

HOW TO RIDE

A GUIDE TO USING HALIFAX TRANSIT

📞 311

[Halifax.ca/transit](https://halifax.ca/transit)







WELCOME TO HALIFAX

This guide is an introduction to Halifax Transit services.

Buses and ferries in Halifax are operated by Halifax Transit, which is a department of the municipal government.

This guide provides information
on how to:

-  Plan a trip by bus or ferry
-  Pay for your trip
-  Stay safe on your trip
-  Find more information

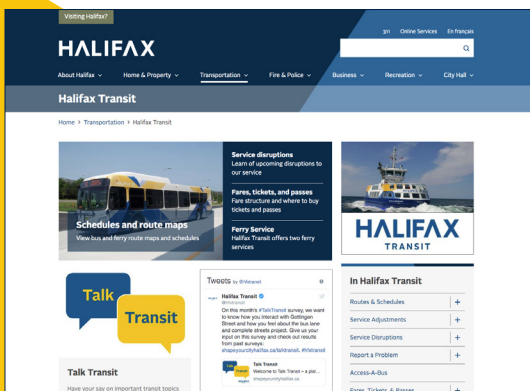
Some information, like Halifax.ca or the Riders' Guide, is offered in English only. Customer Service Centres/311 offer service in over 150 languages.

Website

Halifax Transit's network map, individual route maps, and schedules are available on our website: Halifax.ca/transit.

Go to the Routes & Schedules page for route schedules, descriptions, and maps.

This website is a great resource to access holiday schedules, service disruptions, ticket and fare information, Halifax Transit policies, and more.



Twitter

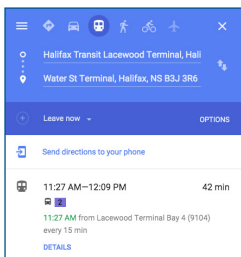
Follow the Halifax Transit Twitter account [@hfxtransit](https://twitter.com/hfxtransit) for detour information, jobs, and Halifax Transit news and events.



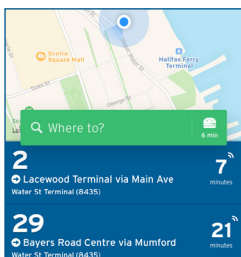
How to plan a trip *using your smartphone*



Google Maps



Transit App



Download a trip planning app like Google Maps or the Transit App. Google Maps also works on laptops and desktop computers.

Remember that apps like Google Maps and Transit are based on data, however they can only estimate departure times, so it is a good idea to arrive at the bus stop a few minutes early. Because apps aren't always precise with travel estimates, connections to other buses are not guaranteed.

How to plan a trip *without the internet or a smartphone*

Use the Riders' Guide: find a printed guide and map at a library or Customer Service Centre.

Call the Departures Line: [902-480-8000](tel:902-480-8000) and enter your stop number for real-time bus information.

Call 311: agents can help you plan a trip.

How to plan a trip *without the internet or a smartphone (continued)*

Pick up a Riders' Guide and Route Map from a library, Customer Service Centre, or select retailer.

The Route Map provides a visual plan of the network to help you identify which route you might need.

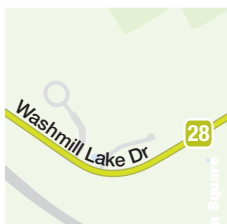
The Riders' Guide provides schedules for each route.

The Route Map looks like this:

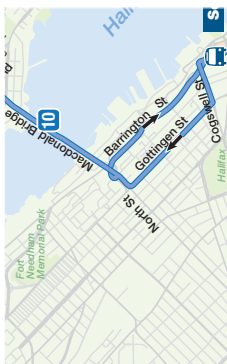


Individual route maps can be found on the website.

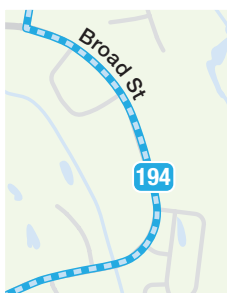
Transit routes are coloured lines with labels indicating route numbers. For example, Washmill Lake Drive is served by the Route 28.



An arrow indicates the route, or part of the route, operates in only one direction. For example, Route 10 uses the same routing in both directions, with exceptions in some areas. Arrows show which way the bus is going in those areas.



Dashed or broken lines indicate Express Routes, which only operate at rush hour. They generally travel towards downtown in the morning and away from downtown in the evening.



A box displays all route numbers that stop at each terminal. It is easiest to make connections between routes here.




The Route Map also features diagrams of each Transit terminal.



The level of transit service varies by route. At rush hour, some routes have buses coming every 15 minutes or more. Other routes only have a few trips a day. Schedules can be found in the Riders' Guide.

Understanding the Route Schedules

1	2	3	4		
99 Halifax		Conventional			
To Downtown Halifax					
5	6	7	8	9	10
Branch (A and B)	Arklow & John Stewart	Portland Hills Terminal	Penhorn Terminal	Alderney Gate	Bridge Terminal
6035	8955	8948	6030	7612	Arrive
Monday to Friday					
99A	-	543a	553a	603a	608a
99B	608a	622a	632a	642a	647a
99A	-	632a	642a	652a	657a
every 30 minutes					
99B	627a	641a	651a	701a	706a
716a					
Additional information about the route here.					
12					

- Route number.**
- Route name.**
- Type of service.**
Conventional (includes ferry), or Regional Express.
- Accessible service** The entire Halifax Transit fleet is now accessible. For Access-A-Bus service please visit halifax.ca/transportation/halifax-transit/access-a-bus.
- Destination.**
- Branch and Thru-Route.**
Branch (A and B) identifies branches in cases where there may be several options for how the route travels.
Thru-routing is indicated by '->'. This is where one route arrives at its destination and becomes another route to continue the trip to new route's destination.
- Timing points along route** (selected stop locations).
- Bus stop number and phone system.**
This four-digit number is the bus stop number (also located on the bus stop sign). Call 902-480-8000 to know when the next two buses for each route will be departing the stop. When asked to enter your stop number, use this four-digit number. The phone system will announce either the scheduled time or the estimated time for departure.
"**Scheduled to depart**" uses the scheduled times listed in this guide. "**Estimated to depart**" uses real-time bus departure information.
- Arrive.**
This column indicates the time that the bus is **due to arrive** at its final location on the route.
- Days of Operation.**
- Frequency.**
Times when the service leaves the stop. Reading from left to right will provide the approximate travel time between stops (dashes indicate the trip does not service the location).
Morning service times are indicated with an 'a'.
Afternoon service times are indicated with a 'p'.
Service after midnight is indicated with an 'x'.
- Additional information** about the service follows the schedule.

How to pay

Current fares are shown on the back page of the Riders' Guide. Fares for the ferry are the same as the conventional bus service.

How you choose to pay may depend on how often you plan to travel.

Option 1

You can pay in cash as you board the bus. Change will not be provided. Cash gets deposited into the fare box.

Option 2

You can buy a pack of 10 tickets. These are sold at Customer Service Centres and at select retailers. The full list of locations is available on Halifax.ca/transit.

Option 3

You can buy a monthly pass. Passes are available from Customer Service Centres and select retailers for a calendar month. The full list of locations is available on Halifax.ca/transit.

Discounted passes

There are several programs that offer discounted passes, including:

- [The Welcomed in Halifax program](#)
 - » Contact ISANS: 902-423-3607
- [The Low Income Transit Pass Program](#)
 - » Contact Halifax Transit: 311
- [The Employment Support Income Assistance Pass Program](#) (available if you receive income support from the Nova Scotia Department of Community Services)
 - » Contact your local Community Services Office for more information or call 1-877-424-1177

Transfers

If you plan to board more than one bus, (or a ferry and a bus) within 90 minutes, ask for a transfer when you pay your fare. While boarding another bus or ferry within 90 minutes, show your transfer instead of paying again.

How to board the bus

- Arrive at the stop a few minutes early
- Have your ticket, pass or cash ready
- Indicate to the approaching bus operator that you wish to board the bus, but don't stand too close to the road for your safety
- Allow people to get off the bus before boarding
- A ramp may be lowered for boarding when required. All Halifax Transit buses are fully accessible
- Ask the bus operator to deploy the ramp if you need it to get on the bus
- Deposit cash into the fare box or show a transfer
- Ask for a transfer, if required

How to exit the bus

- If you are unsure where you are getting off the bus, listen to the stop announcements or ask the operator
- Press the "Stop" button or pull the cord running along the windows to indicate that you would like to get off at the next stop
- Ask the bus operator to deploy the ramp if you need it to get off the bus
- Exit via the rear doors when possible



MetroLink

MetroLink bus routes connect suburban communities to the urban core and other transit services. This service takes passengers over longer distances, faster.

Regional Express

Regional Express routes connect rural, outlying communities to the urban core and other transit services. The fare for this service is higher than regular fare.



Active Transportation

Bike racks are on the front of all buses and can hold a maximum of two bikes. You are responsible for loading and unloading your bike – the driver can't help you. You can't bring your bike inside the bus; if rack space is not available, you must wait for the next bus with rack space.

If you want to practice using bike racks, there is a bike rack model at Lacewood Terminal.



Ferries

Halifax Transit offers two ferry services: The Alderney Ferry service crosses from downtown Halifax to Alderney Landing in downtown Dartmouth and the Woodside Ferry service crosses from downtown Halifax to Woodside. Both of the ferries go to the same terminal in Halifax.

Ferry schedules are in the Riders' Guide and on the website. The layout of ferry schedules is the same as bus schedules. You can also access ferry schedules on [Halifax.ca/transit](https://www.halifax.ca/transit) under Ferry Service.

Ferry routes are indicated on the map in the Halifax Harbour. The fare is the same as conventional bus fare, and there is a security desk at each ferry terminal that collects payment. Make sure to ask for a transfer at the desk. Transfers are valid for buses and ferries.

After paying the fare or presenting your ticket, pass or transfer, you are able to move past the security desk where you will wait until the green light activates. This light indicates it is time to board the ferry. Passengers can ride the ferry either inside the cabin on the main deck, or outside on the upper deck.



Access-A-Bus

Access-A-Bus is a transit service for persons who are unable to use the conventional transit system due to physical or cognitive disabilities.

You may qualify for the Access-A-Bus service if you:

- require use of wheelchair or scooter
- are unable to step up or down a 35cm step unassisted
- are unable to walk 175 meters outside unassisted
- have 20/200 vision or less (legally blind)
- are unable to utilize conventional transit due to cognitive or physical disabilities

Some people may have disabilities that call for Access-A-Bus service for all trips, while others may only need the service when traveling alone, in the winter, or for specific trips.

Your level of eligibility will be based on your needs. The possible levels of eligibility are:

- permanent
- temporary (3 month period only)
- seasonal (winter time)
- conditional (travelling alone, dialysis)

You can apply to Access-A-Bus on Halifax.ca/transit.

If you do not qualify for Access-A-Bus service, the entire Halifax Transit fleet is accessible via wheelchair.



Transit service changes

Occasionally buses will be detoured due to road closures or changed to a snow plan during winter weather conditions. The digital sign on the front of a bus will indicate if a route is detouring.

You can find out about temporary detours from Halifax Transit's Twitter account: [@hfxtransit](https://twitter.com/hfxtransit). Planned service disruptions and detours that span multiple days can be found on Halifax.ca/transit.

Planned service changes can occur up to four times a year. New maps and Riders' Guides will be available when the changes occur. You can find out more about planned changes on the Service Adjustments page at Halifax.ca/transit. Changes are also promoted onboard buses and at terminals.

Information about longer-term changes can also be found at Halifax.ca/transit. Halifax Transit's Moving Forward Together Plan outlines the municipality's planned service changes.

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Ferry Service	+
Lost & Found	
Moving Forward Together	+
Park & Ride	
Passenger Information	+
Plans and Reports	
Transit Programs and Services	+
Transit Technology	+

Transit Safety Tips

- Do not run to catch a bus or chase a bus. Operators are not permitted to pick up or drop off passengers in any location other than marked bus stops.
- Wear something reflective when travelling at night.
- After getting off a bus, use the nearest marked crosswalk to cross the street rather than crossing illegally.
- Use designated crosswalks while travelling to bus terminals.
- Make eye contact with the bus operator before crossing in front of a bus.
- Always be aware of your surroundings while you wait at bus terminals or bus stops.
- Report suspicious or inappropriate behaviour to a Halifax Transit operator or supervisor.
- Do not hit the bus to get an operator's attention, as this could lead to injury.
- According to the law in Nova Scotia, private car drivers must yield to buses signalling their intention to re-enter traffic when pulling away from the curb.
- Do not smoke on Halifax Transit buses or in shelters. By-law N-300 prohibits smoking on municipal property except when designated smoking areas (DSAs) are present.
- Do not eat on Halifax Transit buses.
- Drinks are only allowed on Halifax Transit if they have a resealable lid.
- Please respect those around you by keeping music and conversation quiet, do not put feet up on seats.

How to get help

- Call **311**: service is available in 150 languages
- Ask staff at a Customer Service Centre
- Ask staff at a public library
- Ask a bus operator
- Go to Halifax.ca/transit

How to report a problem

If you have a concern about any of the below, please visit Report a Problem on Halifax.ca/transit or call **311**.

- Halifax Transit driving
- Halifax Transit marketing
- Halifax Transit operator behaviour

How to find lost items left on Buses, Ferries or at Terminals

Lost and Found is located at the Bridge Terminal in Dartmouth. It is open Monday to Friday from 8am-4pm and closed on holidays. Call **902-490-6617** to ask if your item has been turned in.

If you want to turn something in to Lost and Found, please bring the item to the Bridge Terminal or give it to an operator.

How to give Halifax Transit feedback

You can give Halifax Transit general feedback by calling **311**, tweeting [@hfxtransit](https://twitter.com/hfxtransit), or filling out monthly surveys on Talk Transit: shapeyourcityhalifax.ca/talktransit.



The background of the image is composed of three distinct geometric sections. A bright yellow triangle is located in the top right corner. The remaining area is split diagonally from the bottom left to the top right. The upper-left portion of this diagonal split is a medium blue, and the lower-right portion is a darker blue.

HALIFAX
TRANSIT