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Item No. 12.1.1
Transportation Standing Committee
August 25, 2022

TO: Chair and Members of Transportation Standing Committee

SUBMITTED BY: 

Denise Scofield, Acting Chief Administrative Officer

DATE: August 18, 2022

SUBJECT: **2021/22 Q4 Halifax Transit KPI Report**

INFORMATION REPORT

ORIGIN

July 3, 2013 Transportation Standing Committee motion (item 7.1.1):

MOVED by Councillor Mason, seconded by Councillor Watts

THAT the Transportation Standing Committee receive a quarterly report and presentation regarding Metro Transit strategic planning and operations.

MOTION PUT AND PASSED

LEGISLATIVE AUTHORITY

Section 4(a) of the Terms of Reference for the Transportation Standing Committee provides that the Transportation Standing Committee is responsible for “overseeing HRM’s Regional Transportation Objectives and Transportation outcome areas”.

BACKGROUND

This report provides a summary of activities in the fourth quarter of the year and includes reporting on key performance measures. These include measures of revenue, ridership, boardings, overloads, on-time performance, loss of service, customer service, service levels, and Access-A-Bus service details.

DISCUSSION

Halifax Transit is committed to advancing the following Regional Council's priority outcomes:

- a) Safe & Accessible Integrated Mobility Network
- b) Connected & Healthy Long-Range Mobility Planning
- c) Net-Zero Emissions

To assist in achieving these priority outcomes, multi year initiatives were identified in the 2021/22 Halifax Transit Business Plan. Updates on relevant projects and programs that support these goals are outlined in this report. Attachment A includes a detailed description of the deliverables identified in the business plan to support these priority outcomes.

a) Safe & Accessible Integrated Mobility Network

Safe & Accessible Integrated Mobility Network	
Business Plan Deliverables	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

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 2022 and hardware installation is planned for Aug/Sept 2022.

The Accessible Bus Stop Inventory & Assessment categorized bus stops by effort required to upgrade the stops. A prioritization workshop was held in February with internal HRM stakeholders. The target for accessible upgrades as part of the 2022/2023 budget was identified as 50 bus stops. The recommendation from the prioritization workshop was to complete stops from multiple categories each year. Opportunities for upgrades to 22 bus stops through capital project integration were identified and are proceeding. Low and medium effort categorized stops are to be evaluated for 2022 eligibility through current standing offers. The remainder of the target is to be completed from the high or very high effort categories through design consultants.

The Transit Code anti-racism campaign successfully launched and the anti-racism full bus wrap continues to be in market. A Transit Code anti-littering campaign was deployed in November 2021. The Transit Code anti-sexual harassment campaign launched July 11, 2022, and included a PSA, bus advertising, transit shelters, Spotify ads, paid digital marketing ads, social media, and posters. New, updated prohibited conduct signs were developed and installed at all transit terminals and facilities in January-February 2022. Immersive wall murals featuring the Transit Code eight principles were installed in late July at the Barrington and Duke indoor passenger waiting area. Two passenger courtesy campaigns focused on bags and backpacks and food and beverages are planned for September/October 2022.

Regional Council approved a vendor, SeniorsTransit Inc., for the provision of accessible taxi service on March 1, 2022. The new service, branded 'Extra Care Taxi', was introduced with a limited/trial service on July 11th, 2022. Between July 11th and 27th, over 100 trips were completed. Web and app booking capabilities opened up on July 27, 2022.

There are more than 900 approved participants in the 2021/22 Affordable Access Transit Pass Program, with significant capacity to accommodate additional applicants. Approximately 53% of the monthly passes were sold to program participants.

b) 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	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

An outbound transit lane on Bayers Road from Windsor Street to Connolly Street was opened in late May 2022 as an interim solution to improve transit operations as the Phase 2 construction between Windsor Street and Connaught Avenue is delayed to 2023/24. Routing changes were also made to Regional Express Route 330 and Express Route 194 to allow these routes to benefit from this new transit priority measure.

Phase 1 of Halifax Transit's Mill Cove Ferry Service is ongoing. Work will continue regarding the suite of studies through 2022/23, and the project team continues to refine the project schedule to complete these items.

The West Bedford Park & Ride is nearing completion. While the facility became operational on November 22, 2021, some elements of the design are not expected to be completed until 2022/23. The remaining portion of the parking lot has been paved but some elements, including the heated shelters are still outstanding. Most of the final design elements are anticipated to be completed in summer 2022. A launch event is being planned.

The Woodside Ferry Terminal renovation project achieved substantial completion in June 2022. The final escalator inspection identified a code issue which requires the installation of escalator guards. Design and installation of these guards will take approximately eight weeks which will delay the opening of the escalators to fall 2022. A launch event will be scheduled to celebrate the completion of this project once a firm date for escalator completion is confirmed.

Due to ongoing staffing shortages, the decision has been made to postpone the final Moving Forward Together Plan (MFTP) service changes scheduled for November 2022, apart from implementing the new Route 50, which will provide service between Bridge Terminal and the Dockyard and Irving Shipyard in Halifax, during peak hours on weekdays only.

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 to improve on-street operations.

c) **Net-Zero Emissions**

Net-Zero Emissions	
Business Plan Deliverables	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

The Ragged Lake Transit Centre design phase began in March 2022. The schematic design phase is anticipated to be completed before the end of August 2022, with the detailed design and the construction documents to follow before the end of November 2022.

During the May 17, 2022, Regional Council meeting, Council approved the award of up to sixty (60), 40 foot battery Electric Transit Buses and charges to Nova Bus Ltd. The final pre-production meeting is expected to take place before the end of September 2022.

Q4 Performance Measures Highlights

Please see Attachment B, *Halifax Transit 2021/22 Q4 Performance Measures Report*, covering January, February, and March; and Attachment C *2021/22 Year End Performance Report* for additional performance measures and detailed route level statistics.

- Overall boardings increased 11% this quarter from last year (remaining 37.6% below 2019/20 Q4), while revenue increased 13.8% (remaining 34.6% below 2019/20 Q4).
- 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.
- 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.

Annual Highlights

- Annual on-time performance was 84%, a decrease of 4% from last year.
- In 2021/22 overall boardings increased 24% from the previous year, remaining 42.6% below 2019/20 boardings.
- In 2021/22 revenue increased 49% overall compared to the previous year, remaining 35.5% below 2019/20 revenue.
- Average daily boardings in 2021/22 were 55,485 (weekday), 35,469 (Saturday) and 25,930 (Sundays).
- Trips provided by Access-A-Bus in 2021/22 increased 36.5% from last year, remaining 28.5% below 2019/20 trips provided.

- The average fuel price in 2021/22 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.

FINANCIAL IMPLICATIONS

No financial implications.

COMMUNITY ENGAGEMENT

No community engagement was required.

ATTACHMENTS

Attachment A: Halifax Transit 2021/22 Q4 Business Plan Deliverables

Attachment B: Halifax Transit 2021/22 Q4 Performance Measures Report

Attachment C: Halifax Transit 2021/22 Year End Performance Measures Report

A copy of this report can be obtained online at halifax.ca or by contacting the Office of the Municipal Clerk at 902.490.4210.

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