



Accessibility Town Hall November 17, 2022

Halifax Transit

Introduction

- Lindsay Mullin, Outreach and Engagement Specialist - Programs and Engagement Team
- Overview of Halifax Transit mission - to provide a safe, reliable and sustainable transit system for all
- Introduction of the exciting progress Halifax Transit has made over the past year to improve accessibility for all customers, including:
 - Improved accessibility in infrastructure & bus stops
 - Public communications and education programs
 - Access-A-Bus Continuous Improvement Plan updates
 - The launch of a new accessible taxi service, Extra Care Taxi.

Infrastructure & Bus Stops

- Bus Stops: A multi-year work plan to guide bus stop upgrades was developed in 2021/22 with a goal of providing fully accessible bus stops throughout the entire Halifax Transit network. The first phase of the project involves upgrading undersized bus pads and installing sidewalk connections to intersections at over 700 bus stops throughout the municipality to meet the goals set by the Halifax Accessibility Strategy and the Province's Access by Design. An overview will be provided on the work and successes to date.
- Woodside Ferry Terminal: After three years of renovations, the Woodside Ferry Terminal is now complete. The upgrades to the terminal have made significant improvements to customer experience, passenger flow, universal accessibility, and energy-efficiency.
- West Bedford Park & Ride: The West Bedford Park & Ride is officially open and provides free parking, heated shelters, improved signage, and electronic message boards to offer improved access to Transit services and a new commuting option for passengers in the area.

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Public Communication & Education

- Overview of Travel Training Programs: The Accessibility Travel Training and Student Travel Training programs were created to assist residents in learning the basics of using the conventional transit system and feel confident and comfortable doing so. These programs are currently available in multiple group sessions, single day sessions, as well as individual sessions where Halifax Transit staff will ride transit with the individual to help them feel more confident. Certain group sessions provide participants with the opportunity to board an out-of-service bus and take part in a simulated bus trip with a travel trainer and Bus Operator. An overview of the sessions will be provided as well as future programs being developed.

Access-A-Bus

- Access-A-Bus Continuous Improvement Plan & Updates: In September 2022, Mobile Data Terminals (MDT) were installed on all Access-A-Bus buses. This new technology will improve service delivery by providing improved data and greater flexibility in managing passenger bookings in real time. By utilizing this new technology and data, MDTs will improve efficiency and bring us closer to same-day trips for passengers, adaptable service, and improved communication. With this change, we will be able to help more people at the same cost and ultimately make a real difference in the lives of our fellow residents and clients.
- Future of Online Booking: Access-A-Bus aims to launch an online booking system which will provide customers with another option to book. The introduction of this service will be provided in the first half of next year.

New Accessible Taxi Service – Extra Care Taxi

- Overview & successful launch: In 2022, Extra Care Taxi, a new accessible taxi service was launched in partnership with Halifax Regional Municipality. Halifax Transit staff have been managing the program for the municipality. To date, Extra Care Taxi has 10 accessible vehicles and is now available 24 hours a day, 7 days a week, throughout the municipality. Bookings can be made by phone at 902-334-0334, [online](#) through the Extra Care Taxi Web Booker page, or through the Extra Care Taxi App, which can be found in the Google Play store or the Apple Store.
- Success so far: Overview of bookings, statistics, and success thus far.