

Experience Transit

A guide to using Saskatoon Transit

January 2021



Welcome to Experience Transit!

Thank you for taking time to learn more about taking the bus. This handbook will tell you everything you need to know about Saskatoon Transit and how to use public transit with confidence.

Bring your Traveler's Handbook with you on your first trips in case you need to refer back.

This handbook belongs to:

 Name: _____

 Address: _____

 Phone: _____

 Email: _____

Emergency Contact (individual or organization):

 Name: _____

 Phone: _____

What is Experience Transit?

There are three programs available:

1. **Experience Transit** is for Seniors, Students and Adults (groups, summer camps)
2. **Experience Transit²** is for teachers and community group leaders
3. **Experience Transit⁺** is for individuals or groups (not fully eligible for Access, community groups)

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Section 1: Who We Are

Transit service in Saskatoon began January 1st 1913. It was originally known as the Saskatoon Municipal Railway. Approximately 5,200 people used the streetcars that day. The first streetcar left the barn at Avenue C and 25th Street, heading for the Mayfair terminal.



Today, Saskatoon Transit has:

- > **40** bus routes
- > **1,500** bus stops
- > **3** high frequency corridors
- > **100%** accessible buses
- > **6** major terminals
 - ▶ Downtown Terminal
 - ▶ Centre Terminal
 - ▶ Confederation Mall
 - ▶ Lawson Mall
 - ▶ Market Mall
 - ▶ Place Riel at the University

There are a lot of people involved in providing transit service 365 days of the year including:

Operations

- > Fixed-route & Access Operators
- > Driver trainers
- > Dispatch, scheduling & booking clerks
- > Superintendents and Supervisors

Customer Service, Planning & Technology

- > Customer Service Representatives
- > Planners & Engineers
- > Customer Service Supervisors
- > IT Support

Maintenance

- > Utility, service, mechanics and supervisors
- > Bodyshop workers
- > Fleet Support and stores staff

Office

- > Reception
- > Admin Assistants
- > Payroll & Finance
- > Marketing
- > Managers
- > And a Director

Section 2: Getting Started

Questions:

1. What is one question you have about Transit?

2. Where are you going when you take the bus?


3. If you **don't** take the bus, what is holding you back?

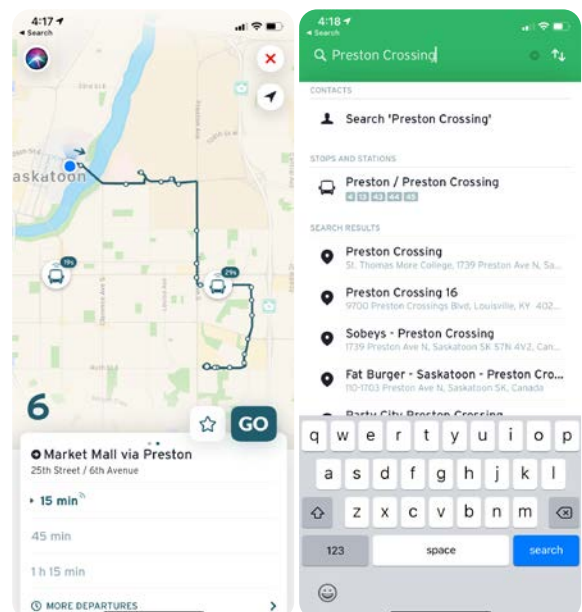
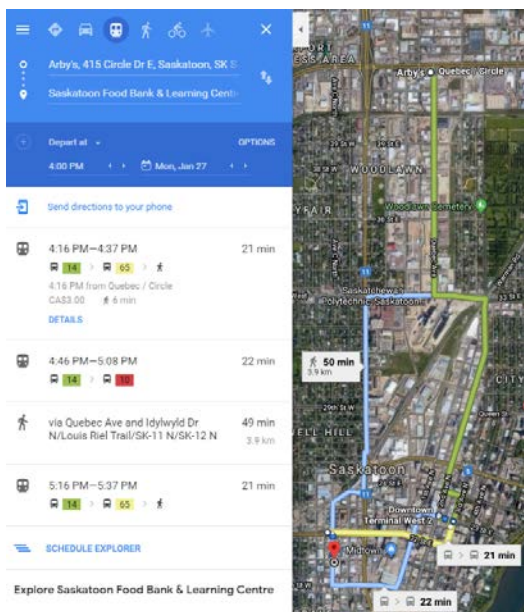
4. What is one fear a transit customer might have?

Understanding Transit Bus Routes & Trip Planning:

1. Route maps are available at:
 - ▶ Customer Service (226 23rd St) or
 - ▶ Online at SaskatoonTransit.ca
2. Google Maps



3. Transit App 



Current Bus Fares

		Adults	Student	Child	Senior
Cash		\$3.00	\$2.75	\$2.25	\$3.00
Go-Passes					
Pre-paid	10	\$25.00	\$21.00	\$16.00	\$25.00
	20	\$50.00	\$42.00	\$32.00	\$50.00
Monthly	Regular	\$83.00	\$59.00	\$50.00	\$29.00
	DCR <i>Discounted pass*</i>	\$28.00	\$28.00	\$28.00	-
	Low Income <i>20% reduction*</i>	\$66.40	\$47.20	\$40.00	-
3-Month		-	-	-	\$87.00
6-Month		-	-	-	\$168.00
Annual <i>Based on 11 months</i>		\$913.00	\$649.00	\$550.00	\$313.30
Day Pass		\$8.50	\$8.50	\$8.50	\$8.50
Weekend Day Pass <i>2 adults & 3 children</i>		\$8.50	-	-	-
Semester Pass <i>fall, winter, summer</i>		\$272.00	-	-	-
Eco-Passes					
		Monthly	6-Month	Annual	
Civic		\$74.70 <i>10% discount</i>	\$398.40 <i>20% discount</i>	\$49.80/mo <i>40% discount payroll deduction</i>	
Employer				\$796.80 <i>20% discount, \$66.40/mo (\$49.80/mo to employee)</i>	
ACTIVATION FEE		+\$5.00 on all new cards, including replacements.			

*Check saskatoontransit.ca for qualification details.

Section 3: Planning your Trip

Plan your trip before you leave your house:

Starting Address: _____

Destination: _____

I need to **BE THERE** at:

🕒 Time: _____

📅 Date: _____

OR

I want to **LEAVE** at:

🕒 Time: _____

📅 Date: _____

I use a mobility device: No Yes, it is a: _____

The size of my wheelchair or scooter:

Length: _____ cm/inches Width: _____ cm/inches

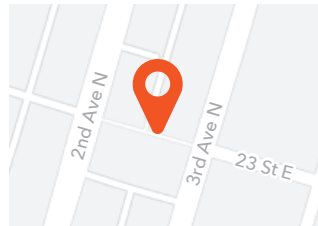
Note: the ramp on fixed-route buses is 30" wide.

Customer Service Centre

🏠 226 23rd Street

📞 306-975-3100

✉️ transit.services@saskatoon.ca



Buses are more crowded during peak travel times.

If you can travel during off-peak times, it will be less crowded and easier to get accessible seating:

Weekdays:
9:00 am – 3:00 pm
and after 6:30 pm

Saturday, Sundays, and Holidays: all day

Hours	Walk-In Service Centre 226 23rd Street East	Customer Service Centre Info-line 306-975-3100
Monday-Friday	8:00 am – 5:30 pm	7:00 am – 7:30 pm
Saturday	9:00 am – 12:00 pm 1:00 pm – 5:00 pm	9:00 am – 5:00 pm
Sunday	Closed	9:00 am – 1:00 pm 2:00 pm – 6:00 pm
Statutory Holidays	Closed	9:00 am – 1:00 pm 2:00 pm – 6:00 pm

Plan your trip using your computer or smart phone by going to:


1. The mobile app **Transit** 
Download it in your device's app store or to go saskatoontransit.ca/plan-my-trip/mobileapps
2. **Google Maps** on your desktop or mobile device.

Trip Plan Worksheet


Use this sheet when you are speaking with a Saskatoon Transit Customer Service Representative or bring it with you on your trip so you can look at it on your ride.

1. What bus route should I use?  _____
2. Where is my bus stop?
 _____
3. Is this bus stop accessible?  Yes No
4. What time does the bus arrive at my bus stop?  _____
5. Do I need to transfer to another bus?  Yes No
6. If "Yes", what is my next bus route?  _____
7. Where is my next bus stop?
 _____
8. Is this bus stop accessible?  Yes No
9. What time does my second bus arrive?  _____
10. What time will I arrive at my destination?  _____
11. Where do I get off the bus?
 _____
12. What building or landmark is nearby?
 _____
13. What is the total cost of my trip?  _____
14. Where is the closest place to buy tickets or passes?
 _____

Return Trip Worksheet

1. What bus route should I use?  _____

2. Where is my bus stop?

 _____

3. Is this bus stop accessible?  Yes No

4. What time does the bus arrive at my bus stop?  _____

5. Do I need to transfer to another bus?  Yes No

6. If "Yes", what is my next bus route?  _____

7. Where is my next bus stop?


 _____

8. Is this bus stop accessible?  Yes No

9. What time does my second bus arrive?  _____

10. What time will I arrive at my destination?  _____

11. Where do I get off the bus?

 _____

12. What is the total cost of my trip?  _____

Section 4: Our Commitment to You

We will:

- › Kneel the bus upon request.
- › Provide information when asked.
- › Assist with lifting seats to accommodate walkers or mobility devices.
- › Anticipate potential passenger problems & concerns.
- › Address difficult situations.

Our Expectations:

- › Arrive at your bus stop up to 5 minutes early & have your fare ready.
- › Maintain a safe distance from the road, but show intent to board.
- › Enter the bus without distractions, like talking or texting.
- › Priority seating is at the front of the bus for those with reduced mobility.
- › Be mindful of others.
- › Be tidy & dispose of garbage.
- › When traveling with bags please keep them tucked away.
- › Do not stand in or lean on doors – keep the exits clear.
- › Keep empty seats clear of items so they are available for others.
- › Exit the bus in a timely fashion. Use the back door when possible (front door if you need the bus to kneel).

Section 5: Bus Safety 101

Getting to the Bus Stop:

- › Dress appropriately for the weather.
- › Each bus stop is marked with a bus stop sign and 4-digit number, which can be used to look up a stop on Google maps or as a reference when speaking with Transit Customer Service.
- › Saskatoon Transit's Safe Bus program runs year-round. If you are lost, lost, scared or hurt, hold up your hand (palm out) in the direction of an approaching Transit bus, or go to a parked bus and the operator will stop, contact emergency services & provide shelter to the next terminal.



Things to take with you:

- › Bring your identification.
- › Bring your Trip Plan Worksheet.
- › Bring your route map & schedule.
- › Have your bus fare, transfer, or exact cash ready.
- › Keep your keys and belongings in a safe place.
- › Bring your cell phone to use for trip planning.

Waiting for the bus:

- › Check the bus name and number before you get on.
- › Wait for the bus in a safe, well-lit area, where the operator can see you.
- › Stand back from the curb until the bus arrives.
- › Let other passengers get off the bus before getting on.
- › Ask the operator for a transfer if you require one.
- › Tell your operator your destination if you need help finding your stop.

When the bus arrives at your stop:

- › Stay seated until the bus has come to a complete stop.
- › Check that you have all your belongings.
- › Get off from the rear of the bus unless you need the bus lowered or the ramp.
- › After you get off the bus, wait until the bus has pulled away before crossing the street.

While you are on the bus:

- Stay seated while the bus is moving if possible.
- Sit close to the operator if you will need help finding your stop. The operator is available to help you and answer questions.
- Bus stops are announced but if you need assistance identifying your stop, please sit close to the front to remind the operator of your request.
- If you are using a mobility device, make sure it is secure.
- Pull the cord or push button when your bus is nearing your stop (Stop Requested).
- If you happen to miss your stop, inform the operator and they will assist you in what you can do.

Courtesy Seating:

- Courtesy Seating is located at the front of the bus and is indicated with appropriate signage.
- These seats are reserved for people with mobility challenges, seniors, and passengers with children in strollers.
- Passengers are asked to leave these seats for passengers who need it.



Low-floor/Kneeling Buses:

- The Saskatoon Transit fleet has 100% low-floor, ramp- equipped, and kneeling buses.
- The **bus driver** is able to **lower** the bus to bring it closer to the curb, or extend a ramp onto the sidewalk. This allows for easier boarding.
- If you need help getting on or off the bus, please bring an attendant with you. The driver is unable to assist you boarding or exiting the bus.
- If you use a mobility device and need assistance with the securement system, please ask the operator. When requested, the operator will give instructions on how to secure the device. If you or an attendant is unable to secure the device, the operator will assist you.

Accessibility Features:

- All buses have two places at the front for people using mobility devices such as wheelchairs. Some buses have one rearward-facing and one forward-facing spot, and others have both forward-facing.
- All buses are equipped with interior and exterior audible stop announcements. After passing a bus stop, the system will then announce the next stop.

How to get on the bus with your mobility device:

When waiting for the bus:

- Wait near the bus stop pole

When the bus arrives:

- Let the passengers get off first.
- The driver will then lower the ramp out onto the sidewalk.

Once the ramp is fully lowered:

- Enter the bus and move to one of the mobility device seating areas.
- **Please note:** When boarding and exiting the vehicle the driver is able to give instructions, but is unable to give physical assistance.

How to secure your mobility device:

Saskatoon Transit buses are equipped with securement equipment to provide passengers with a safe ride.

Passengers using mobility devices are required to be secured according to the Traffic Safety Act 248(2)(6).

- You may be seated in a front facing or rear facing position.
- Large mobility devices fit best in the rear facing position.

The driver will help to secure your wheelchair once you have driven it to the proper place on the bus.



Getting Off the Bus:

Knowing when to get off

- Listen for audible stop announcements.
- Ask the driver if you aren't sure.
- Look out the window for the landmarks.

Tips for Landmark Training:

- ▶ *Identify two or more landmarks.*
- ▶ *Count the number of stops between the landmark and your final destination.*

Signaling for a Stop

Each bus is equipped with yellow pull cords or push buttons to signal your stop. To use the pull cord, simply pull down on the yellow cord until you hear the bell that your stop has been requested. The red push buttons are located on the yellow poles throughout the bus.

When signaling for a stop do it far enough in advance to give the driver time to make the stop safely.



When the bus arrives at your stop:

1. Stay seated until the bus has come to a stop.
2. Check that you have all of your belongings.
3. Get off from the rear of the bus unless you need the bus lowered or the ramp.
4. After you get off the bus, wait until the bus has pulled away before crossing the street.



Section 6: Extra Tips

Talk to your driver:

- Ask your driver for assistance when you need it! Don't wait until it's too late.
- Be sure to tell your driver where you are going. If you don't know the street address, describe a major landmark or cross-street.
- It's a good idea to ask your driver if there are any changes or obstructions at your stop, or if the stop has moved, as they cannot assist you in crossing the street.

What to do if the bus is full:

- If a bus is full or if you use a mobility aid and the bus is already carrying two mobility devices, you may not be able to board. Your driver will advise you what time the next bus will arrive at your stop and can call a Supervisor to come pick you up.

Lost and Found:

- All items found on Saskatoon Transit property are held in a Lost and Found at the Transit Customer Service Centre located at 226 23rd Street.
- Call 306-975-3100 for additional information.

What to do in extreme weather:

- Be prepared!
- Give yourself extra time to get to your destination and take an earlier trip if possible
- Carry a raincoat and an umbrella in case you need to wait outside for longer than expected
- Bring a hat and some water for extreme heat
- Carry important contact information and necessities for your comfort



saskatoontransit.ca

[@stoontransit](https://twitter.com/stoontransit)