

# **TSC Q3 2018/19**

## **Report**

April 23, 2019

# 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

<b>Business Plan Deliverable</b>	<b>Status</b>
Access-A-Bus Review Implementation	In Progress
Accessible Transit Vehicle Procurement Plan	Complete
Bus Stop Accessibility & Improvement	Complete
Fare Management Solution	In Progress
Fixed Route Planning, Scheduling, and Operations Software	In Progress

# Q3 Highlights – Talk Transit

- Talk Transit, an online advisory hub, launched in October 2018 as an ongoing method of public engagement.
- To date, 994 unique participants have filled out at least one Talk Transit survey
- Quick poll asking residents for future survey topics yielded 618 responses
- Analysis done to identify response trends and demographic information
- Paper survey stations arranged in areas with low response rates to combat barriers to participation
- Latest survey on Transit Technology



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# Q3 Highlights – Talk Transit



## Safety Survey Notable Stats:

- 44% of respondents said they generally feel comfortable while riding the bus
  - 35% feel safe
  - 13% feel very safe
  - 7% feel unsafe
  - 1% feel very unsafe
- 44% of respondents feel that increased security is the approach to improving safety at bus terminals and stops
  - 32% think increased lighting is the best approach
- 37% of respondents said that their biggest concern when it comes to safety on the bus is other passengers on the bus
- 76% of respondents feel that clean seats should be a priority when it comes to cleanliness on the bus
- The terminal that the most respondents have safety concerns about is Mumford Terminal

# Q3 Highlights – Talk Transit



## Transit Priority Measure (TPM) Survey Notable Stats:

- 86% of respondents feel that as a transit passenger, TPMs help them get to their destinations more reliably
- 75% of respondents feel that as a motorist, cyclist, or pedestrian, TPMs in Halifax are clearly marked and easy to use
- 44% of respondents said that TPMs are a good thing even if they create moderate delays for motorists
  - 38% said they are a good thing when they cause only short delays for motorists
- 49% of respondents feel it's very important that more TPMs are added to keep buses out of traffic
  - 39% said it's important

# Q3 Highlights - Technology

- The Fixed Route Planning, Scheduling & Operations project team successfully closed off the vendor solution design phase with Trapeze in the March timeframe (Phase 1 - HASTUS replacement). With an approved design, the team has shifted focus to process development, test preparation, and training planning deliverables.
- The Fare Management project team continues to work on a fare strategy for Halifax Transit. The fare strategy will help Halifax Transit staff determine appropriate fare rates for each of Halifax Transit's fare products as well as future fare-related technology upgrades.
- Work continued on the second phase of the Paratransit project – the addition of mobile data computers (MDCs) to all Access-A-Bus vehicles, which will provide real-time updates to operator manifests and turn-by-turn directions to Operators, greatly improving the efficiency of the Access-A-Bus service.

# Interconnected and Strategic Growth

Business Plan Deliverable	Status
Moving Forward Together Plan Year 3 Implementation	Complete
Mumford Terminal Site Recommendation	Complete
Wrights Cove Terminal	In Progress
Transit Priority Measures Study/Implementation	In Progress

# Q3 Highlights

- The Mumford Terminal Opportunities Assessment was completed and direction was provided by Regional Council in January 2019. The Bus Rapid Transit Study is completed and will be brought forward to TSC in Q4.

# A Well-maintained Transportation Network

Business Plan Deliverable	Status
Ferry Replacement	Complete
Woodside Ferry Terminal Renovation	In Progress

# Q3 Highlights

- Tender for the detailed design of the Woodside Ferry Terminal Recapitalization has been awarded and work is currently underway.



# February 2019

## Service Adjustments

For the first time, Alderney Ferry Service will be offered on Easter Sunday, April 21, 2019.

The following is a list of subsequent service adjustments that were implemented on February 18, 2019, to routes introduced in previous phases of the *Moving Forward Together Plan*:

- Route 194 West Bedford Express was amended to service the first entrance of Broad Street encountered from Larry Uteck Boulevard, to better serve the greater density of potential ridership.
- Route 123 Timberlea Express had minor routing change on the express portion of the route and several bus stop changes.

# Performance Measures

## Q3 Highlights

- System wide On-Time Performance this quarter was 77%, improving 2% over last year.
- The average daily passenger counts this quarter were 97,371 on weekdays, 52,864 on Saturdays and 36,342 on Sundays.
- The Departures Line received over 6000 passenger calls on a typical weekday this quarter.
- Overall boardings increased 7.3% this quarter from last year, while revenue increased 3.7%.
- Access-A-Bus trips increased 7.2% this quarter.
- This quarter 92% of customer feedback was resolved within service standards.

# Performance Measures

## Q3 Highlights

- The average fuel cost this quarter was 81 cents/litre, 15 cents/litre higher than the budgeted cost.
- The mean distance between failures for conventional transit services this quarter was 6,869 km.
- The mean distance between service calls (MDBS) for conventional was 3,252 kms, declining 9% compared to the previous year, the MDBS for Access-A-Bus was 75,730 kms.
- The maximum daily number of buses that could not complete their scheduled service due to a mechanical defect was 16, while the daily average was 7.7.
- Maintenance cost per kilometer was \$1.11/km, nine cents lower than the budget cost of \$1.20/km.