



AGENDA

SPECIAL MEETING OF CITY COUNCIL

Friday, October 3, 2014 at 9:00 a.m.

Council Chamber, City Hall

- 1. CALL TO ORDER**
- 2. CONFIRMATION OF AGENDA**
- 3. ADOPTION OF MINUTES**
- 4. PUBLIC ACKNOWLEDGMENTS**
- 5. UNFINISHED BUSINESS** (from Public Hearing Meeting of September 29, 2014)
 - 5.1 Proposed Bylaw No. 9219, The Buffer Strip Redesignation Bylaw, 2014**

Recommendation

That City Council consider Bylaw No. 9219.
 - 5.2 Proposed Bylaw No. 9220, The Street Closing Bylaw , 2014 (No. 5)**

Recommendation

That City Council consider Bylaw No. 9220.
- 6. QUESTION PERIOD**
- 7. CONSENT AGENDA**

8. REPORTS FROM ADMINISTRATION AND COMMITTEES

**8.1 Refund Planned for Saskatoon Transit Passholders
(File No. CK. 7312-1 x 1905-4)**

Recommendation

That the Administration be directed to implement the Transit pass refund plan as outlined in this report.

9. INQUIRIES

10. MOTIONS (NOTICE PREVIOUSLY GIVEN)

11. GIVING NOTICE

12. URGENT BUSINESS

13. IN CAMERA SESSION (OPTIONAL)

14. ADJOURNMENT

BYLAW NO. 9219**The Buffer Strip Redesignation Bylaw, 2014**

The Council of The City of Saskatoon enacts:

Short Title

1. This Bylaw may be cited as *The Buffer Strip Redesignation Bylaw, 2014*.

Purpose

2. The purpose of this Bylaw is to redesignate a portion of Municipal Buffer Strip MB4, Plan No. 80S19252 and all of Municipal Buffer Strip MB2, Plan No. 77S40958 for residential development.

Redesignation and Exchange

3. A portion of Municipal Buffer Strip Area "A" MB4, Plan No. 80S19252 and all of Municipal Buffer Strip Area "B", MB2, Plan No. 77S40958 to be redesignated and exchanged for Area "C" as proposed Municipal Buffer Strip MB1 as shown on the attached Sketch Plan Showing Proposed Buffer Redesignation prepared by Blake Wahl, S.L.S. dated February 14, 2014 and attached as Schedule "A" to this Bylaw.

Authorization to Carry Out Bylaw

4. The City Clerk and Mayor are authorized to execute all such documents as may be necessary to carry out the intent of this Bylaw.

Coming into Force

5. This Bylaw shall come into force on the day of its final passing.

Read a first time this _____ day of _____, 2014.

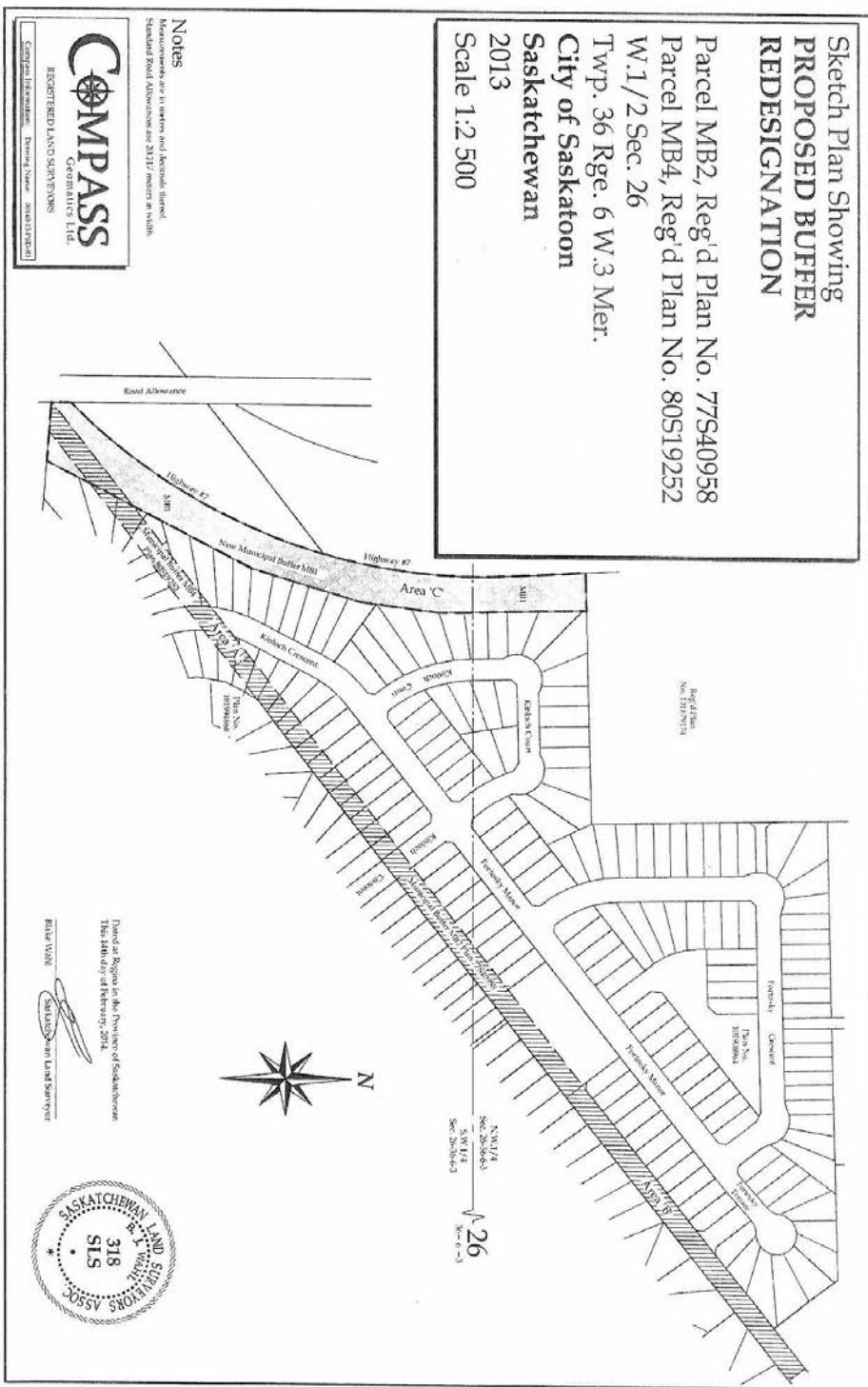
Read a second time this _____ day of _____, 2014.

Read a third time and passed this _____ day of _____, 2014.

Mayor

City Clerk

Schedule "A"



BYLAW NO. 9220**The Street Closing Bylaw, 2014 (No. 5)**

The Council of The City of Saskatoon enacts:

Short Title

1. This Bylaw may be cited as *The Street Closing Bylaw, 2014 (No. 5)*.

Purpose

2. The purpose of this Bylaw is to close a portion of east-west lane adjacent to 1302 and 1400 Quebec Avenue, Saskatoon, Saskatchewan.

Closure of Portion of Lane

3. All that portion of east-west lane adjacent to 1302 and 1400 Quebec Avenue, Saskatoon, Saskatchewan and more particularly described as:

all that portion of a lane lying north and adjacent to Lot A,
Block 13, as shown on Plan G727, Saskatoon,
Saskatchewan,

as shown on a Plan Showing Proposed Lane Closure prepared by R.J. Morrison, S.L.S. dated February, 2014 and attached as Schedule "A" to this Bylaw, is closed.

Coming into Force

4. This Bylaw comes into force on the day of its final passing.

Read a first time this _____ day of _____, 2014.

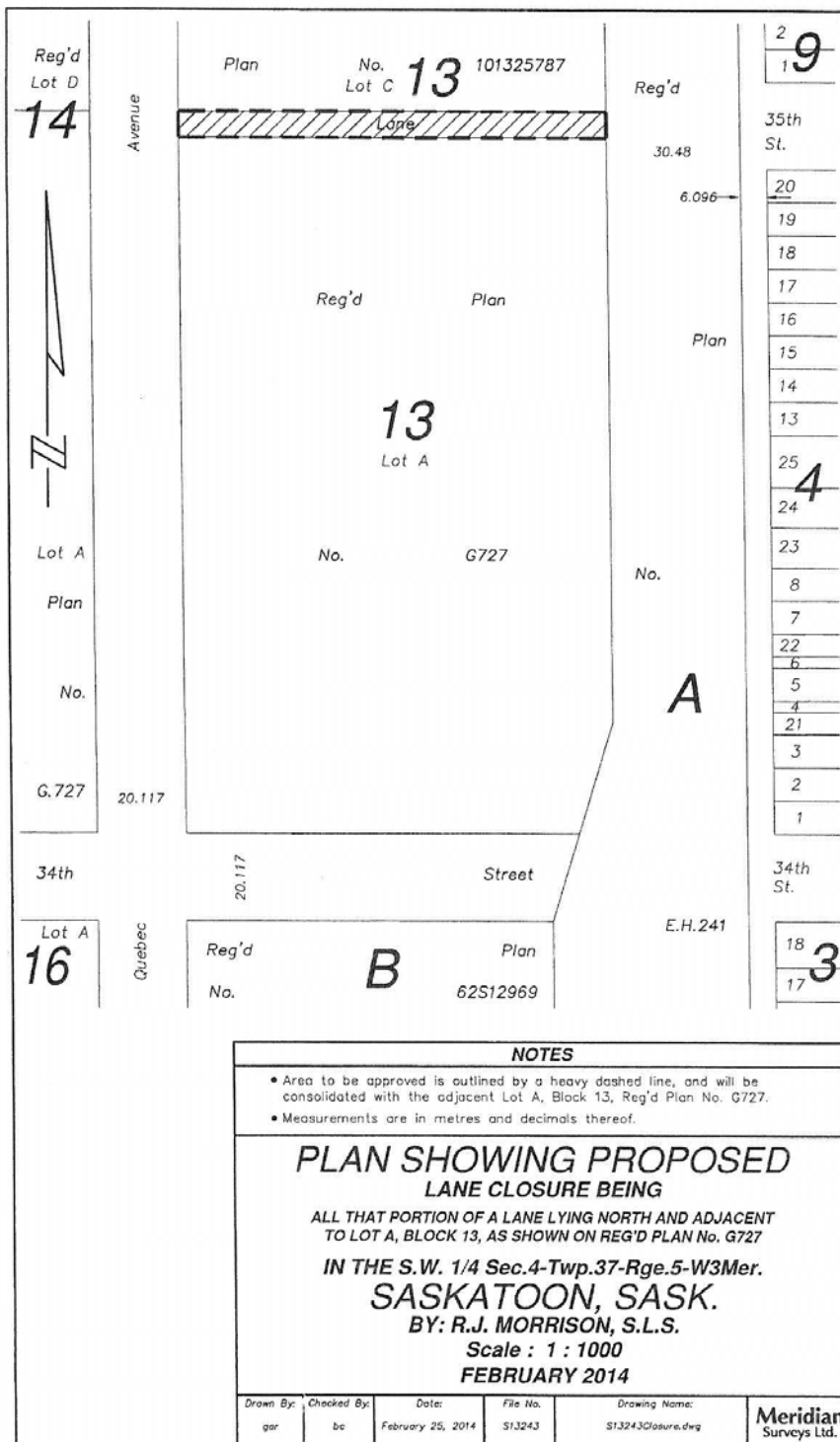
Read a second time this _____ day of _____, 2014.

Read a third time and passed this _____ day of _____, 2014.

Mayor

City Clerk

Schedule "A"



Refund Plan for Saskatoon Transit Pass Holders

Recommendation

That the Administration be directed to implement the Transit pass refund plan as outlined in this report.

Topic and Purpose

The Administration is recommending a plan for handling Transit pass refunds which incorporates a variety of options to make it as convenient as possible for customers.

Report Highlights

1. Transit customers who hold a valid pass will receive a one-month extension, or a full month refund for the month of September.
2. Pass extensions would be made available as a convenient option for Transit customers to minimize the need for an additional trip or waiting in a customer service line.
3. Refunds or a credit on a utility bill account would be offered through a mail-in option. Customers would be reimbursed for postage fees.
4. Refunds would also be available through a variety of locations, including City Hall, Transit Customer Service Centre, Leisure Centres, and at a mobile Transit refund location to ensure the broadest access for citizens.
5. The mail-in option would begin as early Friday, October 3, 2014, at 1:00 p.m. The in-person refund would begin on Wednesday, October 8, 2014.

Strategic Goal

This recommendation supports the strategic goal of Continuous Improvement by providing a coordinated approach to customer service in regard to Transit pass refunds.

Report

On September 20, 2014, at 10:00 p.m. Transit service was suspended due to an ongoing labour dispute. There are approximately 8,600 active one-month or longer duration pass holders, 17,500 UPass holders and 1,000 EcoPass holders for the month of September who were not able to fully utilize their pass.

It is recommended that customers holding a valid September 2014 Transit pass receive compensation for the full month of September. The following information outlines the plan for providing extensions or refunds for the various types of pass holders.

A. Customers with a Transit Pass

The following options would be available for Transit pass holders:

Extensions – Avoid Line Ups

- Transit customers with a monthly pass simply keep their current September pass. When Transit service is resumed they produce the pass to receive a one-month extension. More details will be provided.

*Note: Transit customers who hold a Seniors Annual Pass will receive a reimbursement for the month of September. Pass extensions will not be provided.

Refunds

a) Mail-In Option – Avoid Line Ups

- Download a form online at www.saskatoon.ca and mail it to City Hall or drop it off at location listed below. The form must be accompanied with the September bus pass.
- Customers receive a refund cheque or have a credit placed on their utility bill.
- Customers will be reimbursed for their postage.

b) In-Person (Customers should be prepared for a wait time due to the potential for line ups)

- Cash cards or a cheque will be issued at a variety of locations. Cash cards can be used at any location that accepts credit payment or can be redeemed for cash at any ATM (service fees for ATMs will apply).
- The following is a list of locations, dates, and times for in-person refunds:
 - **City Hall:** Wednesday, October 8 – Friday, October 17, 2014
8:00 a.m. – 5:00 p.m. (Closed weekend and Thanksgiving holiday Monday)
 - **Downtown Bus Mall – Transit Customer Service Centre:**
Wednesday, October 8 – Saturday, October 11, 2014, 7:00 a.m. – 3:00 p.m., and Sunday, October 12, 2014, 10:00 a.m. – 3:00 p.m.
 - **Mobile Station:** Wednesday, October 8 – Saturday, October 11, 2014, 11:00 a.m. – 7:00 p.m.
Locations include Stonebridge (near Value Village), Market Mall, Riversdale area, Northwest area (exact locations to be announced).
 - **Leisure Centres:** Wednesday, October 8 – Friday, October 10, 2014, 12:00 (noon) – 8:00 p.m., and Saturday, October 11, 2014, 10:00 a.m. – 5:00 p.m.
Locations: Cosmo Civic Centre, Harry Bailey Aquatic Centre, Lakewood Civic Centre, Lawson Civic Centre, Saskatoon Field House, and Shaw Centre.

B. Customers who are part of a UPass or EcoPass Program

- For UPass and EcoPass holders, a cheque or future credit to the participating organization will be issued so they can coordinate refunds directly to their participants, in accordance with agreements with these organizations.
- UPass and EcoPass holders may contact the Administrators in their organization to obtain information on how they will be handling extensions or reimbursements.

Options to the Recommendation

City Council could choose to provide prorated extensions or refunds, not provide a refund, modify the locations where refunds are available, or modify the hours of refund locations.

Public and/or Stakeholder Involvement

Stakeholders including UPass and EcoPass organizations have been contacted to discuss their preferred method for receiving compensation in the form of a cheque or future credit.

An update for stakeholders including the Public School Board, Greater Saskatoon Catholic School Board, University of Saskatchewan, SIAST, Saskatoon Health Region, and SIIT will occur on Friday, October 3, 2014.

Communication Plan

When Saskatoon Transit suspended extra and special services after Labour Day, the City heard loudly from citizens and Transit customers that they had not received advance warning or prior information about what was happening to their service.

With this in mind, the Administration proceeded to ensure Transit customers and citizens were very well informed about the service disruption, and why the City made a difficult decision to proceed with a notice of lockout that would affect so many people.

Crucial information on wages and pensions was, and continues to be, a very complicated issue for Transit customers, citizens, taxpayers, and all City employees.

The annual Civic Services Survey consistently shows that citizens prefer using a wide range of traditional communication methods to receive civic information (see Attachment 1 – *2014 Civic Services Survey* – Preferred Information Sources). This includes the news media, radio, and print advertising. Given our broad and diverse population, it would not be reasonable for the City to rely on journalists alone to deliver City messages to the community.

In order to give customers and citizens clear, concise, and broadly-communicated information, the Administration achieves this by purchasing paid advertising spots on radio and in the daily print newspaper.

Refund Plan for Saskatoon Transit Pass Holders

Leading up to, and in the early stages of the lockout, your Administration developed a plan that consisted of paid advertising to reach Transit customers, and paid informational advertising to reach the broad community, including taxpayers. The estimated costs below include design and production, placement fees for radio and StarPhoenix print advertising, and flyers/posters:

Paid advertising – Transit Customers:	\$ 39,000
Paid advertising – Broad Community:	<u>\$ 62,000</u>
<i>Total</i>	<u><i>\$101,000</i></u>

The cost per person based on a rough Saskatoon population of 250,000 people is 41 cents per person.

The scope of this communication plan is city-wide. Unpleasant as it is, when labour relations reach the point of a strike or a lockout, the City, as an order of government, has a responsibility to inform Transit customers, citizens, and taxpayers of the facts. In this spirit of full information, your Administration supports the 41 cents per person cost as a reasonable investment.

Communications on Transit Refunds

There will be additional communication costs incurred to inform Transit pass holders on how they can receive their extension or reimbursement. These costs are anticipated to be approximately \$20,000. Communication tools would include paid radio advertising, posters, website updates, and social media. Ongoing communication costs will be monitored throughout the course of the current service disruption, and when Transit is back to normal operations.

In addition to communications, providing customers and citizens with access to a customer service representative has been, and continues to be, an important element. As a result, a third party call centre was contracted to provide this during the lockout. The estimated cost from September 21 to September 30, 2014, is approximately \$11,000. Ongoing costs will be monitored throughout the course of the current service disruption. We anticipate increased call volumes when a refund plan for Saskatoon Transit pass holders is approved. We will continue to use the third party call centre to assist with the calls.

Financial Implications

If all monthly pass, EcoPass and UPass holders were to be extended for one month, the approximate value would be \$850,500.

There will also be additional costs for items such as security at each location, additional staffing required, printing and stationery, mobile unit rental, third party customer service support, and refund program advertising. These costs will be monitored and will be part of a future report once the Transit Pass Refund Program has concluded and Transit operations resume.

It is important to note that, with operations currently suspended, there is approximately \$37,300 per day of net operating costs that are not being incurred by Transit.

Other Considerations/Implications

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

Due Date for Follow-up and/or Project Completion

A follow up report will be provided when Transit operations resume.

Public Notice

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

Attachment:

1. 2014 Civic Services Survey – “Preferred Information Sources”

Report Approval

Written and

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

Refund Plan for Saskatoon Transit Pass Holders.docx

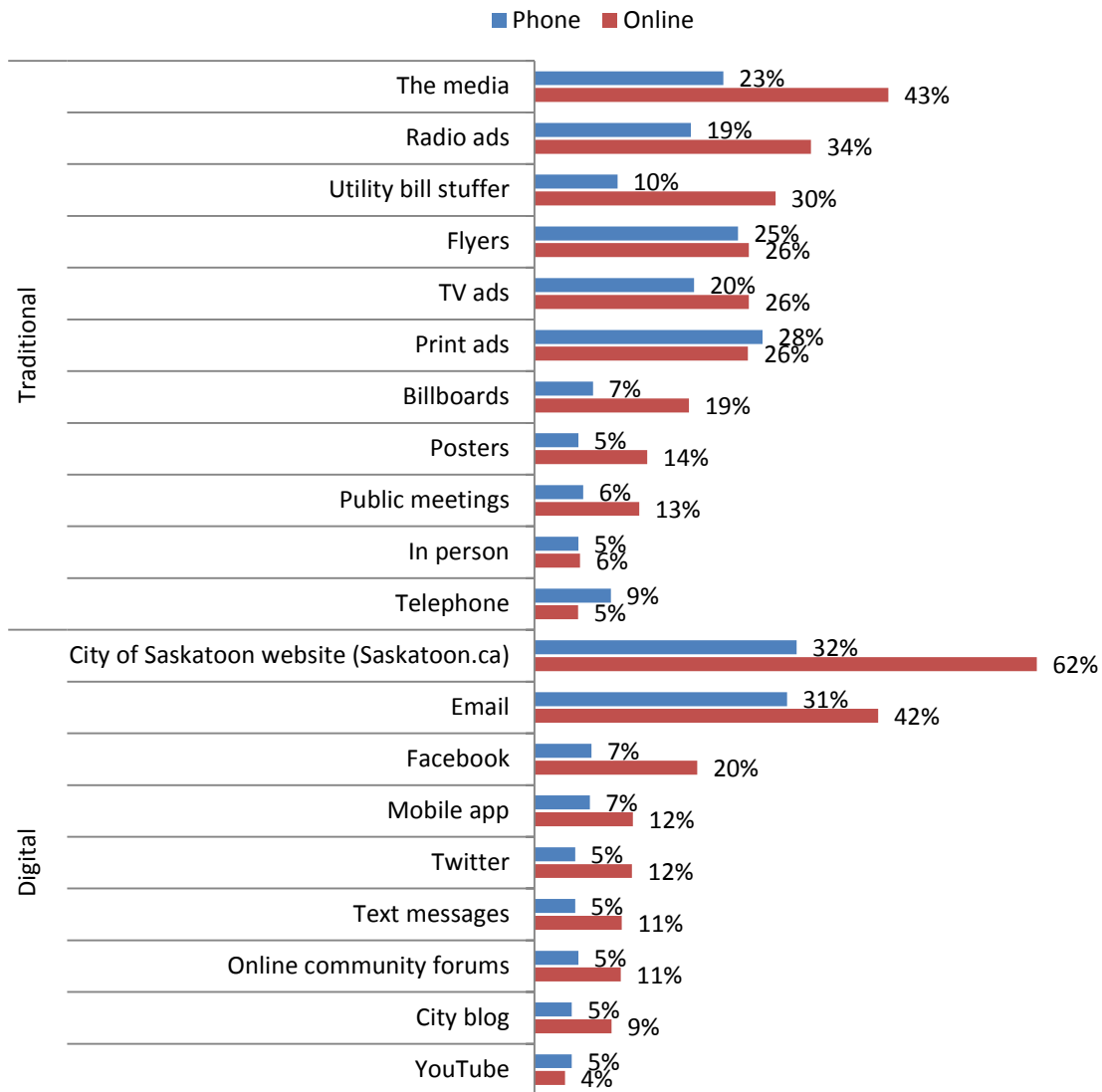
City of Saskatoon Annual Civic Services Survey June 2014

METHODS OF COMMUNICATION

Next, respondents were asked to comment on how they would most like to communicate with the City of Saskatoon and whether or not they access the City's digital communications channels.

Preferred Information Sources

Citizens prefer using a wide range of communication methods to receive information about programs and services offered by the City. Most commonly, the City's website and emails from the City are the preferred information sources for both telephone and online respondents. Flyers, TV ads, print ads, the media, and radio ads are also common preferences.



9. Changing topics slightly, how do you prefer to receive information about all types of City of Saskatoon programs and services? Base: All respondents, phone: n=500, online: n=801.