

Access to Transportation

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<http://p2pcanada.ca/library/promoting-welcoming-communities-a-toolkit-for-communities-and-those-who-support-them/>

Access to public transportation is imperative to creating a welcoming community. It affects people's ability to get to school, work, take part in leisure and recreational activities, access services (e.g., health care), and meet their daily needs (e.g., shopping for food).^{i, ii, iii, iv} This is particularly true for immigrants, who are more than twice as likely as non-immigrants to commute using public transportation.^v Of note, research finds that among immigrants, women are more likely to rely on public transportation than men.^{vi} The availability and accessibility of public transportation is, therefore, also conducive to immigrant women's equitable participation in society.

Underdeveloped public transportation systems are a common barrier to attracting and retaining immigrants,^{vii} and those who reside in suburbs, small centres, and rural areas, where public transportation may be inadequate or virtually non-existent, are more likely to be put at risk for transportation-related social exclusion.^{viii, ix, x} In these settings, private transportation (e.g., owning a vehicle) may be required, but this can be expensive, and immigrants may not qualify for loans if they do not have an established banking history in Canada.^{xi} Even in metropolitan areas where multi-modal public transportation infrastructure is highly developed, however, cost to access public transportation can be prohibitive, and concerns about safety and interpersonal discrimination when using public transit can deter usage.^{xii, xiii}

ⁱ Allen, J., Farber, S., Greaves, S., Clifton, G., Wu, H., Sarkar, S., & Levinson, D. M. (2021). Immigrant settlement patterns, transit accessibility, and transit use. *Journal of Transport Geography*, 96, 103187–.

ⁱⁱ Depner, W., & Teixeira, C. (2012). Welcoming communities? An assessment of community services in attracting and retaining immigrants in the South Okanagan Valley (British Columbia, Canada) with policy recommendations. *Journal of Rural and Community Development*, 7(2), 72–97.

ⁱⁱⁱ Wiginton, L. L. (2013). *Canada's decentralized immigration policy through a local lens: How small communities are attracting and welcoming immigrants*. Rural Development Institute, Brandon University.
https://www.brandonu.ca/rdi/files/2015/09/Canadas_Decentralized_Immigration_Policy_How_Small_Communities_are_attracting_and-welcoming_Immigrants.pdf

^{iv} Amar, A. K., & Teelucksingh, C. (2015). Environmental justice, transit equity and the place for immigrants in Toronto. *Canadian Journal of Urban Research*, 24(2), 43–63.

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- ^v Hanna, M. (2021). *Movement after migration: Immigrants' disproportionate reliance on public transportation*. Migration Policy Institute. <https://www.migrationpolicy.org/article/movement-migration-immigrants-public-transportation>
- ^{vi} Preston, V., McLafferty, S., & Maciejewska, M. (2022). Gender, immigration and commuting in metropolitan Canada. *Tijdschrift Voor Economische En Sociale Geografie*, 113(4), 348–364.
- ^{vii} Esses, V., & Carter, C. (2019). *Beyond the big city: How small communities across Canada can attract and retain newcomers*. Public Policy Forum. <http://p2pcanada.ca/wp-content/blogs.dir/1/files/2019/08/Beyond-The-Big-City-Report.pdf>
- ^{viii} Allen, J., Farber, S., Greaves, S., Clifton, G., Wu, H., Sarkar, S., & Levinson, D. M. (2021). Immigrant settlement patterns, transit accessibility, and transit use. *Journal of Transport Geography*, 96, 103187–.
- ^{ix} Ashton, B., Pettigrew, R., & Galatsanou, E. (2015). *Immigration settlement services and gaps in Citizenship and Immigration Canada's Western Region*. Rural Development Institute, Brandon University. <https://www.brandonu.ca/rdi/files/2015/09/Western-Canada-report.May-2015.pdf>
- ^x Lodermeier, V.J. (2012.). *Chance for a better life: Development of the immigrant workforce in smaller communities and rural Alberta*. Bow Valley College. http://en.copian.ca/library/research/bow_valley/chance_better_life/chance_better_life.pdf
- ^{xi} Esses, V., & Carter, C. (2019). *Beyond the big city: How small communities across Canada can attract and retain newcomers*. Public Policy Forum. <http://p2pcanada.ca/wp-content/blogs.dir/1/files/2019/08/Beyond-The-Big-City-Report.pdf>
- ^{xii} Sutter, A., & Esses, V. M. (2021). *Discrimination experienced by immigrants, visible minorities, and Indigenous peoples in Hamilton*. Network for Economic and Social Trends (NEST) & Hamilton Immigration Partnership Council. https://hamiltonimmigration.ca/wp-content/uploads/HIPC-Discrimination-Experiences-Report_Revised.pdf
- ^{xiii} Amar, A. K., & Teelucksingh, C. (2015). Environmental justice, transit equity and the place for immigrants in Toronto. *Canadian Journal of Urban Research*, 24(2), 43–63.

ACCESS TO TRANSPORTATION

Name of Practice / Program	Name and Type of Lead Organization(s)	Link(s)	Description of Practice	Tags
Public Transit				
Displaced Persons and Refugees Transit Pass Program	Ottawa-Carleton Regional Transit Commission (OC Transpo) <i>Municipal Government</i>	Program Information	<p>Overview and Goals:</p> <ul style="list-style-type: none"> The Displaced Persons and Refugees Transit Pass Program provides refugees (excluding Government-Assisted Refugees) and refugee claimants without other sources of transportation funding, with free transit fares to help them get around the city. <p>Key Features:</p> <ul style="list-style-type: none"> Eligible newcomers receive six months of free travel on OC Transpo. The transit pass is valid on buses, trains, and Para Transpo (service for those who cannot take conventional transit due to a disability). 	<p>Refugee claimants; Refugees</p> <p>Ottawa, Ontario, Canada</p> <p>Large community</p>
Affordable Transit Program	Peel Region <i>Municipal Government</i>	Program Information	<p>Overview and Goals:</p> <ul style="list-style-type: none"> The Affordable Transit Program provides low-income newcomers with a reduced-cost pass for public transit. <p>Key Features:</p> <ul style="list-style-type: none"> Eligible newcomers receive 12 discounted monthly passes to use on either Brampton Transit or the Mississauga MiWay (transit service for the City of Mississauga). Those who qualify for this program may also be eligible for a 50% discount on GO Transit (buses and trains) to assist with inter-municipal travel. 	<p>Immigrants; Refugee claimants; Ukrainian Temporary Residents (CUAET)</p> <p>Brampton and Mississauga, Ontario, Canada</p> <p>Mid-sized communities</p>
How to Ride Transit (Multilingual Guides & Videos)	Halifax Transit <i>Municipal Government</i>	Program Information Guide	<p>Overview and Goals:</p> <ul style="list-style-type: none"> The How to Ride Transit initiative promotes the accessibility and inclusivity of the Halifax Transit network through multi-lingual guides and videos. <p>Key Features:</p> <ul style="list-style-type: none"> Guides and videos offer information on how to access bus route maps and schedules, plan trips on buses and ferries, pay fares and transfer, and ride transit safely. How to Ride videos can be accessed in Arabic, English, Nepali, Somali, Swahili, and Tigrinya. Printed How to Ride guides are offered in Arabic, Farsi, French, English, Korean, Simplified Chinese, and Spanish. 	<p>Immigrants</p> <p>Halifax, Nova Scotia, Canada</p> <p>Mid-sized community</p>
Campaign Against Racism	Transport for Ireland (TFI) <i>National Government</i>	Program Information	<p>Overview and Goals:</p> <ul style="list-style-type: none"> Campaign Against Racism is an annual campaign designed to promote the message that public transportation is for everyone and people of all backgrounds, cultures, and beliefs are welcome on board. <p>Key Features:</p> <ul style="list-style-type: none"> This initiative is organized in collaboration with the Immigrant Council of Ireland, public transport operators, and Dublin City Council (DCC). The campaign creative is visible on-board transport vehicles, at stops and stations across the TFI transport network, and on social media. 	<p>Immigrants</p> <p>Ireland</p> <p>Communities of all sizes</p>
What to Do if You Witness Racism on the Bus	All Together Now <i>Non-profit</i>	Program Information	<p>Overview and Goals:</p> <ul style="list-style-type: none"> The <i>What to Do if You Witness Racism on the Bus</i> graphic is a step-by-step guide supporting bystanders to safely intervene in racist incidents on public transport. <p>Key Features:</p> <ul style="list-style-type: none"> The guide incorporates evidence from several Australian academic studies, providing tips on combatting racism, assisting victims, and recording racist incidents on public transportation. 	<p>Immigrants; Receiving community</p> <p>New South Wales, Australia</p> <p>Communities of all sizes</p>

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WhatsApp Customer Service	Metropolitan Transportation Authority New York City Transit (MTA) <i>Municipal Government</i>	Program Information	<p>Overview and Goals:</p> <ul style="list-style-type: none"> The WhatsApp Customer Service initiative allows more transit riders to receive real time information about bus and subway services through a convenient platform. <p>Key Features:</p> <ul style="list-style-type: none"> Customers can speak to transit staff in over 100 languages using Google translate. 	<p>Immigrants</p> <p>New York, New York, USA</p> <p>Large community</p>
Cycling				
Bike Host	CultureLink Settlement and Community Services <i>Service Provider Organization</i>	Program Information Program Video P2P Brief P2P Video	<p>Overview and Goals:</p> <ul style="list-style-type: none"> The Bike Host program seeks to increase cycling among newcomers by teaching them how to cycle safely in their local communities. <p>Key Features:</p> <ul style="list-style-type: none"> Bike Host connects newcomers who are interested in cycling with experienced cyclists who serve as mentors. Together, they take part in weekly cycling activities. Newcomers receive a bicycle, a helmet, and a lock (on loan) from the organization and participate in basic training. The program currently runs in Markham, Scarborough, and Mississauga (under the name “Mississauga Cycles”). According to a 2016 evaluation, the program yielded various advantages for newcomers, such as improved health and well-being, greater familiarity with Toronto, and reduced spending on transportation. 	<p>Immigrants</p> <p>Markham, Mississauga, and Scarborough, Ontario, Canada</p> <p>Mid-sized communities</p>
Newcomer Learn to Ride	HUB Cycling <i>Non-profit</i>	Program Information Guide	<p>Overview and Goals:</p> <ul style="list-style-type: none"> The Newcomer Learn to Ride program offers courses designed to provide newcomers with the skills, knowledge, and motivation to try cycling. <p>Key Features:</p> <ul style="list-style-type: none"> Courses cater to newcomers with varying levels of experience and help them learn about the local cycling culture, infrastructure, and rules. Courses start in the classroom and then transition to on-road practice, so that participants can become comfortable cycling for transportation. The program is delivered in collaboration with immigrant-serving agencies in the Metro Vancouver area, including Immigrant Services Society of BC, MOSAIC, and local Neighbourhood Houses. HUB Cycling also offers a Newcomer Bike Mentorship program that relies on local volunteer “mentors” to help familiarize recently arrived immigrants and refugees with the city’s active transportation lifestyle culture and cycling infrastructure. 	<p>Immigrants</p> <p>Vancouver, British Columbia, Canada</p> <p>Large community</p>
Cycling Safety Tips in Multiple Languages	Region of Waterloo <i>Municipal Government</i>	Program Information Program Brochure	<p>Overview and Goals:</p> <ul style="list-style-type: none"> The <i>Cycling Safety Tips in Multiple Languages</i> brochure provides a quick reference for new and experienced cyclists. <p>Key Features:</p> <ul style="list-style-type: none"> The brochure is offered in Arabic, English, Farsi, French, Mandarin, Somali, Spanish, Tigrinya, and Ukrainian. 	<p>Immigrants</p> <p>Waterloo Region, Ontario, Canada</p> <p>Mid-sized community</p>

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Driver Education and Licensing Programs				
G1 Licence Study Support For Newcomers	Pathway to Possibilities (PTP) <i>Service Provider Organization</i>	Program Information	<p>Overview and Goals:</p> <ul style="list-style-type: none"> The G1 Licence Study Support For Newcomers program helps prepare immigrants and refugees to take their G1 driving test. <p>Key Features:</p> <ul style="list-style-type: none"> Participants learn road signs, rules of the road, and the rights and responsibilities of G1 drivers. The three-week program has two meetings per week that run for two hours each. The program is delivered online at no cost. 	<p>Immigrants; Ukrainian Temporary Residents (CUAET)</p> <p>Toronto, Ontario, Canada</p> <p>Large community</p>
Licensed Driver Education Course	Government of Prince Edward Island <i>Provincial Government</i>	Program Information	<p>Overview and Goals:</p> <ul style="list-style-type: none"> The Licensed Driver Education Course aims to speed up license processing for immigrants in PEI with driving experience who arrive from countries without a formal license exchange agreement. <p>Key Features:</p> <ul style="list-style-type: none"> By acknowledging prior driving experience, this initiative enables newcomers to bypass the three-year Graduated Driver Licensing program, which frequently hinders their eligibility to pursue careers as commercial drivers (e.g., taxi or truck). The course was developed in collaboration with relevant community partners, and it is delivered by approved Licensed Driving Schools. The course is tailored to the needs of newcomers, with special attention to rules that may vary across countries. 	<p>Immigrants</p> <p>Prince Edward Island, Canada</p> <p>Small and mid-sized communities</p>
G1 Drivers Preparation Classes	The Windsor Women Working With Immigrant Women (WWWWIW) <i>Service Provider Organization</i>	Program Information	<p>Overview and Goals:</p> <ul style="list-style-type: none"> The G1 Drivers Preparation Classes program is designed to help newcomers prepare for their G1 driver's licence test. <p>Key Features:</p> <ul style="list-style-type: none"> All course information is informed by the official Ministry of Transportation (MTO) Driver's Handbook. Attendees are provided with healthy and nutritious snacks. Childcare services (for children aged 6 months to 6 years) are offered at no cost. 	<p>Immigrants</p> <p>Windsor, Ontario, Canada</p> <p>Mid-sized community</p>
Driver Education	Southeast Newcomer Services (SNS) <i>Service Provider Organization</i>	Program Information	<p>Overview and Goals:</p> <ul style="list-style-type: none"> Driver Education helps newcomers obtain their Saskatchewan driver's licence by subsidizing the cost of their driver training course. <p>Key Features:</p> <ul style="list-style-type: none"> The program involves 6 hours of in-class time and 6 hours of in-car training. The total cost of the program is \$900, but SNS provides \$450 of funding, making the program more affordable for newcomers. Newcomers interested in enrolling must complete an application form and meet with a settlement advisor to complete a needs assessment and to develop a settlement plan. Further details about eligibility are available on the program website. 	<p>Immigrants</p> <p>Southeast Saskatchewan, Canada</p> <p>Small communities</p>

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<p>Women at the Wheel</p>	<p>Settlement Services International (SSI) <i>Non-profit</i></p>	<p>Program Information</p>	<p>Overview and Goals:</p> <ul style="list-style-type: none"> Women at the Wheel provides newcomer women with funding and training to obtain their driver's licence. <p>Key Features:</p> <ul style="list-style-type: none"> Getting a driver's licence makes it easier for immigrant and refugee women to find work, attend school or training, run simple errands, and participate in the community. Staff at SSI identify newcomer women who could benefit from this program. Participants learn how to safely operate a vehicle, the rules of the road, and how to react in emergency situations. Staff support newcomer women through the application process and driving test. The program covers the cost of the driving test and a two-year license. Through the process of obtaining a driver's licence, newcomer women gain confidence and achieve independence. 	<p>Immigrant women Logan, Queensland, Australia Mid-sized community</p>
<p>Turning the Curve</p>	<p>ChangeMakers Refugee Forum <i>Non-profit</i></p>	<p>Program Information</p>	<p>Overview and Goals:</p> <ul style="list-style-type: none"> Turning the Curve is a program that helps women aged 25 to 55 with a refugee background who have been in New Zealand for at least 2 years obtain a driver's license. <p>Key Features:</p> <ul style="list-style-type: none"> Participants receive subsidized driver training from a licensed instructor, but they also gain additional weekly practice with a trained woman volunteer until they are prepared for the test. To take part in the program, women need to have access to a car, whether it be borrowed from a friend or family member. The program design was informed by a steering group of women from refugee communities. An evaluation of the program found that women who participated felt a sense of achievement, gained self-confidence, and felt supported by the New Zealand community. 	<p>Refugee women Wellington, New Zealand Mid-sized community</p>
<p>Driver's Education</p>	<p>Refugee Women Rising (RWR) <i>Service Provider Organization</i></p>	<p>Program Information</p>	<p>Overview and Goals:</p> <ul style="list-style-type: none"> The Driver's Education program seeks to empower newcomer women by helping them obtain their driver's licence to provide them with greater independence and increase their employability. <p>Key Features:</p> <ul style="list-style-type: none"> The Driver's Education program combines classroom training with community experts and hands-on training, with licensed driving instructors. In addition to learning the rules of the road, the program addresses seat belt safety, police interaction, and car seat installation. RWR's innovative strategy acknowledges that women benefit most from learning from other women; hence, the program utilizes a "train-the-trainer" model, ensuring it is accessible free of charge. Program participants are provided with a vehicle to complete the road test and RWR covers the cost of their licence. Upon successful completion of the road test, participants receive a certificate, a AAA car safety kit, and a gasoline gift card. 	<p>Immigrant women Omaha, Nebraska, USA Mid-sized community</p>

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Open Road Driver Training Programme	ChangeMakers Refugee Forum <i>Non-profit</i>	Program Information Program Video	<p>Overview and Goals:</p> <ul style="list-style-type: none"> Open Road Driver Training Programme helps newcomers with a refugee background obtain their license. <p>Key Features:</p> <ul style="list-style-type: none"> The program typically runs between 12 to 20 weeks, during which participants receive a number of lessons from a licensed driving instructor, as well as 2 to 3 hours of weekly lessons in a dual-control car (provided by the program). The program addresses common hurdles refugees face in obtaining a driver's license, such as access to a vehicle, the cost of driving lessons, access to an experienced driver who may supervise them outside of formal lessons, and wrap-around support to navigate a complex system. Learning to drive provides refugees with a greater sense of independence, broadens their opportunities for employment, and increases their participation in the community. 	<p>Refugees</p> <p>Wellington, New Zealand</p> <p>Mid-sized community</p>
Access to Private Transportation				
Project: Village Car Share	Eastern Charlotte Waterways Inc. (ECW) <i>Non-profit</i>	Program Information Program Video In the News	<p>Overview and Goals:</p> <ul style="list-style-type: none"> Project: Village Car Share offers a reliable transportation option for those without their own vehicle, including newcomers. <p>Key Features:</p> <ul style="list-style-type: none"> This car-sharing service is open to immigrants and refugees who may not meet the requirements to own a vehicle. This program is especially advantageous for newcomers residing in areas with limited access to public transportation. 	<p>Immigrants</p> <p>New Brunswick, Canada</p> <p>Small and mid-sized communities</p>
Money Management: Step-by-Step Guide for Newcomers	The Immigrant Education Society (TIES) <i>Service Provider Organization</i>	Guide	<p>Overview and Goals:</p> <ul style="list-style-type: none"> <i>Money Management</i> offers newcomers with comprehensive information on making sound financial choices, including a dedicated section on transportation (pp.27-32). <p>Key Features:</p> <ul style="list-style-type: none"> The guide provides information about choosing a car and the (dis)advantages of new versus used and buying versus leasing a vehicle. Other transportation options are also discussed, including car rentals and sharing; taxis, limousines, and ride sharing; and, public transit. 	<p>Immigrants</p> <p>Calgary, Alberta, Canada</p> <p>Large community</p>
British Columbia Newcomers' Guide to Resources and Services	WelcomeBC <i>Provincial Government</i>	Program Information Guide	<p>Overview and Goals:</p> <ul style="list-style-type: none"> The <i>British Columbia Newcomers' Guide to Resources and Services</i> provides newcomers with valuable information to help ease the settlement process, including a dedicated section about driving (pp.93-104). <p>Key Features:</p> <ul style="list-style-type: none"> Included in the guide is information about insurance, the process of obtaining a driver's license, traffic laws, car crashes, buying a car or truck, and car rentals and car sharing. The guide is available to download in thirteen languages: Arabic, Dari, English, Farsi, French, Korean, Punjabi, Russian, Simplified Chinese, Spanish, Tagalog, Traditional Chinese, and Ukrainian. 	<p>Immigrants; Refugee claimants</p> <p>British Columbia, Canada</p> <p>Communities of all sizes</p>
How To Buy A Car In Ontario, Canada As An Immigrant	The Humberview Group <i>Private Company</i>	Guide	<p>Overview and Goals:</p> <ul style="list-style-type: none"> <i>How To Buy A Car</i> familiarizes newcomers with the process of purchasing a vehicle in Ontario. <p>Key Features:</p> <ul style="list-style-type: none"> This step-by-step guide provides detailed information about the legal requirements and documents needed to buy a car, what to consider when buying a new or pre-owned car, the difference between dealerships and private sellers and between leasing and financing, and the availability of programs to help new Canadians purchase a car. 	<p>Immigrants</p> <p>Ontario, Canada</p> <p>Communities of all sizes</p>