

Appendix F - Transit Service Levels

Any changes to routes or schedules are timed to occur when operators choose their new work for the next four months. This happens three times a year, typically in January, May and September. The four programs listed below were set to start April 27, 2020 to coincide with the bus operator sign-up period. Due to current concerns of COVID-19, the Transit Department recommends the following for each project:

PROJECT	CURRENT CHALLENGES	RECOMMENDATION	COST SAVING
New Airport Service	There is uncertainty of full operator complement in order to fulfill this service at the end of April.	<ul style="list-style-type: none"> • Delay this service until the end of August 2020. • The Regina Airport Authority has agreed to the recommended delay timeframe. 	Delaying to August is a cost saving of \$82,000.
New Westerra Service	In order to perform this service, additional operators are required at peak times. Currently there is uncertainty of full operator complement in order to fulfill this service.	<ul style="list-style-type: none"> • Delay this service until the end of August 2020 when operator availability is more certain. 	Delaying to August is a cost saving of \$70,000.
On-Demand Transit Pilot (Note 1)	There is uncertainty of full operator complement in order to fulfill this service at the end of April.	<ul style="list-style-type: none"> • Delay this service until the end of August 2020. • Pantonium, the service provider of this pilot, has agreed to the delay timeframe. 	This delay will not have any cost savings as there is a signed contract for the cost of the program used in the pilot.
Spring and Summer U-Pass Program	Online courses will be offered to U of R students with no courses onsite. As a result, the Spring/Summer U-Pass Program will not be utilized.	<ul style="list-style-type: none"> • Delay this service until May 2021. • The University of Regina Student Union (URSU) has agreed to this one-year delay. • This delay will not have an impact on transit operations. 	<ul style="list-style-type: none"> • This delay will not impact budget. • Post-secondary passes will continue to be available for students to purchase during the spring and summer months.

Note 1: The On-Demand Transit Pilot is a 4-month pilot that moves from a regular transit schedule to one where the customer has the ability to schedule a bus pick-up at the time they need it within existing routes. The pilot was to take place from April to August within the Route 10 service, after 7:00 p.m., Monday through Saturday. There will be no financial impact to delaying the pilot.