

January 20, 2025



Accessibility Advisory Committee

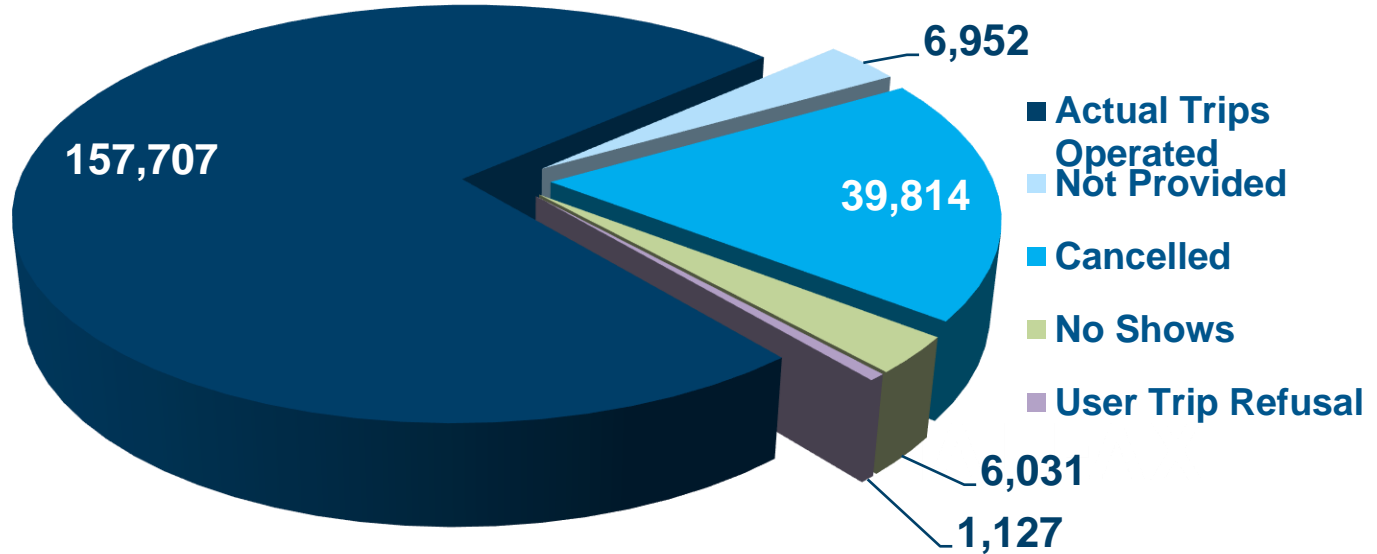
Access a Bus Services

- Halifax Transit has 46 Access-A-Buses
- The AAB program has approximately 18 administrative staff, working 7 days per week, 7am – 9pm on weekdays and 7am to 5pm on weekends
- These positions include: Trip Reservationists, Schedulers, Support Coordinators, Supervisors, and Manager.
- 70 Operator positions

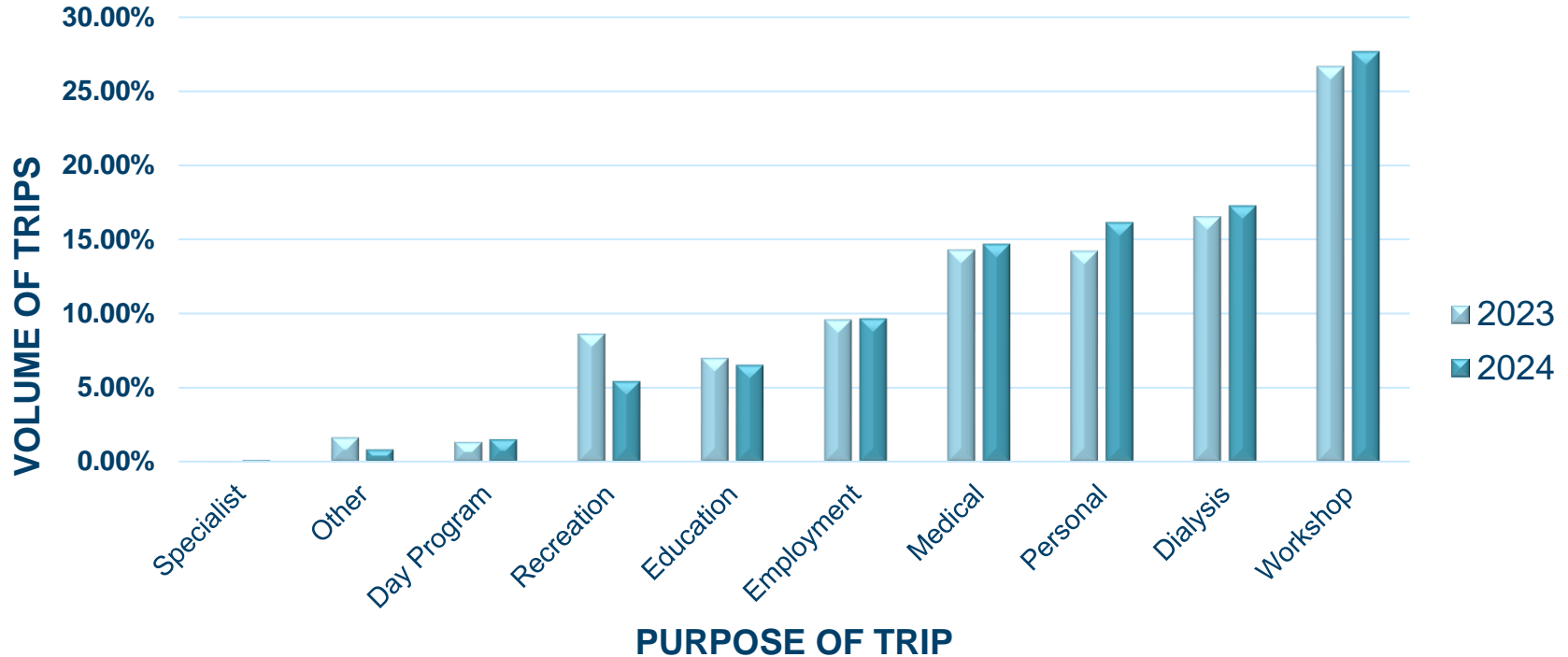


Usage for the period January 1st to December 31st, 2024

Access-A-Bus



Trip Volume percentage 2023 vs 2024



Access A Bus – 2025/26 Planning

- Access A Bus was part of a larger Transit Operations phased realignment that was completed in January 2025. This alignment included the addition of a Manager Transit Accessibility and Supervisor AAB Call Centre.
- As part of the 2025/26 Halifax Transit work plan and budget, a substantial upgrade to our technological solution including the addition of PASS Web Client and PASS Web Care. (Pending approval)
- A full strategic review of Access A Bus is included in the 2025/26 Halifax Transit work plan and budget. (Pending approval)

Booking with Access-A-Bus

Client calls 902-490-6999, chooses option 1
Monday – Friday 7:00am – 9:00 pm
Sat and Sun 7:00am – 5:00pm



Exception: Medical and/or Airport appointments, which can be booked 90 days in advance.



Trip reservationist / client discussion
(Trips can be scheduled up to 7 days in advance)



- Transit Route Planning is based on:

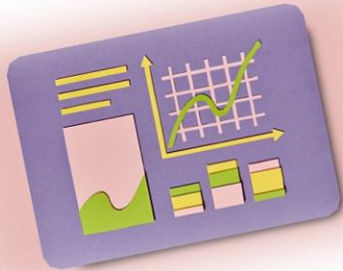
- Policy Direction (ie. Regional Plan)
- A Multi-Year Service Plan (ie. Moving Forward Together Plan)
- Data/Information (ie. ridership, land use patterns/density, development plans)
- Public Consultation
- Resources
- Annual Service Plans

Public Engagement

- During development of the last network plan, public engagement included: stakeholder meetings, public meetings, online engagement, and online and paper-based surveys.
- Outside of strategic planning exercises, engagement occurs for specific projects, ie, terminal locations/design, or initiatives (policy changes). This could be in the form of meetings, surveys (Talk Transit), focused engagement.
 - For example, bus stop changes on Inglis Street are currently being piloted. Staff engaged with multiple stakeholders, and will be releasing a survey for broader perspectives.

Customer Feedback

Feedback received through contact HRM is responded to by Customer service agents in Planning and Customer Engagement.



They consult with subject matter experts in planning, scheduling, operations and other teams to formulate a response.

Operator Training

While Operator training has not specifically touched on a trauma informed approach, there are many principles (such as safety, unconscious bias, respect and empathy) throughout training modules that may be relatable. We regularly make adjustments to content, adding new information and updating training material, and will look to incorporate more information on this going forward.



Operator training includes a module on accessibility and different types of disabilities are discussed. The module includes material on improving customer service for people with disabilities and includes a video which references cognitive disabilities.