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**Chebucto Community Council**  
**February 6, 2012**

**TO:** Chair and Members of Chebucto Community Council



**SUBMITTED BY:** \_\_\_\_\_  
Eddie Robar, Director, Metro Transit

**DATE:** January 17, 2012

**SUBJECT:** Route 52 – Storefront Bus Stops

**INFORMATION REPORT**

**ORIGIN**

At the Chebucto Community Council meeting held on December 5, 2011, the following motion was passed:

MOVED by Councillor Wile, seconded by Councillor Hum that Chebucto Community Council request an information report from Metro Transit to provide clarification on the recent changes made to bus Route 52. MOTION PUT AND PASSED.

## **BACKGROUND**

On November 21, 2011, Metro Transit moved storefront bus stops in the Bayers Lake Business Park that were previously serviced by the Route #52 (Crosstown) to Chain Lake Drive. These stops were located in high pedestrian traffic areas in close proximity to store entrances, crosswalks and speed bumps. The Route #52 now services the existing bus stops on Chain Lake Drive that were already being used by the Route #21 (Timberlea). This move serves to increase safety for pedestrians and to improve schedule adherence on this busy cross town route.

Metro Transit has discontinued service to several parking lots in HRM over the past few years for the above mentioned reasons. Recent examples of bus stop relocations out of parking lots include Tacoma Centre in Dartmouth, Staples Centre in Sackville, and the Metro Transit facility at 200 Ilsley Drive in Burnside.

Information on the routing change was communicated to customers along with the other schedule adjustments effective November 21, 2011, via traditional methods including: on board signage; bus stop signage; website postings; tweets; and, the GoTimes rider newsletter, new Riders' Guide and Route Map.

## **DISCUSSION**

Metro Transit recognized that there had been a legacy of storefront service in this area and that this change would be challenging for some customers. Several potential routings were considered, and Metro Transit pursued a compromise solution that would have accommodated two bus stops within store parking lots. However, a suitable agreement with the respective property owners could not be reached.

The decision to limit service to bus stops along the public street was intended to make the Route #52 consistent with service level provisions near other private property parking lots and to ensure the safety of transit service for customers and operators.

For clarification, Attachment 1 shows the previous routing of Route #52, in which the bus travelled on Chain Lake Drive outbound, but in the inbound direction travelled through the parking lots on the right hand side of Chain Lake Drive, and serviced stops directly in front of the stores. Attachment 2 shows the new/current routing, in which the bus travels on Chain Lake Drive in both the inbound and outbound directions, and does not enter any private parking areas. The following bus stops are no longer serviced by any transit routes, and have been removed entirely:

#6297 - Imax  
#6298 - Zellers  
#6299 - Future Shop  
#6300 – Walmart

This change has had no impact on the scheduled trip times for the Route #52. As the bus will no longer experience the delays associated with travelling through the parking area, it is anticipated that it will more closely follow the printed scheduled, although staff are aware that the Route #52 has overall schedule adherence issues, and are also working on other solutions to improve schedule adherence. Please refer to the Riders' Guide or HRM website for schedule information.

### **BUDGET IMPLICATIONS**

There are no budget implications identified at this time.

### **FINANCIAL MANAGEMENT POLICIES / BUSINESS PLAN**

This report complies with the Municipality's Multi-Year Financial Strategy, the approved Operating, Project and Reserve budgets, policies and procedures regarding withdrawals from the utilization of Project and Operating reserves, as well as any relevant legislation.

### **COMMUNITY ENGAGEMENT**

Community Engagement was not deemed to be necessary in this process as this report is only providing Community Council with information.

### **ATTACHMENTS**

Attachment 1: Route #52 – Previous Route

Attachment 2: Route #52 – New Route

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A copy of this report can be obtained online at <http://www.halifax.ca/commcoun/cc.html> then choose the appropriate Community Council and meeting date, or by contacting the Office of the Municipal Clerk at 490-4210, or Fax 490-4208.

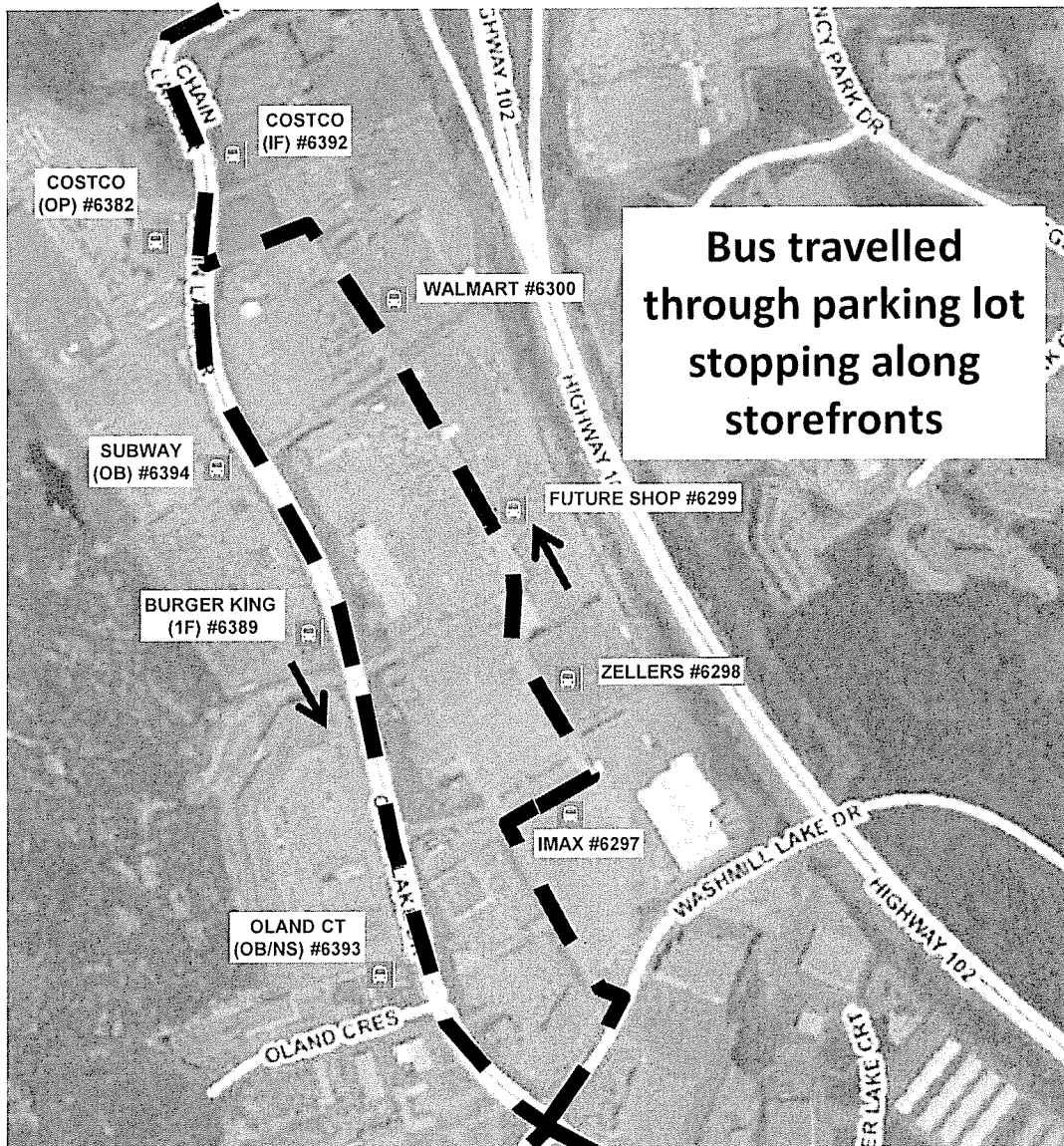
Report Prepared by : Patricia Hughes, MCIP, Coordinator, Project Planning, Metro Transit, 490-6287



Report Approved by: Dave Reage, MCIP, LPP, Manager, Service Development, Metro Transit, 490-5138

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## Route #52 – Previous Route



## Route #52 – New Route

