

**Minutes for BRS-USSU-Transit online meeting  
Monday, 14 February 2022 @ 2:30-3:30pm**

Location: Online meeting using Zoom

Present: Allison Gray, Cory Shrigley from Saskatoon Transit; Rob Dudiak, Project Manager & Liz Hoffman, Community Partnership Manager for the BRT Project; and Robert Clipperton, Peter Gallén, James Wood, Curt McCoshen, Lila Wagner, Scott Colville, Doug Rudolph from Bus Riders of Saskatoon (BRS).

**ADMINISTRATIVE ISSUES**

- For this meeting: Allison was appointed chair and Peter will prepare the minutes.

**USSU INITIATIVES**

- 1) USSU was not present at this meeting.

**TRANSIT INITIATIVES**

- 2) Mobile Ticketing and Customer Service:
  - a. The new mobile ticketing system continues to be rolled out for customer groups: High-school passes have already been implemented in the *TGo*-app, and Eco-Passes and Discounted Passes will do so soon. Class Passes are being considered for the future.
  - b. Transit's system vendor, Masabi, is providing guidance on the selection of a Smart Card as the new Transit Pass. These Passes are expected to be introduced later this Spring.
  - c. Transit noted that mobile ticketing seems to have decreased the number of riders visiting the Customer Service Centre in person, while phone and online communications have increased instead.
  - a. A meeting participant expressed gratitude for excellent support from Customer Service when their backpack was accidentally left on the bus. Transit promised to commend the individual that provided the support.
- 3) On Demand Transit (ODT)
  - a. Now that the On-Demand Transit Pilot Project has been completed, Saskatoon Transit has chosen a new vendor for a permanent ODT service.
  - b. The new ODT-system (software and user-app) is expected to go live in April 2022.
  - c. BRS suggested that Transit might want to enlist a focus group of volunteers (from BRS) to provide feedback of the new system in a testing environment before going live.
- 4) Transit training through 'Experience Transit':
  - a. Transit's rider training program, Experience Transit, has recently been revamped by a student from the University's Johnson-Shoyama School of Public Policy.
  - b. The program, which is described on Transit's website<sup>1</sup>, is divided into three streams — ET, ET<sup>2</sup> and ET+ — depending on the target audience:
    - i. ET is for individuals or groups.
    - ii. ET<sup>2</sup> is a train-the-trainer model where Saskatoon Transit provides organizations with the skills and tools to train others.

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<sup>1</sup> Experience Transit: <https://transit.saskatoon.ca/customer-services/experience-transit>

- iii. ET+ is for those with mobility or cognitive challenges who do not qualify for Access Transit .



## BRS INITIATIVES

The focus of this meeting was the quarterly update of the Bus Rapid Transit Project by the City's BRT Project Manager, Rob Dudiak, followed by questions from the participants:

### 5) Update by Rob Dudiak:

- a. Phase 2 of the Station Pilot at the Civic Operations Centre (COC):
  - i. A General Contractor for the Station Pilot Project has been selected and a first meeting with them is scheduled for February 18.
  - ii. The purpose of this pilot project is to build and thoroughly test one fully functional BRT Station by selecting station components that meet user expectations, operate well in our demanding climate, are sufficiently sturdy against mistreatment, and are easy and economical to maintain, before purchase orders are issued for all 87 BRT Stations.
  - iii. The components in the pilot project will be subjected to deliberate 'abuse' to test their reliability in actual conditions while 'suboptimal' components will be replaced with better ones and retested. Main components of the project include the installation of power and IT cabling to the pilot station, selection of materials and construction of the shelter structure, selection of space heater

- and CCTV-system for the shelter, plus design and construction of the 'Pylon' or Informational Display and selection and testing of any associated software.
- iv. The general public may visit the pilot site at any time by taking route #15 from the Downtown Terminal to the COC (transit fares apply ; washrooms available in the COC, although not now during Covid).
  - v. The pictures below show Phase 1 of the Station Pilot at the COC, where the Platform Pad and Cabling Conduits were completed last summer.



- b. Branding:
  - i. The Branding & Wayfinding Project associated with the BRT Project was initiated in August 2021 and is expected to be completed in the Spring of 2022. Guidance documents and communication strategies are being prepared by the City's consultant on this project, Entro.
  - ii. The Project Team is now meeting individually with each City Councillor to explain the project; to date the Team has met with 6 out of 11 councillors.
  - iii. The Project Team will start meeting again with Stakeholders in April.
- c. Nutana Stakeholder Committee on the BRT Project:
  - i. This stakeholder committee has been discussing impacts on Broadway businesses related to the construction and timing of both the BRT Project and the upcoming repair of the Broadway Bridge.
- d. Overall Engagement Plan:
  - i. The City's Engagement Staff have been working on relationship building and identification of additional Stakeholders in various transit-related projects.

- e. Public Art for the BRT:
    - i. Public Art consultations are ongoing and are expected to be completed in June.
  - f. University of Saskatchewan:
    - i. Consultations with the University regarding the acquisition of land required by the BRT Project are ongoing.
  - g. BRT Project Manager Rob Dudiak will be on leave from May to November 2022, during which time he will be replaced by his supervisor, Dan Willems, Director of Technical Services.
- 6) Questions & Discussion:
- a. Subcomponent costs of the BRT Project:
    - i. After a thorough review, Rob could not find publicly disclosed costs of the individual subcomponents. He also noted that any such costs may be out of date by now, since this planning phase was completed by HDR Corporation in 2019, the City's consultant at that time.
    - ii. Rob noted, however, that the major components and their associated costs fall in this order:
      - 1. Most of the costs come from work related to 'Concrete and Asphalt': roadways including dedicated transit lanes, sidewalks to the BRT stations, raised platforms at the stations, etc.
      - 2. Another major expense are the large shelters at the 87 new BRT Stations, which will be equipped with electronic displays, radiant heaters and CCTV-cameras.
      - 3. And the third major expense will come from the extensive fibre-optic and power cabling installations for the BRT stations and traffic signalling systems. It should be noted that both transit flow and traffic signal co-ordination for motor vehicles should improve from this cabling effort.
  - b. Communication related to the BRT Project:
    - i. BRS expressed concerns that misunderstandings regarding the BRT Project continue to be prevalent both among the public as well as people who should be better informed by now. Even blatantly misleading information seems to be spread.
    - ii. Liz noted that a new video on the BRT Project is being finalized and should be available in a few weeks.
    - iii. Information of the BRT Project is also distributed through the Corridor Planning engagements. For those who fear the building of dedicated transit lanes on College Drive, which will allow transit vehicles carrying up to 100 passengers to stay on schedule, Rob noted that traffic modeling showed that east-bound vehicle traffic during the afternoon peak will experience only a one-minute delay while west-bound traffic during the morning peak would be delayed by 20 seconds.

7) Topics for upcoming meetings:

- a. Operations Manager Mike Moellenbeck is expected to present Transit's *Dashboard* and the associated *Research Junction* project at the March meeting.
- b. Preparation of Transit's next 5-year Plan (2022-2025) will be discussed at the April meeting (reversal with *Dashboard*-presentation possible).
- c. Discussion with Mandy Fehr regarding engagement will be scheduled for May.

**NEXT MEETING:** Monday, 14 March 2022 @ 2:30am via Zoom