

## Updated No-Show and Late Cancellation Policy

Access Transit continues to struggle with a high number of no-shows, cancels at the door and late cancelled trips.



We'll be implementing an updated **No-Show and Late Cancellation policy effective January 1, 2022**. No-shows and late cancels will be assigned points. Accumulation of points above a certain level will result in restricted or limited use of Access Transit.

## Experience Transit

Our *Experience Transit* program is expanding! If you're interested to learn how to take fixed-route transit, we can help you by providing one on one training.

Beginning in November 2021, we started providing Experience Transit train-the-trainer training to various community groups to allow for more people to deliver travel training to those who need it.

If you are a member of one of these groups, and you would like to receive this targeted travel training, let us know and we can help:

- ▶ Fetal Alcohol Syndrome Disorder (FASD) Network
- ▶ North Sask Independent Living Centre (NSILC)
- ▶ Saskatchewan Cerebral Palsy Association
- ▶ Tourism Saskatoon

Call us at **306-975-3100** and let us know you are interested in the Experience Transit Travel Training program and we can get you set up.



## Online Booking

Request your trip online:  
[SaskatoonTransit.ca/Access](https://SaskatoonTransit.ca/Access)  
An email will be sent back to confirm the trip.

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

## Tips & Tricks

### Lost and Found

Did you leave something behind on the bus?

If so, give our office a call anytime between 1:30 p.m. and 4:00 p.m. (**306-975-3555**) to see if we have your lost item.

We hold items until you ride again.

### Pick-up Window

Don't forget that our pick-up window is now a "0 to 20" time frame.

That means that the bus will arrive anytime from your arranged pick-up time *up to 20 minutes past* that time.

For example, if your pick-up time is scheduled for 10:00 a.m., the bus can be there between 10:00 a.m. and 10:20 a.m.

# Farewell



## Perry Matheson

Perry Matheson has announced his retirement from Access Transit effective Dec 30, 2021.

Perry has had a storied career with Transit starting as a fixed-route operator in 2002. In 2007, Perry advanced his career with Transit as a service supervisor. In 2011, Perry joined Access Transit as a supervisor for three years before taking a brief leave from supervising buses to conducting trains from 2014 to 2015. Perry has spent the last 5 years of his career back at Access Transit as the lead safety supervisor.

Perry's sense of humour and quick wit will be greatly missed. We wish him all the best as he embarks on his next adventure.

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*I couldn't get my fridge to work this morning, so I took the bus instead.*

## Message from the Manager

### Hello and Warm Wishes for the Holiday Season!

Part of me feels the need to address the obvious state of our environment. Another part of me simply no longer has the bandwidth to talk about the pandemic. It's here, we know it's here and there is very little we can do about it. Kind of like winter in Saskatchewan.

So, to talk about something else for a while, I would like to say thank you to all our customers who have continued to travel with Access Transit. Thank you to all our customers who have been so patient with our adjustments. Thank you to everyone for trusting the Access Team to get you out to go to church, go for groceries, and visit friends. Thank you for trusting us to keep you connected. We truly appreciate your kind words when we go above and beyond.

It's been hard to find positive words lately. It seems everyone is tired and agitated. But, when those accolades come into our office, I post them for everyone to see. I want to make sure our team remembers that what they do is appreciated and is important. Please don't stop sending in feedback when one of our team members goes above and beyond or makes your day extra special.

We will continue to see some change at Access Transit in the new year. Perry, one of our long-time supervisors will be retiring and beginning a new adventure. We will see some more of our low floor buses on the road and to further curb the issues we see with late cancels and no shows, we will begin implementing a No-Show policy. These wasted rides take rides away from people who need them. We need to ensure we use each ride so people can get where they need to go.

Our *Experience Transit* travel training program is taking off and we will be joined by a Recreation Therapist practicum Student in early 2022. Their role will be to first provide training to individuals who don't qualify for Access and in the future, provide training to existing Access customers so they can experience a more spontaneous way to travel using a combination of Access and our fixed-route bus system.

These changes will allow Access Transit to adapt and grow to become more efficient and provide more rides to a more diverse group of people.

Have a happy holiday, a Merry Christmas, and a wonderful New Year!

Take care,

**Tracey Davis**  
Access Transit Manager



# Saskatoon Transit Family of Services

## Did you know?

- ▶ You use the **same fare card** on a fixed-route bus as on Access.
- ▶ All fixed-route buses are **fully accessible** with kneeling and ramps.
- ▶ Fixed-route offers an **on-demand** service as well.

If you can't get the trip you want or need on Access, and you are able to get to your nearest bus stop, an On-Demand trip may be the answer for you! Learn more about On-Demand Transit at [SaskatoonTransit.ca/OnDemand](https://SaskatoonTransit.ca/OnDemand) or call [306.975.3100](tel:306.975.3100) to find out more!

## Enhanced Protection

During this 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 are wiped down after each shift on the road.
- ▶ Each bus is sprayed with a disinfectant to clean the soft surfaces each night
- ▶ Drivers are provided with a disinfectant spray to wipe down touch points on the bus throughout the day
- ▶ Drivers are provided with disposable gloves and masks to wear.

### What you can do to help:

- ▶ Observe the restrictions put in place by the Provincial Government and the City of Saskatoon.
- ▶ Do not travel if you are displaying any symptoms.
- ▶ Access can refuse the trip at the door if visible symptoms are displayed.
- ▶ Wear your mask to protect yourself and those around you.
- ▶ Masks are required on Saskatoon Transit.

## Access Transit now accepts Mobile Ticketing! transit

You no longer need to carry cash or your GoCard. You can buy tickets/passes on your mobile device or print your tickets at home. To print tickets at home go here: [SaskatoonTransit.ca/TGo](https://SaskatoonTransit.ca/TGo)

The account you create online works with the mobile app "TGo" and the "Transit" app, both available in the App Store and Google Play.

If you use the Transit app to buy tickets you can also plan a trip using fixed-route transit. It will tell you which bus stop is the closest, what routes you need to take, and when to get where you want to go – all in real time.

If you would like more information, please give us a call and we will be happy to help.

## 2021 Stat Holidays

- ▶ **Christmas Day**  
Saturday, December 25
- ▶ **Boxing Day**  
Sunday, December 26
- ▶ **New Year's Eve**  
Friday, December 31
- ▶ **New Year's Day**  
Saturday, January 1
- ▶ **Family Day**  
Monday, February 21
- ▶ **Good Friday**  
Friday, April 15
- ▶ **Easter Monday**  
Monday, April 18
- ▶ **Victoria Day**  
Monday, May 23
- ▶ **Canada Day**  
Friday, July 1
- ▶ **Saskatchewan Day**  
Monday, August 1
- ▶ **Labour Day**  
Monday, September 5
- ▶ **Truth and Reconciliation Day**  
Friday, September 30
- ▶ **Thanksgiving Day**  
Monday, October 10
- ▶ **Remembrance Day**  
Friday, November 11

# 3-Day Booking Window

Reminder of 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

# Route 1225 - Jingle Bell Express

Plan holiday shopping using fixed-route transit with the real-time mobile app Transit or Google Maps on a desktop computer. Just search Route 1225!

This route provides service to all five malls without the stress of parking or traffic. This is a fun and easy way to complete your Christmas shopping. The buses are decorated, and they play Christmas music.

This special service is available from December 6th to December 23rd and is FREE on December 26th. More details: [SaskatoonTransit.ca/JingleBell](http://SaskatoonTransit.ca/JingleBell)



# Taxis



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



Taxis are expected to provide the same level of service as an Access bus. Please let us know if you encounter any issues when traveling by taxi.

# Mandatory Masks

As per Saskatchewan Health Authority's mandate, masks are mandatory in all public spaces, including Transit.

Since it may have been a while since you've taken a ride on Access, just a reminder that you need to wear a mask for the duration of your trip. Operators cannot help you put on your mask or take it off.

# Contact Us

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

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

