

**From:** Shirley Koob <[REDACTED]>  
**Sent:** Monday, October 14, 2019 8:31 PM  
**To:** City Council  
**Subject:** Form submission from: Write a Letter to Council



Submitted on Monday, October 14, 2019 - 20:30

Submitted by anonymous user: 207.47.175.54

Submitted values are:

Date Monday, October 14, 2019

To His Worship the Mayor and Members of City Council

First Name Shirley

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City Saskatoon

Province Saskatchewan

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Name of the organization or agency you are representing (if applicable)

Subject Posting Notices of Temporary Closures/Changes at Bus Stops

Meeting (if known) SPC on Transportation November 2019

Comments

I will be out of country for the November 2019 meeting so will be unable to speak, but would appreciate having my comments go to all councillors prior to the meeting so they can read my comments. Thank you.

I am writing today with serious concerns I have about Saskatoon Transit.

1) Saskatoon Transit used to post notices at bus stops (when bus stops were temporarily out of use (e.g. during the Fringe, some Broadway Bus stops were closed). The notices used to tell us which bus stop to go to, but now they just say something like "Stop Not in Use", leaving the bus rider to figure out on their own where to find another bus stop.

However, the MUCH BIGGER PROBLEM is that I was told that as of September 30th, Saskatoon Transit will no longer be posting any notice at all to tell the rider that a stop is temporarily out of service. The rider will now stand at a bus stop, assuming their bus is coming and if the bus doesn't come the rider is then out of luck, left to wonder what happened to their bus! This is the most ridiculous idea! Apparently riders are now supposed to be psychic to know whether or not a bus is coming to their stop!! Then if a bus doesn't come to the stop (meaning the rider is late for work, appointments, or anything else they were going to), apparently riders are supposed to look at their app on their cell phone to find out what happened to their missing bus. I don't own a cell phone. Many people who ride the bus do not own cell phones and not everyone with a cell phone has the Saskatoon Transit app. So, many people are going to be left behind, not knowing what is going on!

The City of Saskatoon needs to increase ridership on Saskatoon Transit. The environment also needs more people to take the bus. These types of decisions only decrease ridership! Imagine yourself standing at a bus stop in 40 below weather, not knowing if a bus is coming or not and with no way to find out. Now, think about that

same situation as a senior, or someone with mobility issues. Now think about the same situation, with a fear of losing your job if you are late for work. (Imagine that you are on your way to a City Council meeting and the bus just doesn't show up at your stop and you are late for the meeting and if you are late for the meeting, you are fired from your councillor position). There are no good reasons for leaving those of us who use and rely on Saskatoon Transit to with LESS information about the bus. Those that use the bus need MORE information, not less! When the bus system doesn't work, people give up on the bus!

2) There was a new Aboriginal design bus shelter installed at 12th Street East and Broadway this summer. Although the Aboriginal design is nice, the shelter doesn't function properly. As one is standing in the shelter, looking east to watch for your bus, one can't see out of the shelter to actually see if there is a bus coming. So one has to stand outside of the shelter to watch for a bus. Also, if one was standing in the bus shelter, a bus driver would not be able to see if you were in the shelter and would drive on past. There needs to be clear panes on the side(s) where one is watching for a bus!. This particular bus shelter now does not function as a shelter because one has to stand outside of it to watch for their bus!

Please contact me ASAP about these serious issues.

Thank you.

Shirley Koob

Attachments

The results of this submission may be viewed at:

<https://www.saskatoon.ca/node/398/submission/344298>