



# TSC Q2 2018/19 Report

January 24, 2019

# Transportation Priority Outcomes

## **A Safe and Accessible Transportation Network**

- Transit Accessibility
- Transit Technology

## **Interconnected and Strategic Growth**

- Transit Service Plan

## **A Well Maintained Transportation Network**

- Transit Asset and Infrastructure Renewal

# A Safe and Accessible Transportation Network

Business Plan Deliverable	Status
Access-A-Bus Review Implementation	In Progress
Accessible Transit Vehicle Procurement Plan	In Progress
Bus Stop Accessibility & Improvement	In Progress
Fare Management Solution	In Progress
Fixed Route Planning, Scheduling, and Operations Software	In Progress

# Q2 Highlights – Talk Transit

- Talk Transit, an online advisory hub, launched in October 2018 as an ongoing method of public engagement.
- First survey on fare structure yielded 744 responses
- Quick poll asking residents for future survey topics yielded 402 responses
- Analysis done to identify response trends and demographic information
- Paper survey stations arranged in areas with low response rates to combat barriers to participation
- Latest survey on Transit safety



# Q2 Highlights – Talk Transit



## Fare Structure survey notable stats:

- 49% of respondents feel that the existing discount structure (based on ages, abilities, income) should stay the same
  - 41% support increasing transit discounts for some groups of people, even if it means that the transit tax rate would go up to compensate
  - 17% support increasing transit discounts for some groups of people, even if it means that the transit fares would increase for others to compensate
- 67% of respondents feel that monthly passes should be priced in a way that makes more sense relative to tickets
- When asked how respondents prefer to pay Halifax Transit fare, a significant margin requested that the option of paying with smart phones/smart card technology becomes available in the near future

# Q2 Highlights

- The Fare Management project team closed in on completing the project design phase and worked with the vendor, Trapeze, to develop timelines for testing and installations. The standing offer for ticket procurement was completed. The project team is coordinating the development of the redesigned tickets with the bill validation equipment development. Factory Acceptance Testing will be conducted December 10th -14th with on-site testing in Halifax to be conducted in early 2019.
- Work continued on the second phase of the Paratransit project – the addition of mobile data computers (MDCs) to all Access-A-Bus vehicles. MDCs in all Access-A-Bus vehicles will provide real-time updates to operator manifests and turn-by-turn directions to Operators greatly improving the efficiency of the Access-A-Bus service. Requirements have been drafted and reviewed by the required business units and meetings are scheduled to finalize these requirements. The RFP is being drafted and is planned to be released in Q3.

# Interconnected and Strategic Growth

Business Plan Deliverable	Status
Moving Forward Together Plan Year 3 Implementation	Complete
Mumford Terminal Site Recommendation	In Progress
Wrights Cove Terminal	In Progress
Transit Priority Measures Study/Implementation	In Progress

# Q2 Highlights

- The third phase of the Moving Forward Together Plan was implemented August 20, 2018. This phase included the introduction of three new corridor routes, five new express routes, and a number of changes to local and rural routes, including changes in Clayton Park, Fairview, Rockingham, Timberlea and Tantallon. Staff were onsite the day of the change to answer questions and help passengers navigate the new network.
- The detailed design of transit priority corridors on Bayers Road continued in Q2 with an anticipated completion early 2019. Work on the functional design for the Robie Street and Young Street Transit Priority Corridors also continued. Construction on the Gottingen Street Streetscaping and Transit Priority Project is now complete. Transit vehicles are now using the northbound bus lane during peak periods.
- The Mumford Terminal Opportunities Assessment was completed. Final concept presented to Transportation Standing Committee in December 2018, and will be considered by Regional Council in January 2019..

# A Well-maintained Transportation Network

Business Plan Deliverable	Status
Ferry Replacement	Complete
Woodside Ferry Terminal Renovation	In Progress

# Q1 Highlights

- Tender for the detailed design of the Woodside Ferry Terminal Recapitalization has been awarded and work is currently underway.
- The final replacement ferry, “Rita Joe” was launched into service in October 2018.



# Service Adjustments

In addition to the changes identified in the Annual Service Plan related to the *Moving Forward Together Plan* implementation the following service adjustments were completed August 20, 2018:

- Route 22 Armdale – Schedule adjustments as part of overall Lacewood Terminal route adjustments.
- Route 1 Spring Garden – Modified to include a weekday peak detour via Roslyn to Mumford Terminal, instead of Bayers Road.
- Routes 9 Herring Cove and 29 Barrington – Service Maintenance
- Route 3 Crosstown – Routing amended from the Moving Forward Together Plan for operational efficiencies.
- Route 64 Akerley – Schedule adjustments and off-peak service increases during the mid-day and evening hours due to the discontinuing of Route 52 Crosstown.
- Route 90 Larry Uteck – Two new time-points added, Windsor Street before Bayers Road heading inbound, and Windsor Street after Young Street heading outbound.

# Service Adjustments

The following is a list of subsequent service adjustments that will be implemented on February 18, 2019, to routes introduced in previous phases of the Moving Forward Together Plan:

- Route 194 West Bedford Express will be amended to service Broad Street from the first entrance encountered, from Larry Uteck Boulevard, to better serve the greater density of potential ridership.
- Route 123 Timberlea Express will have a minor routing change on the express portion of the route and several bus stop changes.

# Performance Measures

## Q2 Highlights

- System wide On-Time Performance this quarter was 76%, improving 3% over last year.
- The average daily passenger counts this quarter were 93,680 on Weekdays; 55,390 on Saturdays; and 39,152 on Sundays.
- Departure Line call volumes this quarter reported over 6100 passengers called the departure line, on a typical weekday.
- Overall boardings increased 4% this quarter from last year, while revenue increased 2.5%.
- Access-A-Bus trips increased 4.7% this quarter, while the waitlisted clients increased 1%.
- This quarter 95% of customer feedback was resolved within service standards.

# Performance Measures

## Q2 Highlights

- The average fuel cost this quarter was 81 cents/litre, 15 cents/litre higher than the budgeted cost.
- The mean distance between failures for conventional transit services this quarter was 6,433 km.
- The mean distance between service calls for conventional was 3,591 kms, declining 5% compared to second quarter 2017. The mean distance between service calls for Access-a-Bus was 81,857 kms.
- The maximum daily number of buses that could not complete their scheduled service due to a mechanical defect was 18, while the daily average was 7.9.
- Maintenance cost per kilometer was \$1.18/km, three cents lower than the budget cost of \$1.21/km.