

Upcoming Changes

From January to September in 2019 we saw **over 4,400** late cancellations, no-shows, or cancellations at the door.

In addition to unnecessary costs to the system, these unused trips cannot be repurposed for others. In an effort to reduce our denial rate, being able to repurpose trips is very important.

The need for Access Transit continues to grow in Saskatoon and the number of trips we cannot accommodate also continues to grow. In an effort to make better use of our resources and ensure equitable service to all of our clients, we are planning to make a few changes.

1. Moving to an **online booking form** and will stop accepting email bookings on Jan. 24, 2020.

This will ensure everyone follows the same rules whether booking electronically or over the telephone. This will help ensure all customers receive the same treatment and have the same chance at booking and receiving a trip.



2. Moving to a **shorter booking window**.

Currently, trips can be booked seven days in advance. Many other transit agencies, and industry best practices, show that a three-day booking window is ideal. This will help to reduce the number of no-shows and cancellations, and is a good balance between planning ahead and last-minute bookings.



Moving forward, our hope is that these changes, along with improving our resources and other internal processes, will allow for more rides for more people and reduce our denial rate. Your patience and feedback is appreciated as we make these changes in 2020.

Online Booking

Book your trip online:
SaskatoonTransit.ca/Access

Tips & Tricks

Introduce yourself when calling to book a trip.

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 we work to keep our vehicles warm, sometimes having to leave the lift door open for a longer period of time means the interior can cool down quickly. Bundle up if the weather calls for it.

Driver Spotlight



JESSICA GREEN

Jessica has been a driver at Access Transit since April of 2015.

Jessica and her son Mason keep themselves very busy here in Saskatoon with lots of extracurricular activities. Mason is in martial arts and plays baseball for the Saskatoon Cardinals. Jessica volunteers for the baseball team, her condo board, and Mason's School Community Council. Jessica is in her second year at Sask Polytech and is studying to become a Recreation Therapist.

Although the balance between work, school, and volunteering keeps them both busy, Saturday night is always saved for family time when Jessica and Mason enjoy game night or a night out at the movies.



Message from the Manager

What a wonderful year full of growth we've had! In the last year we've welcomed 585 new customers to our service! In 2018, Saskatoon Transit announced that the regular bus fleet was fully accessible with kneeling buses that all have ramps. This provides our Access Transit customers the opportunity to blend the services, taking advantage of the flexibility and spontaneity of regular transit while also using Access Transit when needed. We're seeing many of our Access customers take advantage of both services to meet their travel needs. This is an example of a true family of services. If anyone is interested in travel training to use regular training please let us know. Email AccessTransit@saskatoon.ca.

Next year Access Transit will see the addition of two low-floor buses! This will help to create a more positive experience for our riders, as we won't have to deploy the lift for all customers who don't use the stairs. The new low-floor buses will feature a ramp at the front. Not having to use the lift will decrease the time at each stop and the temperature will remain more stable because the doors won't have to be open for as long.

The holiday season is a perfect time to reflect on the things that are important to us and the family we have, both near and far. The service we provide is so important to so many. Access Transit makes it possible for so many in our community to get out and take part. Whether it is for medical, physical, social or spiritual health, the ability to connect with others is so important.

I plan to get out for more rides this year and I look forward to meeting more of you, our clients. Until then, Merry Christmas, Happy Holidays, and all the best in the New Year.

Take care,

Tracey Loewen
Access Transit Manager

Enchanted Forest

Access Transit will once again be providing tours through BHP's Enchanted Forest. Buses will run December 22, 23, and 27.

Call one week in advance to book a tour. This is free for Access customers and their companion will pay regular bus fare. Admission to the Enchanted Forest is \$5 per person and is cash only.

Travel Training

Take advantage of Saskatoon's Family of Services (regular AND Access Transit)

Have you ever wondered about how you could combine regular fixed route transit service with Access Transit? We've developed an "Experience Transit" program to help with just that.

Experience Transit will give you a chance to find the regular transit bus routes that may work for you and learn how to plan a trip using the Transit App or a printed map. If you're already combining regular fixed route transit with Access Transit we encourage you to be a Bus Buddy for people new to using regular transit.

If you are interested in either being a Bus Buddy or participating in Experience Transit please contact Cory Shrigley at cory.shrigley@saskatoon.ca. You can sign up as an individual or with a group of six or more!



Jingle Bell Express

Route 1225 is back!

The holiday season is upon us, and with it more traffic and less parking spots are available – particularly around malls and shopping centres. In 2017, regular transit piloted a special bus route giving customers access to four of Saskatoon's malls using public transit and in 2018 we added a fifth mall: Midtown Plaza. The fixed route now has half-hour service to: **Centre Mall, Market Mall, Confederation Mall, Lawson Heights Mall** and **Midtown Plaza**. If you're interested in doing some shopping on the Jingle Bell Express but have trouble getting to one of the stops give us a call and we can book you a trip to meet up with the fixed route. Also, check it out on the real-time mobile app called Transit.

Riders can complete their holiday shopping with no winter driving stress and no frustrations over full parking lots AND you can hit up malls you may otherwise not have visited.

The buses on this route are decorated and will play holiday music. Regular fares apply, except on Boxing Day where there will be free service on this route.



Wing in the New Year



Every year Saskatoon Transit and SGI provide **free bus service** on New Year's Eve. Bookings begin on Tuesday, December 24, and normal booking procedures apply.

2020 Stat Holidays

- ▶ **New Year's Day**
Wednesday, January 1
- ▶ **Family Day**
Monday, February 17
- ▶ **Good Friday**
Friday, April 10
- ▶ **Easter Monday**
Monday, April 13
- ▶ **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

Register Your GoPass!

When you register your GoPass at Customer Service, it offers you protection in case you lose it.



Registering your card allows you to call in and cancel your card and transfer the balance to a new card. Your GoPass is like cash, if you lose it, and it's not registered, you will have to pay the full price for a new one. Protect your investment by visiting Transit Customer Service at the Downtown terminal (226 23rd Street).

Once you've registered your monthly GoPass pass or your GoPass ticket card, you can renew your pass or reload your tickets at any of the Transit Pass Vendors (list of locations can be found at SaskatoonTransit.ca) and your card will remain registered. Once you register your card there is no need to do it again. If you have any questions about registering your card, please call our Customer Service Team at **306-975-3100**.

Clerk Spotlight

BRIAN FYSON

Brian joined Access Transit in March 2012 and has been working as a Booking and Scheduling Clerk with our team ever since.

Brian, his wife Kristie, and their daughter Everly (3), live on a farm just north of Asquith, SK where they raise a few cows and horses. Brian still farms with his family and enjoys taking time off in the spring and fall for seeding and harvest.



In 2004, after a snow mobile accident, Brian sustained a t12 spinal cord injury which led to the use of a wheelchair. Today Brian enjoys going to City Hospital to mentor and meet newly injured patients and coaches them to learn how to live with a disability. Brian also enjoys playing sports with the Sask Wheelchair Sports Association.

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

Mac's and Circle K Convenience Stores

Avalon Auto Service

Co-op Grocery Stores

Mayfair Drugs

Nordon Drugs

Safeway Grocery Stores

Shoppers Drug Mart

- ▶ Canarama
- ▶ Circle Centre
- ▶ Midtown Plaza

Walker's Pharmacy

Sask Polytech

City Hall

Transit Customer Service

Contact Us

✉ AccessTransit@Saskatoon.ca

🏠 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

