

## Message from the Manager

One word that truly captures this past year for Access Transit is growth. In 2024, we welcomed over 700 new customers, reflecting a continuous increase in demand for our services. Our buses and team have been hard at work, connecting more people to their destinations than ever before.

The growing demand for our services is exciting, but we recognize it has also led to longer wait times and made it difficult for our customers to book their preferred trip times. As we move into 2025, Access Transit is focused on addressing these challenges to deliver the best possible service.

We sincerely thank each of our customers for their patience and understanding throughout this past year. We're grateful for your partnership as we navigate these challenges together.

From all of us at Access Transit, we wish you a joyful holiday season!

**Brittany Hadley**  
Access Transit Manager



### The all-in-one shopping experience is back!

Saskatoon Transit will offer Jingle Bell Express (Route 1225) service on weekends throughout December, and again with **free fare** on Boxing Day.

Two fixed-route buses run in opposite directions between Saskatoon's five malls (Midtown, Confederation, Lawson Heights, Centre and Market) to provide convenient and hassle-free travel without the stress or frustration of winter driving!

### Route information:

- Weekends (Sat and Sun)
  - 10:30 a.m. – 5:30 p.m.
  - Regular fares apply.
- Boxing Day (December 26)
  - 10:30 a.m. – 5:30 p.m.
  - FREE fare.

Search **Route 1225** in the *Transit App* or *Google Maps Transit* to plan a trip, consult the route schedule, or call Transit Customer Service (306.975.3100) for help with trip planning.

For more information, visit [SaskatoonTransit.ca/JingleBell](https://SaskatoonTransit.ca/JingleBell).

## BHP Enchanted Forest Tours

Access Transit is excited to once again provide bus tours through BHP's Enchanted Forest at the Saskatoon Forestry Farm.

### Tour Information

- Monday, December 23: 5:30 – 10:30 p.m.
- Monday, December 30: 5:30 – 10:30 p.m.
- Admission to the Enchanted Forest is \$10 per person (cash only).

### How to Book

- Customers can call up to three days in advance to be added to the list.
  - Tours are scheduled manually and are not included in the daily service run.
- Customers can pick a preferred tour date, but Access Transit staff will set pick-up and drop-off times to ensure efficient service.
- Access Transit customers ride **free**. Regular bus fare is required for any companions, including attendants.



## New Customer?

If you have questions about booking our service, we're here to help! **Contact our team with your inquiries.**

## 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

- ▶ Circle K Stores
- ▶ Co-op Grocery Stores
- ▶ Cosmo Civic Centre
- ▶ Mayfair Drugs
- ▶ Nordon Drugs
- ▶ Safeway Grocery Stores
- ▶ Safeway Grocery Stores
  - ▶ Lawson Heights Mall
  - ▶ University Heights
- ▶ Shoppers Drug Mart
  - ▶ Canarama
  - ▶ Centre Mall
  - ▶ Market Mall
  - ▶ Midtown
- ▶ Sask Polytech
- ▶ Transit Customer Service
- ▶ Walker's Pharmacy

## Ride the Bus for Free on NYE

Saskatoon Transit (fixed-route and Access) will offer **free** extended service hours for all riders on Tuesday, December 31, from 7:00 p.m. until 2:30 a.m. on January 1, 2025, based on demand.

SGL is partnering with local transportation agencies in Regina, Moose Jaw, Prince Albert and Saskatoon to sponsor the service and offer a safe alternative to impaired driving.



Happy New Year to all!

## Get Ready for Winter

As colder weather and snow arrive, Access Transit warmly encourages customers to get ready for the winter months:

- ▶ **Keep pathways and driveways clear.** Pickup and drop-off locations must be clear of snow and ice. For safety, our team will not provide service to areas where snow or ice impedes safe transport to and from the bus. If your pathway or driveway has not been cleared of snow and ice, please contact us and cancel your trip.
- ▶ **Dress for the weather.** At times, bus doors may need to stay open as we assist other customers. To keep warm, please dress appropriately for the weather.
- ▶ **Only bring what you can carry.** Our team at Access Transit cannot assist you with your bags. You are expected to carry your own bags to and from the bus, or consider having a friend or family member accompany you for assistance. Since winter can create slippery surfaces, it is important that you manage your belongings safely.
- ▶ **Keep your mobility device in safe working condition.** Please ensure that the brakes on walkers and manual wheelchairs are functioning properly before boarding, as you may be denied service if they cannot be operated.
- ▶ **Be prepared for unexpected delays.** Winter driving conditions in our city can be unpredictable, which can cause delays to our services. If delays occur due to these conditions, we appreciate your patience as we work to safely get you to your destination.
- ▶ **Feeling unwell?** As cold and flu season begins, we ask that you avoid using our services if you feel unwell. If you are experiencing any symptoms of illness, please let our team know. This helps ensure the safety and well-being of all customers and our staff.

# Booking Tips and Tricks

At Access Transit our goal is to provide safe, reliable transportation services to get you to where you need to go.

For booking your trip, please remember to follow these tips:

- **Make a plan.** Before contacting our Access Transit team, please have your destination address and preferred trip times ready. This helps our team expedite your trip booking and minimizes your time on hold.
- **Book during non-peak times.** When possible, consider booking during our non-peak hours, when there is more service available.
  - **Non-peak hours:**
    - 9:00 a.m. - 3:00 p.m.
    - 7:00 p.m. - 11:30 p.m.
- **Write down your bookings.** All Access Transit customers are expected to document their trip times and listen to reminder calls to prepare for upcoming trips. ***Please limit calls to Access Transit to confirm booking times, as this helps reduce wait times.***
- **Don't check your standby.** Customers on the standby list do not need to call our team to check if their request has been accommodated. Our team monitors the standby list throughout the day, and if your trip can be accommodated, we will contact you.
- **Be respectful.** We recognize that being on hold can be frustrating and that your ideal trip time might not be available. Given the high demand for our service, we are doing our best to assist you promptly and appreciate your patience with our team. We expect both our customers and team members to treat one another with respect and dignity.

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## 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](https://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.

## Have questions or need assistance while on the bus?

Your safety is our top priority. If you have any questions, concerns, or need assistance during your trip, please don't hesitate to speak with your bus operator.

We are dedicated to ensuring a safe and pleasant transit experience to and from your destination. If you have questions regarding our service, safety, or accessibility requirements, please get in touch with our Access Transit team.

## Lost and Found

### Did you leave something behind on the bus?

Although it doesn't happen often, if you do leave something behind, please contact our office. We will hold your lost item until you ride again.

Call our offices any time between 1:30 p.m. and 4:00 p.m. 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**  
6:00 a.m. to 11:45 p.m.
- ▶ **Sunday and Holidays**  
8:00 a.m. to 11:00 p.m.

## Upcoming Stat Holidays

- ▶ **Christmas Day**  
Wednesday, December 25
- ▶ **Boxing Day**  
Thursday, December 26
- ▶ **New Year's Day**  
Wednesday, January 1
- ▶ **Family Day**  
Monday, February 17
- ▶ **Good Friday**  
Friday, April 18
- ▶ **Easter Monday**  
Monday, April 21
- ▶ **Victoria Day**  
Monday, May 19

## Contact Us

✉ [AccessTransit@Saskatoon.ca](mailto: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](mailto:accesstransit@saskatoon.ca)

