

**2017/2018
Annual Service Plan**

HALIFAX
TRANSIT



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Summary

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Summary

This plan outlines service adjustments planned for 2017/18 and reviews adjustments from 2016/17. It also provides a summary of some of the significant projects underway. Of note, Halifax Transit is currently in the process of transitioning to new technology and reporting processes which will improve the accuracy and availability of data. *As a result, performance indicators and annual statistics that have previously been reported in the Annual Service plan are not yet available and will be reported in a separate year-end report.*

Halifax Transit will deliver approximately 964,000 scheduled service hours in 2016/17, including 874,000 hours of fixed route bus service, 15,000 hours of ferry service, and 75,000 hours of Access-A-Bus service.

Highlights from the past fiscal year 2016/17 include:

- Launching of a new Harbour Ferry, Viola Desmond
- Approval of the *Moving Forward Together Plan*, providing strategic direction for transit service changes
- Service changes to the Route 56 and Route 330
- The launch of the new departures line and stop annunciation
- Macdonald Bridge re-decking, requiring a shuttle service during scheduled closures, and detours during unscheduled closures

Highlights for the upcoming 2017/18 fiscal year will include:

- Service changes to many existing routes including Route 6, Route 9, Route 19, Route 20, Route 22, Route 402, Route 330, Route 370, and School Specials as part of the approved *Moving Forward Together Plan*.
- Service changes to the Alderney Ferry
- New Route 194 West Bedford Express service launched in Bedford
- A pilot program will be conducted bringing the Route 370 Porters Lake Express to Micmac Terminal
- The launch of new technologies to improve the customer experience
- Construction of two new ferry boats will be underway (one delivered in 2017/18 fiscal)
- The Macdonald Bridge re-decking is scheduled for completion. This project's planned and unplanned closures have required a shuttle service and detours, impacting Halifax Transit operations and budget.

The cover features a background of overlapping geometric shapes in shades of blue and yellow. A large, dark blue triangle points from the top-left towards the bottom-right. A lighter blue triangle points from the top-right towards the bottom-left. At the bottom, there are yellow shapes, including a large triangle pointing right and a smaller one pointing left, partially overlapping the blue shapes.

Proposed Service Adjustments 2017/2018

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Proposed Service Adjustments 2017/2018

Halifax Transit will receive 10 conventional expansion vehicles in 2017/18. Several service changes are proposed for 2017/18 as described below.

This Annual Service Plan outlines the second year of service adjustments for Halifax Transit's *Moving Forward Together Plan*. This redesigned transit network represents a significant improvement to existing transit service in Halifax. It prioritizes service to areas with high ridership and areas with higher ridership potential. It proposes new service in growth areas and it reduces inefficient, low ridership services. It describes a network which is easier to understand and easier to navigate for existing and potential transit users, and identifies a clear need for the introduction of Transit Priority Measures in order to make transit service faster and more competitive with private vehicles. It provides a more consistent and cohesive approach to service provision, designed to better meet the needs of residents today and into the future.

This network redesign will be implemented over five years, with detailed annual service changes outlined each year through this document. The planned implementation schedule is as follows:

2016/17 – Route 56 Dartmouth Crossing adjustment, additional trip on Route 330 Tantallon (approved in *2016/17 Annual Service Plan*)

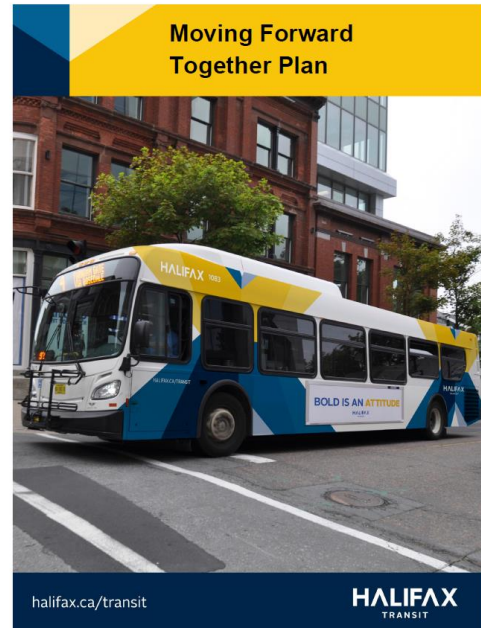
2017/18 – Service adjustments outlined in this Annual Service Plan primarily impacting Halifax Mainland and Peninsula, and Bedford (Express Route)

2018/19 – Service adjustments focused in Clayton Park, Fairview, Timberlea, and Bedford (Express Route)

2019/20 – Service adjustments focused in Halifax Mainland and Peninsula

2020/21 – Service adjustments focused in Sackville, Bedford (Corridor/Local Routes), Dartmouth, Eastern Passage and Cole Harbour

This implementation schedule is tentative and will depend upon detailed scheduling and availability of resources. Throughout the implementation Halifax Transit will refine the plan, looking for efficiencies and opportunities to advance the implementation where possible.



Variability of this Plan

Details of service adjustments will be made available each year through the Annual Service Plan. However, due to the complex and integrated nature of the planned service adjustments, upcoming changes outlined in the Annual Service Plans will be subject to more variability than in the past.

This will occur because the accuracy of predicting the resources required for service adjustments decreases with the volume of changes occurring. As multiple routes undergo changes, not only is the service provided to customers impacted, but the adjustments also impact the underlying operational structure of the schedules, including interlining opportunities for routes, layovers, and deadheading. These operational elements can be accurately estimated for smaller scale service increases, but the level of efficiencies that can be achieved when modifying multiple routes is less predictable. As a result, when service adjustments are operationalized, they may require more or less resources than anticipated.

Halifax Transit will implement the planned changes outlined in this Annual Service Plan for 2017/18, pending budget approval by Halifax Regional Council. In anticipation that efficiencies could result in the availability of additional unplanned resources during implementation, the Annual Service Plan will now also include a list of potential additional service adjustments that will be pursued as resources permit.

Detailed Service Adjustments

The following conventional service adjustments are planned for implementation in 2017/18.

| Route | Details | Hours | Cost |
|--|--|---------------|--------------------|
| 194 | Implement new Route 194 West Bedford Express | 3,154 | \$251,375 |
| 330 | Implement one new trip on Route 330 Tantallon | 1,098 | \$112,776 |
| New 9 | Implement new Route 9A and 9B | 47,623 | \$3,443,556 |
| 19 | Route 19 Greystone replaced with new Route 9A | -9,216 | -\$660,053 |
| 20 | Route 20 Herring Cove replaced with new Route 9B | -30,345 | -\$2,217,539 |
| New 29 | Implement new Route 29 Barrington | 26,963 | \$1,868,476 |
| 9 | Route 9 Barrington replaced with new Route 29 | -16,012 | -\$1,117,756 |
| 6 | Remove Route 6 Quinpool | -9,535 | -\$630,758 |
| 22 | Remove service from Exhibition Park | 0 | -\$62,906 |
| 402 | Remove Route 402 Sambro | -2,728 | -\$275,151 |
| SCH | Remove select School Specials | -430 | -\$33,977 |
| Planned Service Adjustments Total | | 10,573 | \$678,044 |
| Conv | Service Quality & Reliability | 5,000 | \$357,900 |
| AAB | Two expansion AAB | 4,360 | \$294,498 |
| Grand Total | | 19,933 | \$1,330,442 |
| 370 | Route 370 Porters Lake Express Pilot Project | 420 | \$24,413 |

Conventional

- **Route 6 Quinpool**
 - Service on the existing Route 6 will be discontinued. The reduction in service between Mumford Terminal and downtown will be offset by increased frequency on the new Corridor Route 9 Herring Cove
 - Route 22 Armdale will continue to provide service to Quarry Road, Edgehill Road, Glenmore Avenue and Stonehaven Road (service removed from Fenwood Road and Stonehaven Road, east of Kelly Street). Route 22 will travel between the Ragged Lake Transit Centre and Mumford Terminal
- **Route 29 Barrington** (formerly Route 9 Barrington)
 - The existing Route 9 will be replaced by new Route 29
 - The new route will now serve the Bayers Road Centre
 - The new Route 29 will include increased frequency, particularly on weekends
 - The route will end at the Tower Road loop, no longer entering into the lower parking lot of Point Pleasant Park
 - The new route will service Hollis Street, Lower Water Street, and the Water Street Terminal, no longer providing service on Barrington Street between George Street and South Street
- **Route 22 Armdale**
 - Service discontinued to Exhibition Park
- **Corridor Routes 9A Greystone & 9B Herring Cove** (formerly Route 19 Greystone & Route 20 Herring Cove)
 - New high frequency Corridor Route 9 will replace service on both the former Route 19 Greystone and Route 20 Herring Cove
 - The two branches of this corridor route combined will provide Weekday service every 10-15 minutes at peak, and every 15-20 minutes off-peak and every 30 minutes on Saturday and Sunday
 - Service will continue utilizing the same corridor and routing, and will include a shift in frequency; additional trips will be added between Greystone Drive and downtown, and frequency will be reduced between Greystone Drive and Lancaster Drive
 - Service will terminate at Upper Water Street, and no longer continue onto Valour Way
- **School Specials**
 - School Special routes that service Cunard Junior High, Fairview Junior High, Prince Andrew High, Dartmouth High, and Astral Junior High will be discontinued

Express

As part of the *Moving Forward Together Plan*, express routes will be re-numbered between 100 and 199. The first new express route planned for Bedford will be implemented, introducing express service to the community of West Bedford.

- **Route 194 West Bedford Express**
 - This new route will service Gary Martin Drive, Hammonds Plains Road, Innovation Drive, Broad Street, and Larry Uteck Boulevard West, with limited stops to downtown, ending at Summer Street at Bell Road

Rural Routes

- **Route 402 Sambro**
 - This route will be discontinued due to low ridership

Regional Express

As part of the *Moving Forward Together Plan*, MetroX routes will be de-branded and classified as Regional Express.

- **Route 330 Tantallon**
 - One additional AM peak trip and one additional PM peak trip will be added to and from Tantallon
- **Route 370 Porters Lake**
 - Two new additional stops will be added in each direction to increase travel options for commuting in Dartmouth, targeted for implementation with the May 2017 service adjustments. The additional stops will be on Main Street/Highway 7, at existing bus stops, with one near Major Street, and the other near the Black Cultural Centre

Ferry

In response to the Macdonald Bridge Re-decking project, Alderney Ferry service was increased. The re-decking project is scheduled for completion in 2017, and once closures have ceased, ferry service will be reduced back to the previous service levels.

- Alderney Ferry Service will be reduced from 15 minute service to 30 minute service on Weekdays after 6:00PM
- Weekday midday 15 minute service will begin slightly later, at 1:30PM from Alderney as opposed to 1:15PM (one round trip removed)
- Sunday morning service will begin at 11:00AM and end at 6:15PM leaving from Halifax

Service Quality & Reliability

When implementing the service adjustments found in this Annual Service Plan, Halifax Transit will analyze AVL (automated vehicle location) data, including schedule adherence and running time data, to ensure that the resultant routes have a high level of reliability. Additional resources have been identified specifically to address service quality and reliability issues that are identified as the plan is implemented.

Potential Additional 2017/18 Service Adjustments

If during the implementation period, more scheduling efficiencies occur than anticipated, resulting in more available resources than were planned for, Halifax Transit staff will review opportunities to advance the implementation of additional aspects of the *Moving Forward Together Plan* ahead of schedule. In 2017/18, the following would be priorities for advancement:

- Introduction of additional express service in the Bedford area, specifically, the conversion of the Route 86 Basinview to the Route 186 Basinview with increased service; or the introduction of the Route 192 Southgate Express or Route 196 Larry Uteck Express
- Investment of additional resources to improve Service Quality & Reliability throughout the network, which would include schedule adherence work or adding frequency or trips on to planned corridor routes

Macdonald Bridge Impacts

Bridge Closures are anticipated to end in the fall of 2017. However, should the requirement to extend bridge closures arise, planned service adjustments will be impacted, as five buses planned for implementation of the *Moving Forward Together Plan* are currently in service as Bridge Shuttles. Alderney Ferry service increases in place to accommodate this project will be discontinued after the completion, and ferry service will be reduced to previous service levels.

Access-A-Bus

- Two new expansion buses will be added to the Access-A-Bus fleet (AAB fleet expansion is generally planned for each year, and was not planned for as part of the *Moving Forward Together Plan*)

Accessible Low Floor (ALF)

The Halifax Transit fleet will become 100% low floor accessible in 2017/18, and as a result, all routes will be considered accessible. A number of bus stops will remain inaccessible, however, and these are listed in the Accessible Transit Service Handbook as inaccessible (no ramp) bus stops. Halifax Transit will continue working towards an increasingly accessible transit network through the annual infrastructure program.

Halifax Transit categorizes bus stops into three levels of accessibility:

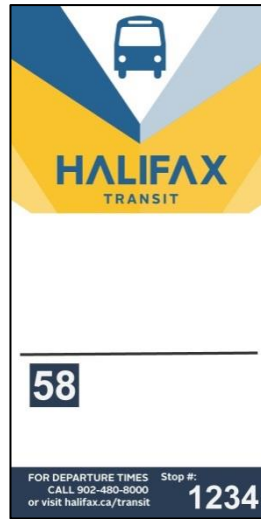
A ‘Standard ALF Bus Stop’ meets Halifax Transit’s accessible standards; where the ramp can be deployed, the bus stop has a concrete landing pad (minimum size 1.5 m. x 2.5 m) with access to a path of travel, and ALF buses are used to serve designated accessible routes at this stop.

A ‘Non-Standard ALF Bus Stop’ can have the ramp deployed, but these stops are not considered accessible under Halifax Transit standards and may only be used at the individual’s own determination and risk.

An ‘Inaccessible Bus Stop’ cannot have the ramp deployed.



Standard ALF Bus Stop



Non-Standard ALF Bus Stop



Inaccessible Bus Stop (no ramp)

Route 370 Porters Lake Express Pilot Project

A six month pilot project will be conducted, routing existing trips on the Route 370 Porters Lake Express to include a stop at the Micmac Terminal. The route currently travels from the Porters Lake Park & Ride directly to the Bridge Terminal and Albemarle Street.

This pilot is targeted to begin with the May 2017 service adjustments and will end in late November 2017. The results of the pilot project will be available in spring 2018 for consideration.

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Projects &
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2017/2018

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Projects & Infrastructure 2017/2018

Burnside Transit Centre Expansion

A consultant has been engaged and is currently completing an evaluation of additional expansion options at the Burnside Transit Centre. Depending on the findings of the study, it is anticipated that the 2017/18 work plan may include detailed design and land acquisition related to expansion of the Burnside Transit Centre.

Halifax Ferry Terminal Refresh Project

The Halifax Ferry Terminal was constructed in 1978 and is in need of a significant cosmetic upgrade in order to improve the customer experience and enhance the corporate image. The scope of work for this project includes improved passenger flow, a new security/fare collection kiosk, improvements to the main entrance & washrooms, new wayfinding & information boards, and general improvements to building operations and customer experience. Schematic design work is complete, and it is anticipated that work on this project will be completed in the 2017/2018 fiscal year with the help of Public Transit Infrastructure funds from the federal government.

Transit Priority Measures

In 2017/2018, work on Transit Priority Measures (TPMs) will include the construction of a queue jump lane on the west side of Windmill Road, from Seapoint Road to Bancroft Lane, and the construction of a Transit Only queue jump lane outbound on Windmill Road from Victoria Road to Wright Avenue. This lane will be used by transit vehicles as a TPM, to avoid congestion and increase reliability. Depending on land acquisition and final traffic approvals, between seven and ten of the transit priority measures recommended by the 2015/16 Transit Priority Measures Study will go through detailed design and be implemented with the help of Public Transit Infrastructure funds.

Transit Priority Measures Corridor Study

Both Bayers Road and Gottingen Street have been identified as critical areas for the introduction of a series of TPMs. This project will analyze and design appropriate TPMs for each area to ensure transit vehicles' efficient movement through traffic. It is anticipated that the TPMs would be implemented at a later date. This study will be initiated and completed in the 2017/2018 fiscal year with the help of Public Transit Infrastructure funds.

Bus Rapid Transit Study

The purpose of this study is to conduct an analysis of the opportunities and feasibility of implementing a Bus Rapid Transit service in one of the corridors identified in the *Integrated Mobility Plan*. This study will be initiated and completed in the 2017/18 fiscal year with the help of Public Transit Infrastructure funds.

Mumford Terminal Replacement

The existing Mumford Terminal is both over capacity and aging and needs to be upgraded or replaced. In 2017/2018, funding will be used to conduct an assessment of potential sites to accommodate the future terminal. The terminal would be similar to the new Lacewood Terminal in size and features. This study will be initiated and completed in the 2017/18 fiscal year with the help of Public Transit Infrastructure funds.

Heated Bus Shelter Pilot Project

This project was initiated in late 2016/17 with the help of Public Transit Infrastructure funds. It will test the feasibility of Halifax Transit adopting heated shelters in strategic locations. Details regarding the scope of this project are still being determined and will continue into 2017/18.

Bus Stops, Shelters and Accessible Pads

With the additional Public Transit Infrastructure funding anticipated from the federal government, Halifax Transit plans to install approximately 25 replacement and expansion shelters throughout the system in 2017/18. Some shelter locations may require the replacement of the concrete pad. Approximately 120 new and replacement concrete landing pads will also be installed to improve accessibility and reduce the number of stops where ramps cannot be deployed. Additionally, there are plans to install 15 to 20 new benches in various locations.

Transit Technology Roadmap

Halifax Transit is anticipating a very busy 2017/18 with multiple technology projects in progress. The Fixed Route Planning, Scheduling & Operations project, to replace the current HASTUS system and offer improved business processes and systems features, will conduct design and testing in 2017/18. The Fare Management project, to replace the current fareboxes with validating fareboxes and enable advanced functions such as smart cards and smartphone e-payment, will conduct design and testing in 2017/18. Both Automated Vehicle Management and Security Systems projects will be focused on requirements analysis and procurement activities in 2017/18.

Electric Bus Pilot Project

In October 2016, Halifax Regional Council approved a partnership between Nova Scotia Power Inc. (NSPI) and Halifax Transit to enter into a third party electric vehicle (EV) study which will explore the appropriate electric technology option for the Halifax Transit network and make recommendations for a pilot study in 2018/19. The tender for this project closed on January 13, 2017. Awarding is expected to take place by the end of February 2017.

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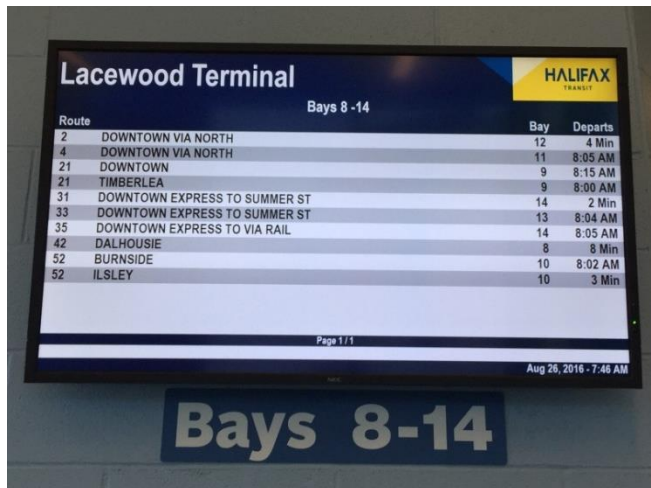
Review of 2016/2017

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Review of 2016/2017

The *Big Lift* project, which included re-decking the Macdonald Bridge, continues to cause regular overnight closures of the Macdonald Bridge. In April 2016, closures were extended into the weekends. Regular weekend closures are anticipated to continue into February 2017. During this time Halifax Transit has operated a shuttle service across the MacKay Bridge and increased harbour crossings on the Alderney – Halifax Ferry Route. While *The Big Lift* project has had a negative effect on bus ridership, overall ferry ridership continues to grow in part due to the increased service.

On May 16, 2016, GoTime was replaced with the new ‘Departures Line’. The new number, 902-480-8000, provides departure information in real-time. All conventional buses are now equipped with real-time location technology, providing more accurate bus departure information to passengers. Real-time location technology will also allow Halifax Transit to more accurately track the location of each and every bus in the fleet. Additionally, this technology will assist in planning for routes experiencing issues with schedule adherence.



All 2600 existing bus stop signs were replaced with new signage reflecting the new 902-480-8000 ‘Departures Line’ phone number and the new signs also incorporated improvements in route decal visibility. Route numbers are now displayed in white text on a blue background square, with the exception of express routes. The “EXPRESS” text has been discontinued and route numbers will be identified as “EXPRESS” with white text on a red background. Where possible, signs are double sided and “flag mounted” to enhance visibility and wayfinding.





Halifax Transit officially launched an additional new ferry, Viola Desmond, July 7th, 2016 at Nathan Green Square. Dave Reage, Director of Halifax Transit, Mayor Mike Savage, The Honourable Dr. Mayann Francis and Wanda Robson, Viola Desmond's sister, spoke at the event.

The new ferry is one of three new vessels constructed over the past few years to replace aging infrastructure in the fleet, bringing more continuity and efficiency to Halifax Transit's harbour ferry service.

With the retirement of the Dartmouth III, this additional vessel maintains the total ferry fleet at five vessels, helping to reducing service interruptions due to routine maintenance.

2016/17 Service Adjustments

Conventional

Route 56 Dartmouth Crossing

- As of February 20, 2017 this route will no longer provide service to Penhorn Terminal or Portland Hills Terminal
- The route will service the Bridge Terminal and travel via Thistle Street and Crichton Street to Micmac Terminal, continuing on to Dartmouth Crossing
- Routing will be adjusted in Dartmouth Crossing to provide two-way service along Countryview Drive (See map in Appendix B)
- There will be service every 30 minutes from 6AM until midnight on Weekdays and Saturdays
- There will be service every 30 minutes from 7AM to 11PM on Sundays

Macdonald Bridge Closure Shuttles

- As *The Big Lift* project progressed this year, additional evening closures were required. Friday evening was added to the weekday closures. Consequently shuttle services were increased with the August 2016 service adjustments to coincide with Monday to Friday, full weekday evening closures, as well as full weekend closures

Ferry

Alderney Ferry

- Continued providing additional service to coincide with the closure of the Macdonald Bridge
- Weekday service frequency continued every 15 minutes until the end of service day
- Sunday service continued from 6:30AM until midnight

Regional Express

Route 330 Tantallon

- Two additional trips were introduced during the August 22, 2016 service adjustments to expand service and mitigate overloads. In the AM Peak inbound direction, one AM Peak trip was added at 7:40AM from Tantallon to Downtown Halifax and one PM Peak outbound trip was added at 4:37PM from Downtown Halifax to Tantallon.

Access-A-Bus

- Two new expansion buses were added to the Access-A-Bus fleet

Accessible Low Floor (ALF)

- Effective with the August 2016 service adjustments, Route 20 Herring Cove began providing ALF service

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Projects &
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Projects & Infrastructure 2016/2017

Integrated Mobility Plan

In spring 2016, work on the *Integrated Mobility Plan* (IMP) was initiated. The IMP represents a collaborative project across three Halifax Business Units (Halifax Transit, Planning & Development, and Transportation & Public Works) and the Nova Scotia Health Authority. It will create a regional vision for mobility and help to direct future investment in transportation demand management, transit, active transportation, and the roadway network.

The plan works to identify the two-way relationship between land development patterns and investment in mobility and personal access, with the objective of better linking people and their communities. It will also deliver proposed policies on the establishment of complete streets and complete communities.

The Integrated Mobility Plan stems from municipal policy direction on public transit and transportation, land use and growth centres, contained within the Regional Plan, including the following:

- Implement a sustainable transportation strategy by providing a choice of integrated and connected travel options emphasizing public and community based transit, active transportation, carpooling and other viable alternatives to the single occupant vehicle;
- Promote land settlement patterns and urban design approaches that support fiscally and environmentally sustainable transportation modes;
- Forecast the municipality's need for mobility and provide service and infrastructure to meet this demand while influencing choice towards transportation sustainability; and
- Design complete streets for all ages, abilities and travel options.

The first round of public consultation took place in September 2016, and a second round of engagement occurred in December 2016. The third and final round of consultation is planned for April 2017 with completion of the Integrated Mobility Plan targeted for the first half of 2017.

Transit Priority Measures

A Transit Priority Measures (TPM) Study was completed in early 2016 which identified a number of potential opportunities for TPMs. This study also established a cost/benefit analysis formula, which can be applied to other intersections or street sections to assess the suitability of various TPM projects throughout the city.

Two TPMs identified through this study were implemented in 2016 as follows:

- Bus only turning lane exception at the intersection of Hartlen Street and Main Street; and
- Bus only through lane exception at Robie Street and Almon Street.

Additional TPMs are planned for implementation during the 2017 construction season and on a continual basis in the coming years.

Halifax Ferry Terminal Refresh

The Halifax Ferry Terminal was constructed in 1978. While basic planned and corrective maintenance activities have been undertaken regularly since construction, the terminal is in need of a significant cosmetic upgrade in order to improve the customer experience and enhance the corporate image. The scope of work for this project includes improved passenger flow, a new security/fare collection kiosk, improvements to the main entrance & washrooms, new wayfinding & information boards, and general improvements to building operations and customer experience.

The development of schematic design and class D cost estimating has been completed, and it is anticipated that detailed design will be completed in early winter. Once detailed design is complete, construction will be phased according to budget allowance and to minimize disruption to ferry operations. Phase 1 construction completion is planned for spring 2017, with project completion by March 31, 2018.

Burnside Transit Centre Expansion Feasibility Study

Built in 1981, the Burnside Transit Centre at 200 Ilsley Avenue has exceeded its life expectancy. A “right sized” and expanded fleet maintenance and storage facility is required to accommodate fleet growth and transit service increases for a 25 year horizon.

In May 2016, Stantec Consulting was hired to investigate the feasibility of expanding the existing Burnside Transit Centre facility. The study will be completed in February 2017 and will provide direction on how to best optimize the existing site.

The SmartTrip Program

The SmartTrip program is a Transportation Demand Management (TDM) initiative under the TDM Functional Plan developed to encourage sustainable commuting and reduce strain on existing transportation infrastructure. The program, facilitated by Halifax Transit staff, works directly with employers to encourage employees to choose alternative modes of commuting, such as transit, active transportation, and carpooling; or alternately, helps to develop strategies to reduce the need to commute through flexible work arrangements.

Since its introduction in 2011, the SmartTrip program has moved from its initial *Guaranteed Ride Home* program to a full-suite of sustainable, alternative commuter options, such as:

- EPass program (annual discounted transit passes for employees)
- Guaranteed Ride Home program (free taxi vouchers for emergencies)
- SmartCycle (Lunch & Learn sessions)
- Online Ridematching
- WORKShift™ (encourage flexible work locations)
- CarShare (partnership with CarShare Atlantic)

There are currently 13 SmartTrip employers in Halifax, including Dalhousie University, the Nova Scotia Department of Energy, and Halifax Regional Municipality. In 2017, SmartTrip will be welcoming law firm Stewart McKelvey into the program as well.

The EPass program is available to SmartTrip members who choose to invest in public transit for their employees. The EPass offers a 12 month pass at a discounted rate, with the employer and SmartTrip each contributing 12.5% of the total cost. Through payroll deduction, employees pay the balance of \$58.50 on a regular EPass, \$70.88 for a MetroLink EPass or \$83.26 for a MetroX EPass. Employees participating in this program save up to \$234 per year on commuting expenses, or 25% off the advertised price for 12 monthly passes.

The following table summarizes the enrolments into the EPass program in 2016/17 and illustrates a 26% increase for 2017.

| Enrolled EPass Program Members | |
|---------------------------------------|-------------|
| 2016 | 2017 |
| 693 | 874 |

Low Income Transit Pass Pilot Program

The six-month low income transit pass pilot program was launched in September 2016. Any Halifax residents with a household income of less than \$33,000 per year who did not already receive a transportation subsidy qualify. The 500 participants in the pilot are able to purchase an adult pass at a 50% discounted price for each month of the six month pilot.

Staff will be reporting to Council in early 2017 on the findings of the pilot.

Rural Transit Funding Program

In the 2015/16 fiscal year, two rural transit service providers received funding through the Rural Transit Funding Program; BayRides and MusGo Rider Cooperative received a total of \$12,074.00 and \$63,285.50 respectively.

Both BayRides and MusGo Rider Cooperative renewed their funding requests for 2016/17 and both were approved. An additional two agencies applied for funding for the 2016/17 fiscal year: MusGo Rider Valley-Sheet Harbour and East Hants Community Rider. MusGo Rider Valley-Sheet Harbour was approved for funding, however the membership structure of East Hants Community Rider contradicts clause 17(b) of the Rural Transit Grants Administrative Order and therefore was ineligible for funding for the 2017/18 fiscal year.

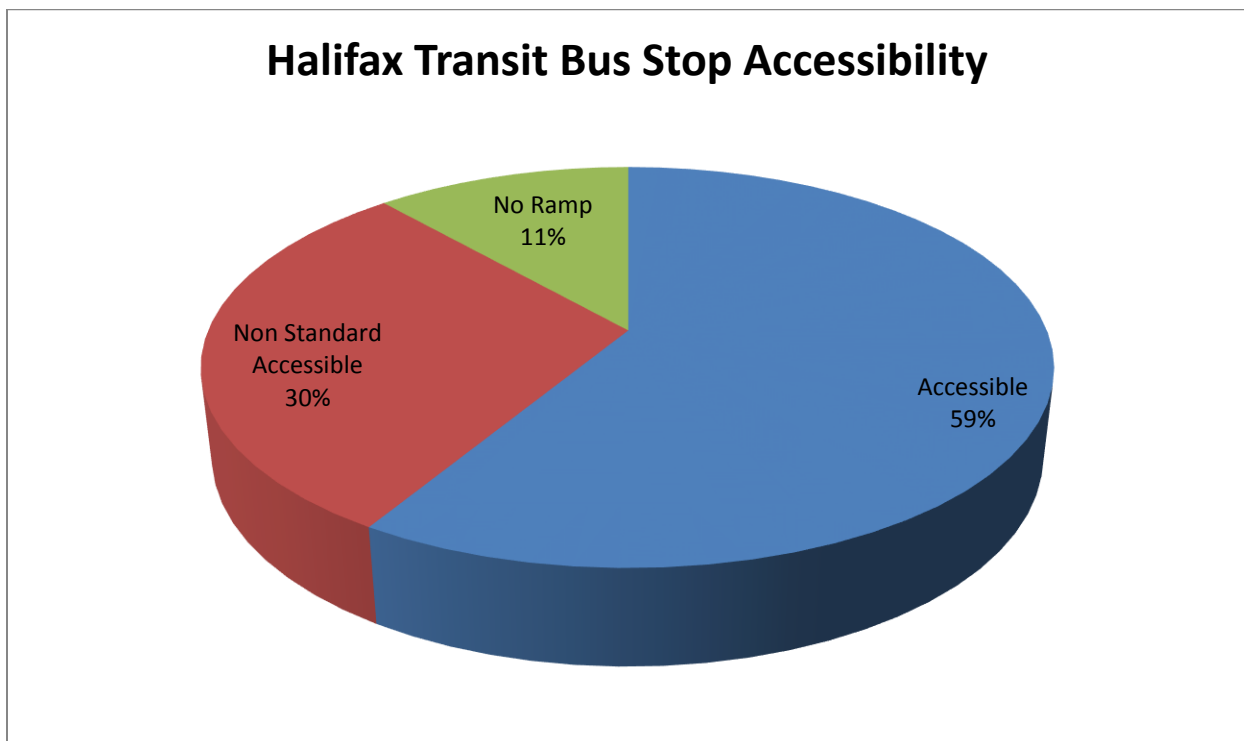
Bus Stops, Shelters and Accessible Pads

The contract Halifax Transit has with COA for advertising bench installations has expired. Halifax Transit has partnered with Transportation & Public Works in replacing the majority of these bench locations with new park benches and refuse containers. Halifax Transit is supplying benches, while Road Operations & Construction is supplying the refuse containers. New bus stop benches were installed in 15 locations before winter. Another 95 sites are planned for replacement benches, however due to the timing of the ad bench removals, these replacements will be installed in the spring/summer of 2017.

Seven new expansion shelters, including shelter benches were installed in new locations throughout Halifax Regional Municipality in 2016/17 and an additional 14 existing shelters were replaced with new shelters. Upgrades were made to 13 existing shelters, with bench installations. Two half shelters were also upgraded to full shelters.

50 bus stops underwent infrastructure improvements:

- 22 stops were upgraded from ‘non-standard accessible’ to ‘accessible’
- 11 ‘non-standard accessible’ stops received upgrades (landing pads, some with ramps)
- 10 ‘accessible’ stops received upgrades (expanded concrete and/or repairs)
- 2 ‘no ramp’ stops were upgraded to ‘non-standard accessible’ with new designs
- 1 stop was upgraded from ‘no ramp’ to ‘accessible’
- 4 stops were upgraded with new shelter pads to improve accessibility to the shelter



Note: Non-Standard Accessible stops do not meet Halifax Transit’s accessibility standard; the ramp can be deployed and used at the customer’s risk. The majority of the ‘No Ramp’ stops are located in areas without sidewalks and with narrow shoulders. Providing accessible infrastructure at many of these stops would not be feasible.

Transit Technology Roadmap

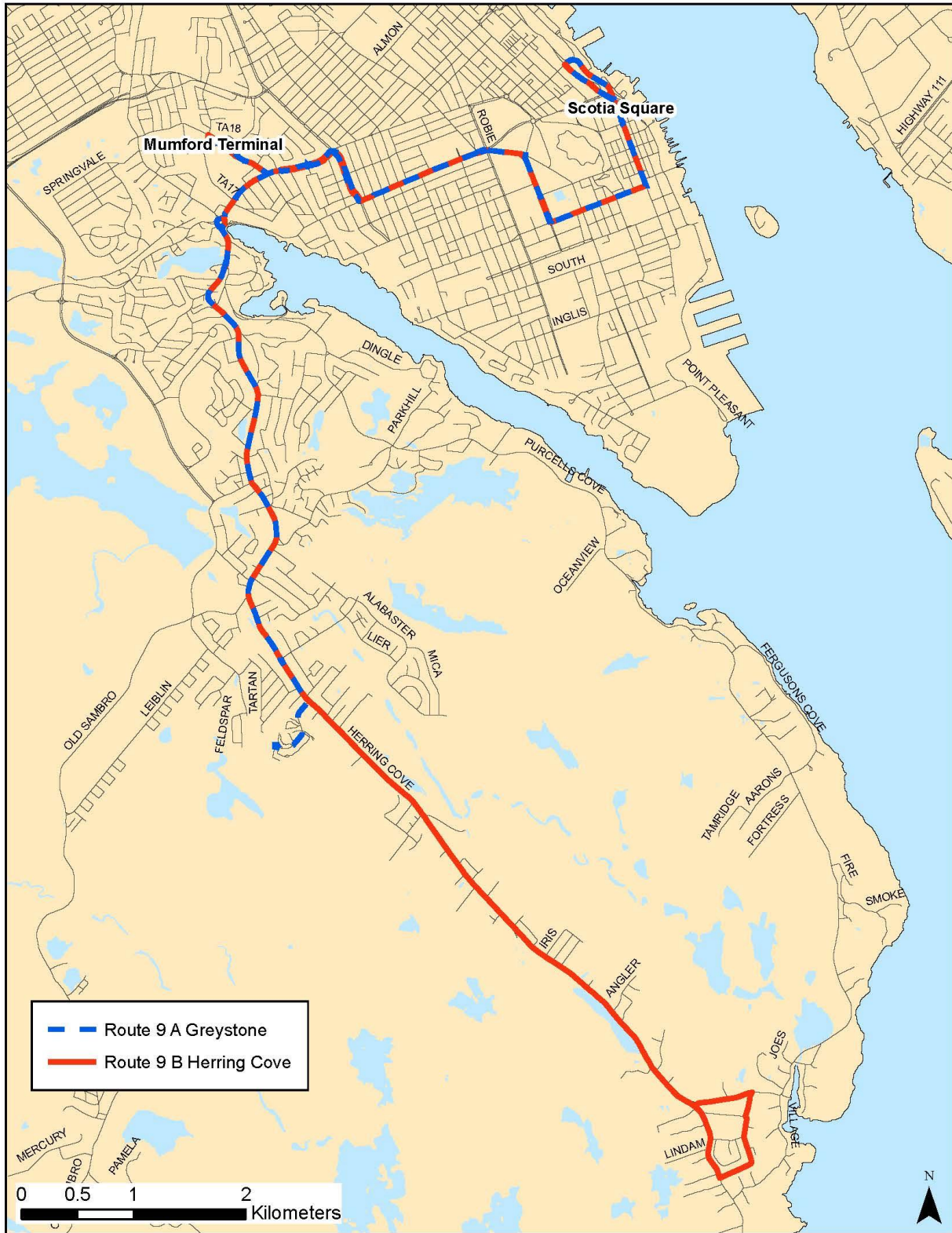
Halifax Transit reached multiple milestones with the Trapeze Transit Master CAD/AVL (Computer Aided Dispatch/Automated Vehicle Location) solution in 2016. Phase 1 successfully implemented the AVL bus technology on the entire fleet (322 buses), along with launching the Departures Line IVR (interactive voice response) system. Phase 2 activities are underway with some additional milestones completed. The Departures Boards have all been successfully updated with a new layout depicting real-time bus departure information along with the installation and setup of Departures Bay Signs at the Lacewood Terminal. In addition, all 2600 bus stop signs have been replaced. The previous GoTime system has been decommissioned resulting in the removal of 2600 individual phone lines. Passengers may now use the Departures Line (a single phone number) to get real-time bus departure information. Upcoming in Q3/Q4 will be the release of real-time open data for Google and the developer community, service notices to the public, reporting, headsign integration, and stop annunciation. Testing on the Bus Driving Simulator is complete and the simulator has successfully been installed at the Ragged Lake Transit Centre.

Appendices

- A. New Corridor Route 9A Greystone & 9B Herring Cove Map
- B. New Route 29 Barrington Map
- C. New Route 194 West Bedford Express Map
- D. Route 370 Porters Lake Express Pilot Project Map
- E. Service Guidelines

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Appendix A: New Corridor Route 9A Greystone & 9B Herring Cove Map



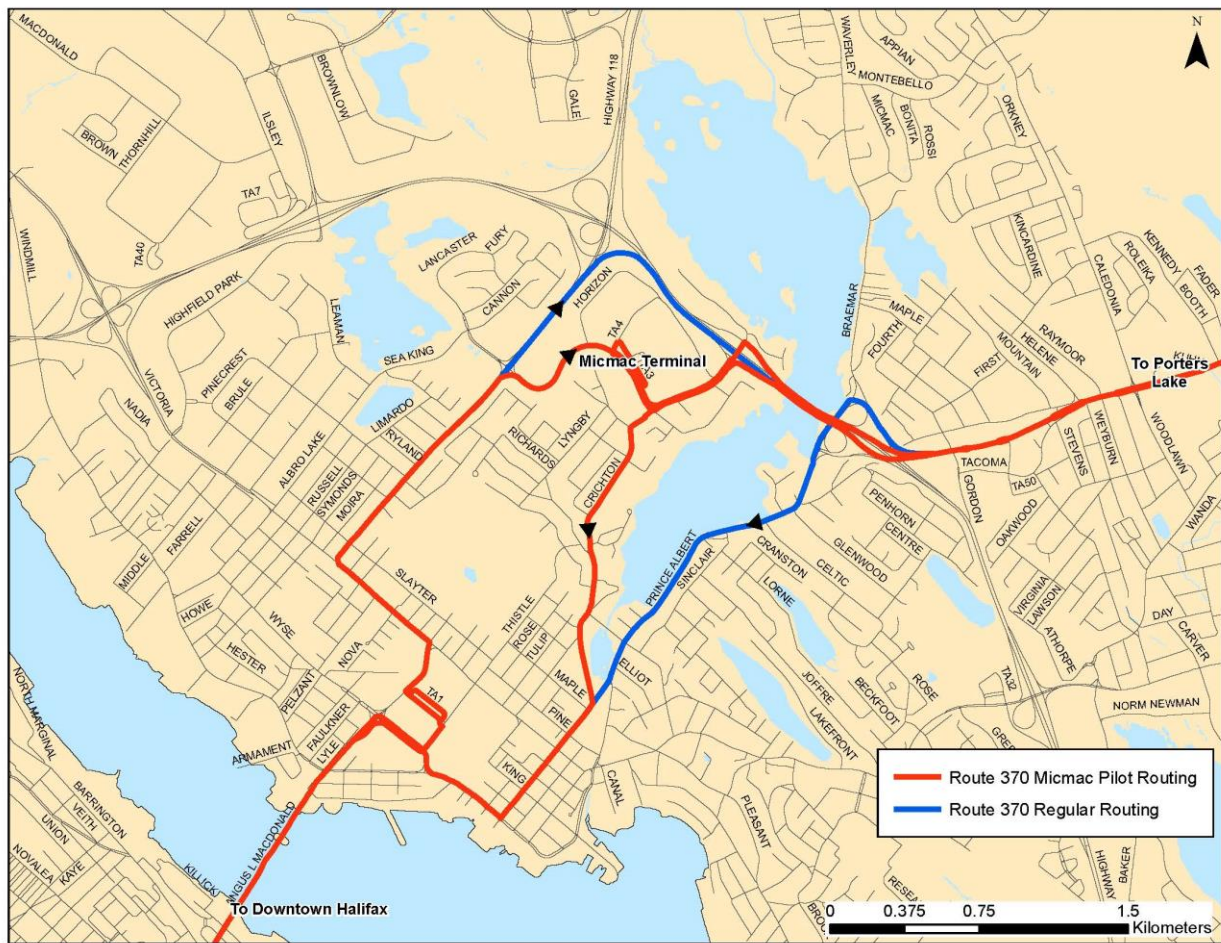
Appendix B: New Route 29 Barrington Map



Appendix C: New Route 194 West Bedford Express Map



Appendix D: Route 370 Porters Lake Express Pilot Project Map



Appendix E: Service Guidelines

Service guidelines were approved by Halifax Regional Council as part of the *Moving Forward Together Plan*. Service guidelines (i.e. ridership, cost-effectiveness) are intended to build upon the strong foundation established within today’s transit system, and to take Halifax Transit to the next level in terms of ridership, mode share and performance measurement of customer satisfaction.

Route Performance

| Service Type | AM & PM Peak | Midday & Saturday | Weekday Evening & Sunday |
|---------------------------|--------------------|-------------------|--------------------------|
| Corridor Routes | 25 passengers/hr | 15 passengers/hr | 10 passengers/hr |
| Local Routes | | | |
| Rural Routes | | | |
| Express and School Routes | 20 passengers/trip | N/A | N/A |
| Regional Express Routes | 15 passengers/trip | N/A | N/A |

Route Coverage

| Service Type | Peak | Off-Peak | Saturday | Sunday |
|-------------------------|---|---------------|---------------|---------------|
| Corridor Routes | 5 -15 minutes | 10-30 minutes | 10-30 minutes | 10-30 minutes |
| Local Routes | 15-30 minutes | 30-60 minutes | 30-60 minutes | 30-60 minutes |
| Express Routes | 10-30 minutes | N/A | N/A | N/A |
| Regional Express Routes | 10-30 minutes | N/A | N/A | N/A |
| Rural Routes | Rural routes do not have minimum service frequency guidelines | | | |

* Halifax Transit will strive to meet service frequency guidelines, subject to customer demand and budget availability.

Vehicle Load Guidelines

| Corridor Routes | Local Routes | Express Routes | Regional Routes | Express |
|-----------------|--------------|----------------|-----------------|---------|
| 150% | 150% | 125% | 115% | |

* These load guidelines are intended to be calculated based on the average ridership over a 30 minute period



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