

Metro Transit Q3 Report



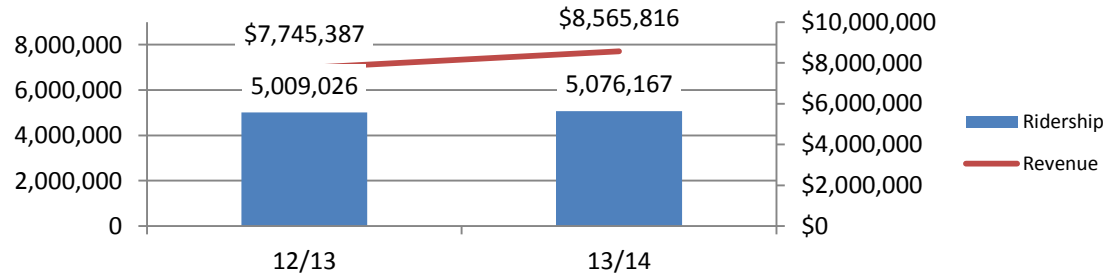
HALIFAX
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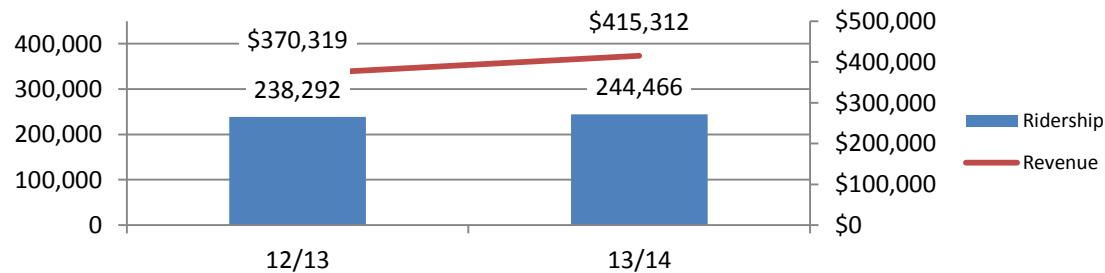
MetroTransit

Ridership and Revenue by Division – Q3

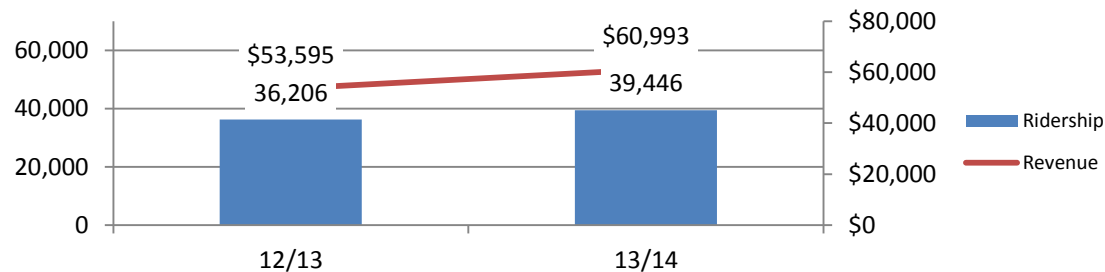
Conventional Ridership & Revenue - Q3



Ferry Ridership & Revenue - Q3

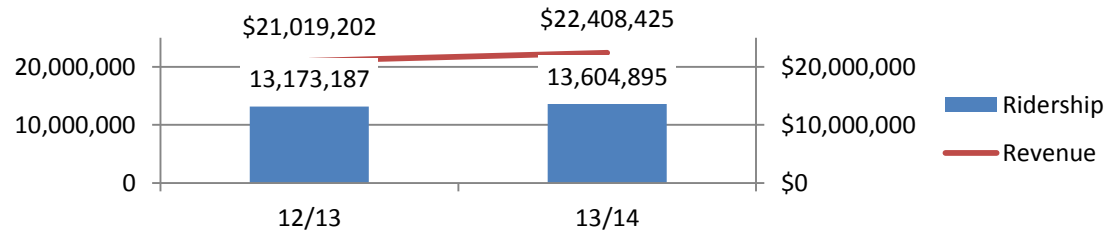


Access-A-Bus Ridership & Revenue - Q3

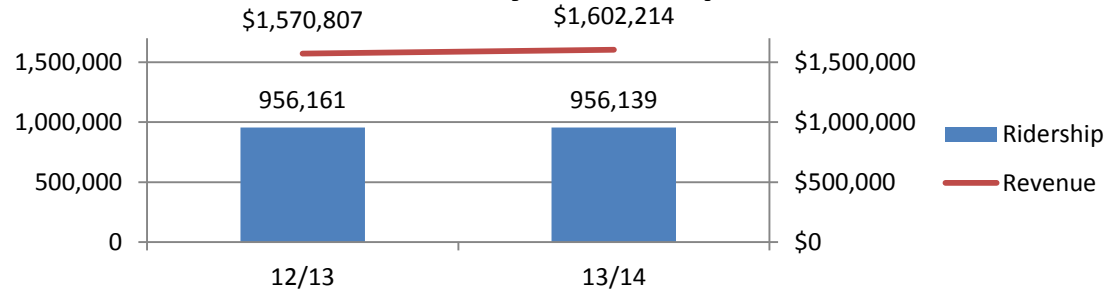


Ridership and Revenue by Division - YTD

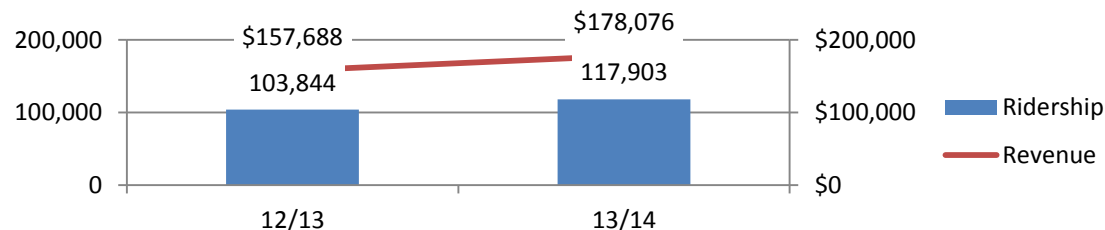
Year to Date Conventional Ridership & Revenue



Year to Date Ferry Ridership & Revenue

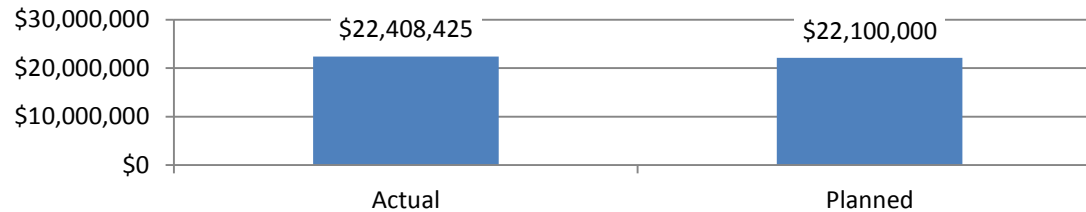


Year to Date Access-A-Bus Ridership & Revenue

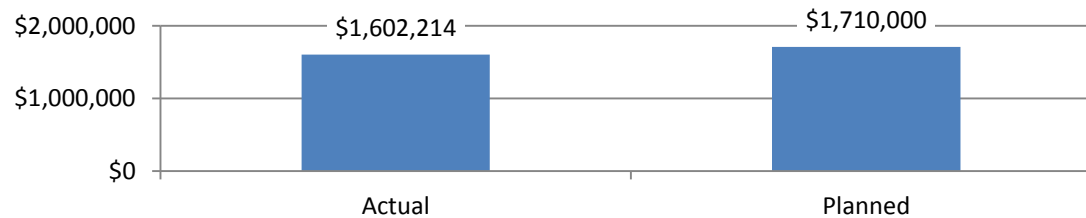


Planned vs. Actual Revenue by Division - YTD

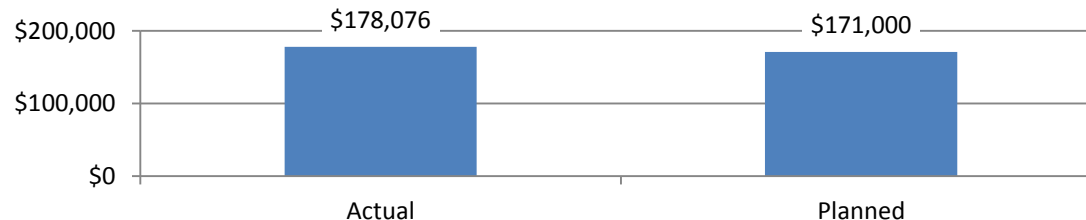
2013/14 Year to Date Planned vs Actual Conventional Revenue



2013/14 Year to Date Planned vs Actual Ferry Revenue

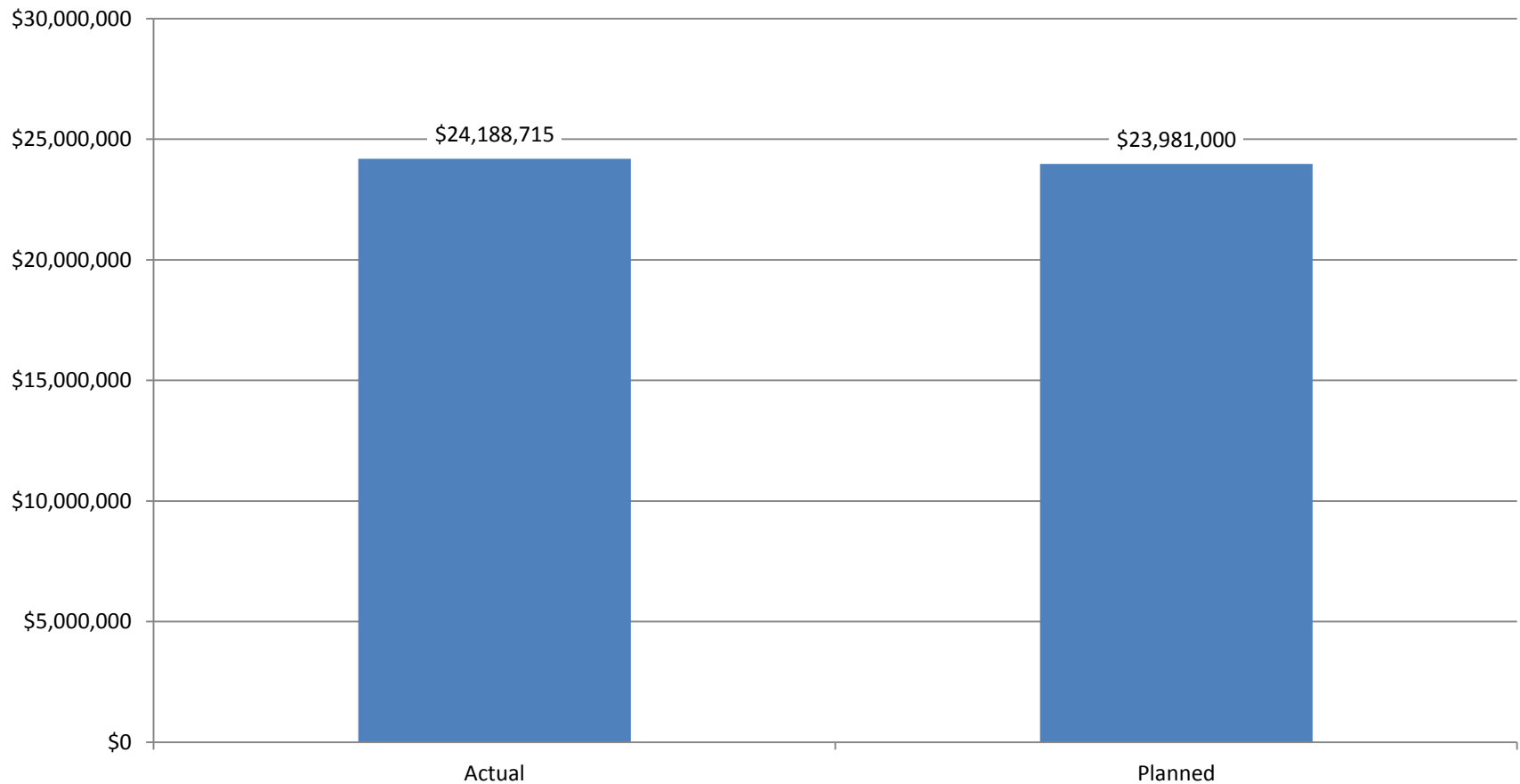


2013/14 Year to Date Planned vs Actual Access-A-Bus Revenue



Metro Transit Planned vs. Actual Revenue - YTD

**2013/14 Year to Date Planned vs Actual
Metro Transit Revenue**



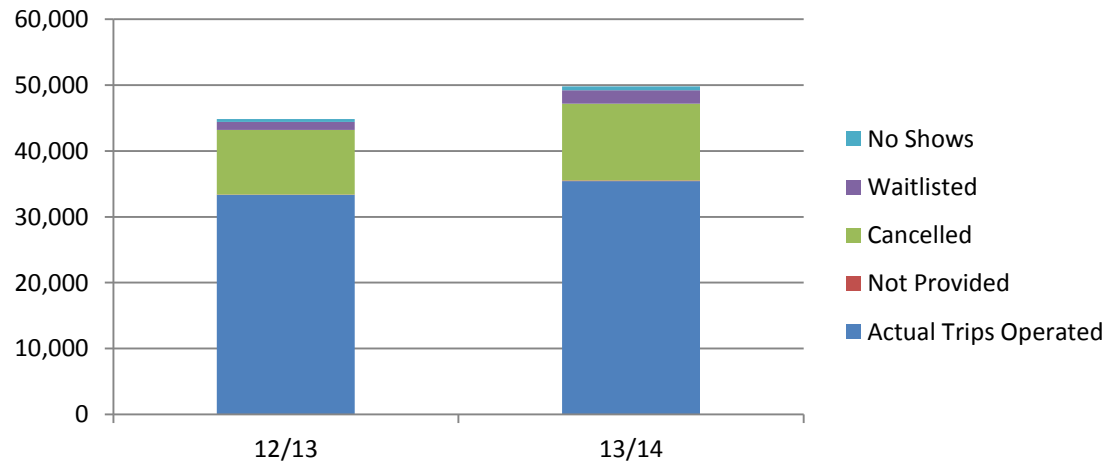
Weekday Service Increases and Boardings

Over the past year several Metro Transit routes have had significant increases in weekday daily boardings. Some of these routes have undergone service maintenance, including schedule adherence and service frequency.

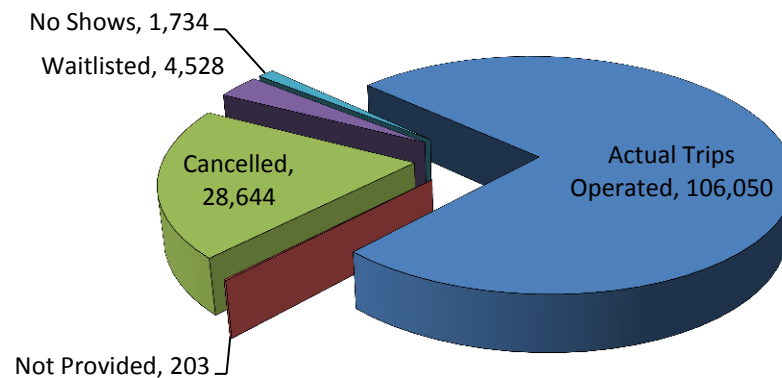
Route	Boardings Increase	Details
1	9%	Evening frequency increased to every 15 minutes until the end of the service day
7	21%	Frequency increased to every 15 minutes until approximately 6pm, and every 20 minutes during evenings and weekends
9	8%	
14/61	8%	PM peak trips added to increase service frequency
20	14%	
52	11%	Schedule adjustments to address lateness which has improved schedule adherence
90	4%	Introduced November 2011
320	55%	Introduced May 2012

Access-A-Bus Trip Details

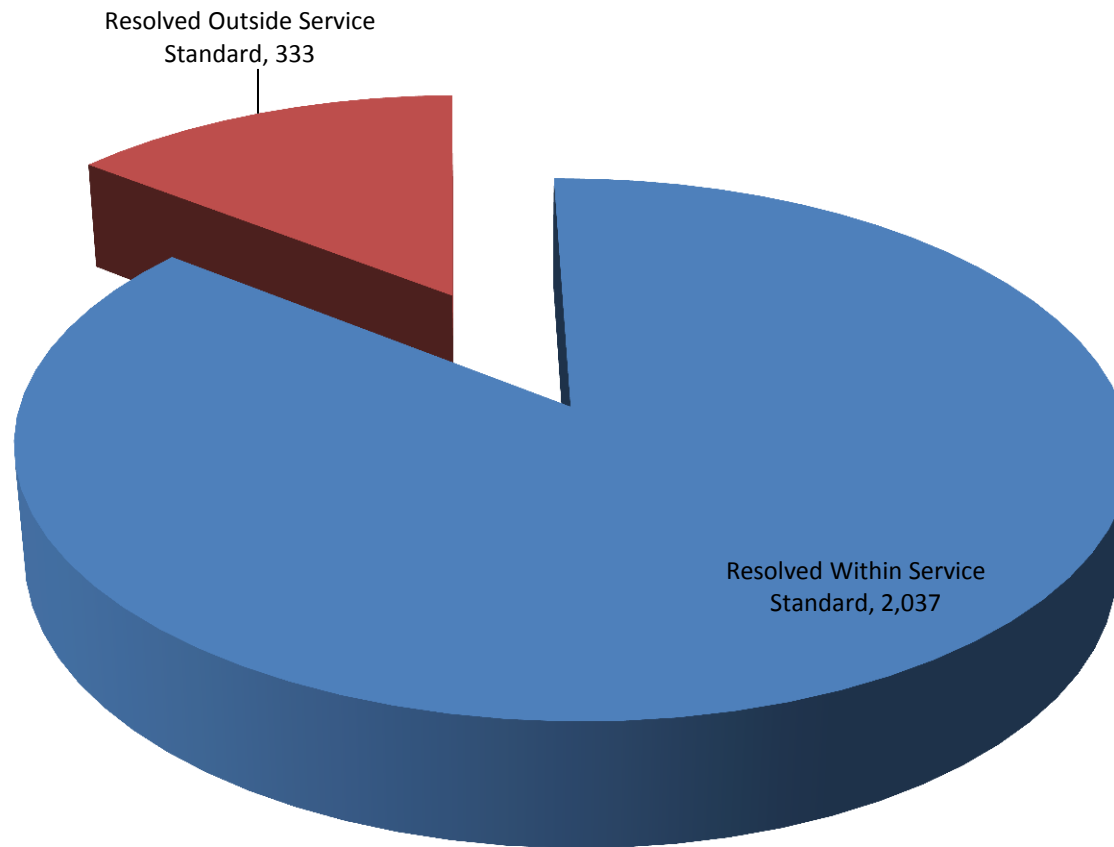
Access-A-Bus Trip Details - Q3



Access-A-Bus Trip Details 13/14 YTD



Metro Transit Customer Service - Complaints Resolved



New Lacewood Transit Terminal

- The first phase of construction is well underway to clear and fill the site.
- The second phase of construction will begin in the spring of 2014.
- It is expected that the new terminal will be open by the winter of 2014/15.



Lacewood Terminal Site, February 2014



Preliminary concept sketch of the new Lacewood Terminal

AVL/CAD and Alderney Ferry Terminal Projects

AVL/CAD Technology Project

- On January 14th, 2014, Regional Council awarded the tender for the replacement of Metro Transit's Automated Vehicle Location/Computer Aided Dispatch (AVL/CAD) system.
- This will provide better information for customers, enable better management of on-road bus service, and collect data to assist transit planners.
- This multi-year project will begin implementation in 2014/15.

Alderney Ferry Terminal Renovation

- Upgrades to the Alderney Ferry Terminal in Dartmouth began January 27th, 2014, and are expected to take approximately 16 weeks.
- The upgrades will improve traffic flow, increase the attractiveness of the terminal space, and improve overall customer experience and satisfaction.
- The work includes: upgraded washrooms, new main entrance vestibule, new floor tiles, ceiling, lighting fixtures, furniture and display cabinets, and creating new HRM office space.

The new Christopher Stannix Passenger Ferry

- Metro Transit's fourth passenger ferry is nearly complete and will enter service in May 2014.
- This will be Metro Transit's first new ferry to be built since 1986.
- The new ferry will allow Metro Transit to double peak service levels on the Woodside route, and to expand off-peak service to Woodside.



The Christopher Stannix Passenger Ferry at the A.F. Theriault & Son LTD. Shipyard

Highfield Transit Terminal Upgrades

- The Metro Transit Highfield Terminal has been completely upgraded.
- The construction of the upgraded terminal began in early July 2013, and was completed on January 20, 2014.
- Upgrades include: a service building containing an employee washroom and lobby, a larger passenger platform, a display screen with transit information, outdoor seating, bike racks, shelters, landscaping, security cameras, new lighting, signage and accessibility features.

