

# TSC Q1 2022/23 Report

October 27, 2022

# Transportation Priority Outcomes

## Safe & Accessible Mobility Network

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

## Connected & Healthy Long-Range Mobility Planning

- Transit Service Plan

## Electrification of Transportation (Net-Zero Emissions)

- Decarbonizing Public Transit

## Service Excellence – Innovative Performance Excellence

- Fare Management Project – Phase 2
- Fixed Route Planning, Scheduling and Operations - Complete Implementation

# Safe & Accessible Mobility Network

Business Plan Deliverable	Status
Review of Access-A-Bus Eligibility Criteria	In Progress
Installation of Mobile Data Terminals on Access-A-Bus Vehicles	Complete
Bus Stop Accessibility Improvements	In Progress
Passenger Conduct Campaign	In Progress
On-demand Private Accessible Transportation	Complete

# Paratransit Project

- The new solution is now functional allowing Halifax Transit to provide real-time schedule updates to operators and collect accurate data increasing the overall efficiency of the Access-A-Bus service.



# Accessible Taxi Service

- The new accessible taxi service, branded 'Extra Care Taxi', was introduced.
- A celebratory launch event was held October 11<sup>th</sup>.



# Connected & Healthy Long-Range Mobility Planning

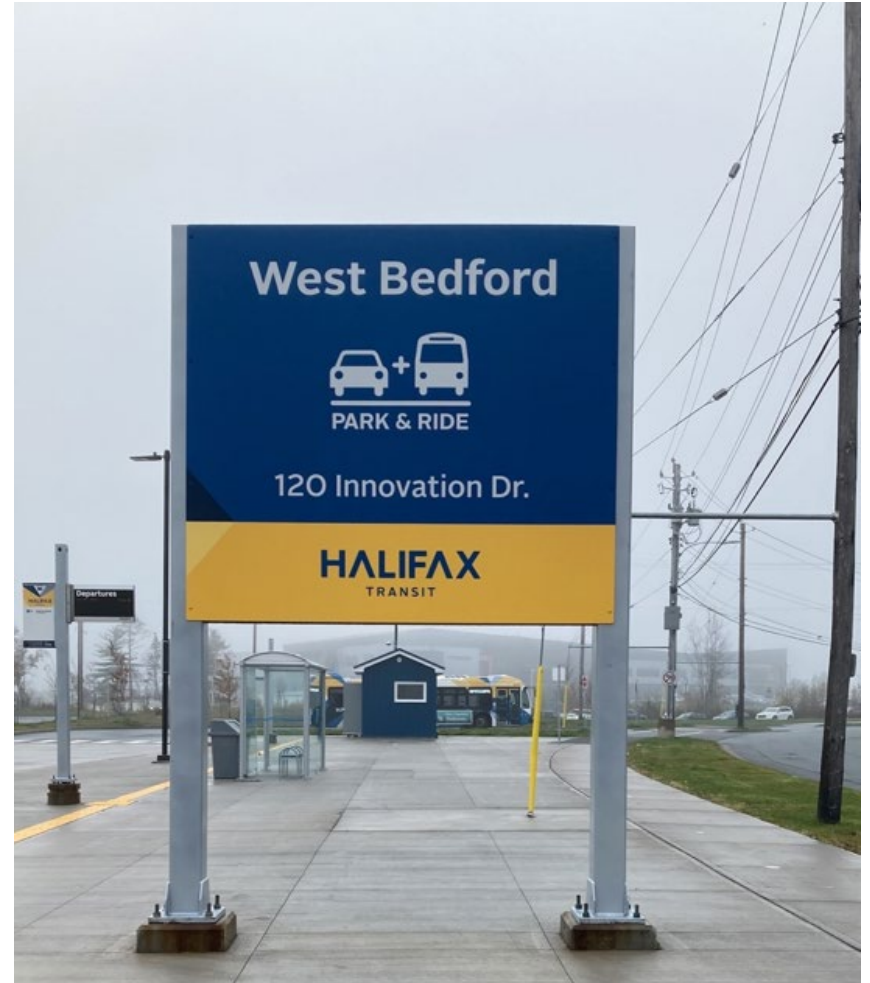
Connected & Healthy Long-Range Mobility Planning	
Business Plan Deliverables	Status
Implementation of Moving Forward Together Plan Transit Network Changes	Postponed
Transit Priority Corridors	In Progress
Rapid Transit Strategy - Complete Technical Studies & Design for Ferry Service	In Progress

# Mill Cove Ferry Service



# West Bedford Park & Ride

- Grand Opening held October 12th
- Signage now complete





# Woodside Ferry Terminal

Grand Re-opening November 16th





**After**



**Before**



**HALIFAX**  
TRANSIT

**HALIFAX**  
TRANSIT

# Transit Route Changes

- MFTP changes planned for November 2022 are postponed, with the exception of implementing Route 50.
- 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.

# Electrification of Transportation

Business Plan Deliverable	Status
Procurement and Implementation of Battery Electric Buses	In Progress
Assessment for the Elimination of Internal Combustion Engine Vehicles	In Progress

# Electric Bus Project

- The Ragged Lake Transit Centre design phase began in March 2022. The schematic design phase was completed in August 2022, the detailed design phase has begun and is expected to be completed before the end of November 2022.
- On May 17, 2022, Regional Council approved the award of up to sixty (60), 40 foot battery Electric Transit Buses and charges to Nova Bus Ltd.
- In September 2022, ICIP funding was announced for Phase 1 (planning/design) of the Burnside Transit Centre Eco-Rebuild project in the amount of \$20.9M. Phase 2 (construction/implementation) applications are due later this fall.

# Innovative Performance Excellence

Business Plan Deliverable	Status
Fare Management Project – Phase 2	In Progress
Fixed Route Planning, Scheduling and Operations – Complete Implementation	In Progress

# Mobile App

- Phase 1 of the Fare Management Strategy, a mobile app, set to launch in the coming months.
- Amendments to the User Charges By-law (Transit Fares) brought forward to consider potential new fare products (ie, day pass).

# Performance Measures

## Q1 Highlights

- Overall boardings increased 71% this quarter from last year (remaining 23.8% below 2019/20 Q1), while revenue increased 49.6% (remaining 21.2% below 2019/20 Q1).
- Average daily boardings in Q1 were 71,689 (weekday), 48,072 (Saturday) and 35,446 (Sundays).
- System wide on-time performance was 82%, 7% lower than Q1 last year.
- Access-A-Bus operated 80% more trips this quarter when compared to Q1 last year.
- This quarter 90% of customer feedback was resolved within service standards.



# Performance Measures

## Q1 Highlights

- The Mean Distance Between Failures (MDBF) for conventional service was 9,693 km, a 25% decrease from Q1 last year. This exceeds the benchmark for MDBF which is set at 9000 km.
- The Mean Distance Between Service Calls (MDBS) for conventional service was 6,250 kms, an increase of 14% from Q1 last year.
- The MDBS for Access-A-Bus was 73,700 kms, a 36% increase from Q1 last year.
- 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 5.4.
- Maintenance cost was \$1.32/km, 2 cents lower than the budgeted cost of \$1.34/km.