

# **TSC Q3 2022/23 Report**

May 18, 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

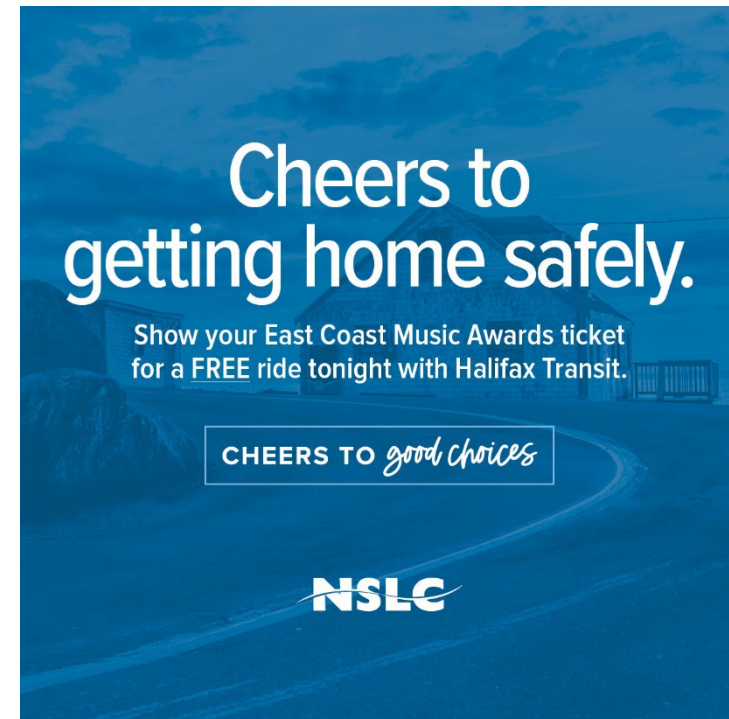
- Fare Management Project – Phase 2
- Fixed Route Planning, Scheduling and Operations - Complete Implementation

# 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

# Event Transit Fares Program

- In March, Halifax Transit entered into an agreement with the Nova Scotia Liquor Corporation to provide free travel on Halifax Transit, to attendees of the East Coast Music Award Show, May 4<sup>th</sup>. This provided 4000 ticket holders complimentary transit service to and from the event.
- An agreement has also been reached with the Canadian Health Libraries Association for their Conference scheduled for June 2-5, 2023.

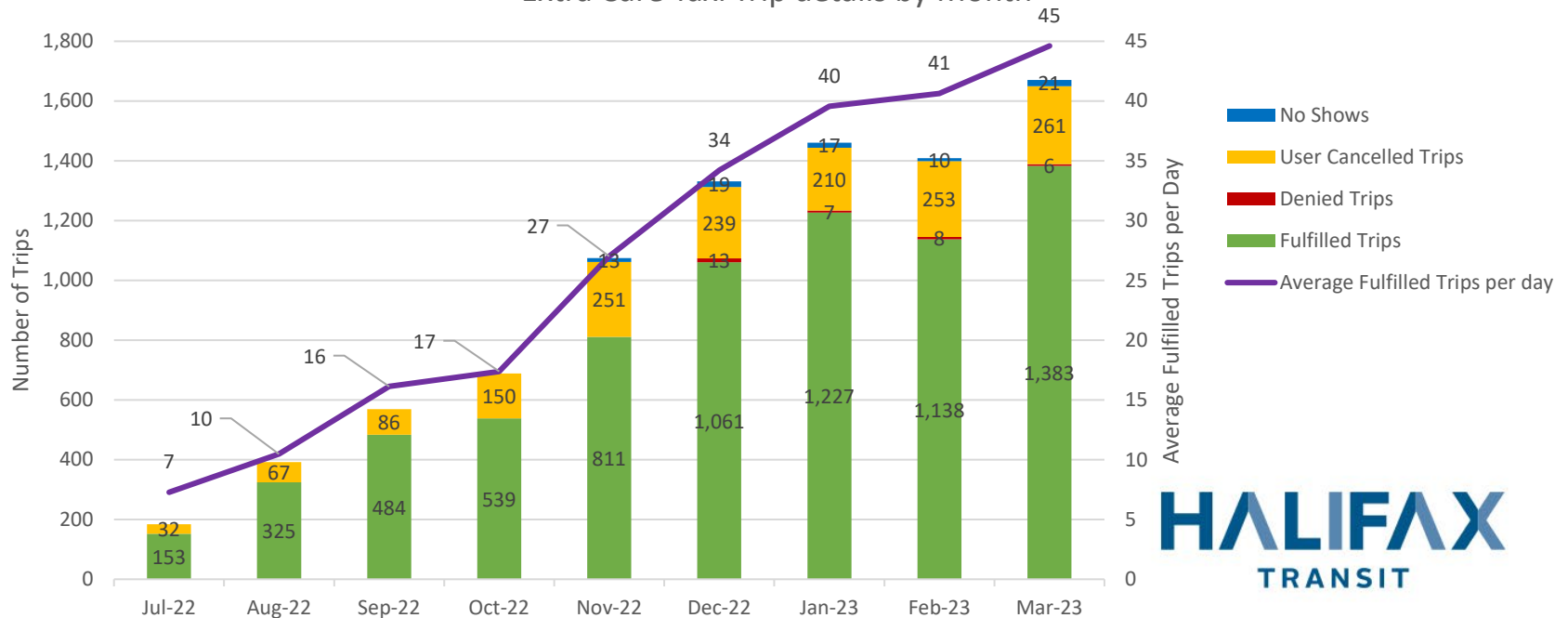


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# Extra Care Taxi Passenger Demand

	July	August	September	October	November	December	January	February	March
<b>Total Booked Trips</b>	185	392	570	689	1075	1332	1461	1409	1671
<b>Fulfilled Trips</b>	153	325	484	539	811	1061	1227	1138	1383
<b>User Cancelled Trips</b>	32	67	86	150	251	239	210	253	261
<b>Denied Trips</b>	0	0	0	0	0	13	7	8	6
<b>No Shows</b>	0	0	0	5	13	19	17	10	21

Extra Care Taxi Trip details by Month



# 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	In Progress
Transit Priority Corridors	In Progress
Rapid Transit Strategy - Complete Technical Studies & Design for Ferry Service	Complete

# Recruitment and Retention

Month	Retired	Resigned	Recruited
May 2022	2	4	10 (1 BOT*)
June 2022	2	6	N/A
July 2022	5	9	12 (1 BOT)
August 2022	1	12	10 (2 BOT)
September 2022	1	8	8 (1 BOT)
October 2022	2	11	12 (2 BOT)
November 2022	3	6	8 (1 BOT)
December 2022	3	3	N/A
January 2023	10	9	20 (2 BOT)
February 2023	1	7	12 (1 BOT)
March 2023	2	6	8 (1 BOT)
April 2023	3	5	21 (2 BOT)
May 2023	1	0	9 (1 BOT)
Total:	36	86	130

\* Basic Operator Training (BOT) Class



# Net-Zero Emissions

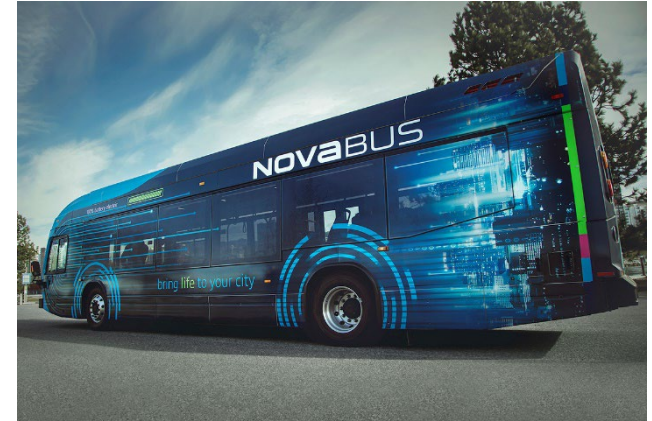
Business Plan Deliverable	Status
Procurement and Implementation of Battery Electric Buses	In Progress
Assessment for the Elimination of Internal Combustion Engine Vehicles	In Progress



# Q3 Highlights

## Battery Electric Bus Project

- The Ragged Lake Transit Centre tender for construction has concluded and an award for the vendor has received CAO approval.
- A demo bus was onsite for internal testing purposes in February & March 2023.
- A feasibility study for hydrogen fuel cells has been tendered.



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# 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 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.
- Contract negotiations with the vendor have concluded. The roll-out of Phase 1 is expected to occur in the summer of 2023 with the roll-out of Phase 2 following in the spring of 2024.
- 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, and will be available exclusively on the mobile app.

# Performance Measures

## Q3 Highlights

- Overall boardings increased 31% this quarter from last year (remaining 16% below 2019/20 Q3), while revenue increased 13% (remaining 18% below 2019/20 Q3).
- Average daily boardings in Q3 were 84,818 (weekday), 52,651 (Saturday) and 41,748 (Sundays).
- System wide on-time performance was 76%, 5% lower than Q3 last year.
- Access-A-Bus operated 10% more trips this quarter when compared to Q3 last year.
- This quarter 54% of customer feedback was resolved within service standards.

# Performance Measures

## Q3 Highlights

- The Mean Distance Between Failures (MDBF) for conventional service was 11,050 km, a ~1% increase from Q3 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 5,818 kms, a decrease of 5% from Q3 last year.
- The MDBS for Access-A-Bus was 172,672 kms, a 339% increase from Q3 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 \$1.25/km, 9 cents lower than the budgeted cost of \$1.34/km