

TSC Q1 2019/20

Report

August 6, 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

| Business Plan Deliverable | Status |
|---|---------------|
| Access-A-Bus Continuous Service Improvement Plan | In Progress |
| Bus Stop Accessibility & Improvement | In Progress |
| Fare Management Project – Phase 1 | In Progress |
| Fare Management Project – Phase 2 | In Progress |
| Fixed Route Planning, Scheduling, and Operations Software | In Progress |

Q1 Highlights – Talk Transit

- To date, 1,640 unique participants have filled out at least one Talk Transit survey
- Mail-in options have been distributed for those who don't have access to internet
- The August survey topic was on the Spring Garden Road stoplet. September's survey topic was Guide & Service Dogs



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Overloading Survey:

- 54% of respondents said crowded buses do not impact which routes they take on a regular basis, 43% said they do

Communications Survey:

- 31% of respondents have never heard of the Moving Forward Together Plan and 51% are somewhat familiar with it
- Most respondents prefer to find out about and get more information about service changes on the internet

Gottingen Survey:

- 59% of respondents agree or strongly agree that the bus lane is a good additional to Gottingen Street, 29% disagree or strongly disagree

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Q1 Highlights - Technology

In the first quarter of 2019/20, the Halifax Transit Technology Program continued to focus on the delivery of three concurrent projects: Fixed Route Planning, Scheduling, & Operations; Fare Management; and Paratransit.

- The Fixed Route Planning, Scheduling & Operations project team continued to focus on test preparation, environment setup and training deliverables for the implementation of Phase 1, the replacement of HASTUS.
- The Fare Management project team finalized a fare strategy report for Halifax Transit to be presented at Transportation Standing Committee. The fare strategy includes a recommendation from Halifax Transit staff for appropriate fare rates for each of Halifax Transit's fare products.
- The Paratransit project team continued work on the second phase of the Paratransit project – the addition of mobile data computers (MDCs) to all Access-A-Bus vehicles. Requirements gathering for an RFP has been initiated with all stakeholders.

Interconnected and Strategic Growth

| Business Plan Deliverable | Status |
|--|-------------|
| Moving Forward Together Plan Year 3 Implementation | Complete |
| Transit Priority Measures | In Progress |

Q1 Highlights

- Bus Rapid Transit Report was Considered by Regional Council in June 2019.
- Work continues on the implementation on November service changes, impacting Sackville, Bedford, Mainland Halifax, and parts of Dartmouth
- Regional Council directed staff to undertake the implementation of Phase 1 of the Robie Street/Young Street Transit Priority Corridor.

A Well-maintained Transportation Network

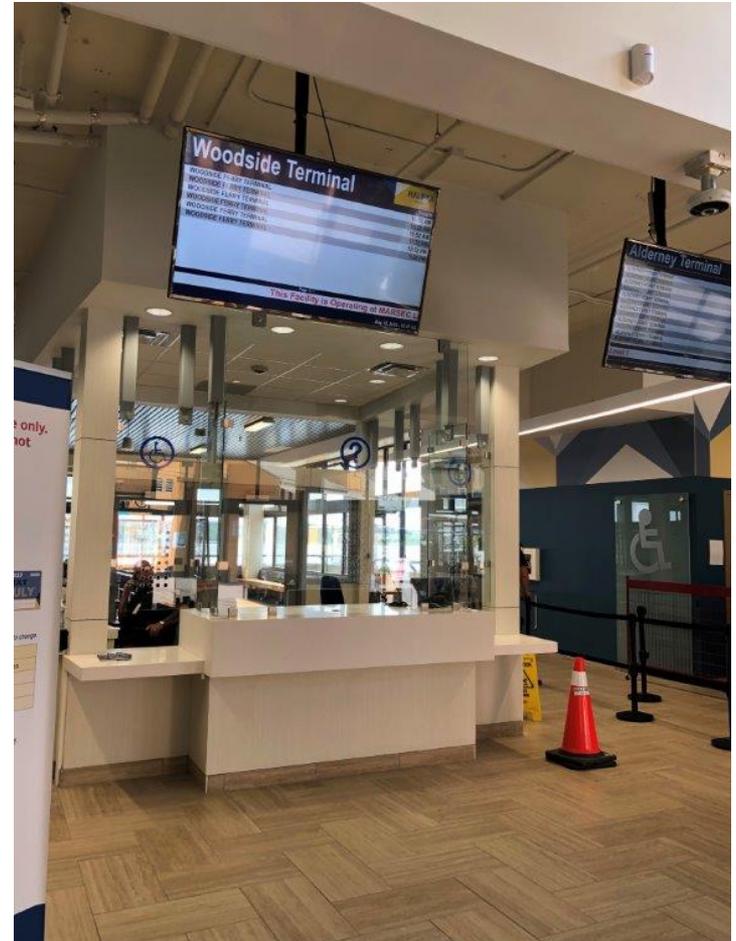
| Business Plan Deliverable | Status |
|------------------------------------|-------------|
| Woodside Ferry Terminal Renovation | In Progress |

Q1 Highlights

Work on the fare management kiosk at Halifax Ferry Terminal is complete and went into service in August 2019.

Design for Phase 1 for the Woodside Ferry Terminal Renovation is now complete. The project is proceeding in two phases.

- Phase 1 prioritizes the elevators with installation of two new vertical lift systems.
- Phase 2 design, which includes the remainder of the facility, is now anticipated for completion by fall 2019.



Diversity & Inclusion

| Business Plan Deliverable | Status |
|--|-------------|
| Equitable Employment | In Progress |
| Accessible Information and Communication | In Progress |

Q1 Highlights

Halifax Transit is currently working to launch user guides and videos in multiple languages.

Moving Forward Together Plan information booklets for the November 25th, 2019 implementation will be printed in 10 languages.

Work is ongoing to develop a plan to increase diversity and inclusion in the recruitment process.



من أين يمكنني الحصول على مزيد من المعلومات حول تغييرات خدمة النقل؟

- تتوفر الخرائط وجداول مواعيد الباصات، أونلاين على موقع Halifax.ca/transit
- اتصل بالرقم 311 لطلب المزيد من التوضيحات، أو لمساعدتكم في تخطيط رحلاتكم. تتوافر خدمة 311 بأكثر من 150 لغة
- ابحث عن أعضاء الترويج والتواصل العاملين لدى تزا الموجودين عند المحطات الرئيسية أو الذين سيستقلون الحافلات خلال الأسابيع القادمة. مساعدتكم ستسعدهم!

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Performance Measures

Q1 Highlights

- System wide On-Time Performance this quarter was 77%, dropping 3% over last year.
- The average daily passenger counts this quarter were 97,169 on weekdays, 55,490 on Saturdays and 38,803 on Sundays.
- The Departures Line received over 5100 passenger calls on a typical weekday this quarter.
- Overall boardings increased 9.3% this quarter from last year, while revenue increased 6.3%.
- Access-A-Bus trips decreased 0.3% this quarter.
- This quarter 92% of customer feedback was resolved within service standards.

Performance Measures

Q1 Highlights

- The average fuel cost this quarter was 78 cents/litre, 12 cents/litre higher than the budgeted cost.
- The mean distance between failures for conventional transit services this quarter was 8,393 km.
- The mean distance between service calls (MDBS) for conventional was 3,833 kms, increasing 2% compared to the previous year, the MDBS for Access-A-Bus was 38,879 kms.
- The maximum daily number of buses that could not complete their scheduled service due to a mechanical defect was 15, while the daily average was 6.1.
- Maintenance cost per kilometer was \$1.22/km, seven cents lower than the budget cost of \$1.28/km.