



P.O. Box 1749  
Halifax, Nova Scotia  
B3J 3A5 Canada

**Item No. 7**  
**Halifax Regional Council**  
**April 11, 2017**

**TO:** Mayor Savage and Members of Halifax Regional Council

Original Signed

**SUBMITTED BY:**

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Councillor Tim Outhit, Chair, Transportation Standing Committee

**DATE:** March 31, 2017

**SUBJECT:** Transit 2016/17 Third Quarter Key Performance Indicators

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### **INFORMATION REPORT**

#### **ORIGIN**

March 23, 2017 meeting of the Transportation Standing Committee, Item No 12.1.2

#### **LEGISLATIVE AUTHORITY**

Transportation Standing Committee Terms of Reference section 6 (c) which states". The Transportation Standing Committee shall promote and enable positive communication between communities, ridership, and the Council and Transit services to enable and support the Regional Transit service to the communities of the municipality

#### **BACKGROUND**

An information report dated March 2, 2017 pertaining to the Third Quarter 2016/17 Halifax Transit Key Performance Indicators (KPI) was before the Transportation Standing Committee for consideration at its meeting held on March 23, 2017

For further information, please refer to the attached information report dated March 2, 2017

### **DISCUSSION**

The Transportation Standing Committee received the information report dated March 2, 2017 and passed a motion to forward it to Regional Council as an information item.

### **FINANCIAL IMPLICATIONS**

None identified.

### **COMMUNITY ENGAGEMENT**

The Transportation Standing Committee meetings are open to public attendance, a live webcast is provided of the meeting, and members of the public are invited to address the Committee for up to five minutes at the end of each meeting during the Public Participation portion of the meeting. The agenda, reports, video, and minutes of the Transportation Standing Committee are posted on Halifax.ca.

### **ATTACHMENTS**

1. Staff report dated March 2, 2017
2. Staff presentation dated March 23, 2017

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A copy of this report can be obtained online at <http://www.halifax.ca/commcoun/index.php> then choose the appropriate Community Council and meeting date, or by contacting the Office of the Municipal Clerk at 902.490.4210, or Fax 902.490.4208.

Report Prepared by: Liam MacSween, Legislative Assistant, 902.490.6521

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**Attachment 1**  
**Transportation Standing Committee**  
**March 23, 2017**

**TO:** Chair and Members of Transportation Standing Committee

Original Signed

**SUBMITTED BY:**

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Dave Reage, MCIP, LPP, Director, Halifax Transit

**DATE:** March 2, 2017

**SUBJECT:** **2016/17 Q3 Halifax Transit KPI Report**

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**INFORMATION REPORT**

**ORIGIN**

This report originates from the July 3, 2013 Transportation Standing Committee Meeting.

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.

**LEGISLATIVE AUTHORITY**

There is no Legislative Authority associated with this information report.

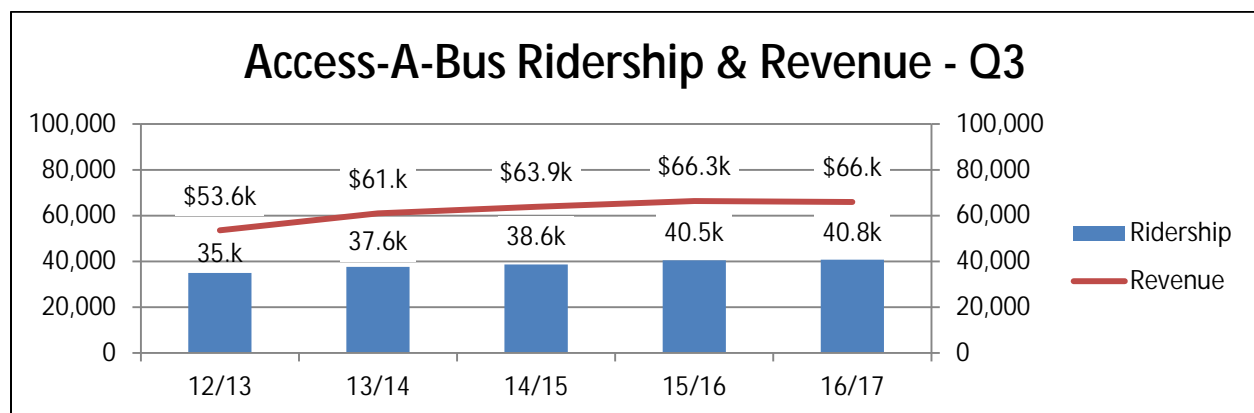
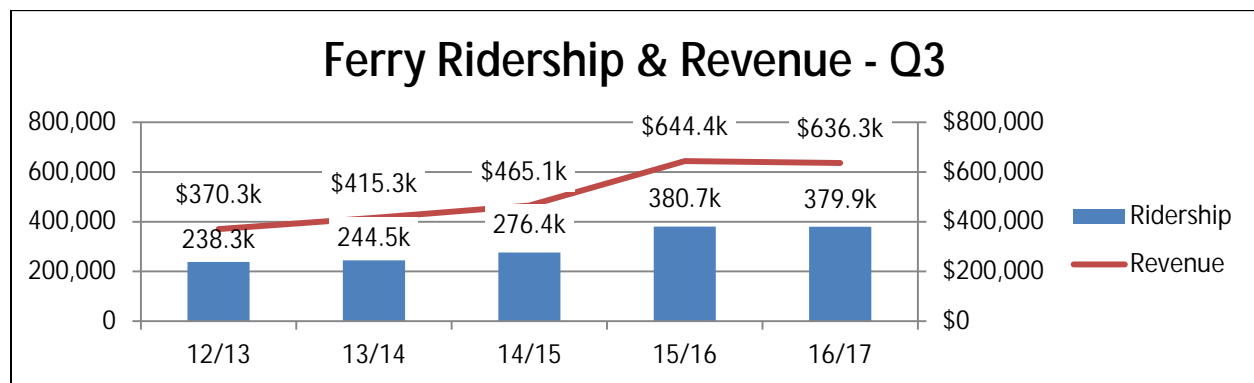
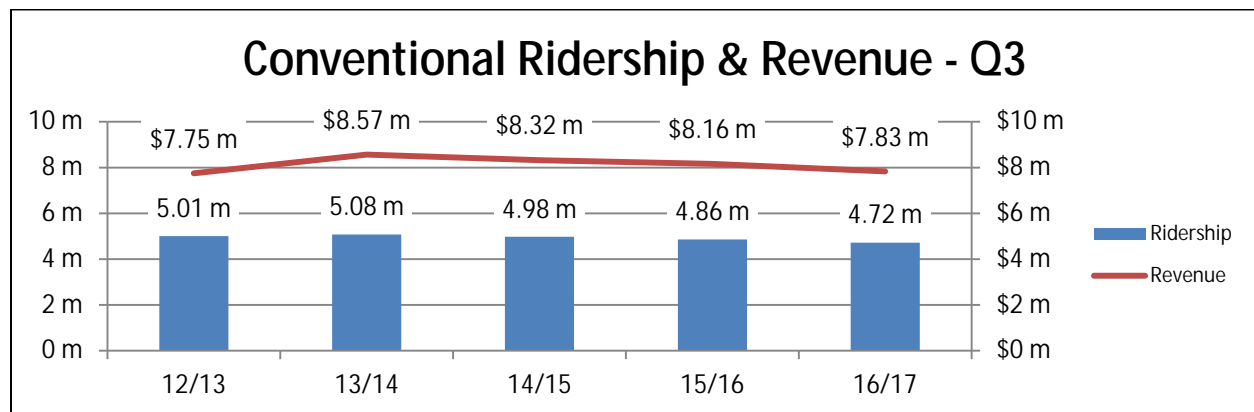
**BACKGROUND**

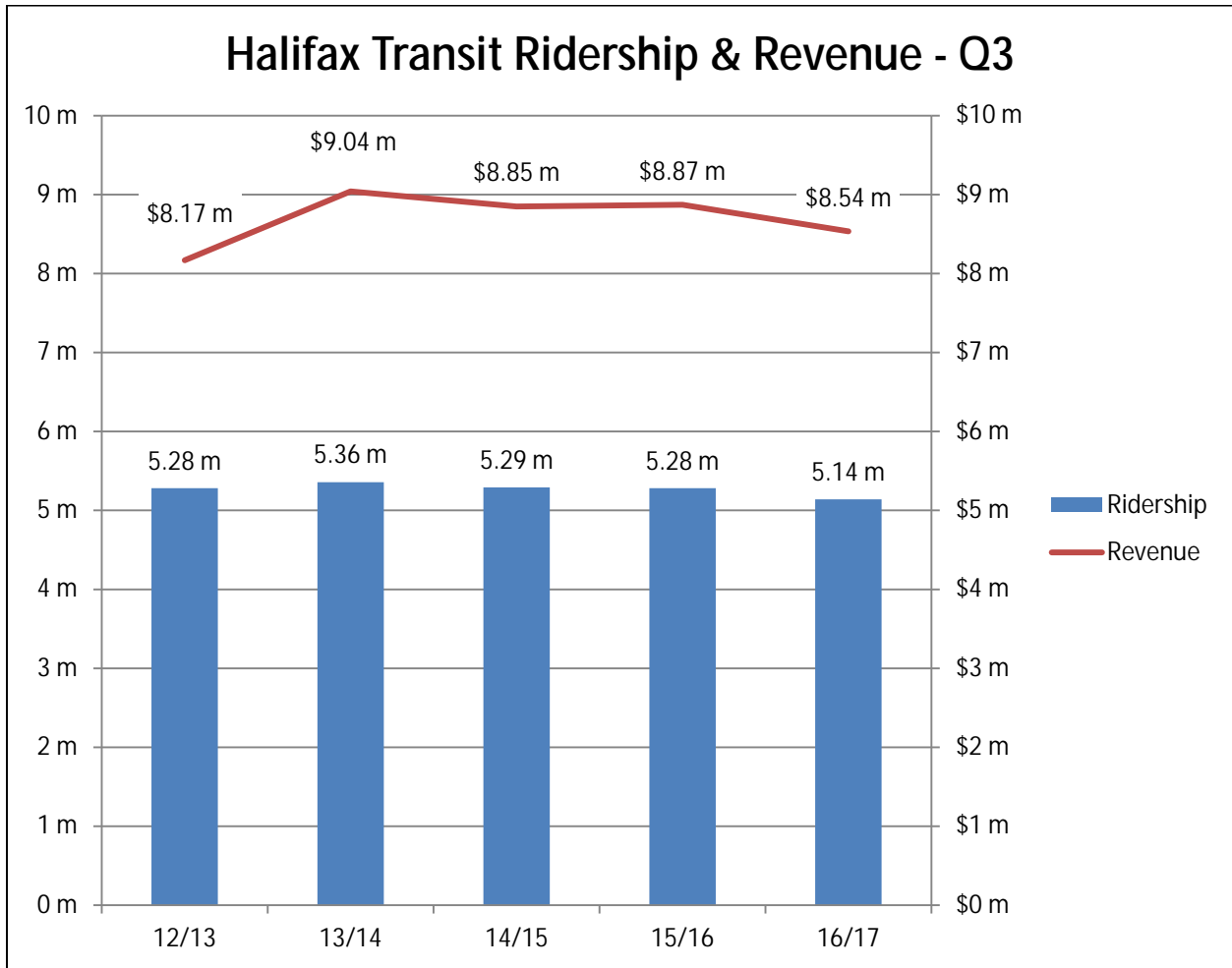
Halifax Transit tracks several Key Performance Indicators on a monthly basis and annual basis. These include measures of revenue, ridership, customer service, service levels, and Access-A-Bus service details. Updates of ongoing projects are also provided through this report. Service quality measures such as on time performance and reliability are generally measured and reported; however, while we transition to the new AVL+ technology and work through the new reporting process, these measures will be unavailable. It is anticipated that operational reporting capabilities from the AVL+ technology will be available in Q1 2017/18; however, these measures may not be comparable to those found in previous reports, due to the new measuring techniques and increased accuracy of the new AVL+ technology.

**DISCUSSION**

**Revenue & Ridership – Q3**

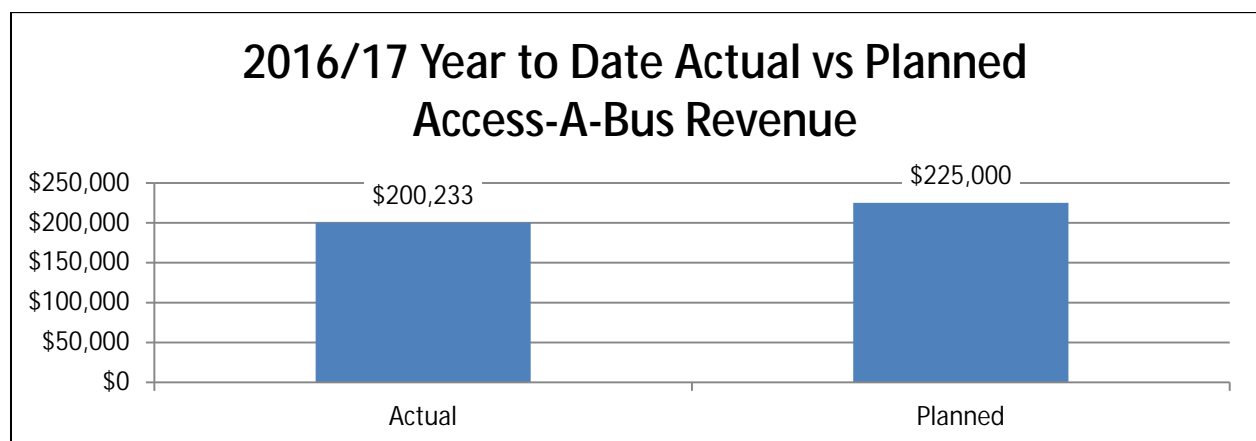
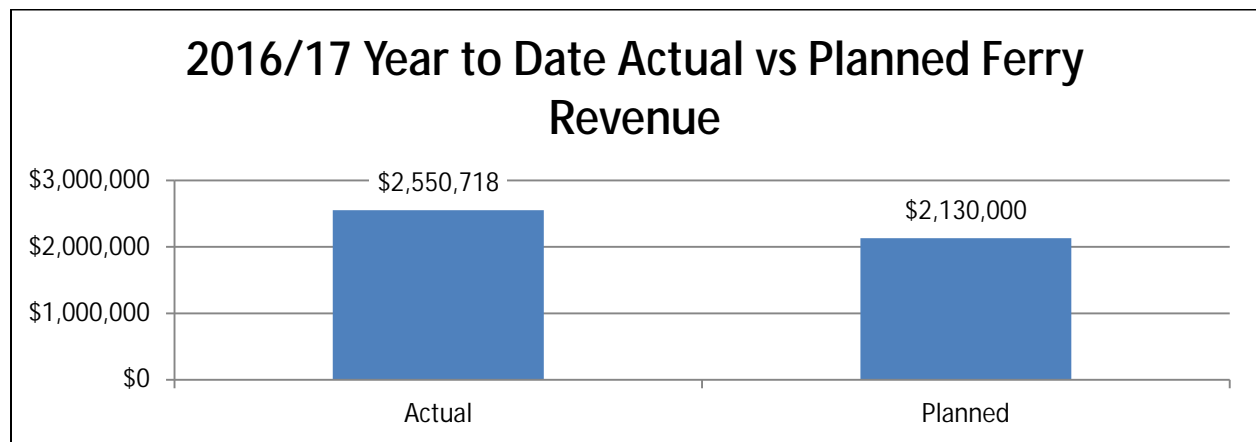
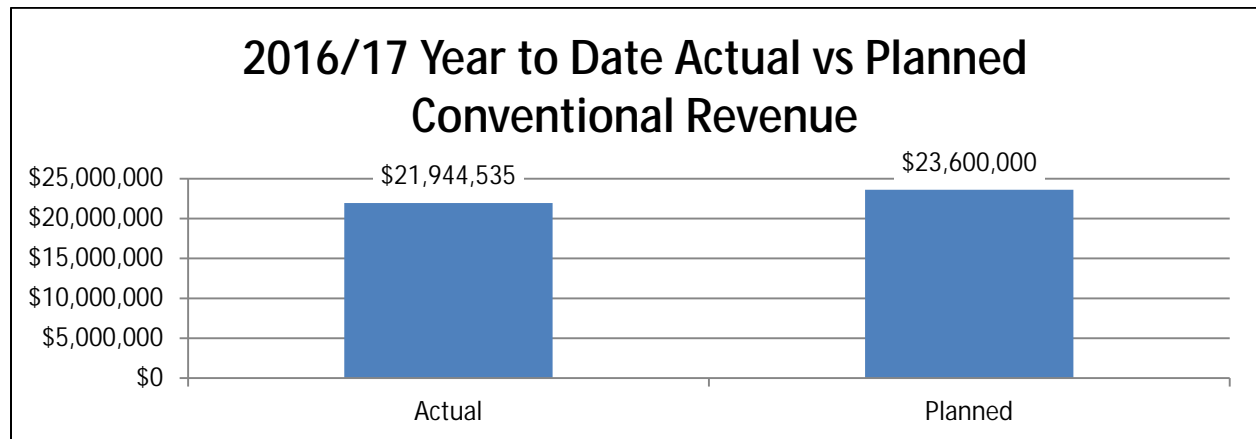
Revenue and ridership measures demonstrate how well transit services were used during the past quarter in comparison to the same period of the previous year. Ridership figures are calculated based on revenue generated by fare type. This quarter, conventional ridership has decreased 2.9% compared to third quarter last year. Ferry ridership has decreased 1%, while Access-A-Bus ridership has increased slightly by 1%. Overall, system wide ridership has decreased by 2.7% compared to third quarter last year. Several possible factors are suspect in causing this ridership decline including the Big Lift project, lower university enrollment, public school labour disruptions, lower gas prices, increased car ownership, stagnating population growth, suburban sprawl, and various economic factors. Similar ridership trends have been observed across Canada. Revenue this quarter has decreased, consistent with the observed decrease in ridership.

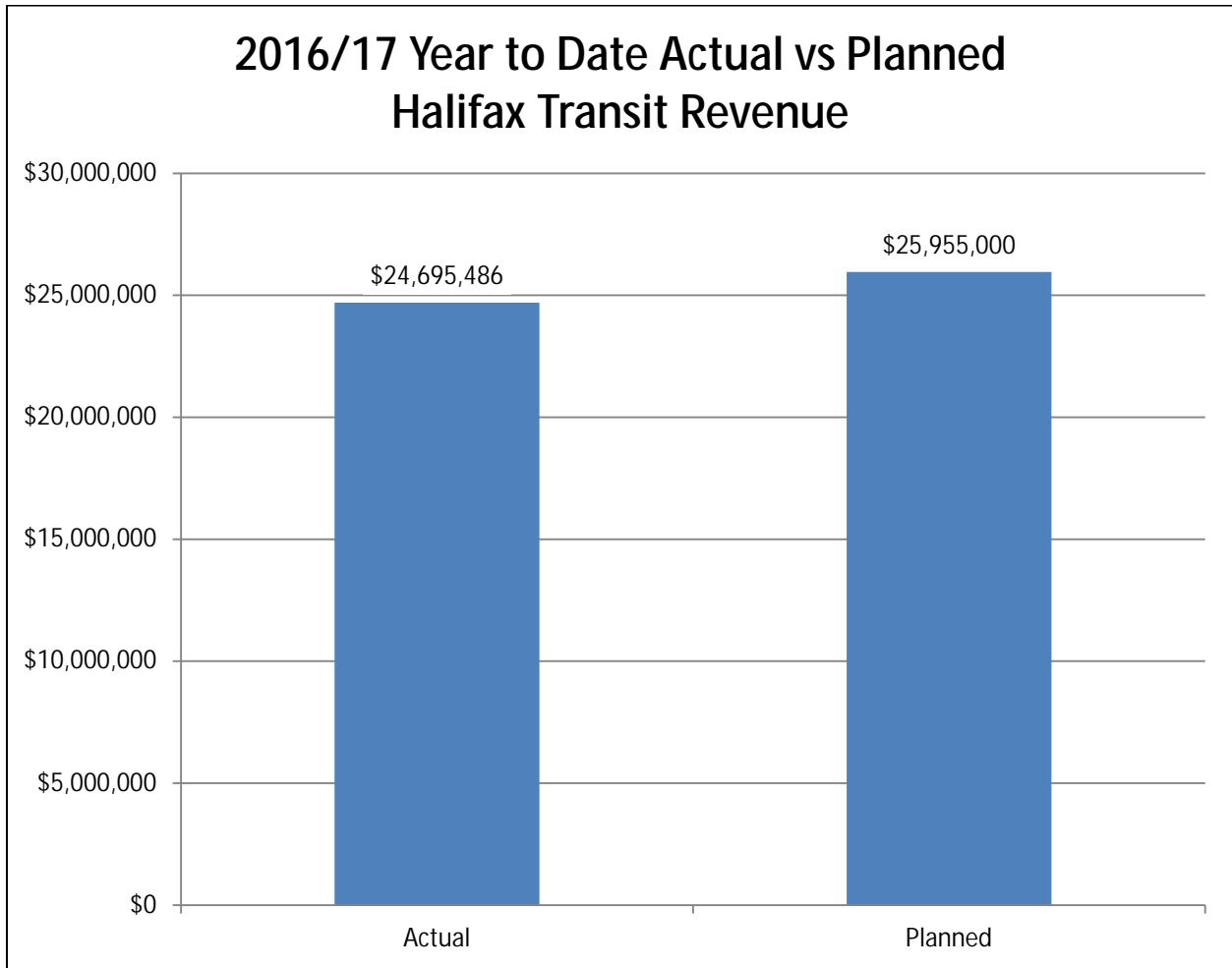




**Revenue – Actual vs. Planned**

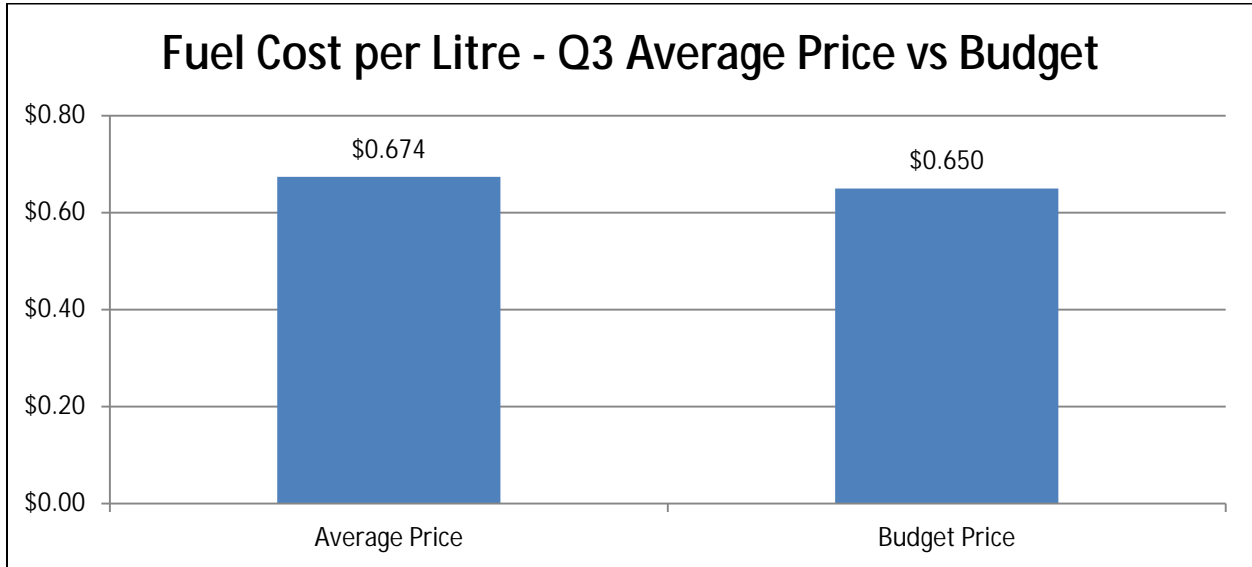
The following charts provide an indication of how much revenue has been generated by each service type, and by Halifax Transit in comparison to the planned budget revenue. Revenue in this quarter is consistent with the trend over the last several quarters; reflecting a shift from bus service to ferry service. Revenue projections assumed an increase over the previous year's revenue. As revenue is down compared to the previous year, it is also trending below the planned amount.





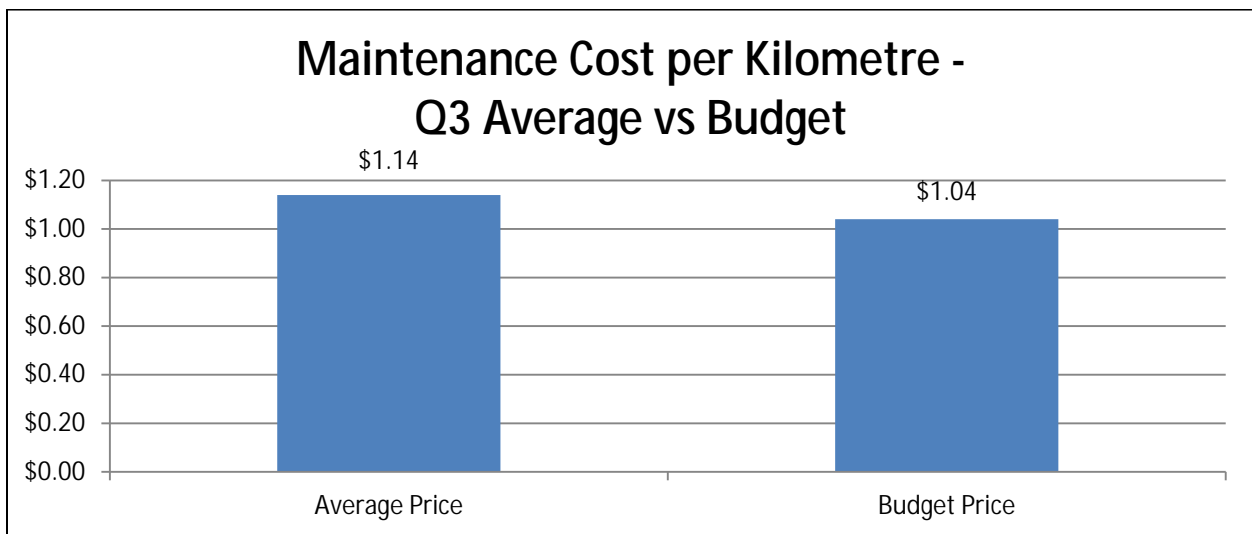
**Fuel Cost – Quarter Average vs Budget**

The Budget fuel price for 2016/17 has been lowered from 80 cents/litre to 65 cents/litre this year, reflecting global trends in the oil market. Fuel cost this quarter is 67 cents/litre, 2 cents/litre higher than the budgeted cost.



**Maintenance Cost – Quarter Average vs Budget**

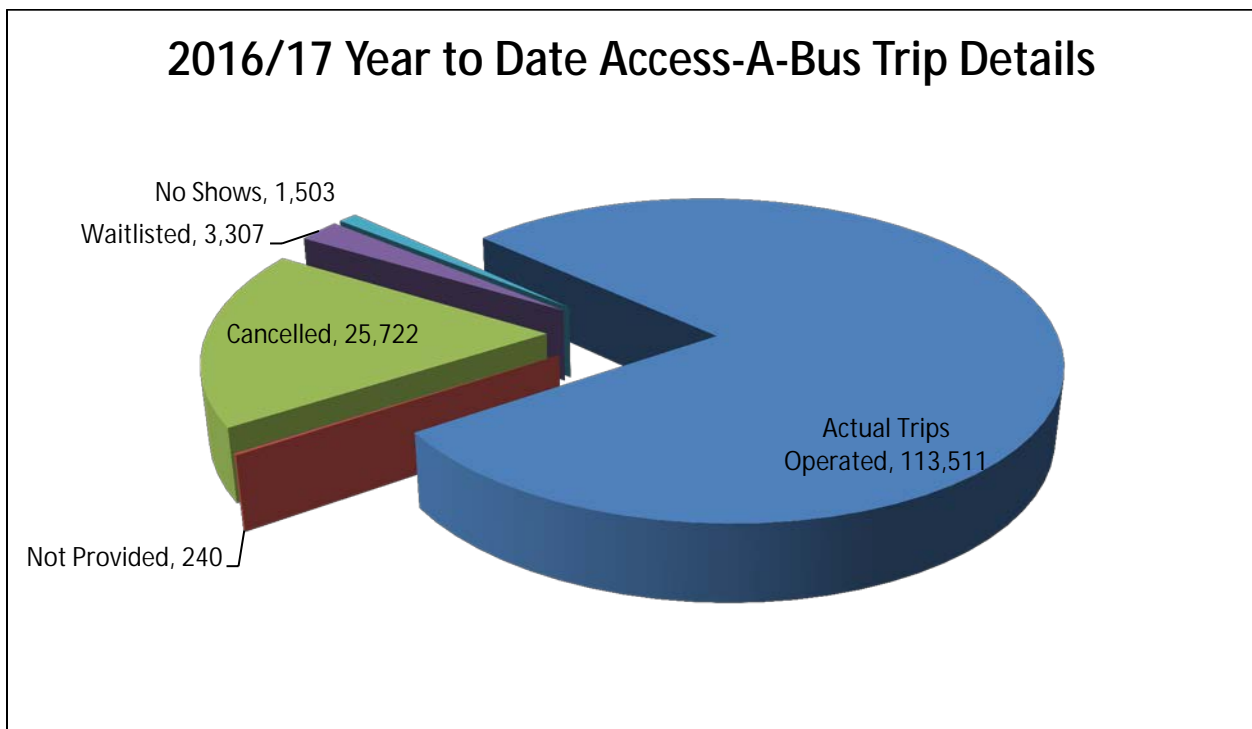
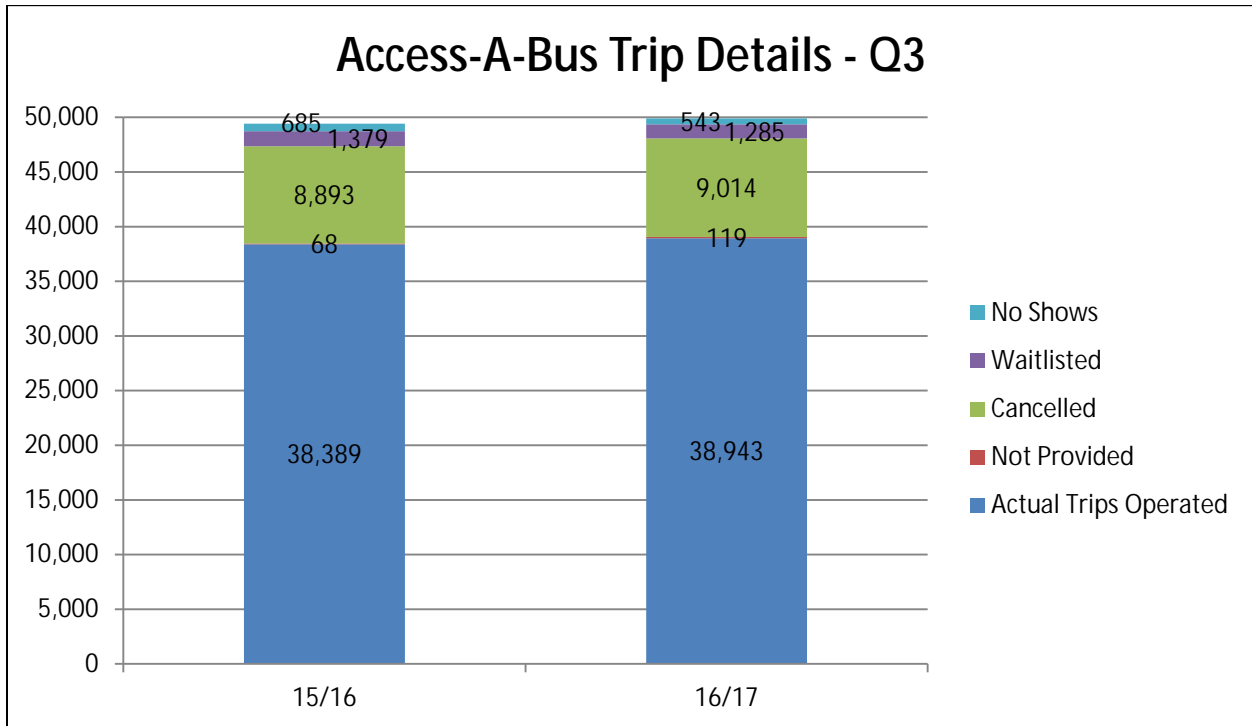
Maintenance costs often fluctuate from the budgeted cost, as maintenance requirements change on a regular basis. The average maintenance cost this quarter of \$1.14/km is 10 cents/km higher than the budgeted cost of \$1.04/km. This maintenance cost, however, is consistent with the cost third quarter last year of \$1.13/km. This is due in part to an approximate 6% increase in the cost of parts from year to year, approximately 3% more than was budgeted for. Additional factors include equipment malfunctions on some buses under reporting fleet kilometres, as well as increased engine failures on a number of buses nearing the end of their engine life. Bus Maintenance is working on an engine preventative maintenance program to minimize the number of failures in the future.





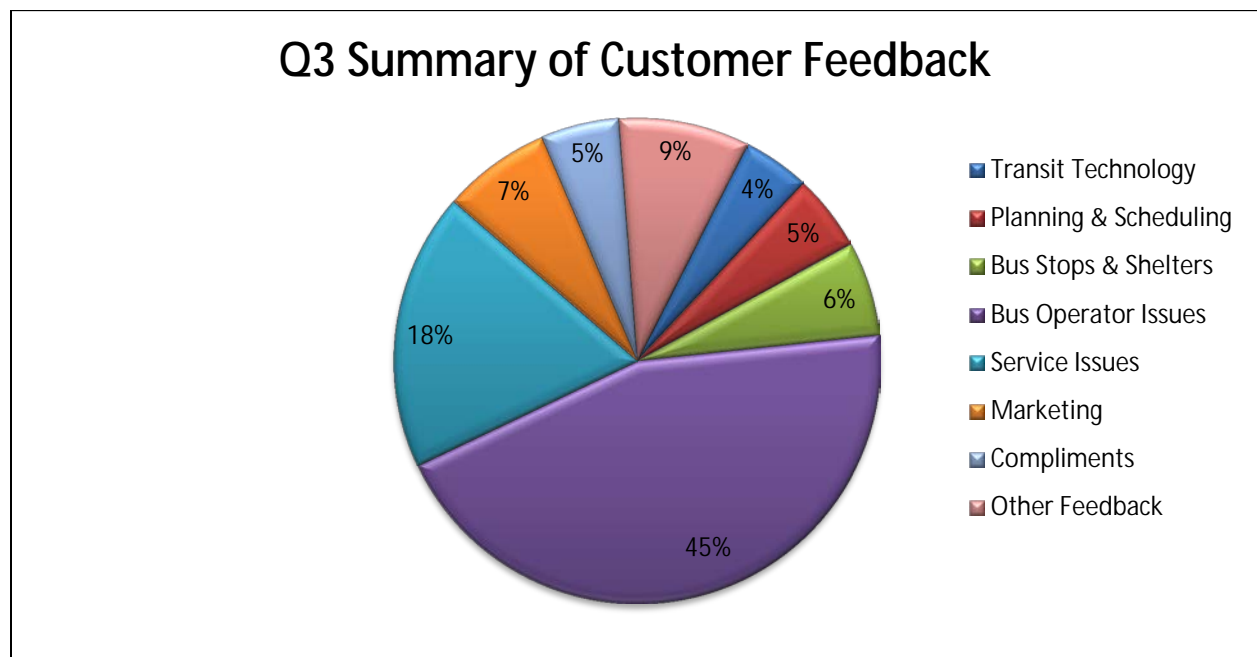
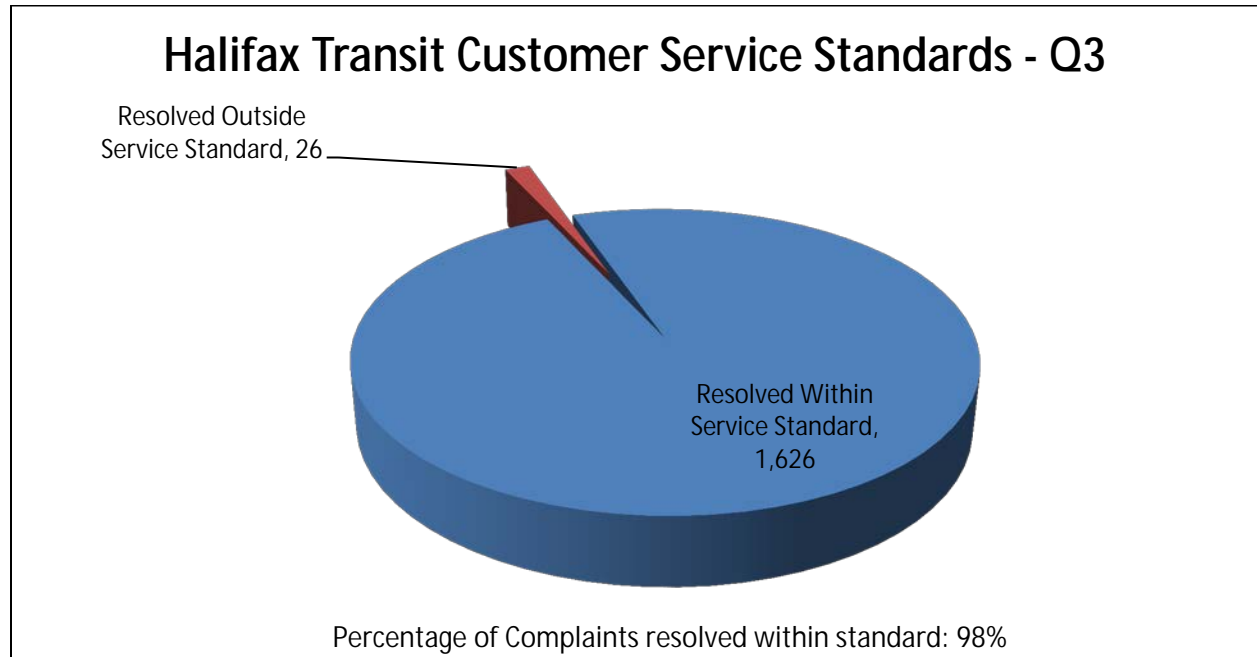
**Access-A-Bus Trip Details**

Access-A-Bus trip details are tracked monthly to provide an indication of efficiency in Access-A-Bus usage and booking. Access-A-Bus ridership this quarter increased 1% compared to third quarter last year. The number of waitlisted clients this quarter has decreased by 7% compared to third quarter last year. This is due in part the addition of two expansion vehicles in 2016/17.



### Customer Service – All Services

Customer service statistics are measured monthly using the Hansen Customer Relationship Management tool along with Crystal Reports. Feedback is first categorized by subject matter and then divided into two categories, feedback resolved within service standard and feedback resolved outside service standard. The service standard varies depending on the subject matter. This quarter, 45% of feedback received was related to bus operators and 18% regarding service issues. The remaining 37% is comprised of feedback regarding planning and scheduling, bus stops and shelters, marketing, compliments and other miscellaneous comments. Halifax Transit aims to address 90% of feedback within service standard. This quarter 98% of customer feedback was resolved within standard, which is consistent with previous quarters.



## Projects

### **The Moving Forward Together Plan**

The *Moving Forward Together Plan* was approved by Regional Council on Tuesday April 12, 2016, at which time a supplementary report was requested. The supplementary report was reviewed at the December 6, 2016 meeting of Regional Council, and confirmed plan approval with the addition of two amendments in addition to the one recommended by staff in the report.

While the roll out of changes will be taking place over the next five years, the first change took place in the August 2016 quarterly service adjustments (one additional trip on the 330 Tantallon), and February 2017 (realignment of route 56 to serve Bridge Terminal rather than Penhorn and Portland Hills Terminals)

Changes associated with the *Moving Forward Together Plan* described by the proposed 2017/18 Annual Service Plan include:

- Service changes to many existing routes including Route 6, Route 9, Route 19, Route 20, Route 22, Route 402, Route 330, Route 370, and School Specials
- New Route 194 West Bedford Express service launched in Bedford
- A pilot program will be conducted bringing the Route 370 Porters Lake Express to Micmac Terminal

In February 2017, Halifax Transit issued an RFP for a marketing and communications consultant to lead the development of a promotional and awareness campaign for the 2017/2018 planned service changes. The tender period will close on March 10, 2017.

### **Mumford Terminal Replacement Opportunities Assessment**

Located in the Halifax Shopping Centre complex between 7000 and 7010 Mumford Road, the existing Mumford Transit Terminal is the third busiest terminal in the Municipality hosting approximately 9300 visits per day. It is presently deficient in passenger amenities, accessibility, and overall capacity and does not meet the current or future needs of transit passengers or operations.

The goal of this project is to determine the site requirements to accommodate existing and projected operational demands and identify the site which both meets these demands and provides a high level of customer service. This project is partially funded through the Public Transit Infrastructure Fund, and an RFP for a consultant was issued in February 2017. It is anticipated that this project will be completed by early 2018.

### **Halifax Ferry Terminal Refresh Project**

Conceptual design work for this project was initiated in July, 2016. In August 2016, the Federal Government announced it would match the existing project budget, expanding the budget envelope to approximately \$1,000,000. It is anticipated that key components of the new design will include a new entranceway, security/fare collection booth, washroom renovations, the creation of an "information wall", wayfinding signage, lighting improvements and re-painting.

As a result of this increased funding, the project scope has been expanded, and has been broken out into two phases – both of which are scheduled to be completed by March 2018 as per the funding guidelines.

Phase 1 is currently underway, with construction anticipated March to June 2017. Phase 1 consists of the following scope of work:

- New tourism kiosk and associated information components.
- Re-incorporation of the former tenant space back into the main entrance lobby space.

- Back-of-house service room renovations and new rooms for janitorial, storage, a vestibule, and solid waste material storage.

In January 2017, an RFP was released for Phase 2, seeking a consultant for design, preparation of tender documents, and administration of the construction contract.

Phase 2 work will include:

- New George Street entry vestibule, windows, canopy, and signage.
- New security and fare management kiosk, integrated with refurbished secure passenger waiting areas.
- Public washroom renovations and the addition of a new universal washroom.
- New passenger information installations, both digital and hard copy.
- New signage, including corporate branding, facility feature/amenity signage and regulatory signage.

### Low Income Transit Pass Pilot Program

Uptake of the 500 passes available through the Low Income Transit Pass Pilot Program has varied over the first five months of the pilot from a high of 78% in September to a low of 67% in January.

Low Income Passes Purchased in 2016/17					
Passes	September	October	November	December	January
# Sold	390	385	374	336	332
% of Available	78%	77%	75%	67%	67%

At the February 7, 2017 meeting of Regional Council, a four month extension of the pilot program was approved, allowing those currently participating in the pilot to purchase subsidized passes until June 2017. At this meeting, Regional Council also approved the implementation of a permanent, annual Low Income Transit Pass Program for up to 1,000 qualified applicants. This program will start July 1, 2017 and will continue until June 2018. Applications for this program will be received on a first come, first served basis and applications will be accepted starting in May 2017.

### Rural Transit Funding Program

On September 20, 2016, Regional Council approved funding to three not for profit organizations for the 2016/17 fiscal year. These organizations are MusGo Rider Musquodoboit, MusGo Rider Valley-Sheet Harbour and BayRides. These organizations have each been provided with either a \$5,000 or \$10,000 grant and an additional \$0.50/km of service provided to the community.

To date, for the 2016/17 fiscal year, HRM has paid out approximately \$43,300 to these agencies through the Rural Transit Funding Program.

### Integrated Mobility Plan

In spring 2016, work on the Integrated Mobility Plan (IMP) was initiated. The IMP represents a collaborative project across three Halifax Business Units (Halifax Transit, Planning & Development, and Transportation & Public Works) and the Nova Scotia Health Authority. It will create a regional vision for mobility and help to direct future investment in transportation demand management, transit, active transportation, and the roadway network.

The plan works to identify the two-way relationship between land development patterns and investment in mobility and personal access, with the objective of better linking people and their communities. It will also deliver proposed policies on the establishment of complete streets and complete communities.

The Integrated Mobility Plan stems from municipal policy direction on public transit and transportation, land use and growth centres, contained within the Regional Plan, including the following:

- Implement a sustainable transportation strategy by providing a choice of integrated and connected travel options emphasizing public and community based transit, active transportation, carpooling and other viable alternatives to the single occupant vehicle;
- Promote land settlement patterns and urban design approaches that support fiscally and environmentally sustainable transportation modes;
- Forecast the municipality's need for mobility and provide service and infrastructure to meet this demand while influencing choice towards transportation sustainability; and
- Design complete streets for all ages, abilities and travel options.

The first round of public consultation took place in September 2016, and a second round of engagement occurred in December 2016. The third and final round of consultation is planned for April 2017 with completion of the Integrated Mobility Plan targeted for the first half of 2017.

### SmartTrip Program

The SmartTrip program was developed to encourage sustainable commuting and reduce strain on existing transportation infrastructure. The program, facilitated by Halifax Transit staff, works directly with employers to encourage employees to choose alternative modes of commuting, such as transit, active transportation, and carpooling. This program also works to develop strategies to reduce the need to commute at all through flexible work arrangements.

Since its introduction in 2011, the SmartTrip program has moved from its initial *Guaranteed Ride Home* program to a full-suite of sustainable, alternative commuter options, such as:

- EPass program (annual discounted transit passes for employees)
- Guaranteed Ride Home program (free taxi vouchers for emergencies)
- SmartCycle (Lunch & Learn sessions)
- Online Ridematching
- Flexible Work
- CarShare (partnership with CarShare Atlantic)

There are currently 13 SmartTrip employers in Halifax, including Dalhousie University, the Nova Scotia Department of Energy, and HRM. In 2017, SmartTrip will be welcoming law firm Stewart McKelvey into the program as well.

The EPass program is available to SmartTrip members who choose to invest in public transit for their employees. The EPass offers a 12 month transit pass to employees of SmartTrip members at a discounted rate, with the employer and SmartTrip each contributing 12.5% of the total cost. Through payroll deduction, employees pay the balance of the pass, saving up to \$234 per year on commuting expenses, or 25% off the advertised price for 12 monthly passes. For 2017, there are 874 EPass Program participants, a 26% increase over 2016.

### Halifax Transit Technology Project

In the third quarter of 2016/17, Halifax Transit continued AVL+ project Phase 2 activities, including:

- Conducting Stop Annunciation pilot on 13 routes, and subsequent full rollout on January 30, 2017
- Planning and testing of GTFS-RT (General Transit Feed Specification - Real Time) for rollout on February 1, 2017 for Google and the third-party developer community
- Planning and testing of headsign integration for rollout in Q4

The AVL+ project is scheduled for completion in March 2017.

The Bus Driving Simulator was installed at the Ragged Lake Transit Centre and the training team received orientation on the simulator hardware and software. The Bus Driving Simulator project was completed in February.

Procurement activities have progressed on two projects within the program, Fixed Route Planning Scheduling & Operations and Fare Management, with ongoing contract negotiations.

### **Electric Bus Pilot Project**

In October 2016, Halifax Regional Council approved a partnership between Nova Scotia Power Inc. (NSPI) and Halifax Transit to enter into a third party electric vehicle (EV) study which will explore the appropriate electric technology option for the Halifax Transit network and make recommendations for a pilot study in 2018/19. The tender for this project closed on January 13, 2017. WSP was awarded as the successful bidder.

### **FINANCIAL IMPLICATIONS**

There are no financial implications associated with this report as it is only providing information to the Transportation Standing Committee.

### **COMMUNITY ENGAGEMENT**

Community engagement was not required as this report is only providing information to the Transportation Standing Committee.

### **ATTACHMENTS**

None

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A copy of this report can be obtained online at <http://www.halifax.ca/commcoun/index.php> then choose the appropriate Community Council and meeting date, or by contacting the Office of the Municipal Clerk at 902.490.4210, or Fax 902.490.4208.

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