

Continuous Service Improvement Plan

Access-A-bus- Halifax Transit

July 23, 2018

The Plan!

- Review current service challenges
- Is the best service being provided, given the current financial and operational resources?
- How will we meet current and increasing demands?
- What, if any, efficiencies can be gained?
- What is the most effective way to provide specialized transit service?
- What will the future of AAB look like?
- What initiatives/policies can be implemented to promote lower cost options, while still providing outstanding customer service?

The Plan

- Set strategic direction for improvements- 2 year window
- Identify opportunities for a more integrated approach with accessible fixed route service.
- Set the bar that service in compliance with AODA as a guideline for accessibility.
- Provide future demand models for AAB growth to help grow operating and capital budgets

Work program

- Data Collection- primary and secondary
- Profile of current AAB services
- Demographical data from region
- New Eligibility Requirement- Functional Ability
- Appeal process- 3rd Party
- Stakeholder consultations
- AAB staff consultations
- Policy and procedure review- Internal/External
- Communications Plan to reach existing and future clients

ACCESS-A-BUS

A Way Forward!

July-25-18

Access-A-Bus- A Way Forward

- In the spirit that the following guiding principles provide the foundation for the recommended AAB service plan;
 - Universal access including accessible infrastructure
 - Flexible mobility options with cost-effective mix of accessible shared ride, public transportation services
 - Maximize the utility and investment in accessible conventional transit- that encourages the shift from specialized to conventional transit
 - Create additional capacity on current fleet and service hours to increase ridership
 - Decrease timeframes on current booking window

July-25-18

Access-a-bus- A Way Forward

- These guiding principles recognize the requirement for a commitment to the future procurement of accessible vehicles.
- As a leader in transit, Halifax Transit will create a more user friendly accessible conventional service as well as a more integrated approach between accessible transit and conventional transit.
- An accessible public transit system should provide trip making flexibility, spontaneity and independence a priority.
- Conventional transit can become the preferred choice for many people with a disability!

ACCESS A RIDE

- The Access-A-Ride program is a free program designed to teach people with disabilities, older adults, and local people new to Halifax Transit services how to travel confidently and safely.
- Benefits of participating in the Access-A- Ride program:
 - Freedom to go where you want when you want
 - Greater community involvement
 - Better access to employment and volunteer opportunities
 - Lower transportation costs
 - Increased confidence and independence

ACCESS A RIDE

- You will learn to:
- Plan your trip to specific destinations using the easiest and safest route
- Read and understand route maps and schedules
- Recognize bus numbers, stops and landmarks,
- Travel to and from bus stops
- Board the bus with your wheelchair or scooter
- Pay fares and purchase passes
- Locate and transfer to other buses

ACCESS A RIDE

- Our experienced trainers:
 - Have an in-depth knowledge of Halifax Transit services
 - Put your safety and comfort first
 - Ensure that the training is suited to your needs
- The program includes:
 - Presentations: We'll deliver a presentation tailored to the specific needs of your community group on the accessibility features of Halifax Transit system.

ACCESS A RIDE

- Service provider workshops: This program is for agencies that have a client-base who needs extra information or instruction to be able to use transit independently. We provide your staff and volunteers with the training and resources they need to get your clients transit.
- Basic orientation to Halifax Transit: A shortened training for individuals or groups of people who already have some basic travel skills.

ACCESS A RIDE

- EZ Ride training sessions : Practical on the Bus Training for people who use standard wheelchairs and scooters. Halifax Transit provides practice training sessions on how to board and exit a bus using a mobility device on an out of service bus.
- Travel training: Individualized one-to-one training for Access-a-bus customers who find it challenging to learn to use the low-floor buses. Training is provided in multiple sessions with the goal of the customer riding safely and independently (with an attendant if required).

Thank you!

Mike Spicer- Manager, Transit Operations
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