



Community and Protective Services Committee

**Thursday, October 10, 2019
4:00 PM**

Henry Baker Hall, Main Floor, City Hall



OFFICE OF THE CITY CLERK

**Public Agenda
Community and Protective Services Committee
Thursday, October 10, 2019**

Approval of Public Agenda**Adoption of Minutes**

Community and Protective Services Committee - Public - Sep 12, 2019 4:00 PM

Administration Reports

CPS19-15 Downtown Public Washrooms

Recommendation

1. That funding of \$20,000 be requested through the 2020 budget process for a one-season pilot project to test stand-alone public washrooms in the downtown.
2. That item CPS19-7 be removed from the List of Outstanding Items.
3. That this report be forwarded to the October 28, 2019 meeting of City Council for approval.

CPS19-16 2018 Route Changes Update

Recommendation

1. That the route changes in Appendix B and C be approved to be implemented in January 2020.
2. That item CPS18-1 be removed from the List of Outstanding Items for the Community and Protective Services Committee.

Adjournment

AT REGINA, SASKATCHEWAN, THURSDAY, SEPTEMBER 12, 2019

AT A MEETING OF 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 Andrew Stevens, in the Chair
Councillor Lori Bresciani
Councillor John Findura
Councillor Jerry Flegel

Regrets: Councillor Jason Mancinelli

Also in Attendance: Council Officer, Tracy Brezinski
City Solicitor, Byron Werry
Executive Director, Citizen Services, Kim Onrait
Executive Director, City Planning & Community Development, Diana Hawryluk
Director, Fire & Protective Services, Layne Jackson
Director, Parks, Recreation & Cultural Services, Laurie Shalley
Director, Roadways & Transportation, Chris Warren
Fire Marshal, Randy Ryba
Manager, Community & Cultural Development, Emmaline Hill
Project Manager, Major Projects, Charmaine Neufeld

APPROVAL OF PUBLIC AGENDA

Councillor John Findura moved, AND IT WAS RESOLVED, that the agenda for this meeting be approved, as submitted.

ADOPTION OF MINUTES

Councillor Jerry Flegel moved, AND IT WAS RESOLVED, that the minutes for the meeting held on June 13, 2019 be adopted, as circulated.

ADMINISTRATION REPORTS

CPS19-12 Amendment to The Regina Fire Bylaw 2018-49

Recommendation

1. That the City Solicitor be directed to bring forward a bylaw amending subsection 41(2) of Bylaw 2018-49, *The Regina Fire Bylaw*, to add: “(z)

failure to comply with any provision of this Bylaw regarding smoke alarms.”

2. That this report and related bylaw be forwarded to the September 30, 2019 City Council meeting for approval.

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

CPS19-13 Parks Maintenance & Seasonal Roadway Operations Efficiencies

Recommendation

That this report be received and filed.

Councillor Lori Bresciani moved, AND IT WAS RESOLVED, that this report be received and filed.

CPS19-14 Regina's Culture Plan Progress Update

Recommendation

That this report be received and filed.

Councillor John Findura moved, AND IT WAS RESOLVED, that this report be received and filed.

ADJOURNMENT

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

The meeting adjourned at 5:06 p.m.

Chairperson

Secretary

October 10, 2019

To: Members
Community and Protective Services Committee

Re: Downtown Public Washrooms

RECOMMENDATION

1. That funding of \$20,000 be requested through the 2020 budget process for a one-season pilot project to test stand-alone public washrooms in the downtown.
2. That item CPS19-7 be removed from the List of Outstanding Items.
3. That this report be forwarded to the October 28, 2019 meeting of City Council for approval.

CONCLUSION

Administration has conducted research to explore options and high-level costs to provide a stand-alone washroom facility in the downtown. This research has involved developing an inventory of public washrooms in Regina, surveying several municipalities in Western Canada to learn about their experiences, and consulting with the Regina Downtown Business Improvement District (RDBID).

The costs for the design, construction, operation and maintenance are difficult to determine without a clear understanding of the facility scale, who the proposed facility is meant to serve, hours of operation, maintenance levels and location. Preliminary research suggests the capital costs could be as high as \$750,000. Administration heard from several municipalities that operations and maintenance of these facilities is challenging, due to a high level of vandalism and illegal behavior. As such, Administration is recommending that a pilot project be undertaken to install a temporary washroom facility on the plaza for May through September of 2020. Administration would then report back to Council on the results of this pilot project before investing further in the design and servicing assessment for a permanent facility.

Administration's conversations with other municipalities has revealed that the provision of this service is typically funded through property tax revenue. Should the pilot project be successful, and Council decide to construct a permanent facility, Administration will further explore the availability of partnership opportunities.

BACKGROUND

With the continued support of the Regina Downtown Business Improvement District (RDBID), as well as other community-based organizations, day-to-day use, programming and events in the downtown have increased over the last decade. In response to this increased activity and a

perceived demand for additional public washroom facilities, at the April 11, 2019 meeting of Community and Protective Services Committee, the following motion was passed:

“That Administration return to the Community and Protective Services Committee in Q3 2019 with a report on the capital and operational costs of both a seasonal and year-round downtown washroom facility, that identifies various sources of funding and partnership opportunities related to the building and maintenance of such a facility.”

DISCUSSION

In response to the motion, Administration has undertaken the following work:

- Inventory of public washrooms available in Regina;
- Survey of several western Canadian municipalities to gather background information on their provision of public washrooms, including capital and operating/maintenance costs;
- Development of options for moving forward to further explore this topic.

The following sections present: (A) an overview of the research collected, (B) options for moving forward, and (C) Administration’s recommended path forward, including a brief discussion on funding and partnership opportunities.

A. Research Summary – Inventory of Public Washrooms and Survey Results

Inventory of Public Washrooms in Regina

Situated in parks, open spaces, Wascana Centre and a variety of free-to-access public facilities, such as municipal buildings, recreation centres, libraries, museums, art galleries, and hospitals there are more than 50 public access washroom facilities throughout the City of Regina (see map, Appendix A).

Two of these facilities, City Hall and the main branch of the Regina Public Library, are in the downtown. Since 2012, the City and the Library have had a Memorandum of Understanding (MOU) in place (Appendix D) ensuring public access to the Library’s washrooms regardless of whether the users are library patrons or not. The MOU was put in place to help support increased activity throughout the downtown in general and on the City Square specifically.

One of the features of Regina’s downtown is its compact and walkable form. The following chart lists walking distances and times from the library to locations around downtown:

Location	Distance	Walking Time (1.4m/s)
Broad and Saskatchewan Drive	900m	11 min
Albert and Saskatchewan Drive	550m	6.5 mins
Albert and 13 th Avenue	650m	7.5 mins
Broad and 13 th Avenue	881m	10.5 mins
Geographic Centre of Downtown	74m	1 min
Victoria Park Playground	250m	3 mins
City Square Plaza	120m	1.5 mins
FW Hill Mall	310m	3.5 mins
11 th Avenue and Cornwall Street transit stops	290m	3.5 mins

Survey Results - Public Washrooms in Other Municipalities

Administration reached out to 18 municipalities in western Canada to survey them on the provision of public washrooms in their cities, specifically in the downtown. The survey (Appendix B) resulted in ten responses. The intent of the survey was to document current practices in our region, and to specifically understand what type of washroom facilities were being provided in other municipalities, along with capital and operational costs of these facilities and any common issues with their operations and maintenance.

- All ten of the respondents (Appendix C) had multiple public washrooms in their downtowns, with the majority of these facilities located in year-round public buildings such as City Halls, recreation facilities, libraries, transit stations, galleries and museums
- Nine reported ongoing issues with illegal / illicit activity in their washrooms including vandalism, squatting, prostitution, drug sales and use as well as other forms of illegal behaviour
- Four reported having increased security patrols and maintenance activities in response to the unwanted activity
- Eight had at least one stand-alone washroom facility in parks or along road rights-of-way
- Nine reported that their washrooms were available during building hours similar to the current practice in Regina or roughly dawn to dusk for stand-alone facilities
- One (Victoria, BC) provides 24 hour access to some of their washroom facilities, with accompanying 24 hour on-site security.
- Five provided recent capital costs for stand-alone facilities which ranged from \$150,000 – \$750,000.

Administration also reached out to the Provincial Capital Commission (PCC) to enquire about the operation of stand-alone washrooms in Wascana Centre. The Wascana Centre washrooms are inspected several times per day and cleaned daily by an external contractor. The PCC reports experiencing challenges including vandalism, bad behaviour and cleanliness issues.

Stand Alone & Self-Cleaning Toilets

The challenging issue of the provision of washroom facilities in urban areas has, over the past two decades, led to the development of stand-alone, self-cleaning toilets that can be installed in parks and road rights of way. The key purpose of these facilities is to reduce the level of maintenance and security typically required of such facilities, reducing costs and creating an opportunity for extended hours of operation. However, municipalities are still assessing the feasibility of this new option. For example, Lethbridge, AB, recently cancelled a pilot project of this nature due to high maintenance and operating costs. Instead, in the fall of 2019 Lethbridge will be opening a new transit hub which will include washrooms monitored by on-site security staff to replace their stand-alone facility. Edmonton opened a state-of-the-art public washroom building on Whyte Avenue in 2012, designed to be highly visible with glass walls and bright lighting. It too has been subject to the same forms of illegal behaviours reported in other municipalities.

While the physical needs of all washroom users are essentially the same, the design and location

of a public washroom have a large impact on who uses the facility. Similarly, maintenance levels also impact use as those people who can choose an alternate facility will likely do so if their perceptions of a facility's level of safety or cleanliness are less than optimal. As Edmonton found in a 2018 survey, *"there is a general preference to avoid using public washrooms among those who are able to access alternative facilities."*

B. Options for Exploring this Topic Further

After considering the research results, Administration has determined that additional work is required to accurately assess capital and maintenance costs and has prepared three options for Council's consideration.

Option 1 – Status Quo

As noted earlier in the report, the City currently has an MOU with the Regina Public Library for use of their washrooms during library hours. The Regina Public Library has indicated their willingness to renew this MOU with the City. The City could also augment this service by locating signage in strategic locations to let patrons in the downtown know that there are washrooms available at the library and at City Hall along with hours of operation. In the future, negotiations with developers for new developments in the downtown could explore the option of including public washrooms as partial fulfillment of a required amenity contribution agreement.

Pros	Cons
No cost to the City, as washrooms at City Hall and the Regina Public Library are already being maintained and costs for signage could be absorbed in current budgets.	Some events in the downtown occur during times that the Library and City Hall are closed.
The distance to walk to the library is between 1 and 11 minutes depending on your location in the downtown.	Service levels are not expanded to meet perceived need.
With the addition of signage, patrons in the downtown will have a better understanding of where public washrooms are available.	

Option 2 – One Season Pilot Project, including Seasonal Comfort Station - \$ 20,000

Consideration could be given to establishing a one-season pilot project to test the need, operational challenges and effectiveness of installing stand-alone washrooms in the downtown, similar to the seasonal comfort station (washroom trailer) installed on the plaza in 2018, by the RDBID. The project would involve installation of a single, leased, accessible comfort station from the beginning of May to the end of September, open from dawn to dusk and for extended hours during special events.

This approach will enable Administration to provide the expanded level of service without investing in a capital project, thereby enabling Council to consider the full benefits and implications of such a facility. Through the pilot project, Administration will aim to assess the need for the facility by tracking usage, assess undesirable behavior through regular checks, and assess the frequency and costs of maintaining the station to an acceptable public standard. The

\$20,000 cost is based on estimates collected from local service providers as well as internal maintenance data from other facilities.

It should be noted that, while the RDBID installed a comfort station on the plaza in 2018, it only provided limited access to the trailer to plaza user groups like the Farmers' Market via key access, or to the public under the supervision of RDBID staff during special events. At RDBID sponsored events an additional accessible port-a-potty was also brought in to provide universal access.

Pros	Cons
Provides an expanded level of service to address perceived need.	Will require the dedication of funding through the budget process for leases and operational costs.
Short term cost to the City is less than constructing a stand-alone washroom.	A seasonal comfort station pilot project is only a temporary solution to this issue.
Could be located directly on the City Square to serve events and park users.	
Allows the City to test the use of a facility before making a substantial capital investment; if the washroom is not successful, removal is more straight-forward than a permanent facility.	
A solution could be in place for the 2020 plaza season.	

Option 3 – Engage Third Party Consultants to Explore Need, Location, Servicing Requirements and Construction of Stand-Alone Facility – \$100,000

In order to fully deliver accurate capital and operating costs of both seasonal and year round washroom facilities, exploration of potential locations, analysis of servicing requirements and architectural designs are required. Consequently, this option involves engaging a design team to explore location, servicing requirements and construction/operating costs for a two stall, all gender, accessible washroom that is both seasonal as well as year-round. The estimate for this work is based on similar work undertaken over the past two years in relation to the construction of the pavilion on the plaza.

Pros	Cons
Provides information needed to assess the feasibility of establishing a stand-alone facility to meet perceived demand for washroom facilities.	Will require the dedication of \$100,000 in funding through the budget process prior to beginning the planning process.
	Construction of a permanent facility would likely not be complete until the summer / fall of 2022; installation of a seasonal comfort station in the interim may be necessary in the interim if Council wishes to expand service levels immediately.

C. Recommended Path Forward

Administration's discussions with other municipalities have revealed that there is additional work to undertake before fully understanding the implications of adding a stand-alone washroom facility to the downtown. While cost estimates ranged from \$150,000 to \$750,000, depending on design and servicing requirements, a more accurate estimate can only be determined by undertaking design work and by studying the servicing requirements and location.

Given the perceived demand for a stand-alone facility, Administration is recommending that Option 2, a one-year seasonal pilot project, be considered through the 2020 budget process. This pilot project would involve installation of temporary facilities along with monitoring and maintenance as appropriate. Through the pilot project, Administration will aim to assess the need for the facility by tracking usage, assess undesirable behavior through regular checks, and assess the frequency and costs of maintaining the station to an acceptable public standard. The RDBID is in support of this option, and would support the project by having their staff check in on the facility while working on the plaza.

With respect to potential partnerships and funding, Administration's conversations with other municipalities has revealed that the provision of this service is typically funded through property tax revenue. Should the pilot project be successful, and Council decide to construct a permanent facility, Administration will further explore the availability of partnership opportunities. In the interim, the RDBID will continue to work with Administration to explore a long-term solution; the Regina Public Library has agreed to continue to support the MOU currently in existence by allowing the public to access its washrooms during its operating hours.

RECOMMENDATION IMPLICATIONS

Financial Implications

Administration is recommending that an investment of \$20,000 be considered through the 2020 budget process to undertake a pilot project involving the temporary installation of leased washroom facilities. This funding request also contains contingency funds if additional cleaning and security is required. Cost estimates are based on requests for information from local service providers, along with feedback from Facilities Operations and reported experience from adjacent municipalities.

Environmental Implications

None with respect to this report.

Policy and/or Strategic Implications

While the provision of public washrooms is not specifically referenced in *Design Regina, The Official Community Plan Bylaw No. 2013-48* (OCP), or the Regina Downtown Neighborhood Plan (RDNP) such facilities are intended to contribute to quality of life in the City and to support

the activation of the downtown, helping to create a complete, liveable, healthy, accessible, inclusive community for all of Regina's residents and visitors.

Other Implications

None with respect to this report

Accessibility Implications

Administration is recommending an accessible comfort station.

COMMUNICATIONS

As part of this report, Administration reached out to the Regina Public Library to update the existing MOU for the provision of public access to the library's washroom facilities, which was originally signed in 2012 (Appendix D). Following the updating of the MOU Administration plans to place signs (Appendix E) in various locations on the City Square and throughout downtown directing people in need to the existing facilities both at the library and at City Hall.

A review of service requests regarding washrooms throughout the City from 2012-2019 revealed that the majority of service requests regarding washrooms were for maintenance/repairs, cleaning, graffiti removal and requests for additional access to existing facilities in parks, and facilities, typically in the spring and fall. Since 2012, no requests have been received by Administration for the establishment of additional public washrooms anywhere in the city.

DELEGATED AUTHORITY

The recommendation contained within this report requires City Council approval.

Respectfully submitted,



Laurie Shalley, Director, Parks, Recreation & Cultural Services

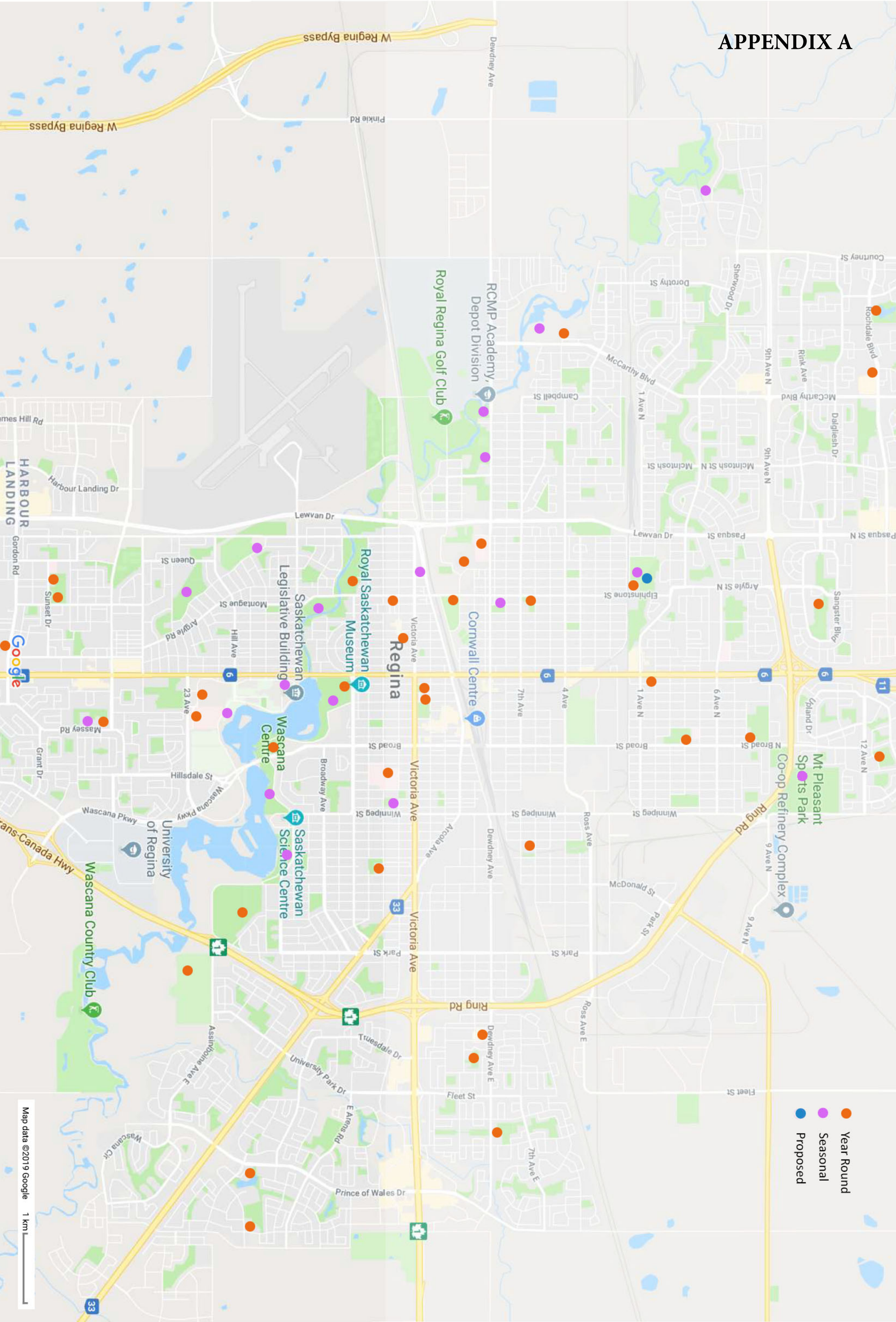
Respectfully submitted,



Diana Hawryluk, Executive Director, City Planning & Community Dev.

Report prepared by: Chris Sale, Senior City Planner

APPENDIX A



Downtown Public Washroom Questionnaire:

1. How many public washrooms does your municipality have in the downtown?
2. How many of these facilities are in public buildings that have other uses (eg. city hall, libraries, transit stations)?
3. How many of these facilities are stand-alone?
4. How many are seasonal, year-round?
5. What hours are they typically open?
6. Do you have any 24hr washrooms?
7. Are the washroom facilities accessible?
8. Are the washroom facilities gender inclusive?
9. Do you have agreements with other organizations to provide washrooms in your downtown? (libraries, private businesses, other levels of government, business improvement districts etc.)?
10. What size are the washrooms (number of stalls)?
11. What were the capital costs to develop the stand-alone facilities?
12. What are your annual operating costs for these washrooms?
13. Have you had any issues or concerns in the operation of these washrooms and what have you done to address those?

CITY	Washrooms in downtown public facilities	Stand alone washrooms	Ratio year round /seasonal	Typical hours of operation	24 hour washrooms	Accessible washrooms	Gender inclusive washrooms	Capital costs for stand alone washrooms	Operational issues
Burnaby, BC	0	25*	25/0	Dawn to dusk	0	some	no	\$450K	Upgrading facilities with non-flammable Hardie board to reduce vandalism, and replacing hand towels with hand dryers to reduce impact to the environment.
Calgary, AB	16	2	16/2	Building hours or varies	0	all	some	\$500-750K	Drug abuse, needles, prostitution, public indecency/sex, graffiti, alcohol abuse, assaults, vandalism and arson. Added needle disposal boxes. Added more frequent washroom checks. Renovations (following vandalism and/or fire) including anti-vandal toilet paper dispensers as a measure of prevention. Added security checks throughout the day and night. Added Camera Surveillance.
Edmonton, AB	114*	16*	101/13	Building hours, dawn to dusk and some temporary port-a-potties 24hrs	5 temporary port-a-potties for 2018 pilot project	some	some	n/a	Illegal activities in the facilities, vandalism, loitering or encampment and risk of assault around facilities. Concerns over safety and security have contributed to a reduction in service hours at washroom facilities or the overall closure of facilities at several locations. – Current

									State Assessment, City-wide public washrooms strategy, City of Edmonton
Lethbridge, AB	18	1	18/1	Building hours or 11am – 11pm (if security present)	0	all	some	\$135,000 + servicing (sewer, water, electrical)	Self-cleaning washroom pilot project operated for 2.5 years 6am – 11pm (transit hours), recently closed due to new transit terminal opening nearby and ongoing issues of vandalism, misuse, drugs (using & selling), squatting, and other non-bathroom uses, increasing costs and operational requirements exceeding \$20,000/yr. Three times daily cleaning on top of self-cleaning mechanism to address needle debris, garbage and biohazard waste
Moose Jaw	4	1	3/2	Building Hours or varies depending on programming	0	all	some	n/a	Drug related issues for single occupancy washrooms that can be locked from the inside. This occurs most frequently at the Public library location
Regina, SK	2	0	2/0	Building hours	0	all	no	n/a	
Saskatoon, SK	5	6	11/4	Building hours or 8-8 (winter) 8-10 (summer)	0	all	No (one family washroom at one location)	n/a	We have issues with the stand-alone washrooms in the downtown area being taken over by homeless folks, drug users, prostitutes and others particularly during the colder months. We are working with different groups in the city to help stop this. We increased our security patrols for these washrooms

									to four times per day with minimal effect. Other issues are graffiti and vandalism regularly.
Surrey, BC	5	1	6/0	Building hours or dawn to dusk	0	all	yes	\$250-500K	illegal / illicit / homeless activity in washrooms. Work closely with Bylaws and RCMP to address concerns. Also, change operating hours in some cases. Also, only open for specific user groups in some cases.
Vancouver, BC	10	7	17/0	Dawn to dusk	0	some	No (working on it)	n/a	Vandalism, volume of use, undesirable behavior, violence, and drug overdoses Security, policing, attendants where possible and this is an on-going challenge
Victoria, BC	2	1.5*	3.5/0	varies	2.5*	all	some	\$150K	Committed to full time security for 24-hour washroom Sidewalk washroom has incidents regularly, but not to the extent that we are closing it at night. We do have a needle drop box inside Urinal – no issues and is a very good facility.
Winnipeg, MB	1	2	1/2	Building hours or 10am-6pm	0	yes	no	n/a	

*City wide

**Victoria has one custom urinal for men only



DIRECTOR'S OFFICE
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Canada S4P 3Z5
(306) 777-6000
www.reginalibrary.ca

July 10, 2012

To Whom It May Concern:

**Re: Memorandum of Understanding
Public Access to the Regina Public Library's Washrooms for City Square Users**

Regina Public Library (RPL) considers the provision of public washrooms to be a part of our mandate as a public facility. RPL's washrooms are available to the public during open hours, and the Library is not concerned about whether washroom users are also library patrons.

In support of the City of Regina's work to increase and diversify activity levels in the City Square, Regina Public Library offers this letter as a Memorandum of Understanding for the provision of public access to our existing washroom facilities during Library hours.

Sincerely,

A handwritten signature in black ink, appearing to read 'Jeff Barber'.

Jeff Barber
Library Director & CEO

cc: Ian Harrison, Regina Qu'Appelle Health Region
Chris Sale, City of Regina



Public Washrooms
Available at
the Regina Public
Library & City Hall

October 10, 2019

To: Members
Community and Protective Services Committee

Re: 2018 Route Changes Update

RECOMMENDATION

1. That the route changes in Appendix B and C be approved to be implemented in January 2020.
2. That item CPS18-1 be removed from the List of Outstanding Items for the Community and Protective Services Committee.

CONCLUSION

The transit route changes that were implemented in May 2018 have had positive impacts, with new transit service to new neighbourhoods in the Greens on Gardiner, Fairways West, Harbour Landing and Tuxedo Park. This expanded service has increased ridership to over 138,000 over the course of one year and decreased customer travel time for customers using Regina Transit by having services direct to popular destinations. The minor route changes proposed in this report are expected to increase ridership and operating efficiency.

BACKGROUND

Administration made numerous route changes in May 2018 to better use Transit resources and expand service to new service areas. The Community and Protective Services Committee approved these changes and requested that the committee be updated in 2019. This report provides an update on the changes made.

The changes for service are as follows:

- Route 60 Arcola Express - This was a new route that was established to get residents from the south east area of the city to downtown in a timely manner.
- Route 10 Expansion to Fairways West - This route expanded service to include this residential area of the city.
- Route 40 Harbour Landing Expansion of Service - The extension offers more coverage in the residential area of Harbour Landing.
- Route 7 and 9 Tuxedo Park Expansion - This change implemented service on Dewdney Avenue between Winnipeg Street and Park Street.

In order to complete these service improvements, service was reduced in underperforming routes, instead of increasing operational funding. This included the following routes:

- Route 17 - Maple Ridge on Saturday: Route 17 only had four passengers per bus hour (PBH). The standard on Saturday is to maintain 10 PBH.
- Route 6 Westhill/Ross Industrial in mid-day: This route had very low ridership off-peak periods with only three PBH between 9 a.m. and 2 p.m. The standard for this service is 20 PBH.
- Route 8 Normandy Heights/Eastview late evening service: Route 8 - Normandy Heights/Eastview is the lowest ridership bus in the evening from 9 p.m. until midnight and is well below the standard with only four PBH, Monday through Saturday. Late evening standard is 15 PBH.

These service changes have been in place for one year, which allows us to compare their performance from a year ago and to determine if the changes have been effective in terms of operations and ridership.

DISCUSSION

Ridership Changes

Transit monitors ridership levels through R-Card data and compares these to the established Transit Service Standards for ridership. This helps Administration make decisions on service changes, including the changes made in May 2018. Overall, the changes have resulted in a net increase in ridership of more than 138,000 rides over the course of one year. This increase in ridership represents a two per cent increase of the overall ridership in the past year. A ridership breakdown by each route change can be found in Appendix A.

Each of the service additions have met or exceeded ridership projections, with the two express routes (40 and 60) seeing the greatest change in ridership. The lowest increase in ridership (Route 10, Fairways West expansion) is slightly lower than expected. As a result, Transit is exploring different service options for this area.

The reduction of ridership in routes 6, 8 and 17 was expected, with a loss of 30,000 rides in one year, however the changes with the reallocation of resources going to service improvements had an increase of over 168,000 rides with a net difference of an additional 138,000. Initially when the changes occurred, Transit received seven service requests about the reductions in service and all of them were with regards to the reduction of service of Route 8. Since the initial change, there has not been any further service requests regarding the change.

Transit Priority Signal

Part of the route changes included a transit priority signal installed at Arcola Avenue and Ring Road, travelling to downtown to help give the bus priority at this busy intersection. The first year of operation resulted in various changes by Traffic Engineering to ensure the light was operating effectively. Over the past six months, the signal has been running well and helps speed up the transit travel time for customers during the busy morning hours. When the signal is used, this can save transit up to two minutes of travel time to the downtown. As a result, the on-time schedule adherence for Route 60 is performing well with a 91 per cent on-time performance.

Proposed May 2020 Changes

Although the service changes have performed well, there are two more proposed service changes:

- 1) Route 60 Arcola Express - This route has performed well in its first year with ridership steadily increasing. The continued development of the Greens on Gardiner community has allowed the route to be expanded, to which Administration recommends that it extends to Anaquod Road to cover the residences further to the east of Chuka Boulevard. This will have no cost implications and will make the service available for more residents as it will reduce their walking distance. The proposed change can be seen in Appendix B.
- 2) Route 6 Westhill/Ross Industrial - This route had some service hours reduced in the route review. However, it has a lower on-time performance. The route's on-time performance is currently at 85 per cent but the standard is 90 per cent. This route has delays in the Ross Industrial area along 9th Avenue North as it gets congested during peak hours. Administration proposes the route uses Ring Road to access the Ross Industrial area, which will allow faster access to the area. In addition, 9th Avenue North will still be serviced, as this part of the route will turn into a one-way loop instead of a two-way line. This service change will maintain the same level of service but will raise the on-time performance from 85 per cent to 90 per cent. The proposed change can be seen in Appendix C.

Pending approval, the above proposals they will come into effect in January 2020.

RECOMMENDATION IMPLICATIONS

Financial Implications

There are no financial implications. The proposed changes to the routes do not require additional funding or increases to service hours. The small route changes extend service within the route's current allotment of time.

Environmental Implications

None with respect to this report.

Policy and/or Strategic Implications

The changes completed has helped the City achieve its 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 5.11: 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.

Other Implications

None with respect to this report.

Accessibility Implications

All buses in the conventional fleet are low floor accessible.

COMMUNICATIONS

A media launch for the new Route 60 Arcola Express was held in May 2018. The communications tactics helped spread the word and start out the new services strong with high ridership numbers. The proposed changes will be communicated in a similar nature to customers, if the proposals are approved.

DELEGATED AUTHORITY

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

Respectfully submitted,

A handwritten signature in blue ink that reads "Brad Bells".

Brad Bells, Director, Transit & Fleet

Respectfully submitted,

A handwritten signature in black ink that reads "Kim Onra".

Kim Onra, Executive Director, Citizen Services

10/1/2019

9/26/2019

Appendix A – Ridership Changes

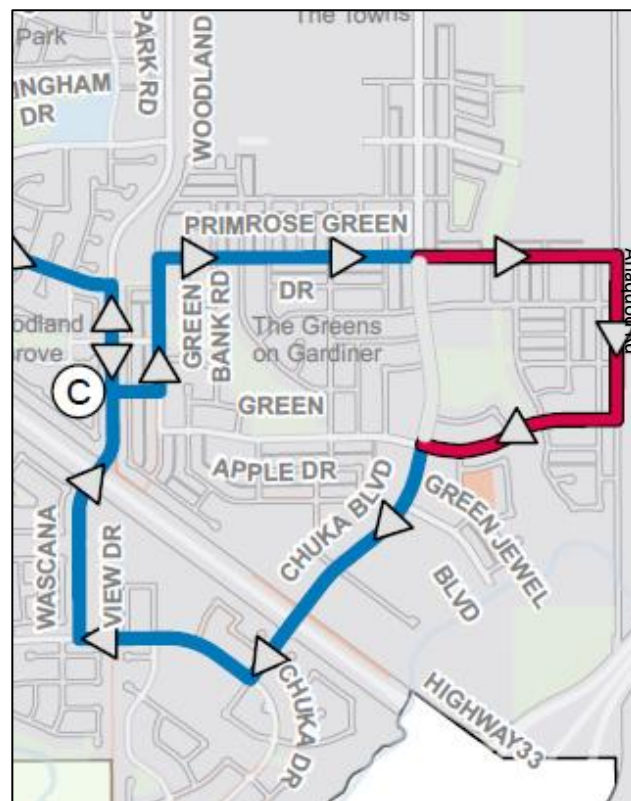
Description	Ridership Change After 1 Year
Route 60 Arcola Express	+ 81,644
Route 10 (Fairways West)	+ 8,398
Route 40 (Harbour Landing)	+40,699
Route 7 and 9 (Tuxedo Park)	+ 37,888
Route 6 (midday removal)	-11,163
Route 8 (late evening service removal)	-11,561
Route 17 – Saturday service removal	-7,596
Total	+ 138,309

Appendix B – Route 60 Proposed Route Change

Current Route 60

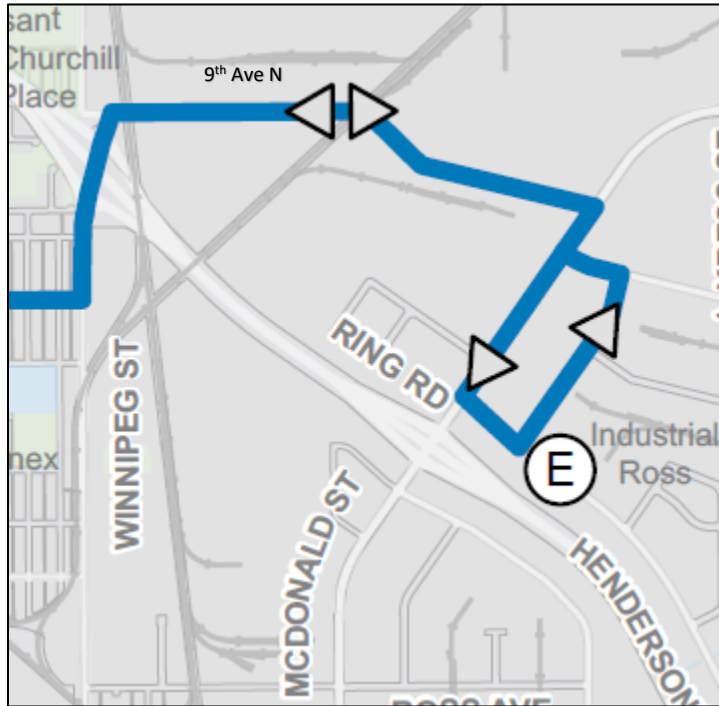


Proposed Route 60



Appendix C – Route 6 Proposed Route Change

Current Route 6



Proposed Route 6

