

Minutes for BRS-Transit meeting on Friday, July 21, 2017 at 4:00-5:00PM

Location: Transit's new COC on Valley Road

Present: Corey Shrigley from Transit; Peter Gallen, Cameron McMillan and Robert Clipperton from BRS.

- 1) 22nd Street Corridor: What has Transit's experience been so far on this latest corridor?
 - a) The general principle of the service changes on the west side was to: i) implement a high-frequency (10-minute) corridor along 22nd Street while retaining the close spacing of bus stops (e.g., high-frequency but not high-speed corridor), ii) retain for now the medium-frequency (15-minute) service along 20th Street, and iii) make as small changes as possible to the suburban loops to minimize confusion among the riders. No attempt was made this time to improve north-south service across the 22nd Street corridor.
 - b) In general Transit was pleased with the implementation of the 22nd Street high-frequency corridor and its suburban loops. So far, no major negative impacts from the train crossings have been reported beyond some inevitable delay in a few, immediately affected buses.
 - c) Prior to the implementation, Transit did most of its engagement and advertising locally, which included direct consultations with Riversdale BID, USSU (University student union) and Montgomery Community Association and the door-to-door delivery of informational leaflets directly to businesses. The open house at Confederation Mall for the general public was very well attended. Prior to and after implementation, Transit also conducted an on-line survey for anyone interested. Transit was aided by Fast Consulting in these engagements and feed-back was generally much more positive than negative.
 - d) In response to a particular query that BRS had received about service to Montgomery, Transit indicated that they had difficulty satisfying everyone in the community due to conflicting community desires: some people want good transit service while others resented any transit vehicles on the narrow streets. Transit attempts to lessen the negative impact by using smaller vehicles.
 - e) Additional information sessions are planned at the University of Saskatchewan and other post-secondary institutions in the fall when classes resume.
- 2) 2018 Budget: What are Transit's priorities and challenges for the upcoming budget?
 - a) Additional funds are required to mitigate the negative effects on service in particular neighbourhoods, such as route 86, due to the introduction of the high-frequency corridors.
 - b) Additional funds are required to mitigate particularly awkward situations, such as route 17, when transforming daily from regular daytime service to regular evening service.

- c) A new staff position for a Planning Engineer is required.
 - d) The recently acquired Remix software allows quick and easy calculation of route costs, which will allow Transit to provide feed-back to Councillors and others regarding the financial impact of requests for expanded routes.
- 3) Update on the Branding Initiative and the Communications Consultant position
- a) Interviews are still being held for the Communications Consultant position.
 - b) The duties of the position are presently shared between Cory, Colleen , Andrew and Mark who have concentrated on well-established initiatives such as ‘Stuff the Bus’. BRS suggested that Transit, following the lead of Police and other civic organizations, might want to take part in the Pride Parade and the Exhibition Parade (either by providing a bus or a tongue-in-cheek sign stating that “all Transit vehicles are currently serving customers”).
 - c) After the hiring of a new Communications Consultant, a soft launch of the new brand is planned for the early fall, probably September when classes resume.
 - d) BRS suggested that after the new Brand is introduced, Transit might want to extend the impact of the new logo and colour scheme over a longer period through regular postings on specific topics (e.g., ‘cheapest fare is obtained by using Go-Pass’, ‘lost & found-procedures’, ‘contact information and contact hours by phone, web, text, in person, etc. ’) in buses and bus shelters, in the malls and elsewhere and by being regularly present in the media (regular interviews for paid and free newspapers, radio, TV). One specific suggestion was to make highly visible posters (always with the new logo and colour scheme) about ticket availability at each vendor location in particular, but also at terminals, select bus stops, city garbage cans, and other key locations.
- 4) Could you update us on the various planning initiatives that seem to be in the works:
- a) Three major consulting contracts are currently in the process of being approved by Council: i) an Engineering contract for the design of the BRT plus the entire future transit network, ii) a Planning contract for 3-5 so-called Transit Villages, and iii) an Engagement contract.
 - i) Regarding the Downtown Terminal, BRS indicated that the exact intersection of the Red & Blue BRT-lines is the logical location for this critical terminal. BRS also stressed that this terminal should be publicly controlled and that it is the logical location for a joint-terminal between local, regional and inter-city transit providers, and shuttles to the airport and train stations. In addition to adequate space for the various transit vehicles, services required include accessible, clean and no-cost public toilets; ticket and freight sales; luggage storage; lost-and-found; refuse, recycling &

cigarette disposal; secure bike parking; and shelters and waiting room with sufficient seating — all with adequate safety and security. Due to the very high numbers of pedestrians and cycles accessing the site from the immediate surroundings and similarly high numbers of riders changing buses at that location, a careful design is absolutely crucial. Dedicated traffic corridors for the various transit vehicles are also crucial in order to ensure unencumbered access in all directions all the way to city limits.

- b) Regarding the proposed Transit Villages, Transit has emphasized that transit functionality should be paramount. As above, BRS again stressed the essential needs for public toilets, ticket sales, benches, shelters and security.

5) Update on Train-the-Trainer: What is the status of this initiative?

- a) Transit has already been in contact with a number of organizations, such as Acquired Brain Injury Association, SCOA, Open Door Society and New Comers, some of which have been very interested and others that have not yet committed themselves. BRS regretted that the Public Library has not yet been contacted.
- b) Transit is launching a series of ‘Experience Transit’ training sessions in August and September for small groups of the general public (see pamphlets below).
 - i) The purpose of these sessions is multi-faceted. First, they provide opportunities for Transit to find out what people already know and what they want and may need to learn. Second, they provide hands-on opportunities for multiple Transit staff to learn to conduct this kind of training sessions for a varied audience and they also function as testing grounds for the hand-outs and training materials. Third, they are a tangible result of a dedicated effort by Transit to reach out to particular organizations in the community. Fourth, they provide an opportunity to recruit select individuals as future lay-trainers.
 - ii) Eight sessions in total for six (6) signed-up people each have been scheduled for August and September. Of these eight sessions, four have been dedicated to members of SCOA.
 - iii) People can sign up as individuals, but entire (extended) families are also encouraged to sign up, because each individual family member might have differing needs and might qualify for or be better served by different ticket types.
 - iv) Each typical session is about two hours long and starts Downtown with a brief introduction at Transit’s Customer Service Center on types of tickets/passes and how to purchase them. Then the group learns how to board, pay the fare and exit bus 15 on the way to Transit’s new COC, where more detailed training on schedules, maps,

rider expectations/behaviours, website/apps will take place, before getting a final practise run on the return to Downtown.

- v) The Information Sheet and Application Form for these sessions, including contact information for sign-up, have been appended at the end of these minutes.
- 6) How does Lost & Found work, especially outside Customer Service Centre office hours?
- a) This is Saskatoon Transit's current Lost-and-Found Policy:

Saskatoon Transit Lost and found Policy

Saskatoon Transit is not responsible for items lost on its vehicles or property. It does however provide a lost and found service for both Valuable items and items of lesser value.

Items of value are defined as: Cash, Purses/wallets and contents, cameras, musical instruments, Jewellery (includes watches), bicycles and electronic equipment (cell phones, CD player, Computers, iPods). All other items are considered items of lesser value.

Items of value are held for __ days only and then is sent to City of Saskatoon lost and found as SPS services. Inquiries for there can be made at our customer service office at 226 23rd street East or by calling (306) 975-3100. Proof of ownership is required to obtain lost items.

Items of lesser value are held for 7 days only can be claimed at our customer service office at 226 23rd street East or by calling (306) 975-3100. Proof of ownership is required to obtain lost items.

Perishable and any sanitary concerned items will be disposed of within 2 days due to Health and safety concerns. Any inquiries can be made at our customer service office at 226 23rd street East or by calling (306) 975-3100. Proof of ownership is required to obtain lost items.

Contact for all lost items must be made by person for pickup inquires can be made both in person and over the phone. Any inquires made through email or online will not get a response.

- b) BRS pointed out that Transit's website could be much more specific about where lost articles first end up and where and when exactly they are transferred, including addresses, contact information and open hours. BRS also reminded Transit that people are particularly anxious and vulnerable when losing critical items such as a wallet, credit card, ID, transit pass, medicines, cell-phone or crucial children's items (stroller). Finally BRS pointed out that particular attention needs to be directed to losses that occur outside of office and telephone contact hours, and also that people cannot access the website or

Customer Service by phone after losing their phone! Contacting a Transit Operator might be the only available opportunity, so all Operators need to know whom to contact and that Staff person needs to know exactly what to do.

- c) In response to a particular query that BRS had received, we brought Transit's attention to the fact that pressing "0" in order to speak to an operator sometimes directs the caller to a number that is no longer in service. Transit informed us that SaskTel had recently given notice about terminating their current service with Transit and that Transit is almost finished installing a new telephone system of their own from Mitel. The problem may thus already have been remedied or will so be shortly.

Experience Transit

Saskatoon Transit is exploring new ways in which to promote sustainable alternatives to car use and to support friendly forms of transportation such as walking, cycling, ride sharing, and public transit. There is huge potential in this area for older adults, new Canadians, students, and any individuals new to transit to become more active in multi-modal transportation. Saskatoon Transit is leading this kind of change. This summer there will be several opportunities for you to test drive transit and *Experience Transit* as a 1st or 2nd time rider.

People new to transit are faced with challenges as they consider a change in their mode of transportation. These may include: having a support system to find a new way of being independent and mobile, understanding bus routes, fears and anxiety, and adapting to a new mode of travel. *Experience Transit* is a first step – positive experience that will help you overcome these initial challenges of travelling on transit.

Who can benefit from this travel training experience

- Older adults and their families
- Those already using transit but lacking confidence or having some anxiety about transit
- Those with a physical and/or cognitive disability
- Those with a mobility aide (ie: walker, wheelchair)
- Those who would like to learn about public transit but who are still capable of driving
- Those who are new to Saskatoon or have never tried transit before
- Those who have English as a second language

Details about *Experience Saskatoon Transit*

- In partnership with different Saskatoon community organizations, Saskatoon Transit will be offering 2 hour *Experience Transit* sessions this summer
- In this 2 hour travel training session you will be introduced to Saskatoon Transit staff, learn about bus fares, how to board and disembark a bus, travel on a transit route, and participate in a lively "Transit 101" discussion. Each session is limited to 6 persons per group and availability is on a first-come basis. The size of each group, duration of session and start/end times may vary.
- Available Dates & Time:

Wed., Aug. 16, 2017 (10:00 am – 12:00 pm)	Thurs. Aug. 17, 2017 (1:00 pm – 3:00 pm)
Wed., Aug. 23, 2017 (10:00 am – 12:00 pm)	Thurs., Aug. 24, 2017 (1:00 pm – 3:00 pm)
Wed., Sept. 13, 2017 (1:00 pm – 3:00 pm)	Thurs., Sept. 14, 2017 (10:00 am – 12:00 pm)
Wed., Sept. 20, 2017 (1:00 pm – 3:00 pm)	Thurs., Sept. 21, 2017 (10:00 am – 12:00 pm)

To request an application form to register a spot for yourself or a group (4-6) for one of these dates, or for more information about *Experience Transit*, please contact one of the following:

Cory Shrigley
Customer Support & Engagement Manager
Saskatoon Transit
Tel. 306.975.2990 cell 306.380.7100
Email: cory.shrigley@saskatoon.ca

Tony Vogelgesang
Customer Service Supervisor
Saskatoon Transit
Tel. 306.975.3519
Email: tony.vogelgesang@saskatoon.ca



EXPERIENCE TRANSIT - APPLICATION FORM

AUGUST 16, 2017 - SEPTEMBER 21, 2017



APPLICANT INFORMATION

Name:

Address:

Contact number:

Email Address:

TELL US A LITTLE ABOUT YOURSELF

- I am a student
- I am an older adult
- I am new to Saskatoon I am new to transit English is my second language
- I already use transit but lack confidence or have some anxieties about transit
- I have: a) physical disability b) cognitive disability c) mobility aide d) service dog e) stroller f) other

I'D LIKE TO PARTICIPATE IN *EXPERIENCE TRANSIT* BECAUSE:

I HEARD ABOUT *EXPERIENCE TRANSIT* THROUGH:

- Saskatoon Council on Aging (SCOA) and Bus Buddy program
- Saskatoon Transit Customer Service
- A friend
- Other _____ Contact person

CONTACT INFORMATION FOR GROUP PARTICIPANTS (UP TO 6 PERSONS – INCLUDING YOURSELF)

Name:

Phone:

Email:

1.

2.

3.

4.

5.

6.

PLEASE INDICATE YOUR PREFERRED DATE & TIME (* REFER TO SCOA DATES)

- | | |
|--|---|
| <input type="checkbox"/> Wed., Aug. 16, 2017 (10:00 am)* | <input type="checkbox"/> Thurs., Aug. 17, 2017 (1:00 pm) |
| <input type="checkbox"/> Wed., Aug. 23, 2017 (10:00 am) | <input type="checkbox"/> Thurs., Aug. 24, 2017 (1:00 pm)* |
| <input type="checkbox"/> Wed., Sept. 13, 2017 (1:00 pm)* | <input type="checkbox"/> Thurs., Sept. 14, 2017 (10:00 am) |
| <input type="checkbox"/> Wed., Sept. 20, 2017 (1:00 pm) | <input type="checkbox"/> Thurs., Sept. 21, 2017 (10:00 am)* |

DISCLAIMER: DRESS APPROPRIATELY FOR VARYING WEATHER CONDITIONS. SESSION START &/OR END TIMES MAY VARY. PARTICIPANTS WILL BE ASKED TO PARTICIPATE & PROVIDE FEEDBACK IN EACH SESSION IN PREPARATION FOR FUTURE TRAINING EVENTS. SASKATOON TRANSIT RESERVES THE RIGHT TO CANCEL A SESSION FOR WHATEVER REASON AND WILL MAKE A REASONABLE EFFORT TO CONTACT EACH PARTICIPANT IN THE EVENT OF A CANCELLATION.

SIGNATURE & DATE

Signature

Date

Return this form to: Saskatoon Transit Customer Service, or Fax: 306.975.7532, or email: cory.shrigley@saskatoon.ca or SCOA