

TSC Q4 2021/22 Report

August 25, 2022

Transportation Priority Outcomes

Safe & Accessible Integrated Mobility Network

- Transit Asset & Infrastructure Renewal
- Transit Accessibility
- Transit Technology

Connected & Healthy Long-Range Mobility Planning

- Transit Service Plan

Net-Zero Emissions

- Decarbonizing Public Transit

Safe & Accessible Transportation Network

Business Plan Deliverable	Status
Review of Access-A-Bus Eligibility Criteria	In Progress
Installation of Mobile Data Terminals on Access-A-Bus Vehicles	In Progress
Accessible Bus Stop Inventory & Assessment	Complete
Anti-racism and Passenger Conduct Campaign	Complete
On-demand Private Accessible Transportation	Complete

Q4 Highlights - Technology

Paratransit Project

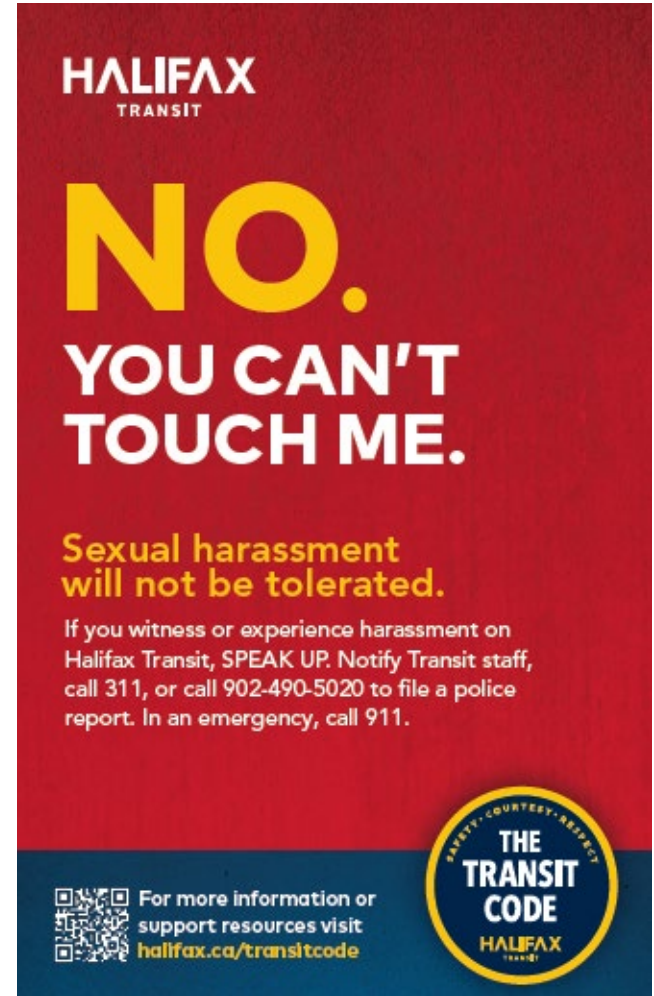
- The implementation of phase 2 of the Paratransit project, the installation of mobile data terminals (MDTs) on each Access-A-Bus vehicle is progressing.
- Back-end system installation, end-user training, and the hardware installation plan are complete.
- Operator training began in July and hardware installation is planned for August/September.



Q4 Highlights

The Transit Code

- Anti-sexual harassment, launched mid July.
- Prohibited conduct signs installed at all terminals.
- Immersive wall murals featuring the Transit Code eight principles installed mid-July
- Two upcoming passenger courtesy campaigns: Food and Beverages, and Backpacks and Bags for August-October, 2022.



HALIFAX
TRANSIT

NO.
YOU CAN'T TOUCH ME.

Sexual harassment will not be tolerated.

If you witness or experience harassment on Halifax Transit, **SPEAK UP**. Notify Transit staff, call 311, or call 902-490-5020 to file a police report. In an emergency, call 911.

For more information or support resources visit halifax.ca/transitcode

SAFETY · COURTESY · RESPECT
THE TRANSIT CODE
HALIFAX
TRANSIT

Q4 Highlights

Accessible Taxi Service

- This new service, operating under the brand name Extra Care Taxi, now has 8 vehicles in operation and is available for public trips. Announcements and an official launch are being planned for September.



Connected & Healthy Long-Range Mobility Planning

Business Plan Deliverable	Status
Implementation of Moving Forward Together Plan Transit Network Changes	Complete
Transit Priority Measures - Bayers Road	Complete
West Bedford Park & Ride	In Progress
Rapid Transit Strategy - Pursue Funding & Prepare Functional Designs for Bus Rapid Transit	In Progress
Rapid Transit Strategy - Complete Technical Studies & Design for Ferry Service	In Progress
Woodside Ferry Terminal Renovation - Phase 2 Construction	In Progress

Q4 Highlights

Bayers Road Interim Transit Lane



Q4 Highlights

West Bedford Park & Ride



Q4 Highlights

Woodside Ferry Terminal



Transit Route Changes

- MFTP changes planned for November 2022 are postponed.
- When implemented, in addition to the changes outlined in the 2022/23 Annual Service Plan, Routes 4 Universities and 10 Dalhousie will be adjusted to travel on University Avenue between Lemarchant Street and Robie Street in order to improve on-street operations.
 - These routes will no longer travel on Seymour Street or eastbound on South Street.
- Schedule adjustments to the Route 433 will be implemented in November to improve schedule adherence.
- Several minor route changes have taken place as a result of road closures related to the Cogswell project. The Route 8 and Route 9 end points were adjusted in August.

Net-Zero Emissions

Business Plan Deliverable	Status
Develop & Issue a Request for Proposals for the Procurement of Battery Electric Buses	Complete
Begin Assessment for the Elimination of Internal Combustion Engine Vehicles	In Progress

Q4 Highlights

Battery Electric Bus Project

- The RLTC design phase began in March 2022. The schematic design phase is anticipated to be completed this month. The detailed design and the construction documents are anticipated to be completed before the end of November 2022.
- Council approved the proposal to purchasing up to 60 Battery Electric Buses/Chargers in May 2022. The contract has been awarded to the successful bidder (Nova Bus).

Performance Measures

Q4 Highlights

- Overall boardings increased 11% this quarter from last year, while revenue increased 13.8%.
- Average daily boardings in Q4 were 56,665 (weekday), 32,887 (Saturday) and 26,571 (Sundays).
- System wide on-time performance was 87%, 2% lower than Q4 last year.
- The Departures Line received over 2,000 passenger calls on a typical weekday this quarter.
- Access-A-Bus operated 6% more trips this quarter when compared to Q4 last year.
- This quarter 80% of customer feedback was resolved within service standards.

Performance Measures

Q4 Highlights

- The Mean Distance Between Failures (MDBF) for conventional service was 10,615 km, a 20% increase from Q4 last year.
- The Mean Distance Between Service Calls (MDBS) for conventional service was 5,911 kms, an increase of 37% from Q4 last year.
- The MDBS for Access-A-Bus was 37,683 kms, a 29% decrease from Q4 last year
- The maximum daily number of buses that could not complete their scheduled service due to a mechanical defect was 12, while the daily average was 4.7.
- Maintenance cost was \$1.352/km, 2.4 cents lower than the budgeted cost of \$1.376/km.

Performance Measures 2021/22

Highlights

- On-Time Performance was 84%, a decrease of 4% from last year.
- Overall boardings increased 24% from the previous year.
- Revenue increased 49% overall, compared to the previous year.
- Average daily boardings were 55,485 (Weekday), 35,469 (Saturday) and 25,930 (Sundays).
- Trips provided by Access-A-Bus increased 36.5% from last year.
- The average fuel price was 87 cents/litre, 34 cents higher than the budgeted cost per litre.
- The annual mean distance between failures for 2021/22 was 12,446, increasing 36% compared to the previous year.
- The Maintenance cost per kilometer in 2021/22 was \$1.33/km, 3 cents lower than the budgeted cost of \$1.36/km.