

# Saskatoon Transit 2023 Annual Report

## ISSUE

This report presents the Saskatoon Transit 2023 Annual Report outlining the performance of Saskatoon Transit in 2023 including a comparative analysis to previous years.

## BACKGROUND

The Saskatoon Transit 2023 Annual Report provides an outline of the roles, priorities, goals, tasks, outcomes and achievements of Saskatoon Transit in 2023. This year Administration undertook a thorough review of the annual report process and developed revised templates for consistency, clarity and relevance. The changes reflect a commitment to transparency and accountability while allowing for a better focus on key performance indicators and areas of improvement that are relevant. In previous years, the annual report included industry benchmark performance indicators that were nearly two years old and did not include context for non-industry readers.

## DISCUSSION/ANALYSIS

### Fixed-route Transit

Saskatoon Transit's formula-based (calculated) ridership for 2023 was 12,270,449, an increase of 18% over 2022. Fare revenue increased by 26%, lowering the share of City of Saskatoon's mill rate contribution for the year.

There was a surplus of \$5.6 million for fixed-route transit in 2023. The surplus was mainly due to increased fare revenue of \$3.6 million (bringing revenue to 97% of pre-pandemic levels) and operational savings in salaries, fuel, ticket sales commission, and license and insurance expenditures. The fixed-route service cost per passenger decreased by \$0.63 in 2023.

The City of Saskatoon's 2023 Civic Services Survey: Performance, Priorities and Preferences found that people were more satisfied with public transit in 2023 than in 2021 (1% increase). In addition, 43% of survey respondents would like more public transit services (up from 39% in 2021), 44% prefer they stay the same and 13% would like fewer transit services.

### Access Transit

Access Transit experienced a surge in demand of 18% and a major increase in new customer registrations in 2023. The Government of Saskatchewan's Transit Assistance for People with Disabilities program provided an operating grant of \$1,007,840. Access Transit had a surplus of \$396,000 at the end of 2023, due mostly to additional revenues and fuel savings. The cost of Access Transit per trip decreased by \$0.90 in 2023.

A denial is a trip request by a customer that cannot be accommodated. The denial rate for 2023 was 7.7%, an increase of 1.2% over 2022.

## **OTHER IMPLICATIONS**

There are no financial, privacy, legal, social, or environmental implications identified.

## **NEXT STEPS**

The Saskatoon Transit 2023 Annual Report will be available at [saskatoontransit.ca](https://saskatoontransit.ca), forwarded to the Saskatoon Accessibility Advisory Committee and shared with partners and employees.

## **APPENDICES**

1. Saskatoon Transit 2023 Annual Report

### **Report Approval**

Written by: Aaron Munro, Accounting Coordinator, Corporate Financial Services  
Reviewed by: Mike Moellenbeck, Director, Saskatoon Transit  
Approved by: Terry Schmidt, General Manager, Transportation and Construction

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