

City of Saskatoon – Saskatoon Transit and Bus Riders of Saskatoon Meeting
February 22, 2016

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

AGENDA

1. Introductions

Saskatoon Transit: Jim McDonald (Director of Saskatoon Transit), Colin Stinson (Marketing Consultant) and Mike Mollenback (Saskatoon Transit – Operations Manager)

BRS: Lila, Mylyne, Sarina

2. Subcommittee on Transit Safety (Mylyne)

- **#YXE Let's Talk: Transit Safety**
- Background: Following reports of sexual assaults on Saskatoon Transit over the past months, BRS and community partners are collaborating to initiate a community conversation about Transit safety.
 - Making passengers aware of what's available to them and what they can do
- Goals:
 1. To develop procedures that can be followed to ensure the safety of Transit riders;
 2. To develop a public education campaign to raise awareness of these procedures
- Upcoming event: **Public Feedback Forum - University of Saskatchewan, Place Riel Main Level - March 7, 2016, 11:00am - 12:30pm.**
 - Ask those present what are their problems and what solutions they can see
 - Trying to represent as many demographics as possible
 - Future community forum and aimed for late March, early April.
- What we request of Transit: to take part in the discussion of forum results and assist in achieving goals.
 - Data will be gathered and processed
 - A meeting will be requested with Saskatoon Transit, Saskatoon Police Services and other City of Saskatoon departments
 - Saskatoon Transit will participate in a preliminary meeting to help BRS invite additional City of Saskatoon representatives
 - Sarina to connect Mylyne and Colin
 - Saskatoon Transit Question: Is it specifically transit safety? Or public spaces?
 - BRS Answer: We will be presenting specifically on transit.

- Something to consider: Equipment failure, in addition to personal safety (e.g. failed poles to hold on to)
- **Follow up: Send dates to Colin on our open house**
- What's the Saskatoon Transit policy on handing out information at the malls?
 - You can put it up on poster boards that are present
 - But not on the glass (CPTED concern)
 - **Colin to send city [bylaw 7565](#)**
 - Tom Simpson at the customer service centre can also help inform BRS
 - Mylyne to contact

3. Questions and Discussions

Follow-up from last meeting:

- Why can you only purchase a monthly bus pass after a certain date?
 - Answer copied from email correspondence with Colin Stinson
 “Historically passes have always been available only after a certain date. Way back when we were still using paper passes, the product was physically delivered to the vendors once a month. For example, March passes were delivered around the 20th of February and February passes were picked up. Now that we are electronic we have continued with this process. Products are created in the system and must be “published” via a table. The Vendors update their terminals via transmitting. This updates their information and downloads their sales to us. In order to have consistency we picked the 20th of each month for the new month’s products to be available. Vendors (and customers) know that they can purchase the next month’s pass after the 20th of each month. When the vendor does this (transmit) after the 20th, the current month is removed and the next month is available. Current month passes are still available at Customer Service. By only having the one product available at the Vendor level, this minimizes errors (loading of wrong product) and reduces inconvenience to the customer. The 20th was selected because, economically it does not make any sense to purchase a monthly pass for 83.00 with only 10 days left in the month. Also, that gives customers 10 days before the end of the month to purchase the next month’s pass.

So, in short there is no simple easy answer. Logistically it makes sense to offer the products this way. We can discuss this further if you wish as it is difficult to put everything down”.

- Edmonton has an official grace period for expired montly passes (e.g. 1 day)

- Saskatoon's grace period is unofficial (i.e. your driver may remember you and let you ride the first of the month for free, if your pass is not renewed).
- Why can you not purchase a year's worth of passes at any time?
 - Answer copied from email correspondence with Colin Stinson "We do not publish/create more than the next month's product – keeps the system cleaner. So, there is an Annual Pass available (12 month pass for the cost of 11 months). This product is available each month and is valid for one year. The product is available at Customer Service. Again, the reason it is only available at Customer Service is to minimize loading errors".
 - **Follow up on annual pass for next month (senior versus general)**
 - General annual passes can be purchased at any time
 - 3 and 6 month passes have to be set to certain dates. Otherwise this leaves a lot of unique values in the computer and room for error (i.e. there are 48 options to add)

4. Additional Items

- Jarrett Walker presentation on March 12, 2016
 - Stakeholder workshop (afternoon workshop)
 - BRS to get one seat
 - Evening event – free – at Broadway Theatre
 - In conjunction with Great Places Saskatoon
 - Book signing and 45 minutes presentation
 - Growth Summit at the Governance and Priorities Committee Meeting on March 14, 2016
 - BRS will probably present to the committee.
- Free service on election day
 - The pass will be available at multiple locations and usable for trips to and from the polls
 - It is different than past municipal elections free service

5. Adjournment

Next meeting is Monday, March 21, 2016 from 4:00pm – 5:00pm. Jim McDonald will not be present.