



Access Transit

SERVICE GUIDE

2026



SASKATOON
transit
Access

Access Transit is a City of Saskatoon paratransit service providing on-demand transport for those unable to use fixed-route transit system.

Access Transit is not a taxi service, it is a shared ride service where bookings are made to allow as many riders as possible to use the system within our capacity.

Service is provided within Saskatoon on an “accessible door to accessible door” basis, providing a safe and secure trip from origin to destination including assistance with getting to and on the vehicle, fare collection, securement of you and your mobility device, exiting the vehicle, and assistance to the destination accessible door.

Service Hours

Monday to Friday 6:15 a.m. – 11:45 p.m.

Saturdays..... 6:15 a.m. – 11:45 p.m.

Sunday & Holidays 8:15 a.m. – 11 p.m.

Using Access Transit

Users must be registered with Access Transit in order to use the service. To schedule trips, we require the most up-to-date contact information for you including address, phone number and type of mobility device.

To be fair to everyone and ensure we can help as many customers as we can on any given day, we ask for a maximum of four one-way trips or two two-way trips per person, per day.

In order to stay on schedule, we may have to adjust booking times. Scheduling clerks will contact our customers in advance should there be any modification to their booked trips.

Tips & Tricks

🕒 TRAVEL TIME

Every attempt is made to minimize your time on the bus, however at times, a maximum of up to 75 minutes of travel time per one-way trip can occur.

● STOPOVERS

Please be advised that drivers are not permitted to make unscheduled stops or “just wait” for a customer. If a customer wishes to make a change to their trip, they must call into the office and speak with a booking clerk prior to their trip to make those changes.

Baggage Policy

To enhance safety and customer experience, a standard policy has been established to define allowable baggage types, restrictions, and responsibilities.

✓ WHAT IS ALLOWABLE:

- ▶ **Personal items:** Small purses, phone cases, etc. per customer and companion (must be held at all times).
- ▶ **Non-secured baggage:** Two non-secured bags allowed per customer and companion (must be held at all times).
- ▶ **Secured baggage:** Up to four secured bags attached to a medical device, fastened with straps or clips, without obstructing device placement.
- ▶ **Rolling baggage/grocery cart:** One 15x15x42 cart per customer. Customers must notify Access Transit when booking to secure space.

⊘ WHAT IS NOT ALLOWABLE:

- ▶ **Travel luggage is not allowed** on Access Transit.
- ▶ Operators **cannot assist** with baggage under any circumstances.
- ▶ **No loose items** to avoid tripping hazards or projectiles while travelling.

Service Animal Requirements

Service Animals, Emotional Support Animals, and pets are welcome on Access Transit with conditions:

- ▶ **All animals** must be licensed, vaccinated, well-behaved, and under your control.
- ▶ **Service and Support Animals** require registration and a photo.
- ▶ **Pets** must be in a secured carrier and declared when booking.
- ▶ Animals are not allowed on seats and must be leashed or held.
- ▶ **Operators** are not responsible for handling or controlling animals.
- ▶ **Non-compliance** may result in your animal being banned from service.

Twenty Minute Pick Up Window

It is the customer's responsibility to be ready for their pick up time. The driver will be at your door anywhere from 0 to 20 minutes past your pick up time.

Example: If your trip pick up time is scheduled for 10:30 a.m., you must be ready by 10:30 a.m. and your bus may arrive anywhere from 10:30 a.m. to 10:50 a.m.

Given the shared-ride nature of the service, a more specific time frame is not possible.

Maximum Five Minute Wait

Upon arrival, the driver will make a reasonable attempt to locate the rider (ring doorbell/buzzer if provided), but if no activity is seen within five minutes, drivers must continue on with their schedule to maintain service for others.



Travelling with a Companion

If there is space available, one family member or friend can travel with you. Space must be requested when booking to ensure there is enough space available. Please note that companions will be required to pay regular fare when boarding.

ATTENDANTS

In some circumstances, customers will require an attendant to accompany them. An attendant is required when specialized assistance is needed on the bus outside of the responsibility of our drivers. Attendants are not required to pay a fare.

Paths of Travel & Ramps

It is the rider's responsibility to ensure that all paths of travel, including ramps, are safe and in good repair.

This includes ensuring:

- ▶ Ramps are clear of debris, ice, and snow.
- ▶ Surfaces are non-slip.
- ▶ Ramp angles allow for safe motion.

One Step Policy

For the safety of both the rider and the driver, drivers will not take manual wheelchairs up or down more than one step. It is the rider's responsibility to provide a ramp where there is more than one step.

Safety Belt

Customers must use the seat belts provided on the bus for their own safety. Postural support belts (affixed to a manual wheelchair) must also be worn when on the bus.

In the interest of your safety and ours please do not detach any form of securement until the vehicle has come to a complete stop.

If the customer cannot use the lap/shoulder belt(s) for medical reasons, an exception to this policy is considered. Documentation from the client's physician is required for our office to have on file.

Securement & Positioning on Lift

All mobility devices must be secured using the restraint systems provided. Drivers will not provide service to anyone unwilling to have their device secured. Seated mobility riders will face away from the bus while riding the lift device.

Fare Payment

Fares and fare payment is the same as on conventional transit. Customers can purchase a reloadable smart card* from all Saskatoon Transit ticket vendors. These cards can hold passes or individual tickets.

Please note that six-month or annual Seniors' passes can only be purchased at the Customer Service Centre downtown.

Cash is also accepted, however operators are unable to make change so it's best to have the exact amount.

Customers are responsible for the fare payment of their companions. While Access Transit allows for flexibility in fare payment, a customer with fare owing may be refused service until such time as all outstanding fare is paid.

Fare can be purchased through the Saskatoon Transit mobile app called TGo or Transit. To qualify for Senior fare, please contact our office to make arrangements or for more information about the mobile app.

For current bus fare rates and information please contact Saskatoon Transit Customer Service at **306.975.3100** or visit saskatoontransit.ca/fares-passes

**A \$5.00 activation fee will apply to all new and replacement cards.*

Alternative Service Delivery

Access Transit has agreements with local transportation companies to supplement Access service. Customers may be transferred from the bus to a cab on occasion.

Taxi cabs cannot be specifically requested. They are provided at the discretion of Access Transit and are intended as an alternative service when regular services are full.

Subscription Trips

If you take the same medical, work, church or school trip at least once weekly for a minimum of four weeks, a subscription trip may be possible, based on service availability.

To apply, call: **306.975.3555**

Once approved and entered into our system, a subscription trip will be provided as long as required – meaning you don't have to call to rebook the trip each time. **Please remember to cancel if you don't need the trip.**

Subscription trips are cancelled on holidays and have to be rebooked through the normal system.

Failure to use at least 60% of subscription trips may result in the subscription being removed and the customer will be required to book trips as needed.

Subscription trips can be suspended for up to three months at the customer's request. Please call to discuss this with our dispatchers.

Cancellations & No-Shows

Unexpected emergencies, illnesses, etc. happen to everyone and disrupt daily routines. Ride cancellations should be made as early as possible when these unexpected occurrences arise. This will allow the trip time to be used by another rider in need of a trip.

Call **306.975.3555** and use the Interactive Voice Response (IVR) system 24 hours a day to cancel or confirm trips.

If you fail to cancel a scheduled trip in advance, you will be considered a no-show and your return trip will automatically be cancelled.

The driver can wait only a maximum of five minutes upon arrival because of other rider commitments.

Late cancels and no-shows or cancels at the door can result in suspension of service as outlined in Access Transit's Late Cancellation and No-Show Policy. This can be found on our website, or call our office and we can send it to you via mail or email.

Understanding how to use fixed-route transit leads to more flexible and spontaneous travel. *Experience Transit* is our travel training program which teaches people to safely and confidently use fixed-route transit regardless of age or ability! We offer group or one-on-one training sessions.

Family of Services

Saskatoon Transit's fixed-route service is fully accessible with **low-floor buses** allowing those with reduced mobility the freedom and independence of using traditional public transit in conjunction with Access Transit.

The fare is the same as it is on Access Transit and you can use your transit pass on both services.

Each low-floor accessible bus has enough room in the courtesy seating area for up to two passengers at a time who use mobility devices, such as a wheelchair or scooter, to safely ride the bus.

The maximum size of these devices is 28 inches wide by 48 inches long including all attachments. Passengers using a wheelchair or scooter must board and position themselves independently, or bring an attendant to assist. If you require an attendant, your regular fare will cover both you and the attendant.

The secure belt system provided is mandatory and drivers can assist with attaching and removing it, just ask.



WHAT'S DIFFERENT ABOUT A LOW-FLOOR BUS?



- **A low-floor bus has no steps.**
The front entrance is equipped with a “kneeling” feature which further lowers the entrance to about 10 inches from the ground or four inches from the curb.
- **These buses also have a driver-controlled fold-out ramp,** which makes for a virtually flat entrance.

Book Service



Request your trip online:

saskatoontransit.ca/access

OR



Call [306.975.3555](tel:306.975.3555)



Enter your customer number and password to use the Interactive Voice Response (IVR) system.

The IVR system is an easy and convenient way to manage your trips. The system will provide you with automatic reminders of your booked trips the night before and allow you to cancel trips you no longer need at the push of a button.



Bookings are taken up to **seven days** in advance.

0 Mon	1 Tue	2 Wed	3 Thu	4 Fri	5 Sat	6 Sun	APPT. 7 Mon
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Example: on Monday you can book a trip for the following Monday.

Booking lines are open Monday to Saturday from 6:30 a.m. to 10 p.m. and 8:30 a.m. to 10 p.m. on Sunday and statutory holidays.

To book a trip seven days in advance, please call any day of the week after 9 a.m.

For trip requests less than seven days in advance, please call anytime during office hours.

Contact Us

Main Office: 422 - 46th Street East
Saskatoon, SK S7K 0W9

Email: accesstransit@saskatoon.ca

Phone: [306.975.3555](tel:306.975.3555)

Fax: [306.975.3572](tel:306.975.3572)