



Base Plant – November 25th Busing Changes FAQ

1. When do the new bus routes start?

- The new bus routes will begin on **November 25th**. For detailed schedules and maps, visit [Base Plant Schedules & Routes – SunLink \(suncor.com\)](https://suncor.com).

2. How are bus times determined?

- Bus times are provided based on the **first bus stop** of each route. Exact times for each individual stop cannot be predicted, so passengers should ensure they are at their stop on time, particularly for the start of their specific route (e.g. for routes A & C combined, passengers should be at the bus stop at the start of their leg of the route).

3. Can I occupy two seats on the bus for myself and my bag?

- Passengers and their bags are expected to occupy **one seat** only. Bags can be stored in the **overhead bins**.

4. What is the bus capacity?

- A bus is considered **full** when it reaches its maximum capacity of **55 passengers**.

5. Are there rules for riding the bus?

- Yes, passengers are expected to follow the "**rules for riding**", which are available on [Base Plant Schedules & Routes – SunLink \(suncor.com\)](https://suncor.com)

6. How do I stay informed about changes?

- Passengers are encouraged to **sign up** at [Base Plant Schedules & Routes – SunLink \(suncor.com\)](https://suncor.com) to receive updates about any changes to bus routes or schedules.

Stay Informed

Sign up to get news & updates through your phone and/or email

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The Suncor logo, featuring the word "SUNCOR" in white capital letters with a stylized orange and yellow arc above the "O".

7. How are the bus site arrival times determined?

- **West Side Bus Service:** Scheduled to arrive at the **Fire Hall** at **06:30/07:45** with stops at **Main Admin, UOB, Contractors Row, Bitumen Heights**, and ending at the **Fire Hall**.
- **East Side Bus Service:** Scheduled to arrive at **TRO** at **06:30/07:45** with stops at **Steep Bank Mine Complex, East Tailings, Plant 86**, and ending at **TRO**.



8. What efforts were made to minimize time impacts?

- **Data review** was conducted by reviewing the peak months throughout the year, to identify potential issues and implement the best options for route changes
- Routes were optimized based on **seat utilization**, ideal travel paths, and actual timing data to minimize added travel time without excessive impacts.

9. Are Suncor employees and contractors encouraged to use company transportation?

- Suncor has provided bus services since the 1960s and implemented a revised Coach service in 2015 to minimize travel time. Despite efforts to encourage ridership, passenger numbers have declined. While the company encourages the use of the Coaches, it cannot mandate it.

10. Why is the order of drop-offs different for some routes?

- Most routes follow a **reverse drop-off** (1st on = last off) pattern. This order is designed to **unload passengers as quickly as possible** and follow natural paths for efficiency.

11. What are the changes for the Mine-Ops busing?

- There will be no changes to the Mine-Ops routes or schedules.

12. What changes are happening with the on-site off-peak shuttles?

- Due to **low ridership**, the off-peak shuttle will only be available at the **08:00** and **08:15** departures from the gate to **Main Admin** and **Steepbank** to accommodate late arrivals.
- The normal **peak on-site service** will resume at **15:45** to align with site shift end times.
- For transportation outside shuttle hours, employees should **speak to their leader**.