

TSC Q3 2017/18 Report

March 26, 2018

Transportation Priority Outcomes

A Safe and Accessible Transportation Network

- Transit Accessibility
- Transit Technology

Interconnected and Strategic Growth

- Transit Service Plan

A Well Maintained Transportation Network

- Transit Asset and Infrastructure Renewal

A Safe and Accessible Transportation Network

A Safe and Accessible Network	
Business Plan Deliverable	Status
Access-A-Bus Review Implementation	In Progress
Accessible Transit Vehicle Procurement Plan	In Progress
Bus Surveillance System Upgrade	In Progress
Bus Stop Accessibility & Improvement	In Progress
AVL+ Implementation	Complete
Fare Management Solution	In Progress
Fixed Route Planning, Scheduling, and Operations Software	In Progress
Halifax Transit Technology Program	In Progress

Q3 Highlights – Transit Accessibility

- The indoor passenger waiting area at Scotia Square opened on November 27th, providing improved amenities for approximately 5000 daily passengers.
- The Public Transit Infrastructure Funding (PTIF) allowed over 200 bus stop improvements during the 2017 construction season.



Q3 Highlights – Transit Accessibility

On December 13, 2017, the Province of Nova Scotia announced a new pilot project between the Department of Community Services and the Halifax Regional Municipality.

- Program will provides bus passes to more Nova Scotians on Employment Supports and Income Assistance
- Eligible applicants will receive a free yearly pass, as will spouses and dependents
- Bus passes are personalized, including photo ID and are valid for one year from the date of issuance.
- Over 16,500 Nova Scotians are expected to be eligible for this pass

Q3 Highlights – Transit Technology

Project Teams for both the Fixed Route Planning, Scheduling & Operations Project and Fare Management Project continued working with the vendor, Trapeze, on the following:

- Systems configuration design, to enable the project teams and Trapeze to configure the systems to align with Halifax Transit's business requirements.

The Paratransit project team continued to work closely with the Access-A-Bus team in Q3, gaining more insights into business processes and practices.

- The project team will leverage these insights to improve systems configurations, to be rolled out concurrent with the system upgrade and user training.

Interconnected and Strategic Growth

Interconnected and Strategic Growth	
Business Plan Deliverable	Status
Moving Forward Together Plan Year 2 Implementation	Completed
Transit Facility Implementation Plan	Pending
Mumford Terminal Site Study	In Progress
Wrights Cove Terminal (Design)	In Progress
Bus Rapid Transit Study	In Progress
Transit Priority Measures Corridor Study	In Progress
Transit Priority Measures Implementation	In Progress

Q3 Highlights

November 2017 MFTP Service changes included:

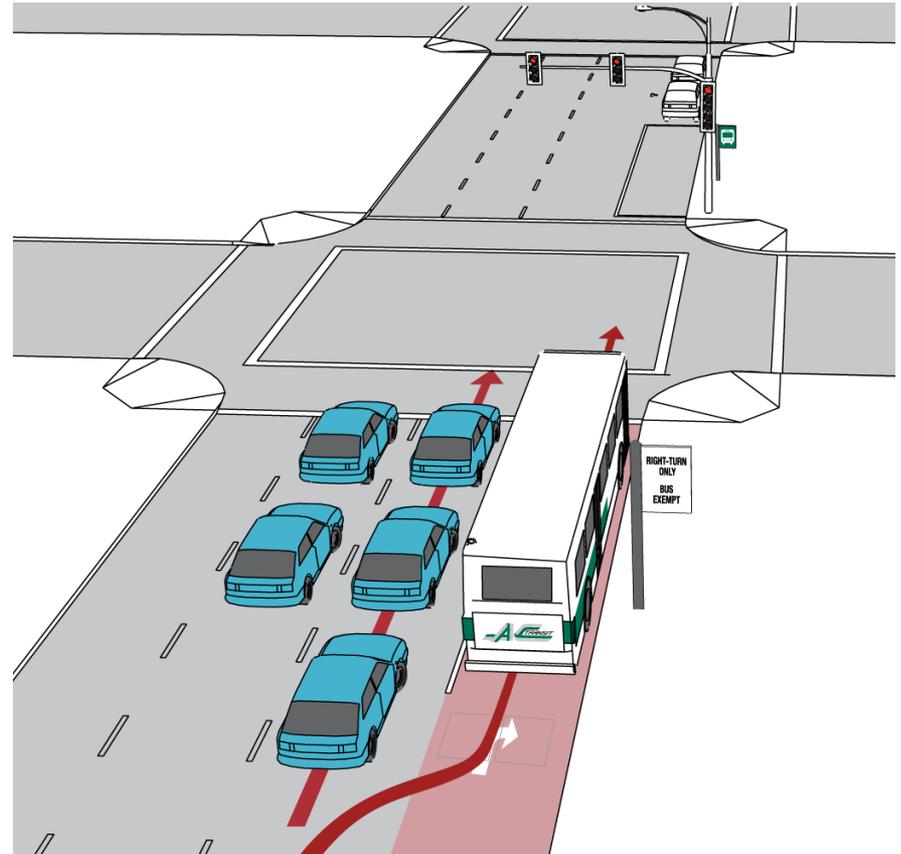
- new Corridor Route 9 Herring Cove, the first branching route in the Halifax Transit network;
- New Route 29 Barrington with increased service.



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TRANSIT

Q3 Highlights

- Work on the Mumford Terminal Opportunities Assessment is on track for completion by spring 2018.
- The Transit Priority Measures Corridor Study is on track for completion by spring 2018. A public engagement session regarding options for Robie Street & Young Street took place in February 2018.
- The Bus Rapid Transit Study is well underway. Public engagement occurred in February 2018.
- Two new queue jump lanes on Windmill Road were completed, providing an additional 600m of transit priority lanes along this busy corridor

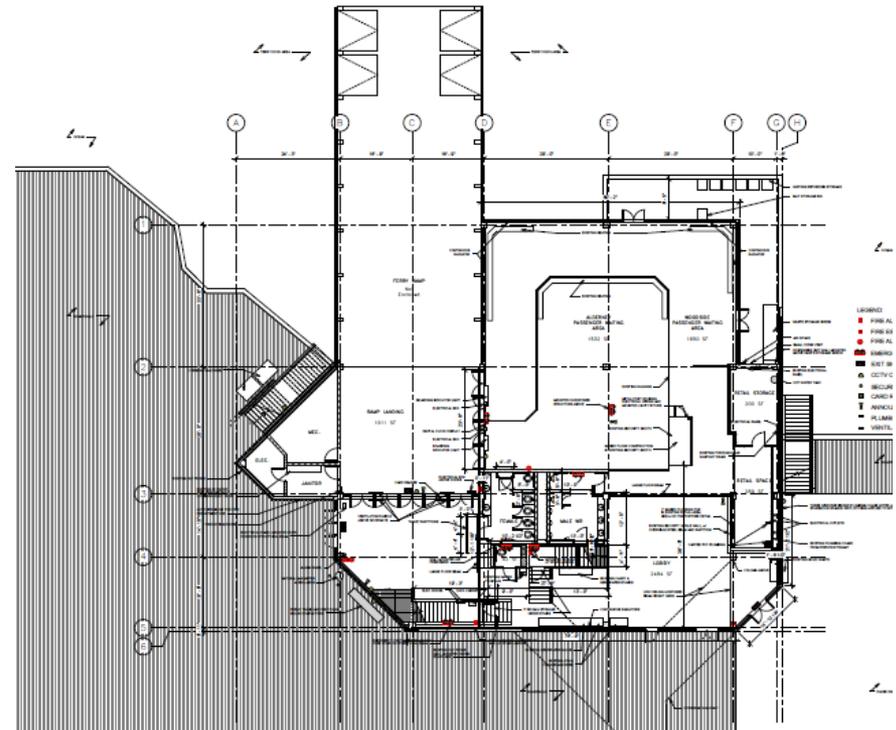


A Well-maintained Transportation Network

A Well Maintained Transportation Network	
Business Plan Deliverable	Status
Replace Alderney Ferry Terminal Pontoon	In Progress
Ferry Replacement	In Progress
Halifax Ferry Terminal Renovation	Phase 2 in Progress, Phase 1 Complete
Woodside Ferry Terminal Renovation	Pending
Ferry Terminal Generators	Postponed
Alternative Fuel Recommendation Report	In Progress

Q3 Highlights

- Design work on the second phase of work at Halifax Ferry Terminal was completed, and the work tendered.
- Progress on two newest ferry vessels
 - “Vincent Coleman” delivered in January, service began late February
 - “Rita Joe”, planned for delivery in fall 2018
- Work has been initiated to refresh the Alderney Ferry Terminal pontoon and the Halifax Ferry Terminal pontoon



Q3 Highlights

- Highfield Terminal received two heated shelters in December as part of a pilot project.
- These shelters are fully accessible and are equipped with doors to help retain the heat generated by the overhead heaters.
- These shelters provide improved amenities to approx. 1300 daily passengers and thus far have been very well received.



Service Adjustments – Q3

Effective November 27, 2017, service adjustments included:

- Introduction of the new route 9 Herring Cove, with two branches: 9A Greystone & 9B Herring Cove; replacing Route 19 Greystone & Route 20 Herring Cove
- Introduction of the new Route 29 Barrington, replacing the former Route 9 Barrington;
- Discontinuation of Route 6 Stonehaven;
- Route 22 service removed from Halifax Exhibition Centre;
- Route 370 Porters Lake Pilot Project ended, removing service from Micmac Terminal.

Changes to the Alderney Ferry Schedule were implemented in February, 2018. Service will run every 15 minutes mid-day and every half hour in the evenings after 8pm. Extending this service increase into 2018/19 will require additional direction from Regional Council.

Performance Measures

Several performance measures and statistics were included beginning in Q1, 2017; where data is not yet available to show relative increase/decrease, there may be a gap in some cases for several quarters.

Please see Attachment B, *Halifax Transit 2017/18 Q3 Performance Report* for performance measures and detailed route level statistics.

Performance Measures

Q3 Highlights

- System wide On-Time Performance in the third quarter was 75%.
- Boardings by route are reported for weekdays, Saturdays, and Sundays. The average daily passenger counts this quarter were 94,077, 51,612 and 32,691 respectively.
- Departure Line call volumes reported over 7300 passengers called the departure line on a typical weekday in third quarter.
- Overall ridership increased 0.29% this quarter over last year, while revenue decreased 0.08%.
- Trips provided by Access-A-Bus increased 1.9% while the number of waitlisted clients increased 46%, due to fewer bus operators being available to assign to shifts. New processes and procedures are being implemented immediately in response to this increase that will help mitigate impacts and help to prevent this happening in the future.
- This quarter 93% of customer feedback was resolved within service standards.
- The average fuel cost this quarter was 73 cents/litre, 8 cents/litre higher than the budgeted cost.
- Mean distance between vehicle failures in Q3 was 3,242 km, an improvement of 6% year to date.
- The maximum daily defects in Q3 was 45, while the average was 20 daily defects.
- Maintenance cost per kilometer was \$1.21/km, two cents higher than the budget cost of \$1.19/km.