





Reconciliation Journey

Indigenous Peoples, including Cree, Dakota and Salteaux have called the place we now call Saskatoon home for millennia. Today, Saskatoon is home to many Indigenous Peoples who come from across Canada with their diverse cultures and languages.

Saskatoon Transit is committed to advancing the Truth and Reconciliation Commission's Calls to Action by actively engaging Indigenous voices in shaping the future of its services. As part of the upcoming bus network redesign, the organization invited Elders and Indigenous community representatives to participate in meaningful dialogue, share lived experience and provide feedback on proposed changes. This approach recognizes the importance of respectful consultation and collaboration, ensuring that transit planning reflects diverse community needs,

reduces barriers, and supports equitable access. By creating space for Indigenous perspectives early in the planning process, Saskatoon Transit is working to build trust, strengthen relationships and contribute to reconciliation through inclusive, community-informed decision-making.

Saskatoon Transit will continue exploring ways to integrate reconciliation into the spirit of our work by ensuring Indigenous Voices and Histories are reflected in our services, workforce and community partnerships.

Mission

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

Vision

To be a leader in accessible, sustainable, and customer-focused public transit, fostering a connected and inclusive Saskatoon for all.



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Saskatoon Transit 2025 Annual Report

Year ended December 31, 2025
Saskatoon, Saskatchewan, Canada

Prepared and produced by City of
Saskatoon Corporate Financial Services
and Saskatoon Transit

Financial Statements presented to City
Council on June 27, 2026.

**Throughout this report, total ridership
values are presented using two
methods: Calculated and Electronic.**

Calculated figures use a historical
formula to estimate ridership. Electronic
figures are actual ridership counts
collected digitally by buses equipped
with working data collection technology.

Leadership Team



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Manager

Michael Moellenbeck
Director of
Transit

Message from the Director

On behalf of everyone at Saskatoon Transit, thank you for taking the time to read the 2025 Annual Report. This year reflects a period of continued stabilization, progress and learning as we focused on strengthening safety, reliability and service delivery across the system.

Improving safety for employees and customers remained a top priority as we completed the goals for the first year of the Transit Frontline Employee Safety plan. We saw notable improvements to processes with new standards in place and we developed partnerships with our community partners for quick responses to safety-related incidents. At the same time, our own surveys and conversations remind us that many transit employees do not always feel safe at work. This underscores the importance of continuing and expanding our safety and security efforts as more work is still necessary to help address negative interactions impacting employees and riders.

Investments in people, partnerships and processes is central to this work. There is an increase in intoxication and people not paying bus fare, which can feel unsafe for some riders. The Saskatoon Fire Department's Community Support teams attended incidents on buses and at terminals and were able to resolve most incidents without police involvement. We also strengthened internal incident reporting and response processes and were recognized by the Canadian Urban Transit Association for leadership for our public awareness safety campaign. In addition, City Council approved funding for a Transit Police Program focused specifically on transit safety, adding an important layer of prevention, response and reassurance for staff and customers.

Saskatoon Transit made impressive progress on fleet reliability. With a 10-year fleet renewal plan



approved, 25 new buses were placed into service this year, with 45 additional vehicles for fixed route and Access Transit on order for the next two years. These investments bring us within industry standards for average fleet age and provide greater confidence in service dependability for staff and customers alike as we prepare for Link.

Our team also made significant operational and planning achievements, such as responding to major construction impacts, introducing service improvements and advancing the Bus Network Redesign project. Community partnerships, major event support, free child fare and expanded travel training all reinforced Transit's role in building a connected and inclusive city.

Thank you to our employees, partners, and customers for your continued engagement and resilience. Your feedback, professionalism and commitment help shape Saskatoon Transit every day. We look forward to building on this progress as we continue improving safety, service and reliability for the years ahead.

Sincerely,

Michael Moellenbeck
Director of Saskatoon Transit

At a Glance

In 2025, Saskatoon Transit's service line operating budget was \$65.3 million, broken down as \$57.8 million for fixed-route transit and \$7.5 million for Access Transit.

Accomplishments

- Finished the year with a surplus of \$2.4 million for fixed-route transit, due to higher-than-projected fare revenue and operational savings.
- Achieved significant growth in mobile ticketing usage, increasing adoption from 53% in 2024 to 60% in 2025.
- Grew Access Transit ridership by 3.8% over 2024, increasing fare revenue by 1.5%.
- Continued to deliver 99.8% of planned fixed-route transit service hours and achieved 83% on-time performance, despite a heavy road construction year.
- City Council approved Saskatoon Transit's updated 10-year fleet renewal plan, including \$23.5 million to purchase new diesel buses in 2025 for delivery in 2026. Saskatoon Transit received 20 new fixed route diesel buses and five paratransit vehicles in 2025.
- During the summer, 33 Link platforms were constructed along the upcoming three Link rapid transit lines. The final designs for College Drive were shared with the community and approved by City Council in the spring, with construction starting in the spring of 2026.
- Expanded in-person drop-in mental health support to Access Transit employees with a counsellor on-site for a half-day each month.
- Created an Interagency Committee for Transit Safety that meets regularly to take a multi-agency approach to improving safety and security for riders and employees.
- Achieved 92% service coverage (where there is transit service within 450 metres of development) by expanding fixed-route service (Tier 2) to Brighton and Rosewood and introducing OnDemand service in Aspen Ridge.
- Partnered with Cosmo Civic Centre to provide a new central, community-focused location for transit customers to purchase transit passes and tickets.
- Piloted an arrangement with Quint Development and the Saskatoon Wellbeing Employment Enterprise Program (SWEEP) on a year-round shelter maintenance program to address rising concerns about vandalism and littering, improving comfort and safety for riders.
- Completed and reviewed the first full year of the partnership with the Saskatoon Fire Department on the Community Support program, where half of their efforts are dedicated to improving safety on transit with a proactive, supportive approach.
- Launched a successful transit operator recruitment campaign to address staffing needs and support service expansion featuring targeted outreach and a streamlined application process.
- Redesigned the onboarding process as part of the broader workplace culture transformation initiative to create a welcoming, structured and supportive experience for every new hire.

- Introduced a new baggage policy for Access Transit to improve safety and enhance the travel experience for customers.
- Applied a new standard for service animals on Access Transit buses that addresses requirements for service animals, emotional support animals and pets.
- Formalized and implemented a new standardized process for bus operators to report incidents on the bus and at terminals, and saw improvements to emergency services' response times, accountability, and staff confidence, contributing to a safer and more supportive environment for both employees and customers.
- Heard from more than 1,800 residents, customers, newcomers, students and community organizations about preferred priorities for the future transit network during phase I of the Bus Network Redesign project.
- Earned national recognition for the Frontline Employee Safety Plan public awareness campaign by being awarded the Corporate Award for Safety and Security from the Canadian Urban Transit Association (CUTA).
- Partnered with the Canadian Urban Transit Research and Innovation Consortium (CUTRIC) on Saskatoon Transit's Zero Emissions Bus (ZEB) Implementation Plan to assess Saskatoon's readiness to transition to a fully electric bus fleet.
- Implemented new maintenance processes for faster repairs and preventive maintenance, resulting in improved reliability and reduced service interruptions.
- Learned that families appreciate the affordability and accessibility of free bus fare for children Grade 8 and younger after the first full year of implementation through a survey of more than 600 customer and community organizations.
- Implemented seasonal service updates, transitioning to four or five planned changes annually, starting with summer and fall, to improve fixed-route service reliability based on feedback from riders and operators in support of the city's growth.



Safety

Safety is foundational to Saskatoon Transit's operations and central to protecting customers and employees. In 2025, efforts focused on strengthening frontline supports, improving how incidents are reported and responded to, and expanding collaboration with community partners. These initiatives support a dependable, respectful, and worry-free transit experience while reinforcing employee wellbeing and public confidence in the system.

Frontline employee safety plan

In 2025, Saskatoon Transit completed the Year 1 goals of the Frontline Employee Safety Plan, which focused on creating a safer workplace for operators, supervisors and customer service staff. Developed in response to increased incidents of aggression, the plan introduced new training, improved and standardized processes, strengthened on bus support and at terminals, emergency coordination, and access to mental health resources.

Saskatoon Transit continues to work closely with the Saskatoon Police Service, Saskatoon Fire Department, private security and other partner agencies to address safety and security for riders. Efforts will also continue to explore discreet ways for customers to report safety concerns to emergency services and to implement recommendations from the Canadian Urban Transit Association's Prioritizing Safety on Public Transit.

By prioritizing employee wellbeing, the City continues to invest in a safer and more resilient transit system for everyone.

Fire Community Support: one year of impact

The Saskatoon Fire Department's Community Support (FCS) program marked its first full year supporting Saskatoon Transit and Business Improvement Districts this year. Launched in July 2024, FCS employed 12 full-time staff that worked in pairs, providing visible, uniformed support from 8 a.m. to 9 p.m. daily.

FCS staff spent nearly half their time assisting Transit, riding an average of 221 buses per month. Their proactive, non-enforcement approach resolved most incidents early and only 11% of Transit-related cases required police involvement. FCS proved to be a strategic partner in enhancing safety and support for riders and staff, and its continued collaboration positioned the program to further strengthen community well-being in the years ahead.

Safety-related incidents

Total incidents reported by employees in 2025 were comparable to 2024, with encouraging declines in assaults, harassment and verbal altercations. While passenger-related negative interactions increased in some periods, overall trends highlight the impact of targeted safety initiatives. By continuing to invest in employee wellbeing, visible supports, and coordinated response protocols, Saskatoon Transit is building a safer, more resilient transit system for everyone.

Instances of intoxication on the bus accounted for 59% of all incidents, an increase of 10% when compared to 2024. Incidents involving weapons were tracked separately in 2025 and accounted for 4.2% of all incidents.

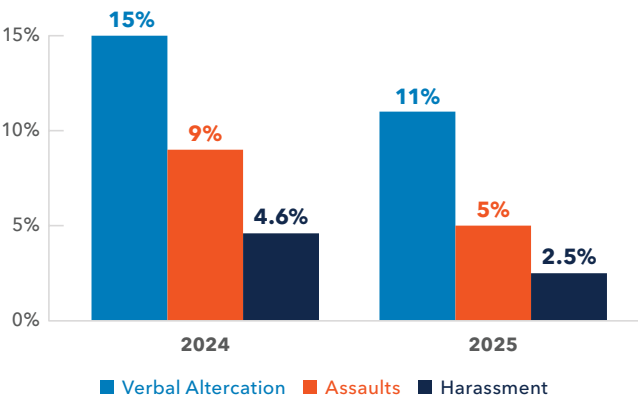


Improving how safety incidents are reported

In 2025, Saskatoon Transit introduced a standardized incident reporting process for fixed-route and Access Transit operations. The new approach clarifies roles and responsibilities, includes workflow diagrams for common scenarios, and provides reference images for emergency equipment.

Operators now follow a clear protocol that includes immediate supervisor notification, use of radio emergency lines, and timely completion of incident reports. This streamlined process reduced the time and effort required to report incidents to the Saskatoon Police Service and helped ensure enforceable offences are consistently documented. Standardizing reporting has improved response times, accountability, and staff confidence—supporting a safer environment for employees and customers.

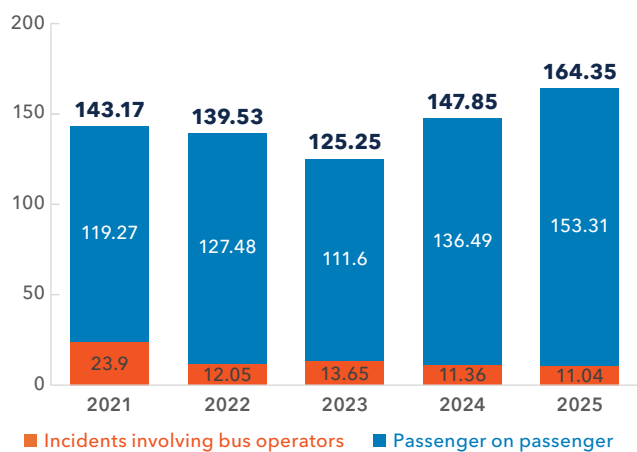
Types of Incidents



National recognition for safety leadership

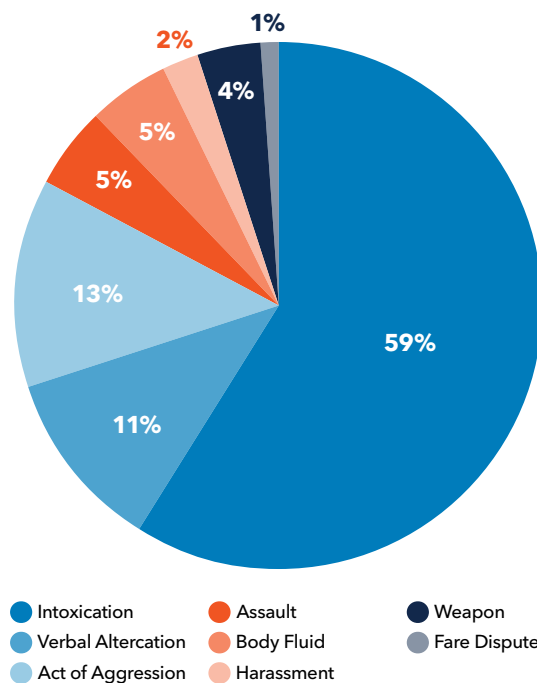
Saskatoon Transit earned national recognition in November, receiving the Canadian Urban Transit Association (CUTA) Corporate Award for Safety and Security for its Frontline Employee Safety Plan. This comprehensive initiative, launched in 2024, introduced 19 measures to protect employees and riders, including enhanced security presence, CCTV installations and a public awareness campaign. The campaign featured real frontline employees sharing their stories through videos, ads, and radio, generating over 14 million impressions and fostering empathy and respect for transit workers. The impact was significant: operator assaults dropped from nine in the first half of 2024 to zero in the second, and customer surveys showed rising confidence in transit safety. Employee perceptions of workplace safety also improved, demonstrating the plan's success in creating a safer, more respectful environment. This award highlights Saskatoon Transit's leadership in safety innovation and its commitment to protecting those who keep our city moving.

**Total negative interactions reported
(per million rides)**

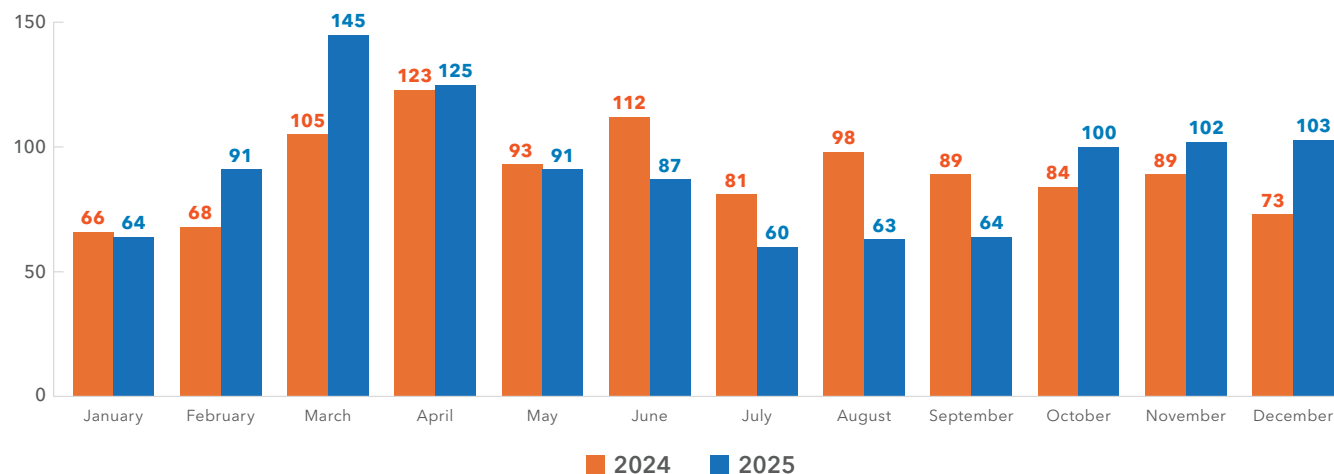


* The ridership counts collected in 2022 are potentially understated since not all buses had the necessary technology operational during the entire year.

**Types of reported interactions
(all incidents)**



**Total negative interactions reported by month
(per million rides)**



Financial Highlights

In 2025, fare revenue declined by 7.6% compared to 2024, while operating expenditures increased by 11% for Transit operations and by 7% for maintenance. These increases were partially offset by fuel cost savings. As a result, the cost of fixed route transit service rose by \$0.57 per passenger, and the cost per Access Transit trip increased by \$0.42 year over year.

2025 Saskatoon Transit Operating Budget (\$000)*

Revenues	2025 Budget	2025 Actual	Variance from Budget	2024 Actual	Variance from 2024 Actual
Fare Revenue	\$13,504	\$14,148	\$644	\$15,305	(\$1,157)
Advertising and Other	\$1,003	\$551	(\$452)	\$474	\$77
City of Saskatoon	\$49,312	\$46,627	(\$2,685)	\$41,455	\$5,172
Government of Saskatchewan	\$1,511	\$1,434	(\$77)	\$1,604	(\$170)
TOTAL	\$65,330	\$62,760	(\$2,570)	\$58,838	\$3,922

Expenses	2025 Budget	2025 Actual	Variance from Budget	2024 Actual	Variance from 2024 Actual
Transit Operations	\$33,567	\$34,335	(\$768)	\$30,888	\$3,447
Fuel, Lube and Oil	\$8,559	\$5,471	\$3,088	\$6,212	(\$741)
Transit and Building Maintenance	\$15,144	\$15,229	(\$85)	\$14,194	\$1,035
Other	\$4,202	\$3,863	\$339	\$3,809	\$54
Capital (Debt and Reserve)	\$3,858	\$3,862	(\$4)	\$3,735	\$127
TOTAL	\$65,330	\$62,760	\$2,570	\$58,838	\$3,922

*See page 29 for a breakdown of fixed-route transit and Access Transit.

Customer Experience

Riders can purchase mobile transit fare on the TGo or Transit apps. Transit fares and passes are also available at various vendor locations and at the Downtown Customer Service Centre. GoPass cards are available to purchase for all types of fare products, are reloadable and can be registered at the Customer Service Centre in case of theft or loss.

Customer Service

A professional customer service team is available for in-person support for customers with questions about fares, trip planning, routes and schedule information at the Downtown Terminal Monday to Saturday. Saskatoon Transit's Customer Service Centre team also responds to customer inquiries through email and phone support seven days a week.

Customers can find updated information on routes, schedules and service alerts at saskatoontransit.ca for trip planning. The website also has information on fares, passes and community programs such as the Class Pass, Eco Pass and customized travel training, called Experience Transit.

Customers are encouraged to use the online customer feedback form to submit their customer feedback and inquiries.

Experience Transit

Experience Transit is a free travel training program designed to teach people how to travel safely, independently and spontaneously on Saskatoon's fixed-route and OnDemand transit systems. Participants learn trip planning, fare payment, and boarding and exiting procedures, along with other essential public transit tips. The program offers three versions:

- **ET:** Basic program for group training, delivered in-person or virtually.
- **ET²:** "Train-the-trainer" program for educators, organizations and community leaders to teach others in their network.
- **ET+:** One-on-one training program for individuals with mobility or cognitive challenges who don't qualify for Access Transit.

In 2025, Saskatoon Transit conducted approximately seven Experience Transit sessions, including two ET² sessions, three ET+ sessions and two ET sessions for classrooms in Grades 7 and 8.





Service Alerts

Timely service alerts are pushed out through the Saskatoon Transit website and mobile apps to notify riders of an unexpected delay or change in service affecting their route. Alerts are provided to customers digitally when schedule delays are expected to exceed 15 minutes, if a bus stop is closed due to construction or road detour and when a service level is temporarily adjusted (frequency of a route is affected).

Class Pass

Saskatoon Transit continues to offer the Class Pass program in addition to children Grade 8 and under now able to ride free. Teachers can apply for a free trip using regular transit service for kindergarten to grade 12 students with teachers and chaperones for class field trips during school hours on weekdays for a maximum of 35 passengers. In 2025, 234 class trips were approved and completed with a total combined ridership of 6,413 students, teachers and chaperones over the year.

Eco Pass

Companies that enroll in Eco Pass can manage payment through their payroll deduction program and offer employees a reduced rate of up to 40 per cent off an annual bus pass.

SaskTel Centre events

In partnership with SaskTel Centre, Saskatoon Transit offers trips from the Downtown Terminal to events at SaskTel Centre. This service allows attendees to reach the venue without the need for personal vehicles, helping to alleviate congestion and traffic. Buses operate before and during event times, with return trips available after the events conclude. Throughout the 2025 season, Saskatoon Transit served approximately 100 events at SaskTel Centre.

Jingle Bell Express

The Jingle Bell Express ran weekends in December, with free service on Boxing Day. This special holiday service travelled between Saskatoon's five malls (Midtown, Confederation, Lawson Heights, Centre and Market) to provide convenient and hassle-free trips, without the stress or frustration of winter driving.

Mobile payment

Saskatoon Transit offers mobile ticketing as an alternative to cash or physical GoPass cards. All buses are equipped with an onboard validator, allowing customers to conveniently purchase and pay their fares with their mobile devices. Mobile ticketing lets riders purchase the fare they need, anytime and anywhere, without having to go to a physical location to renew their pass.



Residents continue to want more public transit services

Results from the City of Saskatoon’s 2025 Civic Services Survey: Performance, Priorities and Preferences show increased demand for public transit, while also highlighting the importance residents place on safety and security when accessing City services.

In 2025, 52% of residents said they would like more public transit services, up from 47% in 2024. Another 37% preferred the same level of service, while 10% indicated a preference for fewer services.

Year one of free child fare

In September 2024, Saskatoon Transit introduced free fares for children in Grade 8 and under. One year later, the results are overwhelmingly positive. A public survey conducted in fall 2025 drew responses from over 600 participants, confirming that families appreciate the affordability and accessibility this program provides. Parents reported easier travel to school and activities, reduced transportation barriers, and encouragement for lifelong transit use. The initiative also helps reduce traffic congestion around schools.

While challenges such as bus crowding and safety concerns remain, these issues have lessened since launch. Many respondents suggested expanding the program to include high school students and clarifying eligibility rules. Overall, the free child fare program is viewed as an equity-focused success that benefits families and strengthens community connections.

Increasing convenience through expanded fare sales locations

In 2025, Saskatoon Transit partnered with Recreation and Community Development to add the Cosmo Civic Centre as a location for residents to purchase Transit fare products. The addition of this location expands the convenience and access to transit passes and tickets for residents in a central, community-focused location. By improving availability, the City aims to reduce barriers for transit riders and support seamless travel across Saskatoon. The partnership demonstrates Saskatoon Transit’s ongoing commitment to

customer service and accessibility, ensuring that transit fare products are easy to obtain for all users.

Enhancing bus shelter maintenance through community partnership

In response to increased vandalism and damage to bus shelters in recent years, Saskatoon Transit introduced a new, more proactive approach to shelter maintenance in 2025.

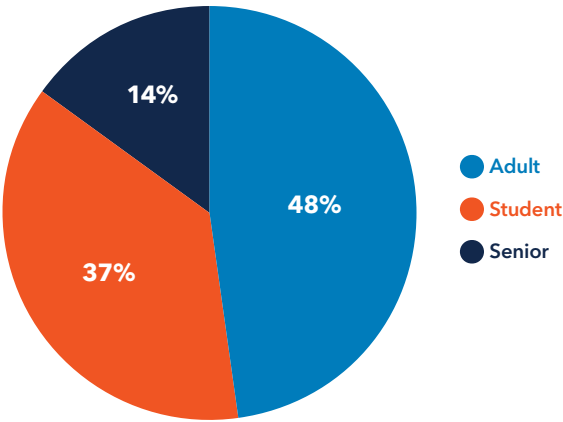
Saskatoon Transit partnered with Quint Development and the Saskatoon Wellbeing Employment Enterprise Program (SWEET) to pilot a bus shelter maintenance program aimed at improving cleanliness, safety and rider comfort across the transit system.

With 246 bus shelters serving 42 fixed routes, the pilot focused on consistent and timely maintenance, including cleaning, garbage collection, grass mowing, snow removal and general repairs. As part of the initiative, Quint has been actively replacing missing and damaged glass panels at shelter locations throughout the city.

The pilot responded directly to rising concerns related to vandalism, littering, and deteriorating shelter conditions. Riders, community partners, and stakeholders noted a visible increase in maintenance presence at shelter locations, along with measurable improvements in overall shelter condition.

This partnership with Quint demonstrated Saskatoon Transit’s commitment to innovation, collaboration, and effective stewardship of public infrastructure, while supporting a safer and more welcoming environment for transit customers.

Regular monthly passes sold (2025)



Fixed-Route Transit Operations

Saskatoon Transit operates a conventional fixed-route transit service that is safe and reliable and provides value to its customers and the City of Saskatoon. There are 93 buses on the road for the morning and afternoon peak service periods, and 30 buses on the road in the evenings on weekdays. Saturday and Sunday service sees fewer buses on the road during peak hours.

These buses serve approximately 1,400 bus stops along 42 fixed routes and six terminals throughout the city at Confederation Mall, Lawson Heights Mall, Centre Mall, University of Saskatchewan (Place Riel), Downtown and Market Mall. All buses in fixed-route service are fully accessible with ramps, kneeling capabilities and stop announcements.

Frequency is adjusted or additional buses are assigned for special events on routes with popular destinations such as Prairieland Park during the Saskatoon Exhibition and on Canada Day celebrations in the Downtown area.

Ridership

Annual ridership saw a 6.8% year-over-year decline, retreating toward 2023 levels. This shift stems from evolving travel patterns, alongside operational challenges like safety concerns and fare evasion. However, ridership on many routes is strong throughout the day and regularly exceeds capacity with full buses noted during peak hour trips servicing the university, high schools and high demand corridors. To regain momentum, the City is prioritizing four pillars: strengthening safety initiatives to rebuild rider confidence, enhancing service reliability, improving customer experience and modernizing technology.

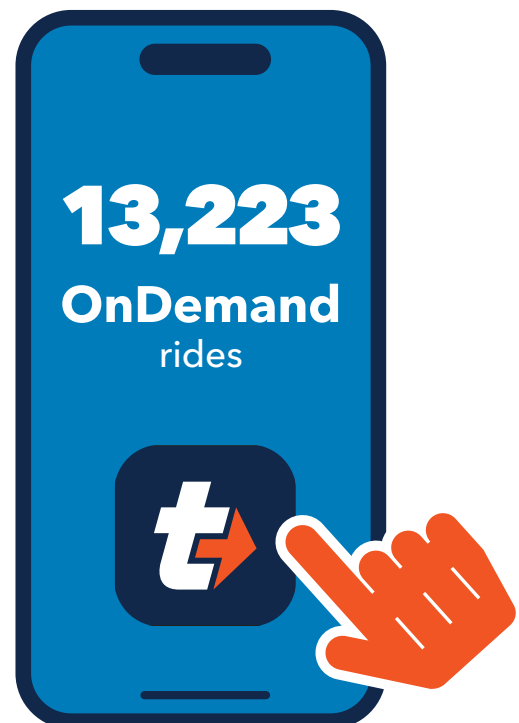
OnDemand Transit

OnDemand service is offered in developing neighbourhoods when the demand does not meet the eligibility requirements to sustain a new fixed-route. Customers use the OnDemand mobile app

to request a trip, and the dedicated buses for the service area operate like a ride-share program.

OnDemand Transit complements fixed-route service as a cost-effective method of serving a new community where the infrastructure isn't fully developed for a fixed-transit service. Valuable ridership data collected through the app is used to help determine how and when the area is suitable for fixed-route transit in growing areas.

OnDemand service operates within the North Kensington and Aspen Ridge communities, providing connectivity from OnDemand stops to fixed routes and the transit network.



Real-time location data

Saskatoon Transit has a data process to track the time, date and location of events such as full buses, motor vehicle collisions and on-route incidents. The planning team can generate heat maps of this information to reroute, adjust service and dispatch supervisory support for safe, effective and efficient service delivery. This process is revisited every year to find efficiencies in its data collection and reporting.

Building a better transit experience - Summer and Fall service improvements

Saskatoon Transit delivered two major rounds of service improvements to address rider feedback, enhance reliability and support a growing city. At the end of June, the first phase simplified routes, improved on-time performance, and increased frequency on 8th Street to City Centre and Centre Mall. Route 8 became the sole service on 8th Street, operating at a 10-minute frequency during peak hours, while Route 10 and Route 17 were reconfigured for more direct, frequent connections to schools, hospitals, and shopping centers. Local routes were adjusted to improve speed and connectivity, laying the foundation for future network redesign.

The second phase launched in September, focusing on capacity and reliability. Riders benefited from increased frequency on Routes 4, 43, 44, 45, and 46 and up to 50% more capacity with new articulated buses on high-traffic routes and an expansion of high school service.

These changes reflected Saskatoon Transit's commitment to listening to riders and delivering a more reliable, connected, and responsive transit system for all.

Transit recruitment campaign

In 2025, Saskatoon Transit launched a successful transit operator recruitment campaign to address staffing needs and support service expansion. The campaign featured targeted outreach, streamlined application processes, and enhanced onboarding for new operators. By highlighting the benefits of working with Saskatoon Transit—including competitive compensation, training opportunities, and a supportive work environment—the campaign attracted a diverse pool of candidates.

The new operator onboarding plan ensured recruits were well-prepared for their roles, contributing to improved service reliability and customer satisfaction. This initiative strengthened Saskatoon Transit's workforce and positioned the organization for future growth.

Bus network redesign: Phase 1 public engagement

Saskatoon Transit completed Phase 1 of public engagement for the Bus Network Redesign project, gathering feedback from 1,873 participants through surveys, engagement sessions, and outreach to newcomers, students and community organizations. The engagement focused on understanding community priorities for the future transit network, which will integrate three new Link rapid transit lines.

Survey results revealed that frequency and connectivity were top priorities for most respondents. Many riders indicated they were willing to transfer buses if it meant more frequent service and direct routes. Coverage also ranked highly, with respondents valuing bus stops close to home—even if trips took longer.

12.3M RIDES



Participants expressed a strong preference for improved all-day service, especially evenings and weekends, rather than peak-hour-only enhancements.

Reliability emerged as the highest-ranked priority, followed by frequent buses and proximity to stops. Only 22% of respondents were satisfied with the current network, highlighting the need for change. Additional feedback emphasized the importance of better bus stop maintenance, safety, and community-specific needs such as accessible stops for seniors and students.

Phased fall service improvements: better buses, better service

Saskatoon Transit rolled out a series of bus capacity and route improvements to address overcrowding and enhance reliability for riders across the city. The enhanced service became possible with the arrival of new buses, which were not delivered prior to the start of the operational period, but were expected within days or weeks. Transit communicated the full new service to customers as a phased-in approach to the extra service at the beginning of September, noting temporary service reductions on the routes with the least impact on customers.

The temporary adjustments were implemented on routes with reasonable alternatives for affected neighborhoods. As new buses arrived and were placed in service, Transit removed the service alerts and integrated the new improvements.

Saskatoon Transit's commitment to transparency included proactive communication with customers, schools and City Councillors, plus real-time updates via trip planning apps and social media. These improvements delivered more reliable, higher-capacity service for Saskatoon's growing communities at the busiest time of the year, providing a smoother commute for students and daily riders alike.

Free transit on New Year's Eve

Saskatoon Transit provided free service for all riders after 7 p.m. on December 31, to provide a safe alternative to impaired driving.

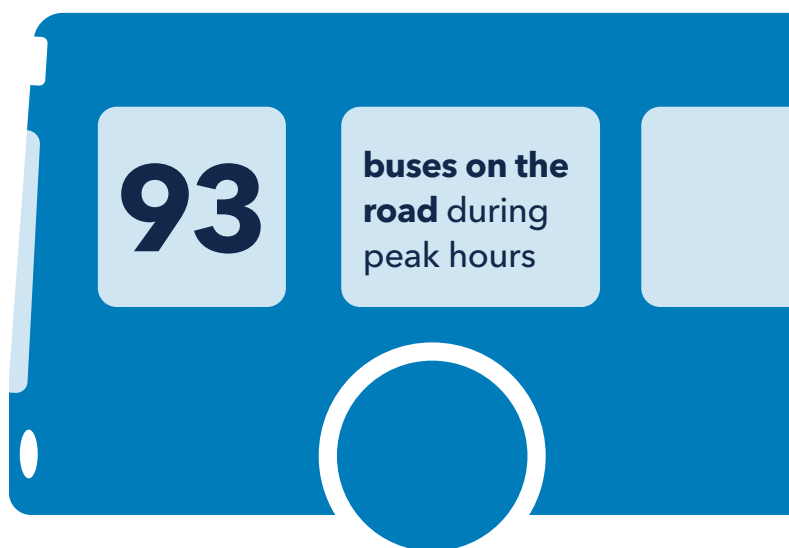
Saskatoon Exhibition

Saskatoon Transit continued its partnership with the Saskatoon Exhibition to offer free rides for Superpass and wristband holders. The event expanded its operations, moving from a six-day event to an eight-day event. The initiative also included two days of free travel for older adults (65+) to Prairieland Park, alongside increased promotion of year-round free transit for children in Grade 8 and under, helping improve accessibility and encourage transit use across the community.

Veterans ride free on Remembrance Day

Veterans and current Canadian Armed Forces members were offered free transit service throughout the day on November 11 to recognize their significant dedication to the community and Canada. The complimentary bus service was available to armed forces veterans, current personnel, cadets, reservists and companions.

Additionally, Saskatoon Transit continued its partnership with RBC Royal Bank, which sponsored the special event bus to and from the Remembrance Day ceremony at SaskTel Centre from the Downtown Transit Terminal.



Access Transit

Access Transit provides on-demand service to individuals that cannot take fixed-route transit some or all the time due to unique physical or cognitive needs. Customers request a trip, which is approved on a first-come, first-served basis. During peak season, Access Transit schedules up to 500 trips per day, helping customers get to work, appointments and recreational activities.

Trips can be booked up to three days in advance and riders have the same price and payment options for fare as fixed-route transit. Many Access Transit customers find using both services very convenient for their lifestyle. Access Transit is a shared ride service, not a taxi service, so trips are rarely direct from one point to another.

Access Transit trips are provided on smaller, accessible buses, and the operator helps the customer get to and into the vehicle, secures any mobility devices, helps them exit and accompanies them to the destination door.

When maximum capacity is reached, Access Transit utilizes taxi cabs to supplement its service, especially during the colder months when trip requests are higher due to the increased difficulty of independent travel.

	2024	2025
Total trips	137,468	142,726
Active registered customers	2,445	2,642
New customer applications	753	803

Increasing rate of denied trip requests

Post-pandemic, there has been a significant and continued increase in demand for Access Transit's critical transportation services. Total trip demand increased by nearly 25 per cent over three years. Ridership has also grown steadily during this period. Since 2022, Access Transit's active customer base has increased from 1,959 customers to 2,642 in 2025, representing overall growth of 34.9 per cent. The Saskatchewan Human Rights Commission's recommendation for an acceptable rate of denied requests for service is one per cent of all requests. Access Transit's denial rate increased from 7.67 per cent in 2023 to 9.88 per cent in 2024, before improving slightly to 9.01 per cent in 2025. Initiatives to address the increased denial rate include fleet expansion, additional staffing resources, upgrades to scheduling and booking software, and a review of service levels.

Access Transit Baggage Policy

Access Transit introduced a new baggage policy to improve safety and enhance the travel experience for customers. Effective April 1, 2025, the policy sets clear guidelines on the number, size and type of baggage allowed onboard and clarified that operators are not available to assist with baggage handling. These changes help keep aisles clear, reduce delays, and ensure fair access for all riders. After a 60-day education period, full enforcement began June 1, 2025. By standardizing baggage rules, Access Transit is creating a safer, more efficient service for everyone.

Access Transit Festival of Lights Tour

The annual Festival of Lights tour is a cherished tradition for Access Transit customers, offering an inclusive way to enjoy Saskatoon's holiday magic. This special service provides accessible transportation for individuals who might otherwise face challenges attending the event. Riders were able to enjoy the light displays in comfort, fostering community connection and seasonal joy. The tour reflects Saskatoon Transit's commitment to accessibility and inclusion, offering residents with mobility needs an option to participate in city celebrations while strengthening Access Transit's vital role in the community.

Access Transit service animal standards

Access Transit implemented clear standards for service animals for the safety and comfort of all passengers. The standard requires that service animals, emotional support animals, and pets be licensed, vaccinated, and under control at all times. These guidelines protect customers and operators while maintaining a welcoming environment. By formalizing this standard, Access Transit supports independence for riders who rely on service animals while safeguarding the shared travel experience. This initiative underscores Saskatoon Transit's dedication to accessibility, safety, and respect for all customers.



Fleet and Maintenance

The Fleet and Maintenance team is responsible for the purchase, repair and maintenance of transit revenue vehicles. It coordinates with Corporate Fleet Services for any non-revenue equipment requirements, repairs or replacements.

Saskatoon Transit fleet

The average age of the fixed-route bus fleet is 10.2 years, with some buses as old as 21 years. The industry recommendation is an average fleet age of 7.5 years. To achieve this recommendation, City Council approved the Saskatoon Transit Fleet Renewal Strategy, which is updated as funding becomes available, along with the Saskatoon Transit Asset Management Plan. Twenty diesel buses and five paratransit buses arrived in 2025. Thirty-three diesel buses and seven paratransit buses will arrive in 2026.

Access Transit paratransit fleet

Access Transit has a fleet of 27 buses, including 22 per cent that are beyond their expected useful life of six years. As the fleet continues to age, service reliability may decline, which will affect service and impact customers. Seven new buses were ordered for 2026, which will reduce some pressure.

Fleet renewal plan: increased capacity with more buses

This year, Saskatoon Transit received 20 new diesel buses and five paratransit vehicles as part of the City Council approved 10-year fleet renewal plan. Work continued to secure 43 new diesel buses and 14 new paratransit vehicles for delivery through 2028. These additions will drop the average fleet age to approximately seven years for diesel buses and three years for paratransit vehicles, meeting industry best practices and helping to modernize the fleet, improve service reliability, and increase capacity on high-demand routes.

The new 10-year fleet renewal plan supports continued investment in safe, dependable transportation for Saskatoon's growing community and helps to address infrastructure needs to support the launch of Link rapid transit system.

Fleet and maintenance transformation

Throughout 2025, Saskatoon Transit advanced its Fleet and Maintenance Transformation initiative, focusing on modernizing operations and improving service reliability. The arrival of new buses enabled the retirement of older vehicles, reducing the average fleet age and minimizing breakdowns, which allowed the maintenance team to prioritize preventative maintenance.

Maintenance teams implemented new processes for faster repairs and preventive maintenance, resulting in improved reliability and fewer service interruptions. Expanded training for technicians ensured staff could efficiently manage the latest technology and equipment. To further strengthen maintenance activities, Saskatoon Transit introduced a new night shift for mechanics, filled service line positions, improved the Apprentice program, and addressed key vacancies.



CUTRIC transit fleet zero-emission feasibility study

Saskatoon Transit announced the completion of its Zero Emissions Bus (ZEB) Implementation Plan, developed in partnership with the Canadian Urban Transit Research and Innovation Consortium (CUTRIC). The study assessed Saskatoon’s readiness and the business case for transition to a fully electric bus fleet.

The analysis considered economic, technological, social and environmental impacts across three scenarios, comparing battery-electric buses (BEBs) and hydrogen fuel cell electric buses (FCEBs). While both technologies offer reduced tailpipe emissions, infrastructure and fleet cost considerations, combined with Saskatchewan’s reliance on fossil fuels for electricity generation limits the overall effectiveness of the transition. The study supported Transit’s Fleet Renewal Plan, road mapping bus purchases through 2030 and beyond to ensure its fleet can reliably meet service standards.

Saskatoon Transit fleet at December 31, 2025

	2024	2025
Conventional Fleet	130	138
60’ low-floor articulated	9	13
40’ low-floor	114	118
30’ low-floor	7	7
Spare ratio	34.6%	32.6%
Average age (years)	10.5	10.2
Access Transit Fleet		
26’ paratransit	31	27
Average age (years)	4.1	4.2

Link

2025 marked a significant year of progress for the Link rapid transit system as the project advanced from early construction into more visible, community-facing milestones. Final designs for the College Drive Link Corridor were shared with the public and approved by City Council in the spring.

2025 construction

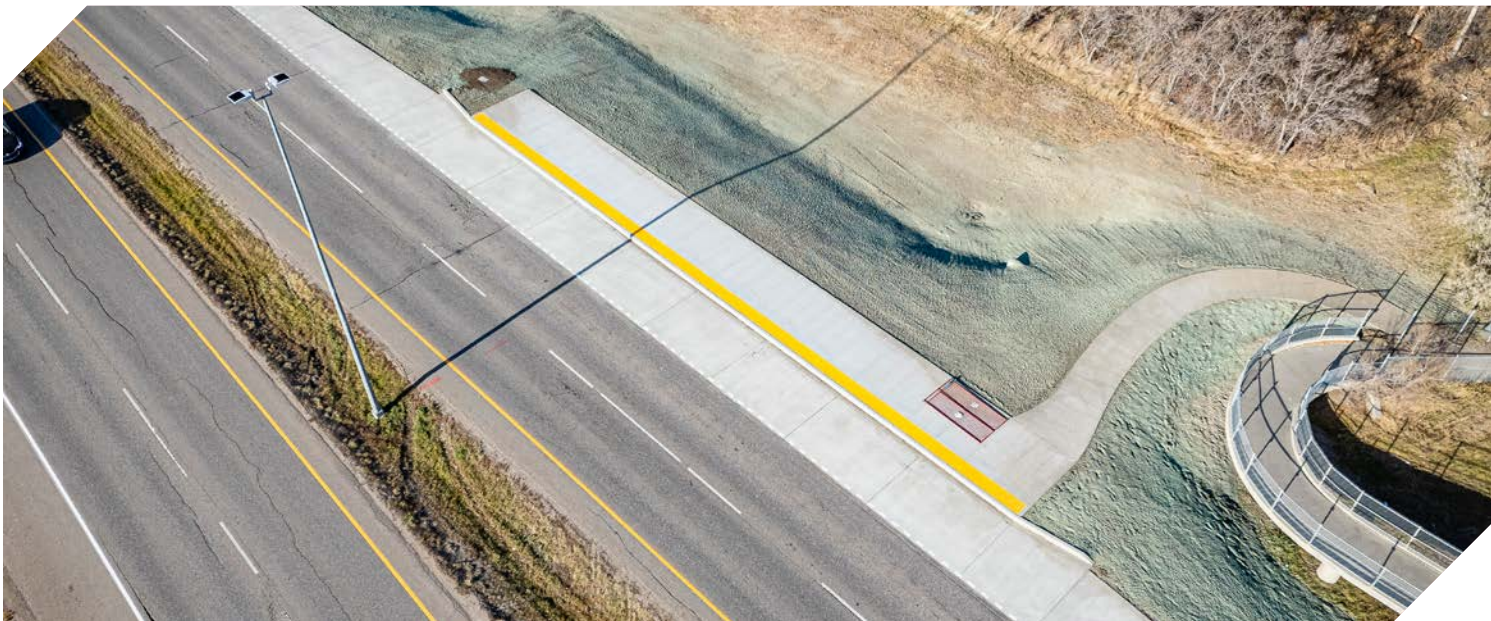
Construction continued to build momentum with the addition of 33 station platforms, bringing the total from eight in 2024 to 41 in 2025. This included further work on the future transit signal priority system, concrete platform and bus pads, tactile strip along the curb at stations, utility conduit under platforms, and improved concrete sidewalks at select locations.

System design

Public engagement remained a key component throughout the year, with residents contributing valuable feedback that continues to shape elements of the design and delivery.

Looking ahead

As the project moves toward launch, work in 2026 will focus on continued construction of the station platforms, expanded implementation of the transit signal priority system, increased brand awareness, and the start of dedicated transit lane development on College Drive. Final designs for the Link transit shelters will also be completed, with manufacturing and installation to follow.



Our People

Saskatoon Transit employees keep Saskatoon moving, 365 days per year.

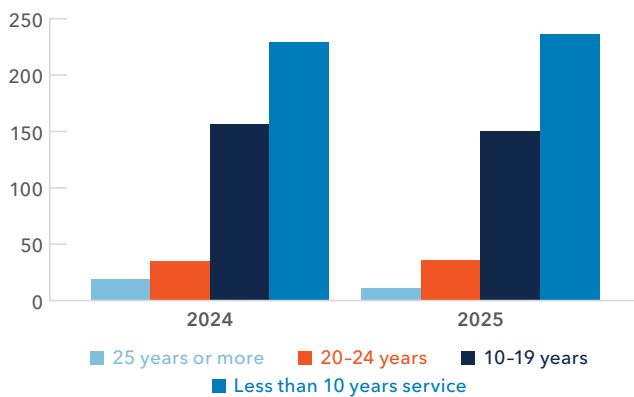
Saskatoon Transit is a diverse and skilled group of people, including operators, customer service staff, administration, dispatchers, booking and scheduling clerks, planners, payroll employees, mechanics, utility and service people, accountants, driver trainers, supervisors and managers.

Saskatoon Transit runs every day, no matter the weather. Operators are responsible for the safe transportation of thousands of customers every day.

Full-Time Employees (FTEs)

	2024	2025	Difference
Full-time	439	458	19
Indigenous	8.0%	7.6%	-0.4%
People with disabilities	3.9%	3.4%	-0.5%
Minority group	27.5%	32.3%	4.8%
Female	18.5%	16.1%	-2.4%

Employee years of service (full-time)



Transit Worker Appreciation Day

Saskatoon Transit management makes a special effort to recognize employees throughout the week of March 18 for Transit Worker Appreciation Day. Appreciation events with special guests and thank you messages 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.



Workplace culture transformation

Saskatoon Transit employees participated in a Saskatoon Transit Culture Audit through interviews and focus groups between 2021 and 2024. Themes and issues were identified and explored during the audit, resulting in a final report recommending 18 key initiatives to help improve the workplace culture.

Saskatoon Transit employees participated in prioritizing exercises and a survey to identify the most impactful initiatives that the management team would tackle first. A culture transformation plan was introduced in September with project leaders for the following 2025 priorities:

1. Build a culture of inclusion where everyone has the same opportunities and feels valued, respected and included regardless of their background or identity.
2. Review the supervisor training program and provide training for excellence and consistency, crucial conversations, performance management and competency.
3. Implement a meaningful rewards and recognition program that is consistent across the department.
4. Provide customer service training for all employees that includes conflict resolution and de-escalation training.
5. Complete and communicate role and responsibility mapping that clearly defines performance goals for all job functions, including necessary interpersonal skills.

Building a supportive start for new employees

In 2025, Saskatoon Transit reviewed and streamlined the onboarding process as part of the broader workplace culture transformation initiative. The new approach focused on creating a welcoming, structured and supportive experience for every new hire.

The project team considered timing for the start date of the nearly monthly new recruits, adjusting both to improve the experience for new staff.

Orientation was expanded to two days, allowing new employees more time to settle in, ask questions and connect with colleagues. The process emphasized personalized training, clear communication of job roles and responsibilities, and early exposure to Saskatoon Transit's culture and values, including a modified version of Service Ambassador training to prepare employees for working with customers. These enhancements led to faster adaptation and higher job satisfaction, positioning Saskatoon Transit as an employer of choice.



Diversity and Inclusion

International Women's Day

Saskatoon Transit employees recognized and celebrated women's and girls' social, economic, cultural and political achievements with the rest of the world during the annual International Women's Day. It's also a time to raise awareness of the progress made towards achieving gender equality and the work that remains. Saskatoon Transit employees donated period products and money to the United Way through its Tampon Tuesday initiative.

Promoting transportation jobs for women

Saskatoon Transit welcomed students working on their Class 1A license through the YWCA Women Shifting Gears program to tour the Civic Operations Centre facility, meet with women in operational roles and learn about job opportunities. The program empowers women and develops their skills to enter the transportation industry. Students can join a bus operator to job shadow for a day and are encouraged to apply for permanent positions when they complete the program.

Orange Shirt Day

Saskatoon Transit is proud to support Orange Shirt Day to raise awareness of the devastating impact of the Indian residential school system on Indigenous peoples and the community. Saskatoon Transit encourages employees to show their support by wearing an orange shirt or sticker on September 30 to honour residential school survivors and their families. Orange shirt-shaped decals were displayed on all buses for the day.

Pink Shirt Day

Saskatoon Transit proudly supports Pink Shirt Day each year. It is a day set aside to raise awareness about the negative effects of bullying and promote kindness and inclusion. The theme for 2025 was "Let Kindness Grow" and employees in all areas were spotted wearing pink shirts. Pink shirt-shaped decals were displayed on all buses for the day.

Pride parade

Saskatoon Transit was part of the Pride parade in downtown Saskatoon to recognize, value, celebrate and support the 2SLGBTQ+ community.



In the Community

Family Expo

Saskatoon Transit participated in the 2025 Family Expo at Prairieland Park on February 15 to connect with attendees and highlight family-friendly transit options. This event had various activities and entertainment for families looking for a fun and affordable day out. Customer Service Centre representatives engaged with attendees to showcase all transit services, promoting the Weekend Family Day Pass and the TGo and Transit apps for mobile ticketing and trip planning. Children took home Saskatoon Transit swag and coloured messages of appreciation for transit workers.

Trucktastic Children's Expo

Saskatoon Transit showcased its commitment to accessibility and inclusivity by providing a 40-foot bus and an Access Transit bus for attendees to explore and experience firsthand at the 2025 Trucktastic Children's Expo event which was held on August 23 at Prairieland Park. Customer Service Centre representatives provided valuable information about Saskatoon Transit's offerings and distributed promotional swag items, fostering goodwill and leaving a lasting impression on attendees.

Stuff the Bus

Saskatoon Transit proudly participated in the 20th annual Rock 102 Stuff the Bus event on April 10 to help make a meaningful difference for individuals and families in need across the community. The initiative collected two busloads of groceries and non-perishable food items, totalling 16,111 pounds, and raised a record-breaking \$148,652 for the Saskatoon Food Bank & Learning Centre.

This partnership reaffirms Saskatoon Transit's commitment to community well-being and increasing awareness of food security and available resources, showing how collective efforts make a significant difference.

Welcome Week

Saskatoon Transit actively participated in key campus events to build brand awareness and support students as school resumed in early fall. Staff were engaged at information booths at the Saskatchewan Polytechnic Open House, the USask Campus Expo and the University of Saskatchewan Students' Union Welcome Week in Place Riel. The focus was to help students access transit services, answer their questions, and provide information on projects such as Link and the Bus Network Redesign. Saskatoon Transit representatives walked students through setting up their U-Passes and Post-Secondary Semester Passes on their mobile devices, distributed promotional swag, promoted mobile ticketing through the TGo app and trip planning through the Transit app, and offered guidance on using bike racks to encourage sustainable transportation options.

Student Art Contest

Saskatoon Transit held its sixth Student Art Contest for students in Grades 3 and 7 to celebrate public and active transportation while promoting a sense of community. The contest showcased various modes of transportation as interpreted by Saskatoon students through visual art. Two winners were selected to have their artwork displayed on 10 Saskatoon Transit buses throughout the summer.



Spotlight on Seniors

Saskatoon Transit participated in the 2025 Spotlight on Seniors event on October 7, hosted by the Saskatoon Council on Aging to build brand awareness and further relationships with the senior community. This annual showcase, held in recognition of Seniors Week in Saskatchewan, serves as the largest gathering for seniors in the province, featuring exhibits, entertainment and social opportunities.

Customer Service Centre representatives engaged with older adult participants to promote mobile ticketing and trip planning through the TGo and Transit apps and other transit services. The event aimed to help seniors conveniently access their passes on mobile devices and empower them to navigate transit services.

New to Canada Expo

On September 20, Saskatoon Transit participated in the New to Canada Expo at Elim Church to build brand awareness and strengthen relationships with the newcomer community. This event offered a valuable opportunity to promote mobile ticketing

and trip planning through the TGo and Transit apps, while focusing on addressing questions about Saskatoon Transit's family of services and how to navigate the public transit system.

Youth share safety concerns

Saskatoon Crime Stoppers hosted more than 80 students at the annual Saskatoon Police Service for Speak Out Saskatoon on October 24. Decision-makers from various municipal and provincial agencies spent the day listening to and discussing the issues that affect youth the most. Saskatoon Transit Director, Mike Moellenbeck, listened to students talk about their experiences with transit and shared updates about security and safety measures.

Honest feedback from customer groups about their concerns and challenges helps Transit improve service and make informed operational decisions. Youth are our future leaders and engaging them now sets the stage for future support of public transit.



Financial

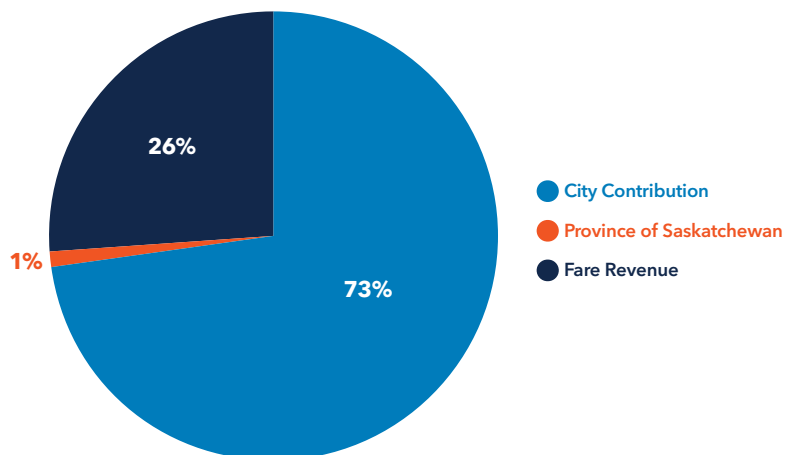
Fixed-Route Transit

Fixed-route transit operations recorded a \$2.4 million surplus in 2025. This outcome was primarily driven by higher than anticipated fare revenue, which exceeded projections by \$686,000, along with operating savings across key expense categories. As a result, the required mill rate contribution from the City was reduced by nearly six per cent. Despite these favorable financial results, the cost per fixed-route passenger increased by \$0.57 compared to 2024 due to lower ridership.

2025 Fixed-Route Transit Operating Budget (\$000)

	Budget	Actual	Variance	%
Revenue				
Fare Revenue	13,222	13,908	686	5.19%
Advertising and Other	1,003	551	(452)	(45.06%)
City of Saskatoon (Mill Rate)	43,006	40,597	(2,409)	(5.60%)
Government of Saskatchewan	576	530	(46)	(7.99%)
Total Revenue	57,807	55,586	(2,221)	(3.84%)
Expenses				
Transit Operations	28,344	29,022	(678)	(2.39%)
Fuel, Lube and Oil	7,903	5,027	2,876	36.39%
Transit Maintenance	13,057	13,316	(259)	(1.98%)
Building Maintenance	1,724	1,582	142	8.24%
City Hall Services	833	756	77	9.24%
General and Admin	2,414	2,351	63	2.61%
Capital (Debt and Reserve)	3,532	3,532	0	0.00%
Total Expenses	57,807	55,586	2,221	3.84%

2025 Fixed-Route Funding Sources



Access Transit

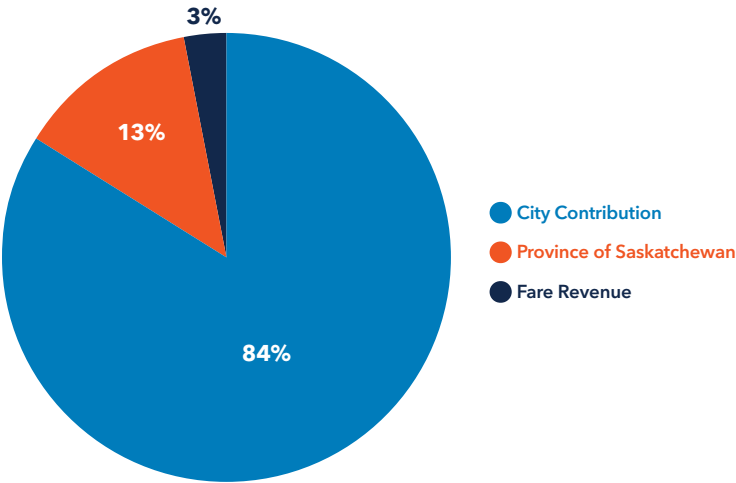
The total demand for Access Transit increased by nearly three per cent from the previous year. The Government of Saskatchewan’s Transit Assistance for People with Disabilities program provided an operating grant of \$903,666. The average mill rate supported cost per trip was \$42.25 in 2025 compared to \$40.85 in 2024.

Access Transit had a surplus of \$276,000 at the end of 2025, primarily due to savings in fuel and maintenance costs during the year.

2025 Access Transit Operating Budget (\$000)

	Budget	Actual	Variance	%
Revenue				
City of Saskatoon (Mill Rate)	6,306	6,030	(276)	(4.4%)
Government of Saskatchewan	935	904	(31)	(3.3%)
Fares	282	240	(42)	(14.9%)
Total Revenue	7,523	7,174	(349)	(4.6%)
Expenses				
Salaries and Payroll	5,223	5,313	(90)	(1.7%)
Fuel, Lube and Oil	656	444	212	32.3%
Maintenance Equipment and Radio	363	331	32	8.8%
Other Expense	955	756	199	20.8%
Transfer to Reserves	326	330	(4)	(1.2%)
Total Expenses	7,523	7,174	349	4.6%

2025 Access Transit Funding Sources



Appendices

APPENDIX A: Performance Measures

Performance Measures: Fixed-Route Transit Services

DESCRIPTION	2024	2025
Selected Service Performance Indicators:		
Population of Saskatoon	308,400	318,067
Ridership (Calculated) ¹	13,173,418	12,293,991
Ridership (Electronic) ²	8,472,664*	7,231,655
Rides per Capita (Electronic)	27.47*	22.74
Service Hours	352,378	362,100
Service Hours per Capita	1.14	1.14
Customers per Revenue Service Hour:		
Calculated	37.4	34.0
Electronic	24.0*	20.0
Service Reliability KM Between Changeovers (Road Calls)	7,506	8,860
Schedule Adherence - % of Trips on Time (Tolerance is 5 Minutes Late or 3 Minutes Early)	84.06%	83.30%
Percentage of Service Provided (All Disruptions) ³	99.81%	99.80%
Percentage of Service Provided (Resourcing Specific) ⁴	100.00%	100.00%
Cost Effectiveness (Farebox Recovery) ⁵	28.98%	25.02%
Selected Financial Performance Indicators:		
Total Operating Investment ⁶	\$36,450,999	\$41,126,487
Total Operating Cost per Revenue Service Hour	\$147.55	\$153.51
Total Operating Cost per Ride (Calculated)	\$3.95	\$4.52
Total Operating Cost per Ride (Electronic)	\$6.14*	\$ 7.69
City of Saskatoon Investment per Ride	\$4.23	\$5.61
Source of Investment:		
Fares	\$15,068,698	\$13,908,308
Advertising and Other	\$473,674	\$551,490
Sub Total - Fee for Service	\$15,542,372	\$14,459,798
Government of Saskatchewan (Ministry of Social Services - Discount Bus Pass Program)	\$611,625	\$530,175
Total Revenue	\$16,153,997	\$14,989,973
City of Saskatoon (Mill Rate)	\$35,839,374	\$40,596,312
Total Cost	\$51,993,371	\$55,586,285

* The prior-year amount has been restated to reflect revised 2024 electronic ridership information.

¹ "Calculated" figures use a historical formula to estimate ridership.

² "Electronic" figures are actual ridership counts collected digitally by buses equipped with data collection technology.

³ "All disruptions" include missed service due to bus availability, operator availability, vehicle breakdowns on route and incidents on the road.

⁴ "Resourcing specific" includes only missed service due to bus availability and operator availability.

⁵ Fare revenue divided by the total cost.

⁶ Total cost minus revenues (excluding subsidy).

Performance Measures: Access Transit Services

DESCRIPTION	2024	2025
Selected Service Performance Indicators:		
Ridership	137,468	142,726
Rides per Active Registered Customer	56.22	54.02
Active Registered Customers per Capita	0.0079	0.0083
Revenue Service Hours	53,620	56,181
Revenue Trips per Hour	2.28	2.28
Schedule Adherence - % of trips on time	97.10%	96.14%
Booking Performance (Based on Eligible Trips):		
Demand	142,727	146,806
Customer No Shows	1,629	1,647
Completed Trips	137,468	142,726
Revenue Trips	128,416	133,167
Non Accommodated Trips (Denials)	12,682	11,992
Denial Rate ⁷	9.88%	9.01%
Taxi Trips Used	6,564	5,391
Number of Active Registered Customers	2,445	2,642
Average Revenue Trips per Active Registered Customer	52.5	50.4
Percentage of Ambulatory Riders	67%	67%
Percentage of Non-Ambulatory Riders	33%	33%
Cost Effectiveness (Farebox Recovery) ⁸	3.5%	3.4%
Selected Financial Performance Indicators:		
Total Operating Investment ⁹	\$6,608,167	\$6,933,377
Total Operating Cost per Revenue Service Hour	\$127.66	\$127.69
Total Operating Cost per Trip	\$49.79	\$50.26
City of Saskatoon Investment per Trip	\$40.85	\$42.25
Source of Investment:		
Fare Revenue	\$236,743	\$240,400
Government of Saskatchewan (Transit Assistance for People with Disabilities Program)	\$992,313	\$903,666
Total Revenue	\$1,229,056	\$1,144,066
City of Saskatoon (Mill Rate)	\$5,615,855	\$6,029,711
Total Cost	\$6,844,911	\$7,173,777

⁷ Denial rate calculation is based on non-accommodated trips (denials)/ Revenue trips.

⁸ Fare Revenue/ Total Cost

⁹ Total cost minus revenues (excluding subsidy).

Performance Measures: Capital

DESCRIPTION	2024	2025
Basis of Investment:		
Life Cycle Maintenance	\$335,929	\$374,671
Maintenance Expenses	\$12,417,464	\$13,429,895
Investment Allocation:		
Fleet	\$12,138,992	\$2,833,424
Link (Bus Rapid Transit System)	\$5,089,286	\$40,657,700
Technology, Equipment, Service Fleet	\$355,223	\$680,788
Source of Investment:		
City of Saskatoon (Debt and Capital Levy)	\$14,369,088	\$30,478,662
Government of Canada (Investing in Canadian Infrastructure Program)	\$1,403,141	\$6,235,404
Government of Saskatchewan (Transit Assistance for People with Disabilities Program, Investing in Canadian Infrastructure Program)	\$1,811,271	\$7,457,846
Fleet Size:		
Conventional	130	138
Access	31	27





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