

## Enhanced Protection

During this uncertain time, Access Transit is going the extra mile to help protect our customers and our Access family. Here are some of the things we are doing:

- ▶ Hard surfaces on each bus are wiped down after each shift on the road.
  - ▶ Overnight, each bus is sprayed with a disinfectant to help clean the soft surfaces.
  - ▶ Drivers are provided with disinfectant to wipe down touch points on the bus throughout the day.
  - ▶ Drivers are provided with disposable masks and gloves to wear should they choose.
  - ▶ Customers are asked screening questions at the time of booking and again at the time of pick up.
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- ▶ Where possible direct trips are booked to allow for appropriate physical distancing in the bus.
  - ▶ Fares are not being collected at this time to remove the need to handle cash or bus passes.

## Here's what you can do to help:

- ▶ Observe the restrictions put in place by the Provincial Government and the City of Saskatoon.
- ▶ Transit should only be used when necessary, to access food, medicine and essential employment. All other trips should be avoided – please follow the guidance of the Saskatchewan Health Authority to stay home.
- ▶ Do not travel if you are displaying any symptoms. Access can refuse the trip at the door if visible symptoms are displayed.

## Online Booking

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

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

## Tips & Tricks

### Introduce yourself when calling.

Although you may be a long time customer, we've added new people to our team who may not know you yet.

### Cancel unwanted trips at least **two hours in advance**.

The quicker unwanted trips are cancelled, the more likely they can be given to someone else who needs them.

### Take only **what you can carry yourself**.

Our drivers go above and beyond every day, but their job is to ensure your safety, not to carry your grocery bags.

### Dress for the **weather**.

While drivers work to maintain a comfortable temperature on the bus, sometimes having to leave a door open for a longer period of time means the temperature inside can change drastically. Dress appropriately.

# Driver Spotlight



## MARK OLEKSIUK

Mark has been a driver at Access Transit since July 2012. Before Access, Mark was a baker for 32 years and he still bakes on a part time basis.

Mark and his wife Michelle will be celebrating 25 years of marriage in June. They have two children: daughter Kendra, 20, attends Bible College in Briarcrest and son Kale, 23 works for Handyman Rental. Kale plans on attending Saskatchewan Polytechnic in fall.

Mark and Michelle have two cats: Franklin, a one-eyed cat, and Mooshi, a tuxedo coloured cat.

Mark loves playing darts. Mark and Michele play in a dart tournament in Las Vegas every year. Mark and his family also enjoy camping at many of the beautiful camping locations in Saskatchewan.

**Q:** Do your buses run on time?

**A:** No, they run on fuel!

# Message from the Manager

The year 2020 has delivered a host of challenges so far. The global COVID-19 pandemic has changed how we behave and approach our everyday lives, winter just does not want to release its grip on us, and before travel restrictions were in place, Access was seeing record travel numbers. All these things have led Access to consider how we adapt to ensure the service that is needed is still provided and still relevant.

As I write this, I am working from home, isolated from my work family, watching the snow fall yet again. On a day when normal temperatures should be +10°C, I am watching ten centimeters of snow fall. The prolonged winter has taken a toll on the mental health of many. At a time when we are eagerly awaiting sunshine and warmer weather, walks outside without the fear of slipping, we are still waiting for that moment to happen. We can rest assured it is a matter of when, and not if.

The demand for Access' services continues to rise. Although fixed-route transit has provided fully accessible buses, there is still only a small percentage of Access customers who have realized the benefits of using fixed route buses instead of an Access bus when the conditions allow. The flexibility and spontaneity of travel that is available to all citizens of Saskatoon, regardless of their abilities, can be found on a fixed route bus.

The COVID-19 global pandemic has forced Access and Transit as a whole to examine how our services are provided. Cleaning efforts have increased and are being more closely examined. Access customers are screened at the time of booking to increase the safety of our operators. The job of an Access operator does not allow for physical distancing. Every day Access Operators put themselves and their families at a greater risk of contracting this virus than others who can work from home. Please join me in thanking our operators! The work they are doing is essential and is valued.

To flatten the curve, slow the spread of the virus and allow our medical essential workers access to transportation, Transit has been deemed for essential travel only. This is a challenging time for everyone. I have not seen my granddaughter in ages and my regular friendship gatherings are now done over video chats. Technology and its ability to keep us connected has become more important than ever.

Stay home, stay safe, and take on the technology challenge. Find new ways to connect with your friends and family until it is safe to see them in person. Find new ways to stay active indoors until the snow melts and it is no longer too slippery for a walk and the sun can shine on our faces again. Staying home protects those around us more than it protects ourselves. Thank you for considering the safety of our Access family and the community as a whole when you are thinking about booking a trip on Access.

Take care,

**Tracey Loewen**  
*Access Transit Manager*

# Responsible Travel

Some things to consider when booking your travel:

- ▶ **Understand the hours of business for your destination.** If the doors are locked, the bus and driver cannot wait with you. If you cannot wait alone, book to arrive later or travel with a companion.
- ▶ **If you book a trip based on an appointment time, you may be early and forced to wait** simply due to our routing and scheduling. Maybe the first appointment of the day isn't the best if there is a risk you will be waiting outside.



## At Home Exercise

Need to stay flexible and limber while you are isolating? Here are a couple of exercises you can try.

### Wall Snow Angel

*Increases flexibility and strength in the shoulders and arms*

1. Stand about 3 inches away from the wall and place your head and lower back flat against the wall.
2. Put your hands at your sides with the palms out and the backs of your hands against the wall.
3. Keeping your arms touching the wall, raise them up above your head (or as high as is comfortable) and lower them again. Just as though you were making a snow angel.

### Tippy Toe Lifts

*Increases strength in your legs and improves balance*

1. Stand beside or behind a chair or counter and place your hands on the surface for support.
2. Push yourself up onto your tippy toes as high as is comfortable and then return to a flat foot. Repeat.

## 2020 Stat Holidays

- ▶ **Victoria Day**  
Monday, May 18
- ▶ **Canada Day**  
Wednesday, July 1
- ▶ **Civic Holiday**  
Monday, August 3
- ▶ **Labour Day**  
Monday, September 7
- ▶ **Thanksgiving**  
Monday, October 12
- ▶ **Remembrance Day**  
Wednesday, Nov. 11
- ▶ **Christmas Day**  
Friday, December 25
- ▶ **Boxing Day**  
Saturday, December 26

## Lost & Found

Did you leave something behind on the bus?

If so, give our office a call between 1:30 pm and 4:00 pm at **306-975-3555** to see if we have your lost article. We will hold it until you ride with us again.

**Q:** What's the difference between a bus driver and a cold?

**A:** A bus driver knows the stops, and a cold stops the nose.

# Clerk Spotlight

## CHERYL HODGE

In June 2005 Cheryl Hodge joined the Access family as a driver. After driving the bus for about three years, Cheryl took on the role of Booking and Scheduling Clerk and greets our customers on the phone instead of on the bus!



Cheryl and her husband of 42 years, John, live north of Saskatoon and Cheryl's drive back and forth to work gives her the joy of driving she misses from her bus driving days.

Cheryl and John have two grown sons and four grandchildren with whom they spend as much time as they can. Her two mini dachshunds, painting miniature game figures, and playing games with family and friends, keep her busy while at home. Cheryl's favourite getaway is Disney World in Florida which she visits at least once a year.

# Taxis



As we continue to partner with **riide** to provide trips at Access, you may see a variety of logos arriving at your door. Vehicles with any of the following logos may be dispatched to perform your trip:



# Transit Pass Vendors

- ▶ Circle K Convenience Stores (Mac's)
- ▶ Avalon Auto Service
- ▶ Co-op Grocery Stores
- ▶ Mayfair Drugs
- ▶ Nordon Drugs
- ▶ Safeway Grocery Stores
- ▶ Shoppers Drug Mart
  - ▶ Canarama
  - ▶ Circle Centre
  - ▶ Market Mall
  - ▶ Midtown Plaza
- ▶ Sask Polytech
- ▶ Walker's Pharmacy
- ▶ City Hall
- ▶ Transit Customer Service

# Contact Us

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

🏠 [SaskatoonTransit.ca/Access](http://SaskatoonTransit.ca/Access)

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)

