

Scan to  
take the  
survey  
online:



## Access Transit Trip Booking Survey

A new trip booking solution for Access Transit is coming.

Your feedback will help improve how Access Transit trips are booked in the future. This survey should take about 3–5 minutes. A summary of feedback will be shared with Access Transit and available on Saskatoon Transit’s website. Your feedback will be anonymous and confidential.

For support completing this survey, please contact Transit Customer Service at 306-975-3100

---

### 1. Are you a registered customer with Access Transit?

- Yes
- No
- I am a caregiver or support person to a registered customer(s)
- I am part of a community organization that supports registered customers

### 2. How do you usually book your Access Transit trips? (Select all that apply)

- Phone (Access Transit call centre)
- Online (website)
- Subscription bookings (recurring bookings)
- Help from a caregiver, family member, or support worker
- Other: \_\_\_\_\_

### 3. Overall, how easy is it to book a trip using the current system?

Extremely easy	Somewhat easy	Neutral	Somewhat difficult	Extremely difficult
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**4. Is there anything that works well about the current booking process?**

**5. What is most frustrating or difficult about booking a trip today? (Select up to 3)**

- Long wait times on the phone
- Long wait times for email response
- Trips are unavailable at desired times
- Booking rules are confusing (cut-off times, cancellations, changes)
- It's hard to change or cancel a trip
- System is slow or unreliable
- It's hard to know if a trip is confirmed
- Accessibility barriers
- Other: \_\_\_\_\_

**6. Do you experience any accessibility barriers with the current trip booking system? If yes, please explain:**

**7. When booking a trip, how confident are you that:**

	Extremely confident	Somewhat confident	Neutral	Somewhat not confident	Extremely not confident
Your trip is booked correctly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pickup time information is clear	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Changes or cancellations are handled properly.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**8. Which features would make booking trips easier for you? (Select all that apply)**

- Seeing available pickup times before booking
- Real-time trip confirmation
- Easier way to change or cancel trips
- Trip booking by app or online (instead of by phone)
- Trip reminders or notifications
- Ability for caregivers/support workers to manage trips
- Real-time bus tracking
- Other: \_\_\_\_\_

**9. Do you need any of the following for a booking system to work well for you?  
(Select all that apply)**

- Large text or high-contrast display
- Screen reader compatibility
- Simple, step-by-step booking
- Ability to book without using the internet
- Language support
- None of the above
- Other: \_\_\_\_\_

**10. If you could change one thing about booking Access Transit trips,  
what would it be?**

**11. Any other comments or suggestions?**

## Help Us Improve (optional)

### 12. What did you think of this survey?

	Strongly agree	Somewhat agree	Neutral	Somewhat disagree	Strongly disagree
The information was clear and understandable.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I was able to provide my input fully.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I understand how my input will be used.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The survey took a reasonable amount of time to complete.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### 13. Would you like to receive email updates from Access Transit?

- Yes  
 No

If yes, please provide your email here:

---

**Please return your survey by June 22, 2026 at 11:59pm**

Please give your completed survey to an Access Transit operator, or scan and email it to [accesstransit@saskatoon.ca](mailto:accesstransit@saskatoon.ca) or mail it to: 422 46th Street East, Saskatoon, SK S7K 0W9 (not open to public)