



Seasons Greetings

The Management and staff at Access Transit wish all of our customers a joyous holiday season and we look forward to serving you in 2008!

Free Bus Ride to Enchanted Forest

Once again, Access Transit is pleased to be offering **free** transportation to the SIGA Enchanted Forest for **Access Transit registered customers** on December 18, 20 & 21. Pick ups will begin at approximately 6:00pm each night. Normal booking procedures apply, and because space is limited, we encourage you to book 7 days in advance. When booking your trip, please be sure to specify that you are booking for the Enchanted Forest tour. One friend or family member may accompany customers, but will be required to pay regular bus fare. **Everyone on the bus must pay the Enchanted Forest entry fee. The driver will collect the \$4.00/person when you board the bus. Exact amount only please.**



Ding in the New Year!

Access Transit will be providing **FREE SERVICE** New Year's Eve from 6:00pm to 2:45am. Normal booking procedures apply. Call the Access Transit booking line starting Monday, December 24th

No Show and Trip Cancellation

When a Driver goes to a destination to pick up a customer, and the customer either cancels the trip at the door, or is a "no-show" (when we arrive to pick up the customer and the customer is not there), it has a negative impact on both our customers and Access Transit. It wastes valuable time and resources, and takes service away from other customers who could have used that trip at that time of day.

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At Access Transit, we understand that unexpected occurrences or emergencies may arise on occasion, resulting in the inability to give appropriate notice when a trip or trips are no longer required. **However, we must remind everyone to please cancel your trips well in advance if you are aware you no longer require our service.** This enables our Dispatchers to provide another customer with a trip.



No-shows and trips cancellations continued.....

The problems of "no-shows" and "cancellations at the door" have been discussed at several Access Transit Advisory Committee meetings. The option of charging people for trips that are regularly not cancelled properly has been discussed. The committee is unanimously in favour of imposing a charge or fine for repeat offenders.

This may be perceived by some as drastic consequences. Unfortunately, this may be the only way to stop repeat offenders. Access Transit can increase the number of trips we can provide in direct proportion to the reduction of the number of "no-shows" or cancellations at the door, if everyone cooperates and cancels trips that are not required well in advance. This will result in a win /win situation with a more efficient system and much happier customers.

At the present time, customers who repeatedly cancel trips at the last minute, or repeatedly "no-show" for their trips may be subject to a suspension of service, as per the Cancellation and No-Show policy. Please, be courteous and help us help you. The system works better if we all work together.

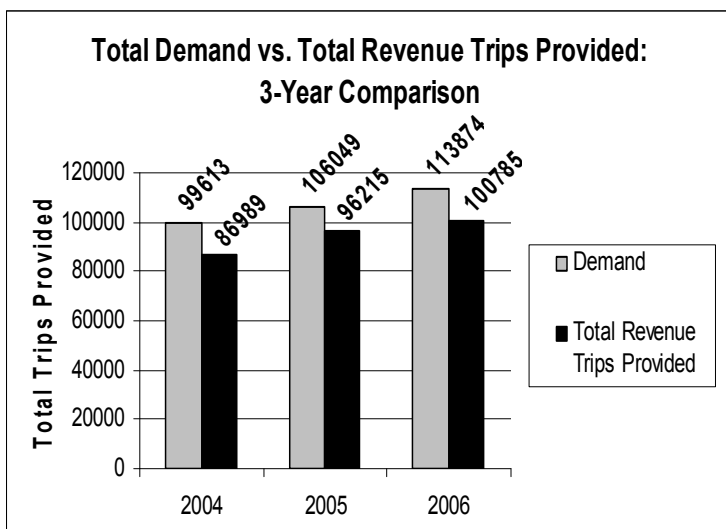
7 Day Booking Window/Procedure Clarification

Customers can book trips on the same day or up to 7 days in advance. Trips are booked on a first come first serve basis and are not guaranteed. The phone lines open at 9:00am everyday for customers booking 7 days in advance. Phone lines open at weekends and Statutory Holidays in advance or less, including same day pm everyday. Customers are only allowed to book a maximum of 4 one-way return trips, per phone call, per day. Access Transit is a shared ride service.

Remember to be ready at least 10mins before your scheduled pick up time. The driver can only wait 5mins once they arrive for pick up.

6:30am Monday to Friday and 7:30am on weekends for those wishing to book trips 6 days in advance. Booking phone lines close at 10:00am. Access Transit is a shared ride service and we want to be fair to all of our customers.

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The service demand for Access Transit is steadily increasing. From 2004 to 2006 we have experienced an approximate increase of 14% in demand for service. In the same time period we have increased the total revenue trips provided by Access Transit by approximately 16%. In the future, it is our hope that additional funding initiatives will help to close the gap between the service demand and the amount of service we are able to provide.

Low Floor Bus Service to the Field House

Saskatoon Transit has revised its D.A.R.T. Route 50 to provide transportation to and from the Field House. The bus will stay on the main perimeter road of the Field House with stops located at Field House Road & Stadium Crescent and also at Field House Road where it intersects with the road leading to the front entrance of the Field House. D.A.R.T. routes always have low floor, easy access buses assigned to them for easier accessibility. The first Route 50 bus from downtown will arrive at the Field House at approximately 6:25am, Monday to Friday, 7:10am Saturdays, and 8:40am on Sundays and Holidays. The first Route 50 bus from the Centre Mall will arrive at the Field House at approximately 6:03am Monday to Friday, 6:33 am Saturdays, and 8:33am on Sundays and Holidays. For more information on schedule times, please refer to a Route 50 Route Map and look for any U of S time point, or you can contact Saskatoon Transit Customer Service at 975-3100 for any additional information.

New Buses

Our new buses have finally arrived! They are buses 761 and 762. Crestline Coach had teamed up with a company from the U.S.A called Turtle top to provide us with a quality made bus. They are also equipped with rearview cameras which enables the drivers to see behind them. When you get a chance to ride on one, please tell the driver what you think of the new ride.



Fare is fair

Every customer must pay the appropriate fare for each and every trip on Access Transit. Contrary to what some people believe, Access Transit cannot bill a customer or a third party to pay for a trip(s) at a later date. We do not want to have to deny service to anyone because they did not have the proper fare.



The costs for operating Access Transit are offset by fares collected from users of the service, while the operating deficit is shared between the City of Saskatoon and the Province of Saskatchewan. The fares collected are necessary to maintain and sustain the service. Our Drivers do not carry change; therefore our customers must use exact change to pay for their fare. The Access Transit fare structure for 2007 is as follows: Adult: \$2.25; Student (Grade 9-12): \$1.70; and Children Kindergarten to Grade 8: \$1.35. Punch passes can be purchased from our Drivers for \$36.00 which is good for 20 rides. All other fare media can be purchased at the Customer Service Center in the Downtown Bus Terminal on 23rd Street and 3rd Avenue.

Reminders

One Step Policy

Service is provided from "accessible door to accessible door". For the safety of both the client and the driver, drivers will not take mobility devices up or down more than one step. It is the client's responsibility to provide a ramp where there is more than one step and to ensure that all ramps are safe and in good repair. Ramp surfaces must be non-slip, clear of debris, ice and snow, and be at an angle that will allow for safe motion.



Reminders Continued...



Packages and Parcels

During the holiday season many Access Transit customers use the bus to go shopping. **Please keep in mind the driver is not responsible for carrying packages.** Drivers of lift equipped vehicles can only transport what the customer can reasonably carry and hold by themselves in a safe manner.



How to use the Phone System

PRESS "1" To **book** or check on a trip. Pressing any other number will not allow you to schedule transportation or to see if your Standby request can be accommodated

PRESS "2" To **cancel** a trip (24hrs per day). This would be for trips already booked including subscription trips.

PRESS "3" To **register** as a new customer.

PRESS "4" To reach the **supervisor's** office. Please DO NOT leave a message requesting a trip or cancellation as Supervisors are often out of the office. Calls are generally returned within 24hrs, however it may be up to 48hrs.

Fax and Email bookings



Running short on time or can't get to a telephone to book your trip? Access Transit trips can also be requested by fax or email (see information section) Be sure to include the following information:

- Your name
- The day you want to travel
- The address or building/business you want to be picked up at
- The address or building you want to be dropped off at
- The time you need to be at the drop off location.
- The time you want to return
- Your mobility device
- Whether or not you will have an attendant with you
- How you want to be contacted about your trip request (phone number, fax number or email).

Keep in Touch

Are you moving? Have you changed your mobility device? Let us know so we can continue to provide you with the best service possible. Let us know your new address, postal code and phone number or mobility device.

ACCESS TRANSIT

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