

SASKATOON **transit**News

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NEWS

MESSAGE FROM THE DIRECTOR

At Long Last

When I first arrived at Saskatoon Transit I was wondering if we would need or want a newsletter, I mean what would we say? Who would manage the newsletter and then who would be on the hook to provide content when there were no articles provided? Then, the more I thought about it the more it made sense. Where else would people find out about the LEED certification our building just received, or the fact that pies in the face as a United Way fund raiser won't be happening this year, but we will still be doing "Be Seen in Jeans".

We, here at Transit, have quite a bit of positive news to talk about: a *7% year to date ridership increase*, more new buses coming at the end of the year for both conventional and Access, a new software package being introduced to the terminals on the buses.

This newsletter is for our Transit family, we want your good news, the sad news, information that is funny, useful and interesting. Most of all we want to create a document that provides you with information you need but can't find anywhere else. Let us know how we do – the suggestion forms are always ready for your input. If you have an article please pass it on to us at transit.services@saskatoon.ca or the front desk of the COC. Thank you and have a great day!

Jim McDonald

MAINTENANCE

More New Buses

Our contract with our bus supplier runs out this year, which means it's RFP time again. The request for proposal will go out to the industry with our specifications to see who can most closely match what we want with the best price. The last batch of seven buses from the old contract will be arriving in early January, 2019, with the new contract buses being for delivered in 2020. The goal is for ten new buses to be delivered every year.

With the delivery of the seven new buses in January, we will see the remaining conventionals decommissioned and removed from service. With these changes Saskatoon Transit's fleet will be 100% accessible with all the buses being low floors.

100%
Accessible

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ATU NEWS



Watch this space for the latest news from the ATU.

REMINDERS

transit
interAction
AN INVESTMENT IN TRANSIT.

Transit Interaction training will continue. This two-day course focuses on Customer Relations and Interactions and is intended for individuals with more than three years of experience with Saskatoon Transit. Some of the topics included are: Customer Service, Disabilities, Aggressive Customers and Defensive Driving.

Sessions occur monthly and there is a general sign up in the operators lounge at the COC for all those interested in attending.

KUDOS

"I wish everyone would take the transit. People complain about needed upgrades compared to major city centres, but the only way for upgrades to happen is if people support our transit now!"

HUMAN RESOURCES

Awards

In June 2018 the Saskatchewan Apprenticeship and Trade Certification Commission recently awarded **Andrew Yuzwa** and **Chad Fey** with Journeyman Certificates as Heavy Duty Truck & Transport Mechanics for completing a four year Apprenticeship Program. Congratulations!



HUMAN RESOURCES

New Operators



New Bus Operators who completed their five-week training on August 10, 2018 (Left to Right):

- ➔ Al Lim, *Driving Instructor*
- ➔ Lyle Kreke, *Driving Instructor*
- ➔ Sohail Qaiser, *Bus Operator*
- ➔ Sanjit Singh, *Bus Operator*
- ➔ Kuldeep Dhillon, *Bus Operator*
- ➔ Davinder Bhardwaj, *Bus Operator*
- ➔ David Love, *Bus Operator*
- ➔ August Sanderson, *Bus Operator*
- ➔ Tim Cotts, *Driving Instructor*

New Bus Operators who started on September 10, 2018:

- ➔ Harmanbir Singh
- ➔ Ryan Penner
- ➔ Ken Peters
- ➔ Navneet Singh
- ➔ Blair Jackson
- ➔ Varinder Singh

HUMAN RESOURCES

Retirements

Bob Howe
Access Transit Manager
30 years of service

Ingrid MacKay
Bus Operator
20 years of service

Patricia Garner
Bus Operator
12 years of service

**Thank
you for
your
service.**

CONGRATULATIONS

High Five Winner



Congratulations to Customer Service Representative **Yanci Morales** for receiving the City's August High Five!

SAFETY

Boot Allowance

Operators, are you looking to replace your work footwear? Saskatoon Transit covers up to 25 points yearly for approved footwear purchases. While you're at it, consider something that is CSA approved. As Saskatoon Transit's fleet becomes fully accessible, more wheelchairs on the bus means an increase in potential incidents.



You're the experts and we want to hear your innovative and creative ideas.
SHARE YOUR IDEA ONLINE: saskatoontransit.ca/customer-services/transit-talk

OPERATIONS

Transit Master

Saskatoon Transit will be upgrading the ITS software to Transit Master later this year. This new software will utilize the same Mobile Data Terminals (MDTs) and hardware we currently have on the bus, but will include more robust features such as:

- ➔ Real-time detour management for both operators and the public.
- ➔ Extensive tracking on route for full bus, mobility aids and incidents.
- ➔ Feeds to Twitter and the app called Transit .
- ➔ Internal and external announcements.

Information and training sessions will run from September through November with a five-bus test pilot occurring in October. The final installation is slated for December/January.

FUNDRAISING

United Way Fundraising



Event	Date	Total Income	Total Cost	Net Revenue
Be Seen in Jeans	6-Aug-18	\$59.00	-	\$59.00
Ice Cream Sandwiches	18-Aug-18	\$10.00	-	\$10.00
Exhibition Draw	2-Aug-18	\$80.00	-	\$80.00
BBQ	9-Aug-18	\$464.61	\$160.41	\$304.20
Ice Cream Sale	15-Aug-18	\$317.00	\$225.00	\$92.00
Totals		\$930.61	\$385.41	\$545.20

Thank you so much to everyone who helped make these events happen. A special thanks to Shelley for coordinating everyone and making sure things went off without a hitch while so many people were on vacation.

Thank You Access Transit from John Dolan School

During end of year school trips, Access Transit provided transportation to a group of students at John Dolan School to attend a Powwow at Mount Royal Collegiate. Soon after, while visiting the school, we were given thank you cards from the students for the service we provided. "The buses were lined up, ready to take us. We felt like royalty," said teacher Sara Ho.

Working with our dispatchers to arrange the trip, fifteen kids and their attendants took buses to and from Mount Royal to take in the festivities. Six drivers participated in the outing. Students and teachers commented on how helpful and kind everyone was.

On the return trip, another passenger got to ride along with the kids. She said it was the highlight of her day getting to see their smiling faces.

Thank you to all of our drivers and dispatchers for making this happen!

Customer Service Staff Successes

Saskatoon Transit Customer service staff once again provided very helpful and professional assistance to our Transit customers through the July route changes.

The Customer Service staff showed great teamwork and are looking forward to helping students with route questions as they head back to school.

Thank you. Everyone's hard work and dedication to provide the citizens of saskatoon with excellent customer service is greatly appreciated.

Eid Mubarak



RASHID AHMED @AhmedsRash · Aug 22
 Thank you @cityofsaskatoon for sharing Muslim greetings "Eid Mubarak" on city buses. You guys have made our day with full of happiness. Love it ❤️.
 #Saskatoon #DiversityIsStrength #LoveForAllHatedForNone



#BusStopBluesYXE

The Bus Stop Blues campaign is back! We ran this campaign last year and received some really good feedback on what bus stops residents would like to see improved, so we decided to run it again. This is primarily a social media based campaign where residents are asked to post a picture and the location of the bus stop they would like to see improved with the hashtag #BusStopBluesYXE. This campaign ran until September 21.



Engaging with Students at the UofS

Over four weekends this summer Saskatoon Transit participated in the UStart program where we were able to educate over 1,000 new students on where to live if you plan on taking the bus, how to use public transit and the tools that will help them.

"I'm glad I came over here and talked to you guys, I've never been on the city bus before and this makes me a lot more comfortable with it now."

We also participated in Campus Expo on September 4th in the Bowl at the U of S and Transit Planning and Customer Service staff were at Place Riel to help students learn their routes and educate them on the Transit app.

Transit App

We encouraged customers to plan their trip using the real-time app called Transit. The app can create customized route maps without having to sort through schedule. It also shows all route and bus stop service alerts so riders know what to expect before they head out. There is a booklet and a how-to video available on the website under *Plan my Trip*.



Student Art on Buses

This past June, in an effort to create a greater sense of community Saskatoon Transit hosted their very first Active Transportation themed art contest. In working with both school boards it was decided the contest was best suited for grade 3 and 7 students. The artwork was judged by a third party from PavedArts and the winners were announced on June 25. The winning artwork was displayed on ten buses throughout the summer months.



SEPTEMBER

- 1 Fireworks Festival
- 3 Labour Day
- 4 U of S Campus Expo
- 4-7 Planning and Customer Service at Place Riel
- 13 United Way Stuff the Bus
- 19 Talk Like a Pirate Day
- 20 Long Service Awards
- 26 Aden Bowman Bus Shelter Art News Conference
- 27 Toons on Transit Launch
- 29 Nuit Blanche

OCTOBER

- 2 Bridge Opening
- 8 Thanksgiving
- 10 Spotlight on Seniors
- 11-12 Slips, Trips and Falls Info
- 14-20 Invisible Disabilities (watch for more info)
- 15 Scratchy
- 29-31 Pumpkin Carving Competition
- 31 Halloween

NOVEMBER

- 2 Random Acts of Kindness Day / Information on BRT
- 11 Remembrance Day
- 18 Santa Claus Parade

KUDOS

"We had an unfortunate vehicle accident last month, and have depended on the transit system since then! We truly appreciate the free ride, and the app sounds like quite an easier way for us to make our appointments downtown." – Fireworks Festival

"I live out of town and rarely depend on any transit, however my sister and I do use it for concerts! She lives in the city and it just saves so much time and money on trying to park in that area!"

Follow us on Twitter: @stoontransit