

Item No. 4
Halifax Regional Council
March 26, 2013

TO: Mayor Savage and Members of Halifax Regional Council

Original Signed by Director

SUBMITTED BY: _____
Eddie Robar, Director, Metro Transit

DATE: March 4, 2013

SUBJECT: 2013/14 Metro Transit Annual Service Plan

INFORMATION REPORT

ORIGIN

The Regional Council motion of May 22, 2012:

Halifax Regional Council requests that Metro Transit come to Regional Council one month prior to budget presentations to present any proposed changes to Metro Transit service so that Council has ample time to debate the proposed changes before the budget comes to Council.

LEGISLATIVE AUTHORITY

The Halifax Regional Municipality Charter Part II, Administration, Section 34 (3) and Section 35 (1).

BACKGROUND

Metro Transit's 2013/14 Annual Service Plan represents the fourth year of implementation of the Five-Year Strategic Operations Plan developed by Metro Transit in conjunction with IBI Group. This plan outlines service adjustments planned for 2013/14, and reviews adjustments from 2012/13.

This plan will be submitted for Regional Council's approval through the 2013/14 budget process.

DISCUSSION

Metro Transit's proposed 2013/14 Annual Service Plan is attached to this report. A summary of proposed service changes from the report is included below:

- Woodside Ferry Service will be expanded to a weekday peak hour 15 minute frequency and off peak 30 minute frequency. The end of service day will also be extended to 9:07 p.m. nightly. Two new routes (78 and 79 noted above) will be added to support the expansion of the ferry service. Additional service adjustments will be made to existing routes to improve connections with the ferry service. These expansions are scheduled to be implemented in May 2014.
- Two new routes will be added to Metro Transit's services to support passenger travel to the Woodside Ferry Terminal. The Mount Edward Urban Express and the Cole Harbour Urban Express will begin service in May 2014.
- Four routes (59 Colby, 68 Cherry Brook, 78 Mount Edward Urban Express and 79 Cole Harbour Urban Express) will provide Accessible Low Floor (ALF) buses for passengers.
- Five new expansion conventional vehicles are to be received in February 2014. They will be used for Service Maintenance including schedule reliability, frequency increases and route adjustments. A priority route for 2013/14 service maintenance is the route 7 Robie, which will see increased frequencies seven days per week to accommodate existing ridership and expected increases in ridership demand in the neighbourhoods that it serves.
- Two expansion Access-A-Bus (AAB) vehicles will be added to the Metro Transit fleet.
- New 370 Porters Lake Metro X is scheduled to begin service in fall 2013. The new route will provide express service from a new Park & Ride Lot off of Exit 20 (Highway 107) to the Bridge Terminal and Scotia Square. This expansion was approved as part of the 2012/13 budget.
- Route 8 Waterfront will have services removed as it does not meet current service standards and savings from this route will be re-invested in the system to support Service Maintenance initiatives, including the route 7 Robie as noted above.
- MetroLink Route 165 Woodside will have service removed as it does not meet service standards during peak hours. Resources from this service will be used toward the new Urban Express Route 79, which will provide express service from the Cole Harbour area, Portland Hills Terminal and Portland Street to the Woodside Ferry Terminal.
- A complete listing of all service adjustments is on pages 7–9 of the Annual Service Plan.

It should be noted that Regional Council has recently approved the initiation of work on Metro Transit's next Five-Year Strategic Framework, which will include a review of service standards. As such, a full review of routes against the service standards was not undertaken as part of this Annual Service Plan. Notwithstanding the above, staff is recommending the removal of two routes for reasons outlined below:

- Route 8 Waterfront: This route experiences ridership levels well below standard and is largely duplicated by the route 90 Larry Uteck.

- Route 165 Woodside MetroLink: This route experiences ridership levels well below standard and passengers currently using this route could be accommodated on the new Route 79 Cole Harbour Urban Express with minimal changes to their commute.

FINANCIAL IMPLICATIONS

All financial impacts of this report will be brought forward for Regional Council's approval through the 2013/14 Budget Process.

COMMUNITY ENGAGEMENT

The Annual Service Plan is guided by Metro Transit's Five-Year Strategic Operations Plan. The process to create the Five-Year Strategic Operations Plan included public and stakeholder consultation.

Additionally, feedback from the public is considered in preparation of the Annual Service Plan and its recommended service adjustments.

ATTACHMENTS

Attachment 1: Proposed 2013/14 Metro Transit Annual Service Plan

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

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Halifax Regional Municipality

Metro Transit Annual Service Plan 2013–2014



March 2013

Metro Transit

2013/14 Annual Service Plan Highlights

» Service Expansions

Conventional Service Expansion

- Two new routes will be added to Metro Transit's services to support passenger travel to the Woodside Ferry Terminal. The Mount Edward Urban Express and the Cole Harbour Urban Express will begin service in spring 2014.
- Four routes (59 Colby, 68 Cherrybrook, 78 Mount Edward Urban Express and 79 Cole Harbour Urban Express) will provide Accessible Low Floor (ALF) buses for passengers.
- Five new expansion conventional vehicles are to be received in February 2014. They will be used for Service Maintenance including schedule reliability, frequency increases and route adjustments.
- Two expansion Access-A-Bus (AAB) vehicles will be added to the Metro Transit fleet.

Metro X Service Expansion

- New 370 Porters Lake Metro X is scheduled to begin service in fall 2013. The new route will provide express service from a new Park & Ride Lot off of Exit 20 (Highway 107) to the Bridge Terminal and Scotia Square. This expansion was approved as part of the 2012/13 budget.

Woodside Ferry Service Expansion

- Service will be expanded to a weekday peak hour 15 minute frequency and off peak 30 minute frequency. The end of service day will also be extended to 9:07 p.m. nightly. Two new routes (78 and 79 noted above) will be added to facilitate the expansion of the ferry service. Additional service adjustments will be made to existing routes to improve connections with the ferry service. These expansions are scheduled to be implemented in May 2014.

» Service Reductions

- Route 8 Waterfront will have services removed as it now duplicates most of the path of the new Route 90 Larry Uteck. Route 8 does not meet current service standards and savings from this route will be re-invested in the system to support Service Maintenance initiatives.
- MetroLink Route 165 Woodside will have service removed as it does not meet service standards during peak hours. Resources from this service will be used toward the new Urban Express Route 79, which will provide express service from the Cole Harbour area, Portland Hills Terminal and Portland Street to the Woodside Ferry Terminal.

A complete listing of all service adjustments is on pages 7–9 of the Annual Service Plan.

» Projects and Infrastructure

New Passenger Ferry

The project to design and construct Metro Transit's fourth passenger ferry will continue in 2013, with the vessel targeted to enter service in May 2014. The new ferry will allow Metro Transit to double peak service levels on the Woodside route, and to expand off-peak service to Woodside.

Lacewood Terminal

The Lacewood Terminal in Clayton Park is in need of replacement, and staff are investigating the feasibility of a parcel of land located in the Mainland Commons along Lacewood Drive for the new facility. Initial analysis and costing will be available in spring 2013, allowing for design and preliminary site work to take place in 2013/14. Construction would continue through 2014/15, and an anticipated opening date would be late in 2014/15.

A complete list of all upcoming infrastructure projects is on page 13 and 14 of the Annual Service Plan.

Contents

Plan Summary	1
Introduction	1
Key Performance Indicators (KPI)	2
2013/14 Proposed Service Adjustments	5
Introduction	5
Accessible Low Floor Routes (ALF)	6
Service Adjustments	7
Conventional	8
MetroLink	8
MetroX	9
Ferry	9
2013/14 Projects and Infrastructure	13
Review of 2012/13	17
Introduction	17
Accessible Low Floor Routes (ALF)	17
Service Adjustments	18
Conventional	18
MetroLink	20
MetroX	20
Ferry	20
Access-A-Bus	20
2012/13 Weekday Passengers per Hour	21
Daily Terminal Usage	23
Daily Park & Ride Lot Usage	23
Marketing and Customer Satisfaction	24
Projects and Infrastructure	25
Appendices	29
Appendix A: Route Performance	29
Appendix B: New and Adjusted Route Maps	33
Route 78 Wildwood Urban Express—to Woodside Ferry	33
Route 79 Cole Harbour Urban Express—to Woodside Ferry	34
Route 370 Porters Lake MetroX	35
Appendix C: Service Standards	36
Service Standards	36
Route Performance	36
Route Coverage	37
Appendix D: Survey Results	38
Annual Passenger Survey	38

Plan Summary



Metro Transit's 2013/14 Annual Service Plan (ASP) represents the fourth year of implementation of the Five-Year Strategic Operations Plan developed by Metro Transit in conjunction with IBI Group. This plan outlines service adjustments planned for 2013/14, and reviews adjustments from 2012/13.

The 2012/13 ASP was approved by Halifax Regional Council in 2012 as part of the annual budget process. Past Annual Service plans can be viewed in their entirety at:

<http://www.halifax.ca/metrotransit/ssi/AnnualServicePlan.html>

Introduction

In 2012/13, Metro Transit delivered approximately 878,000 scheduled service hours, including 803,700 hours of fixed-route bus service, 8,800 hours of ferry service, and 65,700 hours of Access-A-Bus service. Highlights from the year include:

- The new **Bridge Terminal** in Dartmouth officially opened on October 1, 2012, replacing Metro Transit's busiest terminal with a state of the art facility.
- The Route 320 **Airport/Fall River** service was introduced in May 2012.
- The **Portland Street Corridor**, Metro Transit's first high frequency corridor, was implemented. Several routes targeted for having schedule reliability issues were adjusted to improve on-time performance.
- Metro Transit weekday daily ridership decreased in 2012/13 by 5% (approximately 101,000 to 96,000). Additionally, ridership revenue decreased by 2.5% in the first nine months of 2012/13.



A more detailed review of Metro Transit's 2012/13 year can be found on page 15.

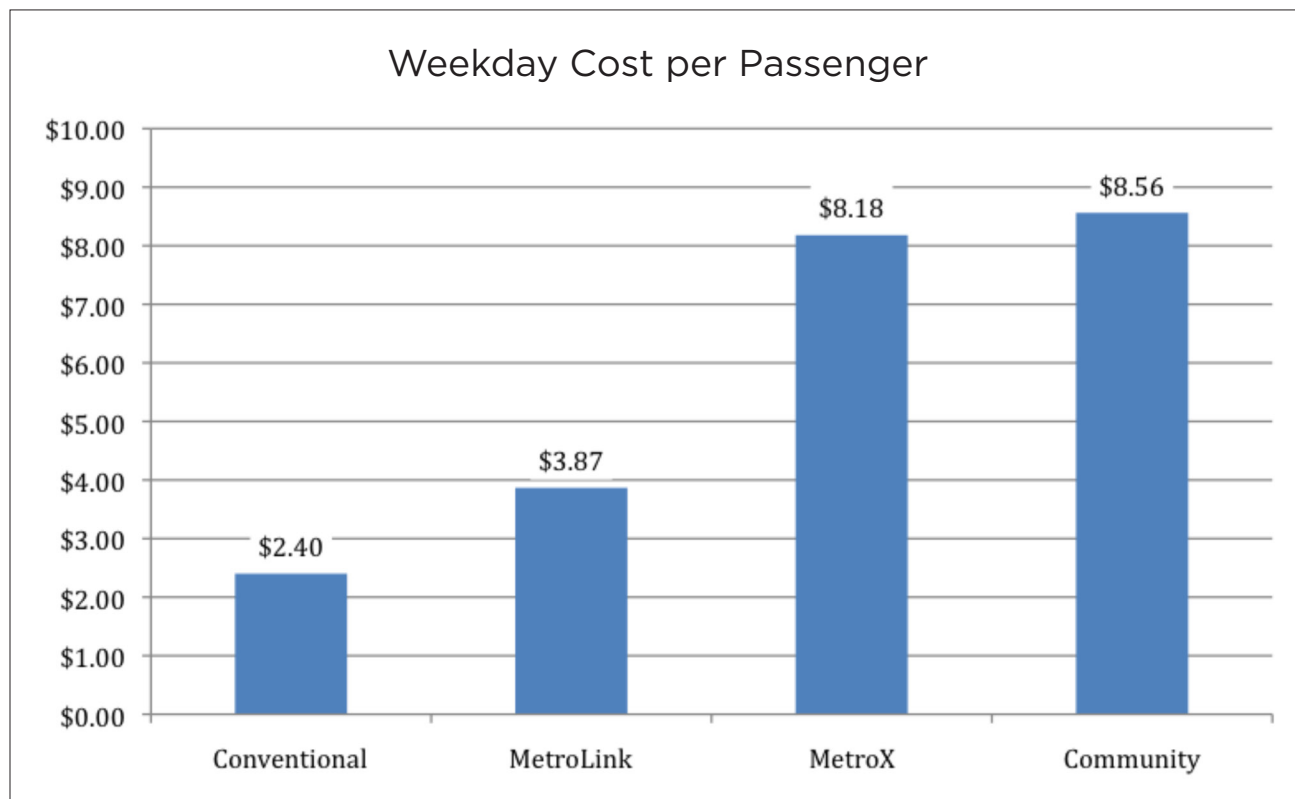
Service improvements proposed for the 2013/14 budget include: increase in Woodside Ferry service, as well as Urban Express bus services to access the Woodside Ferry Terminal (these services are scheduled to be implemented in May 2014). The majority of bus service increases will be used towards service maintenance on several routes to address schedule adherence and frequency increases, as these have been the most common concerns from passengers. The Route 370 Porters Lake MetroX is also scheduled to be implemented this year, having been approved as part of the 2012/13 budget.

Note: At the time of publishing, year-end figures are not available for 2012/13. All figures in this document for 2012/13 are projections based on information up to and including December 31, 2012.

Key Performance Indicators (KPI)

Below are several measures used in the transit industry to measure effectiveness and efficiency.

Key Performance Indicators	Division	11/12	12/13
Service Utilization (passengers per capita)	Bus & Ferry	62.73	61.12
Service Utilization (passengers per service hour)	Bus & Ferry	27.60	26.15
Amount of Service (service hours per capita)	Bus & Ferry	2.27	2.34
Financial (cost recovery)	Bus & Ferry	45%	40%
Cost Effectiveness (operating expense per passenger)	Bus & Ferry	\$3.61	\$4.03
Average Fare (passenger revenue per passenger)	Bus & Ferry	\$1.60	\$1.57
Customer Service (requests addressed within standard)	All	95%	80%
Customer Satisfaction	All	63%	61%





Proposed Service Adjustments 2013-2014

2013/14 Proposed Service Adjustments

Introduction

For the 2013/14 fiscal year, Metro Transit will be receiving nine new conventional expansion buses and 13 replacement buses, as well as a new passenger ferry to be placed into service in May 2014.

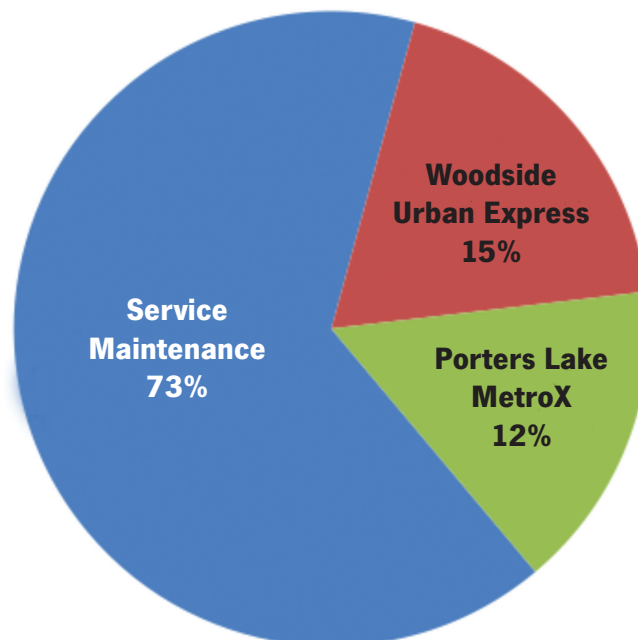
Five of the new buses will be used for service maintenance. Four new buses will provide service on the two new Urban Express routes to service the Woodside Ferry Terminal along with the Woodside Ferry service expansion in May 2014.

The new Route 370 Porters Lake MetroX, which was approved as part of the 2012/13 budget, is anticipated to be implemented November 2013.

Service adjustments proposed for 2013/14 include:

- New ALF Urban Express routes to Woodside Ferry Terminal to be implemented May 2014
- Service maintenance to improve existing service and reductions for under-performing routes
- Woodside Ferry service expansion (to be implemented May 2014)
- New Porters Lake Metro service to the Bridge Terminal in Dartmouth and Scotia Square in downtown Halifax

2013/14 Bus Service Expansion



Accessible Low Floor Routes (ALF)

As part of service improvements the following routes will begin providing ALF services:

- Route 59 Colby
- Route 68 Cherry Brook
- Route 78 Mount Edward Urban Express (new route)
- Route 79 Cole Harbour Urban Express (new route)

This will make 68% of all routes ALF and bicycle accessible, including all routes servicing the Portland Street high frequency corridor.



Service Adjustments

Detailed Service Adjustment Costing

Route	Adjustment	Annual Hours	Annual Cost
Conventional Service			
Conv.	Service maintenance on several Conventional Routes	35,617	\$2,287,457
8	Remove all service, reinvest resources in service maintenance	(5,045)	(\$274,318)
22	Last evening trip will end at Ragged Lake Transit Centre	(52)	(\$3,588)
78	New Mount Edward Urban Express to Woodside Ferry	3,767	\$242,696
79	New Cole Harbour Urban Express to Woodside Ferry	3,767	\$230,447
Conventional Total		38,109	\$2,482,694

Route	Adjustment	Annual Hours	Annual Cost
MetroLink Service			
165	Remove all service, reinvest resources in Route 79 Cole Harbour Urban Express	(2,156)	(\$146,802)
MetroLink Total		(2,156)	(\$146,802)

Route	Adjustment	Annual Hours	Annual Cost
MetroX Service			
370*	New Porters Lake MetroX service to downtown	6,000	\$503,071
MetroX Total		6,000	\$503,107

Route	Adjustment	Annual Hours	Annual Cost
Ferry Service			
Woodside	Woodside Ferry service expansion	4,202	\$1,378,218
Ferry Total		4,202	\$1,378,218

Route	Adjustment	Annual Hours	Annual Cost
Access-A-Bus Service			
AAB	Two expansion Access-A-Bus buses	4,360	\$264,458
Access-A-Bus Total		4,360	\$264,458

Grand Total		50,515	\$4,481,639
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*Route 370 approved as part of 2012/13 Budget

Conventional

Service Maintenance

- Five of the new expansion conventional buses to be received in February 2014 will be used for Service Maintenance, including schedule adherence, frequency increases, route adjustments, etc.

Route 7 Robie

- Service Maintenance, including frequency increases, 7 days/week.

Route 8 Waterfront

- Remove all service.
- This local route does not meet the Service Standard of 25 passengers per hour during the weekday daytime hours (carries 13 passengers per hour); or of 15 passengers per hour during the weekday evening and weekend hours (carries 7 passengers per hour).
- Route 90 Larry Uteck now duplicates much of this route.
- Savings from this route will be reinvested in the system through service maintenance initiatives.

Route 22 Armdale

- Last evening trip will end at Ragged Lake Transit Centre, not servicing Exhibition Park, 7 days/week.
- These resources will be reinvested in the system through service maintenance initiatives.

Route 57 Russell Lake

- Schedule adjustments to accommodate Woodside Ferry service increases and adjustments.

Route 60 Eastern Passage

- Schedule adjustments to accommodate Woodside Ferry service increases and adjustments.

New Route 78 Mount Edward Urban Express

- New ALF Urban Express route to service Cole Harbour Place, through Woodlawn via Mount Edward Road, then express to the Woodside Ferry Terminal. (See route map in Appendix B)
- Service to be implemented May 2014.

New Route 79 Cole Harbour Urban Express

- New ALF Urban Express route to service the Cole Harbour area, Portland Hills Terminal, and Portland Street, then express to the Woodside Ferry Terminal. (See route map in Appendix B)
- Service to be implemented May 2014.



MetroLink

Route 165 Woodside Link

- Remove all service.
- This route does not meet the Service Standard of 50 passengers per hour (carries 24 passengers per hour) in the peak direction during daytime hours.
- Resources from this service will be used toward the new Urban Express Route 79, which will provide express service from the Cole Harbour area, Portland Hills Terminal and Portland Street to the Woodside Ferry Terminal.

Woodside Ferry Service Expansion

Woodside Ferry

- Service expansion, weekday peak hour 15 minute frequency, off peak 30 minute frequency, end of service day extended to 9:07 p.m.
- To be implemented May 2014.

MetroX

New Porters Lake MetroX

- New express route servicing a new Park and Ride lot at Exit 20 off Highway 107 in Porters Lake, the Bridge Terminal in Dartmouth, and Scotia Square in downtown Halifax (See route map in Appendix B).
- This service is proposed to be implemented November 2013.
- This was approved as part of 2012/13 Budget.



Projects and Infrastructure 2013–2014

Projects and Infrastructure 2013/14

Highfield Terminal

The existing Highfield Terminal will be resurfaced and rebuilt. The new terminal will provide more passenger waiting space, with new shelters and seating. It will also feature bicycle storage, landscaping, and enhanced security and accessibility. A new building will be constructed on-site for staff facilities. It is anticipated that construction on this project will begin in spring 2013.

Lacewood Terminal

The Lacewood Transit Terminal in Clayton Park is in need of replacement, and staff are investigating the feasibility of a parcel of land located in the Mainland Commons along Lacewood Drive for the new facility. Strategically located between the Canada Games Centre and the Mainland North Linear Parkway Trail, and in close proximity to the school, recreational facilities, and library, this site will allow transit to take a prominent place in the community. Initial analysis and costing will be available in spring 2013, allowing for design and preliminary site work to take place in 2013/14. Construction is anticipated to continue into 2014/15, with the opening of the terminal happening late in 2014/15.

Porters Lake Park & Ride

To accommodate the new Route 370 Porters Lake MetroX service, a new Park & Ride is being constructed on Inspiration Drive near Exit 20 in Porters Lake. The Park & Ride has been strategically sited next to the Porters Lake Elementary School and Lake and Shore Recreational Centre. It will include approximately 140 parking spaces, bicycle racks, and a shelter. Construction is scheduled to begin in spring 2013, allowing for completion of the Park & Ride in late summer 2013.

Technology

Metro Transit in conjunction with HRM Finance and Information, Communication and Technology (ICT) has completed a technical road map that provides strategic guidance to identifying requirements, assisting with procurement decisions and guides solution implementation around Metro Transit technical systems. The first project coming out of the road map will be an AVL replacement for the existing Transit On Route system, the replacement will be a foundational system that will allow expanded technological solutions in following years. It is anticipated the first project will begin late 2013.

Shelters and Accessible Pads

Metro Transit plans to install approximately 9 new expansion and replacement shelters throughout the system in 2013/14, as well as approximately 50–60 new concrete landing pads to improve accessibility and reduce the number of bus stops where the ramp cannot be deployed.

Ragged Lake Transit Centre Expansion

The Ragged Lake Transit Centre, constructed in 2009/2010 was designed with expansion capability to accommodate Metro Transit's growing fleet. The existing facility is nearing capacity, and the second phase of construction is required. The expansion project will add 7,800 square feet of conventional service bays, and 19,316 square feet of additional vehicle storage. Construction is expected to begin in spring 2013.

New Passenger Ferry



The project to design and construct Metro Transit's fourth passenger ferry will continue in 2013, with the vessel targeted to 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.

Fall River Park & Ride Expansion

The Fall River Park & Ride opened on May 31, 2012, and was at capacity within a few months. Metro Transit will be exploring options to expand the parking capacity at this facility in the coming year.

Metro Transit Route Map

Metro Transit and HRM Corporate Communications will be investigating opportunities to redesign the system route map in 2013/14. The existing route map has not undergone any significant modifications in many years, and because of the service expansion and growth that have taken place, the existing design is no longer functional. The purpose of the new Route Map will be to provide transit passengers with clearer information to allow them to plan transit trips more effectively.

Commuter Rail Feasibility Study

In 2013/14, Metro Transit will be pursuing the preparation of a Commuter Rail Feasibility Study by external consultants. This study will be a full feasibility analysis of commuter rail in the Halifax to Windsor Junction and Enfield Corridor.



Review of 2012–2013

Review of 2012/13

Introduction

2012/13 was the third year of implementation of Metro Transit's Five-Year Strategic Operations Plan, and the third year an Annual Service Plan was produced. The year saw several additions to service and infrastructure including:

- The **Bridge Terminal** in Dartmouth was officially opened on October 1, 2012. This accessible terminal features climate-controlled passenger waiting area, public washrooms, onsite bicycle storage, and improved customer information displays. Beautifully designed, the terminal also features a landscaped green roof, providing upper level accessible pedestrian connection from Thistle and Nantucket streets to the terminal below.



- Metro Transit introduced a new MetroX service in May 2012, **Route 320 Airport/Fall River**. This route provides direct service from downtown Halifax to Halifax Stanfield International Airport, with stops at the new Bridge Terminal and a newly constructed Park & Ride Lot in Fall River. Additionally, MetroX Route 330 began service to a newly constructed Park and Ride lot in Sheldrake Lake on August 27, 2012.
- **Portland Street Corridor**, Metro Transit's first high frequency corridor, was introduced August 27, 2012. Routes 59 Colby, 61 Auburn/North Preston and 68 Cherry Brook underwent adjustments to provide a consistent frequency. This provides service between Portland Hills Terminal and the Bridge Terminal every 10 minutes or less on weekdays and 20 minutes on weekends.
- In addition, **several routes were targeted for improvements** in schedule reliability including Routes 1 Spring Garden, 2 Wedgewood, 4 Rosedale, 18 Universities, 21 Lakeside/Timberlea, 32 Cowie Hill, 35 Parkland Express, 52 Crosstown, 64 Akerley, 80 Sackville, 81 Hemlock Ravine, 185 Sackville MetroLink. These routes have had additional running time added, and early reports show a significant improvement in on-time performance.

Accessible Low Floor Routes (ALF)

As part of service improvements the following routes began providing ALF service:

- Route 320 Airport/Fall River MetroX (new route)

Service Adjustments

Conventional

Service Maintenance

- The five new expansion conventional buses received in November 2012 were used to improve schedule reliability issues on routes encountering critical lateness on a consistent basis
- Routes targeted include the Routes 1 Spring Garden, 2 Wedgewood, 4 Rosedale, 18 Universities, 21 Lakeside/Timberlea, 32 Cowie Hill, 35 Parkland Express, 52 Crosstown, 64 Akerley, 80 Sackville, 81 Hemlock Ravine, 185 Sackville MetroLink.
- All routes travelling to Alderney Terminal from the Bridge Terminal adjusted by two minutes to improve transfers at the Bridge Terminal and reduce dwell time at Alderney Terminal.
- 14,470 annual service hours.



© Wilson Hum

Route 1 Spring Garden

- Additional peak hour trips, previously provided by the Route 58 Woodlawn.

Route 3 Mumford (formerly Manors)

- Removed all service.
- Reduction of 1,330 annual service hours.

Route 10 Dalhousie

- Routing adjustment to access new Bridge Terminal; now services Victoria Road in both directions; service removed from Wyse Road and Boland Road.

Route 15 Purcell's Cove

- Removed service after 8:00 p.m., seven days/week.
- Reduction of 400 annual service hours.

Route 16 Parkland

- Routing adjustment to travel along Regency Park Drive and Thomas Raddall Drive in both directions.

Route 21 Timberlea—via Lacewood

- Reduced frequency to 60 minutes after 8 p.m. on weekdays.
- Reduction of 730 annual service hours.

Route 51 Windmill

- Routing adjustment to travel along Windmill Road to Wyse Road in order to extend service area.
- This routing adjustment is related to the opening of the new Bridge Terminal.
- Service removed from Faulkner Street and Nantucket Avenue.

Route 56 Dartmouth Crossing

- Reduced frequency to 60 minutes after 8 p.m. on weekdays.
- Reduction of 590 annual service hours.

Route 58 Woodlawn

- Peak hour service to Halifax discontinued.
- This service is now provided by the Route 1 Spring Garden, which travels the same routing in Halifax, to simplify customer travel.

Route 59 Colby, Route 61 Auburn/North Preston, Route 68 Cherry Brook

- Schedule adjustments to create the Portland Street Corridor.
- This provides a combined frequency between Portland Hills Terminal to the Bridge Terminal of every 10 minutes on weekdays and every 20 minutes on weekends and holidays, as well as weekday peak service to Halifax.
- This required significant schedule adjustments, particularly on the weekends to create an even frequency throughout the service day.
- 12,720 additional annual service hours.

Route 82 Millwood, 83 Springfield, 88 Bedford Commons

- Removed all service after 8:00 p.m. on weekdays.
- These three routes have been rescheduled on Sundays/Holidays to provide a 120 minute frequency on each route, from 6:30 a.m. to 9 p.m.
- Reduction of 1,680 annual service hours.

Route 87 Glendale

- Routing adjustment to travel on Primrose Street and Pinecrest Drive to access Highfield Terminal.
- Routing adjustment to access new Bridge Terminal; now services Victoria Road in both directions, service removed from Wyse Road and Boland Road.

Route 89 Bedford

- Reduced midday service and removed last evening trip on weekdays.
- Reduction of 710 annual service hours.

MetroLink

Route 165 Woodside

- Removed all service to Penhorn Terminal.
- Reduced peak period service to four AM trips and five PM trips.
- Reduction of 890 annual service hours.

MetroX

New Route 320 Airport/Fall River

- New express route servicing Halifax Stanfield International Airport, a new Park & Ride Lot at Exit 14 off Highway 118 in Fall River, the Bridge Terminal in Dartmouth and Albemarle Street in downtown Halifax.
- This service was implemented May 31, 2012.
- 21,340 additional annual service hours.

Route 330 Tantallon/Sheldrake Lake

- Now services a new Park & Ride lot at Exit 4 off Highway 103 in Sheldrake Lake.
- Some existing Tantallon trips now also provide service to Sheldrake Lake.
- 2,230 additional annual service hours.



Metro Transit Ferry Service

Alderney

- Service reduced to every 30 minutes from noon to 2:00 p.m. on weekdays; removed service after 10:30 p.m. Monday to Thursday, and before 11:30 a.m. on Sundays.
- Reduction of 870 annual service hours.

Woodside

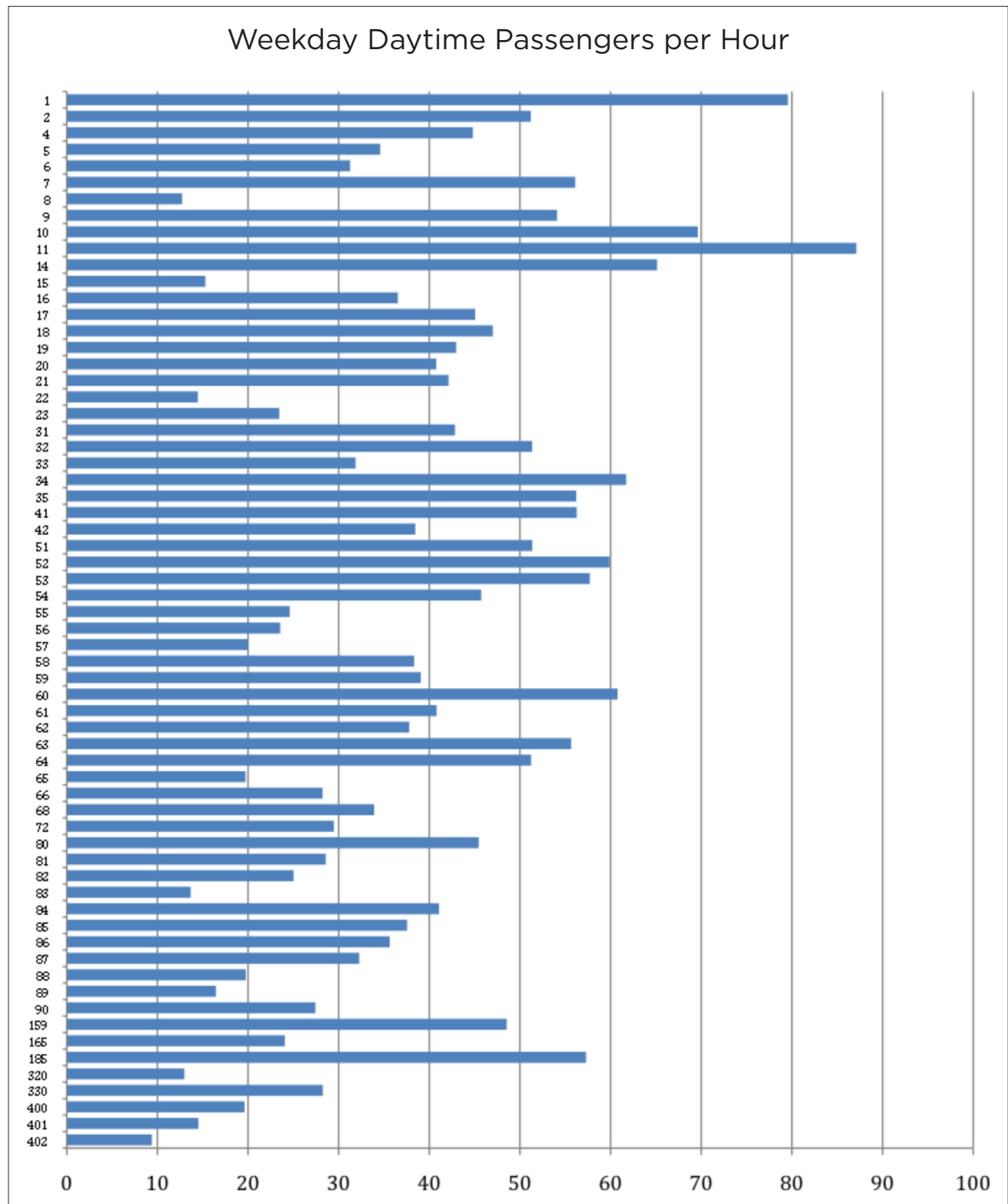
- Removed last morning trip departing Woodside and return trip (9:37 a.m. and 9:52 a.m.).
- Reduction of 130 annual service hours.

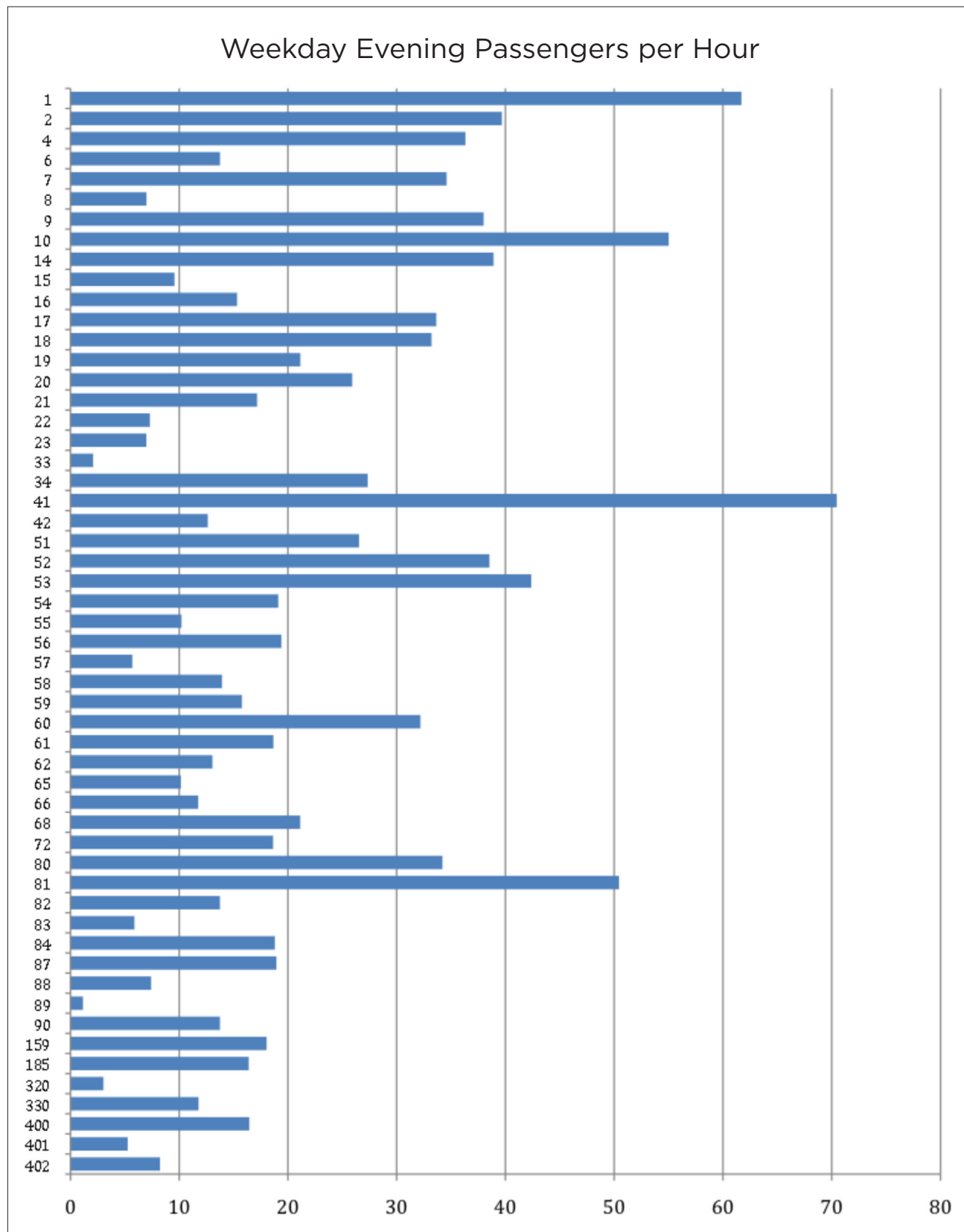
Access-A-Bus

- Two expansion buses have been added to the Access-A-Bus fleet, as well as nine replacement buses.
- Moved to a 24 hour booking period.
- 4,360 additional annual service hours.

2012/13 Weekday Passengers per Hour

The following charts represent the 2012/13 passengers per hour based on the fall 2012 passenger count program and are an indication of route performance. They are shown by period, as specified in Metro Transit's service standards, daytime represents 6:00 a.m. to 6:00 p.m., evening represents 6:00 p.m. to end of the service day.





*Express Routes 31, 32, 33, 34, 35, 84, 85, 86, 159, 165, 185, 320, and 330 are measured in the peak direction only.

**Community Routes 400, 401, 402 are measured during Peak and Off-Peak hours, Daytime and Evening periods represent Peak and Off-Peak respectively.

Daily Terminal Usage

Terminal	Passenger Boardings	Passenger Deboardings	Total Passenger Activity
Bridge	9,107	9,424	18,531
Scotia Square	6,358	5,939	12,297
Mumford	4,997	4,563	9,560
Lacewood	2,308	2,062	4,370
Mic Mac Mall	1,620	1,654	3,274
Portland Hills	1,383	1,461	2,844
Alderney	1,219	1,176	2,395
Cobequid	1,199	1,146	2,345
Penhorn	1,326	855	2,181
Sackville	1,216	896	2,112
Highfield	881	816	1,697
Tacoma Centre	540	325	865
Water Street (Bus)	628	224	852
Woodside Ferry (Bus)	170	137	307
Total	32,952	30,678	63,630

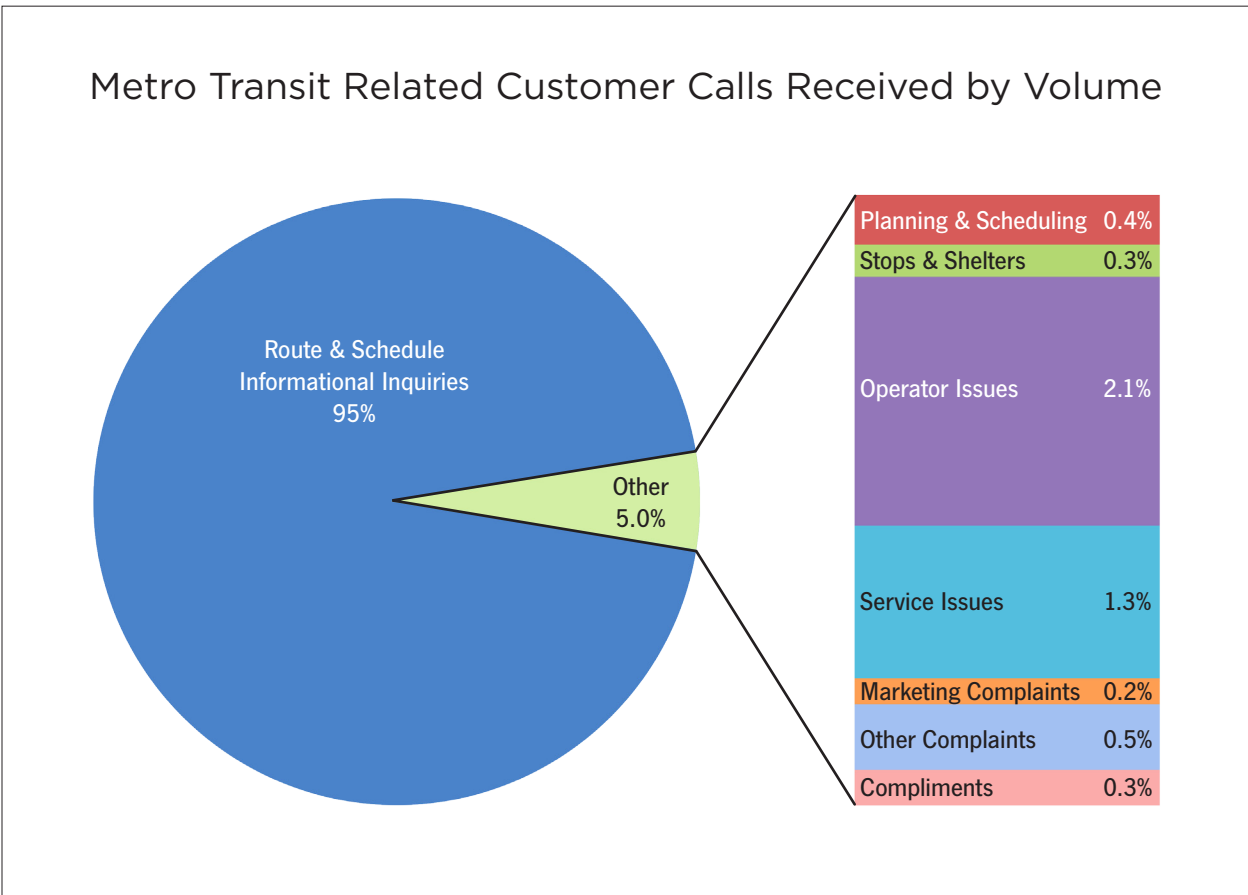
Daily Park & Ride Lot Usage

Location	Daily Vehicle Usage	Capacity	Usage
Sackville Terminal	385	385	100%
Woodside Ferry	300	300	100%
Portland Hills Terminal	225	230	97%
Hubley Centre	125	185	74%
Cobequid Terminal	110	110	100%
Alderney Terminal	79	110	74%
Fall River	72	90	80%
Bridge Terminal	42	50	90%
Downsview	31	40	85%
Maybank Field (MicMac Blvd.)	30	30	100%
Sheldrake Lake	27	48	56%
Mumford Terminal	17	30	57%
Centennial Arena	0	30	0%
Exhibition Park	0	50	0%
Total	1,453	1,703	85%

Marketing and Customer Satisfaction

Customer Service

The HRM Call Centre received to approximately 200,000 customer calls relating to Metro Transit during 2012/13, which representing approximately 50% of their total call volume. The majority of these calls, 95% are related to route and schedule information. The remaining 5% of calls are to report an issue or complaint as shown in the following chart.



Twitter @hfxtransit

Metro Transit’s twitter account, @hfxtransit, was introduced in 2011/12 to improve customer communication. There are now over 6,800 followers. Customers can find news and updates regarding transit services by visiting: twitter.com/hfxtransit

Customer Survey

Metro Transit conducts an online Annual Passenger survey each fall. Full results for this survey can be found in Appendix D: Transit Ridership Campaign.

Marketing Campaign

Beginning at the end of fiscal 2012-13 and continuing into 2013-14, Metro Transit will be executing a broad, multi-medium marketing campaign designed to increase day-to-day usage and ridership on both Metro Transit buses and ferry services. More on the campaign and its results will be available in the coming months.

Additional Projects and Infrastructure

Bridge Terminal

The Bridge Terminal in Dartmouth was officially opened on October 1, 2012. This accessible terminal features climate-controlled passenger waiting area, public washrooms, onsite bicycle storage, and improved customer information displays. Beautifully designed, the terminal also features a landscaped green roof, providing upper level accessible pedestrian connection from Thistle and Nantucket streets to the terminal below.

Sheldrake Lake Park and Ride Lot

To augment the Route 330 Tantallon, a new Park & Ride lot was constructed at Exit 4, Highway 103, in Sheldrake Lake. MetroX service from this new 48 space Park & Ride began on August 27, 2012

Cobequid Terminal

To improve the customer experience and allow for better winter maintenance, the gravel portion of the Cobequid Terminal Park & Ride lot was paved in October 2012.

Fall River Park and Ride Lot

As part of the new Route 320 Airport/Fall River MetroX service that launched on May 31, 2012, a new 91 parking space Park & Ride lot was constructed at Exit 14, Fall River, along Highway 118.

Shelters and Landing Pads

Metro Transit installed 14 new expansion and replacement shelters throughout the system in 2012/13, as well as 92 new concrete landing pads to improve accessibility and reduce bus stops where the ramp cannot be deployed.



Appendices

- A: Route Performance
- B: New and Adjusted Route Maps
- C: Service Standards
- D: Survey Results

Appendix A: Route Performance

Weekday Route Performance Summary

Route	Classification	Daily Passenger Boardings		Daily Service Hours		Passengers per Hour	
		11/12	12/13	11/12	12/13	Daytime	Evening
1	Core	11,571	10,686	134	144	80	62
2	Core	2,798	2,840	58	58	51	40
4	Core	2,851	2,448	58	58	45	36
5	Local	125	119	3	3	35	N/A
6	Local	713	661	25	25	31	14
7	Core	4,151	3,713	74	74	56	35
8	Local	66	177	15	16	13	7
9	Core	2,555	2,349	46	46	54	38
10	Core	6,017	6,183	93	93	70	55
11 [†]	Local	136	133	2	2	87	N/A
14	Core	4,028	3,778	63	63	65	39
15	Local	248	212	16	15	15	10
16	Local	1,384	1,171	39	39	37	15
17	Core	1,587	1,567	35	35	45	34
18	Core	2,430	2,344	55	55	47	33
19	Local	1,154	1,146	30	30	43	21
20	Core	3,501	3,034	83	83	41	26
21	Local	1,459	1,479	44	40	42	17
22	Local	434	423	35	35	14	7
23	Local	438	378	18	18	23	7
31*	Urban Express	312	266	6	6	43	N/A
32*	Urban Express	555	598	11	12	51	N/A
33*	Urban Express	248	211	7	7	32	2
34*	Urban Express	713	748	13	13	62	27
35*	Urban Express	389	381	7	7	56	N/A
41	Local	1,729	1,687	30	30	56	70
42	Local	1,475	1,235	34	34	38	13
51	Core	1,138	1,141	25	25	51	27
52	Core	5,985	5,928	108	108	60	39
53	Core	1,386	1,333	24	24	58	42
54	Local	1,133	869	21	21	46	19
55	Local	530	444	21	21	25	10
56	Local	588	662	31	29	24	19
57	Local	459	574	34	34	20	6
58	Local	1,705	892	37	27	38	14

Weekday Route Performance Summary continued on next page

Weekday Route Performance Summary (continued)

Route	Classification	Daily Passenger Boardings		Daily Service Hours		Passengers per Hour	
		11/12	12/13	11/12	12/13	Daytime	Evening
59	Core	2,023	2,225	62	73	39	16
60	Core	3,363	3,234	59	60	61	32
61	Core	3,096	2,635	72	73	41	19
62	Local	973	971	31	31	38	13
63	Local	1,034	1,047	19	19	56	N/A
64	Local	393	390	8	8	51	N/A
65	Local	253	296	17	17	20	10
66	Local	1,672	1,498	62	62	28	12
68	Local	1,318	1,451	47	46	34	21
72	Local	1,231	1,227	45	45	29	19
80	Core	5,085	4,787	111	111	45	34
81	Local	1,901	1,449	47	47	29	50
82	Local	1,257	1,104	48	45	25	14
83	Local	228	157	14	12	14	6
84*	Urban Express	1,200	1,128	28	28	41	19
85*	Urban Express	130	156	4	4	38	N/A
86*	Urban Express	153	150	4	4	36	N/A
87	Core	1,317	1,294	43	43	32	19
88	Local	90	85	5	5	20	7
89	Local	440	372	27	23	16	1
90 [†]	Local	N/A	1,008	N/A	41	27	14
159*	MetroLink	985	1,090	37	37	49	18
165*	MetroLink	89	67	11	5	24	N/A
185*	MetroLink	1,499	1,342	41	41	57	16
320*	MetroX	N/A	387	N/A	50	13	3
330*	MetroX	405	484	15	22	28	12
Ald	Ferry	2,693	2,256	24	24	167	54
WS	Ferry	1,625	1,497	7	7	376	88
400	Comm.—Rural	151	208	13	13	18	8
401	Comm.—Rural	122	117	11	11	12	5
402	Comm.—Rural	58	76	10	10	8	7

*These express routes are subject to passenger per hour service standards only in the peak travel direction as outlined in the table in Appendix C. Daytime and Evening periods represent Peak and Off-Peak periods respectively for these services.

[†]These new routes were introduced within the past 24 months, and therefore are not subject to regular service standards until 24 months after service implementation to allow for growth.

Weekday Route Performance Comparison

Route	Classification	Passengers per Hour				Cost Recovery			
		Daytime		Evening		Daytime		Evening	
		11/12	12/13	11/12	12/13	11/12	12/13	11/12	12/13
1	Core	91	80	72	62	95%	92%	76%	72%
2	Core	52	51	33	40	56%	57%	36%	44%
4	Core	51	45	37	36	56%	51%	40%	41%
5	Local	36	35	N/A	N/A	33%	30%	N/A	N/A
6	Local	35	31	11	14	36%	32%	11%	14%
7	Core	63	56	36	35	67%	62%	38%	38%
8	Local	5	13	2	7	6%	15%	2%	8%
9	Core	60	54	35	38	64%	57%	37%	40%
10	Core	71	70	44	55	72%	72%	45%	57%
11	Local	89	87	N/A	N/A	54%	59%	N/A	N/A
14	Core	71	65	40	39	77%	76%	44%	45%
15	Local	17	15	10	10	18%	16%	11%	10%
16	Local	38	37	23	15	40%	39%	25%	16%
17	Core	46	45	35	34	50%	51%	38%	38%
18	Core	51	47	29	33	53%	50%	29%	35%
19	Local	43	43	23	21	41%	43%	22%	21%
20	Core	47	41	29	26	51%	44%	31%	28%
21	Local	41	42	13	17	41%	40%	13%	16%
22	Local	15	14	7	7	17%	17%	8%	9%
23	Local	28	23	5	7	28%	25%	5%	7%
31*	Urban Express	50	43	N/A	N/A	41%	35%	N/A	N/A
32*	Urban Express	50	51	N/A	N/A	38%	41%	N/A	N/A
33*	Urban Express	48	32	2	2	35%	35%	2%	2%
34*	Urban Express	58	62	33	27	49%	48%	28%	21%
35*	Urban Express	57	56	N/A	N/A	45%	43%	N/A	N/A
41	Local	58	56	70	70	100%	97%	122%	121%
42	Local	45	38	31	13	80%	68%	55%	22%
51	Core	51	51	29	27	53%	58%	31%	30%
52	Core	59	60	44	39	66%	67%	50%	43%
53	Core	62	58	36	42	59%	56%	35%	41%
54	Local	61	46	21	19	66%	49%	23%	20%
55	Local	27	25	18	10	29%	27%	19%	11%
56	Local	22	24	11	19	22%	24%	11%	20%
57	Local	16	20	3	6	17%	21%	3%	6%
58	Local	50	38	23	14	53%	36%	24%	13%
59	Core	45	39	9	16	45%	44%	20%	18%

Weekday Route Performance Comparison continued on next page

Weekday Route Performance Comparison (continued)

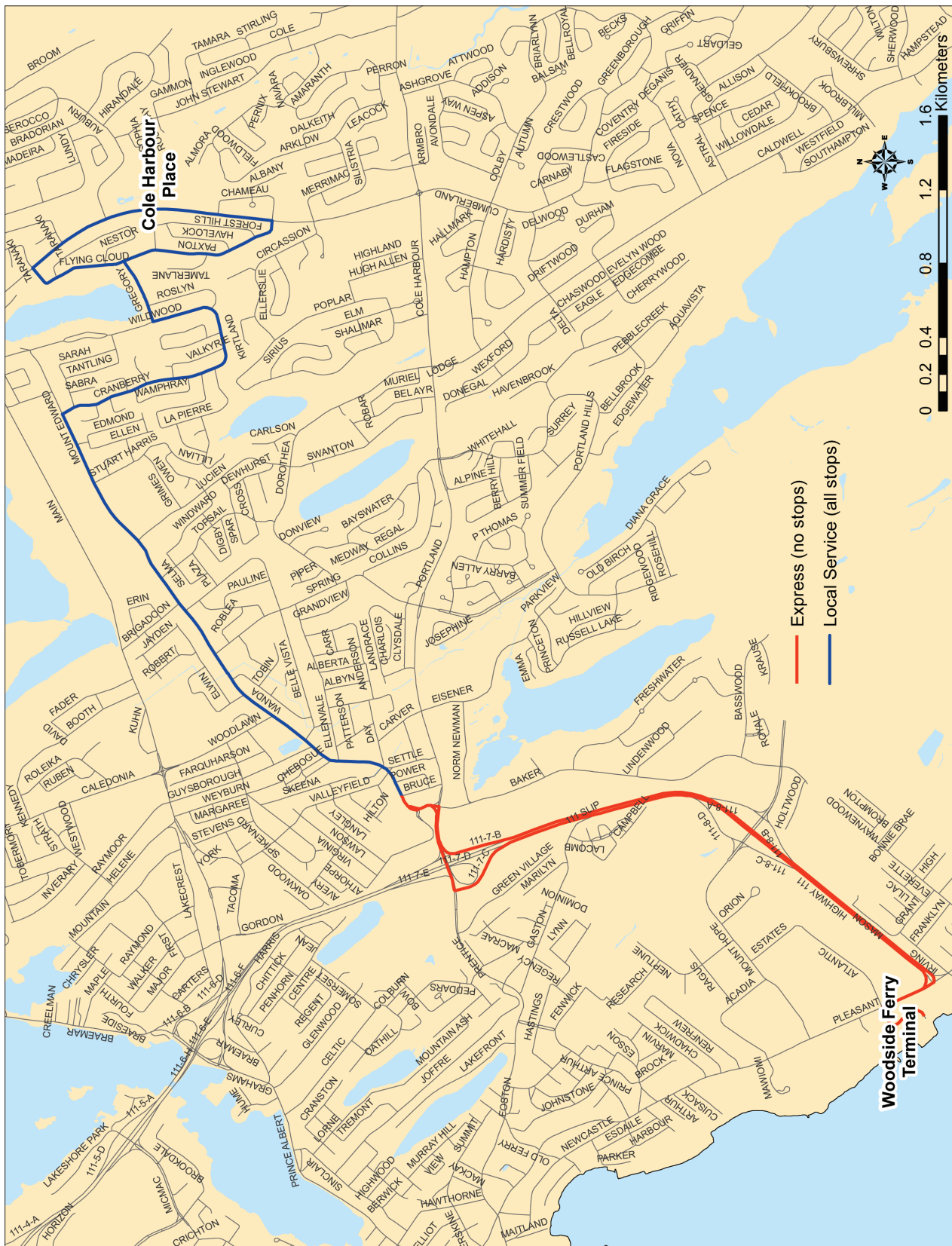
Route	Classification	Passengers per Hour				Cost Recovery			
		Daytime		Evening		Daytime		Evening	
		11/12	12/13	11/12	12/13	11/12	12/13	11/12	12/13
60	Core	66	61	28	32	71%	68%	30%	36%
61	Core	46	41	31	19	50%	46%	33%	21%
62	Local	37	38	16	13	38%	39%	17%	13%
63	Local	55	56	N/A	N/A	60%	67%	N/A	N/A
64	Local	52	51	N/A	N/A	54%	52%	N/A	N/A
65	Local	16	20	10	10	18%	22%	10%	11%
66	Local	32	28	13	12	33%	31%	14%	13%
68	Local	30	34	18	21	31%	35%	19%	22%
72	Local	30	29	17	19	33%	33%	19%	21%
80	Core	47	45	41	34	49%	49%	42%	37%
81	Local	39	29	57	50	47%	35%	69%	62%
82	Local	28	25	13	14	27%	24%	13%	13%
83	Local	19	14	7	6	18%	13%	7%	5%
84*	Urban Express	44	41	14	19	37%	35%	12%	16%
85*	Urban Express	31	38	N/A	N/A	28%	34%	N/A	N/A
86*	Urban Express	36	36	N/A	N/A	34%	34%	N/A	N/A
87	Core	33	32	19	19	34%	34%	19%	20%
88	Local	21	20	4	7	22%	21%	5%	8%
89	Local	18	16	10	1	21%	19%	12%	1%
90	Local	N/A	27	N/A	14	N/A	31%	N/A	16%
159*	MetroLink	42	49	33	18	46%	48%	37%	18%
165*	MetroLink	14	24	9	N/A	8%	10%	9%	N/A
185*	MetroLink	63	57	38	16	56%	54%	34%	17%
320*	MetroX	N/A	13	N/A	3	N/A	12%	N/A	4%
330*	MetroX	32	28	11	12	43%	23%	16%	12%
Ald*	Ferry	179	167	69	54	51%	54%	23%	18%
WS*	Ferry	380	376	96	88	67%	66%	27%	25%
400	Comm.—Rural	19	20	10	16	18%	17%	9%	10%
401	Comm.—Rural	14	15	9	5	20%	13%	13%	10%
402	Comm.—Rural	6	9	7	8	7%	9%	8%	10%

*These routes are subject to passenger per hour service standards only in the peak travel direction as outlined in the table in Appendix C.

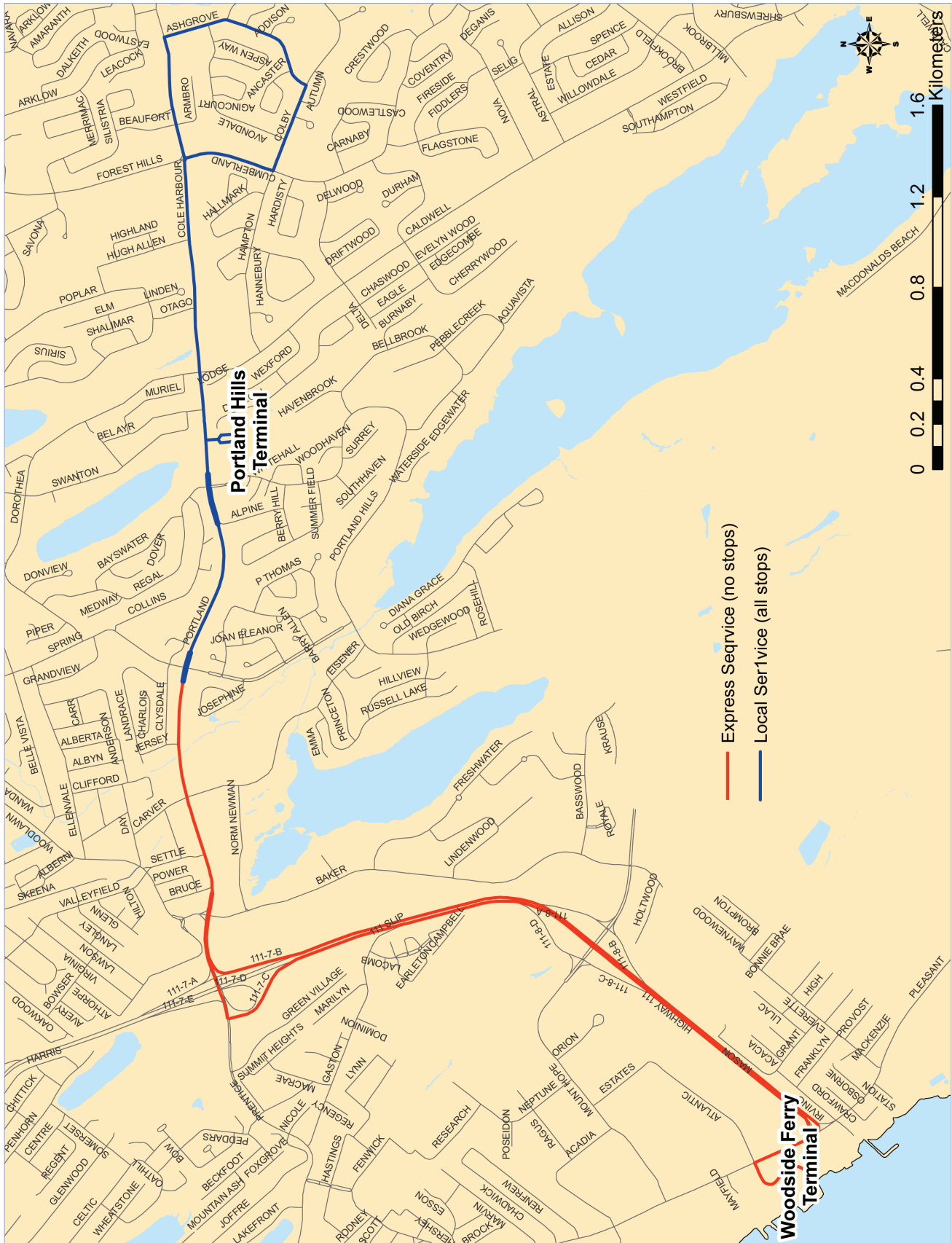
Note: 2012/13 Cost Recovery figures above are based on projected figures as year end data is not available at the time of printing.

Appendix B: New and Adjusted Route Maps

Route 78 Wildwood Urban Express—to Woodside Ferry



Route 79 Cole Harbour Urban Express—to Woodside Ferry



Route 370 Porters Lake MetroX



Service Standards

Service standards were approved by Halifax Regional Council as part of the Five-Year Strategic Operations Plan. Service standards (i.e. ridership, cost-effectiveness) are intended to build upon the strong foundation established within today's transit system, and to take Metro Transit to the next level in terms of ridership, mode share, service guidelines and performance measurement of customer satisfaction. Refer to Appendix A for route by route performance based on Metro Transit's fall 2012 passenger count program.

Route Performance

Time Period	Core Routes	Local Routes	MetroLink /Express	MetroX	Community Urban	Community Rural	Ferry
Passenger/Hour: Routes are expected to equal or exceed the following ridership targets per service hour.							
Weekday Daytime	40	25	50*	40*	-	-	390*
Evenings/Weekends	20	15	35*	-	-	-	290*
Peak	-	-	-	-	20	15	-
Off-Peak	-	-	-	-	10	10	-
Cost Recovery: Routes are expected to recover the following minimum percentage of its operating cost.							
Weekday Daytime	55%	40%	50%	50%	30%	30%	50%
Evenings/Weekends	35%	35%	30%	30%	20%	20%	30%
Vehicle Loading: Average peak-point ridership per vehicle shall not exceed the following percentage of seating capacity.							
Peak	125%	125%	125%	125%	125%	125%	100%
Off-Peak	100%	100%	100%	100%	100%	100%	100%

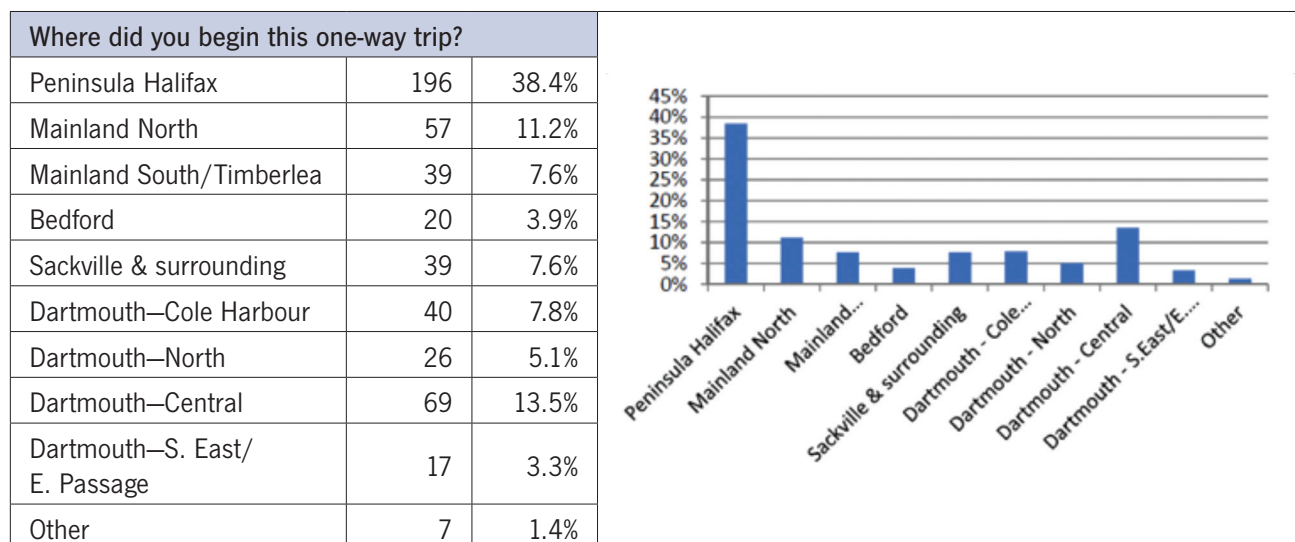
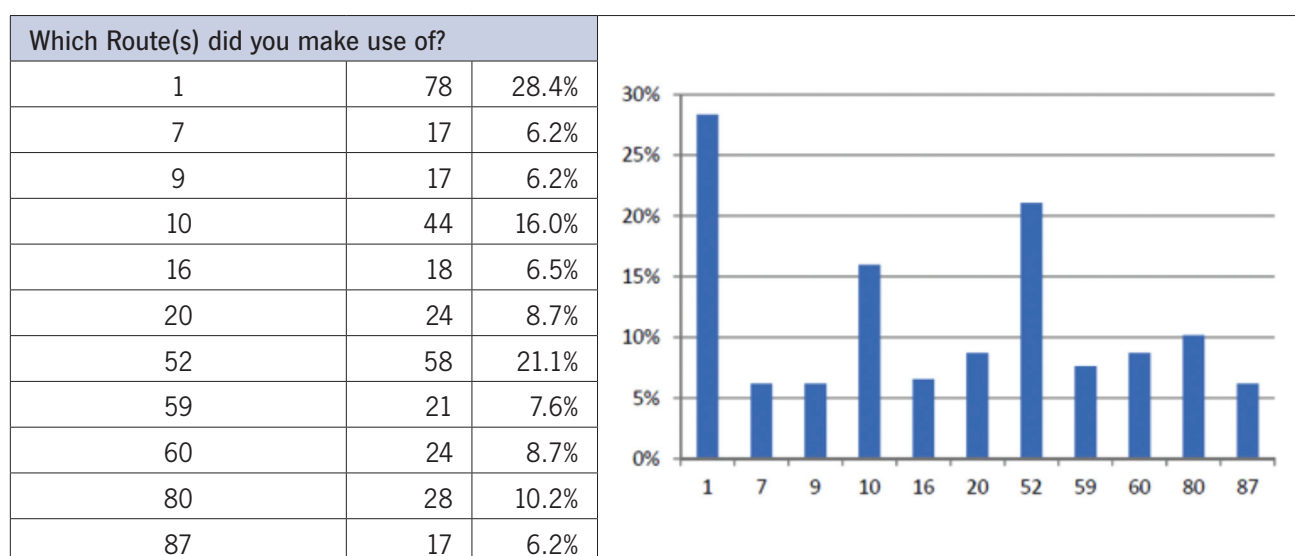
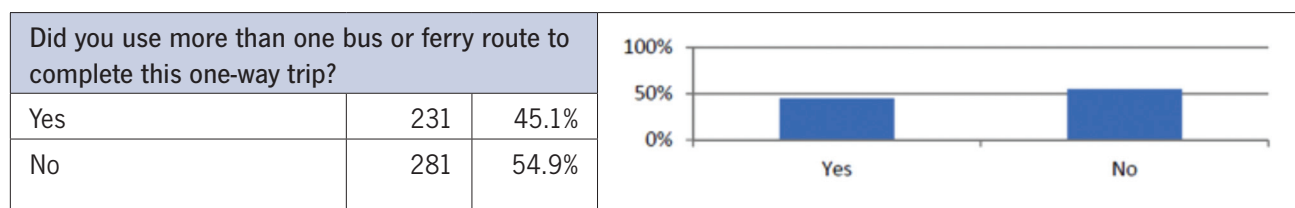
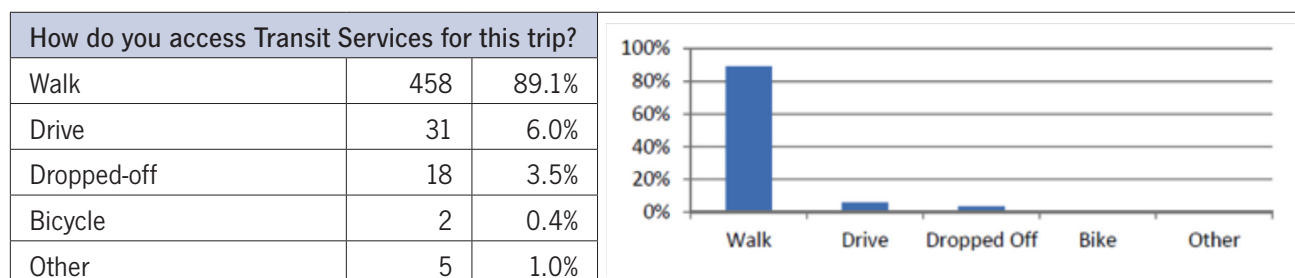
**These service standards apply in peak direction only.*

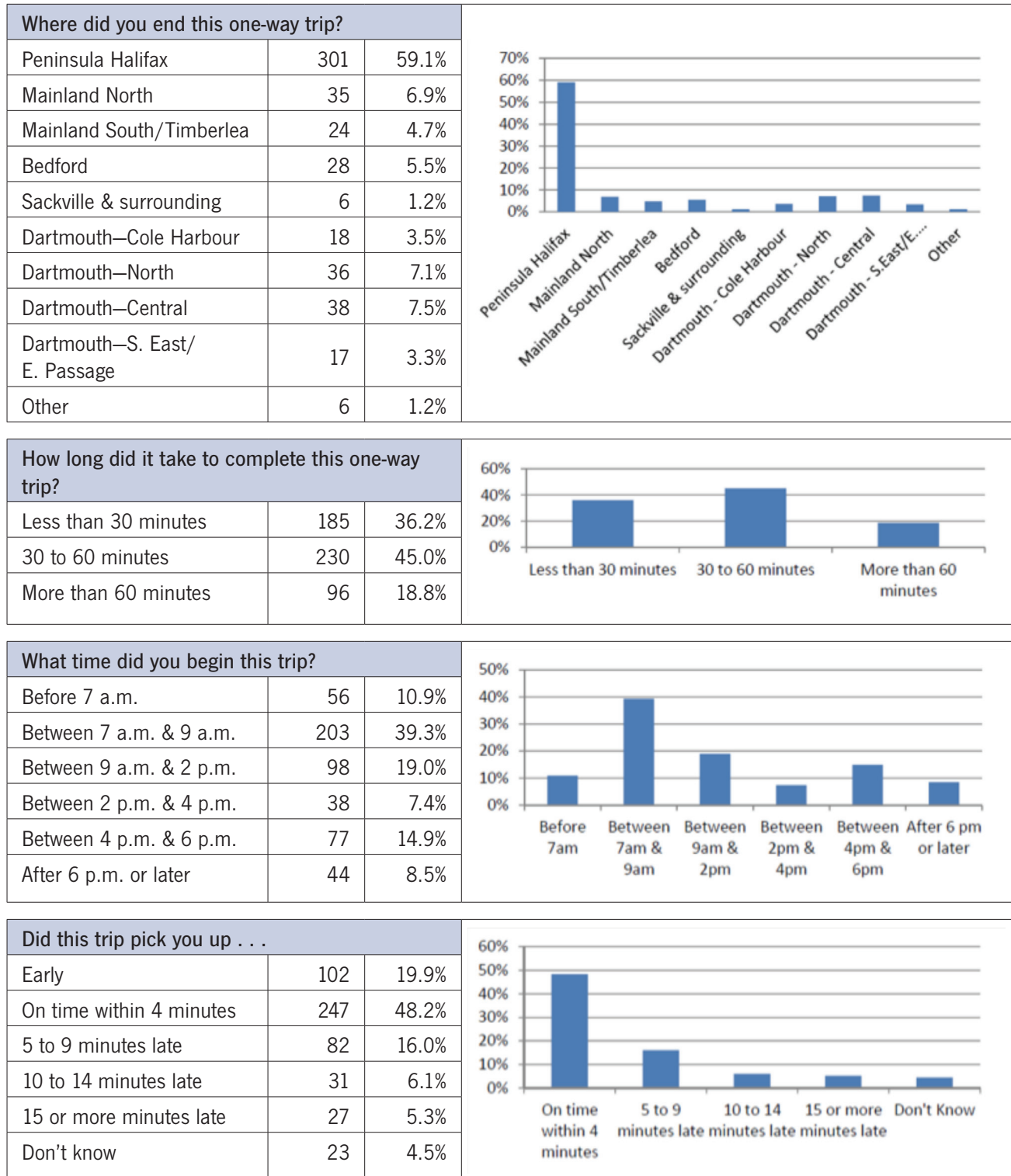
Route Coverage

	Minimum Service Plan	Maximum Headway
Core Routes		
Weekdays	6 a.m. to 9 a.m.	15 minutes
	9 a.m. to 3 p.m.	30 minutes
	3 p.m. to 6:30 p.m.	15 minutes
	6:30 p.m. to 12 midnight	30 minutes
Saturdays	6 a.m. to 12 midnight	30 minutes
Sundays/Holidays	7 a.m. to 11 p.m.	30 minutes
Local Routes		
Weekdays	6 a.m. to 9 a.m.	30 minutes
	9 a.m. to 3 p.m.	30 minutes
	3 p.m. to 6:30 p.m.	30 minutes
	6:30 p.m. to 12 midnight	60 minutes
Saturdays	6 a.m. to 6:30 p.m.	30 minutes
	6:30 p.m. to 12 midnight	60 minutes
Sundays/Holidays	7 a.m. to 11 p.m.	60 minutes
MetroLink and Urban Express Routes		
Weekdays	6 a.m. to 9 a.m.	10–15 minutes
	9 a.m. to 3 p.m.	30 minutes
	3 p.m. to 6:30 p.m.	10–15 minutes
	6:30 p.m. to 12 midnight	30 minutes
MetroX		
Weekdays	6 a.m. to 6:30 p.m.	30–90 minutes
Community Urban		
Weekdays	6 a.m. to 12 midnight	30 minutes
Community Rural		
Weekdays	Peak	60 minutes
	Off-Peak	120 minutes
Ferry		
Weekdays	6:30 a.m. to 9 a.m.	15 minutes
	9 a.m. to 3 p.m.	30 minutes
	3 p.m. to 6:15 p.m.	15 minutes
	6:15 p.m. to 11:45 p.m.	30 minutes
Weekends	6:30 a.m. to 11:45 p.m.	30 minutes

Annual Passenger Survey

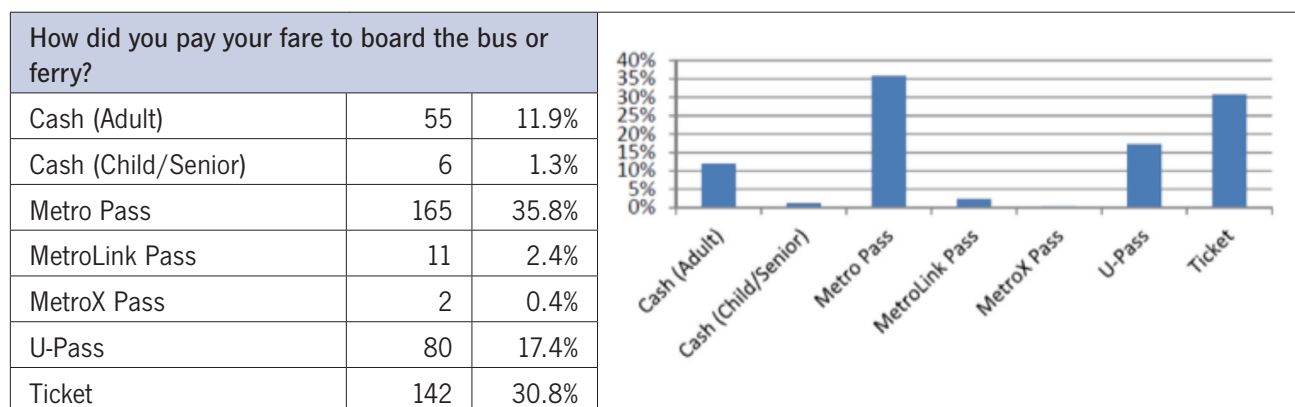
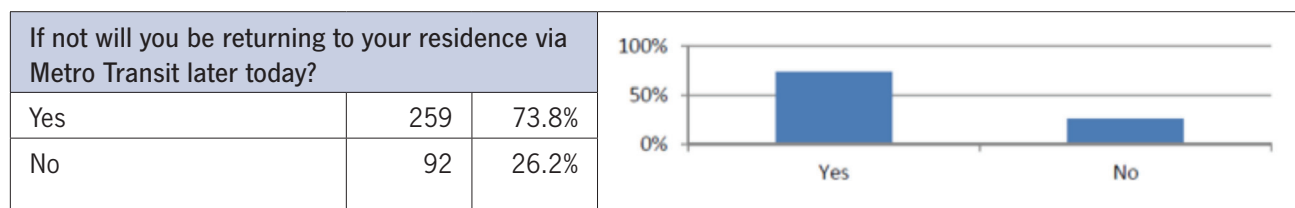
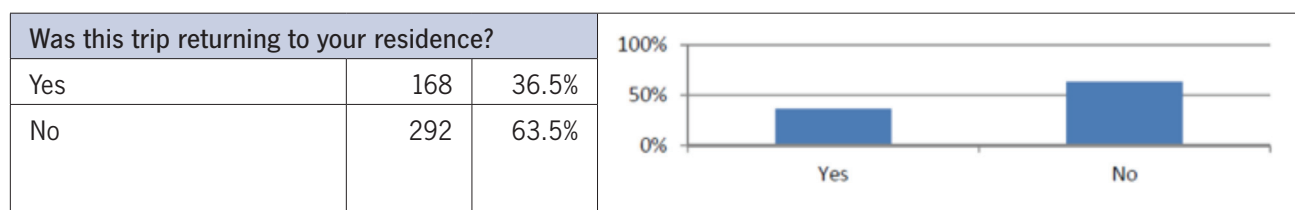
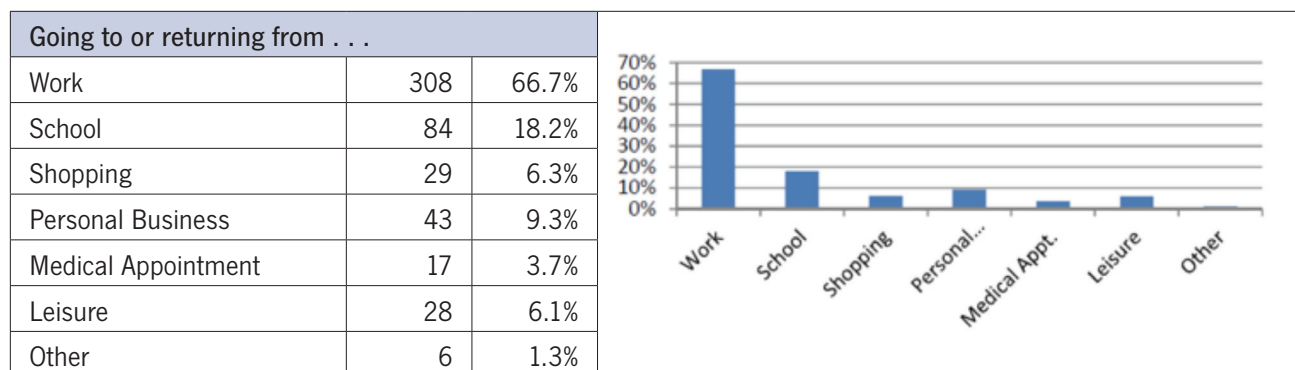
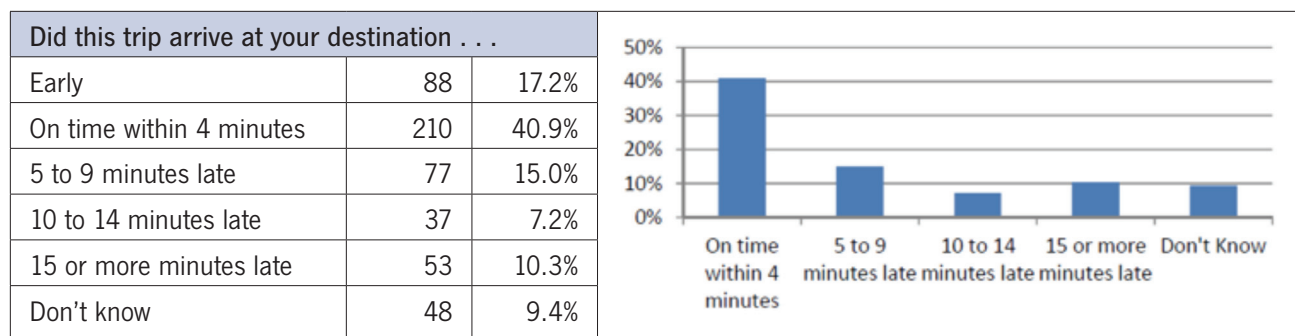
The annual passenger survey is conducted every fall, 2012 was the second year it was conducted exclusively online. Below are the full results from this survey.



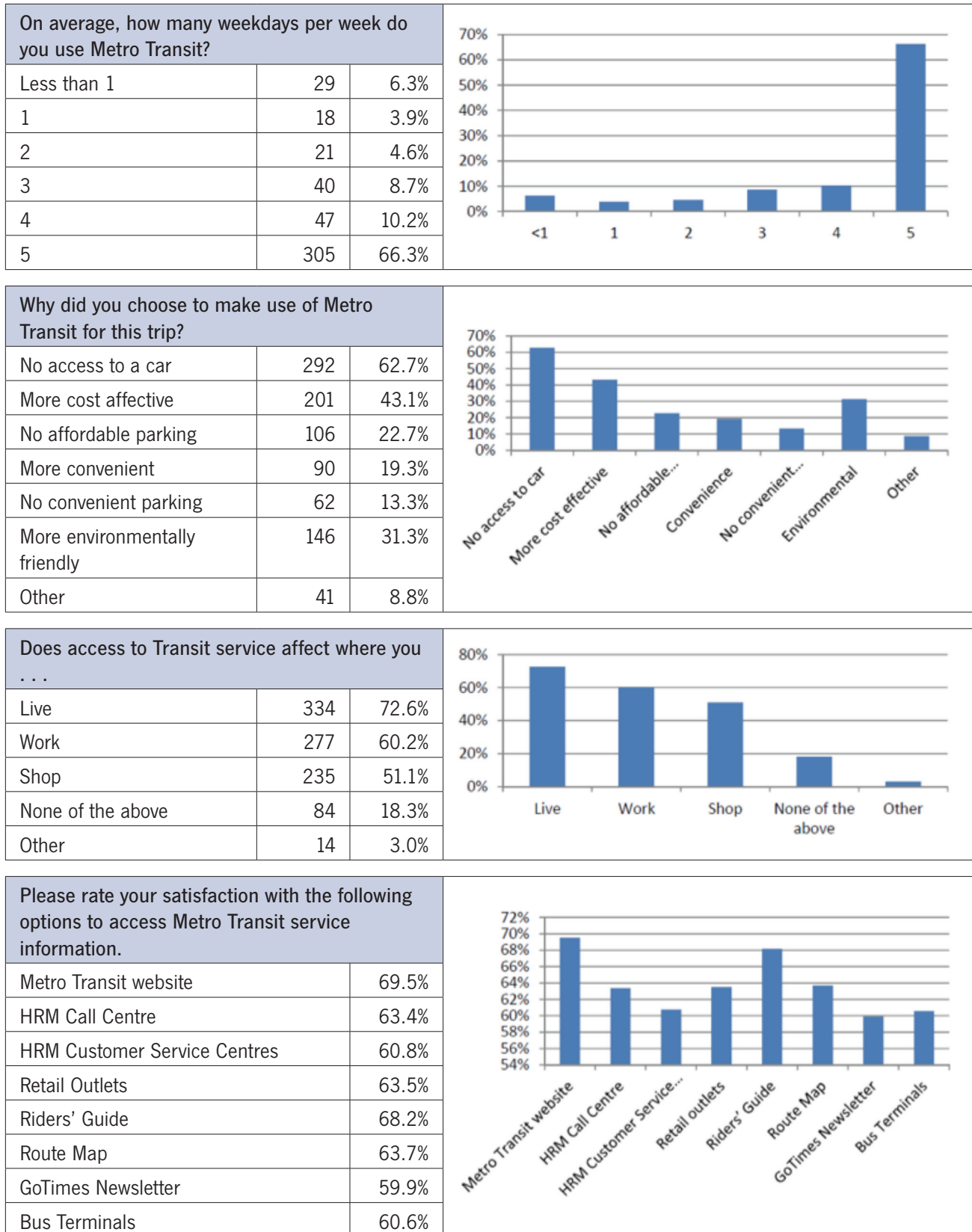


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Appendix D: Survey Results

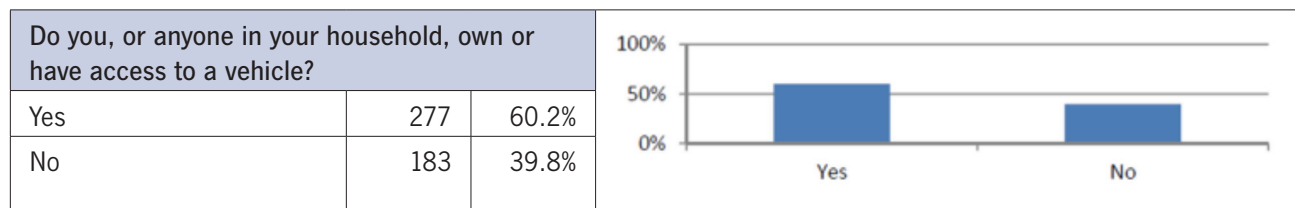
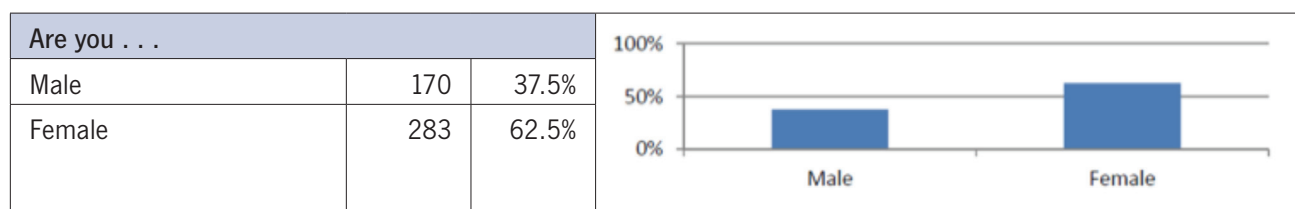
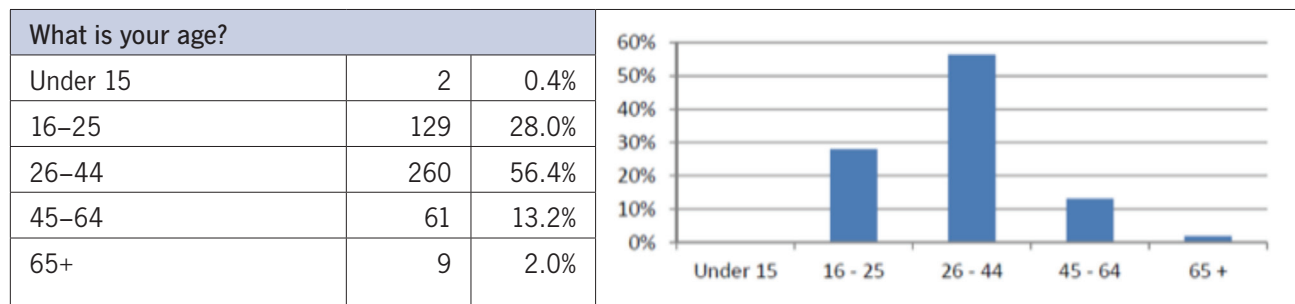
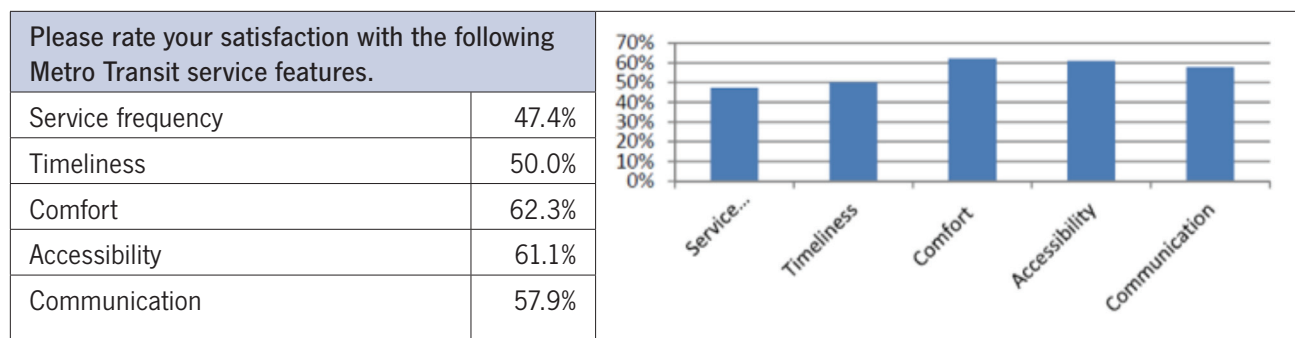


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Appendix D: Survey Results







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