

# **Accessible Transit Update**

Transportation Standing Committee

November 23, 2017

# Overview

- Access-a-Bus
  - Overall Goals
  - Trip Booking/Scheduling
  - Other Initiatives
- Fixed Route Transit
  - Fleet
  - Technology
  - Infrastructure



# Access-a-Bus: Overall Goals

- High level of customer service
- 24-hour booking window
- Integration with fixed route transit
- Manage cost per trip
- Service is available for those who need it most

# Access-a-Bus: Trip Booking / Scheduling

- Reduce “peaking” of call volumes
- Online booking
- Increased maximum repeater ratio
- Process overhaul (Lean Six Sigma)
- Scheduling software updates & training

# Access-a-Bus: Other Initiatives

- Eligibility Criteria Review
- Enhanced travel training
- Future fleet expansion
- Supplemental service options

# Fixed Route Transit: Fleet

- 100% accessible fleet
- Wheelchair securement options



# Fixed Route Transit: Technology

- Automated Stop Announcements



seeing beyond vision loss

A YEAR IN REVIEW 2016-2017

**VISION LOSS  
REHABILITATION**  
NOVA SCOTIA

**cnibi**  
Nova Scotia

**HALIFAX**  
TRANSIT

# Fixed Route Transit: Infrastructure

- Improved bus stop accessibility
  - Coordination with TPW
  - Creative approaches

