

**Minutes for BRS-USSU-Transit online meeting  
Monday, 19 October 2020 @ 2:35-3:35pm**

Location: Online meeting using Zoom

Present: Cory Shrigley, Allison Gray from Transit; Jamie Bell from USSU; Peter Gallén, Robert Clipperton, Curt McCoshen, Scott Colville, Doug Rudolph, Jim Wood, from BRS.

**MEETING ADMINISTRATION**

- 1) Curt was appointed Chair of this meeting, while Peter will provide the minutes.

**USSU ITEMS**

- 2) Activation of U-Passes during Covid:
  - a. Prior to the Covid-pandemic, U-Passes were compulsory for most of the about 20,000 students on Campus.
  - b. Now that Campus is closed to all students except those that have laboratory sessions and other specific on-campus assignments, U-Passes are only required for this reduced number of students.
  - c. This fall term USSU has struggled to activate U-Passes in a timely manner for the about 900 students that were identified to require them through the University's normal registration process:
    - i. It may be noted that the actual activation only takes a couple of seconds, so under normal circumstances staff would be able to process hundreds of U-Pass cards in a day. Although USSU is now operating with reduced staff, the current inefficiencies mainly stem from Place Riel not being open to the public. The additional time required this term resulted from additional cleaning and safety precautions, escorting the student between the terminal doors and the USSU office, and the admin work required to book appointments for each student's activation.
  - d. A more timely and efficient process for U-Pass activation is being worked on for the 2021 Spring Semester.

**TRANSIT ITEMS**

- 3) Update on the Service Standards document:
  - a. The submission of Transit's Service Standards document to the Standing Policy Committee on Transportation has been postponed until after the civic election.
- 2) Crowding on buses:
  - a. The Automatic Passenger Counters (APC) in 22 buses now supply real-time crowding information to the transit-apps.
  - b. In addition, passengers on any bus can now use the GO-function in their Transit-App to let others know how crowded their bus is:

- i. It may be noted that Saskatoon Transit was one of the first agencies in Canada to recently introduce this 'Full Bus'-feature within the GO-function of the app.
    - ii. All other agencies around the world will now also have access to this feature.
- 4) Update on the Pantonium On-Demand pilot project:
  - c. One Operator is assigned to the Mon-Fri service from 6:30AM-1:30PM, which has significantly reduced operator errors in the service.
  - d. The current demand for service from 'On Demand' is during the peak 7-10AM time slot.
  - e. Verbal comments from the ridership about the need for the service have been positive.
  - f. Tech-savvy riders have had few problems utilizing the service.
  - g. Transit asked BRS for assistance in facilitating contact with a particular group of residents in a downtown seniors complex that were early adopters of the service but have since stopped using it.
  - h. Next phase in evaluating the 'On Demand' service is data analysis and subsequent recommendations from Pantonium.
  - i. A media event is scheduled to take place after the civic election.
- 5) Update on Travel Training:
  - a. Due to the Covid-pandemic, the annual Health Fair and Spotlight-on-Seniors events, where Transit in past years has provided Travel Training to the ridership, were cancelled
  - b. Transit is revising their Travel Training program to adapt how it is delivered during the Covid pandemic.

## **BRS ITEMS**

- 6) Covid-19 update:
  - a. Current Ridership:
    - i. Ridership has rebounded to about 40% of the total seasonal ridership (i.e., past ridership this time of year); or about 52% when students are excluded.
- 7) Website Issues:
  - a. BRS-members have recently noted that when they were searching for specific transit information on the City's website ([www.saskatoon.ca](http://www.saskatoon.ca)), they could not find it under the Transit-section there.
  - b. Transit will work on having pertinent information more accessible from the City's website via a direct link to Transit's website ([www.SaskatoonTransit.ca](http://www.SaskatoonTransit.ca)).
- 8) Schedule Concerns:
  - a. BRS described a member's frustrating experience with a long, late-evening wait for the bus after work, which spurred a conversation about schedules in general.
    - i. The person quit work in Stonebridge at 10PM, had to wait for the next bus until 11PM (luckily a nearby café was open), before arriving home near midnight.
    - ii. BRS noted that buses need to arrive about 10 minutes before work starts, and depart about 15 minutes after work ends in order for riders to catch the bus.

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- b. Transit noted that there may be situations where mass transit is not convenient for all riders; however, routing and scheduling cannot be changed to address individual circumstances as public transit must be built to serve the many.
- c. BRS wondered if the many store employees in Stonebridge are indeed well served by the current evening service when leaving work. Transit replied that they had not received extensive complaints.

**NEXT MEETING:** Monday, 30 November 2020, 2:30 – 3:30 pm on Zoom (date already confirmed).