform future licensing and regulatory decisions regarding the taxi industry, the Administration recommends that *The Taxi Bylaw, 1994* be amended to require the computer aided dispatch technology required pursuant to section 24.2 of the Bylaw be capable of recording and archiving the following data:

- (a) for each dispatched trip:
 - i. date and time of dispatch;
 - ii. date and time of pick-up;
 - iii. duration of trip;
 - iv. length of time from when a dispatch call is received and the passenger is picked up;
 - v. whether or not a person is picked up at the dispatch location;
 - vi. whether a dispatch call is cancelled by the caller; and
 - vii. for accessible taxicabs, whether the taxicab was requested by a caller and if the trip was for transporting an ambulatory or non-ambulatory passenger;

¹ On February 27, 2014, City Council mandated that GPS and CAD technologies be required in all accessible taxicabs by December 1, 2015 (CR14-15).

- (b) for non-dispatched trips:
 - i. date and time of pick-up; and
 - ii. duration of trip;
- (c) number of vehicles in service at any time.

The data would not be required to be recorded with respect to accessible taxicabs until December 1, 2015 as computer aided dispatch is not required for accessible taxicabs until that date.

The Administration consulted with representatives from the taxicab industry on October 18, 2013, March 10, 2014 and April 3, 2014. The Administration discussed with industry members the type of data that their equipment is capable of recording as well as how frequently the City anticipates requesting the data and in what format. The capabilities of the available computer aided dispatch technology were taken into account in selecting the data required to be recorded. With respect to reporting, industry members suggested reporting on a quarterly basis, with data averaged for each month in the reporting period. It was also suggested that data be reported to provide a summary of a “typical week” in the reporting period. For the “typical week” summary, data would be reported for dispatch shifts and driver shifts over a selected seven-day period determined by the City Licence Inspector. The City may also require additional data submission for specific studies or review or in order to audit compliance.

The bylaw amendments will require the recorded data to be submitted in the time, manner and form as requested by the Licence Inspector. This will allow the City to collect data as needed and to adjust the type and frequency of data required as the City develops a better understanding of the supply and demand of the taxi industry in Regina and which data is most indicative of trends in the supply and demand of the taxi industry. Based on the Administration’s consultations with the taxi industry the Administration will begin to collect data as set out in the following table, with the type and frequency of data being collected adjusted as needed and in further consultation with the industry:

Table 1.

Metric	Frequency	Reporting Items
Trip information	Monthly	▪ Total number of trips for the month (including street hails and contracts)
	Daily for selected week	▪ Same as monthly reporting
Dispatch response times	Monthly	▪ Total dispatch trips completed for the month ▪ Average wait time (in minutes) ▪ Total “no load” trips (i.e., cancellation or no-show)
	Daily dispatch shifts for selected week	▪ Same as monthly reporting
Vehicles in service	Monthly	▪ Average number of vehicles in service
	Daily driver for selected week	▪ Number of vehicles in service during shift

The recommended Bylaw amendments also include the creation of an offence for falsifying records required to be kept, pursuant to the new record keeping provisions.

RECOMMENDATION IMPLICATIONS

Financial Implications

None with respect to this report.

Environmental Implications

None with respect to this report.

Policy and/or Strategic Implications

The amendments are consistent with the *Design Regina* in providing transportation options that will assist people with moving around the city.

Other Implications

None with respect to this report.

Accessibility Implications

None with respect to this report.

COMMUNICATIONS

The Administration held three meetings with representatives from the major brokerages on October 18, 2013, March 10, 2014, and April 3, 2014. Brokerage representatives provided their opinions regarding the types of data to be reported and suggested that reports be submitted on a quarterly basis.

DELEGATED AUTHORITY

The report must be forwarded to City Council for approval.

Respectfully submitted,



Kelly Scherr, Director
Construction & Compliance

Respectfully submitted,



Jason Carlston, Executive Director
Community Planning & Development

Schedule "A"

- 24.2 (3) The computer-aided dispatch system required by this section must be capable of recording in an electronic format the information required to be provided to the City pursuant to section 24.3 and must be archived in a form approved by the Licence Inspector for a minimum of six months after the date the data is reported.
- 24.3 (1) Every taxicab broker shall utilize its computer-aided dispatch system described in section 24.2 to record:
- (a) for each dispatched trip:
 - i. date and time of dispatch for dispatched trips;
 - ii. date and time of pick-up;
 - iii. duration of trip;
 - iv. length of time from when a dispatch call is received and the passenger is picked up;
 - v. whether or not a person is picked up at the dispatch location;
 - vi. whether a dispatch call is cancelled by the caller;
 - vii. for accessible taxicabs, whether the taxicab was called for and if the trip was for transporting an ambulatory or non-ambulatory passenger;
 - (b) for non-dispatched trips:
 - i. date and time of pick-up; and
 - ii. duration of trip;
 - (c) number of vehicles in service at any time.
- (2) Every taxicab broker shall submit to the City the data contained in Subsection (1) in a form, manner and time prescribed by the Licence Inspector, upon request of the Licence Inspector.

Additional offence is added to section 32:

- (e) for a taxicab broker to provide false, incomplete or inaccurate information to the License Inspector when submitting data required by subsection 24.3(2).

June 10, 2014

To: Members,
Community and Protective Services Committee

Re: Harbour Landing Bus Service

RECOMMENDATION

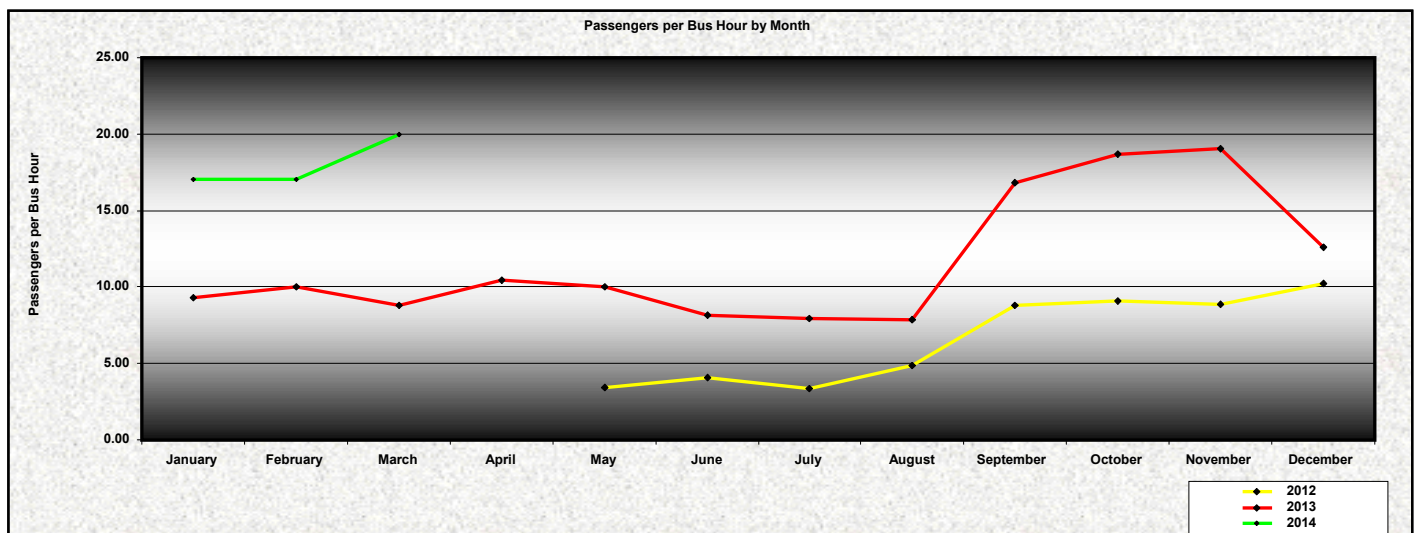
1. That the transit service for Harbour Landing (Route #18), as outlined in Appendix A, be approved and implemented effective September 8, 2014.
2. A copy of this report be forwarded to the June 23, 2014 meeting of City Council for information.

CONCLUSION

Regina Transit is able to extend the current Harbour Landing route further west into the development with existing resources once the major transit route roads are completed this summer. The proposed route will allow the residents of Harbour Landing to travel to the Golden Mile Shopping Centre, the University of Regina and SIAST. Extension of the service along James Hill Road will expand the service coverage and allow more residents access to transit service.

BACKGROUND

The introduction of bus service in Harbour Landing occurred in the spring of 2012, operating as a small feeder route. This route takes customers from Harbour Landing to the Golden Mile Shopping Centre to transfer to another bus to go downtown or to the University area. The bus service operated during peak times (6:00 am to 9:00 am and 3:00 pm to 6:00 pm) during the weekday only. During the Transit Route Review in 2013, the Harbour Landing route was extended to travel to the University and SIAST area as well. Since inception of the route in 2012, ridership has grown over 200% and has been performing well.



Graph 1 – Passengers per Bus Hour – Route #18

The Harbour Landing development continues to grow and has expanded further west. The roads designated for transit use, James Hill Road and Parliament Avenue, are scheduled to be completed in the summer of 2014. The completion of these roads will allow transit service to be expanded further west into the Harbour Landing development.

The current route (Route #18) in Harbour Landing operates on Harbour Landing Drive only. Regina Transit could expand service to James Hill Road with no further investment by utilizing a one way loop in Harbour Landing.

DISCUSSION

The current route (Route #18) in Harbour Landing is depicted in Appendix A. As James Hill Road and Parliament Avenue are expected to be completed this summer, the current transit route can serve the newest areas in west Harbour Landing. This can be done with current resources dedicated to this route as there is enough running time on the route to accommodate the extra driving required for the service extension. The proposed route is depicted in Appendix B.

On March 31, 2014, the Transit Department sent a direct mailing to all residences in Harbour Landing asking for feedback about the proposed routes. Transit collected the feedback by email and allowed customers to phone into Service Regina (306-777-7000) directly. The mail out also included an optional route design in the event that Parliament Avenue and James Hill Road were not completed in the summer of 2014 (Appendix C). In addition to asking for feedback for the proposed route change, feedback was asked about the hours of operation and general feedback on service to Harbour Landing so far.

Transit received 15 comments on the proposal. The following comments were the most prevalent:

- There were no negative comments on the new route proposal and many residents were happy to see this expansion being considered.
- There was concern about the current hours of operation of the route. Expansion of service past the peak times (6:00 am – 9:00 am and 3:00 pm to 6:00 pm) would be appreciated, with a few comments indicating even service to 10:00 am would fit needs of students that travel to the University of Regina.

Given these comments, the proposed route is recommended for approval. Although the proposed one-way loop is not the best way to serve the Harbour Landing area, it currently is the most efficient. The one-way loop allows residents to access the Golden Mile and University area, but it prevents some residents from accessing the Grasslands commercial area. For example, a customer could catch the bus at James Hill Road and Jim Cairns Boulevard to get to Grasslands, but there would not be any bus service to take them back. Future service will see Harbour Landing get another route that would travel in the opposite direction of the Route #18. This, however, requires an extra bus and operating budget which is not available at this time. The proposed route provides a basic service to the residents of Harbour Landing without investing additional resources.

Transit will be able to accommodate an hour extension in service to run to 10:00 am. This extra hour of service can be accommodated within the current budget and will not require additional

funding. Transit will be doing small adjustments to current schedules where service is being under-utilized to reallocate the additional hour service needed for this route.

If this change to Route #18 is approved, bus stops will be installed approximately every 200 metres as specified in the Transit Service Standards. Residents whose property is adjacent to a proposed bus stop will receive a letter notifying them of the location one month prior to installation. However, in most cases, bus stops will be situated next to green spaces to lessen impact on residents in the area.

RECOMMENDATION IMPLICATIONS

Financial Implications

No additional budget will be needed for these route alterations as the current resources allow for the extra travel time of the bus on James Hill Road.

Environmental Implications

Including transit services early in new developments fosters early adoption and acceptance of the service. This is best proven by the Harbour Landing route itself and the dramatic increase of ridership since it started in 2012. Having transportation options, such as transit, available in new communities will allow residents to not rely solely on the private automobile to get around. A standard sized bus replaces 40 single occupant vehicles, thus reducing traffic congestion and parking issues. In addition, a full transit bus produces .7 kilograms of CO₂ emissions per every 5 kilometres per passenger compared to a large personal vehicle at 1.3 kilograms.

Policy and/or Strategic Implications

Extending transit service further into the Harbour Landing development helps achieve the Transportation goals and policies in Design Regina, the City of Regina's Official Community Plan (OCP) and specifically "Goal 2: Public Transit: Elevate the role of Public Transit" in Section D3.

Policy 5.10: Promote intensification and mixed use development along express transit corridors and at transit nodes and potential transit nodes through increased service levels, more direct routes, express services, and competitive travel times.

Policy 5.11: Enhance transit service in existing residential neighbourhoods to support continued residential and employment growth.

Policy 5.16: Provide transit service in new neighbourhoods as soon as feasible to encourage transit use and influence early adoption.

Ridership will be monitored to see if the route change has a positive impact on ridership. Currently, Route #18 (Harbour Landing/University) is achieving the service standard of having an average of 15 passengers per bus hour. If ridership grows, Administration will have to consider increasing frequency of the service or increase the bus size.

Other Implications

None with respect to this report.

Accessibility Implications

The Transit bus fleet became fully accessible in April of 2014. All buses on this route will be low-floor and wheel chair accessible.

COMMUNICATIONS

Administration shared the plans for the proposed route with residents via a direct flyer drop to residences in Harbour Landing. If the proposed route is approved, schedules will be distributed to Transit Agents. Information will also be provided through a media release, regina.ca and social media platforms indicating of the route change.

DELEGATED AUTHORITY

The determination of the routing of buses is within the authority of the Community & Protective Services Committee.

Respectfully submitted,



Brad Bells, Director
Director of Transit

Respectfully submitted,

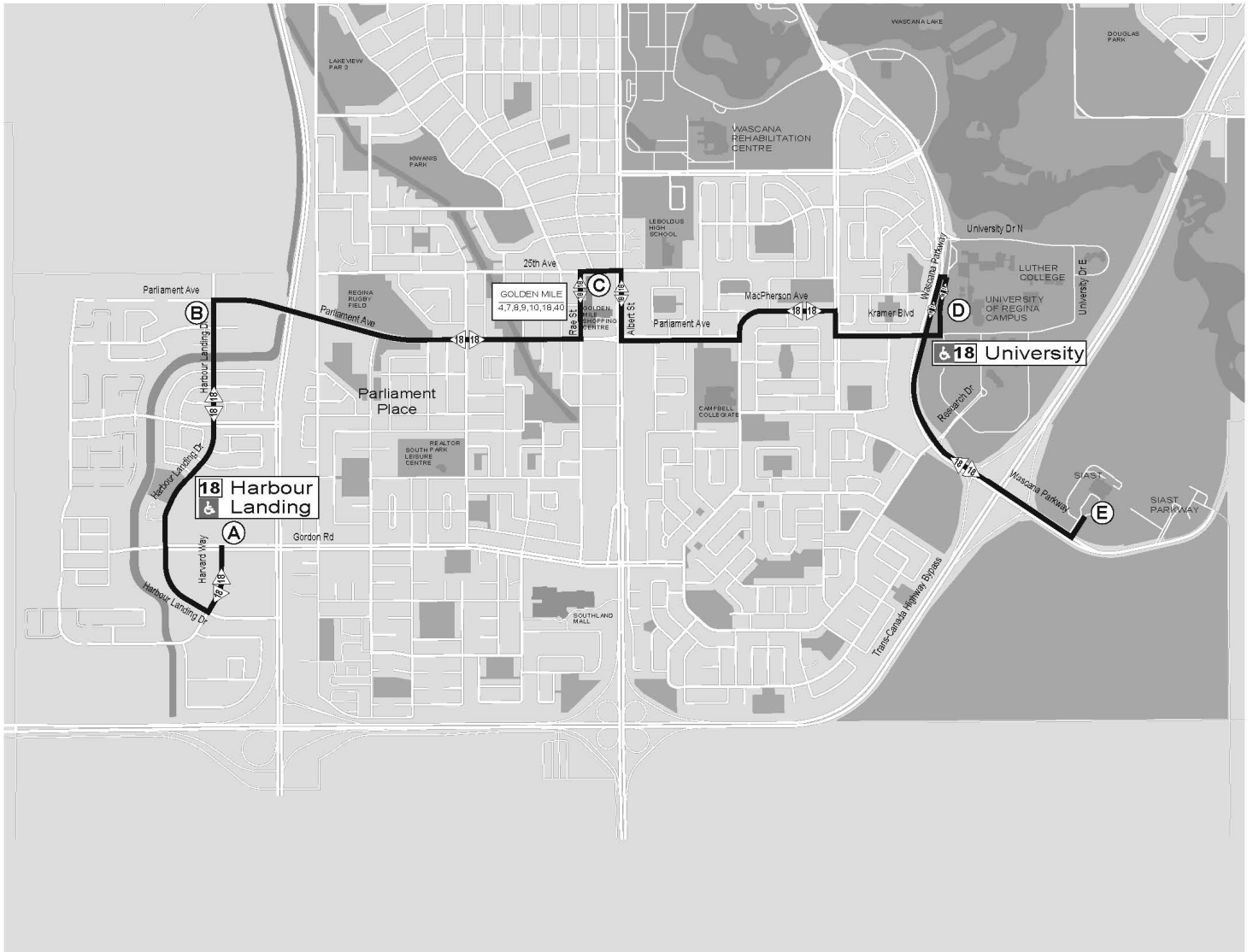


Neil Vandendort, Acting Executive Director
City Operations

Report prepared by:
Nathan Luhning, Manager of Business Development

APPENDIX A

Current Route #18



APPENDIX B

Proposed Route #18

