

Paratransit Policy and Procedure Guide Update

Date	June 8, 2020
To	Accessibility Advisory Committee
From	Citizen Services
Service Area	Transit & Fleet
Item No.	ACC20-2

RECOMMENDATION

It is recommended that Accessibility Advisory Committee:

Receive and file this report.

ISSUE

The paratransit operations and maintenance contract is a five-year contract that expires on June 30, 2021. Administration will issue a request for proposals (RFP) in the third quarter of 2020 for another five years, starting July 1, 2021.

The paratransit policy and procedure guide is referenced in the RFP and forms part of the paratransit operations and maintenance contract. The policy and procedure guide has not been updated since 2016 and several of the sections in the guide require revisions. Administration is seeking feedback from the Accessibility Advisory Committee to determine if there are any suggestions for changes to be considered before the policy and procedure guide is finalized.

IMPACTS

Accessibility Impact

The paratransit policy and procedure guide outlines the rules and standards for paratransit service. Changes to the guide can impact service delivery and therefore affect people experiencing disabilities using the service. Recommended changes should be in the best

interest of the service as a whole and should not benefit just one individual or group, as per Saskatchewan Human Rights Commission standards.

Policy/Strategic Impact

This action is directed by policy 3.23 of the Transportation Master Plan which states, “Continue engagement with the Accessibility Advisory Committee to identify and address accessibility issues”. The recommendation is tied to item D3-Goal 2-5.13 in the City of Regina’s Official Community Plan, which states “Maximize the accessibility of the conventional transit system while ensuring the paratransit system meets the needs of those unable to use the conventional system.” It also conforms to policy 3.25 of the Transportation Master Plan “Maintain the paratransit system to meet the needs of individuals unable to use the conventional transit system.”

Financial Impact

Some changes to the paratransit policy and procedure guide could have financial implications. At this time, Administration will not be making any changes to the guide with financial implications. When the Transit Master Plan will be undertaken, all of paratransit’s policies and procedures will then be re-examined. When this happens, it is possible that changes with financial implications will be recommended to Council.

Environmental Impact

There are no environmental impacts as a result of the changes being proposed.

OTHER OPTIONS

The 2016 version of the Paratransit Policy and Procedure Guide could continue to be used, however, it is outdated and does not reflect the system for the next five years.

COMMUNICATIONS

Administration will develop a plan to inform paratransit customers of any policy or procedure changes that might affect them. The paratransit newsletter will be used as a communication tool. Changes to the paratransit policy and procedure guide will take effect September 1, 2020.

DISCUSSION

Recommended option:

Administration will be updating the paratransit policy and procedure guide with changes, which will take into effect on September 1, 2020.

The paratransit policy and procedure guide, attached as Appendix A, forms part of the contractual agreement.

Some of the changes Administration will be proposing to the paratransit policy and procedure guide include the following:

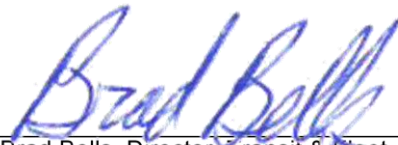
- Updating the wording related to the Accessibility Advisory Committee (Section II-1), as the current wording in the guide references the old Committee.
- Adding a section on Transit's Travel Training Program.
- Clause IV-4, h will be deleted because paratransit passes can no longer be ordered over the telephone.
- Enhancing the information related to taxis in (Section VII-2) so individuals can better understand how and when taxi trips are provided.
- Clarifying the language related to subscription trips (Section III-6) to ensure customers are responsible for using these trips.

The Accessibility Advisory Committee is encouraged to provide feedback or suggestions for other changes. Any large service changes or those with financial implications will not be considered at this time.

DECISION HISTORY

The last paratransit policy and procedure guide update was in 2016.

Respectfully Submitted,



Brad Bells, Director, Transit & Fleet

5/22/2020

Respectfully Submitted,



Kim Conra, Executive Director, Citizen Services

6/2/2020

Prepared by: Lynette Griffin, Manager, Paratransit & Accessibility

ATTACHMENTS

Policy and Procedure Guide January 2016