

## No-Show and Late Cancellation Policy

The *No-Show and Late Cancellation Policy* came into effect on April 1, 2022 to improve door-to-door service for all customers. No-shows and late cancels are assigned points and accumulation of points above a certain level results in restricted or limited use of Access Transit. Details available at [SaskatoonTransit.ca/Access](https://SaskatoonTransit.ca/Access).

Please call 306-975-3555 or email [AccessTransit@Saskatoon.ca](mailto:AccessTransit@Saskatoon.ca) to make any changes to your trip to avoid service disruptions.

### How the Point System Works:

- ▶ Late cancellations count as one point.
- ▶ No-Shows and cancellations at the door count as two points.

## Online Booking

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

Click ▶ [Booking a Trip](#) on the left side of the page.

## Tips & Tricks

**Please wait at the first accessible door** until an Access Transit operator escorts you to the Access Transit bus.

**Please check the hours of operation of your destination** and make every effort to schedule appointments after the doors open, as operators do not have the flexibility to extend their wait times.

**Our pick-up window is a "0 to 20" time frame.** That means the bus will arrive anytime from your arranged pick-up time up to 20 minutes past that time.

**Did you leave something behind on the bus?** Give our office a call at 306-975-3555 between 1:30 p.m. and 4:00 p.m. to see if we have your lost item. We hold items until you ride again.

### POINTS ACCUMULATED

- 6** A formal letter documenting the late cancellations, cancel at the door and no shows.
- 12** A formal letter outlining the points accumulated and a **two-day suspension of Access Transit services.**
- 18** A formal letter outlining the points accumulated and a **seven-day suspension of Access Transit services.**
- 24** A formal letter outlining the points accumulated, a **30-day suspension of Access Transit services,** and a phone interview with Access Transit to review service needs.
- 30** A formal letter outlining the points accumulated, a **60-day suspension of Access Transit services,** and a phone interview with Access to review service needs.
- 36** A formal letter outlining the points accumulated, a **90-day suspension of Access Transit services,** and a phone interview with Access to review service needs.

# Welcome



## Waseem Kamran

Hello Access Transit customers, my name is Waseem Kamran.

I have been working in the transportation industry for the last 18 years. In 2014, I started working for the City of Saskatoon as an Access Transit operator and have worked in many different capacities for Saskatoon Transit in my career.

I accepted the role of Access Transit supervisor in February 2022. I love working for Access Transit and I am grateful to be part of such an amazing team.

I am married and blessed with three children, twin boys (14) and a daughter (9). I enjoy spending time with my family, as we love traveling, outdoor activities, fishing, camping, and hiking. I also have a passion for gardening and taking care of my indoor plants.

See you soon,

Waseem Kamran

## A Message from the Access Transit Supervisors

Access Transit is working hard to get our staffing back up to pre-COVID levels to meet the rising demand for our service.

Customers may have noticed how easy it was to book a same day trip, but now with an increase in demand, you may find it harder to book a last-minute trip. We are requesting everyone prebook their trips three days in advance whenever possible to ensure you get the trip you want.

In June 2021, fixed-route transit began piloting an On-Demand Transit (ODT) service which operates much like Access Transit but is open to all members of the public and uses a 30-foot bus. A new ODT service will launch on August 2 and will operate Monday to Friday from 6:00 a.m. to 6:00 p.m. from designated bus stops in Brighton, Rosewood, North Kensington and Blairmore to the nearest transit hub. Details can be found at [SaskatoonTransit.ca/OnDemand](https://SaskatoonTransit.ca/OnDemand).

Warm regards,

Access Transit Supervisors

## Experience Transit

The fixed-route bus service is 100% accessible and we encourage riders to combine Access Transit services with fixed route services to take advantage of the most efficient way to travel. Using the fixed route system, when possible, allows for more flexibility as you don't need to book in advance and the cost to ride is the same. If you have a bus pass, it works on fixed route, OnDemand and Access.

The *Experience Transit* travel training program provides one-on-one or small group fixed route training. During your travel training session, you will learn how to board and exit the bus, pay your fare, plan your trip, learn about OnDemand Transit and much more!

If you would like to learn more about fixed route transit or participate in travel training, please call Transit Customer Service at 306-975-3100 or email [Transit.Services@Saskatoon.ca](mailto:Transit.Services@Saskatoon.ca) and ask about the Experience Transit program.



# A New Addition to Our Fleet

We'd like to introduce you to MV-1, the newest addition to our Access Transit vehicle family that will be providing service starting July 2022. The MV-1 has entry doors on both sides of the vehicle as well as a ramp on the passenger side for ease of entry and exit. It accommodates single wheelchairs, walkers, and ambulatory customers. The vehicle seats up to three people in the back and one wheelchair or walker up front next to the driver.



## 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

## Senior Discounts

Visit your nearest Transit Pass Vendor to purchase tickets and passes at a discounted rate.

*To qualify for these rates, you must be 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 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

# Mobile Ticketing

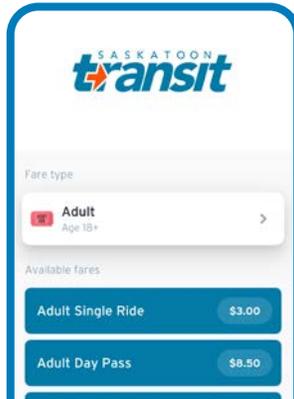
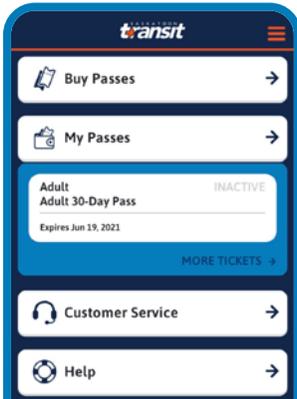
Tired of carrying cash or forgetting your Go-Pass Card? Mobile ticketing allows riders to buy tickets and passes anytime from anywhere, using their mobile device. Just download either the TGo or the Transit app to purchase tickets.

## How to buy a ticket in the TGo App:

1. Download the TGo app from either the Apple store or Google Play Store.
2. Complete a one-time account setup (optional).
3. Select "Buy Ticket" and choose your ticket type.
4. Enter payment info. You can store your payment info for future use.
5. Your pass will appear instantly under "My Passes." Activate your ticket just prior to boarding the bus.
6. Scan your ticket on the onboard validator on the bus.

## How to buy a ticket in the Transit App:

1. Download the Transit app from the Apple store or Google Play Store.
2. Press "Buy Ticket" at the bottom of the main screen.
3. Choose your ticket type.
4. Log in or create a Transit account and enter your payment info.
5. Confirm your purchase.
6. Activate your ticket now or save it for later. Saved tickets can be found under Settings under "My tickets."
7. When boarding, scan your activated ticket on the validator.



# 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.*

## 2022 Stat Holidays

- ▶ **Saskatchewan Day**  
Monday, August 1
- ▶ **Labour Day**  
Monday, September 5
- ▶ **Truth & Reconciliation Day**  
Friday, September 30
- ▶ **Thanksgiving Day**  
Monday, October 10
- ▶ **Remembrance Day**  
Friday, November 11
- ▶ **Christmas Day**  
Sunday, December 25
- ▶ **Boxing Day**  
Monday, December 26
- ▶ **New Year's Eve**  
Saturday, December 31

## 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)

