

TSC Q3 2020/21 Report

April 29, 2021

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 – behind schedule
Bus Stop Accessibility & Improvement	In Progress
Fare Management Project Phase 2	In Progress
Fixed Route Planning, Scheduling & Operations Software	In Progress – behind schedule

Q3 Highlights - Technology

The Fixed Route Planning, Scheduling & Operations Software Project:

- Significant progress was made in the testing efforts

Fare Management Project:

- The RFP was released on April 27, 2021 for a mobile ticketing solution

Paratransit (Mobile Data Terminals):

- Continuing to work with the vendor planning the solution

Interconnected and Strategic Growth

Business Plan Deliverable	Status
Transit Priority Measures - Bayers Road, Young Street/Robie Street	Complete
West Bedford Park & Ride - Design	Complete
Ragged Lake Transit Centre Expansion – Begin Construction	Delayed
Electric Bus Pilot - Establish a project management office	In Progress

Q3 Highlights

- Stakeholder engagement and detailed design for the West Bedford Park & Ride were completed in Q4 of 2020/21.
- The earthworks tender has been issued to complete site prep. The facility is on track for construction in summer/fall 2021.

Q3 Highlights

- The conceptual planning and analysis of designing the Ragged Lake Transit Centre Expansion was on-going through Q3. The tender for this design-bid-build project is anticipated in Q1 2021/22.
- The RFP documents are drafted for Battery Electric Bus (BEB) purchase, BEB lease and charging infrastructure.
- A BEB charger optimization study began in Q4 2020/21 to identify the optimal number of chargers required for 60 BEBs and develop an accurate power demand profile for Nova Scotia Power.

A Well-maintained Transportation Network

Business Plan Deliverable	Status
Woodside Ferry Terminal Renovation – Phase 2 Construction	In Progress

Q3 Highlights

- Phase 2 construction at the Woodside Ferry Terminal began in October 2020 and will continue in 2021/22.
- Once complete, passengers will see significantly improved passenger facilities, including new escalators, stairs, and washrooms.

Performance Measures

Q3 Highlights

- Overall boardings decreased 40.7% this quarter from last year, while revenue decreased 43.5%.
- Average daily boardings in Q3 were 51,707 (weekday), 33,028 (Saturday) and 23,597 (Sundays).
- System wide on-time performance was 87%, an improvement of 8% from Q3 last year.
- The Departures Line received over 2000 passenger calls on a typical weekday this quarter.
- Access-A-Bus operated 10% fewer trips this quarter when compared to Q3 the previous year.
- This quarter 95% of customer feedback was resolved within service standards.

Performance Measures

Q3 Highlights

- The average fuel cost to date in Q3 was 52 cents/litre, 3 cents higher than the budgeted cost.
- The Mean Distance Between Failures (MDBF) for conventional service was 8,420 km, a 17% decrease from Q3 last year.
- The Mean Distance Between Service Calls (MDBS) for conventional service was 4,484kms, an improvement of 16% from Q3 last year.
- The MDBS for Access-A-Bus was 67,801 kms.
- The maximum daily number of buses that could not complete their scheduled service due to a mechanical defect was 20, while the daily average was 6.4.
- Maintenance cost was \$1.24/km, 1 cent higher than the budgeted cost of \$1.23/km.