



AGENDA
SPECIAL MEETING OF CITY COUNCIL

Monday, October 20, 2014 at 12:50 p.m.
Council Chamber, City Hall

- 1. CALL TO ORDER**
- 2. CONFIRMATION OF AGENDA**
- 3. REPORTS FROM ADMINISTRATION AND COMMITTEES**
 - 3.1 Corporate Performance Department**
 - 3.1.1. Free Saskatoon Transit for October**

Recommendation

 1. That there be no charge for Saskatoon Transit rides from October 20 to October 31, 2014 inclusive; and
 2. That October UPass, EcoPass, and long-term passes be refunded.
 - 3.2 Executive Committee**
 - 3.2.1. Free Saskatoon Transit for October**

Recommendation

That Saskatoon Transit rides be free to all users for the month of October, 2014 and that October long-term passes be refunded.
- 4. URGENT BUSINESS**
- 5. IN CAMERA SESSION (OPTIONAL)**
- 6. ADJOURNMENT**

Free Saskatoon Transit for October

Recommendation

1. That there be no charge for Saskatoon Transit rides from October 20 to October 31, 2014 inclusive; and
2. That October UPass, EcoPass, and long-term passes be refunded.

Topic and Purpose

This report recommends that there be no charge for Saskatoon Transit rides from October 20 to October 31, 2014 inclusive, and that all pass holders receive a refund for the month of October.

Report Highlights

Free Transit rides is offered for the rest of October and refunding pass holders for October will ensure it is convenient for customers to get moving again as quickly as possible.

Strategic Goals

This report supports the Strategic Goal of Moving Around.

Background

Saskatoon Transit has been locked out since September 20, 2014. The Mayor and City Council voted at the October 18, 2014 Executive Committee meeting to rescind the lock out notice and resume Transit Services effective Monday, October 20, 2014.

Report

This report is recommending that Transit customers ride the bus for free until Friday, October 31. Refunds and extensions were offered to Transit pass holders for the month of September. The free Transit service will give customers time and opportunity to purchase a new monthly pass for November or extend their September pass if they did not receive a refund.

Options to the Recommendation

City Council may choose to extend the free rides to Access Transit for October 20 – 31, 2014.

Communication Plan

Free Rides and Refunds

Paid advertising through radio and print ads will be developed and will begin the week of October 20, 2014. Information will be posted on the City's website and social media sites. Posters will be posted at Transit bus stops.

UPass and EcoPass holders should contact the Administrators of their programs to learn about extensions or reimbursements. The City will adjust its invoice for University students so there are no fees for September or October.

Bus Routes

There are a number of ways for citizens to find information on bus routes:

- **Transit Click & Go** - Visit www.saskatoon.ca and search for route options using *Transit Click & Go*.
- **Customer Service Representative** – Citizens can call 306-975-3100 to speak with a Customer Service Representative or visit the Saskatoon Transit Customer Centre, located at the Downtown Terminal on 23rd Street. Hours of operation are listed on the City's website.

Phone & Go will be operating by Tuesday, October 21, 2014. Phone & Go is a trip planning service available 24 hours a day, seven days a week. By following phone prompts, customers can plan their Transit trip using the most up-to-date information, or find the next buses servicing a stop.

Financial Implications

The Administration is recommending full refund of all pass-holders for the month of October, and free transit service for the remainder of October.

The typical revenue generated during a 12-day period is approximately \$517,000. This includes all revenue including cash fares, passes, EcoPass, Upass. Ridership is typically much lower following a strike or lockout situation. Therefore, the Administration estimates that the actual revenue potential for the remainder of October, if service were not offered free of charge, could be approximately \$450,000.

The estimated cost of refunding people and agencies who have long term monthly passes, or are participants in EcoPass or UPass programs for the non-service days in October is approximately \$179,000. These pass holders will be fully refunded for October, the \$179,000 estimate is associated with the non-service days, and the \$450,000 estimate includes the cost of pass revenue for the 12 service days.

Due Date for Follow-up

The Administration will report to City Council in November, 2014 regarding the total number of refunds and extensions issued for September and October.

Public Notice

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

Report Approval

Written by: Catherine Gryba, General Manager, Corporate Performance Department

Approved by: Jeff Jorgenson, General Manager, Transportation and Utilities Department



3.2.1.

EXECUTIVE COMMITTEE

Free Saskatoon Transit for October

Recommendation of the Committee

That Saskatoon Transit rides be free to all users for the month of October, 2014 and that October long-term passes be refunded.

History

At the Special Meeting of Executive Committee held on October 18, 2014, the Committee considered the matter of free transit for the month of October, effective October 20, 2014.

A complementary report of the Administration is being submitted and should be considered at the same time.