

City of Saskatoon – Saskatoon Transit and Bus Riders of Saskatoon Meeting
Monday, March 21, 2016

4:00pm - 5:00pm
301 24th Street West

Saskatoon Transit: Corey Shrigley (Communications and Customer Engagement),
Colin Stinson (Marketing Consultant) and Mike Mollenback (Saskatoon Transit –
Operations Manager)
Bus Riders of Saskatoon: Sarina, Cam, Robert

AGENDA

1. Introductions

- Corey has ITS in his department now

2. Questions and Discussions from Bus Riders of Saskatoon

- i. Many cities have a bylaw, which allows buses the right of way in traffic. Saskatoon is not currently one of those cities. Could you provide clarification on why this is not a bylaw in Saskatoon? Is there any background on this topic?
 - Trying to work better with transit planners in transportation to get more priority in how they do things
 - This has been a discussion internally with Saskatoon Transit.
 - Jim might be looking at hiring an engineer/planner to consider transit infrastructure
 - There's a concern about a stigma of not respecting transit (e.g. unused stops or people parking at stops)
 - They would need that support from transportation
 - **Colin will follow up with Jim to see if there is anything further happening here**
- ii. Follow up from May and December 2015 meeting in regards to signage and communication on buses.
 - May 2015 minutes found here: <http://busridersofsaskatoon.ca/wp-content/uploads/2015/05/Meeting-8-May-13-2015.pdf>
 - Looking at changing the structure of some bus stops. They are looking at differentiating the bus stop polls to help identify them for those that are visually impaired
 - E.g. posts being triangular instead of round
 - Opportunity to add signage or time information. They will try to make this multi-functional.
 - E.g. signage could say “frequency every 15 minutes” or stop names

- Looking to implement them within the next two years
 - A standard is being developed for transit stops. It's in its initial stages for implementation.
 - December 2015 minutes found here: <http://busridersofsaskatoon.ca/wp-content/uploads/2016/02/CoS-Meeting-Minutes-December-16-2015.pdf>
 - Saskatoon Transit has looked into it. There's no ability to set the timer for each message. Both messages get equal time.
 - Pretty simple technology.
 - Were there any updates on the scrolling issues on the buses, where sayings (such as "Be a Snow Angel") were on display longer than the bus name and number?
 - Question from BRS: Is something like "Go Riders" sponsored?
 - This will be a sponsored opportunity in the future.
 - The priority will still be communications for riders and eligibility.
 - No further updates.
- iii. Follow up from November 2015 meeting in regards to a closed door versus open door policy. We were meant to receive follow up through email, but have not received any more information.
 - Safety and security issue is the main thing. Having the doors open without monitoring/regulation is the main concern.
 - It's difficult to find internal literature on this
 - Supervisors have tried to open doors at the terminal when people are waiting. But it cannot be left open the whole time.
 - Most of service there should be a supervisor present
 - Most buses have a sticker that refers to a closed door policy.
 - Individuals on the bus can still leave at the back door.
 - The theme is providing a safe, warm place for people to wait.

3. Questions and Discussions from Saskatoon Transit

- April 11, 2016 – Let's Talk YXE – next phase
- Concern with #6 Broadway due to the construction
 - The sign for detour is facing drivers not pedestrians (i.e. facing the road way rather than the street).
 - Signage refers to bus going "eastbound" even though the bus goes north/south
 - The directions to the temporary bus stop was confusing as well
 - Nothing updated on the Service Alerts page (last updated January 2016) for saskatoontransit.ca or trip planner.
 - **Robert to send these photos to Corey and Colin**
- Recommendation to include more detail information for the next 8th Street Engagement

- They meant to keep it high level for the consultation until the information goes to council for approval
- They will have a frequency map, scheduling information and information for passengers in their trip planning
- Biggest concern is the transfer in moving to a frequency system
 - Transfers can be a concern if frequency is low, but with higher frequency, transfers should not be a problem
 - From the words of Jarrett Walker, frequency is freedom. People have the choice to change their mind in their trip planning and have flexibility.
 - In these 8th Street changes, it will be shorter for people to get to their destinations because there will be a transfer waiting there with higher frequency.

4. Additional Items

- **Cameron to send a poster for YXE Let's Talk to Colin**
 - **Copy Tom Simpson to get posters up for customer service**
 - Tom is moving to transportation. Saskatoon Transit is interviewing a new Customer Service Supervisor.
- The bylaw needs to be reviewed about placement of posters (and clarification of if they can be on the shelters).
- Question from Saskatoon Transit: Does BRS meet with any new comers or Saskatoon Open Door Society?
 - Not directly, we have offered to meet with the organizations and talk about our organization. But there are programs like Saskatoon Open Door Society and Sask Polytechnic talk about how people can use the bus.
 - The Newcomer Centre and Saskatoon Open Door Society are partners in YXE Let's Talk though.

5. Next meeting: Monday, April 18, 2016 – 4:00pm – 5:00pm

6. Adjournment