



Q2 2022/23 Report

Transportation Standing Committee

March 30, 2023

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 Transportation Network

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

NSLC Partnership

- In December, Halifax Transit partnered with the Nova Scotia Liquor Corporation (NSLC) as part of their “Cheers to Good Choices” holiday initiative, to provide free transit on two of the busiest days of travel over the holiday season.
- On the evenings of Friday, Dec. 2 and Saturday, Dec. 3, the NSLC sponsored free bus, Access-A-Bus and ferry rides between 6 pm and the end of the service day.
- More than 32,000 passengers took advantage of this program, designed to encourage planning ahead for a safe way home.



HALIFAX
TRANSIT

Student Transit Pass Pilot Project Phase II

- In Phase II of the Student Transit Pass Pilot Program, students from four local high schools and six junior high schools received a free annual transit pass for use on conventional buses, Access-A-Bus and ferries in 2023.
- Approximately 4,200 student passes will be in circulation in 2023.
- Halifax Transit will review the program in fall 2023 and provide recommendations to Regional Council on next steps for the program.



Q2 Highlights



Accessible Taxi Service

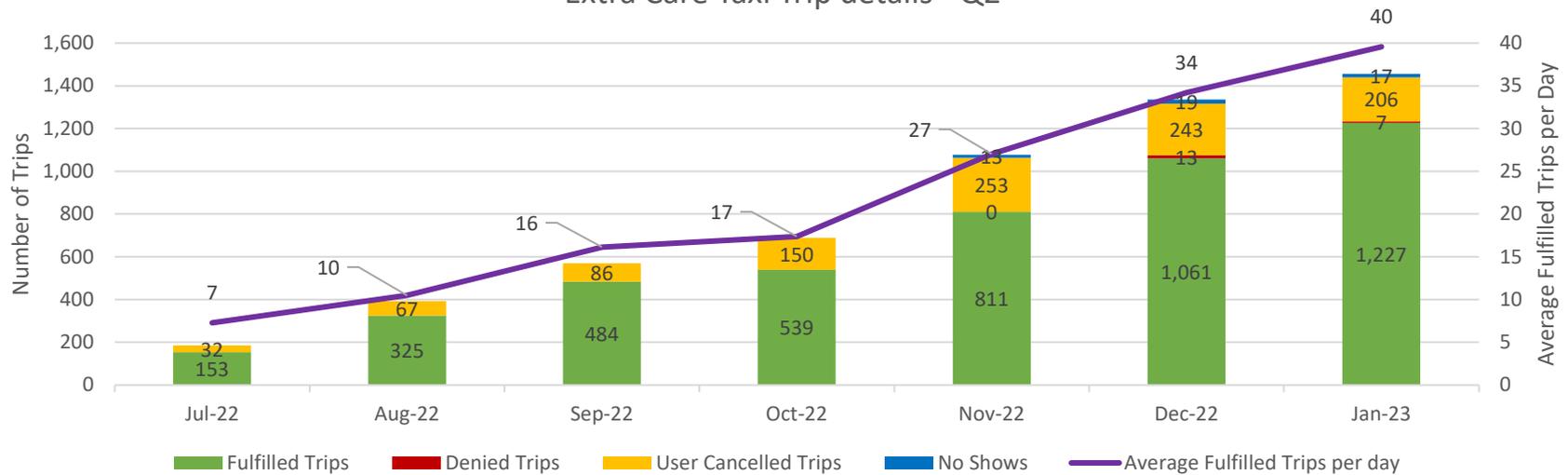
- In the second quarter of 2022/23 Extra Care Taxi fulfilled a total of 962 trips. The average number of fulfilled trips was 12 per day.
- The tenth vehicle began operation November 17, 2022.



Extra Care Taxi Passenger Demand

	July	August	September	October	November	December	January
Total Booked Trips	185	392	570	689	1077	1336	1457
Fulfilled Trips	153	325	484	539	811	1061	1227
User Cancelled Trips	32	67	86	150	253	243	206
Denied Trips	0	0	0	0	0	13	7
No Shows	0	0	0	0	13	19	27

Extra Care Taxi Trip details - Q2



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

Service Reductions Effective February 27, 2023

- Beginning Monday, February 27, 2023, Halifax Transit implemented conventional bus service reductions due to current staffing issues.
- These service reductions represent approximately a 5% loss of service.
- The impacted routes and trips that were removed starting February 27, 2023 are:
 - Routes 41, 178 and 179 have no service
 - Routes 6, 21 and 54 have schedule adjustments
 - 105 trips were removed from the following routes:
 - One trip removed from Route 123
 - Two trips removed from each of the following routes: 29, 93, 68, 83, 86, 93, 137, 158, 183, 186, 194
 - Four trips removed from each of the following routes: 55, 57, 65, 84, 127, 135, 136, 138, 165, 168A, 168B, 370
 - Six trips removed from each of the following routes: 59, 85, 159, 182, 185
 - 10 trips removed from Route 330 (all remaining trips have been adjusted to service both Tantallon Park & Ride and Sheldrake Lake Park & Ride)

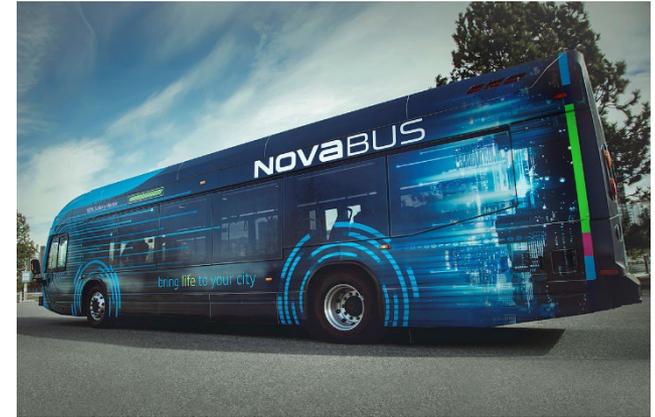
Net-Zero Emissions

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

Q2 Highlights

Battery Electric Bus Project

- The Ragged Lake Transit Centre tender for construction has been issued.
- A demo bus was onsite for internal testing in February 2023.
- A feasibility study for hydrogen fuel cells has been tendered.



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 Fare Payment App

- Regional Council has approved the award for RFP 21-095 – Halifax Transit – Mobile Ticketing Solution to the highest scoring proponent, Masabi, for a mobile fare payment application and onboard validators.
- This award represents the first two phases of Halifax Transit’s Electronic Fare Management strategy, a mobile application to facilitate the purchase of electronic fare products and onboard validators for the entirety of Halifax Transit’s fleet.
- Negotiations with the vendor have concluded allowing for the delivery of phase 1 to begin. It is expected that the go-live for Phase 1 will occur this summer.
- New electronic fare options including One Day, Two Day, Weekly Passes, and 20 Ride passes were developed and approved by Regional Council on November 22, 2022.

Performance Measures

Q2 Highlights

- Overall boardings increased 40% this quarter from last year (remaining 19% below 2019/20 Q2), while revenue increased 20% (remaining 21% below 2019/20 Q2).
- Average daily boardings in Q1 were 80,877 (weekday), 58,261 (Saturday) and 43,443 (Sundays).
- System wide on-time performance was 78%, 4% lower than Q2 last year.
- Access-A-Bus operated 11% more trips this quarter when compared to Q2 last year.
- This quarter, 67% of customer feedback was resolved within service standards.

Performance Measures

Q2 Highlights

- The Mean Distance Between Failures (MDBF) for conventional service was 10,975 km, a 29% decrease from Q2 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 7,152 kms, an increase of 30% from Q2 last year.
- The MDBS for Access-A-Bus was 95,976 kms, 39% increase from Q2 last year.
- The maximum daily number of buses that could not complete their scheduled service due to a mechanical defect was 13, while the daily average was 4.7.
- Maintenance cost was \$1.17/km, 17 cents lower than the budgeted cost of \$1.34/km