



## ANNUAL REPORT 2022

SASKATOON  
**transit**

# 2022

## BY THE NUMBERS

Saskatoon Transit is a public transit provider wholly owned and operated by the City of Saskatoon, with an annual budget of \$55.3 Million, assets valued at approximately \$200 Million and over 400 employees. Saskatoon Transit is a significant example of an essential service the City of Saskatoon provides to residents.

# 10.4M RIDES



PER YEAR using formula-based ridership on Fixed-Route Transit | approximately 4.9M using electronic-based ridership

# OVER 350,000 hours of service

## Operating Budget

# \$55.3M

Fixed-Route

# \$48.7M

Access

# \$6.6M

APPROX. **1,400** bus stops

**276** km of streets

**39** routes

**6** terminals



60' low-floor articulated



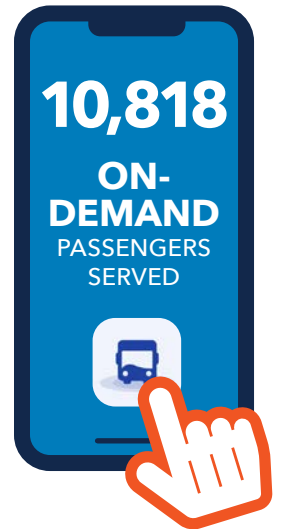
40' low-floor



30' low-floor



mid-size cutaway



10,818

ON-DEMAND PASSENGERS SERVED



81

BUSES ON THE ROAD DURING PEAK HOURS

Customer Satisfaction Rating Increase



109,067 ACCESS TRANSIT TRIPS



0.3



transit Access

665

new & approved applications



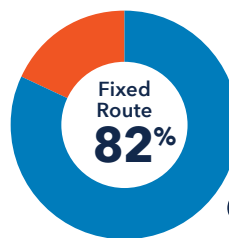
Experience Transit

TRAVEL TRAINING

37 sessions

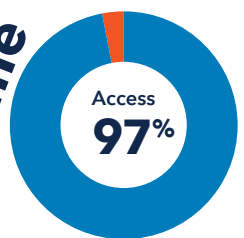
36 presentations to community groups

10 organizations collaborated with



Fixed Route 82%

on time



Access 97%

418 employees

241 OPERATORS

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## Saskatoon Transit

### Mission

To connect our community by providing professional, reliable, safe, and affordable mobility options through innovation, dedication, and teamwork.

## City of Saskatoon

### Values

- ▶ People Matter
- ▶ Respect One Another
- ▶ Act and Communicate with Integrity
  - ▶ Safety in All We Do
- ▶ Trust Makes Us Stronger
- ▶ Courage to Move Forward

# Introduction

Saskatoon Transit remains committed to making service adjustments and implementing improvements that yield tangible benefits for our riders.

Saskatoon Transit proudly delivered over 10.4 million rides and operated for more than 350,000 service hours in 2022. Our goal is to get passengers to their desired destinations within our extensive 276-kilometre street network safely and efficiently. We strive to provide both frequency and coverage throughout the city, acknowledging the significance of our service to those who rely on us.

Major service delivery issues at the beginning of this year tested the team's resilience and our customers' trust. Following an internal audit by the City Auditor and a focus on continuous improvement in all areas, we introduced new processes and structures that will sustain success as Saskatoon continues to grow.

We made significant progress in addressing the issues by third quarter – completing repairs efficiently and getting buses back on the road quickly. We fully met our service levels for the rest of the year.

With unwavering pride in our team, an eagerness to learn from others both within and outside our organization, and a commitment to prioritize the customer experience, Saskatoon Transit continues to grow and adapt within our ever-evolving world.

Some notable accomplishments this year:

- City of Saskatoon Auditor completed an internal audit and provided cost-effective and practical recommendations to increase service reliability.
- Employees, management and union representatives participated in process improvement exercises to find efficiencies for the maintenance area and increase employee engagement.
- The maintenance team developed enhanced Preventative Maintenance Plans to maintain service levels with spares available.
- The team completed a pilot project that

compared a test group to a control group using artificial intelligence to analyze data from sensors on the fleet to predict mechanical issues.

- We launched neighbourhood OnDemand service using a designated stop to transit hub model, based on pilot project recommendations.
- We invested in upgrades to the farebox and smartcard systems on all buses to improve reliability.
- We started installing permanent operator safety barriers on all buses.
- We implemented a new reporting structure for the Saskatoon Transit Stores operations to align with the corporate Supply Chain Management team.
- We began developing key performance indicators and process improvements for accountability and performance management.
- Access Transit introduced a No-Show and Late Cancellation policy effective April 1, 2022 to reduce the number of no-shows and late-cancelled trips.
- Access Transit interviewed for multiple positions, nearing full complement of staff for the first time since pre-COVID.

Saskatoon Transit remains dedicated to innovation, collaboration, and the continuous improvement of services. We are committed to meeting the ever-changing needs of our riders and forging a path forward in the dynamic landscape of public transportation.



# Message from the Directors

This was a year of transformation and reflection for Saskatoon Transit. Understanding and managing our service in a post-pandemic world led us through a variety of challenges and opportunities.

Significant service disruptions early in the year led to a deep dive into core processes. All this occurred with a continued focus on safety and process improvements.

With the end of pandemic-related restrictions and a beginning to the return to the workplace, ridership has started its growth back to 2019 levels. Understanding riders and how ridership patterns differ from 2019 influenced how service has been adjusted. Although work-from-home policies have impacted things like the EcoPass program, this change in customer demand has provided an opportunity to re-evaluate our programs.

With ridership levels rebounding, we also saw an increase in revenues and an uptake of riders using their mobile phones to purchase and scan their fare. The implementation of mobile ticketing in 2021 made purchasing fare convenient and available at the click of a button on a mobile phone from anywhere at any time.

Saskatoon Transit faced its share of challenges in early 2022 with delays in service that caused a great deal of stress and customer complaints as riders were left stranded by a service that lacked the necessary level of reliability. As a result, the need to communicate service impacts consistently and appropriately was highlighted and an industry leading strategy was implemented. Further, changes in the department's reporting structure along with improvements in internal communication and a review of existing processes helped start Saskatoon Transit down the road to deliberate process reviews and improvements. With dedicated and deliberate changes, Saskatoon Transit has met service successfully since October 2022

**Tracey Davis and Michael Moellenbeck**  
*Interim Directors*  
*Saskatoon Transit*





# Leadership Team



**Michael Moellenbeck**  
*Interim Director,  
Operations Manager*



**Tracey Davis**  
*Interim Director,  
Fleet and Maintenance Manager*



**Brady Waldenberg**  
*Access Transit Manager*



**Cory Shrigley**  
*Customer Support &  
Engagement Manager*



**Allison Gray**  
*Marketing Consultant*



**Hidayat Ullah**  
*Accounting Coordinator*



**John R. Stevenson**  
*Occupational Health & Safety  
Superintendent*



**Dominik Tomaszewski**  
*Senior Human Resources  
Business Partner*

# Operations

Saskatoon Transit provides an essential core service that thousands of people rely on to reach their destinations throughout the city.

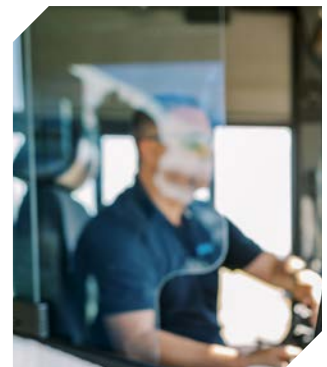
In 2022, as COVID-19 restrictions eased and people returned to workplaces and in-person classes, Saskatoon Transit witnessed a significant recovery in ridership compared to previous years. Initially the resurgence led to full buses during peak hours in various routes and neighbourhoods until we could adjust schedules and routing to meet the demands placed on the transit system. A key challenge in restoring full service and frequency was understanding how developing neighbourhoods and ridership patterns had changed during the pandemic, as well as predicting where new demand would arise. Saskatoon Transit learned from the “full buses” and leveraging other reporting tools, to proactively prepare for the return of high school and university students attending in-person classes.

Ridership figures in 2022 are not definitive because of operational issues with some fareboxes and smartcard readers on our fleet of buses that were resolved by the end of the year. The onboard scanners recorded approximately 4.9 million rides. However, employing an industry standard formula-based ridership calculation, total ridership was 10.4 million in 2022. This is up from 6.7 million rides in 2021 and on its way to 13.2 million in 2023.

## Safety

Maintenance staff started installing permanent safety barriers in all buses through 2022 as an added protection for operators. The permanent barriers replaced the temporary vinyl shields that were introduced during the pandemic.

Saskatoon Transit remains dedicated to adapting and evolving to meet the dynamic transportation needs of our community. We strive to provide safe, reliable, and accessible transit services to ensure the continued mobility and well-being of all our passengers.



## 162 Buses

- 136 buses serving fixed-route transit services
  - ▶ 122 low-floor 40-foot diesel buses
  - ▶ 6 low-floor articulating 60-foot diesel buses
  - ▶ 8 low-floor 30-foot diesel buses
- 26 mid-size cutaway diesel buses used by Access Transit.
- 39 fixed-routes along approximately 276 kilometres of streets with approximately 1,400 bus stops.
- 81 buses are on the road during peak hours throughout the city resulting in a spare ratio of 39.5%.





# New OnDemand Transit

Customers booked more than 10,000 rides through OnDemand Transit in 2022.

Saskatoon Transit concluded its OnDemand Transit pilot program and introduced a new on-demand service employing a “hub to designated stop” model in 2022. This model concentrates service in the Brighton, Rosewood and North Kensington neighbourhoods, which currently lack fixed-route service. This new model connects riders to transit hubs where they can transfer to fixed-route transit to access any destination around the city.

During the pilot program from January 1 to July 31, a total of 5,183 rides were provided. Following adjustments made to the on-demand service, an additional 5,635 rides were facilitated from August 2 to December 31. In total, Saskatoon Transit provided 10,818 OnDemand Transit trips in 2022.

In the five months of service from August through December 2022, the service averaged 1.49 rides per service hour. Total trip times per passenger averaged 16.3 minutes and “on-time performance” was 84% for combined trips with a 20-minute flexibility margin.

OnDemand Transit not only complements fixed-route service and addresses service gaps but has proven to effectively support and introduce transit to new neighbourhoods. It is effectively creating a new transit customer base.

Starting in August 2022, customers created 1,413 new user profiles in the new OnDemand Transit application (Spare Labs). OnDemand is also available on Transit, Saskatoon Transit’s all-in-one app to plan, track and pay for rides. Thanks to this integration, riders can, for the first-time plan trips that combine Saskatoon’s OnDemand and fixed-route services.

To make this all work in a coordinated effort is new AI technology paired with an app that allows trips to be booked in real time, or up to two weeks before riding. Spots can also be reserved for wheelchairs and bikes. Through the new OnDemand platform, Transit will have quality ridership data that is helping with future route planning and to prepare for the transition from an on-demand service to a fixed-route service in the future.

	Jan - July <i>(old model)</i>	Aug - Dec <i>(new model)</i>	Yearly total
<b>OnDemand Rides</b>	5,183	5,635	<b>10,818</b>
<b>Service Delivery</b>	<i>N/A</i>	1.49 rides/ service hr	
<b>On Time Performance</b> <i>(combined trips with a 20-min flexibility margin)</i>	<i>N/A</i>	84%	
<b>Avg. Travel Duration</b>	<i>N/A</i>	16.3 mins	
<b>Mean Wait Time</b>	<i>N/A</i>	19.7 mins	



# Customers

The Customer Service team saw many customers happy to be back on public transit in 2022 with more public events returning to the community.

This included more programs coming back online and opportunities to meet face-to-face. Aside from work, appointments or classes, these community events gave people more opportunity to take transit during the week, evenings and weekends. Examples of these include the Pride Parade, Children's Festival, Fringe Festival, the Saskatoon Ex and Folkfest. Saskatoon Transit also participated in other events such as Spotlight on Seniors and travel training sessions.

## TGo mobile app

Saskatoon Transit continues to see more customers take advantage of mobile ticketing through our TGo and third-party Transit apps. This service allows customers to purchase bus fare electronically anytime, anywhere using their mobile device. All buses are equipped with new mobile-ticketing scanners. Riders can purchase monthly passes, 30-day passes, single fare or bulk purchases of 10 electronically. Eligible people can show their identification at our Customer Service Centre for a discounted seniors' pass option on their account. In September, we introduced the High School pass for eligible Saskatoon high school students to buy a discounted pass on their mobile device.

## ClassPass

Saskatoon Transit offers free, regular transit service for K-12 students, teachers and chaperones for class field trips during school hours on weekdays for a maximum of 35 passengers. Teachers can apply for their free trip on our website.



## Customer Service Centre

With recent technologies such as mobile ticketing, online ClassPass bookings and OnDemand Transit service available to customers, the Customer Service team is available to provide specialized and technical information. Interactions with customers continue to be high via email, Twitter and telephone.

The Customer Service Centre remains open to the public in the downtown terminal 8 a.m. to 5 p.m. Monday to Friday and 9 a.m. to 5:30 p.m. on Saturday. Whether in-person, by phone or email, our Customer Service Centre provides support to customers with questions about trip planning, route and schedule information, among others.

## Contact us

**Customer Service Centre**  
226 - 23rd Street East  
in the downtown terminal

☎ [306-975-3100](tel:306-975-3100)

✉ [transit.services@saskatoon.ca](mailto:transit.services@saskatoon.ca)

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

## Customer Feedback

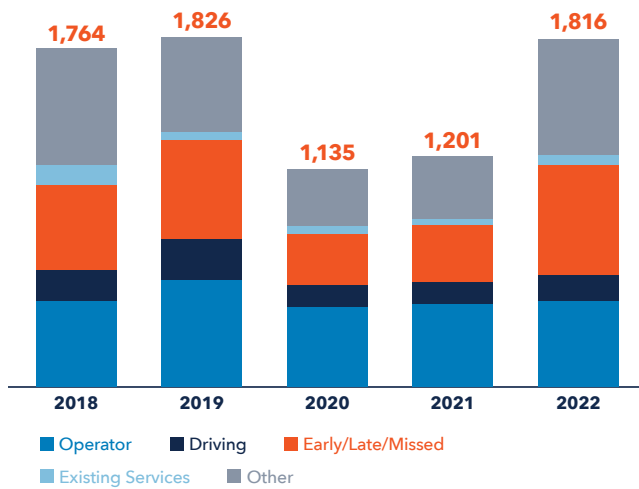
We provide exceptional customer service by delivering reliable, friendly and professional information to all our customers.

In 2022, Saskatoon Transit received 1,816 customer care inquiries by email, online forms, in-person visits, phone calls and Twitter. This represents a slight increase compared to the previous year. Out of these inquiries, 55 were commendations, with 38 specifically recognizing operator professionalism.

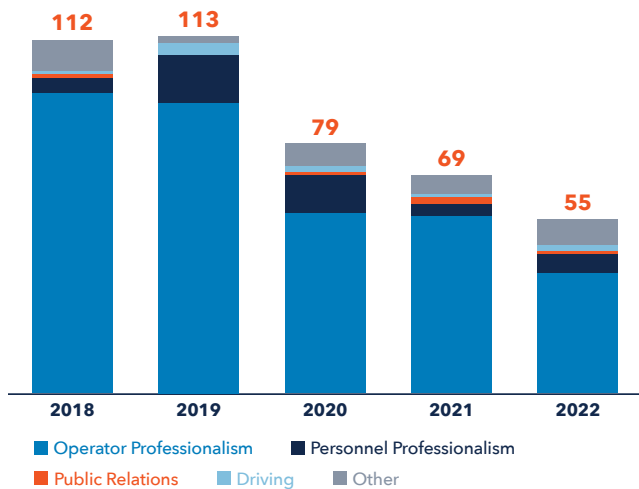
When customers report an incident, the Customer Service team requests as much detail as possible to assist in accurately recording the inquiry.

Saskatoon Transit follows up on incidents and identifies areas for service improvements, whether related to stops, routes, services, infrastructure or operators.

### Complaints



### Commendations



### Service Alerts

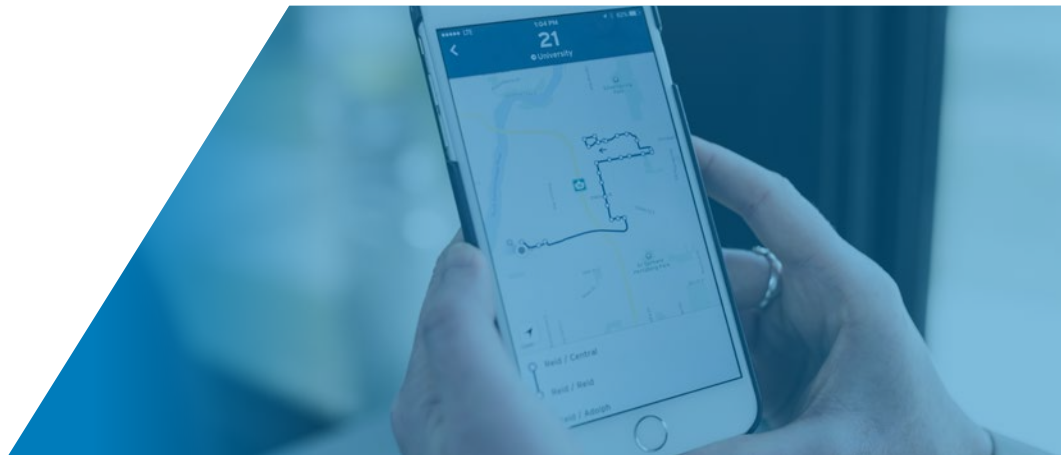
As of January 2023, Saskatoon Transit has over 20,000 riders subscribed to push notification service alerts in the Transit app and over 22,000 monthly active users.

Saskatoon Transit introduced improvements to service alerts for buses in 2022. The new process communicates simultaneously with the real-time mobile app and the transit website, providing updates when regularly scheduled frequency is temporarily reduced, service is delayed by more than 15 minutes, stops are temporarily closed, routing is temporarily altered, or additional service is provided to assist with busy routes.

Customers are encouraged to download the real-time mobile app, Transit, and pin their frequently used routes for timely access to information. This allows them to receive push notifications of service alerts that are relevant to the routes they take, assisting them in planning trips more effectively.

Saskatoon Transit started issuing warning alerts in the evening if there is a known possibility that service frequency may be impacted in the morning. Operations staff issue follow-up service alerts in the morning when service impacts have been confirmed. Saskatoon Transit is committed to enhancing the customer experience and continuously improving our services. We value the feedback and inquiries received from our customers, as they play a crucial role in our ongoing efforts to provide exceptional transit services.

Since the data was released to the public, 22,000 people actively use the real-time mobile app Transit, our official trip planner app, each month.



## Fares

Transit fare includes:

- > Tickets
- > Coins
- > Smart cards (pre-loaded)
- > Day passes
- > Weekend family passes
- > Monthly passes
- > 30-day passes
- > High school monthly and annual passes
- > Senior monthly, three-month, six-month and annual passes
- > Post secondary semester pass (valid for a 4-month term)
- > U-Passes (unlimited rides for full-time students at participating institutions)

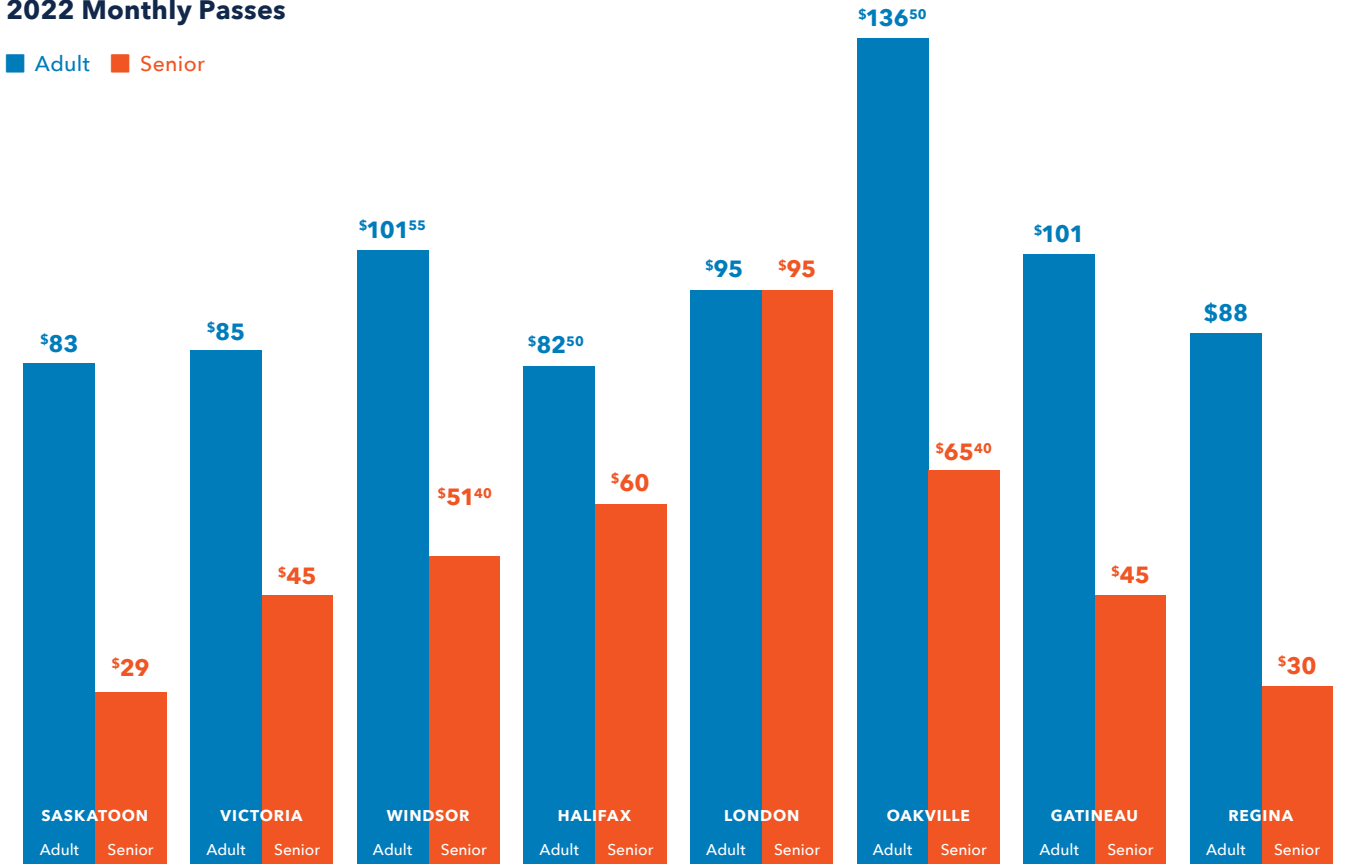


Other passes (programs) include the EcoPass for corporate partners, low-income pass and DCR (Department of Community Resources) pass. The DCR pass is better known as the “discounted bus pass” issued in collaboration with the Ministry of Social Services. All fare types are accepted on Access Transit, OnDemand Transit and fixed-route transit buses.

Adult fares on Saskatoon Transit are comparable to other similar sized cities, as seen in the following chart.

## 2022 Monthly Passes

■ Adult ■ Senior





# Community

## TRC Calls to Action inspire new piece of Indigenous art

On Indigenous Peoples Day, Saskatoon Transit unveiled a new bus shelter displaying Indigenous artwork on the 800 block of Confederation Drive. These shelters reaffirm Saskatoon Transit's commitment to the Truth and Reconciliation Commission's Call to Action #79.

This is the fourth shelter in as many years and was created through a collaboration between the Saskatoon Survivors Circle and Indigenous artist, Justine "Tini" Stilborn. Stilborn worked to capture the reflections of the Survivors using visual art. She sought to tell the story of their past including the atrocities of residential schools, the Sixties Scoop, and those resulting from the child welfare and foster care system. But the artwork is also intended to capture the Survivors' hopes for the future.

"Saskatoon Transit's work with the Saskatoon Survivors Circle continues to advance reconciliation

in Saskatoon," says Mayor Charlie Clark. "The stories of the Survivors are the truth we must understand that leads us towards meaningful reconciliation. The beautiful work of art by this Indigenous artist is now a visual representation of the Survivors stories. Thank you to the Survivors Circle, to Justine, and to Saskatoon Transit for all being part of our shared journey towards reconciliation."

The other three Saskatoon Transit bus shelters displaying Indigenous artwork are located at the following locations:

- In front of Aden Bowman Collegiate (1904 Clarence Ave S)
- 12th Street and Broadway Avenue
- E.D. Feehan on the north side of Rusholme Road, west of Avenue M





## Improving bus stops and accessibility for riders

Saskatoon Transit received 40 bus stop nominations from residents through the fourth annual fall Bus Stop Blues campaign.

“The Bus Stop Blues campaign is important to us, as it allows riders an opportunity to communicate where the priority areas are to improve the transit experience” says Cory Shrigley, Customer Support and Engagement Manager. “Safety, reliability, and ease of access are essential to increasing ridership.”



Most of the nominations (90%) were for new shelters; however, many involved broken glass at existing bus shelters. When the glass in a shelter is broken, it is cleaned up as soon as it can be on the day it is reported to Saskatoon Transit, with glass typically replaced within a week.

Planning staff are carefully reviewing each nominated location to determine where shelters will be installed. Factors for selection are safety and connectivity, property lines and potential conflicts and connections within the proposed future Bus Rapid Transit (BRT) network.

The total investment for bus stop improvements from September 2022 to September 2023 is \$100,000.

## Saskatoon Council on Aging's 2022 Spotlight on Seniors

Saskatoon Transit attended the Saskatoon Council on Aging's 2022 Spotlight on Seniors tradeshow in October.



Spotlight on Seniors is the largest showcase for seniors in the province. This was the first time in two years the event was held and there was a good turnout. Saskatoon Transit promoted the Experience Transit program, mobile ticketing as a fare payment option and answered questions about trip planning using the transit apps. Overall, it was an excellent opportunity to be out in the community, talking about Saskatoon Transit's family of services and answering questions.

## Route 1225 - Jingle Bell Express



The Jingle Bell Express ran every weekend in December, with free service on Boxing Day.

This special holiday service travels between Saskatoon's five malls (Midtown, Confederation, Lawson Heights, Centre and Market) to provide a convenient and hassle-free way to access the malls, without the stress or frustration of winter driving!

# Fixed-Route Transit

It takes 263 people to operate regular transit routes: 241 operators, 16 supervisors and 5 dispatchers.



Fixed-route operations at Saskatoon Transit are responsible for the safe and efficient delivery of both fixed-route and OnDemand Transit services. The primary functions are bus operations, dispatch and service monitoring. During daily peak service, 81 buses are operating on 39 transit routes.

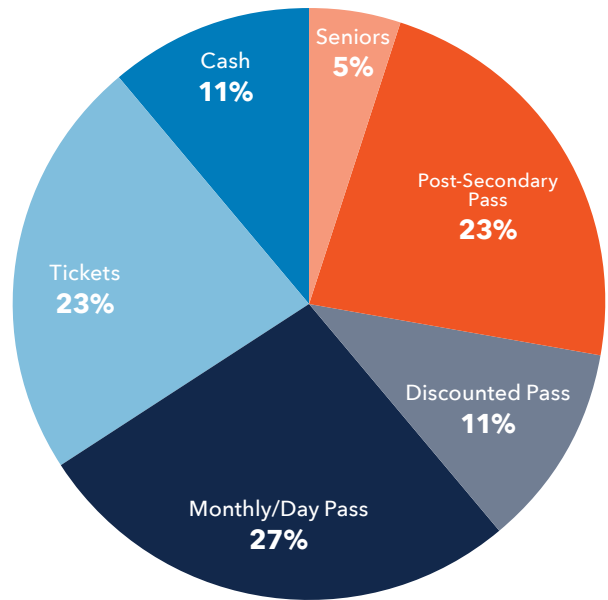
Each bus maintains continuous communication with the communications centre, transmitting location, speed and other pertinent service details to supervisory staff. These staff make minute-to-minute routing, stop location and service capacity adjustments. In addition to this communication, each bus continuously collects other pertinent data through its software, allowing for further trip analysis by route, bus and operator. With the help of our Automated Vehicle Location software, riders can see real time location and service adjustment information available as open data for the Transit app, Google Transit and at SaskatoonTransit.ca.

There were 4,894,962 electronic rides recorded in 2022, which is an increase of 14.7% from 2021 ridership. Saskatoon Transit’s calculated ridership for 2022 was 10,414,489, an increase of 56.33% compared to 2021. It is industry-standard business practice to provide both types of calculations for market comparison use.

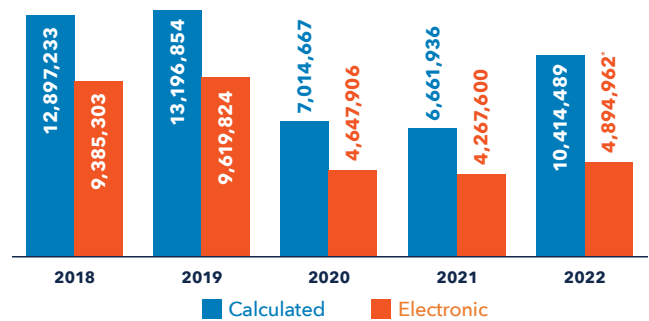
Saskatoon Transit ridership is distributed between the following categories: Seniors, Coins/Pre-loaded smart card; adult, child and high school; monthly/30-day pass, day pass, Low Income pass, EcoPass, Department of Community Resources pass through social assistance and post-secondary passes (including U-Pass and semester passes).

The most used transit fares are monthly and day passes (adults, children and students) (27%); post-secondary passes, including the U-Pass (23%); and tickets (23%).

**2022 Ridership Distribution: Electronic Ridership**



**Transit Ridership**



\*Total electronic ridership for 2022 is lower due to malfunctioning fare box equipment that didn't scan mobile tickets. The equipment was replaced in 2022.

## Real-time location tracking

Fixed-route transit upgraded the automated vehicle location software (TransitMaster) to better serve customers and support the operations staff. Saskatoon Transit now has new data and can track the time, date and location of a variety of events such as full bus, motor vehicle collisions and traffic restrictions. It generates heat maps of this information used for re-routing, adjusting service and dispatching supervisory supports for safe, effective and efficient service delivery.



# Access Transit

Access Transit provides on-demand services to individuals who cannot use the fixed-route transit system some or all of the time due to physical or cognitive disabilities.

Access Transit operates seven days a week including statutory holidays with a fleet of 26 lift-equipped buses and provides trips to locations within Saskatoon's city limits. Trips are booked up to three days in advance and riders pay the same fare as fixed-route transit. Many Access Transit customers find using both services to be very convenient for their lifestyle.

Access Transit provides a safe and secure trip from origin to destination including assistance with getting to the vehicle, getting in the vehicle, securement of the client and their mobility device within the vehicle.

All customers must be escorted by the driver to and from the vehicle to accessible doors.

Access Transit is a shared ride service and not a taxi service, so trips are rarely direct from one point to another and typically shared with other passengers.

Trip booking requests are on a first-come, first-served basis and trips are not prioritized but accommodated based on availability, dependent on the fleet size. During peak season, Access Transit schedules up to 500 trips each day, helping customers get to work, scheduled appointments or recreational activities.

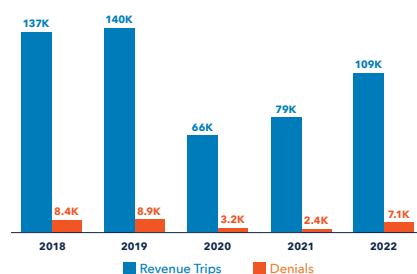
When COVID-19 restrictions were lifted, Access Transit experienced a rapid surge in demand, reaching levels comparable to pre-pandemic in 2019. Towards the end of 2022, Access Transit was scheduling up to 450 trips per day, for 1,959 active customers, showcasing the increased reliance on its services. Throughout this period, Access Transit remained committed to prioritizing passenger safety while delivering excellent customer service for a positive experience for all.

Access Transit is dedicated to meeting the evolving needs of customers and ensuring the services remain accessible, reliable, and responsive to the demands of our community.

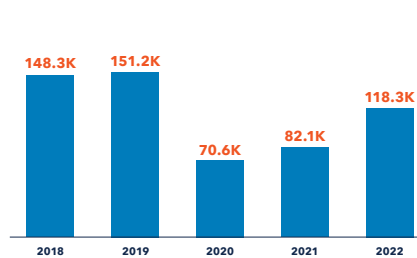
## 109,067 Trips in 2022

In 2022, total trips provided increased by 39% from the previous year as pandemic restrictions were lifted, resulting in an increase in denied trips from 3% to 5.8% of all requested trips. Access Transit increased our complement of operators and clerks in 2022 and are approaching full staff complement.

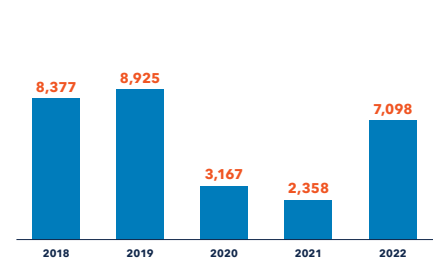
### Revenue Trips vs. Denials



### Demand



### Denials: 5-Year Comparison







## Taxi Trips

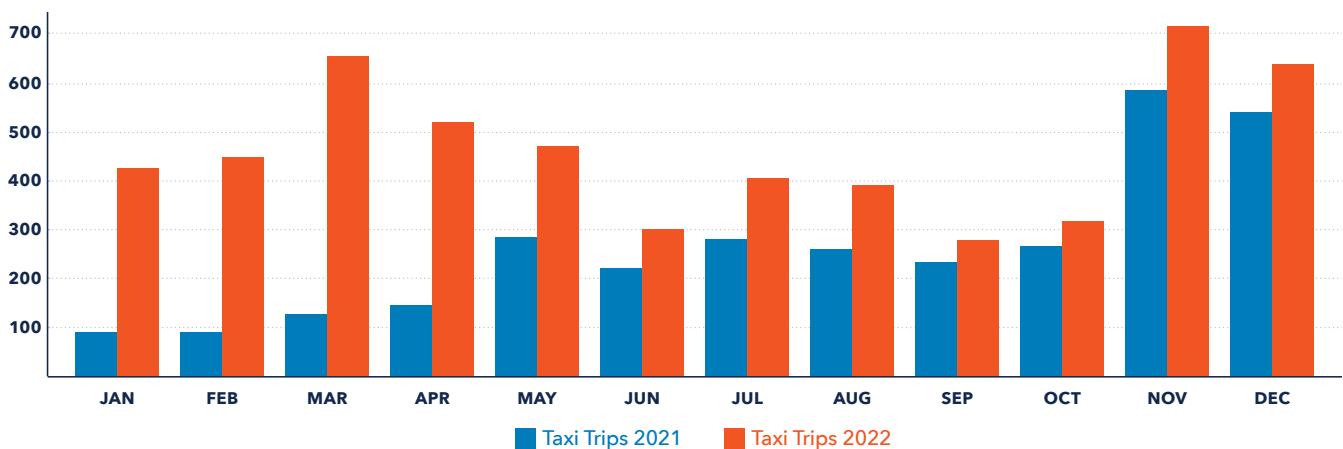
Access Transit uses taxi cabs to supplement service, especially during the colder months when independent travel is more difficult or impossible due to path of travel obstacles. Taxi usage was higher in 2022, increasing from 3,368 in 2021 to 5,986 trips.

## No-Show and Late Cancellation Policy

Access Transit introduced a No-Show and Late Cancellation policy on April 1, 2022 to reduce the number of no-shows, cancels at the door and late cancelled trips. It's especially important for people to cancel in advance when other people were denied their request for a ride.

People are now assigned points for a No-Show or if they cancel within two hours or less of their scheduled trip. An accumulation of points above a certain threshold result in restricted or limited use of Access Transit.

**Monthly Taxi Trips: 2021 vs. 2022**

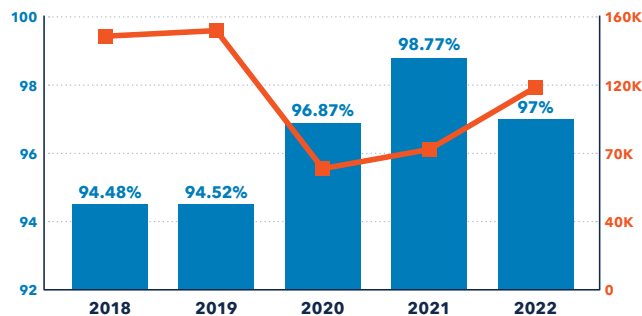




## On-Time Performance

Access Transit continues to create efficiencies to help improve on-time arrivals for pick up. With the sudden increase in demand coupled with the lack of resources, Access Transit did see a slight decrease in on-time performance in 2022. Recruitment is underway to return to a full staffing complement which will positively impact on-time performance.

### On-Time Performance vs. Demand



## Experience Transit

Experience Transit is a free travel training program designed to teach anyone how to plan trips, pay fares, board, and exit the bus, along with any additional skills needed for using the public transit system in Saskatoon.

We customize training programs to specific needs and abilities, providing one-on-one or group training along with a 'train-the-trainer' model. The "train-the-trainer" is to help teachers and organizational leaders educate people in their community to use transit successfully.

Experience Transit removes transportation barriers and enhances lives by increasing an individual's independence and confidence using transit. Learning the skills to travel independently secures countless benefits such as:

- Access to employment, entertainment and volunteer opportunities
- Greater community involvement and connectivity
- Reduced transportation costs and decreased environmental emissions

In 2022, the program provided 37 one-on-one travel training sessions, 36 community group presentations and collaborated with 10 organizations such as Open Door Society, Global Gathering Place and Ronald McDonald House.

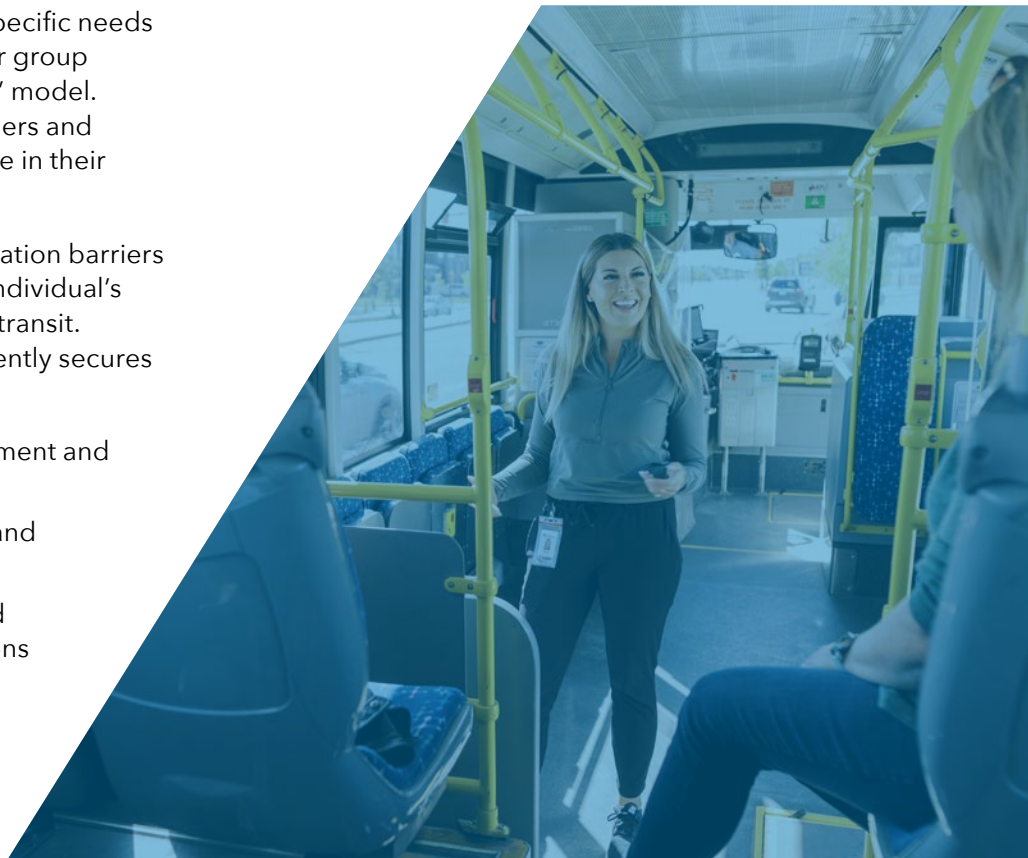
Group sessions with grade 8 classes prepared students to take the bus the following year to high school while also promoting the ClassPass program, which allows teachers to take students on class trips on regular fixed-route transit for free.

*"I think the students enjoyed the presentation, and it helped them feel more comfortable taking the bus next year to high school!"*

– Grade 8 Teacher

*"I truly appreciate you offering this to our students. I look forward to taking a bus trip with my class this spring."*

– Grade 8 Teacher



# Maintenance

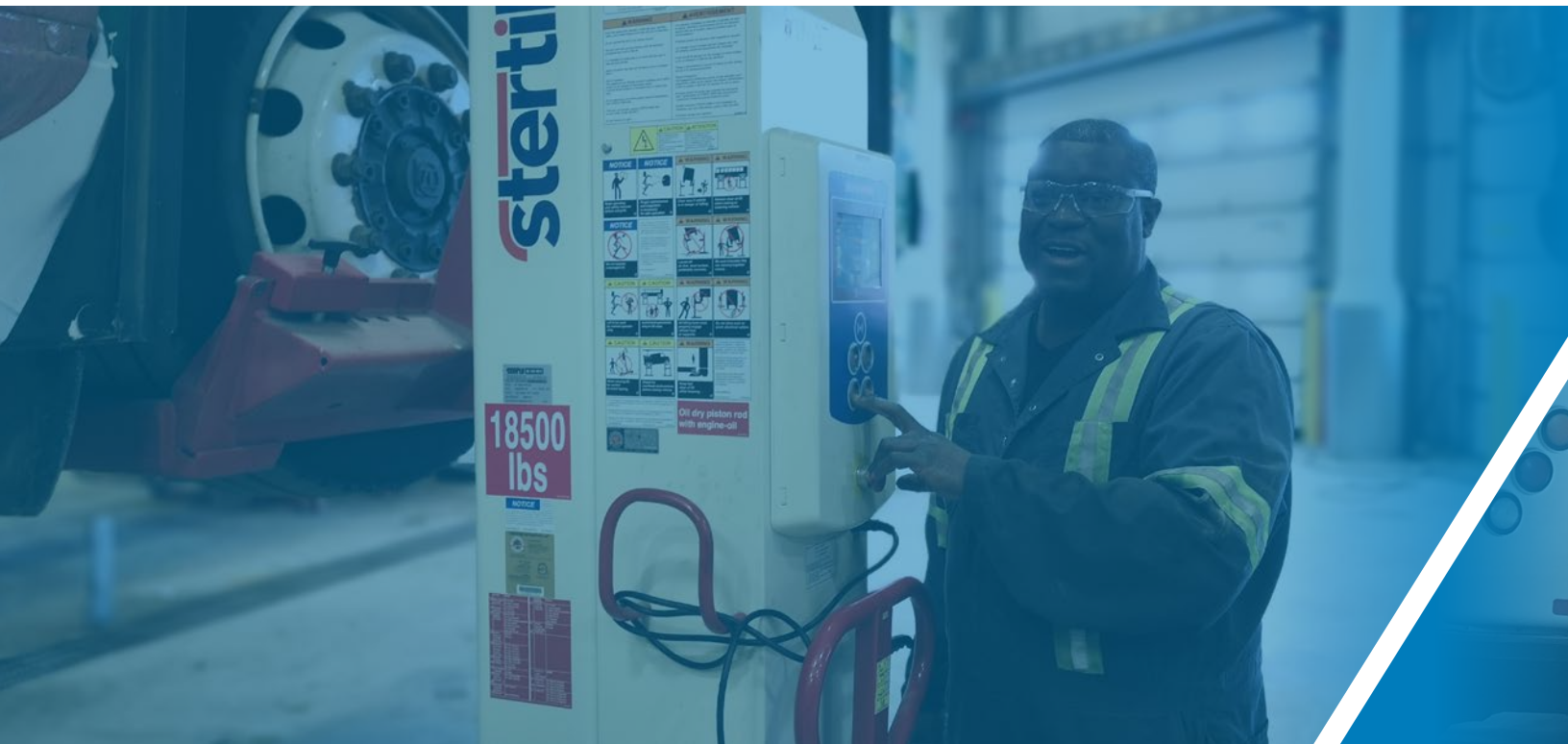
Saskatoon Transit Maintenance experienced a year of transformation in 2022.

The first quarter experienced fixed-route service disruptions due to a shortage of buses on the road. Social media and local news reported on complaints about Saskatoon Transit and City Council directed the City Auditor to complete an independent audit to understand the root causes of the service disruptions and provide recommendations for service improvements.

The maintenance team was challenged to make fundamental changes to modernize operations and prevent future problems through implementation of the audit recommendations. The team worked through the City's continuous improvement process with a new dedicated process improvement coordinator to evaluate steps involved with some of the day-to-day tasks, and designed systems and physical spaces that improved efficiencies, communications, routine inspections, preventative maintenance and reporting.

Service disruptions due to lack of buses steadily declined throughout 2022, with only three occasions since September 1, 2022 without enough buses to achieve service. The maintenance team worked very hard on adapting to the new processes resulting in zero service disruptions due to bus shortages since mid-October 2022.

A commonly used performance measurement for maintenance shops is the distance the vehicle travels between breakdowns (known as road calls). The higher the number, the better the performance of the operation. The Canadian Urban Transit Association recommends a minimum of 8,000 kilometres between road calls. This indicates that buses are on the road longer and there are more kilometres travelled between break downs or change overs. In 2022, Saskatoon Transit achieved 8,071 kilometres between road calls, improving from 7,027 in 2021 – a 15% increase in performance.



## Transit Fleet

Saskatoon Transit last received federal funding for new buses in 2018 when the Public Transit Infrastructure Fund (PTIF) ended. In 2021, funds were approved to purchase two Zero Emission Electric buses, which are scheduled to arrive mid-2024. In late 2022, another eight diesel buses were approved and ordered to arrive mid-2024. The average age of Saskatoon Transit's fixed-route fleet is currently 10.7 years. To achieve the desired average fleet age of 7.5 years by 2029, the 10-year Saskatoon Transit Fleet Renewal Strategy was approved by City Council in November 2022 allocating \$102.5 million (2022 dollars) for fixed-route bus replacements, contingent on successful applications for federal funding under the Investing in Canada Infrastructure Program and Zero Emissions Transit Fund. The plan maximizes available federal funding for capital transit fleet replacement and builds a balanced fleet mix with diesel buses and zero emissions vehicles. (ZEVs)

To balance the influx of new buses against the varying age of the existing fleet, the City would purchase:

1. Three articulating 60-foot diesel buses in 2023.
2. Five conventional 40-foot diesel buses in 2023.
3. 15 conventional 40-foot ZEVs in each of 2024 and 2025.
4. 25 conventional 40-foot ZEVs in 2026 through 2031.
5. 30 articulating 60-foot diesel buses in 2025 through 2031.

Access Transit ordered six buses scheduled to arrive in fall 2023. These buses purchased with the funding from the Government of Saskatchewan's Transit Assistance for People with Disabilities (TAPD) fund will allow replacement of aging buses within the paratransit fleet.

The addition of these buses will also increase the paratransit fleet to 30 buses. This will allow Access Transit to better meet current demand, provide maximum capacity for customers and improve on-time performance.

In 2022, Access Transit covered 884,495 kilometres, which is a 30% increase from 2021.





# Diversity and Inclusion

## Orange hand decals added to bus doors at Civic Operations Centre



Saskatoon Transit applied Every Child Matters orange hand decals to the front of the doors buses use to enter to the garage at the Civic Operations Centre. The decals represent the hands of the children that attended residential schools and how they are in our hearts and minds.

## Other ways Saskatoon Transit demonstrates support



Saskatoon Transit displays pink shirt decals on their vehicles to raise awareness for Pink Shirt Day and anti-bullying.

## International Women's Day



Saskatoon Transit staff recognize and celebrate women's and girls' social, economic, cultural and political achievements along with the rest of the world on International Women's Day each year. It's also a time to raise awareness of the progress made towards achieving gender equality and the work that remains.

This event has been celebrated for well over a century, with the first gathering in 1911 supported by over a million people world-wide. Today, it belongs to all groups collectively everywhere. International Women's Day is not country, group or organization specific.



Saskatoon Transit displays orange shirt decals on their vehicles to raise awareness for Orange Shirt Day and the effects of residential schools on Indigenous families.



A Métis medallion was commissioned in 2018, with contributions from the Gabriel Dumont Institute and the Chief Mistawasis Bridge Naming Steering Committee. Decals of the the Métis and Treaty 6 medallions are featured on many Saskatoon Transit buses in recognition.



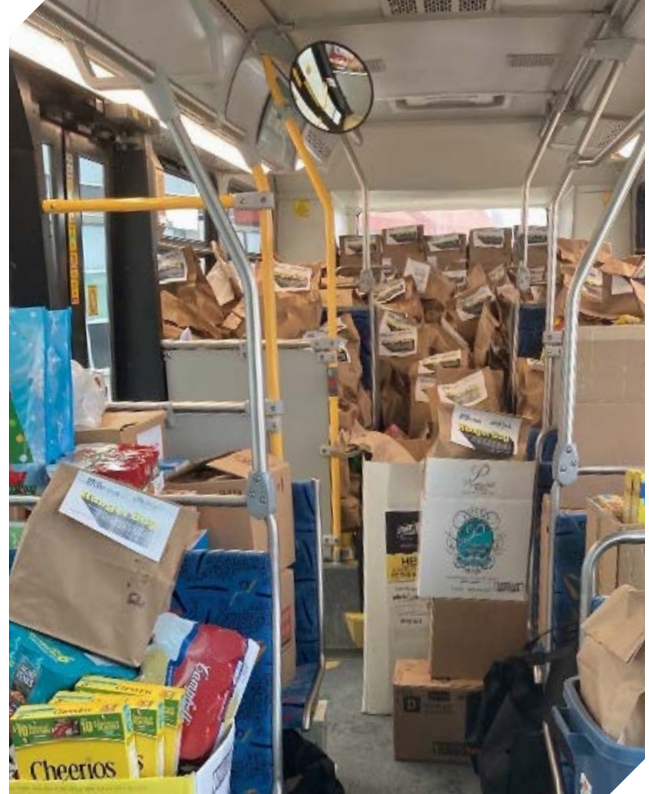
A Saskatoon Transit bus follows City of Saskatoon employees, City Councillors in the annual Pride Parade through downtown Saskatoon each summer to recognize, value, celebrate and support 2SLGBTQI+ people.

## Saskatoon Transit takes part in Stuff the Bus

Saskatoon Transit was pleased to participate in Rock 102's 18th annual Stuff the Bus event in December for the Saskatoon Food Bank and Learning Centre.

The Saskatoon Food Bank says there are more families than ever relying on the food bank for help. About 20,000 people made use of the food bank's emergency food hamper program in the few months leading up to this event in 2022. Almost half of them are children – many younger than five years old.

Stuff the Bus is one of the many ways people can get involved and show support during the holiday season.



Other events that Saskatoon Transit partners with include the Saskatoon Exhibition, Folkfest, Saskatoon Pride Parade, large events at SaskTel Centre like Remembrance Day, Welcome Week events at the University of Saskatchewan and Saskatchewan Polytechnic and SGI's Find a Safe Ride Home campaign for New Year's Eve.



# Our People

Transit services are provided to the residents of Saskatoon 365 days per year.

Saskatoon Transit is a diverse and skilled group of people including operators, customer service staff, administration, dispatchers, booking and scheduling clerks, planners, payroll employees, mechanics, utility and service people, accountants, driver trainers, supervisors and managers. Saskatoon Transit’s team also includes support from Human Resources to assist in administering collective bargaining/labour-related issues, recruitment and health and safety programs in the workplace. Facilities provides support to the Access Transit building with maintenance and repairs. All levels and classifications of employees are passionate about delivering a quality transit service to the community every day.

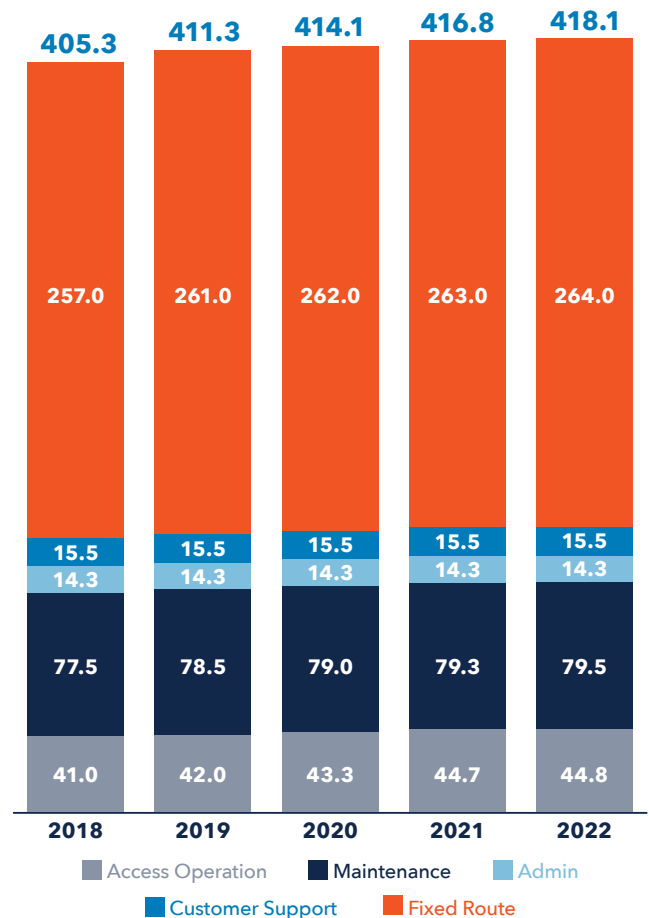
## Transit staff are in the following three locations:

Location	# of Staff
Access	53.5
Customer Service Centre	7.5
Civic Operations Centre	357.1

## Diversity and inclusion at Transit:

Minority	% of Workforce
Indigenous	8.2%
People with Disabilities	3.29%
Minority	25%
Female	19.3%

## Saskatoon Transit Full-Time Employees (FTEs)



## Commitment to Customer Service Excellence

Saskatoon Transit has a strong focus on continual training for bus operators. The two-day group training sessions for operators, Transit Interaction, covers topics such as self-awareness, providing excellent customer service skills and de-escalation techniques.

Operators are required to take Transit Interaction every three years minimum to stay up to date with changing protocols, procedures and techniques. This program effectively refreshes the expectations of operators in serving the public and further emphasizes the importance of customer service. Due to COVID-19 restrictions, training was postponed in March 2020 and fewer than 10% of operators received this training in 2021. Training resumed in the fall 2022 with 17 operators trained and a full course offering is planned for 2023.

## March 18 is Transit Worker Appreciation Day

Saskatoon Transit runs every day, no matter the weather. Saskatoon Transit operators are responsible for the safe transportation of nearly 40,000 of our city's citizens every day. We make a special effort on March 18 for Transit Worker Appreciation Day to salute all those at Saskatoon Transit who help provide public transportation to the City of Saskatoon every day. It takes the work of the entire team to deliver outstanding service to the citizens of Saskatoon.



# Finances

In 2022, Saskatoon Transit’s service line operating budget was \$55.3 million, made up of \$48.7 million for fixed-route transit and \$6.6 million for Access Transit.

Actual operating expenses of fixed-route transit and Access Transit for 2022 came in under budget at \$48.4 million and \$5.7 million respectively. The surplus of \$2.3 million for fixed-route transit and surplus of \$1.05 million for Access Transit was primarily due to increased fare revenue and operational savings.

The budgeted funding sources for Saskatoon Transit’s service line were \$9.1 million from fares, \$1.4 million through provincial funding for social assistance discount passes and an Accessible Transit Grant with the remainder made up through the City contribution.

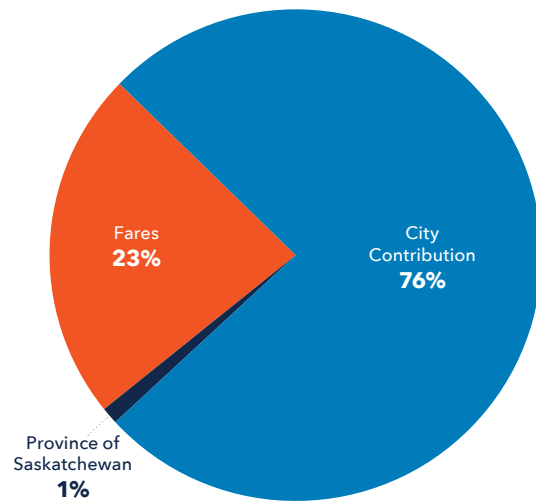
The graphs at right show a breakdown of fixed-route and Access Transit’s 2022 funding sources.

## City’s Contribution

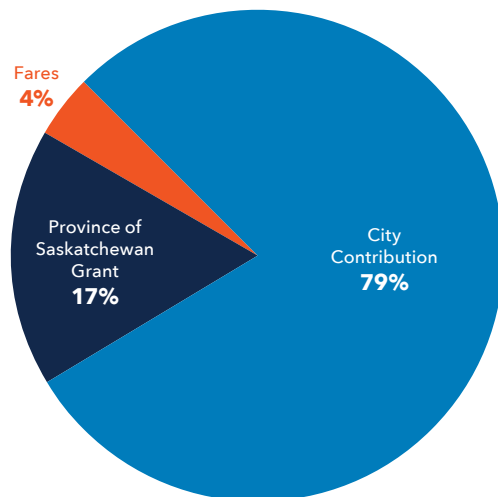
	2021	2022
Fixed-Route	81.43%	76.3%
Access Transit	76.90%	79.3 %

Fixed-route’s City contribution decreased in 2022 compared to 2021 mainly because of higher post-pandemic revenues. Access Transit’s City contribution increased in 2022 in comparison to 2021 mainly because increased post-pandemic service demands resulted in higher operational expenses.

## 2022 Fixed-Route Transit Funding



## 2022 Access Transit Funding



## 2022 Fixed-Route Transit Operating Budget (\$000)

	Budget	Actual	Variance	%
<b>Revenue</b>				
Fare Revenue	\$8,297	\$10,489	\$2,192	26.42%
Advertising and Other	\$682	\$509	(\$173)	-25.37%
City Contribution	\$39,266	\$36,964	(\$2,302)	-5.86%
Province of Saskatchewan	\$429	\$509	\$80	18.65%
<b>Total Revenue</b>	<b>\$48,674</b>	<b>\$48,471</b>	<b>(\$203)</b>	<b>-0.42%</b>
<b>Expenses</b>				
Transit Operations	\$26,135	\$25,267	\$868	3.32%
Fuel, Lube and Oil	\$5,088	\$6,321	(\$1,233)	-24.23%
Transit Maintenance	\$10,227	\$9,977	\$250	2.44%
Building Maintenance	\$1,308	\$1,280	\$28	2.14%
City Hall Services	\$782	\$809	(\$27)	-3.45%
General and Admin	\$2,215	\$1,898	\$317	14.31%
Capital (debt and reserve)	\$2,919	\$2,919	\$0	0.00%
<b>Total Expenses</b>	<b>\$48,674</b>	<b>\$48,471</b>	<b>(\$203)</b>	<b>-0.42%</b>

## 2022 Access Transit Operating Budget (\$000)

	Budget	Actual	Variance	%
<b>Revenue</b>				
City Contribution	\$5,613	\$4,565	(\$1,048)	-18.67%
Province of Saskatchewan Grant	\$935	\$993	\$58	6.20%
Fares	\$125	\$198	\$73	58.40%
<b>Total Revenue</b>	<b>\$6,673</b>	<b>\$5,756</b>	<b>(\$917)</b>	<b>-13.74%</b>
<b>Expenses</b>				
Salaries and Payroll	\$4,880	\$4,303	\$577	11.82%
Fuel, Lube and Oil	\$336	\$196	\$140	41.67%
Maintenance Equipment and Radio	\$333	\$162	\$171	51.35%
Other Expense	\$822	\$793	\$29	3.53%
Transfer to Reserves	\$302	\$302	\$0	0.00%
<b>Total Expenses</b>	<b>\$6,673</b>	<b>\$5,756</b>	<b>(\$917)</b>	<b>-13.74%</b>

# Moving Forward

As ridership continued to return in 2022 and with changes in travel patterns, the planning team saw opportunities to find further efficiencies and enhance service. Adjustments included increased frequency and the consolidation of routes for a more efficient service.

Saskatoon Transit continues to provide more accurate transit schedules, service alerts and location data to third-party apps. This level of detail builds trust with customers as they use real-time trip planning information to get to their destinations on time.

## Bus Rapid Transit

Saskatoon Transit continued to support the Bus Rapid Transit (BRT) project through ongoing planning sessions with the BRT project team. 2022 saw the start of construction on a pilot BRT station including pouring the platform and installation of a heated shelter at the Civic Operations Centre. The pilot station will be used for future public engagement and other preparatory work for the BRT.

## Intern from Johnson Shoyama Graduate School of Public Policy

Saskatoon Transit began its fourth 10-month internship with the Johnson Shoyama Graduate School of Public Policy in September 2022. This internship focuses on Saskatoon Transit's extensive data and reporting tools and creating reports for quality decision making.

## Access Transit

Access Transit is reviewing existing programs and looking for efficiencies, while implementing new ones. Access Transit is enhancing its driver training by extending it from six days to nine days, and hiring additional driver trainers to support the enhanced program. Access Transit is also reviewing the customer application process, which will result in a consistent approach to managing ridership eligibility.

Access Transit is committed to improving the customer experience and making trip planning accessible. Work is underway on accessible signage for fixed-route transit to help remove barriers for people with low vision, creating a more independent and spontaneous experience for customers.

## Fixed-Route Transit

In 2022, Saskatoon Transit made significant strides in enhancing its communication to keep riders informed about service adjustments. The team dedicated considerable effort to refining these processes, establishing Saskatoon Transit as a leader in utilizing real-time data channels to deliver minute-by-minute updates to passengers. This focus on accuracy and effectiveness resulted in improved communication and increased satisfaction among riders.

Looking ahead to 2023, the fixed-route staff remain committed to further improving the transit experience. Saskatoon Transit will continue to measure the effectiveness of routes, closely monitor service performance, and make necessary adjustments to schedules and operations. The primary objectives are to enhance on-time performance and align service supply with rider demand. By optimizing the transit system in this way, Saskatoon Transit aims to provide reliable and efficient service that meets the needs of its passengers.





## APPENDIX A: Saskatoon Transit Performance Measures

## Performance Measures: Fixed-Route Transit Services

DESCRIPTION	Measure	2019	2020	2021	2022
<b>Selected service performance indicators:</b>	<i>By 2045/2055</i>				
Population	500,000	272,500	277,644	282,900	285,049
Ridership (calculated)	40,235,000	13,196,854	7,014,667	6,661,936	10,414,489
Ridership (electronic)	30,950,000	9,619,824	4,647,906	4,267,602	4,894,962
Rides per Capita (electronic)	61.9	35.30	16.74	15.09	17.17
Service Hours		381,891	359,744	358,902	350,258
Service hours per capita		1.40	1.30	1.27	1.23
<b>Customers per revenue service hour:</b>					
Bus*		25.2	12.9	11.9	14.0
Bus**	15 - 40	34.6	19.5	18.6	29.7
BRT	>40	N/A	N/A	N/A	N/A
<b>Service Reliability</b>					
KM between Changeovers (Road Calls)	8,000-11,200 KM	5,850	7,164	7,127	8,071
<b>Cleanliness (quota per day)</b>	<i>Actual</i>	8/day	8/day	8/day	8/day
<b>Preventable accidents/160,000 KM</b>	2.0 - 6.0	1.75	1.75	1.57	2.17
<b>Passenger Injuries/100,000 boardings</b>	TBD	0.55	0.19	0.49	0.37
<b>Service performance complaints/100,000 boardings</b>	<10	8.02	8.67	9.88	6.32
<b>Operator performance complaints/100,000 boardings</b>	<10	5.81	7.51	8.15	5.21
<b>Operator compliments/100,000 boardings</b>	>5	0.9	0.8	0.9	0.5
<b>Schedule Adherence - % of trips on time</b> (tolerance is up to 5 minutes late or 3 early departures)***	85%	90.00%	96.52%	90.53%	82.10%
<b>Cost Effectiveness (Farebox recovery)†</b>	40%	30.30%	17.31%	16.33%	21.64%
<b>Selected financial performance indicators:</b>					
Total operating investment‡	<i>Actual</i>	28,931,685	33,885,829	36,372,720	37,473,697
Total operating cost per revenue service hour <sup>Δ</sup>	<i>Actual</i>	\$112.47	\$115.25	\$122.97	\$138.39
Total operating cost per ride <sup>ΔΔ</sup>	<i>Actual</i>	\$3.25	\$5.91	\$6.63	\$4.65
Total operating cost per ride <sup>Δ</sup>	<i>Actual</i>	\$4.46	\$8.92	\$10.34	\$9.90
City investment per ride <sup>ΔΔ</sup>	<i>Actual</i>	\$2.93	\$7.18	\$8.42	\$7.55
<b>Source of investment:</b>					
Fares	<i>Actual</i>	\$13,013,771	\$7,177,628	\$7,206,280	\$10,488,543
Charter & Advertising	<i>Actual</i>	\$1,004,497	\$396,733	\$556,826	\$509,141
<b>Sub Total - Fee for service</b>		<b>\$14,018,268</b>	<b>\$7,574,362</b>	<b>\$7,763,106</b>	<b>\$10,997,684</b>
Province of Saskatchewan (Ministry of Social Services - DCR Funding) Grant	<i>Actual</i>	\$785,044	\$497,088	\$431,720	\$509,225
<b>Total Revenue</b>		<b>\$14,803,312</b>	<b>\$8,071,450</b>	<b>\$8,194,826</b>	<b>\$11,506,909</b>
City of Saskatoon (Mill Rate)	<i>Actual</i>	\$28,146,641	\$33,388,740	\$35,941,000	\$36,964,472
<b>Total Cost</b>		<b>\$42,949,953</b>	<b>\$41,460,190</b>	<b>\$44,135,826</b>	<b>\$48,471,381</b>
<b>Investment Allocation:</b>					
Transportation services	<i>Actual %</i>	52.75%	55.44%	51.92%	48.60%
General Administration	<i>Actual %</i>	9.05%	8.80%	10.07%	9.55%

\* Electronic Ridership/ Service Hours  
\*\* Calculated Ridership/ Service Hours  
\*\*\* April-December

† Fare Revenue/Total cost  
‡ Total cost - Revenues (excluding subsidy)  
Δ Total cost/Service hours

ΔΔ Total cost/ Calculated Ridership  
Δ Total cost/ Electronic Ridership  
ΔΔ City Investment/Ridership

## Performance Measures: Demand Response (Access) Services

DESCRIPTION	Measure	2019	2020	2021	2022
<b>Selected service performance indicators:</b>					
Ridership	<i>Actual</i>	148,561	69,908	83,059	114,723
Rides per capita	<i>Actual</i>	0.5452	0.2518	0.2936	0.4025
Revenue service hours	<i>Actual</i>	54,272	31,268	36,008	44,450
Revenue trips per hour	<i>08-Feb</i>	2.5	1.9	2.1	2.33
<b>Service Reliability</b> - km between Changeovers	<i>8,000-11,200km</i>	8,926	8,926	9,000	8725
<b>Operator performance complaints/100,000 boardings</b>	<i>&lt;10</i>	35.68	34.33	9.63	6.97
<b>Operator compliments/100,000 boardings</b>	<i>&gt;5</i>	9.42	14.3	2.41	1.74
<b>Schedule Adherence - % of trips on time</b>	<i>85%</i>	95%	96.87%	98.77%	97.00%
<b>Booking performance</b> (based on eligible trips):					
Demand	<i>Actual</i>	151,231	70,555	82,085	118,259
No shows	<i>Actual</i>	2,689	1,171	1,275	1,415
Completed trips	<i>Actual</i>	148,561	69,908	83,059	114,723
Revenue Trips	<i>Actual</i>	139,617	66,217	78,452	109,067
Rides over 75 minutes	<i>Actual</i>	376	138	48	724
Non-accommodated trips (Denials)	<i>Actual</i>	8,925	3,167	2,358	7,098
Denial Rate*	<i>Actual %</i>	6.39%	4.80%	3.00%	6.50%
Taxi trips used	<i>Actual</i>	4,474	3,165	3,368	5,986
<b>Number of registrants</b>	<i>Actual</i>	2,687	2,419	1,679	2,828
<b>Average trips per registrant</b>	<i>Actual</i>	55.3	28.9	49.5	40.6
<b>Percentage of ambulatory riders</b>	<i>Actual</i>	50%	50%	50%	75%
<b>Percentage of non-ambulatory riders</b>	<i>Actual</i>	50%	50%	50%	25%
<b>Cost Effectiveness</b> (Farebox recovery)	<i>Actual %</i>	4.3%	2.2%	2.7%	3.4%
<b>Selected financial performance indicators:</b>					
Total operating investment**	<i>Actual</i>	\$5,529,262	\$4,983,607	\$4,725,532	\$5,558,592
Total operating cost per revenue service hour***	<i>Actual</i>	\$106.47	\$162.90	\$134.82	\$129.49
Total operating cost per ride <sup>†</sup>	<i>Actual</i>	\$38.90	\$72.86	\$58.45	\$50.17
City investment per ride <sup>‡</sup>	<i>Actual</i>	\$30.76	\$57.92	\$44.94	\$39.79
<b>Source of Investment:</b>					
Fare Revenue	<i>Actual</i>	\$249,180	\$110,083	\$128,940	\$197,442
Province of Saskatchewan (Ministry of Government Relations Funding) Grant	<i>Actual</i>	\$958,837	\$934,556	\$992,671	\$993,231
<b>Total Revenue</b>		<b>\$1,208,017</b>	<b>\$1,044,639</b>	<b>\$1,121,611</b>	<b>\$1,190,673</b>
City of Saskatoon (Mill Rate)	<i>Actual</i>	\$4,570,425	\$4,049,051	\$3,732,861	\$4,565,361
<b>Total Cost</b>		<b>\$5,778,442</b>	<b>\$5,093,690</b>	<b>\$4,854,472</b>	<b>\$5,756,034</b>
<b>Investment Allocation:</b>					
Transportation services	<i>Actual %</i>	65%	61%	64%	59%
General and administration	<i>Actual %</i>	13%	15%	14%	14%

\* Denials/Revenue trips

\*\* Total cost - Revenues(excluding subsidy)

\*\*\* Total cost/Service hours

† Total cost/Ridership

‡ City Investment/Ridership

## Performance Measures: Capital Program

DESCRIPTION	Measure	2019	2020	2021	2022
<b>Basis of investment:</b>					
Life cycle maintenance	Capital	\$1,076,445	\$1,303,942	\$383,041	\$723,064
	Ops	\$8,551,301	\$8,847,239	\$9,166,041	\$10,139,140
<b>Investment allocation:</b>					
Fleet	Actual	\$6,481,339	\$1,473,847	\$696,229	\$901,372
Technology, equipment, service fleet	Actual	\$771,314	\$1,212,947	\$1,547,951	\$1,520,788
<b>Source of investment:</b>					
City of Saskatoon (debt and capital levy)	Actual	\$4,360,532	\$1,170,178	\$1,813,252	\$2,406,017
Provincial	Actual	\$110,000	\$0	\$110,000	\$0
Federal Funding Programs (PTIF)	Actual	\$2,782,121	\$1,516,616	\$320,928	\$16,143
<b>Fleet size:</b>					
Conventional	Actual	140	140	139	136
Access	Actual	30	30	26	26
<b>Spare ratio:</b>					
Conventional	Actual %	37%	39%	39%	38%
Access	Actual %	42%	42%	27%	27%
<b>Bus:Mechanic Ratio</b>	6:1	6.7:1	6.7:1	7:1	7.3:1
<b>Average fleet age in years</b>	7.5	7.7	8.7	9.7	10.7

## Performance Measures: Workforce Statistics

DESCRIPTION	Measure	2019	2020	2021	2022
<b>Absenteeism Rate:</b> Sick hours/Exposure hours	Actual	4.6	4.2	4.2	N/A
<b>Average # FTE Hours/FTE Employee:</b> Average # sick hours/FTE Employee	Actual	95.8	95.83	95.83	N/A
<b>Average # occurrences/FTE:</b> YTD Sick hours/Average # FTE	Actual	4.6	4.63	4.63	N/A
<b>Lost Time Frequency:</b> # of incidents x 200,000 Hours/Total hours Worked	Actual	4.9	6.3	6.3	N/A
<b>Medical Aid Frequency:</b> # of incidents x 200,000 Hours/Total hours Worked	Actual	6.8	3.6	3.6	N/A
<b>Hiring:</b>					
# of Competitions	Actual	23	20	6	40
# of Applicants	Actual	2,344	2,147	348	1,966
# of New Hires	Actual	42	23	16	88
Average Age of New Hires	Actual	40	38	39.9	N/A
<b>Cost of Hiring and Training:</b>					
Conventional Operator	Actual	\$10,292	\$10,491	\$10,578	\$11,935
Access Operator	Actual	\$3,873	\$3,853	\$3,788	\$4,045
<b>Demographics:</b>					
Average Age	Actual	48	47.4	48.2	42
Average Years of Service	Actual	9.69	9.2	9.7	10
Gender ratio - Male:Female	Actual	3.7:1	4.3:1	4.0:1	4.3:1
Retirements - in year	Actual	12	11	7	16
Resignations - in year	Actual	27	17	20	44
Terminations - in year	Actual	5	7	2	3
<b>Retention Rate (Conventional and Access Operators):</b>					
	New Hires				
i. Successfully completed Training	Actual/i.	31	18	19	43
ii. Successfully completed Probation	Actual/ii.	31	26	13	29
iii. Still with Saskatoon Transit at 12 month mark	Actual/iii.	13	34	6	15
iv. Still with Saskatoon Transit at 60 month mark	Actual/iv.	N/A	N/A	N/A	N/A

# APPENDIX B: Saskatoon Transit Fixed-Route Statistics - 2021 Operating Data

## Saskatoon, SK

**Contact Name:** Michael Moellenbeck  
**Contact Title:** Interim Director

**Statistical Contact:** Qasim Ghuman  
**Statistical Title:** Accounting Coordinator

<b>System Established:</b>	1993-01-01	<b>General/Adult Cash Fare:</b>	\$3.00
<b>Municipal Population:</b>	282,900	<b>Ridership (Linked Trips):</b>	6,661,935
<b>Service Area Population:</b>	282,900	<b>Total Operating Revenues:</b>	\$7,763,106
<b>Service Area Size km<sup>2</sup>:</b>	276.0		
<b>Service Provided by:</b> Municipal Department,			

### Number of Routes by Headway During Peak Time Periods

	Headway	Routes
	< 16 Minutes	4
Weekday	16 - 30 Minutes	38
	>30 Minutes	-
Saturday	< 16 Minutes	4
	16 - 30 Minutes	28
	>30 Minutes	1
Sunday	< 16 Minutes	1
	16 - 30 Minutes	-
	>30 Minutes	-

### Hours of Service:

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Start	05:00	05:00	05:00	05:00	05:00	06:00	07:45
End	01:00	01:00	01:00	01:00	01:00	01:00	22:30

### Fare Structure

	In Effect Since:				
	Cash	Unit	Mobile Ticket	Monthly Pass	Criteria
Adult/General	\$3.00	\$2.50	\$3.00	\$83.00	
Child/Youth	\$2.25	\$1.60	\$2.25	\$50.00	Kinder - grade 8
Student	\$2.75	\$2.10	\$2.75	\$59.00	High school ID
Senior	\$3.00	\$2.50	\$3.00	\$29.00	Age 65 +
Other Fare Type:	Low Income, Post Secondary, U-pass, Semester, Employer, Day Pass, Annual Pass,				

**Number of Fixed Routes** 41  
**Number of Accessible Routes** 41

### Vehicles by Mode

	Active		Average Age	
	Acc.	Non Acc.	Acc.	Non Acc.
Small Community Buses:	-	-	-	-
Standard Buses:	130	-	9.1	-
Articulated Buses:	9	-	13.8	-
Double-Decker Buses:	-	-	-	-
Light Rail Vehicles:	-	-	-	-
Heavy Rail Vehicles:	-	-	-	-
Commuter Rail Car:	-	-	-	-
Commuter Rail Locomotive:	-	-	-	-
Other Rail:	-	-	-	-
<b>Total</b>	<b>139</b>	<b>-</b>	<b>9.4</b>	<b>-</b>

### Vehicle Indicators

	Active	Peak	Spare Ratio	Average Annual Kilometres
Bus	139	86	62 %	54,395
Streetcar	-	-	-	-
Light Rail	-	-	-	-
Heavy Rail	-	-	-	-
Commuter Rail	-	-	-	-
Locomotive	-	-	-	-
Ferry	-	-	-	-
<b>Total</b>	<b>139</b>	<b>86</b>	<b>62 %</b>	<b>54,395</b>

**Percentage of Accessible Bus Fleet:** 100.0 %

**Percentage of Accessible Transit Fleet:** 100.0 %

**Total Low-Floor Buses (30'-60'):** 102

**Average Bus Age (Years):** 9

### Active Buses by Power Type

		Energy Consumption (All Modes)	
Diesel	139	Diesel	3,664,163 litres
Biodiesel	-	Biodiesel	-
Natural Gas	-	Gasoline	-
Gasoline	-	Natural Gas	-
<b>Electric</b>		<b>Electricity</b>	<b>17,900 kilowatt-hours</b>
Trolley	-		
Battery	-		
Fuel Cell	-		
<b>Total</b>	<b>139</b>		

### Employee Statistics

	Full-time	Part-time
Operators	240	-
Other Transport Operations	32	4
Vehicle Mechanics	22	1
Other Vehicle Mechanics	43	-
Plant and Other Maintenance	4	1
General and Administration	15	3
<b>Total Employees</b>	<b>356</b>	<b>9</b>

### Modal Statistics

	Boardings		Revenue Vehicle Hours		Revenue Vehicle KMs		Average Speed (km/h)
Bus	6,661,935	100 %	342,059	100 %	7,560,877	100 %	22.1
Streetcar	-	-	-	-	-	-	-
Light Rail	-	-	-	-	-	-	-
Heavy Rail	-	-	-	-	-	-	-
Commuter Rail	-	-	-	-	-	-	-
Ferry	-	-	-	-	-	-	-
<b>Total</b>	<b>6,661,935</b>		<b>342,059</b>		<b>7,560,877</b>		





# APPENDIX C: Access Transit Statistics – 2021 Operating Data

## Saskatoon, SK

### Access Transit

Contact: Qasim Ghuman  
 Title: Accounting Coordinator  
 Telephone: 306-975-3012  
 Email: qasim.ghuman@saskatoon.ca

Population Served: 282,900  
 Service Area (km²): 276.0  
 Main Community Served: Saskatoon  
 Other Communities Served:

### ACTIVE REGISTRANTS

Ambulatory	1,822		
Non-Ambulatory	978	Attendants	0
Other	0	Companions	0
<b>Total</b>	<b>2,800</b>	<b>Total</b>	<b>0</b>

### ADVISORY COMMITTEE

Organization	Mandate
<input type="checkbox"/> Internal	<input type="checkbox"/> Policy
<input checked="" type="checkbox"/> External	<input checked="" type="checkbox"/> Recommendation
	<input type="checkbox"/> Decision Making
	<input type="checkbox"/> Other

### ELIGIBILITY CRITERIA

Description

### Method of Determination

<input checked="" type="checkbox"/> Internal Assessment	<input checked="" type="checkbox"/> Paper Application
<input checked="" type="checkbox"/> External Contract	<input checked="" type="checkbox"/> Healthcare Professional
<input type="checkbox"/> Committee	<input type="checkbox"/> Other

### DEDICATED SERVICE

Operated By:  Transit System / Municipality  
 Private Non-Profit Organization  
 Private Contractor(s): 0

### NON-DEDICATED SERVICE

Operated By:  Taxi  
 Rideshare Service  
 Other

### Delivery Model:

Overflow during peak periods or when violations occur in booking a trip.

### FARE STRUCTURE

Effective Date: 2016-01-02

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General	<input type="checkbox"/>	\$3.00	\$2.50	-	-	\$83.00	
Child	<input type="checkbox"/>	\$2.25	\$1.60	-	-	\$50.00	Kindergarten-Grade 8
Student	<input type="checkbox"/>	\$2.75	\$2.10	-	-	\$59.00	Grade 9-12 (High School Student)
Senior	<input type="checkbox"/>	\$3.00	\$2.50	-	-	\$29.00	Age 65+
Attendant	<input checked="" type="checkbox"/>	-	-	-	-	-	
Companion	<input type="checkbox"/>	\$3.00	\$2.50	-	-	\$83.00	

Other:

### SERVICE HOURS / SCHEDULING

Monday	06:00 to 23:30	Friday	06:00 to 23:30
Tuesday	06:00 to 23:30	Saturday	06:00 to 23:30
Wednesday	06:00 to 23:30	Sunday	08:00 to 23:30
Thursday	06:00 to 23:30	Holiday	08:00 to 23:30

Other:

Advanced Booking Notice (days): 3

Minimum Notice for Reservation (hours): 1

Booking Method: Through Telephone, E-mail and Fax

### REMARKS

**PASSENGER DATA**

	2020	2021
<b>Dedicated Service</b>		
Ambulatory	41,114	48,897
Non-Ambulatory	22,138	26,329
<b>Total</b>	<b>63,252</b>	<b>75,226</b>
Attendants	792	888
Companions	2,699	3,577
Other	-	-
<b>Total</b>	<b>3,491</b>	<b>4,465</b>
<b>Non-Dedicated Service</b>		
Ambulatory	1,927	2,097
Non-Ambulatory	1,038	1,129
<b>Total</b>	<b>2,965</b>	<b>3,226</b>
Attendants	45	40
Companions	155	160
Other	-	-
<b>Total</b>	<b>200</b>	<b>200</b>
<b>Total Eligible Passenger Trips</b>	<b>66,217</b>	<b>78,452</b>
<b>Total Support Person Trips</b>	<b>3,691</b>	<b>4,665</b>
<b>Total Trips</b>	<b>69,908</b>	<b>83,117</b>

**Total Eligible Passenger Trips by Booking Type**

	2020	2021
Subscription/Pre-Booked	24,869	19,583
Reservation	53,587	63,712
On-Demand/Day-of	6,458	9,401
Total Trips Requested	84,914	92,696
Cancelled in Advance	14,061	6,946
Cancelled Late	5,186	5,380
No-Shows	1,171	1,275
Cancelled at Door	582	816

**OPERATING EXPENSES**

	2020	2021
Administration	\$1,304,900	\$1,276,796
Transportation Operations		
Internal Dedicated Service	\$2,967,465	\$2,724,290
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	\$48,619	\$71,346
Vehicle and Facility Maintenance	\$607,125	\$567,013
Fuel and Energy Consumption	\$165,581	\$215,027
<b>Total Operating Expenses</b>	<b>\$5,093,690</b>	<b>\$4,854,472</b>

**OPERATING REVENUES AND FUNDING CONTRIBUTIONS**

Passenger Revenue	\$110,083	\$128,940
Other Revenue	-	-
<b>Total Revenue</b>	<b>\$110,083</b>	<b>\$128,940</b>
Federal Operating Contributions	-	-
Provincial Operating Contributions	\$934,556	\$992,671
Municipal Operating Contributions	\$4,049,051	\$3,732,861
Other Operating Contributions	-	-
<b>Total Operating Revenues and Funding</b>	<b>\$5,093,690</b>	<b>\$4,854,472</b>

**CAPITAL EXPENSES**

Vehicle Purchase	\$59,700	\$313,188
Debt Servicing	-	-
Other	-	-
<b>Total Capital Expenses</b>	<b>\$59,700</b>	<b>\$313,188</b>

**CAPITAL FUNDING CONTRIBUTIONS**

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	-	\$110,000
Municipal Capital Contributions	\$59,700	\$203,188
Other Capital Contributions	-	-
<b>Total Capital Funding</b>	<b>\$59,700</b>	<b>\$313,188</b>

**OPERATING STATISTICS**

	2020	2021
<b>Dedicated Service</b>		
Revenue Vehicle Kilometres	525,943	583,639
Total Vehicle Kilometres	549,958	679,728
Revenue Vehicle Hours	31,268	36,008
Total Vehicle Hours	32,696	41,936
<b>Non-Dedicated Service</b>		
Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

**EMPLOYEE DATA**

	Full-Time	Part-Time
Operators	19	16
Reservation Clerks	-	-
Dispatchers	5	4
Other Transport Operations	4	-
Mechanics	2	1
General Administration	1	3
Other	5	1
<b>Total</b>	<b>36</b>	<b>25</b>

**UNION AFFILIATION & TOP WAGES**

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$28.73	2021-01-01	ATU Local 615
Reservation Clerks	-	-	ATU Local 615
Dispatchers	\$29.72	2021-01-01	ATU Local 615
Mechanics	\$39.54	2021-01-01	ATU Local 615
Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	-	-	-
Reservation Clerks	-	-	-
Dispatchers	-	-	-
Mechanics	-	-	-

**VEHICLE DATA**

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	-	-	-
Minivans	-	-	-	-
Vans	-	-	-	-
Small Buses	27	-	6	12
Low-floor	-	-	-	-
Other	-	-	-	-
<b>Total</b>	<b>27</b>	<b>-</b>	<b>-</b>	<b>-</b>

Vehicle Ownership: Municipal Transit System

Vehicle Maintenance: Municipal Transit System

**INDICATORS**

Financial	2020	2021
R/C Ratio	2.2 %	2.7 %
Net Operating Cost / Capita	\$17.81	\$16.70
Total Expense / Passenger	\$72.86	\$58.41
Total Expense / Eligible Passenger	\$76.92	\$61.88
Transportation Expense / Passenger		
Dedicated Service	\$56.04	\$44.00
Non-Dedicated Service	\$15.36	\$20.82
Transportation Expense / Hour (Dedicated Service)	\$114.39	\$83.61
Operating		
Registrants / Capita	0.0086	0.0099
Passengers / Capita	0.2498	0.2938
Passengers / Registrants	28.90	29.68
Passengers / Revenue Hour (Dedicated Service)	2.13	2.21
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	7.88	7.32
Average Speed (Dedicated Service)	16.82	16.21

SASKATOON  
**transit**