



Community & Protective Services Committee

**Tuesday, October 9, 2018
4:00 PM**

Henry Baker Hall, Main Floor, City Hall



OFFICE OF THE CITY CLERK

**Public Agenda
Community & Protective Services Committee
Tuesday, October 9, 2018**

Approval of Public Agenda**Adoption of Minutes**

Community & Protective Services Committee - Public - Sep 13, 2018 4:00 PM

Administration Reports

CPS18-19 Canadian Western Agribition Transit Service

Recommendation

1. That the City of Regina provide Canadian Western Agribition (CWA) in-kind transit service funding for the amount of \$24,000, and;
2. That this report be forwarded to the October 29, 2018 meeting of City Council for approval.

CPS18-20 Open Space Pathway Snow Clearing Service

Recommendation

That this report be received and filed.

CPS18-21 Update on Taxi Bylaw Changes

Recommendation

1. That item #2 from CR17-80 be removed from the list of outstanding items for the Community and Protective Services Committee.
2. That this report be received and filed.

Adjournment

AT REGINA, SASKATCHEWAN, THURSDAY, SEPTEMBER 13, 2018

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 Jerry Flegel, in the Chair
Councillor Lori Bresciani
Councillor John Findura
Councillor Joel Murray (Teleconference)

Regrets: Councillor Andrew Stevens

Also in Attendance: Council Officer, Tracy Brezinski
Council Officer, Ashley Thompson
Legal Counsel, Chrystal Atchison
Executive Director, City Services, Kim Onrait
Director, Community Services, Laurie Shalley
Director, Fire and Protective Services, Layne Jackson
Director, Transit Services, Brad Bells
Fire Marshal, Randy Ryba
Manager, Business Development, Nathan Luhning
Manager, Forestry, Pest Control and Horticulture, Russell Eirich
Manager, Parking Services, Faisal Kalim
Manager, Planning & Accreditation, Paul Viala
Manager, Transit Administration, Ron Bailey

APPROVAL OF PUBLIC AGENDA

Councillor Lori Bresciani 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 14, 2018 be adopted, as circulated.

ADMINISTRATION REPORTS

CPS18-15 Regina Fire Bylaw

Recommendation

1. That the City Solicitor be directed to prepare the necessary bylaws to authorize the following:
 - a. repeal *The Regina Fire Bylaw 2005-18*.
 - b. bring forward the new Regina Fire Bylaw as outlined in Appendix A to this report.
2. That this report and related bylaws be forwarded to the September 24, 2018 City Council meeting for approval.

Jordan Klemick, representing Canadian Fire Alarm Association Saskatchewan Chapter, addressed the Committee.

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

CPS18-16 Electronic On-Street Parking Payment Bylaw Change

Recommendation

1. That City Council approve changes to *The Traffic Bylaw No. 9900* recommended in this report as detailed in Appendix A which would give the Administration the ability to implement an electronic payment process for customers to pay for on-street parking.
2. That the City Solicitor be instructed to make the required amendments to *The Traffic Bylaw No. 9900* to address the ability for the customer to pay for on-street parking, as detailed in Appendix A.
3. That this report be forwarded to the September 24, 2018 meeting of Council for approval.

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

CPS18-17 Transit Fare Incentives

Recommendation

1. That the fares outlined in Appendix B be approved.
2. That the following new pass types be approved effective January 14, 2019:
 - a. Monthly Senior Passes
 - b. Semi-Annual Adult Passes

- c. Semi-Annual Youth Passes
 - d. Affordable Adult Pass
 - e. Affordable Youth Pass
3. That the following charter rates be implemented effective January 14, 2019.
 - a. That the base rate (BR) formula would change from BR = Adult Cash Fare x 40 to BR = Adult Cash Fare x 37; and
 - b. That any charters exceeding 300 hours of service would be charged an hourly rate equal to the base rate.
 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 24, 2018 City Council meeting for approval.

Councillor John Findura moved, AND IT WAS RESOLVED, that the recommendations contained in the report be concurred in.

CPS18-18 2019 Pest Control Officer Appointments

Recommendation

1. That the City Solicitor be instructed to amend Bylaw 2009-71 being *The Appointment and Authorization of City Officials Bylaw, 2009* to:
 - (a) Appoint the following people as Pest Control Officers under *The Pest Control Act* from January 1, 2019 until December 31, 2019, unless the officer's employment with the City of Regina is terminated sooner:

<u>Name</u>	<u>Position</u>
Russell Eirich	Manager, Forestry, Pest Control & Horticulture
Ryan Johnston	Supervisor, Pest Control
Corey Doka	Pest Control Officer
Burton Gerspacher	Entomology Research Analyst
2. That within 14 days of City Council passing the amendments to *Bylaw 2009-71*, that the City Clerk notify the Ministry of Agriculture of the appointment of the Pest Control Officers, as required by *The Pest Control Act*.
3. That this report be forwarded to the September 13, 2018 meeting of City Council for approval.

Councillor John Findura moved, AND IT WAS RESOLVED:

- 1. That the City Solicitor be instructed to amend Bylaw 2009-71 being The Appointment and Authorization of City Officials Bylaw, 2009 to:**
 - (a) Appoint the following people as Pest Control Officers under *The Pest Control Act* from January 1, 2019 until December 31, 2019, unless the officer's employment with the City of Regina is terminated sooner:**

<u>Name</u>	<u>Position</u>
Russell Eirich	Manager, Forestry, Pest Control & Horticulture
Ryan Johnston	Supervisor, Pest Control
Corey Doka	Pest Control Officer
Burton Gerspacher	Entomology Research Analyst
- 2. That within 14 days of City Council passing the amendments to *Bylaw 2009-71*, that the City Clerk notify the Ministry of Agriculture of the appointment of the Pest Control Officers, as required by *The Pest Control Act*.**
- 3. That this report be forwarded to the September 24, 2018 meeting of City Council for approval.**

ADJOURNMENT

Councillor Lori Bresciani moved, AND IT WAS RESOLVED, that the meeting adjourn.

The meeting adjourned at 6:00 p.m.

Chairperson

Secretary

October 9, 2018

To: Members
Community & Protective Services Committee

Re: Canadian Western Agribition Transit Service

RECOMMENDATION

1. That the City of Regina provide Canadian Western Agribition (CWA) in-kind transit service funding for the amount of \$24,000, and;
2. That this report be forwarded to the October 29, 2018 meeting of City Council for approval.

CONCLUSION

Providing transportation for the 2018 CWA will provide attendees with an alternate mode of transportation to the event and help alleviate parking congestion. The Transit Department has provided charter services for CWA in the past and it has run well with a large amount of customers taking advantage of the service. Using the 2018 Transit Fare Bylaw rate, the proposed transit service for CWA is \$69,700. The actual cost of providing the transit service is \$45,700, therefore, the proposal is to fund \$24,000 in-kind transit service.

BACKGROUND

The 2018 CWA occurs from November 19 to November 24. Administration met with CWA representatives in September 2018 to discuss the service for the fall event.

The CWA is the largest livestock show in Canada. It is a blend of agriculture, Indigenous culture, and entertainment. It is an international hub of agriculture excellence hosting over 1,200 international guests from over 75 countries. In 2017, over 126,500 people attended the six day event. There were 1,250 international visitors from over 86 different countries, and over 53,000 guests from outside Saskatchewan. The Gross Domestic Product (GDP) impact to Regina was \$44 million. The event contributed \$4.46 million to regional GDP, \$1.1 million in trade show, and \$1.1 million in livestock sales.

Due to a limited amount of parking on site, Transit has provided charter service to Agribition since 2014. The service operated as a park and ride system shuttling customers to and from the event. Initially in 2014, if a customer took the bus service to Agribition, they also received free entrance to Agribition. In 2015, a fee was charged at the bus to take the service but entrance into the CWA was still free. There was a large spike in attendance in 2015 and service could not keep up to demand. A fee was again charged for transit buses in 2016 and service was increased dramatically to keep up with demand. The fee paid by customers was collected and deposited

into the transit farebox by the customers on the bus. This money was kept by Transit and the total amount collected from the fareboxes was subtracted off the final bill sent to CWA. The fee paid on the buses did not work well operationally as many customers brought paper bills which could not be processed by the fareboxes and led to awkward situations of operators having to take paper money. In 2016, the total bill for service was \$66,150, however, the fare intake was \$43,939, thus, the bill owing by CWA was \$22,210.

In 2017, CWA charged attendees at the door regardless if they took the shuttle or not. This charge did not deter people from taking the service as over 18,000 customers used the shuttle. The bill for Agribition in 2017 was \$69,700, however, Transit only charged CWA \$45,700 as this was the cost for the actual cost of the service. This 2017 funding adjustment was approved by Council (CR17-92) on September 25, 2017.

The hours of service have increased each year to keep pace with demand. The table below is a summary of the charter services each year.

Year	Hours	Cost	Ridership
2014	180	\$18,000	13,873
2015	208	\$28,500	21,085
2016	408	\$66,150	19,250
2017	429	\$69,700	18,255
2018	429	\$69,700	19,000(estimated)

Table 1 – CWA Charter Service by Year

DISCUSSION

In 2018, the CWA is planning to have a similar shuttle service as in 2017. Transit estimates there will be 429 hours of service over the six days the event is held with a value of \$69,700. The \$69,700 value of services is calculated using the 2018 charter rates as set out in the *Transit Fare Bylaw*. The actual cost for Transit to perform the above service is \$45,700. This cost must be covered at a minimum to ensure there is no financial loss to the City.

It should be noted that up to and including 2016, CWA received funding from the City of Regina grant program in order to assist them to run the event. In 2009 to 2013, CWA received \$45,000 for their event. In 2014 to 2016, CWA received and increased amount of \$60,000 to help with parking with the establishment of a transit shuttle service. In 2017, CWA did not receive any funding through the grant program but did receive in-kind transit service.

Administration is recommending that the City charge CWA \$45,700, the actual cost of the service. The cost for the service using the 2018 charter rate is \$69,700. The difference between the two rates is \$24,000.

The CWA has a large impact on both the local economy and community in Regina. It is regarded as the best and most sought after marketplace in the world. In 2017, The GDP impact to Regina was \$44 million. The event contributed \$4.46 million to regional GDP, \$1.1 million in trade

show, and \$1.1 million in livestock sales. Beyond the financial impact of the show, CWA has a great impact in the community with over 8,400 school kid's register in the CWA education program. Providing a reduced rate for transit charter service for CWA will ensure an effective operation for parking for the event in the community.

The Transit Department has recently received approval from Council to update the *Transit Fare Bylaw* for 2019. This request for a funding break from CWA will not happen in 2019 as the charter rate will be established at \$120/hour for events like this that exceed 300 hours of service as laid out in the updated Fare Bylaw for 2019.

RECOMMENDATION IMPLICATIONS

Financial Implications

The \$45,700 represents the actual cost of service and would be considered revenue. The City will forgo \$24,000 in revenue. This is revenue that would normally be made on a charter of this size using the 2018 Fare Bylaw rates. This is the same charge for the service that occurred in 2017 for CWA.

Environmental Implications

None with respect to this report.

Policy and/or Strategic Implications

Charging full cost recovery for this service will follow financial principal 1.2 specifically:

Consider, except where prohibited by The Cities Act or other regulations, and where appropriate, establishing user fees and other similar charges in excess of full cost recovery for the program or service to which the fees apply.

Other Implications

None with respect to this report.

Accessibility Implications

Transit buses are all fully accessible and will be able to meet the needs of customers attending the CWA.

COMMUNICATIONS

No communications are required at this point. If approved, Administration will work with CWA on communicating the bus service to residents and visitors.

DELEGATED AUTHORITY

The recommendations contained in this report require City Council approval.

Respectfully submitted,



Brad Bells, Director
Transit Department

Respectfully submitted,



Kim Onrait, Executive Director
City Services

Report prepared by:
Nathan Luhning, Manager of Business Development

October 9, 2018

To: Members
Community & Protective Services Committee

Re: Open Space Pathway Snow Clearing Service

RECOMMENDATION

That this report be received and filed.

CONCLUSION

An analysis of the pathway service was completed, and several options including the cost and implications of clearing all pathways have been provided for your information.

This report will discuss the maintenance and clearing of open space pathways. Costs and benefits of lighting pathways will be presented to this Committee in a separate report from the Community Services Department at a future date in 2018.

BACKGROUND

Councillor Jerry Flegel moved, in amendment, seconded by Councillor John Findura, AND IT WAS RESOLVED, that Administration report back to the Community and Protective Services Committee, within six months, on the implications of maintaining, lighting and clearing an additional 32 kilometres of paved pathways, including the associated costs. (City Council February 27, 2018)

DISCUSSION

Currently, Regina has 88 kilometres of asphalt and concrete pathway throughout the open space network. This includes the 41 kilometre multi-use pathway and 47 kilometres of neighbourhood pathway segments.

Paved pathways are cleared for transportation if they are a multi-use pathway or are a high-use connector pathway to locations like schools, recreation centers and business areas.

A survey with our Municipal Benchmarking Network Canada (MBN Canada) partners in 2018 indicates that Regina clears more pathways (69 per cent) than most other Canadian municipalities in the network. Table 1.1 shows the percentage of pathway that each municipality clears.

Table 1.1 MBN Canada partner municipal snow clearing percentage comparison

Municipality	Per Cent of Pathways Cleared
Regina	69%
Saskatoon	69%
London	59%
Calgary	47%
Winnipeg	20%
Sudbury	2%

Currently, 61.1 kilometres of the 88 kilometres of paved pathways are cleared by Parks Maintenance, as shown in appendix A. To help determine options, an analysis was done on the 26.9 kilometres of pathway currently not cleared. Table 1.2 shows the results of this analysis.

Table 1.2 Criteria not met for clearing analysis

Reason Pathway Segments Are Not Cleared	Total Kilometres	Percentage
Bridges (Not built or designed to withstand heavy snow clearing equipment)	0.5	1.9%
Paths that end without a destination (Path joins a park field, joins crusher dust path, is a path to a closed amenity like a tennis court)	2.6	9.7%
Alternate path or exit already cleared in the same open space (A path that splits, or has separate exits may only have one route cleared, providing a throughway connection)	6.1	22.7%
Narrow concrete paths (Pocket park pathways) *	2.6	9.7%
Pathway does not meet transportation criteria to be cleared	15.1	56.1%
Total Pathways Not Cleared	26.9	100%

** This does not include the concrete street to street connector path segments which are the responsibility of Winter Road Maintenance.*

To better inform the Community and Protective Services Committee, several options were considered:

Option One – Clear all open space pathway City wide

Overview: An additional 26.9 kilometres of paved pathways would be cleared. All pathways in open space, including duplicate pathways, narrow concrete paths in pocket parks and paths that end without a destination, would be cleared.

Advantages: An increase in resident satisfaction due to more open pathways that would result in improved mobility and recreational opportunity in the winter season.

Disadvantages:

1. An estimated \$49,000 in additional annual operating expense (labour and equipment).
2. An estimated \$136,000 capital investment in fleet.
3. The winter pathway maintenance service criteria would not be in alignment with the long-term financial viability goals outlined in Design Regina: The Official Community Plan, *Bylaw 2013-48* and the Strategic Plan.
4. Some parks were not designed to receive winter maintenance. Narrow paths, curbs and bridges prevent equipment from clearing pathways. There is the potential for damage to turf, which would require additional funding dollars allocated to repair.
5. Some portions of the pathway network are alternates or end without a destination, as listed in table 1.2.

Option Two – Update clearing criteria to include recreational opportunity

Overview: This option includes an additional four kilometres of paved pathways cleared. This would increase the percentage of pathways cleared from 69 per cent to 74 per cent.

In addition to the transportation criteria, Parks Maintenance would amend the criteria to include clearing eligible pathways longer than one kilometre, for recreational use. Pathways longer than one kilometre were chosen because these longer trails will provide recreational benefits to residents.

Advantages:

1. An increase in resident satisfaction due to more recreational opportunity in the winter season.
2. Further alignment with policy.

Disadvantages: The criteria change would result in an increased workload, at a cost of \$4,600.

Option Three –Status quo, maintain current service levels

Overview: Parks Maintenance would continue to clear 69 per cent of pathways, for transportation.

Advantages: There would be no additional cost to maintain this level of service. The pathway service already meets the community transportation and the long-term financial viability goals outlined Design Regina: The Official Community Plan, *Bylaw 2013-48*, the Transportation Master Plan and the Strategic Plan.

Disadvantages: The pathway clearing service may not be in alignment with the recreational goals outlined in the Recreation Master Plan.

RECOMMENDATION IMPLICATIONS

Financial Implications

Option One – It would require an estimated \$49,000 in additional annual operating expense (labour and equipment), as well as an estimated \$136,000 capital investment in fleet. The 25-year Transportation Master Plan includes an additional 106 kilometres of new pathways, which would result in an estimated additional \$243,800 commitment in operating expense.

Option Two - The criteria change would result in an increased workload, at a cost of \$4,600.

Option Three – There will be no additional financial implication.

Environmental Implications

Option One –There is potential damage to existing turf and park infrastructure, which would require additional funding dollars allocated to repair. Some parks were not designed to receive winter maintenance.

Option Two – There would be no environmental implication.

Option Three –There is no environmental implication.

Policy and/or Strategic Implications

Option One –Winter pathway maintenance would be in alignment with the transportation and recreational community goals outlined in Design Regina: The Official Community Plan, *Bylaw 2013-48*, the Transportation Master Plan and the Recreation Master Plan, but would not be in alignment with the long-term financial viability goals outlined in these plans.

Option Two - Winter pathway maintenance would be in alignment with the transportation and recreational community goals, as well as the long-term financial viability goals outlined in Design Regina: The Official Community Plan, *Bylaw 2013-48*, the Transportation Master Plan, the Recreation Master Plan and the Strategic Plan.

Option Three –Winter pathway maintenance is already in alignment with the transportation community and the long-term financial viability goals outlined in Design Regina: The Official Community Plan, *Bylaw 2013-48*, the Transportation Master Plan and the Strategic Plan, but would not necessarily be in alignment with the recreational goals outlined in the Recreation Master Plan.

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

None with respect to this report.

Respectfully Submitted,

Respectfully Submitted,



Ray Morgan, Director, Parks & Open Space

9/26/2018



Kim Onrait, Executive Director, City Services

10/4/2018

Ray Morgan, Director
Parks & Open Space Department

Kim Onrait, Executive Director
City Service Division

Report prepared by: Jonathan Wiens, Process & Performance Consultant, Parks & Open Space

Parks & Open Space Paved Pathways Currently Cleared 2018

N

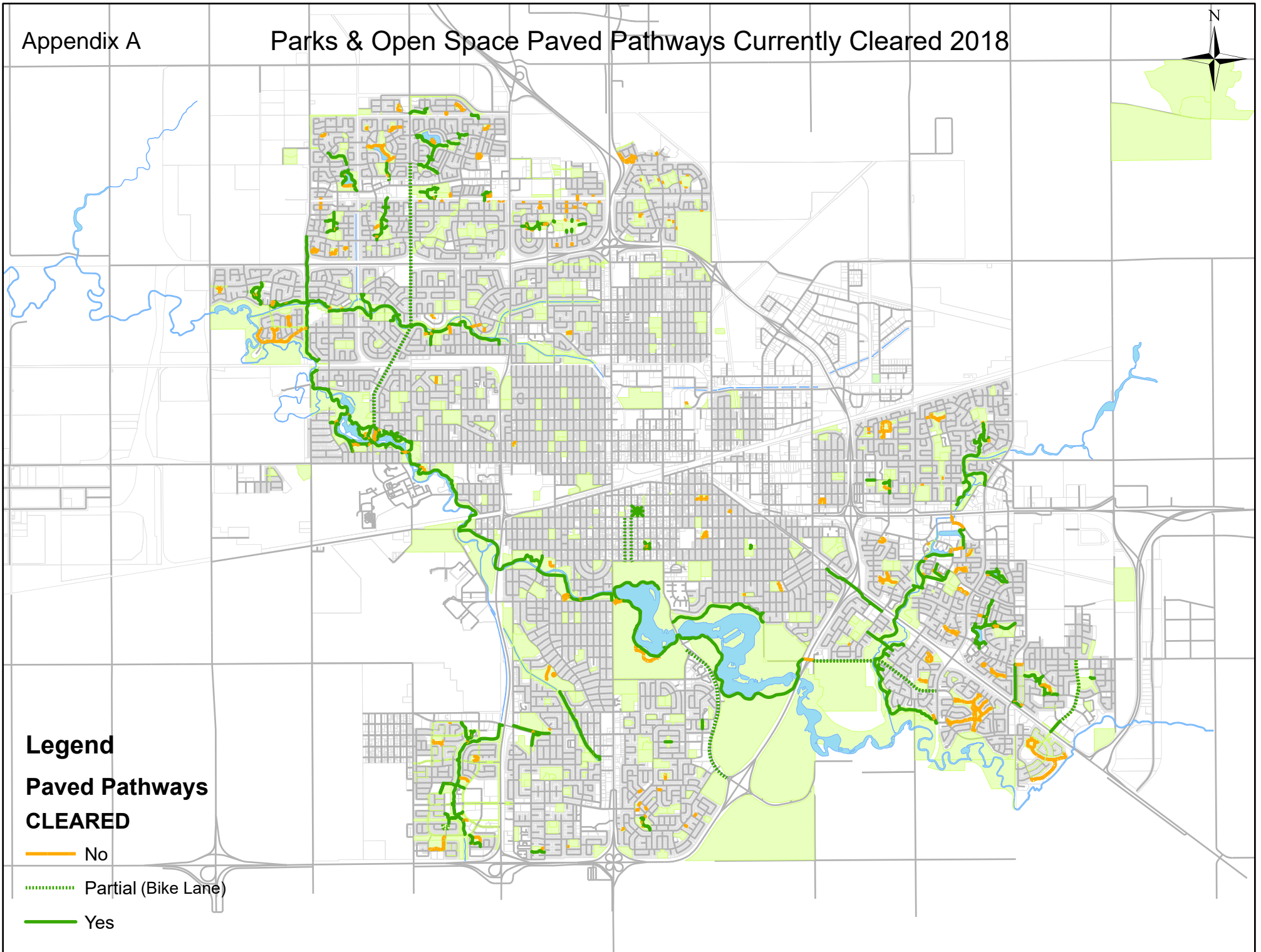
Legend

Paved Pathways CLEARED

— No

..... Partial (Bike Lane)

— Yes



October 9, 2018

To: Members
Community & Protective Services Committee

Re: Update on Taxi Bylaw Changes

RECOMMENDATION

1. That item #2 from CR17-80 be removed from the list of outstanding items for the Community and Protective Services Committee.
2. That this report be received and filed.

CONCLUSION

In 2017, Council amended the taxi bylaw to allocate a portion of seasonal licenses through a lottery system. Research has demonstrated that this change in process did not negatively affect the service provided to residents and visitors to the City of Regina. Specifically, analysis of trip data and a public survey indicated that service remained the same as in previous years. In fact, the research has revealed slight positive changes over the past year. First, there was an increase in average trips per vehicle, and therefore an increase in driver wages. Secondly, there was a small increase in customer service provided by taxi drivers. The public reported that drivers have shown a better knowledge of the city and improved interactions and assistance provided to customers.

BACKGROUND

In 2017, the Community Services Department completed a review of the taxi bylaw and presented proposed amendments to Council. A focus of the change was related to allocation of seasonal licenses and resulted in the following changes to how licenses were allocated:

- Allocation of 60 per cent of Seasonal Taxicab Licences issued via lottery directly to individuals, renewable up to three seasons
- Any new taxicab owner's licence issued required the holder to hold a valid taxicab driver's licence, drive the vehicle licensed to them no fewer than 390 hours every three-month period, and ensure the vehicle is operated a minimum 260 hours for a period of eight consecutive weeks.

The remainder were issued directly to brokers. Council directed Administration to report back after one full year on the impact of the recommendations regarding the allocation of seasonal licences in Q3 of 2018. The purpose of this report is to report on the impacts of the change in process.

DISCUSSION

a) Review of Lottery Process

On September 18, 2017, the City held a draw for the allocation of 28 seasonal taxicab owner licences. The seasonal taxicab owner licences were for a term of three seasons (2017, 2018, 2019) running from October 1 to April 30, to be renewed annually. All successful applications were notified to ensure they had an approved licensed vehicle available for use by October 30, 2017. The applicants were also advised that if they were found to be in violation of any other section of *The Taxi Bylaw, 1994* at any time over the next three years, the seasonal licence would be revoked and reallocated.

Three applicants were not able to meet all of the requirements and the licences were immediately reallocated using the list of alternates drawn during the lottery. There were also some initial concerns for the ability of the successful applicants to associate with a broker, as required by the bylaw. One broker was not accepting any lottery applicants to associate with the brokerage. However, all 28 licence holders were able to associate with one of the other brokers and all seasonal licences were operating by October 30, 2017.

Throughout the season, there were a total of nine seasonal licences that were returned to the City. The primary reasons for the return of the licences were either because the licence holder was unable to complete the minimum number of driving hours or were not earning the amount of revenue they had expected. Upon review of the trip data at the end of the season, the City revoked an additional three licences due to the minimum number of driving hours not being met. These licences have been reallocated for the remaining winter seasons of the three-year term.

b) Review of Trip Data

A review of the trip data supplied by brokers to the City for the seasonal period revealed that the change in allocation had little impact on trip volume or wait times. Trip volumes were equal to the volumes reported for the prior 2016/2017 winter season. The wait times increased by one minute for an average wait time of six minutes. While this is an increase over the prior season, it is still a reduction over the average wait time reported for the 2015/2016 winter season of 6.6 minutes. It should also be noted that the increased wait time was influenced by the removal of six temporary taxicab licences that were not reissued in 2018.

This change also resulted in a five percent increase in the average trips per vehicle. It is difficult to determine how much of this increase is related to the commitment of the individual licence holders. However it can be implied that this did have a positive impact as the reduction in the total fleet size was only four per cent whereas the increase in the average trips per vehicle was five per cent.

c) Public Feedback

Administration also engaged the public through an online survey to determine their satisfaction with Regina taxi services and if they perceived a change in services. The survey was developed and conducted by Fast Consulting in May 2018 using a sample of panelists from online

community partners (Research Now and SSI). Complete survey results for Regina Taxi Services can be found in Appendix A. A total of 494 respondents completed this survey. The feedback is an approximate representation and is reflective of Regina's population with a 95 per cent confidence interval.

The survey results revealed in general, residents are satisfied with the current taxi industry in Regina, the exceptions being the fares charged (too high) and the ability to book a taxi during peak operating times. Overall 66 per cent of respondents rated customer service provided by taxis as good to very good. Most agreed that taxis were easy to access by phone, only nine per cent disagreed, and 62 per cent believed services were timely with short wait times.

When asked if they believed taxi service had improved, the majority of respondents felt it had remained the same. Approximately one out of ten believed there had been improvement in driver knowledge of city streets and venues, drivers taking the shortest routes, interactions with the drivers, cleanliness of the taxis and the assistance provided when needed.

Overall, the change to the allocation process of seasonal licences did not negatively impact the service provided to residents and visitors to the City of Regina. Trip data and a public survey indicated that service remained the same as in previous years. If any impact occurred it was seen through an increase in average trips per vehicle, and therefore an increase in driver wages, and a small increase in the customer service provided by taxi drivers.

RECOMMENDATION IMPLICATIONS

Financial Implications

None with respect to this report.

Environmental Implications

None with respect to this report.

Policy and/or Strategic Implications

None with respect to this report.

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 recommendation contained in this report is within the delegated authority of the Community and Protective Services Committee.

Respectfully submitted,

A handwritten signature in blue ink that reads "Laurie Shalley".

Laurie Shalley, Director
Community Services

Respectfully submitted,

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

Kim Onrait, Executive Director
City Services

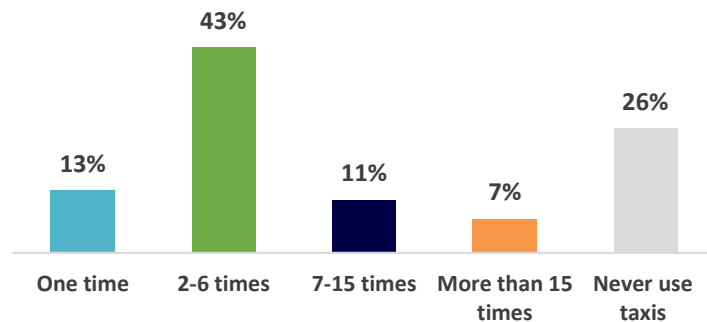
Report prepared by: Dawn Schikowski, Manager, Licensing & Business Support

Regina Taxi Service

Use of Regina Taxi Services

7 out of 10 Used a Regina Taxi in Last Year

Q. In the last year, how frequently have you used taxi services in Regina?



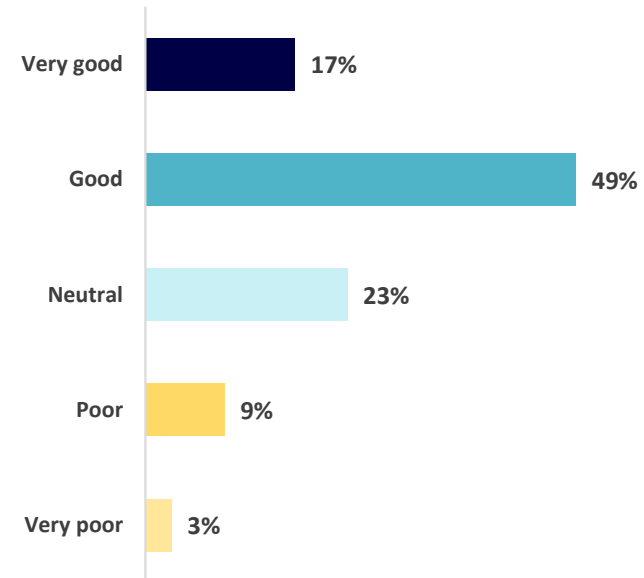
- Seven out of ten (74%) respondents have used Regina taxi services at least once in the last year—the largest number (43%) have used a taxi 2–6 times, another 11% between 7 and 15 times and 7% more than 15 times.
- Approximately a quarter (26%) say they never use taxis.

- Ages 18-34 are most frequent taxi users—15% used a taxi more than 15 times this past year.
- Ages 55+ are most likely to “never use a taxi” (33%).

Perception of Customer Service

66% Give Regina Taxis Good to Very Good Rating on Customer Service

Q. How would you rate the overall customer service provided by the taxi industry in Regina?



* Chart may not total 100% due to rounding

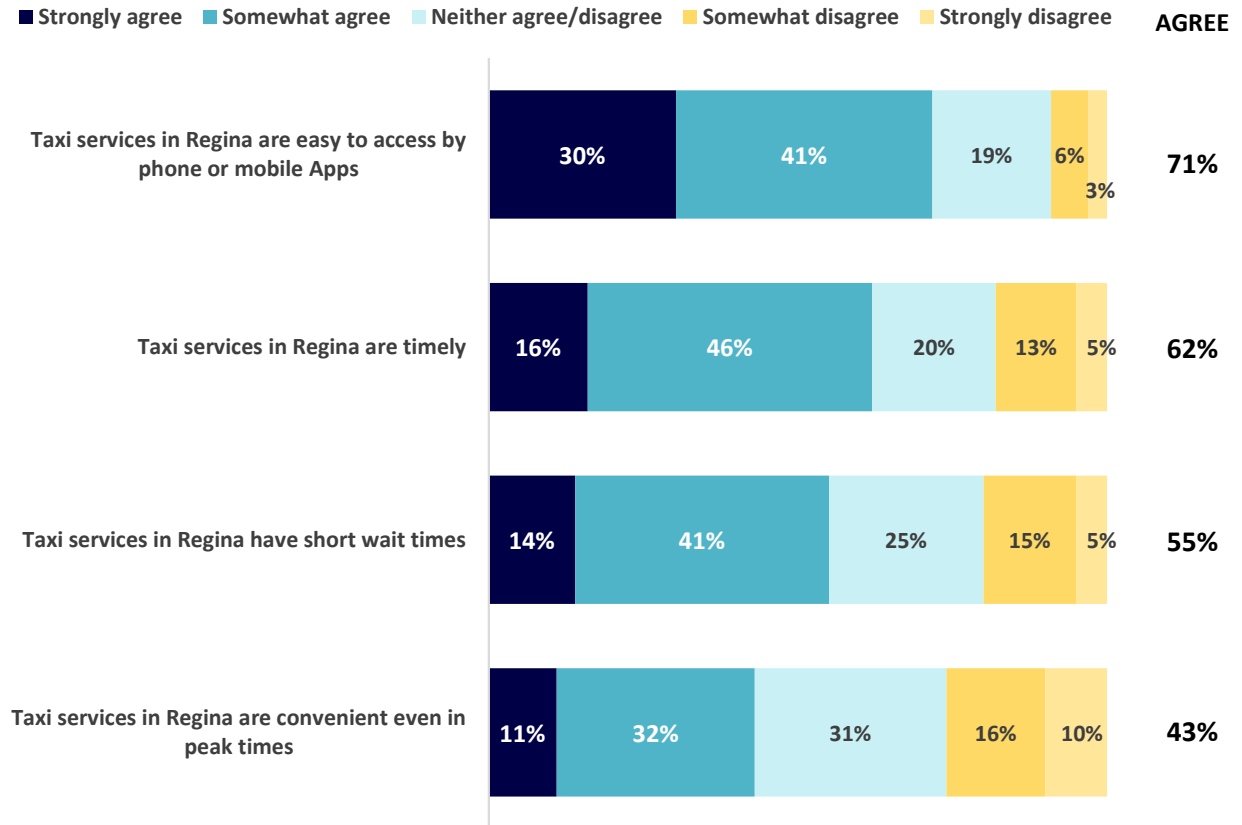
- Two-thirds (66%) of respondents rate the customer service provided by Regina’s taxi industry as good to very good.
- Close to a quarter (23%) are neutral, while 12% rate the industry’s customer service as poor to very poor.

Perception of Convenience

7 out of 10 Agree Taxis Easy to Access by Phone, App

Q. How much do you agree with the following statements as they relate to taxi service in Regina?

- Ease of access does not appear to be a concern when it comes to taxi service—71% of respondents agree Regina taxis are easy to access by phone or mobile app; only 9% disagree.
- Perceptions of timeliness and wait times are also positive. The majority (62%) agree Regina taxi services are timely, and over half (55%) agree taxi services have short wait times.
- Opinion is somewhat divided on whether taxis are convenient during peak times—43% agree, while 26% disagree and 31% are neutral (neither agree nor disagree).



* Chart may not total 100% due to rounding

Perception of Reliability

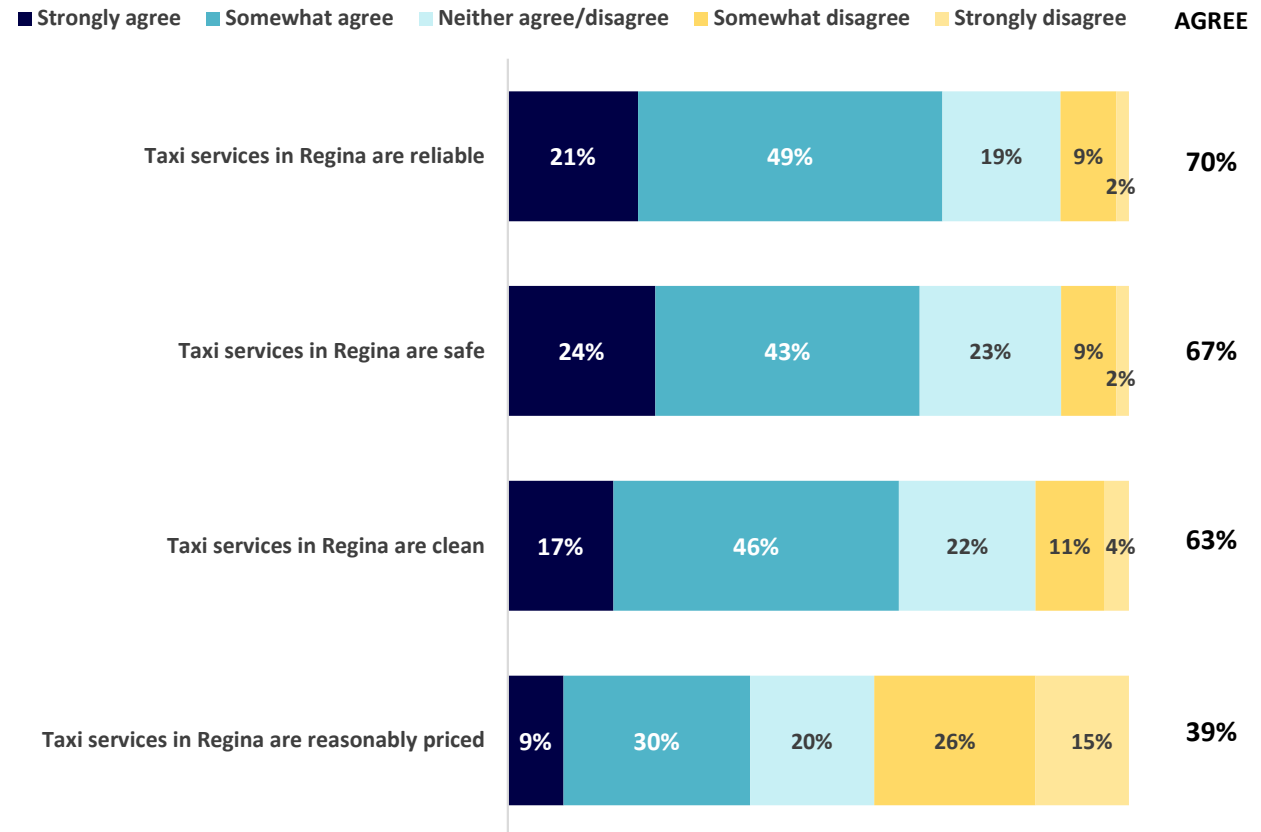
7 out of 10 Agree Taxis Reliable, Safe

4 out of 10 Agree Taxis Reasonably Priced

Q. How much do you agree or disagree with the following statements as they relate to taxi service in Regina?

- Seven out of 10 (70%) agree taxi services in Regina are reliable; only 11% disagree.
- Seven out of 10 (67%) also agree Regina taxis are safe; again, only 11% disagree.
- Six out of ten (63%) agree Regina taxis are clean (15% disagree).
- Respondents are split on price—four out of 10 (39%) agree Regina taxis are reasonably priced, four out of 10 (41%) disagree.

- Ages 18-34 are most likely to agree Regina taxis are reasonably priced (43%).



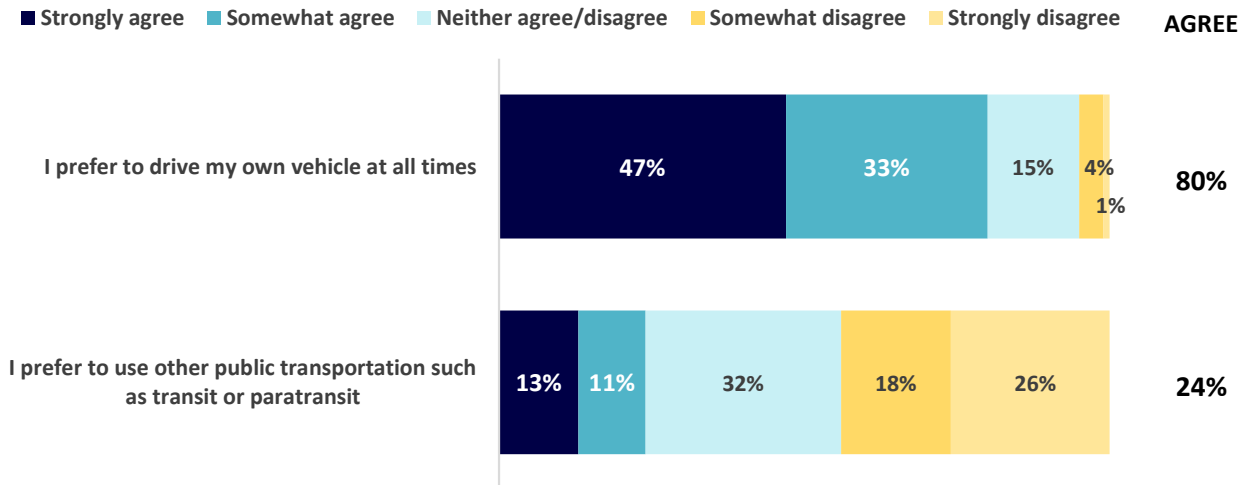
* Chart may not total 100% due to rounding

Transportation Preference

8 out of 10 Prefer to Drive their Own Car

Q. How much do you agree or disagree with the following statements as they relate to taxi service in Regina?

- When asked about their transportation preferences, the large majority (80%) of respondents say they prefer to drive their own vehicle at all times.
- Approximately 24% agree they prefer to use other forms of transportation, such as paratransit or transit, compared to 44% who disagree and 32% who neither agree nor disagree.



- Ages 18-34 are most likely to prefer driving their own vehicle (87%).
- Ages 18-34 are also most likely to prefer to use other forms of public transportation (44%).

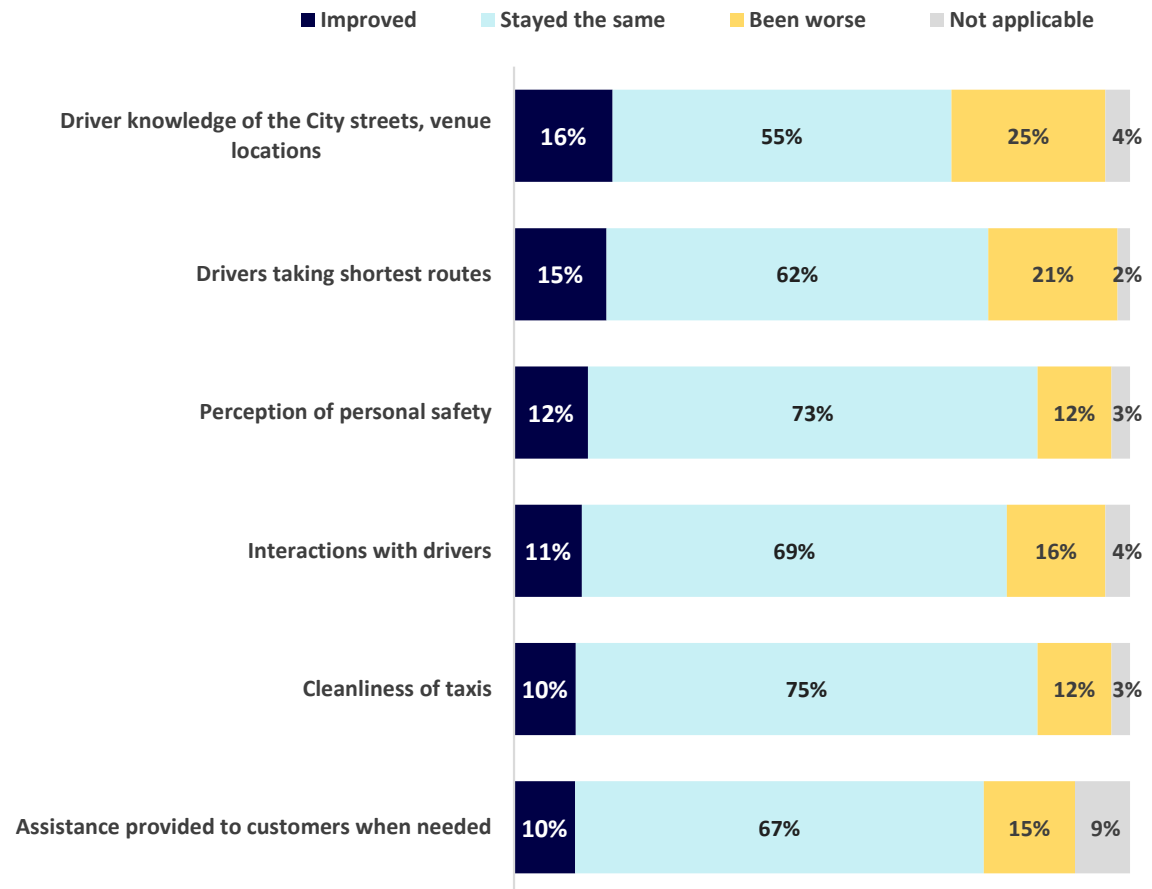
Has Taxi Service Improved?

Most Think Taxi Service Has Stayed About the Same

Q. Do you think your experience in the last 12 to 18 months with the taxi service in Regina has improved, stayed about the same or been worse than before in terms of the following services?

- The majority of respondents feel taxi service in Regina has stayed about the same over the last year-and-a-half. Roughly one out of 10 thinks there has been improvement in terms of:
 - Driver knowledge of city streets & venue locations (16%)
 - Drivers taking shortest routes (15%)
 - Perception of personal safety (12%)
 - Interactions with drivers (11%)
 - Cleanliness of taxis (10%)
 - Assistance provided to customers when needed (10%).

- Ages 18-34 are most likely to think Regina's taxi service has improved—particularly drivers' taking shortest routes (30%), driver knowledge (29%) and sense of personal safety (21%).



* Chart may not total 100% due to rounding