



# TSC Q2 2019/20 Report

January 23, 2020

# 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

## Diversity & Inclusion

- Equitable Employment
- Accessible Information & Communication

# A Safe and Accessible Transportation Network

<b>Business Plan Deliverable</b>	<b>Status</b>
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

# Q2 Highlights - Technology

- In the second 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 Fare Management project team presented a fare strategy report at Transportation Standing Committee July 25, 2019. Fare bylaw changes were approved by council September 17, 2019 and went in effect September 30, 2019.



# Interconnected and Strategic Growth

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

# Q2 Highlights

- On November 25, 2019, Halifax Transit implemented large-scale service changes in Sackville, Bedford, Dartmouth, and Halifax Mainland South as part of the Moving Forward Together Plan. This latest round of service changes brings the total routes implemented under the Moving Forward Together Plan (MFTP) to 39 or 51% of the total MFTP network.
- A Transit Priority Measure was completed on Main Street, Dartmouth in October 2019. An inbound transit priority lane was also completed on Barrington Street, between Glebe Street and Devonshire Avenue, which introduced an additional 1.3km of transit priority lanes.
- Staff continue to prepare for construction of the Transit Priority lanes on Bayers Road, Young Street and Robie Street in 2020/21 as directed by Regional Council.
- Work is progressing on the Higher Order Transit Strategy.

# A Well-maintained Transportation Network

Business Plan Deliverable	Status
Woodside Ferry Terminal Renovation	In Progress

# Q2 Highlights

The Woodside Ferry Terminal Renovation is proceeding in two phases.

- Phase 1 prioritizes the installation of two new elevators to address significant issues with the existing vertical lift systems. Construction for Phase 1 for the Woodside Ferry Terminal Renovation is underway and anticipated for completion by March 2020.
- The design for Phase 2, which includes the remainder of the facility, was completed in Fall 2019.

# Diversity & Inclusion

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

# Q2 Highlights

- Information booklets outlining the routing changes for the November 25th, 2019 Moving Forward Together Plan implementation were printed in 10 languages and distributed to community organizations and HRM libraries in the areas affected by the service changes.
- Halifax Transit is currently working to launch orientation guides and videos for new users on “How to Use Halifax Transit”. These information materials will be distributed in multiple languages.

# Performance Measures

## Q2 Highlights

- System wide On-Time Performance this quarter was 73%, dropping 3% from last year.
- The average daily passenger counts this quarter were 103,316 on weekdays, 64,212 on Saturdays and 44,911 on Sundays.
- The Departures Line received over 5,400 passenger calls on a typical weekday this quarter.
- Overall boardings increased 9.5% this quarter from last year, while revenue increased 6.5%.
- Access-A-Bus trips decreased 1% this quarter.
- This quarter 96% of customer feedback was resolved within service standards.

# Performance Measures

## Q2 Highlights

- The average fuel cost this quarter was 73 cents/litre, seven cents/litre higher than the budgeted cost.
- The mean distance between failures for conventional transit services this quarter was 9,304 km.
- The mean distance between service calls (MDBS) for conventional was 4,080 kms, increasing 14% compared to the previous year; the MDBS for Access-A-Bus was 34,920 kms.
- The maximum daily number of buses that could not complete their scheduled service due to a mechanical defect was 22, while the daily average was 5.6.
- Maintenance cost per kilometer was \$1.26/km, two cents lower than the budget cost of \$1.28/km.