

Community Transportation

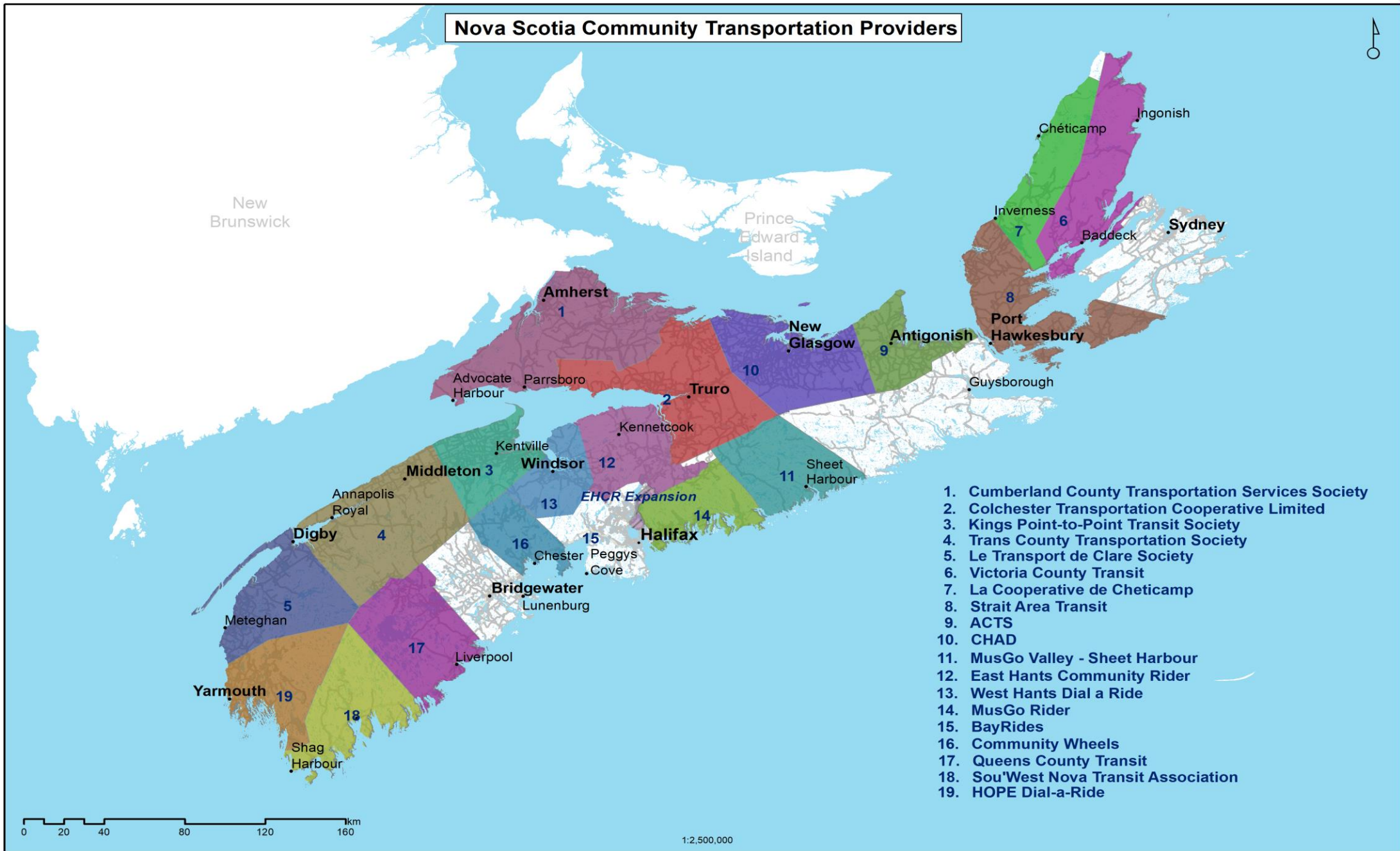
Community Transportation – How We Got Here

- ▶ First Community Transportation provider launched in 1996 in Clare and Pictou County.
- ▶ Shift Consultations raised transit as an issue.
- ▶ 2017 CCH identified has a home for Community Transportation.
- ▶ Transportation Action Plan was launched in 2018 which focuses on 5 areas of focus:
 - ▶ Expand Capacity and Awareness; Develop Policies that Support Community Transportation; Promote a Broad Vision; Improve Measuring, Monitoring and Understanding; and Innovation.
- ▶ Community Transportation moved to Transportation and Active Transit as of April 1st, 2021.

Community Transportation Providers

- ▶ Currently there are 19 community transportation providers (see map slide 4) all are:
- ▶ Eskasoni to launch in 2021
- ▶ Working with community groups in Guysborough to identify a service provider
- ▶ Fixed routes exist in our two largest urban areas as well as 5 rural communities (see map slide 5)
 - ▶ New Glasgow & Stellarton to launch new service in 2021

Nova Scotia Community Transportation Providers



Nova Scotia Fixed Routes

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How it is used by community

- ▶ Community Transportation provided over 205,000 trips in 2019-20 and serves 89.4% of the population outside of HRM & CBRM.
- ▶ Scope of their work, moving people to:
 - ▶ Sheltered Workshops 29%
 - ▶ Medical Appointments 19%
 - ▶ Education 12%
 - ▶ Reduce Social Isolation 11%
 - ▶ Work 10%
- ▶ Average trip is 28kms and the client pays an average fare of \$11/per trip; service providers average cost per trip is \$25.

Progress Since 2018

- ▶ Through horizontal collaboration with government departments and sector organizations the following has occurred:
 - ▶ Cape Breton Transportation Lab.
 - ▶ South Shore Inter City Bus Route.
 - ▶ Creation of the Nova Scotia Community Transportation Network.
 - ▶ Review of legislation and policies that support community transportation.
 - ▶ Increase funding for the Community Transportation Assistance Program and the Accessible Transportation Assistance Program.
 - ▶ Asset Mapping.
 - ▶ Transportation Literacy.
 - ▶ Insurance Requirements for Volunteer Drivers.

Challenges of Covid-19

Community Transit

- ▶ Spring/Summer ridership figures were down 70-85%.
- ▶ Fall ridership was increasing, max. 50% of capacity.
- ▶ Services have laid off staff or accessed Federal grant programs.
- ▶ Most have received same level of Municipal funding.

Maritime Bus

- ▶ Reduced runs from daily to four times a week.
- ▶ Ridership down approximately 72% in 2020-21.

Fixed Route Service Providers

- ▶ Received Funding from the Federal Safe Restart Program.

Opportunities of Covid-19

Community Transit

Community Transportation providers came together as a sector to:

- ▶ Continued to operate by developing COVID-19 safety protocols.
- ▶ Pivoted to provide food security.
- ▶ Accessed funding as a sector from Red Cross. bulk buy cleaning supplies and PPE .
- ▶ Playing a vital transport role in Vaccine Rollout

Maritime Bus

- ▶ Ridership is stabilizing, individuals are using the service to access medical appointments in Halifax.
- ▶ Transport of blood products maintained

Outcome Goal: A connected, affordable and sustainable transportation system

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▶ **Affordability**

- ▶ Current fares are cost prohibitive for lower income individuals.
- ▶ Longer distance trips for medical appointments are typically subsidized by the service provider.

▶ **Sustainable**

- ▶ Services require additional clients and funding for long term sustainability.

▶ **Connected**

- ▶ Transportation options required in underserved areas to connect citizens and services.

Areas of focus that could help reach the Goal

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▶ **Affordability**

- ▶ Pilot \$5 fares for in county trips, provides affordable transportation options for lower income individuals and youth.
- ▶ Shift 2.0 submission included a fair subsidy program for lower income seniors.

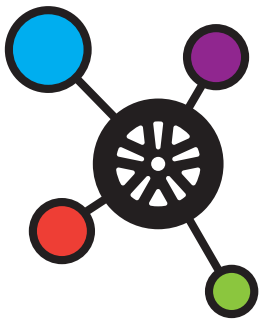
▶ **Sustainability**

- ▶ Partner with DHW & EHS to move clients who don't require an ambulance to community transit.
- ▶ Coordinated medical appointments to accommodate patients from the same area.
- ▶ Work with DCS to ensure clients use community transportation where possible.

▶ **Connectivity**

- ▶ Connected dispatch software will create operational efficiencies and allow for better coordination between services.
- ▶ Development of a door-to-door service in Guysborough County.
- ▶ Launching of Pictou County Transit in spring of 2021.
- ▶ Ride sharing in rural N.S.

Thank you



Community Transportation Network

Connecting Nova Scotians

A vital link between government, the transportation sector and Nova Scotians

The Nova Scotia Community Transportation Network (NSCTN) is a vital link between government, the sector and Nova Scotians. A non-profit advocate for accessible transportation, we bring together providers and supporters to share information, build the transportation network, and help government develop policies that support growth for underserved areas of the province.

OUR WORK COVERS FIVE AREAS:

1. Integration

We advocate and work toward a more integrated transportation sector to address the needs of Nova Scotians.

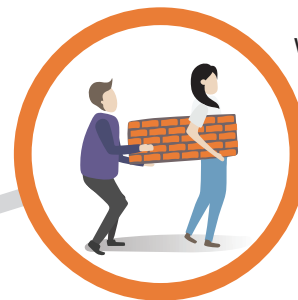
5. Availability

We work to improve mobility and social inclusion for people who cannot drive by enhancing accessible services. This has a direct impact on mental health and happiness.



2. Improvement

We improve the ability of Nova Scotians to access transportation by working to remove barriers.



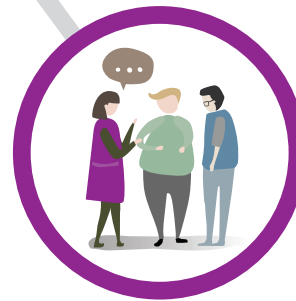
4. Connection

By creating connections between people and places we increase the wellbeing of your constituents. Transportation connections enhance rural life.



3. Promotion and Education

We provide information about, and support for, the many flexible, affordable transportation options available to Nova Scotians. (communitytransitns.ca)



We hope we have your support.

If you would like to learn more about us please email connect@communitytransitns.ca or call 1.833.899.2253.

What we are working on right now

WE ARE FINDING RIDES FOR NOVA SCOTIANS BY:

1.

Supporting community transportation sector through COVID-19 by:

- > managing the Community Transportation (CT) COVID-19 Vaccine Support Project.

2.

Supporting integration of community transportation by:

- > reviewing regulations for community transportation providers.
- > supporting a pan-provincial dispatch system.
- > supporting First Nations communities in developing feasibility studies and business plans.
- > working with communities to fill identified transportation gaps.

3.

Promoting and providing education by:

- > educating community transportation providers about Regulations.
- > educating community groups about Volunteer Driver Insurance.
- > educating all three levels of government about benefits of community transportation.
- > promoting RTA and community transportation providers as a ride to their vaccine appointments through social media, radio spots, and print media.
- > promoting all community providers, both for-profit and not-for-profit, through social media, website, and E-News.

4.

Working with the for-profit sector by:

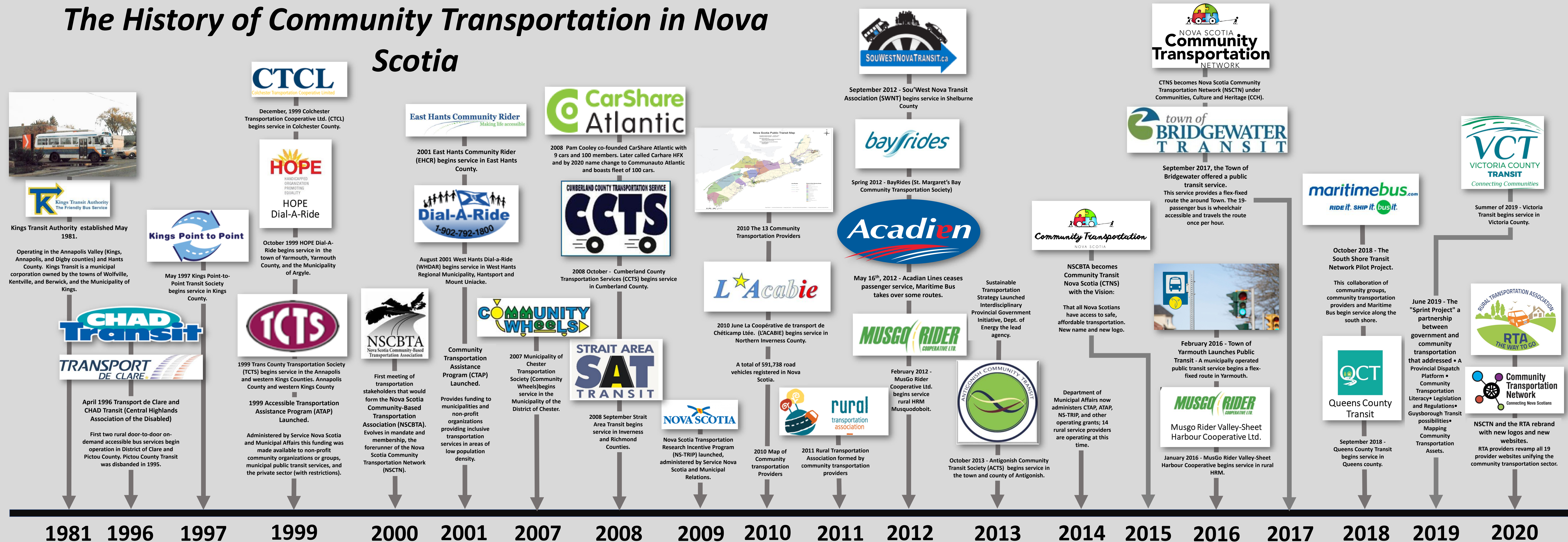
- > managing the South Shore Maritime Bus project.
- > mapped for-profit transportation providers for the NSCTN - Find A Ride website page.
- > building stronger relationships with the private sector that supports transportation providers, including vehicle providers and insurance companies.

5.

Supporting community groups and institution's projects by:

- > managing projects and finding community-based partners.
- > mapping transportation projects.
- > conducting research to help in pilot development.

The History of Community Transportation in Nova Scotia



The Age of Community Transportation (1996 - Present)