

Message from the Manager

Access Transit: Celebrating 20 Years

On July 1, Access Transit celebrates a significant milestone—20 years of service. Over the past two decades, we've grown from a small operation to a key part of the Transit family.

Our journey began in 2004 when the City of Saskatoon purchased a privately owned paratransit fleet. This new service, known as Access Transit, was established to provide reliable, specialized transportation for people with disabilities in our community. Since then, Access Transit has grown significantly, from providing approximately 87,000 trips in its first year to nearly 130,000 trips last year!

Access Transit's success would not be possible without the support of our customers. Thank you for trusting us with your transportation needs and for inspiring us to continually improve our services. We are also grateful for the dedication and hard work of our Access Transit team, both past and present. Their commitment has driven our success over the years.

As we look ahead to the next 20 years, we remain committed to enhancing our services to meet our customers' evolving needs.

Brittany Hadley
Access Transit Manager



Brittany Hadley

Supervisor Spotlight



Sinisa Sankovic

With Bart Strobbe's retirement, we welcomed Sinisa Sankovic as our new Access Transit Supervisor in June. Customers may recognize Sinisa as a former operator.

I have been working with City of Saskatoon for the last 15 years.

I started as Access Transit operator in 2009 and moved to Saskatoon Transit in 2010 to become an operator. During my 14 years at Saskatoon Transit I worked as Operator, Driver Trainer, and Service Supervisor. I am excited to bring my experience and skills back to Access Transit and looking forward working with everyone involved in this wonderful service.

I'm proud father of three boys aged 11, 13, 17 and love spending time with them on soccer field. I am also heavily involved with Aurora Soccer Club as a staff coach for the club. Currently working towards getting my National B License in soccer. Limited time left between work and soccer I love spending at the lake trying to catch a BIG one... hasn't happened yet.

Access Team Highlight:

In May, Access Transit celebrated another milestone with the retirement of Access Transit Supervisor Bart Strobbe. Bart has been a part of the Access Transit team since the doors opened, and his impact is sure to be seen for many decades to come. We wish Bart all the best as he enters a new and exciting chapter in his life!



Bart Strobbe

Celebrating Transit Workers

March 18 was Transit Worker Appreciation Day, a day dedicated to honouring and appreciating transit workers. Though we strive to recognize staff each day, Saskatoon Transit took the time to salute all the people it takes behind the scenes who support our operators on the road serving our community.

You can show appreciation year-round by thanking a member of our team the next time you interact with them!

Senior Discounts

Visit your nearest Transit Pass Vendor to purchase tickets and passes at a discounted rate, or ask about getting access to the seniors discount on your mobile device at the Transit Customer Service Centre.

To qualify for these rates, you must be at least 65 years of age.

SENIOR RATES

- ▶ 10 Rides..... \$25.00
- ▶ 1 Month..... \$29.00
- ▶ 3 Month.....\$87.00
(sold quarterly)
- ▶ 6 Month..... \$168.00
(sold in January & July)
- ▶ Yearly Pass \$313.30

VENDORS

- ▶ saskatoontransit.ca/fares-passes/where-buy-tickets

New Hires

Since our last newsletter Access Transit has welcomed several new faces to the team.



Access Transit would like to welcome Brittany Hadley as the new Access Transit Manager. Her first day was on April 1. Brittany has been with the City of Saskatoon for the past 6 years, where she has worked in various capacities to improve the customer experience at the City.

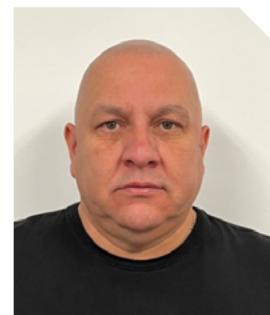
Brittany Hadley
Access Transit Manager



Sinisa Sankovic
Access Transit Supervisor



Sabine Catana
Operator



Trent Garneau
Operator



Farzan Ahmad
Operator



Gary Lindridge
Operator



Calin Marincas
Operator

Safety is Our Priority

At Access Transit our goal is to provide safe, reliable transportation services to get you to where you need to go. For the safety of all passengers and our team, please remember the following safety tips:

- **Don't bring more than you can carry.** Our team at Access Transit cannot assist with carrying your bags to and from the bus. For those passengers who have difficulty carrying their own bags, please consider having a friend or family member ride with you for assistance. Please note, we don't have anywhere to secure or store bags/packages and are unable to provide this service.
- **Keep your mobility device in safe operating condition.** Before boarding, please ensure the brakes on walkers and manual wheelchairs are in working order, as you may be refused service if they cannot be operated.
- **Refrain from using products with strong scents.** Many of our passengers and team members have sensitivities, so please be considerate of others when riding the bus and keep the scents to a minimum.
- **Feeling unwell?** Inform our team if you are feeling unwell or experiencing any symptoms of illness for the well-being of all passengers and our team.
- **We are a door-to-door service.** For the safety of you and our team members, the Province of Saskatchewan requires that we walk with you to and from our bus. While we understand some customers may not feel they need this service, they are not permitted to deny it.
- **Respect is expected.** We understand waiting to book trips or on the bus while other passengers are being assisted can be frustrating. Our team is working to assist you as quickly as possible. We expect respectful treatment of all customers and team members.
- **Have questions or need assistance while on the bus?** If you have questions or concerns while on the bus, please speak with one of our team members to assist you.

We pride ourselves on providing safe transportation to and from your destination. For any other questions or concerns, please contact us.

Fare Payment

All customers, along with their companions, are expected to pay fare at the beginning of their trip.

Not sure how to pay? Payment for trips are paid the same way as fixed-route transit. For more information about fares please visit transit.saskatoon.ca/fares-passes or contact 306-975-3100.

If you plan to pay with cash, please have the exact fare ready, as operators do not carry change.

2023 Transit Annual Report

Earlier this spring, Saskatoon Transit was proud to release the 2023 Annual Report. To learn more about what's happening at Saskatoon Transit, you can find the report at: saskatoontransit.ca/about-us/our-performance.

Report Key Highlights:

- Access Transit experienced an 18% increase in demand and a major surge in new customer registrations in 2023.
- The Government of Saskatchewan's Transit Assistance for People with Disabilities program provided an operating grant of \$1,007,840.
- Improved eligibility and application process for new Access Transit customers.
- Provided driver training for Access Transit third-party transportation services.
- Purchased seven new paratransit buses with partial funding through a provincial capital grant.

Lost and Found

Did you leave something behind on the bus? Although it's rare for items to be left behind, if you did, please contact our office. We will hold your lost item until you ride again. Call our offices any time between 1:30 pm and 4:00 pm at 306-975-3555 to inquire about your lost article.

How to Book:

To book a trip please have the following information ready to provide to our team:

- Date and time service is requested for pick up and drop off
- Time of your appointment (if applicable)
- Exact addresses of pick up and drop off locations
- Type of mobility device, if any, to be used during the trip
- If you require and will be travelling with an attendant or companion

Booking Reminders:

For bookings made three days in advance, our phone lines open at 9:00 a.m. We will not accept bookings before this time.

How to use the Three-Day Booking:

Today is: **Book travel for:**

Sunday Wednesday

Monday Thursday

Tuesday Friday

Wednesday Saturday

Thursday Sunday

Friday Monday

Saturday Tuesday

For bookings made two days, one day, or on the same day, our phone lines open at 6:30 a.m. from Monday to Saturday, and at 8:30 a.m. on Sundays.

Need to cancel? *We understand that plans change. Please be considerate of your fellow passengers and cancel your ride as soon as possible. Cancelling trips late (two hours or less than your scheduled time), at the door, or simply not showing up for the trip means that someone else has been denied that ride.*

Trip Booking

Request your trip online:
[SaskatoonTransit.ca/Access](https://saskatoontransit.ca/Access)

Click ➤ **Booking a Trip** on the left side of the page.

Or call our office at
306-975-3555.

Hours of Service

- ▶ **Monday to Saturday**
6:15 a.m. to 11:45 p.m.
- ▶ **Sunday and Holidays**
8:15 a.m. to 11:00 p.m.

2024 Stat Holidays

- ▶ **Canada Day**
Monday, July 1
- ▶ **Saskatchewan Day**
Monday, August 5
- ▶ **Labour Day**
Monday, September 2
- ▶ **Thanksgiving**
Monday, October 14
- ▶ **Remembrance Day**
Monday, November 11
- ▶ **Christmas Day**
Wednesday, December 25
- ▶ **Boxing Day**
Thursday, December 26

Contact Us

✉ AccessTransit@Saskatoon.ca

🏠 [SaskatoonTransit.ca/Access](https://saskatoontransit.ca/Access)

✈ [@stoontransit](https://twitter.com/stoontransit)

Booking and Scheduling 📞 **306-975-3555**

Customer Service 📞 **306-975-3100**

Return Undeliverable
Canadian Addresses to:
ACCESS TRANSIT
422 46TH ST E
SASKATOON SK S7K 0W9
accesstransit@saskatoon.ca

