

## Message from the Manager

As the holiday season approaches, I'm pleased to share some exciting updates and highlights from Access Transit. This year has been one of continued growth and progress as we focus on improving accessibility, safety and customer care for everyone we serve.

In 2025, our team **completed approximately 137,468 trips**, connecting more people to the community, while welcoming over **750 new customers**—a 5.3% increase from the previous year—reflecting growing demand for our services.



Waseem Kamran

As winter settles in, please take a moment to review the updated policies and safety reminders in this newsletter to help keep every Access Transit trip safe, respectful, and enjoyable for all.

On behalf of Access Transit, thank you for your trust, feedback, and support. Your partnership motivates us to improve every day.

**Wishing you a joyful holiday season and a happy New Year!**

**Waseem Kamran**  
Access Transit Manager

## BHP Enchanted Forest Tours

Access Transit is excited to once again provide bus tours through BHP's Enchanted Forest at the Saskatoon Forestry Farm.

### Tour Information

- Wednesday, December 17: 5:15–9:15 p.m.
- Thursday, December 18: 5:15–9:15 p.m.
- Friday, January 2: 5:15–9:15 p.m.
- \$10 per person gate fee (cash only)

### Fares

- Access Transit customers ride free
- Companions, including attendants, pay regular fare.

### How to Book

- Reservations can be made up to three days in advance
- Tours are manually scheduled and not part of daily service runs
- Customers may request a preferred date; staff will confirm pick-up and drop-off times for efficiency



**The all-in-one shopping experience is back!**

Saskatoon Transit will offer **Jingle Bell Express** (Route 1225) service on weekends throughout December, and again with **free fare on Boxing Day**.

Two fixed-route buses run in opposite directions between Saskatoon's five malls (**Midtown, Confederation, Lawson Heights, Centre and Market**) to provide convenient and hassle-free travel without the stress or frustration of winter driving!

### Route information:

- Weekends (Sat and Sun)
  - 10:30 a.m. – 5:30 p.m.
  - Regular fares apply.
- Boxing Day (December 26)
  - 10:30 a.m. – 5:30 p.m.
  - FREE fare.

Search **Route 1225** in the Transit App or Google Maps Transit to plan a trip, consult the route schedule, or call Transit Customer Service (306.975.3100) for help with trip planning.

For more information, visit [saskatoontransit.ca/jinglebell](https://saskatoontransit.ca/jinglebell).

## Supervisor Spotlight



### Manmeet Dhaliwal

Saskatoon Transit welcomes Manmeet to the Access Transit team as the newest Supervisor!

Manmeet brings over 11 years of experience in transit services, having worked in a variety of roles—including Operator with both Access Transit and Saskatoon Transit, and most recently as a Service Supervisor with Saskatoon Transit for the past four years.

Fluent in English, Hindi, and Punjabi, and conversational in Urdu, Manmeet's strong communication skills allow him to connect with a wide range of colleagues and customers, helping everyone feel supported throughout their journey.

Outside of work, Manmeet enjoys travelling and spending quality time with his family.

### New Customer?

If you have questions about booking our service, we're here to help! **Contact our team with your inquiries.**

## New Hires

Since our last newsletter Access Transit has welcomed several new faces to the team.



Access Transit is delighted to welcome Waseem as the new Access Transit Manager! With over a decade of dedicated service to Saskatoon Transit—from front-line operator to supervisor to Acting Manager—Waseem brings exceptional experience, insight, and leadership to the role.

**Waseem Kamran**  
*Access Transit Manager*

- **Abhishek Sharma**, *Operator*
- **Ameen Khan**, *Operator*
- **Amritpal Singh**, *Operator*
- **Attila Vajda**, *Operator*
- **Gurwinder Kaur**, *Booking Clerk*
- **Harmanpreet Dhaliwal**, *Operator*
- **Inderjit Singh**, *Operator*
- **Jawad Umar**, *Operator*
- **Jowhar Abubaker**, *Operator*
- **Len Bowkowsky**, *Operator*
- **Manmeet Dhaliwal**, *Supervisor*
- **Paul Sunayan**, *Supervisor*
- **Quinn Walsh**, *Operator*
- **Talha Ismat**, *Operator*
- **Vishav Jyoti**, *Operator*

## Winter Safety Tips

As colder weather and snow arrive, Access Transit encourages all customers to prepare for winter travel. Review these reminders and procedures to help keep everyone safe and mobile:

- **Keep pathways and driveways clear.** Pickup and drop-off locations must be free of snow and ice. For safety, service will not be provided to areas where snow or ice impedes safe transport. Please cancel your trip if your pathway or driveway is not cleared.
- **Dress for the weather.** Bus doors may remain open while assisting other customers. To stay warm, dress appropriately for winter conditions.
- **Maintain your mobility device.** Check that brakes on walkers and wheelchairs are working properly before boarding. Service may be denied if devices cannot be operated safely.
- **Be prepared for delays.** Winter driving conditions can be unpredictable, leading to potential delays. We appreciate your patience as we work to get you to your destination safely.
- **Feeling unwell?** During cold and flu season, please avoid using Access Transit if you are feeling unwell. Notify our team if you experience symptoms to help protect all customers and staff.
- **Stay informed about severe weather and service alerts.** Service may be delayed, limited, or suspended if roads or access routes are unsafe due to snow or ice. Operators cannot serve locations deemed unsafe. Only essential trips may be accommodated.
- **Check Transit Service Alerts** or **SaskAlert** for the latest weather and service updates.

# Policy Updates

## Bringing Baggage on Access Transit

To keep trips safe and comfortable for everyone:

- **Only bring what you can carry.** Access Transit staff cannot assist with bags. Customers are to carry their belongings or arrange for a companion to help. Since winter can create slippery surfaces, manage your belongings safely.
- You may bring small personal items (purses, backpacks) that fit on your lap.
- Up to two bags may be carried independently, or four bags if securely attached to your mobility device.
- One rolling grocery cart is permitted per customer—please mention it when booking.

## Travelling with Service Animals or Pets

Access Transit welcomes service animals, emotional support animals, and pets on board! For a safe and respectful experience:

- All animals must be registered and have a valid City of Saskatoon pet license. Service and support animals must have documentation, remain well-behaved, leashed, and under control.
- Pets must travel in a secure carrier.
- Please inform us at the time of booking if you're travelling with a pet.

## Customer Hygiene and Cleanliness Policy

Access Transit is committed to providing a clean, respectful, and safe environment for everyone. Customers are asked to:

- Maintain personal hygiene and wear reasonably clean clothing.
- Avoid carrying items with strong or offensive odours.
- Keep mobility devices and assistive equipment clean and well-maintained.

## Keep Your Profile Up to Date

To ensure you continue to receive safe, timely, and personalized service, please inform us of any changes to your contact information, home address, or mobility devices. Keeping your profile current helps us:

- Contact you quickly with important service updates.
- Plan your trips accurately and safely.
- Provide the right equipment and support for your mobility needs.

## Lost and Found

### Did you leave something behind on the bus?

Call our offices any time between 1:30 p.m. and 4:00 p.m. at 306.975.3555 to inquire about your lost article. Items are held until your next ride.

## Senior Discounts

Visit a Transit Pass Vendor to purchase tickets and passes at a discounted rate, or ask about getting access to the seniors discount on your mobile device at the Transit Customer Service Centre.

**To qualify for these rates, you must be at least 65 years of age.**

### SENIOR RATES

- ▶ 10 Rides..... \$25.00
- ▶ 1 Month..... \$29.00
- ▶ 3 Month.....\$87.00  
(sold quarterly)
- ▶ 6 Month..... \$168.00  
(sold in January & July)
- ▶ Yearly Pass .....\$313.30

### VENDORS

- ▶ Circle K Stores
- ▶ Co-op Grocery Stores
- ▶ Cosmo Civic Centre
- ▶ Mayfair Drugs
- ▶ Nordon Drugs
- ▶ Safeway Grocery Stores
  - ▶ Lawson Heights Mall
  - ▶ University Heights
- ▶ Shoppers Drug Mart
  - ▶ Canarama
  - ▶ Circle Centre
  - ▶ Market Mall
  - ▶ Midtown Plaza
- ▶ Sask Polytech
- ▶ Transit Customer Service
- ▶ Walker's Pharmacy

# How to Book

Have the following information ready when booking your trip:

- Date and time service is requested for pick up and drop off.
- Time of your appointment, if applicable.
- Exact addresses of pick up and drop off locations.
- Type of mobility device, if any, to be used during the trip.
- If you will be travelling with an attendant/companion, with pets, or with a rolling grocery cart. .

## 20-Minute Pick-up Window

Your scheduled pick-up time marks the start of a 20-minute window. Please be ready at the start of that window to help keep service on time. Operators will wait up to five minutes after arriving within the window before proceeding to the next trip.

### Booking Reminders:

For bookings made three days in advance, our phone lines open at 9:00 a.m. Bookings will not be accepted before this time.

How to use Three-Day Booking:

**Today is:**      **Book travel for:**

Sunday      Wednesday

Monday      Thursday

Tuesday      Friday

Wednesday      Saturday

Thursday      Sunday

Friday      Monday

Saturday      Tuesday

*For bookings made two days, one day, or on the same day, our phone lines open at 6:30 a.m. from Monday to Saturday, and 8:30 a.m. on Sundays.*

**Need to cancel?** We understand that plans change. Please be considerate of your fellow passengers and cancel your ride as soon as possible. Cancelling trips late (two hours or less than your scheduled time), at the door, or simply not showing up for the trip means that someone else has been denied that ride.

## Trip Booking

Request your trip online:  
[saskatoontransit.ca/access](https://saskatoontransit.ca/access)

Click ➤ **Booking a Trip** on the left side of the page.

Or call our office at  
306-975-3555.

## Hours of Service

- **Monday to Saturday**  
6:15 a.m. to 11:45 p.m.
- **Sunday and Holidays**  
8:15 a.m. to 11:00 p.m.

## Upcoming Stat Holidays

- **Christmas Day**  
Thursday, December 25
- **Boxing Day**  
Friday, December 26
- **New Years Day**  
Thursday, January 1
- **Family Day**  
Monday, February 16
- **Good Friday**  
Friday, April 3
- **Easter Monday**  
Monday, April 6
- **Victoria Day**  
Monday, May 18

## Contact Us

✉ [accesstransit@saskatoon.ca](mailto:accesstransit@saskatoon.ca)

🏠 [saskatoontransit.ca/access](https://saskatoontransit.ca/access)

✉ @stoontransit

Booking and Scheduling 📞 **306.975.3555**

Customer Service 📞 **306.975.3100**

Return Undeliverable  
Canadian Addresses to:

ACCESS TRANSIT  
422 46TH ST E  
SASKATOON SK S7K 0W9  
[accesstransit@saskatoon.ca](mailto:accesstransit@saskatoon.ca)

