
Subject: 7.2.1 - Submitting Comments - Primly Bora

From: Web NoReply <web-noreply@saskatoon.ca>
Sent: November 01, 2021 5:45 AM
To: City Council <City.Council@saskatoon.ca>
Subject: Form submission from: Write a Letter to Council

--- Replies to this email will go to [REDACTED] ---

Submitted on Monday, November 1, 2021 - 05:44

Submitted by user: Anonymous

Submitted values are:

Date Monday, November 01, 2021
To His Worship the Mayor and Members of City Council
First Name Primly
Last Name Bora
Phone Number (639) [REDACTED]
Email [REDACTED]
Address [REDACTED] Meadows Boulevard m
City Saskatoon
Province Saskatchewan
Postal Code S7V [REDACTED]
Name of the organization or agency you are representing (if applicable)
Subject On demand service
Meeting (if known) SPC on transportation
Comments

Good morning

I am a regular on the on demand transit service and while I really appreciate the service and the efforts made by the drivers to get us to our destination on time, sometimes they are bound by rules that seem out of place. For example last Friday I had requested to be dropped off at 3:20 pm from Meadows Boulevard/ Stilling lane to Sobeys on 8 th street as I had a shift from 4 pm. The bus came at 3:45 which still gave me enough time to reach on time but the app said first we had to pick up a passenger from McLeod and Fletcher on the other side of town. I requested the driver to drop me off as my stop was on the way but he said he had to follow what the app said and this was confirmed by the supervisor too. So we drove all the way down to the far side of town..the passenger there did not turn up and then we drove back again as a result of which I was on the bus for 40 minutes and late for work. This is only one example I am quoting and there are several such instances. Once I booked to be dropped off at 8:20 am for a 9 am shift and the bus arrived at 6:58 am which means I had to go down to the stop and apologize for not being ready.. anyway I cannot arrive 2 hours early for work and stand outside in the cold as my workplace only opens at 9 am. I live in a place with no regular bus service and don't drive and regular taxi is not financially possible. The supervisor also said we should learn to look at the bigger picture and I am not sure what that meant. The service is a good idea and essential but needs to be programmed better.

Thank you.

Attachments

Will you be submitting a video to be vetted prior to council meeting? No