

# Accessible Transit Update

**Transportation Standing Committee** 

#### **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



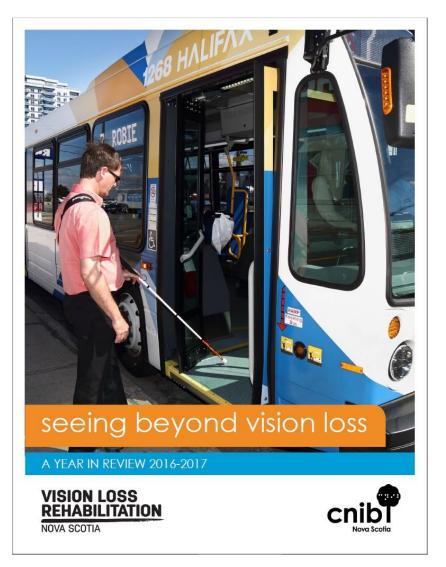
#### **Fixed Route Transit: Fleet**

- 100% accessible fleet
- Wheelchair securement options





### **Fixed Route Transit: Technology**



 Automated Stop Announcements



#### **Fixed Route Transit: Infrastructure**

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

