Nova Scotia Transit Research Incentive Program (NS-TRIP)- Pilot Pre-implementation Activities

The following are activities to undertake prior to implementing a pilot community transit service.   The NS-TRIP program guidelines identify this phase as pilot pre-implementation.

Operations and Policy

- develop operations plan for service:
  - office location
  - equipment and supplies
  - dispatch/driver phones or radios
  - hours of operation, and
  - accounting process

- develop board, vehicle and staffing policy manual

- create dispatch procedure policy:
  - priority for medical trips
  - route rationalization to promote passenger efficiencies when booking multiple trips
  - software requirements

- develop charity policy if applicable

- ensure by-laws are kept in order and good standing with Registry of Joint Stock

- obtain business insurance, WCB coverage and board liability insurance

- develop fare structure for UARB license application

- updating business plan as required

- meet with local motor carrier inspector to get information on:
    - licensing requirements
    - regulations, and
    - process for inspection

- government and external funding considerations/ grant applications

- vehicle selection and acquisition

- obtain insurance for vehicle

- create a vehicle maintenance log

Staffing

- part (full) time coordinator/dispatcher:
    - create job description
    - job posting and performance review templates

- volunteer drivers/staff:
    - background criminal check
    - driver abstract and vulnerable screening check
    - Class 4 license
    - First Aid/CPR.

- driver training requirements:
    - trip pre-inspection
    - status of duty
    - wheelchair tie-down process
    - sensitivity training, etc.

-volunteer or paid driver handbook as applicable (adopt the NS Labour Code)

Communications & Marketing

- implement marketing strategy

- local media considerations:
    - local newspaper
    - Television, and
    - radio advertisements

- opening and ribbon cutting considerations

- develop service logo, brochures and pamphlets

- presentations to service and business industry, municipalities and community stakeholders to gain both financial and non-financial support

- website development and maintenance

- investigate corporate advertising (i.e., logo on vehicle, etc.)