



ANNUAL REPORT 2024

Reconciliation Journey

Indigenous Peoples, including Cree, Dakota and Saulteaux have called the place we now call Saskatoon home for millennia. Today, Saskatoon is home to many Indigenous Peoples who come from across Canada with their diverse cultures and languages.

Saskatoon Transit acknowledges the Truth and Reconciliation Commission’s Calls to Action and is committed to fostering relationships through meaningful dialogue and engagement with Indigenous communities.

As part of our unwavering commitment to the Calls to Action, Saskatoon Transit proudly promotes and participates in Orange Shirt Day by displaying decals on all our vehicles. Furthermore, we actively support Red Dress Day and the Moose Hide Campaign. We stand united against violence towards Indigenous women and children, especially in the context of Missing and Murdered Indigenous Women. Together, we strive to create a safer and more inclusive community for all.



Saskatoon Transit will continue exploring ways to integrate reconciliation into the spirit of our work by ensuring Indigenous Voices and Histories are reflected in our services, workforce and community partnerships.

Saskatoon Transit Mission

To connect our community by providing professional, reliable, safe, and affordable mobility options through innovation, dedication, and teamwork.

Vision

To be a leader in accessible, sustainable, and customer-focused public transit, fostering a connected and inclusive Saskatoon for all.



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Saskatoon Transit 2024 Annual Report

Year ended December 31, 2024 Saskatoon, Saskatchewan, Canada

Prepared and produced by City of Saskatoon Corporate Financial Services and Saskatoon Transit.

Financial Statements presented to City Council on May 21, 2025.

Throughout this report, total ridership values are presented using two methods: Calculated and Electronic.

Calculated figures use a historical formula to estimate ridership. Electronic figures are actual ridership counts collected digitally by buses equipped with working data collection technology.

Leadership Team



Michael Moellenbeck
Director of Transit



Brittany Hadley
Access Transit Manager



Filip Majcherkiewicz
Planning Manager



Alex Short
Interim Fleet & Maintenance Manager



Cory Shrigley
Customer Support & Engagement Manager



Brady Waldenberg
Operations Manager

Message from the Director

Saskatoon Transit’s primary focus this year was on improving safety for employees and customers.

On behalf of everyone at Saskatoon Transit, thank you for reading the 2024 annual report. We’re pleased to share our program and financial accomplishments.

There was an increase in violence and aggression across the city and frontline employees delivering transit services were directly impacted by this. The ambitious Frontline Employee Safety Plan identified and committed the organization to 17 important initiatives to improve safety. New processes, plans, security measures, training, a public education campaign and more were introduced throughout the year.

This was also a year of planning and building for additional fixed-route transit services as ridership and demand for service continued to grow, achieving seven per cent higher ridership over 2023.

This year, the bus shortage put our service at risk almost daily; however, the maintenance team did a tremendous job keeping enough buses in service each day to run the full network, making it three consecutive years of no service interruptions due to bus shortages. In preparation for a newer and healthier fleet, the fleet and maintenance team started transitioning from nearly fully reactive repairs to planned preventative maintenance by adjusting positions and shifts.

A new dedicated transit planning manager started this summer by reviewing bus routes experiencing delays and is taking steps toward a full network redesign to support the Link (bus rapid transit) launch in 2028. The team improved the process of assigning additional resources during the fall back-to-school rush to minimize the number of people passed at the bus stop by full buses, despite having few spare buses in the fleet.



Access Transit celebrated its 20th anniversary in July and is proud that employees from the original employee group are still with the company.

In June, the federal and provincial governments announced \$118.3 million to make up the final funding for Saskatoon’s \$250 million bus rapid transit project – now named Link. At the same time, the City announced its \$20.3 million contribution. This investment will build the three new lines and support infrastructure such as platforms, a new fiber optic network and includes \$60 million for new buses. Eight platforms for future stations were built in 2024, with more planned in 2025.

Thank you for your continued support and engagement with Saskatoon Transit. We look forward to another year of progress and innovation.

Sincerely,
Michael Moellenbeck
Director of Transit

At a Glance

In 2024, Saskatoon Transit’s service line operating budget was \$62.1 million broken down as \$54.9 million for fixed-route transit and \$7.2 million for Access Transit.

Accomplishments

- Grew ridership by 7.4 per cent to pre-pandemic levels, increasing revenue by nearly 14 per cent over 2023.
- Implemented the Frontline Employee Safety Plan to improve safety at Saskatoon Transit for employees and customers.
- Achieved a surplus of \$5 million for fixed-route transit, due to higher-than-projected fare revenue and operational savings.
- Ended the year with a \$5.4 million combined surplus, resulting in a lower subsidy from the City of Saskatoon.
- Announced joint funding of \$138.5 million for Link from the Government of Canada, Government of Saskatchewan and City of Saskatoon budget allocation, through the Investing in Canada Infrastructure’s Public Transit Infrastructure Stream. This investment fulfills the total \$250 million budget for the project.
- Celebrated 20 years of Access Transit.
- Delivered 99.8 per cent of planned fixed-route transit service hours.
- Welcomed five 40-foot and three 60-foot diesel buses, two 40-foot battery-electric buses and four paratransit buses for Access Transit to the fleet.
- Constructed eight Link station platforms.
- Offered in-person drop-in mental health support for employees with a counsellor on-site for a half-day two to three times each month.
- Introduced a coordinated process with Saskatoon Police Services to ban riders on public transit.
- Hired a dedicated transit security advisor to coordinate between emergency services and security agencies and implement new safety measures.
- New fixed-route service to Brighton and The Meadows, and expanded service in Rosewood.
- Introduced OnDemand service in Aspen Ridge and continued in North Kensington.

Financial Highlights

Fare revenue increased by 14 per cent in 2024 to reach 115 per cent of pre-pandemic levels. There were significant savings in salary, fuel, ticket sale commissions, training and license and insurance expenditures. The cost of fixed-route transit service decreased by \$0.07 per passenger year over year and the cost of Access Transit per trip decreased by \$0.52.

2024 Saskatoon Transit Operating Budget (\$000)*

Revenues (Thousands of \$)	2024 Budget	2024 Actual	Variance from Budget	2023 Actual	Variance from 2023 Actual
Fare Revenue	\$12,813	\$15,305	\$2,493	\$13,458	\$1,847
Advertising and Other	\$950	\$474	(\$477)	\$570	(\$96)
City Contribution	\$46,874	\$41,455	(\$5,419)	\$40,461	\$994
Government of Saskatchewan	\$1,479	\$1,604	\$125	\$1,592	\$12
TOTAL	\$62,116	\$58,838	(\$3,278)	\$56,080	\$2,758

Expenses (Thousands of \$)	2024 Budget	2024 Actual	Variance from Budget	2023 Actual	Variance from 2023 Actual
Transit Operations	\$32,517	\$30,888	\$1,629	\$29,798	\$1,090
Fuel, Lube and Oil	\$8,198	\$6,212	\$1,986	\$6,045	\$167
Transit and Building Maintenance	\$13,556	\$14,194	(\$638)	\$13,218	\$976
Other	\$4,113	\$3,810	\$304	\$3,735	\$75
Capital (Debt and Reserve)	\$3,733	\$3,735	(\$2)	\$3,285	\$450
TOTAL	\$62,116	\$58,838	\$3,278	\$56,081	\$2,757

*See page 25 for a breakdown of fixed-route transit and Access Transit



Safety

Safety is the foundation of Saskatoon Transit’s operations for the well-being of both passengers and employees. Saskatoon Transit prioritizes safety with safety protocols, employee training and support programs, and vehicle maintenance. These are essential measures for preventing and reducing incidents. This commitment to safety underscores Saskatoon Transit’s dedication to providing a dependable and worry-free transit experience for the community.

Saskatoon Transit Frontline Employee Safety Plan

At the start of 2024, Saskatoon Transit frontline employees experienced an increase in aggressive and violent incidents. In response, Saskatoon Transit management and Amalgamated Transit Union (ATU) Local 615 developed and released the Saskatoon Transit Frontline Employee Safety Plan in June. By December, 16 of the 17 initiatives that made up the plan were initiated, and incidents began to decrease around June 2024. Improvement and support of these initiatives will continue through 2025.

Safety and incident reporting

Saskatoon Transit employees notify the management team of negative interactions and incidents through their supervisor and paper or electronic incident reports. The most common types of incidents that bus operators experienced involved intoxication, acts of aggression, verbal altercation, harassment, assault and fare dispute. Incidents specifically involving weapons were added to the tracking system.

The total negative interactions were higher in 2024 than in 2023, peaking in the spring with more instances of public intoxication and acts of aggression. The second half of 2024 showed improvement in some areas after the Saskatoon Transit Frontline Employee Safety Plan was initiated. Monthly negative interactions involving either the operator or passenger-on-passenger began

declining in July. Of note, there were no operator assaults from July to December, compared to six from January to June.

Fire Community Support

The Fire Community Support program positions approved by City Council in 2023 were fully staffed in late-2024, and teams began travelling on buses and patrolling terminals. The Fire Community Support team connects with citizens and visitors to build relationships, including those who are facing tougher times and may be experiencing challenging situations such as homelessness, mental health issues and addictions. Having authority figures on buses and at terminals wearing uniforms helps bring safety and order and can reduce mischief. The team has superior de-escalation skills and contacts the Saskatoon Police Service or other emergency services if a situation requires help. As this program grows, it will continue to be monitored and assessed to determine its effectiveness and changes needed.



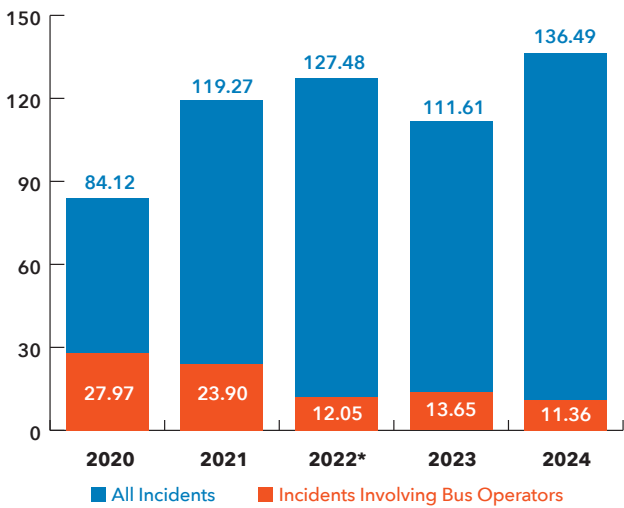
Public awareness campaign

Everyone deserves to come to work and feel safe and supported. Saskatoon Transit and Amalgamated Transit Union Local 615 released a video series on social media channels featuring real frontline employees sharing their experiences working in public transit in their own words. They asked customers to recognize them as individuals who deserve empathy and respect so they can do their jobs and get home safely at the end of their day. Print ads of the employees ran on buses, shelters and in malls with messages from employees and a link to watch the videos.

On-going safety and security priorities

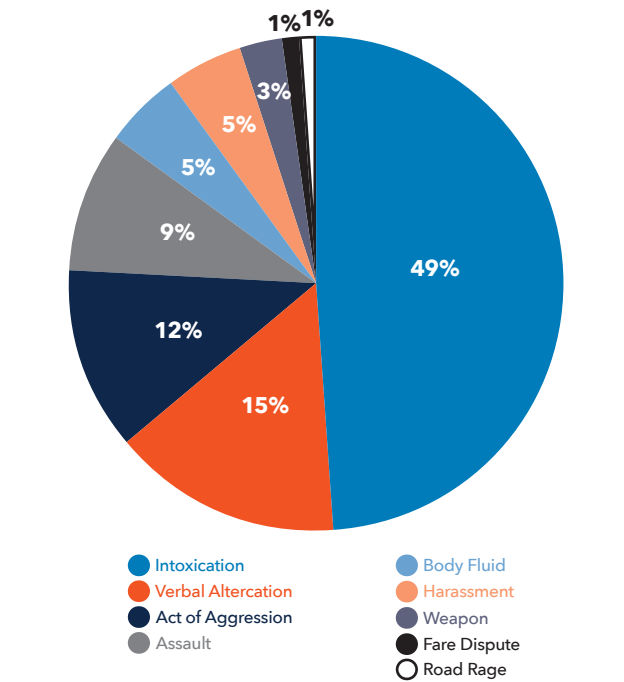
The focus to date has been on employee safety to reduce negative interactions experienced by staff, these interactions decreased between June and December. The Frontline Employee Safety Plan showed early success in meeting goals to improve safety for riders and employees. However, more work needs to be done as total negative interactions trended upward through 2024, driven by interactions among passengers. Saskatoon Transit continues to work with Saskatoon Police Service, Saskatoon Fire Department and other agencies to address safety and security issues and, in addition to exploring opportunities for customers to discreetly report concerns to emergency services, will continue to implement the recommendations from the Canadian Urban Transit Association’s Prioritizing Safety on Public Transit

Total Negative Interactions Reported (per million rides)



* The ridership counts collected in 2022 are potentially understated since not all buses had the necessary technology operational during the entire year.

Types of Reported Interactions Involving Bus Operators (2024)



Customer Experience

Riders can purchase their mobile transit fare on the TGo or Transit apps. Transit fares and passes are also available at various vendor locations and at the downtown Customer Service Centre. GoPass cards are available for purchase for all types of fare products, are reloadable and can be registered at the Customer Service Centre in case of theft or loss.

Customer Service

A professional customer service team is available for in-person support for customers with questions about fares, trip planning, routes and schedule information at the downtown terminal Monday to Saturday. Saskatoon Transit’s Customer Service Centre team also responds to customer inquiries through email and phone support seven days a week.

Customers can find updated information on routes, schedules and service alerts at saskatoontransit.ca for trip planning. The website also has information on fares, passes and community programs such as the Class Pass, Eco Pass and customized travel training, called Experience Transit.

Customers are encouraged to use the online customer feedback form to submit their customer feedback and inquiries.

Experience Transit

Experience Transit is a free travel training program designed to teach people how to travel safely, independently and spontaneously on Saskatoon’s fixed-route and OnDemand transit systems. Participants learn trip planning, fare payment, and boarding and exiting procedures, along with other essential public transit tips. The program offers three versions:

ET: Basic program for group training, delivered in-person or virtually.

ET²: “Train-the-trainer” program for educators, organizations and community leaders to teach others in their network.

ET³: One-on-one training program for individuals with mobility or cognitive challenges who don’t qualify for Access Transit.

In 2024, Saskatoon Transit conducted approximately seven Experience Transit sessions, including four ET+ sessions and three ET sessions for classrooms in grades seven and eight.

Service Alerts

Timely service alerts are pushed out through the Saskatoon Transit website and mobile apps to notify riders of an unexpected delay or change in service affecting their route. Alerts are provided to customers digitally when schedule delays are expected to exceed 15 minutes, if a bus stop is closed due to construction or road detour and when a service level is temporarily adjusted (frequency of a route is affected).

Class Pass

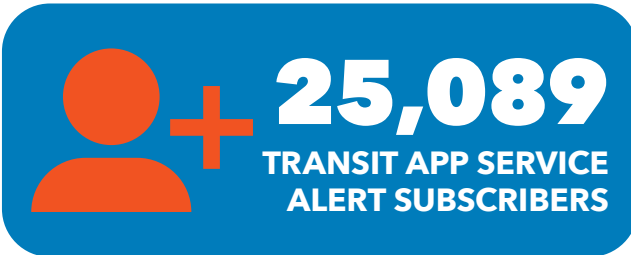
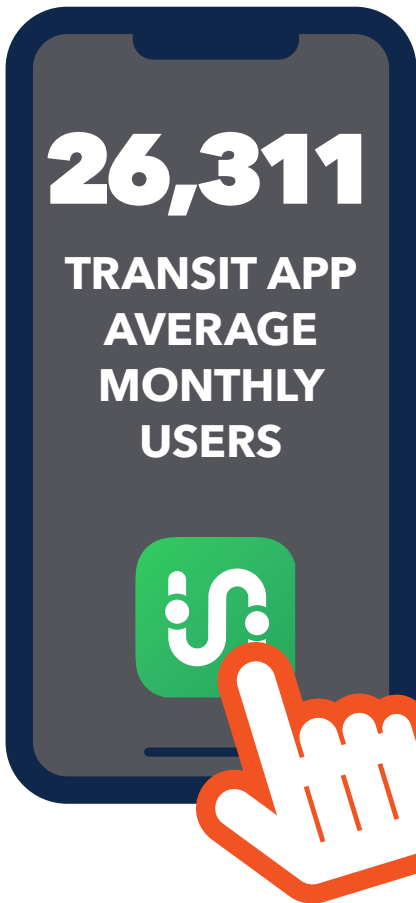
Teachers can apply for a free trip using regular transit service for kindergarten to grade 12 students with teachers and chaperones for class field trips during school hours on weekdays for a maximum of 35 passengers. In 2024, 299 class trips were approved and completed with a total combined ridership of 9,380 students, teachers and chaperones over the year.

Eco Pass

Companies who enroll in Eco Pass can manage payment through their payroll deduction program and offer employees a reduced rate of up to 40 per cent off an annual bus pass.

SaskTel Centre events

In partnership with SaskTel Centre, Saskatoon Transit offers trips from the Downtown Transit Terminal to events at SaskTel Centre. This service allows attendees to reach the venue without the need for personal vehicles, helping to alleviate congestion and traffic. Buses operate before and during event times, with return trips available after the events conclude. Throughout the 2024 season, Saskatoon Transit served approximately 110 events at SaskTel Centre.



Jingle Bell Express

The Jingle Bell Express ran weekends in December, with free service on Boxing Day. This special holiday service travelled between Saskatoon’s five malls (Midtown, Confederation, Lawson Heights, Centre and Market) to provide convenient and hassle-free trips, without the stress or frustration of winter driving.



Mobile payment

Saskatoon Transit offers mobile ticketing as an alternative to cash or physical GoPass cards. All buses are equipped with an onboard validator, allowing customers to conveniently purchase and pay their fares with their mobile devices. Mobile ticketing lets riders purchase the fare they need, anytime and anywhere, without having to go to a physical location to renew their pass.

Free child fare introduced September 1

Saskatoon Transit expanded free fare in September to include all children in grade eight and under. This policy reduces transportation costs for families, making it easier for them to travel together. Additionally, it promotes public transit to younger riders, which can lead to lifelong habits of using sustainable transportation options.

Transit employees, customers, teachers, and parents were invited to complete surveys and attend engagement sessions to determine the age range and program logistics to reduce barriers and make it easy to use and manage. Feedback in the first four months of the program was positive.

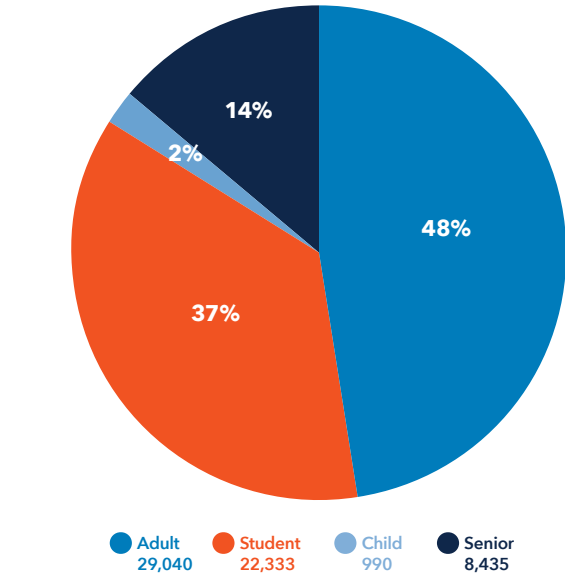
Customer conduct standards introduced

A corporate-wide Customer Conduct Standard was approved and implemented to support all City of Saskatoon employees affected by aggressive and harassing customers through phone calls, email and in-person interactions. Examples of inappropriate customer conduct include disruptive behaviour, verbal or psychological abuse, sexual harassment, physical assault, repeated and persistent communications, inappropriate use of mobile recording devices and illegal activities. The new standard includes a process and criteria to issue a formal customer ban.

Residents want more public transit services

The City of Saskatoon’s 2024 Civic Services Survey: Performance, Priorities, and Preferences indicated that 47 per cent of residents, up from 43 per cent in 2023, would like more public transit services. The survey showed that 46 per cent would like the same level of service and 8 per cent would like fewer transit services.

Regular monthly passes sold



*Child fare was free beginning September 1, 2024.



Fixed-Route Transit Operations

Saskatoon Transit operates a conventional fixed-route transit service that is safe and reliable and provides value to its customers and the City of Saskatoon. There are 87 buses on the road for the morning and afternoon peak service periods, and 30 buses on the road in the evenings on weekdays. Saturday and Sunday service sees fewer buses on the road during peak hours.

These buses serve approximately 1,500 bus stops along 42 fixed routes and six terminals throughout the City at Confederation Mall, Lawson Heights Mall, Centre Mall, University of Saskatchewan (Place Riel), Downtown and Market Mall. All buses in fixed-route service are fully accessible with ramps, kneeling capabilities and stop announcements.

Frequency is adjusted or additional buses are assigned for special events on routes with popular destinations such as Prairieland Park during the Saskatoon Exhibition and on Canada Day celebrations in the downtown area.

OnDemand Transit

OnDemand service is offered in developing neighbourhoods when the demand does not meet the requirements for a new fixed-route. Customers use the OnDemand mobile app to request a trip, and the dedicated buses for the service area operate like a ride-share program.

OnDemand Transit complements fixed-route service as a cost-effective method of serving a new community where the infrastructure isn't fully developed for a fixed-transit service. Valuable ridership data collected through the app is used to help determine how and when the area is suitable for fixed-route transit in growing areas.

OnDemand service operates within the North Kensington community and was launched in Aspen Ridge in June, coinciding with the transition of Brighton and Rosewood neighbourhoods from OnDemand service to fixed-route service.

Real-time location data

Saskatoon Transit has a data process to track the time, date and location of events such as full buses, motor vehicle collisions and on-route incidents. The planning team can generate heat maps of this information to reroute, adjust service and dispatch supervisory support for safe, effective and efficient service delivery. This process is revisited every year to find new efficiencies in its data collection and reporting.

Free transit on New Year's Eve

Saskatoon Transit fixed-route and Access Transit provided free service for all riders after 7 p.m. on December 31, in partnership with SGI, to provide a safe alternative to impaired driving.

Saskatoon Exhibition

Saskatoon Transit partnered with the Saskatoon Exhibition to offer free rides for Superpass or wristband holders. Additionally, there was a free day for children and older adults (65+). On the final Sunday, bus service was extended with three special routes from the Exhibition loop to mall terminals.

FolkFest

Saskatoon Transit partnered with FolkFest to offer free rides to attendees with a wristband or e-passport to pavilions along the designated Folkfest route. The festival featured local performances, displays, activities and food, allowing patrons to explore and appreciate the traditions and history that make Saskatoon a vibrant and welcoming city.

Veterans ride free on Remembrance Day

Veterans and current Canadian Armed Forces members were offered free transit service throughout the day on November 11 to recognize their significant dedication to the community and Canada. The complimentary bus service was available to armed forces veterans, current personnel, cadets, reservists and companions.

Additionally, Saskatoon Transit partnered with RBC, which sponsored the special event bus to and from the Remembrance Day ceremony at SaskTel Centre from the downtown transit terminal.

Free service on election days

Saskatoon Transit provided free service to passengers holding an Election Day Pass all day on October 28 for the provincial election and November 13 for the civic election on fixed-route, OnDemand and Access Transit.

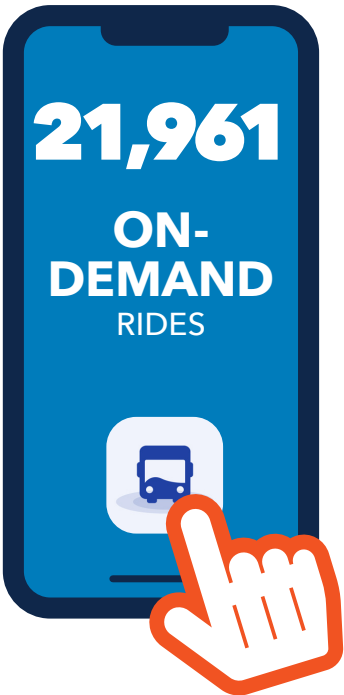
Public communication helps ease riders into the back-to-school rush in September

Every year, September welcomes students back to school and pushes the capacity of Saskatoon

Transit resources, often experiencing full buses and passing customers by. In 2024, Ridership continued to increase from January and was approximately 15 percent higher through summer. With high ridership expected for September 2024, Saskatoon Transit was transparent and forthcoming, using proactive communication to help riders prepare for the possibility of full buses.

In August, Saskatoon Transit informed customers about potential full buses on busy routes to schools during peak times. Ads and public service announcements encouraged riders to plan ahead by considering alternative routes or times. The maintenance team worked at full capacity to maximize buses available for service, while the planning and service supervisor teams actively monitored routes with known capacity concerns and adjusted accordingly.

Operators manually tracked incidents each time they passed customers at a stop due to a full bus and supervisory staff were on location at busy areas, logging concerns and providing customer service. The planning team used the data collected to optimize trip times and reallocate extra buses when possible. By the end of September, the total number of full buses was reduced by one-third systemwide, with even greater reductions in high-priority areas.



Access Transit

Access Transit provides on-demand service to individuals who cannot take fixed-route transit some or all the time due to unique physical or cognitive needs. Customers request a trip, which is approved on a first-come, first-served basis. During peak season, Access Transit schedules up to 500 trips per day, helping customers get to work, appointments and recreational activities.

Trips can be booked up to three days in advance and riders have the same price and payment options for fare as fixed-route transit. Many Access Transit customers find using both services very convenient for their lifestyle. Access Transit is a shared ride service, not a taxi service, so trips are rarely direct from one point to another.

Access Transit trips are provided on smaller, accessible buses, and the driver helps the customer get to and into the vehicle, secures any mobility devices, helps them exit and accompanies them to the destination door.

When maximum capacity is reached, Access Transit utilizes taxi cabs to supplement its service, especially during the colder months when trip requests are higher due to the increased difficulty of independent travel.

	2023	2024
Total trips	136,229	137,468
Total active registered customers	2,304	2,445
New customer applications	820	753



Increasing rate of denied trip requests
Post-pandemic, there has been a significant and continued increase in new customers for Access Transit’s critical transportation services – nearly 20 per cent higher than in 2019. The staffing and fleet capacity has not expanded at the same rate and Access Transit has been challenged to consistently accommodate the increased demand for service. The Saskatchewan Human Rights Commission’s recommendation for an acceptable rate of denied requests for service is one per cent of all requests. In 2024, the denial rate for Access Transit increased from seven per cent in 2023 to nine per cent. There are five buses on order for 2025, which will support the current level of service. Other initiatives to address the increased denial rate in 2025 include upgrades to the scheduling and booking software and a review of service levels. Additional staffing

and bus resources to address the increased demand will be presented in the 2026-27 Multi-Year Business Planning and Budget for consideration.

Celebrating 20 years of Access Transit
Access Transit celebrated a significant milestone in July – 20 years of service! Access Transit was established in 2004, when the City purchased a privately owned paratransit fleet to provide reliable, specialized transportation for persons experiencing a disability in the community.

Over the years, the Access Transit team grew from 25 to more than 50 employees, providing more than 130,000 trips per year. The success of Access Transit over the years would not be possible without the dedication and hard work of all Access Transit team members, both past and present.



Maintenance

The Maintenance Section is responsible for the purchase, repair and maintenance of transit revenue vehicles. It coordinates with Corporate Fleet Services for any non-revenue equipment requirements, repairs or replacements.

Saskatoon Transit fleet

The average age of the fixed-route bus fleet is 10.5 years, with some buses as old as 23 years. The industry recommendation is an average fleet age of 7.5 years. To achieve this, City Council approved the Saskatoon Transit Fleet Renewal Strategy in 2022, which is updated as funding becomes available, along with the Saskatoon Transit Asset Management Plan. Eight diesel buses two battery-electric buses and four paratransit buses for Access Transit arrived in 2024. Twenty diesel buses and five paratransit buses will arrive in 2025.

Access Transit paratransit fleet

Access Transit has a fleet of 31 buses, with 28 per cent beyond their expected useful life of six years. As the fleet continues to age, service reliability may decline, which will affect service and impact customers. Five new buses were ordered for 2025, which will reduce some pressure.

Reducing emissions with battery-electric buses

Two new Nova LFSe+ battery-electric buses made their first runs on July 31, marking them the first to permanently join a public transit fleet in Saskatchewan. The addition of buses 2410 and 2411 was an exciting step toward building a transit fleet to meet current and future ridership demands and the City’s commitment to sustainability and environmental leadership. These buses operate using an electric powertrain using rechargeable batteries and produce close to zero tail pipe emissions. With no diesel drivetrain and regenerative braking, these buses may lead to lower maintenance costs over time. The range of a bus can vary significantly due to various factors, but on average, the Nova LFSe+ can travel more than 300 kilometres on a charge. To ensure reliable performance during winter, the buses are equipped with a hybrid diesel auxiliary heater to keep the battery and interior of the buses warm.



Shifting gears

Fleet and Maintenance continued shifting gears to become a forward-thinking, world-class shop that manages a reliable bus fleet for a growing city and a new bus rapid transit system. With a fleet renewal plan and funding in place, 20 new buses will arrive in summer 2025, reducing the average age and condition of the full fixed-route bus fleet. The Fleet and Maintenance team introduced a new service model in December with an enhanced preventative maintenance program. The model includes a new night shift for mechanics, the return of Service Line positions and improvements to the apprenticeship program.

Saskatoon Transit Fleet at December 31, 2024

	2023	2024	Difference
Conventional Fleet	124	130	6
60’ low-floor articulated	6	9	3
40’ low-floor	110	114	4
30’ low-floor	8	7	1
Spare ratio	34.5%	34.6%	0.1%
Average age (years)	10.6	10.5	(0.1)

Access Transit Fleet

26’ paratransit	31	31	0
Average age (years)	3.6	4.1	0.5





On June 28, the federal and provincial governments announced \$118.3 million in funding for the red and blue lines of the bus rapid transit project, including \$60 million for new buses, through the Investing in Canada Infrastructure Program, adding to the City of Saskatoon’s \$20.3 million. This, combined with \$51.46 million announced in November 2023 for the green line, transit signal priority and a fiber optic network, secured the full \$250 million needed. With 73 per cent of costs covered by other levels of government, the project moved into the detailed design, procurement and construction phases.

Link branding introduced

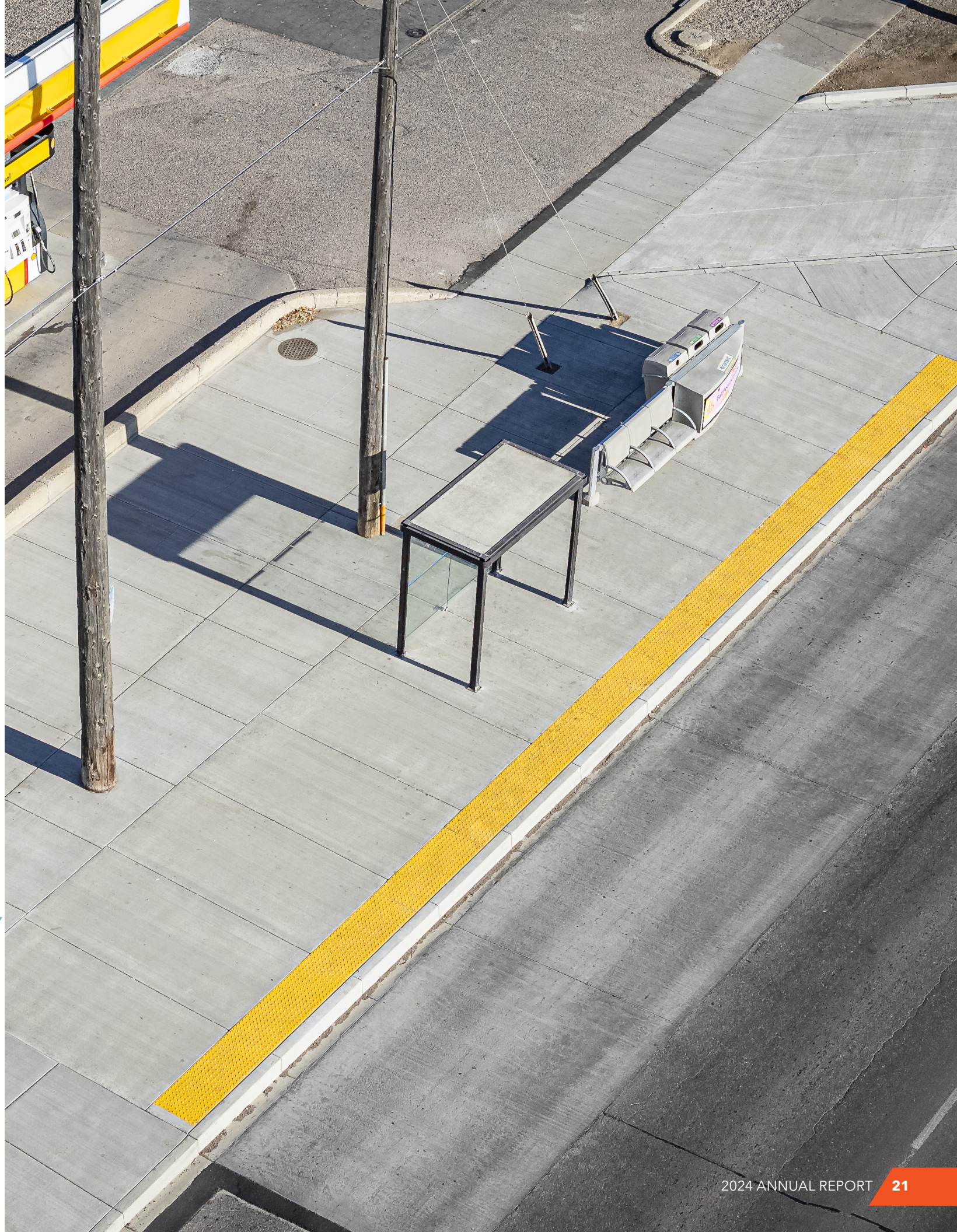
Following years of extensive planning and careful consideration, City Council approved the name “Link” for the branding and marketing of the new bus rapid transit system. This brand is part of, and complements, the master brand of Saskatoon Transit, but has its own visual identity to reflect the unique service. Link exclusively refers to the bus rapid transit lines identified as the red, green and blue lines, and was chosen for its associations with connectivity, accessibility, reliability and modernity. Communications and marketing development continued in the fall of 2024, creating a plan to increase awareness and educate the community about the future transit service.

2024 construction

Construction for the transit signal priority system and work on the first eight stations began in September. This work included a concrete platform and bus stopping pads, a new tactile strip along the curb, installation of utility conduit under the platform and construction of short sections of concrete sidewalk at some locations. The Link system is planned to launch in 2028 and will support the growth of Saskatoon to 500,000 people.

System design

Engagement activities for streetscaping design, public art, station design, feeder routes and other project features continued through 2024 and will be ongoing until the system launches.



Our People

Saskatoon Transit employees keep Saskatoon moving, 365 days a year.

Saskatoon Transit is a diverse and skilled group of people, including operators, customer service staff, administration, dispatchers, booking and scheduling clerks, planners, payroll employees, mechanics, utility and service people, accountants, driver trainers, supervisors and managers. Saskatoon Transit runs every day, no matter the weather. Saskatoon Transit operators are responsible for the safe transportation of thousands of our city’s citizens every day.

	2023	2024	Difference
Full-time employees	422	439	17
Indigenous	7.8%	8.0%	0.2%
People with disabilities	3.2%	3.9%	0.7%
Minority group	26.4%	27.5%	1.1%
Female	18.3%	18.5%	0.2%

Transit Worker Appreciation Day

Saskatoon Transit management makes a special effort to recognize employees on March 18 for Transit Worker Appreciation Day. Appreciation events with special guests and thank you messages salute all those at Saskatoon Transit who help provide public transportation to the City of Saskatoon every day. It takes the work of the entire team to deliver outstanding service to the citizens of Saskatoon.

Workplace culture transformation

Saskatoon Transit employees participated in a Saskatoon Transit Culture Audit through interviews and focus groups between 2021 and 2024. Themes and issues were identified and explored during the audit, resulting in a final report recommending 18 key initiatives to help improve the workplace culture.

Saskatoon Transit employees participated in prioritizing exercises and a survey to identify the most impactful initiatives that the management team would tackle first. A culture transformation plan was introduced in September with project leaders for the following 2025 priorities:

1. Build a culture of inclusion where everyone has the same opportunities and feels valued, respected and included regardless of their background or identity.
2. Review the supervisor training program and provide training for excellence and consistency, crucial conversations, performance management and competency.
3. Implement a meaningful rewards and recognition program that is consistent across the department.
4. Provide customer service training for all employees that includes conflict resolution and de-escalation training.
5. Complete and communicate role and responsibility mapping that clearly defines performance goals for all job functions, including necessary interpersonal skills.

Employees will be engaged throughout these initiatives to make meaningful improvements that reflect the nature of the original feedback.

Johnson Shoyama Graduate School of Public Policy internship

Saskatoon Transit mentored its fifth student in as many years through the Johnson Shoyama Graduate School of Public Policy internship program. It’s a unique opportunity to attract high-quality professionals eager to learn about working for public transit and a municipality.

Diversity and Inclusion

Pink Shirt Day

Saskatoon Transit proudly supports Pink Shirt Day each year. It is a day set aside to raise awareness about the negative effects of bullying and promote kindness and inclusion. The theme for 2024 was “Inspire Inclusion” and employees in all areas were spotted wearing pink shirts. Pink shirt-shaped decals were displayed on all buses for the day.

The City of Saskatoon’s Respectful and Harassment-Free Workplace Policy sets out guidelines for reporting, investigating and resolving complaints of inappropriate behaviours.



International Women’s Day

Saskatoon Transit employees recognized and celebrated women’s and girls’ social, economic, cultural and political achievements with the rest of the world on International Women’s Day each year. It’s also a time to raise awareness of the progress made towards achieving gender equality and the work that remains. Saskatoon Transit employees donated period products and money to the United Way through their Tampon Tuesday initiative.



Promoting transportation jobs for women

Saskatoon Transit welcomed students working on their Class 1A license through the YWCA Women Shifting Gears program to tour the Civic Operations Centre facility, meet with women in operational roles and learn about job opportunities. The program empowers women and develops their skills to enter the transportation industry. Students can join a bus operator to job shadow for a day and are encouraged to apply for permanent positions when they complete the program. Three program graduates have been hired as bus operators since Saskatoon Transit started participating.

Pride parade

Saskatoon Transit was part of the Pride parade in downtown Saskatoon to recognize, value, celebrate and support the 2SLGBTQ+ community.



Orange Shirt Day

Saskatoon Transit is proud to support Orange Shirt Day to raise awareness of the devastating impact of the Indian residential school system on Indigenous peoples and the community. Saskatoon Transit encourages employees to show their support by wearing an orange shirt or sticker on September 30 to honour residential school survivors and their families. Orange shirt-shaped decals were displayed on all buses for the day.

In the Community

Family Expo

Saskatoon Transit participated in the 2024 Family Expo at Prairieland Park on February 24 to connect with attendees and highlight family-friendly transit options. This event had various activities and entertainment for families looking for a fun and affordable day out. The Saskatoon Transit booth showcased a 30-foot bus and an Access Transit bus. Customer Service Centre representatives engaged with attendees to showcase all transit services, promoting the Weekend Family Day Pass and the TGo and Transit apps for mobile ticketing and trip planning. Children took home Saskatoon Transit swag and coloured messages of appreciation for transit workers.

Student Art Contest

Saskatoon Transit held its fifth Student Art Contest with students in Grades 3 and 7 to celebrate public and active transportation while promoting a sense of community. The contest showcased various modes of transportation as interpreted by Saskatoon students through visual art. Two winners were selected to have their artwork displayed on 10 Saskatoon Transit buses throughout the summer.



Trucktastic

Saskatoon Transit showcased its commitment to accessibility and inclusivity by providing a 40-foot bus and an Access Transit bus for attendees

to explore and experience firsthand at the 2024 Trucktastic event on August 24 at Prairieland Park. Customer Service Centre representatives provided valuable information about Saskatoon Transit’s offerings and distributed Saskatoon Transit swag items, fostering goodwill and leaving a lasting impression on attendees.

Welcome Week

Saskatoon Transit actively participated in key campus events to build brand awareness and support students as school resumed in early fall. Staff were engaged at information booths at the Saskatchewan Polytechnic Open House, the USask Campus Expo and the University of Saskatchewan Students’ Union Welcome Week in Place Riel. The focus was to help students access transit services and answer their questions. Saskatoon Transit representatives walked students through setting up their U-Passes and post-secondary Semester Passes on their mobile devices, distributed promotional swag, promoted mobile ticketing through the TGo app and trip planning through the Transit app, and offered guidance on using bike racks to encourage sustainable transportation options.



Stuff the Bus

Saskatoon Transit participated in the Rock 102 Stuff the Bus event on March 27 to support individuals and families in need within the community. The event raised a record amount of food (17,317 lbs) and cash (\$66,219) for the Saskatoon Food Bank & Learning Centre. Saskatoon Transit’s involvement in the Stuff the Bus event reaffirms its commitment to the well-being of our community’s most vulnerable members.



Spotlight on Seniors

Saskatoon Transit participated in the 2024 Spotlight on Seniors event on October 8, hosted by the Saskatoon Council on Aging to build brand awareness and further relationships with the senior community. This annual showcase, held in recognition of Seniors Week in Saskatchewan, serves as the largest gathering for seniors in the province, featuring exhibits, displays, demos, entertainment and social opportunities.

Customer Service Centre representatives engaged with older adult participants (55+) to promote mobile ticketing and trip planning through the TGo and Transit apps and other transit services. It aimed to help seniors conveniently access their passes

on mobile devices during the event and empower them to navigate transit services. Additionally, it sought to enhance their transit experience with step-by-step guidance on app download, navigation and pass purchase.

New to Canada Expo

On September 21, Saskatoon Transit participated in the New to Canada Expo at Elim Church to build brand awareness and strengthen relationships with the newcomer community. This event offered a valuable opportunity to promote mobile ticketing and trip planning through the TGo and Transit apps, while focusing on addressing questions about Saskatoon Transit’s family of services and how to navigate the public transit system.



Youth share safety concerns

Saskatoon Crime Stoppers hosted more than 80 students at the annual Saskatoon Police Service for Speak Out Saskatoon. Decision-makers from various municipal and provincial agencies spent the day listening to and discussing the issues that affect youth the most. Saskatoon Transit Director Mike Moellenbeck listened to students discuss their experiences with transit and shared updates on the planned security and safety measures.

Honest feedback from customer groups about their concerns and challenges helps Transit improve service and make operational decisions. Youth are our future leaders and engaging them now sets the stage for future support of public transit.

Financial

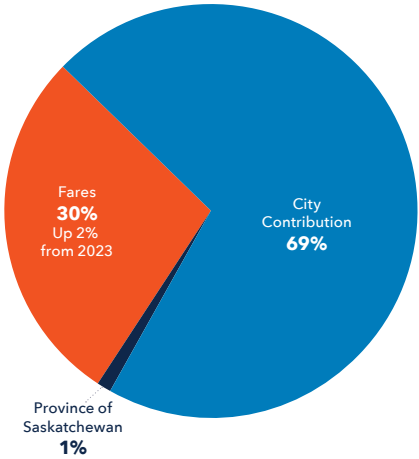
Fixed-Route Transit

There was a \$5 million surplus in fixed-route transit operations in 2024. This surplus was primarily driven by higher-than-anticipated fare revenue, which exceeded projections by \$2.5 million, bringing total fare revenue to approximately 110 per cent of pre-pandemic levels. In addition, operational savings across key expense categories resulted in a reduction of nearly 12 per cent in the required mill rate contribution from the City. The cost per fixed-route passenger also decreased by \$0.07 compared to 2023, reflecting improved service efficiency.

2024 Fixed-Route Transit Operating Budget (\$000)

	Budget	Actual	Variance	%
Revenue				
Fare Revenue	12,556	15,069	2,512	20.01%
Advertising and Other	950	474	(477)	(50.16%)
City of Saskatoon (Mill Rate)	40,801	35,839	(4,962)	(12.16%)
Government of Saskatchewan	544	612	67	12.37%
Total Revenue	54,852	51,993	(2,858)	(5.21%)
Expenses				
Transit Operations	27,445	26,035	1,410	5.14%
Fuel, Lube and Oil	7,604	5,635	1,969	25.89%
Transit Maintenance	11,557	12,261	(704)	(6.09%)
Building Maintenance	1,643	1,592	51	3.10%
City Hall Services	813	754	59	7.28%
General and Admin	2,374	2,300	74	3.10%
Capital (Debt and Reserve)	3,415	3,415	-	0.00%
Total Expenses	54,852	51,993	2,858	5.21%

2024 Fixed-Route Funding Sources

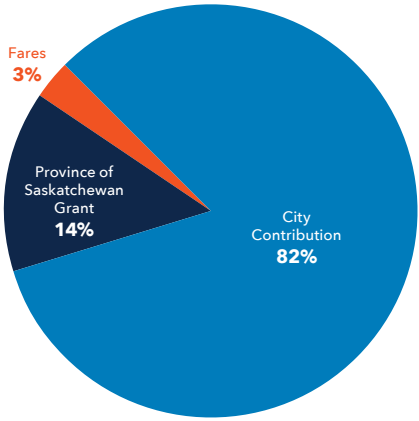


Access Transit

The total demand for Access Transit increased by two per cent. The Government of Saskatchewan’s Transit Assistance for People with Disabilities program provided an operating grant of \$992,313. The average mill rate supported cost per trip was \$40.85 in 2024 compared to \$40.14 in 2023.

Access Transit had a surplus of \$457,745 at the end of 2024, primarily due to provincial government contributions exceeding estimates and savings in payroll and maintenance.

2024 Access Transit Funding Sources



2024 Access Transit Operating Budget (\$000)

	Budget	Actual	Variance	%
Revenue				
City of Saskatoon (Mill Rate)	6,074	5,616	(458)	(7.54%)
Government of Saskatchewan	935	992	58	6.18%
Fares	257	237	(20)	(7.70%)
Total Revenue	7,265	6,845	(420)	(5.78%)
Expenses				
Salaries and Payroll	5,072	4,852	220	4.33%
Fuel, Lube and Oil	594	577	17	2.83%
Maintenance Equipment and Radio	355	340	15	4.11%
Other Expense	926	756	171	18.43%
Transfer to Reserves	318	320	(2)	(0.68%)
Total Expenses	7,265	6,845	420	5.78%

Appendices

APPENDIX A: Performance Measures

Performance Measures: Fixed-Route Transit Services

DESCRIPTION	2023	2024
Selected Service Performance Indicators:		
Population of Saskatoon	290,750	308,400
Ridership (Calculated) (1)	12,270,449	13,173,418
Ridership (Electronic) (2)	7,400,966	7,916,384
Rides per Capita (Electronic)	25.45	25.67
Service Hours	346,082	352,378
Service Hours per Capita	1.19	1.14
Customers per Revenue Service Hour:		
Calculated	35.5	37.4
Electronic	21.4	22.5
Service Reliability		
KM Between Changeovers (Road Calls)	7,899	7,506
Schedule Adherence - % of Trips on Time (Tolerance is 5 Minutes Late or 3 Minutes Early)		
	86.53%	84.06%
Percentage of Service Provided (All Disruptions) (3)		
	99.83%	99.81%
Percentage of Service Provided (Resourcing Specific) (4)		
	100.00%	100.00%
Cost Effectiveness (Farebox Recovery) (5)		
	26.78%	28.98%
Selected Financial Performance Indicators:		
Total Operating Investment (6)	\$35,577,156	\$36,450,999
Total Operating Cost per Revenue Service Hour	142.65	147.55
Total Operating Cost per Ride (Calculated)	4.02	3.95
Total Operating Cost per Ride (Electronic)	6.67	6.57
City of Saskatoon Investment per Ride	4.73	4.53
Source of Investment:		
Fares	\$13,222,178	\$15,068,698
Advertising and Other	\$569,662	\$473,674
Sub Total - Fee for Service	\$13,791,840	\$15,542,372
Government of Saskatchewan (Ministry of Social Services - Discount Bus Pass Program)	\$583,825	\$611,625
Total Revenue	\$14,375,665	\$16,153,997
City of Saskatoon (Mill Rate)	\$34,993,331	\$35,839,374
Total Cost	\$49,368,996	\$51,993,371

(1) "Calculated" figures use a historical formula to estimate ridership.
(2) "Electronic" figures are actual ridership counts collected digitally by buses equipped with data collection technology.
(3) "All disruptions" include missed service due to bus availability, operator availability, vehicle breakdowns on route and incidents on the road.
(4) "Resourcing specific" includes only missed service due to bus availability and operator availability.
(5) Fare revenue divided by the total cost
(6) Total cost minus revenues (excluding subsidy)

Performance Measures: Access Transit

DESCRIPTION	2023	2024
Selected Service Performance Indicators:		
Ridership	136,229	137,468
Rides per Active Registered Customer	59.13	56.22
Revenue Service Hours	52,044	53,620
Revenue Trips per Hour	2.35	2.28
Schedule Adherence - % of trips on time	97.74%	97.10%
Booking Performance (Based on Eligible Trips):		
Demand	139,513	142,727
No Shows	1,382	1,629
Completed Trips	136,229	137,468
Revenue Trips	128,297	128,416
Non Accommodated Trips (Denials)	9,834	12,682
Denial Rate	7.67%	9.88%
Taxi Trips Used	6,224	6,564
Active Registered Customers	2,304	2,445
Active Registered Customers per Capita (per 100,000 residents)	792	793
Average Revenue Trips per Active Registered Customer	55.7	52.5
Percentage of Ambulatory Riders	66%	67%
Percentage of Non-Ambulatory Riders	34%	33%
Cost Effectiveness (Farebox Recovery) (1)	3.5%	3.5%
Selected Financial Performance Indicators:		
Total Operating Investment (2)	\$6,476,123	\$6,608,167
Total Operating Cost per Revenue Service Hour	\$128.98	\$127.66
Total Operating Cost per Trip	\$49.27	\$49.79
City of Saskatoon Investment per Trip	\$40.14	\$40.85
Source of Investment:		
Fare Revenue	\$236,233	\$236,743
Government of Saskatchewan (Transit Assistance for People with Disabilities Program)	\$1,007,840	\$992,313
Total Revenue	\$1,244,073	\$1,229,056
City of Saskatoon (Mill Rate)	\$5,468,283	\$5,615,855
Total Cost	\$6,712,356	\$6,844,911

(1) Fare Revenue/ Total Cost
(2) Total cost minus revenues (excluding subsidy)

Performance Measures: Capital

DESCRIPTION	2023	2024
Basis of Investment:		
Life Cycle Maintenance	\$734,421	\$335,929
Maintenance Expenses	\$11,755,056	\$12,417,464
Investment Allocation:		
Fleet	\$2,999,167	\$12,138,992
Link (Bus Rapid Transit System)	\$987,311	\$5,089,286
Technology, Equipment, Service Fleet	\$243,946	\$355,223
Source of Investment:		
City of Saskatoon (Debt and Capital Levy)	\$3,845,435	\$14,369,088
Government of Canada (Investing in Canadian Infrastructure Program)	\$0	\$1,403,141
Government of Saskatchewan (Transit Assistance for People with Disabilities Program, Investing in Canadian Infrastructure Program)	\$385,000	\$1,811,271
Fleet Size:		
Conventional	124	130
Access	31	31



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