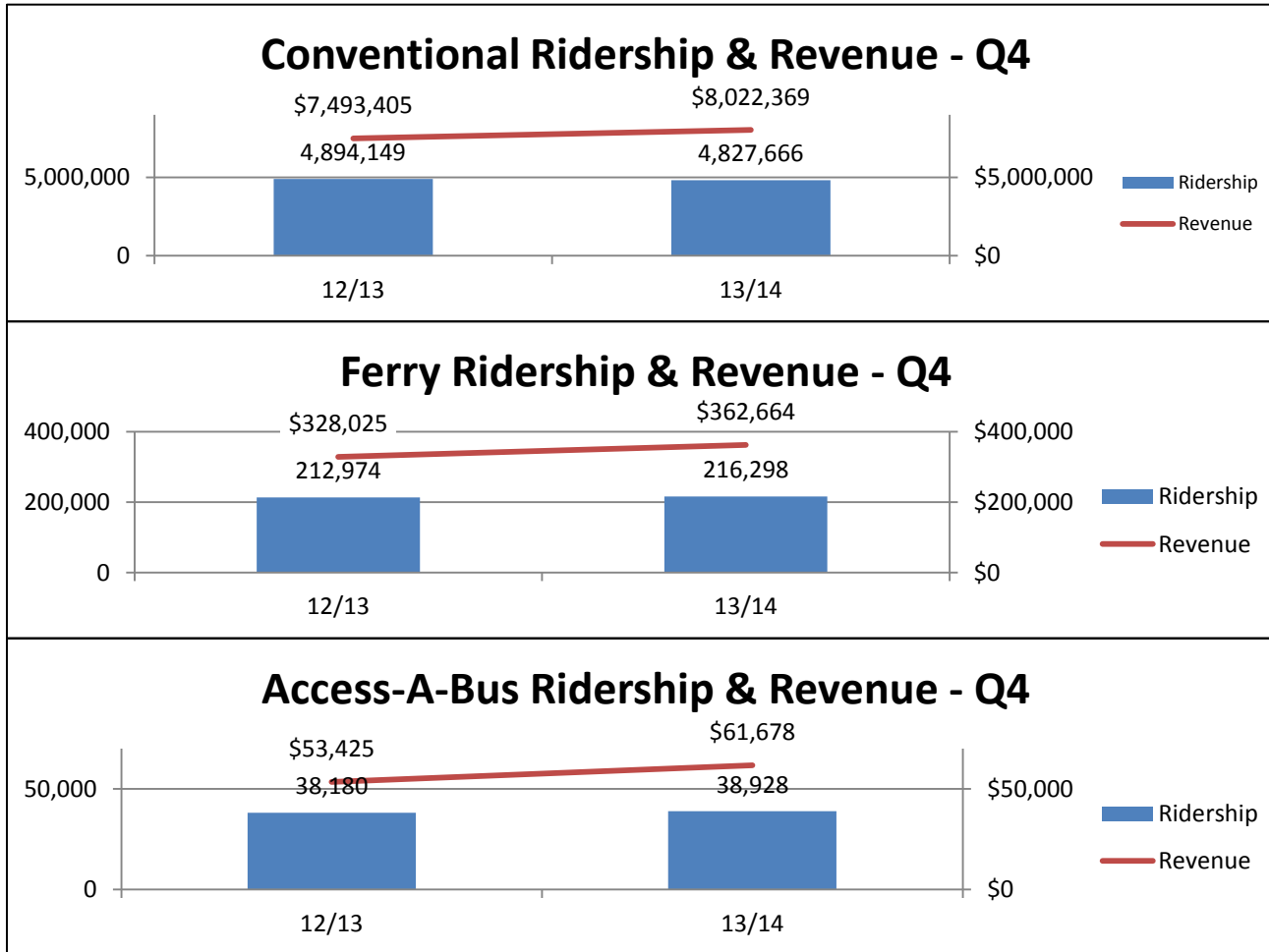


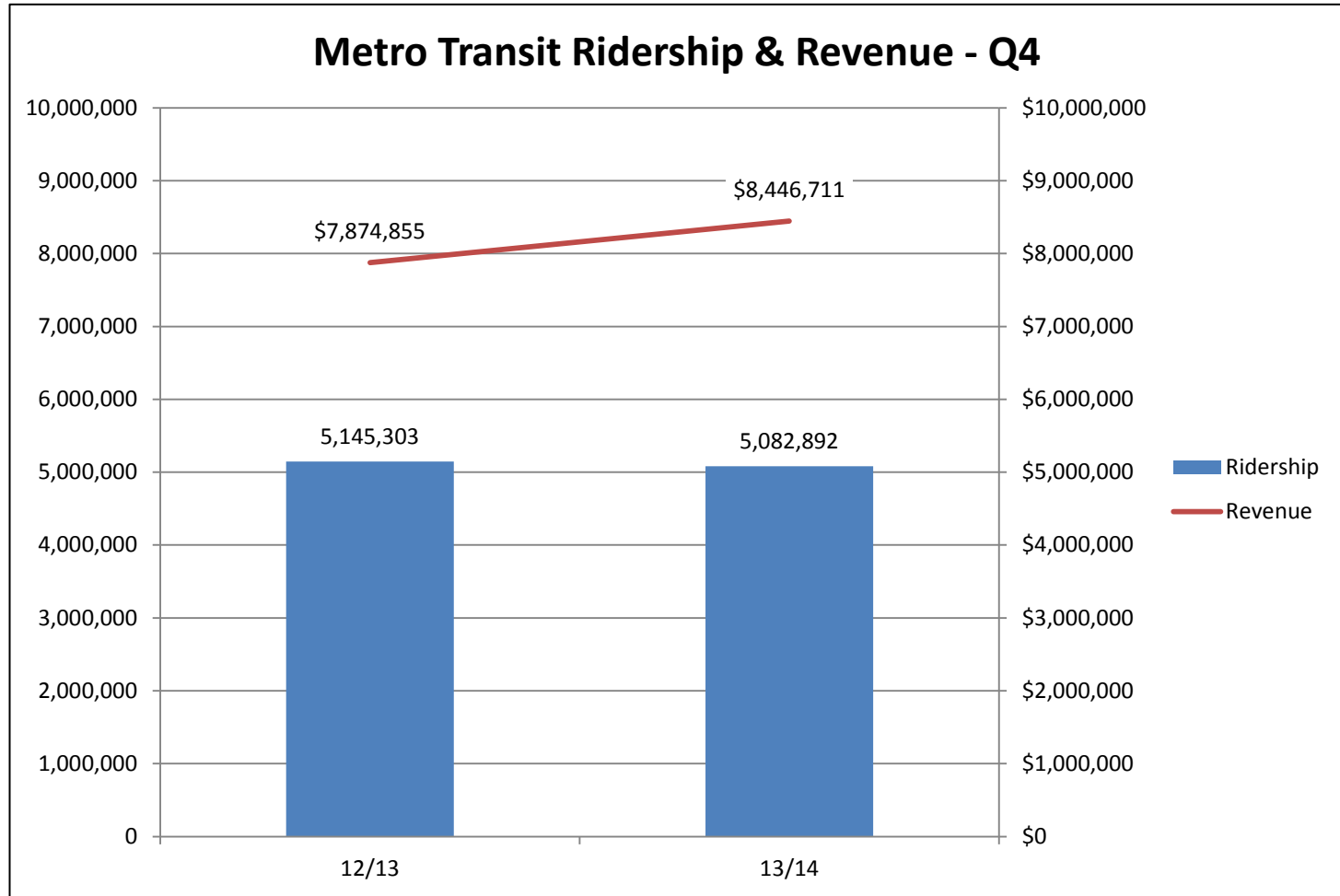
HALIFAX

**Halifax Transit Q4
2013/14 Report**

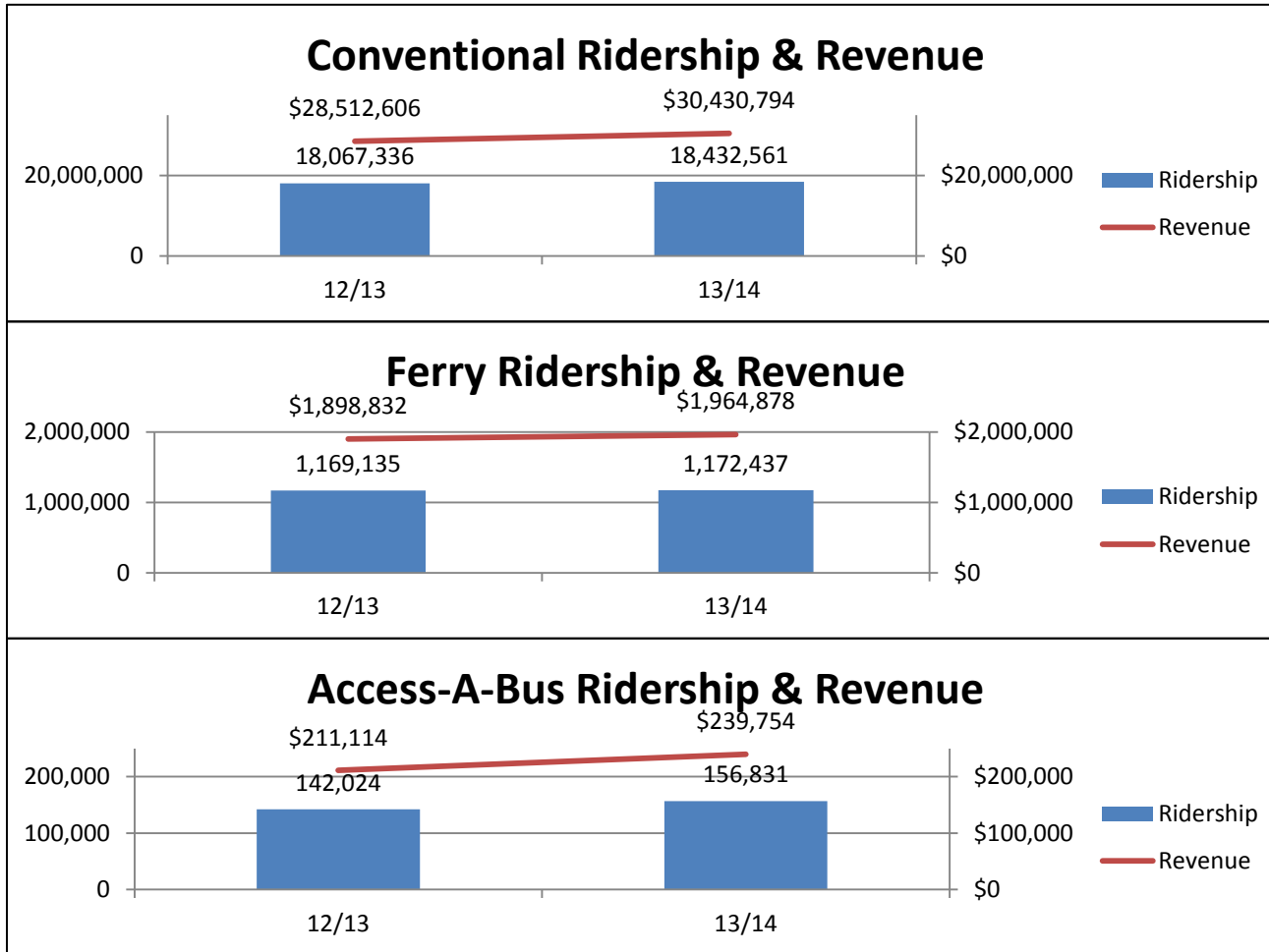
Ridership and Revenue by Division – Q4



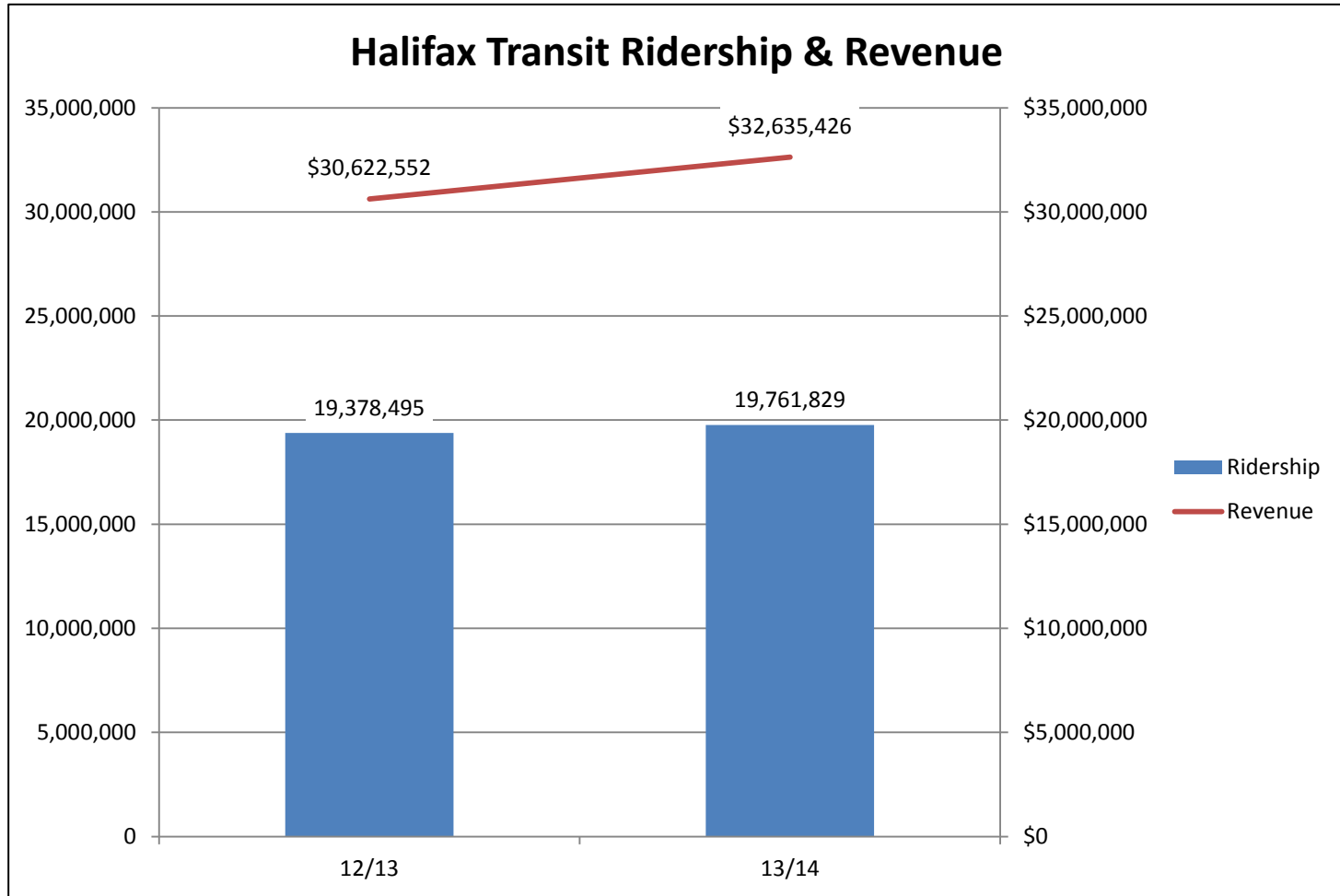
Halifax Transit Ridership and Revenue – Q4



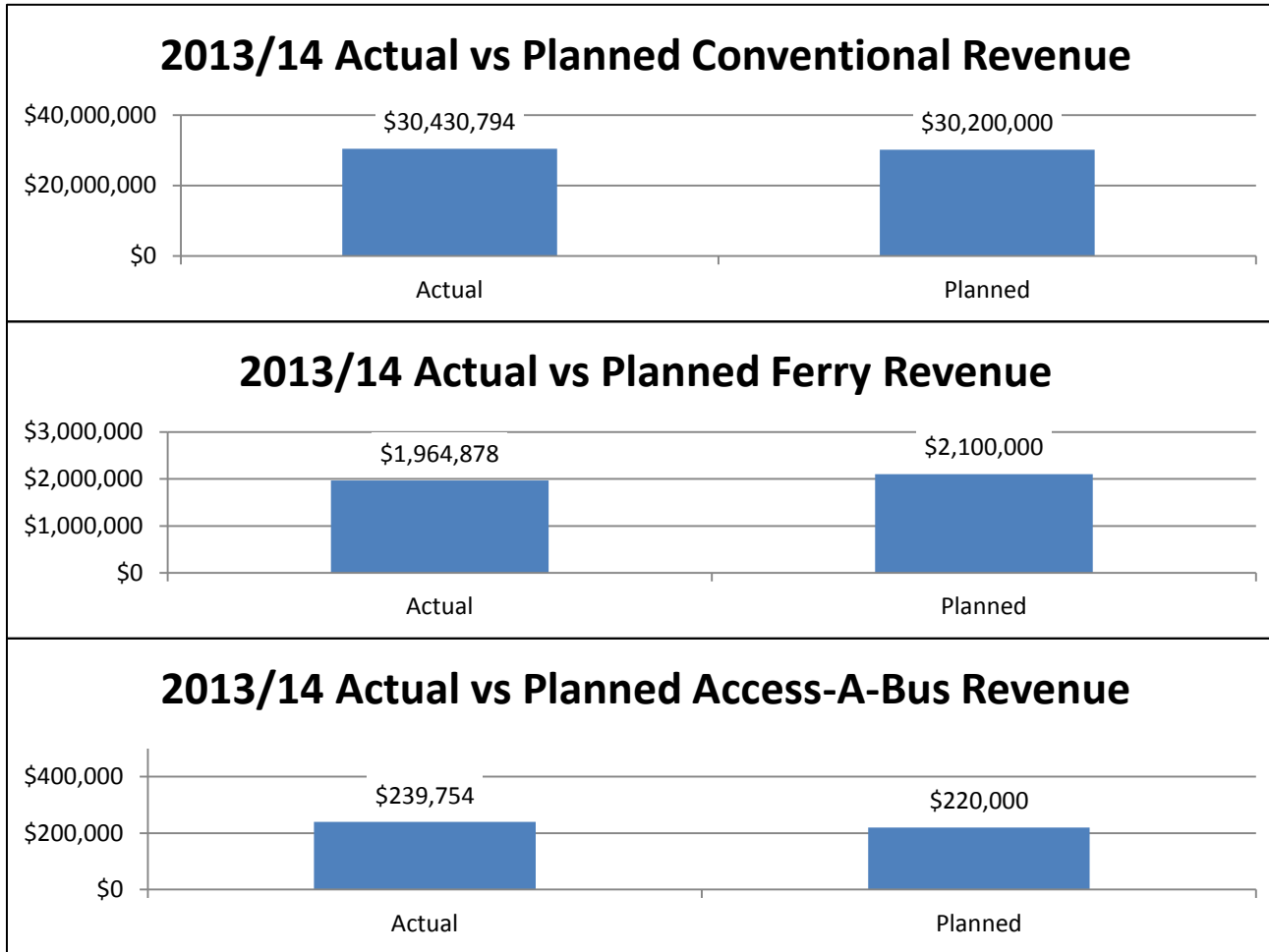
Ridership and Revenue by Division – Fiscal Year



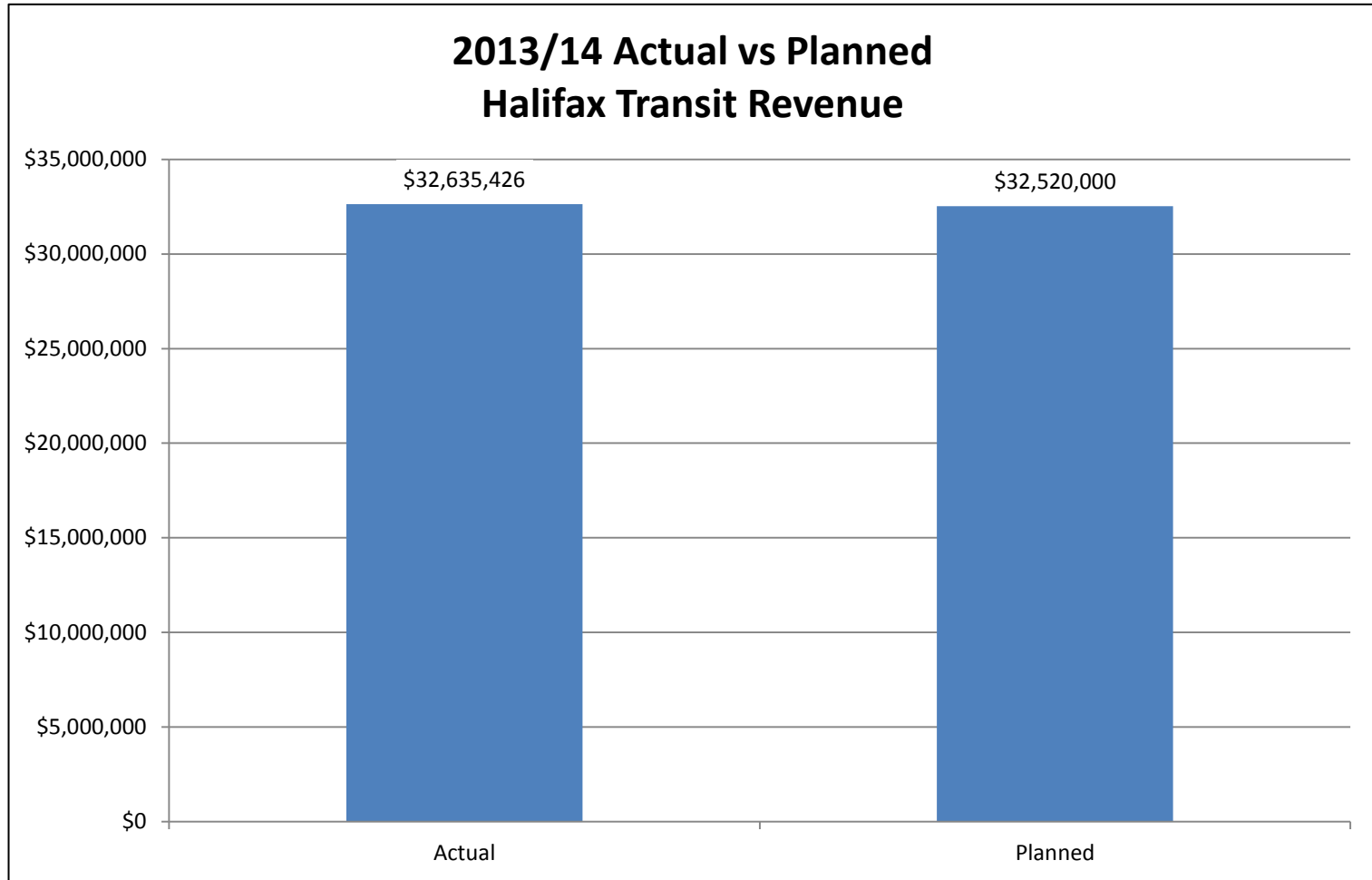
Halifax Transit Ridership and Revenue – Fiscal Year



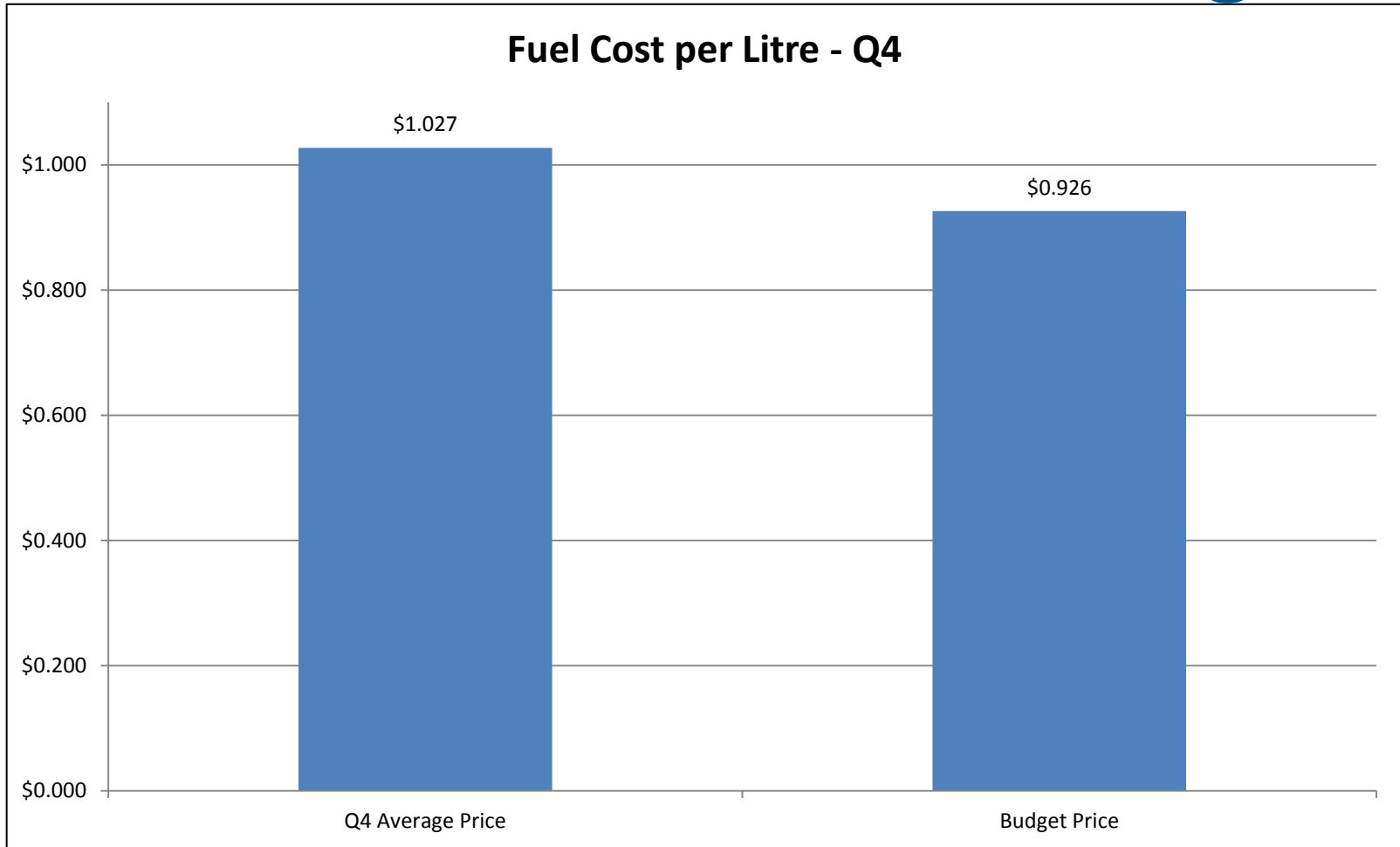
Actual vs. Planned Revenue by Division



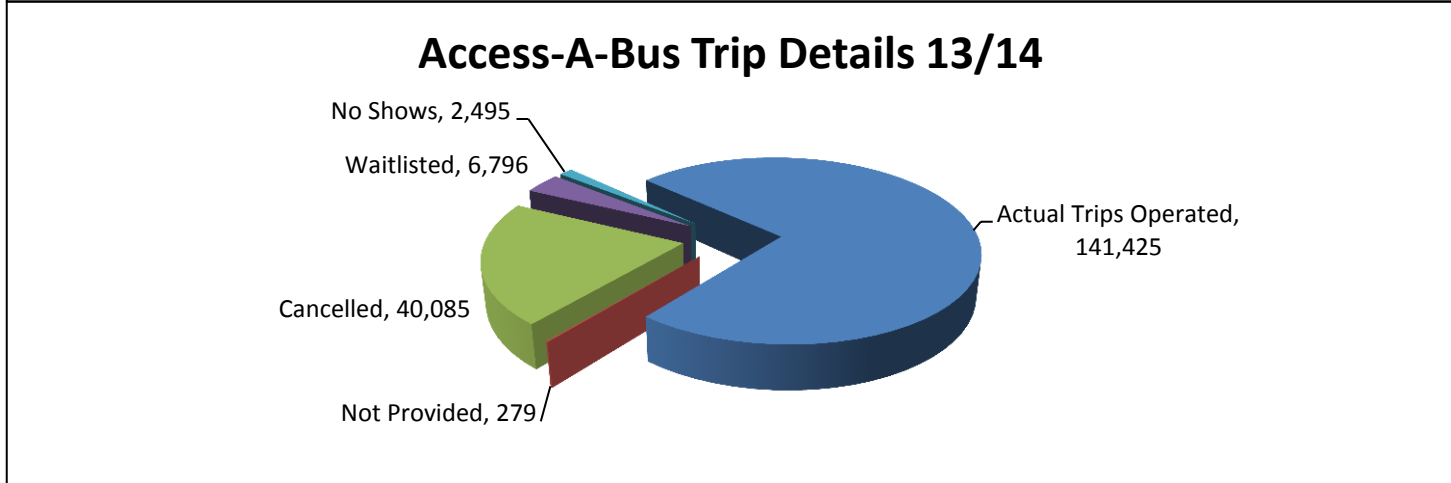
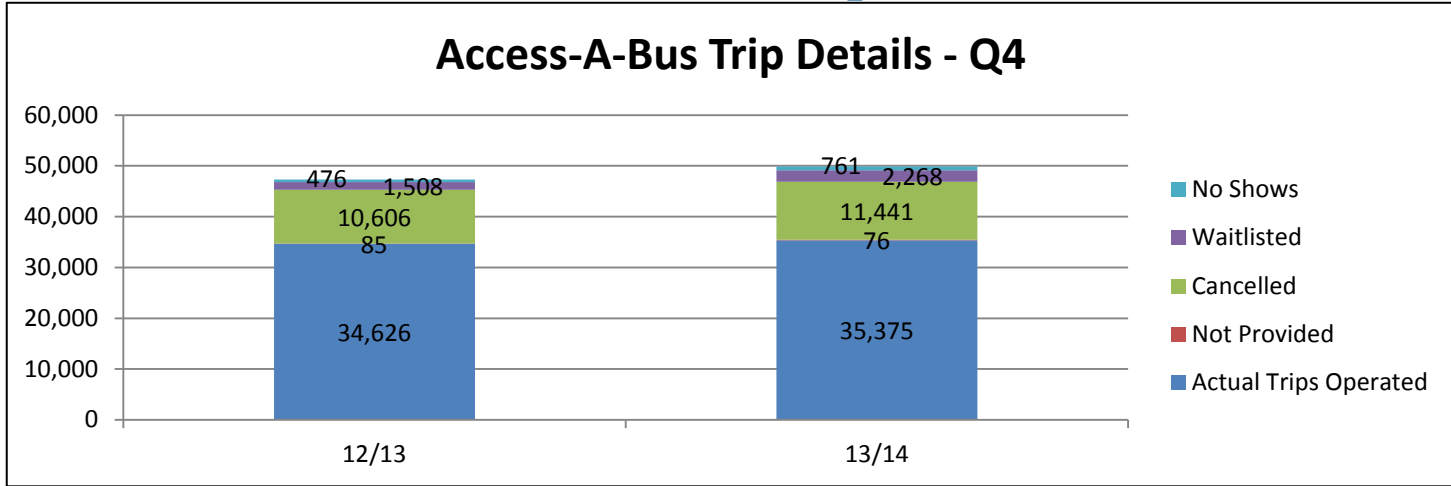
Halifax Transit Actual vs. Planned Revenue



Fuel Cost – Actual vs. Budget

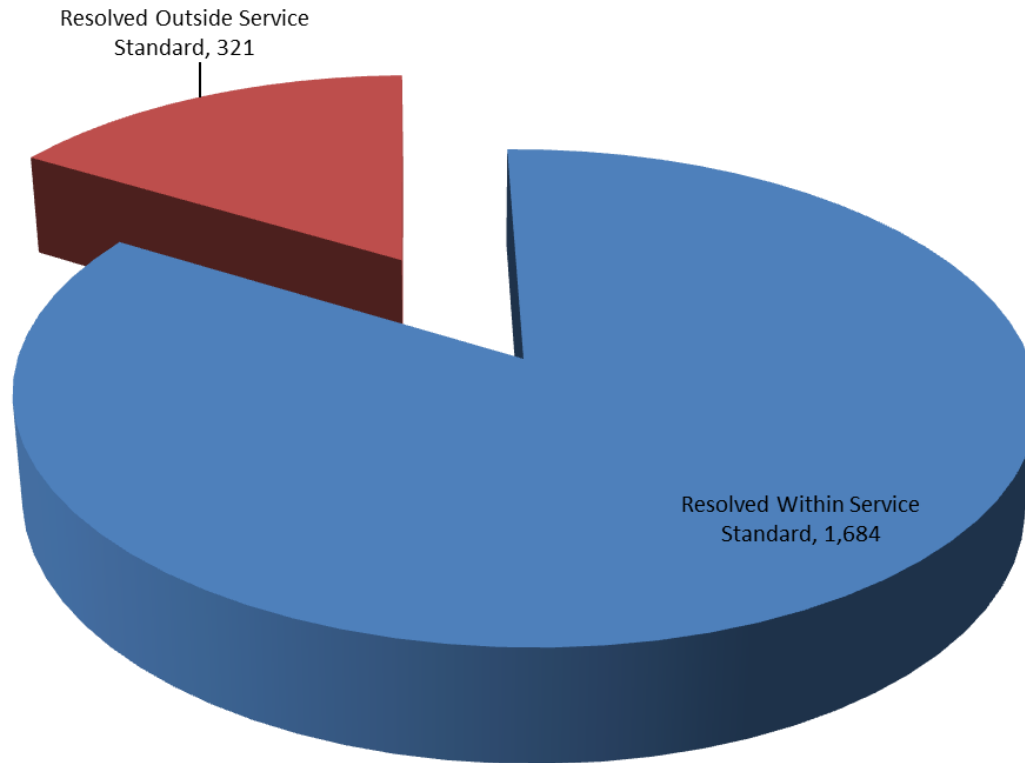


Access-A-Bus Trip Details



Customer Service

Metro Transit Customer Service - Complaints Resolved - Q4

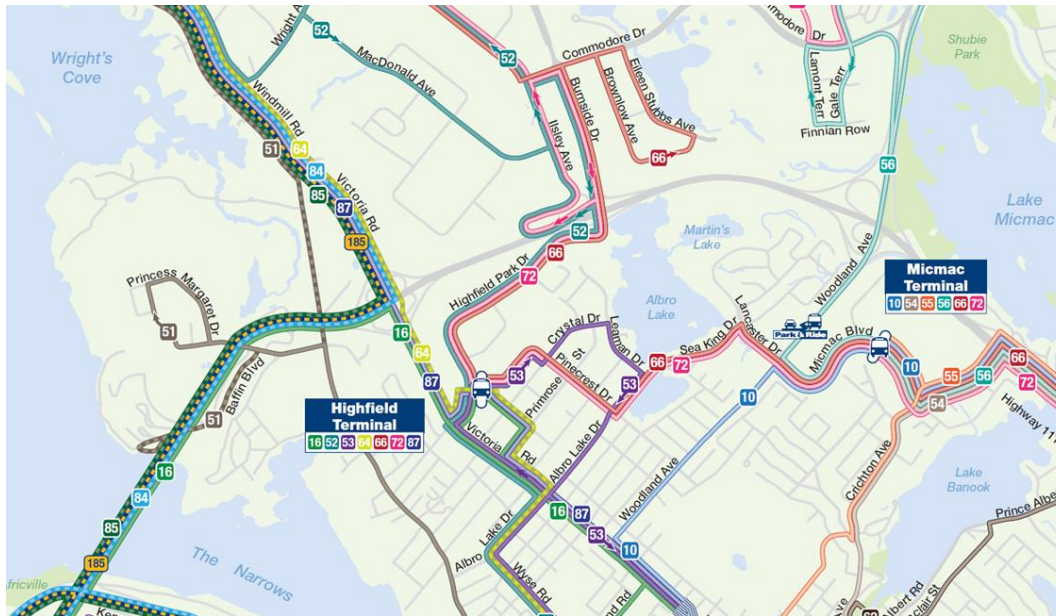


Annual Key Performance Indicators

Measure	Division	12/13	13/14
Service Utilization (Passengers per Capita)	Bus & Ferry	61.6	63.6
	Access-A-Bus	0.5	0.5
Service Utilization (Passengers per Service Hour)	Bus & Ferry	26.17	26.13
	Access-A-Bus	2.1	2.2
Amount of Service (Service Hours per Capita)	Bus & Ferry	2.39	2.43
	Access-A-Bus	0.22	0.23
Financial (Cost Recovery)	Bus & Ferry	37%	41%
	Access-A-Bus	4.4%	4.5%
Cost Effectiveness (Operating Expense per Passenger)	Bus & Ferry	\$4.03	\$4.16
	Access-A-Bus	\$32.81	\$33.85
Average Fare (Passenger Revenue per Passenger)	Bus & Ferry	\$1.59	\$1.69
Customer Service (Requests Closed within Service Standard)	All	80%	75%
Customer Satisfaction	All	61%	61%

New Halifax Transit Route Map

- Halifax Transit has engaged Mapmobility Corp. to design a new route map.
- The objective of this project is to produce a paper map which is clear, user-friendly, and more effective for helping passengers navigate the transit system.
- The map will be available in August 2014.



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Ferry Projects

Alderney Ferry Terminal Renovation

- The majority of the Alderney Ferry Terminal has been re-opened to the public. The renovation project will be complete in September 2014.
- 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; upgraded passenger area; and new HRM office space.

The new Christopher Stannix Passenger Ferry

- On Wednesday, May 14th, Halifax Transit celebrated the unveiling of the new ferry, “Christopher Stannix”, named in honour of Master Corporal Stannix.
- The new ferry has allowed Halifax Transit to double peak service levels on the Woodside route, and to expand off-peak service to Woodside.

New Lacewood Transit Terminal

- Site preparation work was completed in July 2014.
- The tender for the design and construction of the terminal was awarded to Avondale Construction Limited on July 22, 2014.
- It is expected that construction will take approximately ten months.



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Other Projects

Commuter Rail Feasibility Study

- Full feasibility analysis of commuter rail in the existing Halifax to Windsor Junction and Enfield rail corridor.
- The RFP was awarded to CPCS Transcom in August 2014.
- The study will begin in September 2014

Halifax Transit Technology Project

- On March 31st, 2014, HRM entered into a contract with Trapeze Group for the replacement of Metro Transit's Automated Vehicle Location/Computer Aided Dispatch (AVL/CAD) system.
- This will provide enhanced information and communication for customers, enable better management of on-road bus service, and collect data to assist transit planners.
- Implementation begins in 2014/15.

The Moving Forward Together Plan

- The Moving Forward Together Plan is currently under development.