



**PUBLIC AGENDA  
SASKATOON ACCESSIBILITY  
ADVISORY COMMITTEE**

Friday, October 9, 2015, 12:00 p.m.  
Committee Room E, Ground Floor, City Hall  
Committee Members:

Mr. R. East, Chair  
Mr. J.D. McNabb, Vice-Chair  
Councillor C. Clark  
Councillor M. Loewen  
Ms. J. Dawson  
Ms. G. Kozlow  
Ms. O. Nicholson  
Ms. M. Baxter

Director of Community Development L. Lacroix  
Director of Facilities & Fleet Management T. Halstead

Pages

**1. CALL TO ORDER**

**2. CONFIRMATION OF AGENDA**

**Recommendation**

That the agenda be confirmed as presented.

**3. ADOPTION OF MINUTES**

**Recommendation**

That the minutes of Regular Meeting of the Saskatoon Accessibility Advisory Committee held on September 11, 2015 be adopted.

**4. UNFINISHED BUSINESS**

**5. REVIEW OF ACCESSIBLE SIDEWALKS**

The Committee at its meeting held on September 11, 2015 determined to participate in a walking tour prior to the start of the October meeting. The Committee is set to discuss their findings.

**Recommendation**

That the Committee issue direction.

**6. COMMUNICATIONS**

**7. REPORTS FROM ADMINISTRATION**

**7.1 Reports of Access Transit Manager (Files CK. 225-70)**

3 - 4

Verbal Update - B. Howe

Attached for the Committee's information is the 2014 Access Transit Annual Report.

**Recommendation**

That the information be received.

**8. MATTERS FOR FOLLOW UP (Files CK. 225-70)**

5 - 9

Matters for follow-up as of September 11, 2015. Attached is a copy of the Committee's follow-up list for review.

**Recommendation**

1. That the Committee issue direction with respect to any follow-up; and
2. That the information be received.

**9. STATEMENT OF EXPENDITURES (Files CK. 1704-5)**

10 - 10

Attached is a current Statement of Expenditures.

The Committee determined at its September meeting to further discuss initiatives related to its budget.

**Recommendation**

That the direction of the Committee issue.

**10. ADJOURNMENT**

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## 2014 Access Transit Annual Report

### Recommendation

That the Standing Policy Committee on Transportation recommend to City Council:

1. That the information be received; and
2. That a copy of the final report be forwarded to the Accessibility Committee.

### Topic and Purpose

To present City Council with the 2014 Access Transit Annual Report that outlines the performance of Access Transit in 2014 and includes a comparative analysis to previous years.

### Report Highlights

1. Annual Revenue trips in 2014 were 130,917 which was 0.3% less than the Revenue Trips provided in 2013. A record number of Revenue Trips were provided in 2013 (131,318).
2. The Denial rate was 8.2% in 2014 compared to 8.8% in 2013.
3. Productivity remains high at 2.6 Revenue Trips per hour, exceeding the Canadian average.

### Strategic Goals

This report supports the Strategic Goal of Asset and Financial Sustainability through continued fiscal responsibility, and a focused effort in meeting business needs in a cost-effective manner.

The report also supports the Strategic Goal of Quality of Life and Moving Around. Access Transit maintains a high quality of service that has a significant positive impact on the quality of life for customers and their families.

### Report

A summary of the 2014 Annual Report is as follows:

#### Revenue Trips

A Revenue Trip is defined as a one-way trip from point A to point B. Access Transit provided 130,917 trips in 2014 which is a slight decrease of 401 (0.3%) trips compared to the 131,318 trips provided in 2013.

#### Denials

A Denial is a trip request by a customer that cannot be accommodated. Total Denials decreased by 906 (0.6%) in 2014 compared to 2013 for a yearly total of 11,493. The Denial rate in 2014 was 8.2% compared to 8.8% in 2013. Denials peak in the colder

months when the demand for Access Transit services is the highest. Taxi service is utilized to assist with the extra demand.

### Productivity

Revenue Trips per Hour is another key performance indicator. Revenue Trips per Hour total 2.6, which is higher than the Canadian average of 2.5 Revenue Trips per Hour.

### Future Growth

Access Transit conducts regular service reviews to ensure that customers are provided with as many rides as possible. As the population ages, mobility related topics and services will become a larger municipal matter. Demand for Access Transit service will continue to increase. Access Transit will continue to conduct service reviews. Going forward, while small efficiencies may be gained, Access Transit is unable to provide significantly more rides with the existing service hours.

### **Public and/or Stakeholder Involvement**

This report will be shared with the Transit Assistance for People with Disabilities (TAPD) Fund (Government of Saskatchewan) which provides partial funding for Access Transit.

### **Communication Plan**

A copy of the 2014 Access Transit Annual Report will be made available on the new [Saskatoon Transit website](#) under the Access Transit menu. This report will also be shared with the Saskatoon Accessibility Advisory Committee and with Access Transit staff.

### **Other Considerations/Implications**

There are no financial, environmental, policy, privacy, or CPTED implications or considerations.

### **Due Date for Follow-up and/or Project Completion**

This report is provided on an annual basis and no further follow-up is required at this time.

### **Public Notice**

Public Notice pursuant to Section 3 of Policy No. C01-021, Public Notice Policy, is not required.

### **Attachment**

1. 2014 Access Transit Annual Report

### **Report Approval**

Written by: Bob Howe, Access Transit Manager  
Reviewed by: Jim McDonald, Director of Saskatoon Transit  
Approved by: Jeff Jorgenson, General Manager, Transportation & Utilities Department

**ACCESSIBILITY MATTERS FOR FOLLOW-UP**

DATE	SUBJECT	ACTION	FOLLOW-UP ACTION
Oct. 29/10	<p><b>Snow Removal –</b> Action Plan for Accessibility And Criteria for Snow Removal on Sidewalks And Accessibility of Saskatoon Streets</p>	<p>The Committee, at its meeting held on October 29, 2010, discussed the topic of snow removal.</p> <p>It was resolved that the Administration report further regarding criteria for sidewalk snow removal; and that Administration arrange for an outdoor wheelchair experiential session for those interested.</p> <p>April 29/11 – Administration was in attendance and provided a verbal update to the Committee indicating that a written report will be submitted to the Planning and Operations Committee in June 2011 and the Committee will be provided a copy. The general matter of snow removal will also be on the Committee’s September agenda.</p> <p>Sept. 30/11 – The Committee was provided a copy of Clause 1, Report No. 9-2011 of the Planning and Operations Committee, which was adopted by City Council at its meeting held on June 27, 2011. It was resolved:</p> <ol style="list-style-type: none"> <li>1) that the report of the General Manager, Infrastructure Services Department dated June 6, 2011, be submitted to the Budget Committee for consideration; and</li> <li>2) that a copy of this report be submitted to</li> </ol>	<p>This matter to be followed-up on after 2012 budget deliberations in December 2011.</p> <p>Will request snow removal plan to review at September mtg as well as request attendance from representative in bylaw enforcement to indicate</p>

	<p><b>Snow Removal</b></p>	<p>the Accessibility Advisory Committee for its information.          Sep 14/12 – Rec’d update from P. Bracken, IS</p> <p>Oct 10/14 – E. Quail (Rdway Manager, Public Works) &amp; A. Gardiner (Dir. of Transportation) gave updates on snow removal winter 2014 targets &amp; snow removal bylaw enforcement.</p>	<p>enforcement of clearing of snow on private lots.          Sep/12 – Memo sent to GM, IS requesting short summary fact sheet on the snow removal program and bylaw enforcement related to snow removal.          Nov/12 – IS will be asked to provide update on bylaw enforcement at a future meeting.          Jan/13 – general updates given to Committee.          Jan/13 – Detailed report expected before budget deliberations.          (May/13 – Sidewalk Clearing Bylaw discussed at June 2013 meeting.)          Oct/13 – Reports forthcoming – city-wide &amp; sidewalk clearing – to be distributed to Committee once public.          Jan/14 - ongoing          Mar/14 – requested update from Administration          May/14 – J. Patel provided update          Sept 12/14 – Committee Assistant to verify with the Administration if an update is to be provided for the Fall 2014. Committee Assistant will report back to the Committee on this matter.          Nov 14/14 - No update.          Jan 9/15 – Dir. of Transportation Gardiner and Dir. of Community Standards Hildebrandt gave an update on snow removal bylaw enforcement report.          Feb 13/15 – Dir. of Community Standards Hildebrandt gave an update on sidewalk snow clearing enforcement report being presented to City Council at their Feb. 23/15 mtg.          Mar 13/15 – Dir. of Community Services Lacroix informed the Committee that awareness campaigns continue to be worked on in order to help make the city more accessible for everyone. The City also understands that they have to be role models by ensuring snow is being removed from City-owned property.          May 8/15 – Email from M. Simmonds was discussed. No further updates were provided.          Jun 12/15 – Dir. of Community Standards Hildebrandt gave a brief update on the snow clearing bylaw similar to what was presented to the</p>
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			<p>Committee in Feb. 2015. Sept. 11/15 – No update.</p>
	<b>Accessible Audible Pedestrian Signals</b>	<p>Sept. 11/15 – The matter has been put back on the follow-up list after Sept. 11/15 mtg to further determine course of action.</p>	<p>Sept. 11/15 – G. Lazic and J. Magus both with COS Transportation Division presented a letter written by the Transportation &amp; Utilities Department to the AEBC, Stoon Chapter addressing this matter. Mr. Lazic will update the Committee in Oct. on the 25<sup>th</sup> St. &amp; Idylwyld Dr. intersection.</p>
Jan/12	<b>Disabled Parking</b>	<p>Jan/12 – Phil Haughn spoke to committee about changes in downtown parking.</p> <p>Oct 10/14 – P. Haughn gave update on permit parking (Apr 2015 smart cards to be issued). Medical parking spots issued based on user demand. Additional spots looking to be allocated.</p>	<p>Follow up as information available. Mar/13 – P. Haughn asked to provide update. May/13 – No update yet; projected for fall. Oct/13 – RFP for upgrade of parking equipment Nov 4/13 – RFP to Council Jan/14 – RFP for parking meters closing soon Mar/14 – request for update from Administration Apr/14 – RFP not yet closed June/14 – Request to Admin to update in fall 2014 Sept 13/14 - Secretary to confirm that Administration (Phil Haughn) will provide an update in fall 2014. Secretary will report back to the Committee on this matter. Sept 12/14 – Committee Assistant to request Administration provide information on allocation of disabled parking spots for medical offices. Phil Haughn will report to the Committee on this matter at the Oct 2014 meeting. Nov 14/14 – Request to Admin to update on new parking policy in 2015. Jan 9/15 – Parking issues/concerns are to be addressed to Community Standards Division. Parking policies are being reviewed through the 2015 Parking Study. Feb 13/15 – No update. Mar 13/15 – There are a few glitches with the new system that are being rectified. Max. time currently allowed to park is 90 mins., meters work by inputting the vehicle license, payment at the meters can be cash, credit card or PayPal, parking ambassadors are patrolling the streets to assist the public with the operation of the new meters. May 8/15 – G. Kozlow circulated a Star Phoenix article on the shortage of</p>

			<p>downtown disabled parking. It was suggested to invite parking services administration for an update.</p> <p>Jun 12/15 – Dir. of Community Standards Hildebrandt provided an update on the intent of future to accessibility spots and their size, loading zones, and a review of the permit parking policy. Administration welcomes feedback from the public on any parking services project.</p> <p>Sept. 11/15 – It was determined to invite Dir. of Community Standards Hildebrandt to the Oct. mtg. to provide an update.</p>
	<p><b>Accessible Calling Out Bus Stops</b></p>		<p>Follow up as appropriate.</p> <p>Mar/13 – Pilot of 30 buses complete, entire fleet to be equipped. J. Robinson to report further re implementation plan.</p> <p>May/13 – Operators were not consistently calling out stops, further education was provided; situation improving.</p> <p>Sep/13 – Letter of Agreement Signed between City of Saskatoon Transit and Saskatchewan Human Rights Commission</p> <p>Oct/13 – not all operators calling out stops</p> <p>Jan/14 – all buses to be equipped with Intelligent Transportation System by May 2014</p> <p>May/14 – most buses outfitted with new equipment</p> <p>June/14 – equipment installed, smart phone app ready by fall</p> <p>Sept 12/14 – No update.</p> <p>Oct 10/14 – No update.</p> <p>Nov 14/14 – No update.</p> <p>Jan 9/15 – No update.</p> <p>Feb 13/15 – No update.</p> <p>Mar 13/15 – All buses are now part of the new tracking system implemented due to the new City website. Some staff continues to not call out bus stops.</p> <p>May 8/15 – Access Transit Manager Howe was updated on staff inconsistencies with calling out bus stops.</p> <p>Jun 12/15 – No update.</p> <p>Sept. 11/15 – Committee members shared experiences from Aug. 26/15 regarding their participation with Saskatoon Transit Voice Announcement</p>



			System (ITS). On-going issues remain with bus drivers not calling out bus stops.
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Updated Sept. 2015

01-5576-103 ACCESSIBILITY ADVISORY COMMITTEE - Budget - \$3,000							
Date	Number	Description	Debit	Credit	Balance	Budget Remaining	GL
		Beginning Balance			0	\$3,000	
4/14/2015	R547613	SASK DEAF & HARD OF HEARING SERVICES - Computerized Notetaking Services for Member	75	0	75		x
4/28/2015	R541965	SK DEAF/HARD HEARING SERVICES - Computerized Notetaking Services for Member	90	0	90		x
		<b>April Total</b>	<b>165</b>	<b>0</b>	<b>165</b>	<b>\$2,835</b>	
		<b>Ending Balance, September/2015</b>			<b>165</b>	<b>\$2,835</b>	