



Halifax Regional Municipality

Metro Transit Annual Service Plan 2014-2015



Metro Transit

2014/15 Annual Service Plan Highlights

» Service Expansions

Woodside Ferry Service Expansion

Beginning in May Woodside ferry service will experience a significant service increase to better serve the growing communities in and around the Woodside Ferry Terminal.

- Peak service on weekdays will increase to 15 minutes (prior to May peak service was every 30 minutes)
- Off-peak service will begin on the Woodside route on a 30 minute rotation (prior to May off-peak service was not available)
- The service day on the Woodside ferry will be extended until 9 pm to provide evening travellers direct service between Woodside and Halifax (prior to May the Woodside ferry service day ended at 6 pm)

Conventional Service Expansion

- To better serve the expanded Woodside harbour ferry service, Routes 78 Mount Edward Urban Express and Route 79 Cole Harbour Urban Express will begin transporting passengers in May 2014. Route 78 will service Cole Harbour Place, through Woodlawn via Mount Edward Road and then express to the Woodside Ferry Terminal. Route 79 will service the Cole Harbour area and Portland Street and then express to the Woodside Ferry Terminal.
- Route 60 Eastern Passage will be expanded to provide service to the Woodside Ferry Terminal during the midday and evening.

Access-A-Bus

- Two new expansion buses will be added to the Access-A-Bus fleet to increase service to those who utilize the service.

» Service Reductions

- Route 165 Woodside MetroLink will be removed from service and its coverage will be replaced by the incoming Route 79 Cole Harbour Urban Express.

A complete listing of service adjustments is available on page 3 to 8 of the 2014-15 Annual Service Plan.

» Projects and Infrastructure

Christopher Stannix Ferry

The Christopher Stannix harbour ferry will go into service in May 2014. This vessel will be the fourth harbour ferry in operation and is the first ferry vessel to be received in over 25 years. An official public celebration of the receipt of the vessel will happen in May 2014.

Lacewood Transit Terminal

HRM Regional Council approved the site of the new Lacewood Transit Terminal in 2013 and the first phase of construction is now underway to clear and fill the site of the terminal. The new terminal will be located between the Canada Games Centre and the Mainland North Linear Parkway Trail. Some of the proposed features of the new terminal will include:

- Twelve bus bays, all large enough for articulated buses and layover space
- Employee lobby and washrooms
- Interior passenger waiting area and washroom
- Traffic signals at the intersection of Radcliffe Drive
- Accessibility features including tactile pads and strips, and accessible signage
- Passenger amenities including benches, shelters and bike racks

A complete listing of all upcoming projects and infrastructure is available on pages 9 to 14 of the 2014-15 Annual Service Plan.

» External Projects Impacting Service

MacDonald Bridge Redecking

Beginning in early 2015, the MacDonald Bridge will undergo a redecking project that is anticipated to take 18 months to complete. This project will require Metro Transit to set up significant detours on regular routes as well as additional shuttle service. Resources from five expansion buses received in 2014/15 will be used to mitigate service continuity issues related to the redecking project and the associated MacDonald Bridge closures.

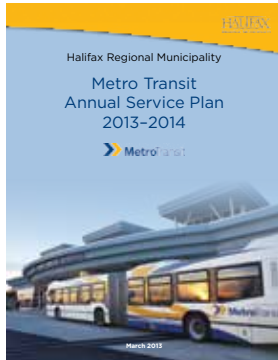
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Plan Summary

This Annual Service Plan (ASP) represents the fifth 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 2014/15, and reviews adjustments from 2013/14.



The 2013/14 ASP was approved by Halifax Regional Council in 2013 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

Metro Transit will deliver approximately 913,000 scheduled service hours in 2013/14, including 824,000 hours of fixed-route bus service, 8,700 hours of ferry service, and 80,400 hours of Access-A-Bus service. Highlights from the year include:

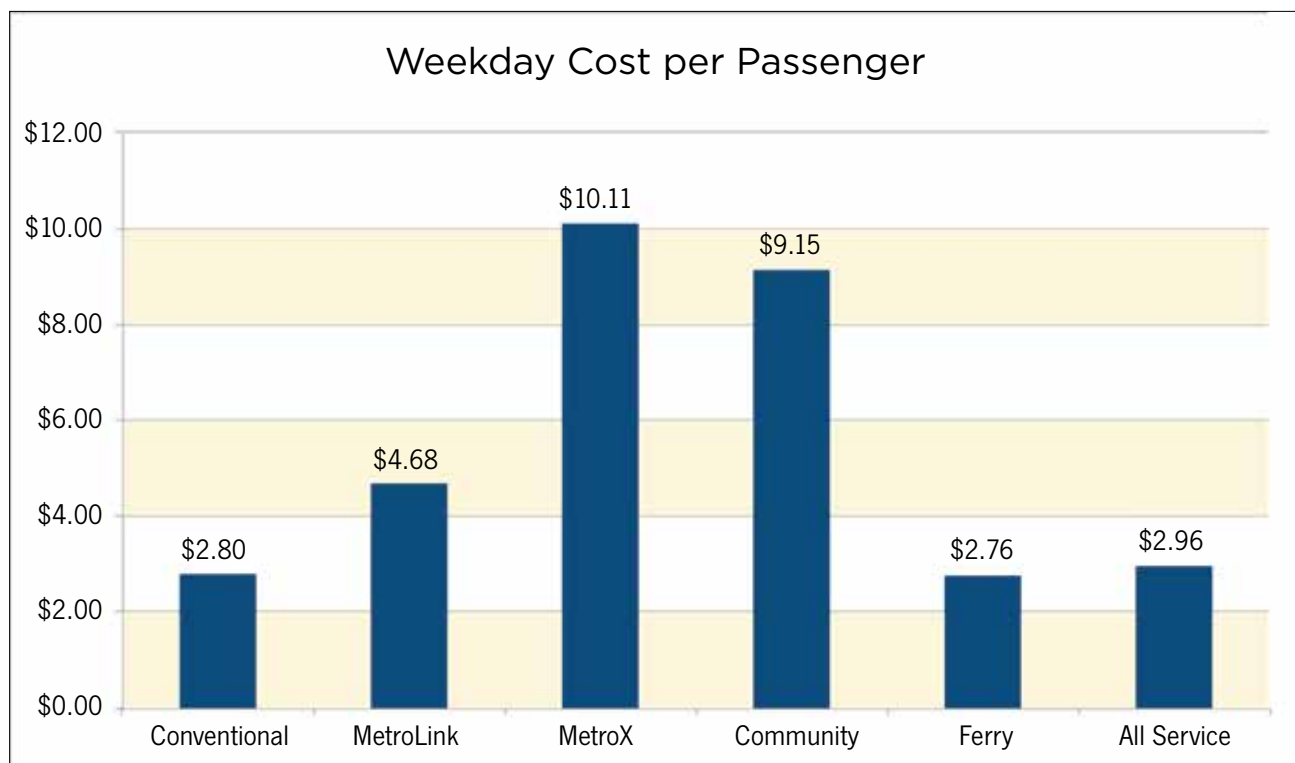
- MetroX Route 370 Porters Lake was introduced in November 2013.
- Highfield Terminal upgrades were completed January 2014.
- Average weekday daily passenger boardings increased by approximately 2% in 2013/14, from approximately 96,000 to approximately 98,000.
- Revenue ridership has increased 3% over the first nine months of the fiscal year.

Key Performance Indicators (KPI)

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

Key Performance Indicators	Division	12/13	13/14
Service Utilization (passengers per capita)	Bus & Ferry	61.12	64.36
Service Utilization (passengers per service hour)	Bus & Ferry	26.15	26.43
Amount of Service (service hours per capita)	Bus & Ferry	2.34	2.43
Cost Effectiveness (operating expense per passenger)	Bus & Ferry	\$4.03	\$4.08
Average Fare (passenger revenue per passenger)	Bus & Ferry	\$1.57	\$1.64
Financial (cost recovery)	Bus & Ferry	40%	41%
Financial (cost recovery)	All	38%	39%
Customer Service (requests addressed within standard)	All	77%	72%
Operational Customer Satisfaction (passenger survey)	All	61%	61%

Bus & Ferry does not include Access-A-Bus



Note: At the time of printing, year-end figures are not available for 2013/14. All figures in this document for 2013/14 are projections based on information to the end of December 2013.

Proposed Service Increases 2014-2015

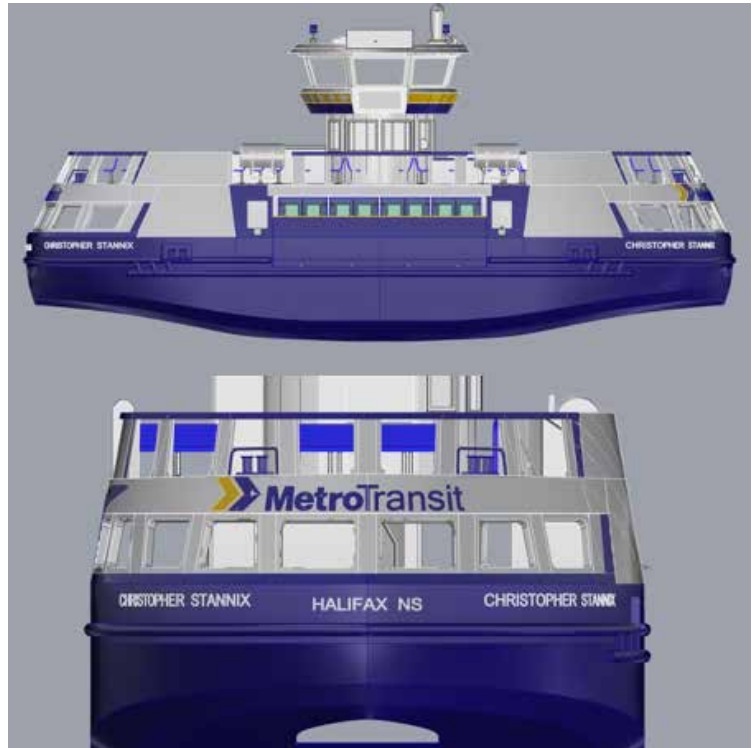
2014/15 Proposed Service Increases

Introduction

For the 2014/15 fiscal year, Metro Transit will be receiving five (5) new conventional expansion buses and 10 replacement buses. The new *Christopher Stannix* ferry will also be completed this year, which will allow significant service expansion on the Woodside Ferry route. Access-A-Bus will be receiving two (2) new expansion buses and four (4) replacement buses.

Service adjustments proposed for 2014/15 include:

- Woodside Ferry service expansion (approved in 2013/14 budget).
- New ALF Urban Express routes to Woodside Ferry Terminal (approved in 2013/14 budget).
- Opening of new Lacewood Terminal and related routing adjustments.
- Shuttle service and route detours to coincide with the MacDonald Bridge redecking project.



Accessible Low Floor Routes (ALF)

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

- Route 78 Mount Edward Urban Express (new route).
- Route 79 Cole Harbour Urban Express (new route).

MacDonald Bridge Redecking

Beginning in early 2015 the MacDonald Bridge will undergo a redecking project. This will require significant detours on regular routes as well as an additional shuttle service. Resources from the five expansion buses received in 2014/15 will be used to mitigate service continuity issues related to the MacDonald Bridge redecking project and associated closures of the MacDonald Bridge. After the re-decking is complete (currently slated for fall 2016), the buses used to mitigate the redecking challenges would be used either for service expansion or service maintenance, subject to Regional Council approval of the relevant Annual Service Plan. Further details would be provided in that Annual Service Plan.

Service Adjustments

Detailed Service Adjustment Costing

Route	Adjustment	Annual Hours	Annual Cost
Conventional Service			
78*	New Urban Express Route to service Woodside Ferry	3,767	\$246,017
79*	New Urban Express Route to service Woodside Ferry	3,767	\$233,264
Conventional Total		7,535	\$479,281

Route	Adjustment	Annual Hours	Annual Cost
MetroLink Service			
165*	Service will be removed, replaced by Route 79	(2,156)	(149,028)
MetroLink Total		(2,156)	(149,028)

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	\$274,166
Access-A-Bus Total		4,360	\$274,166

Grand Total		13,941	\$1,982,637
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*These adjustments were approved as part of the 2013/14 budget.

Conventional

Lacewood Terminal Replacement

- The **new Lacewood Terminal** is expected to open in winter of 2014/15; routing and schedule adjustments will be required to service the new terminal, located on Lacewood Drive opposite Radcliffe Drive. (See route maps in Appendix B).
- **Route 2 Wedgewood** – will travel along Radcliffe Drive and Lacewood Drive in either direction to access the new terminal.
- **Route 4 Rosedale** – will be removed from Radcliffe Drive and Dunbrack Street between Lacewood Drive and Farnham Gate Road. This will allow provision of two-way service along Parkland Drive and Farnham Gate Road.
- **Route 16 Parkland** – route start/end point will move to the new terminal.
- **Route 17 Saint Mary's** – route start/end point will move to the new terminal.
- **Route 18 Universities** – route start/end point will move to the new terminal.
- **Route 21 Timberlea** – will access new terminal, off-peak service route start/end point will move to the new terminal.
- **Route 31 Main Express** – route start/end point will move to the new terminal.
- **Route 33 Tantallon Express** – will travel along Radcliffe Drive and Lacewood Drive in either direction to access the new terminal.
- **Route 34 Glenbourne Express** – will travel along Radcliffe Drive and Lacewood Drive in either direction to access the new terminal.
- **Route 35 Parkland Express** – route start/end point will move to the new terminal.
- **Route 42 Dalhousie** – route start/end point will move to the new terminal.
- **Route 52 Crosstown** – will access new terminal.
- **Route 89 Bedford** – route start/end point will move to the new terminal.

Service Maintenance

- Several routes will undergo service maintenance, including schedule adherence, frequency increases, route adjustments, etc.

Route 57 Russell Lake

- Schedule adjustments to facilitate connections with the expanded Woodside Ferry service.

Route 60 Eastern Passage/Heritage Hills

- Schedule adjustments to address schedule adherence and to facilitate connections with the expanded Woodside Ferry service.

Route 63 Woodside

- Schedule adjustments to facilitate connections with the expanded Woodside Ferry service.

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.
- Approved in 2013/14 Budget.

New Route 79 Cole Harbour Urban Express

- New ALF Urban Express route to service the Cole Harbour area and Portland Street, then express to the Woodside Ferry Terminal. (See route map in Appendix B)
- Service to be implemented May 2014.
- Approved in 2013/14 Budget.

MetroLink

Route 165 Woodside

- Service will be removed. This service will be covered by the new Route 79 Cole Harbour Urban Express.

Ferry

Woodside Ferry

- Service expansion, weekday peak hour 15 minute frequency, off peak 30 minute frequency, end of service day extended.
- Last boat departs Woodside at 8:37 pm, and Halifax at 8:52 pm
- To be implemented May 2014.
- Approved in 2013/14 Budget.

Access-A-Bus

- Two new expansion buses will be added to the Access-A-Bus fleet.

Projects and Infrastructure 2014-2015

Projects and Infrastructure

Lacewood Terminal

On July 23rd, 2013, Regional Council unanimously approved the site of the new Lacewood Transit Terminal in Clayton Park, and the first phase of construction has begun. This includes working through the fall and winter of 2013/14 to clear and fill the site.

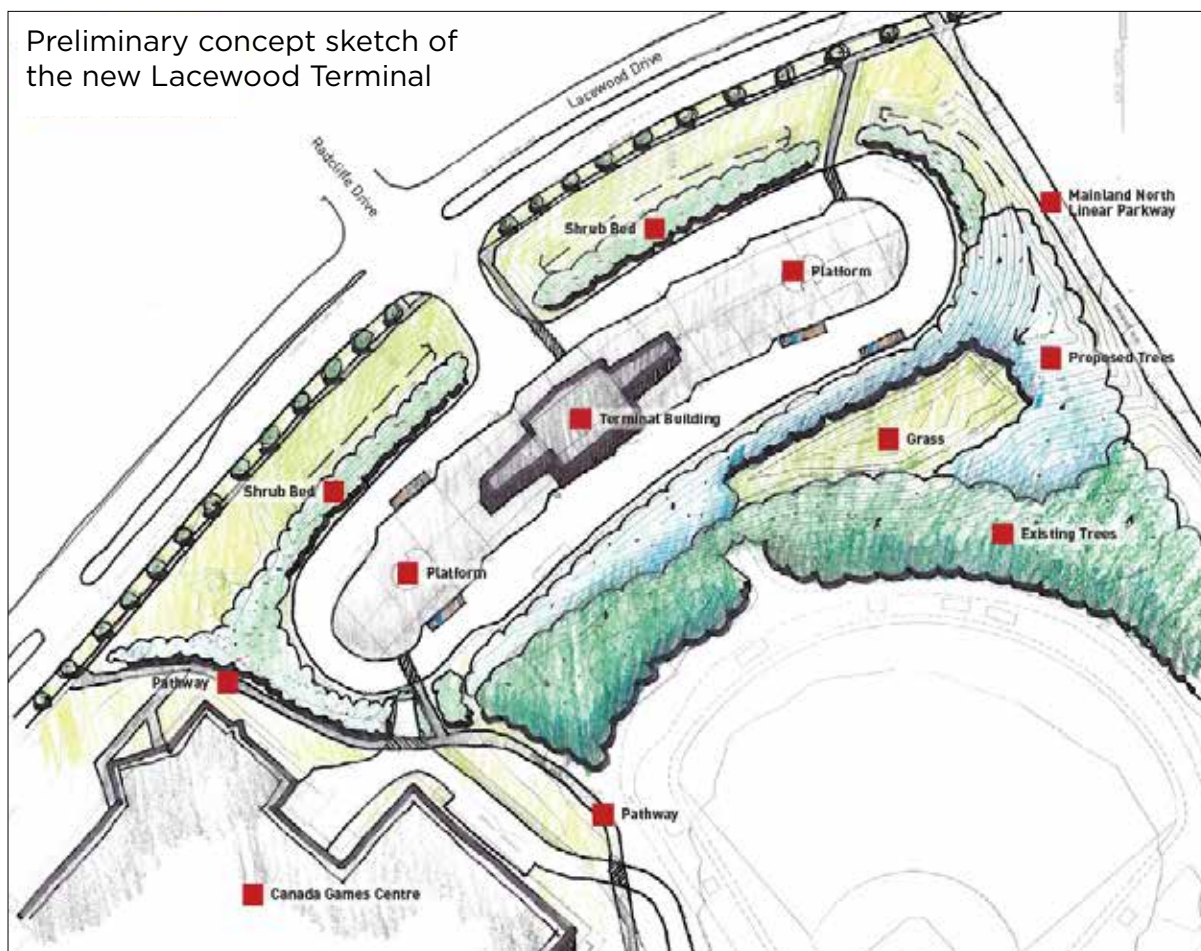
The new terminal will be located along Lacewood Drive, between the Canada Games Centre and the Mainland North Linear Parkway Trail. The entrance to the terminal will be directly across from Radcliffe Drive. A preliminary concept design has been prepared which includes:

- Twelve bus bays, all large enough for articulated buses, plus layover space
- An employee lobby and washrooms
- An interior passenger waiting area and washrooms
- Traffic signals at the intersection with Radcliffe Drive
- Accessibility features including tactile pads and strips, and accessible signage
- Passenger amenities including benches, shelters, bike racks, etc.

The new terminal will have high existing and potential transit ridership within walking distance, as well as strong active transportation connections. It will increase transit access to the Keshman Goodman Library, Canada Games Centre, baseball diamonds, Halifax West High School, Soccer Nova Scotia, and other recreational opportunities at the Mainland Common.

The second phase of construction will begin in the spring of 2014, and take approximately 8 to 10 months. It is expected that the new terminal will open in the winter of 2014/15.

Preliminary concept sketch of the new Lacewood Terminal



Lacewood Terminal Site, February 2014



CAD/AVL 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. Once complete, this technology will provide enhanced information and communication technologies to 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.

Christopher Stannix Passenger Ferry

Metro Transit's fourth passenger ferry will enter service in May 2014. This will be Metro Transit's first new ferry to be built since 1986. The vessel has been named Christopher Stannix to honour Master Corporal Christopher Stannix.

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

Commuter Rail Feasibility Study

In 2014/15, 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.

Alderney Ferry Terminal Renovation

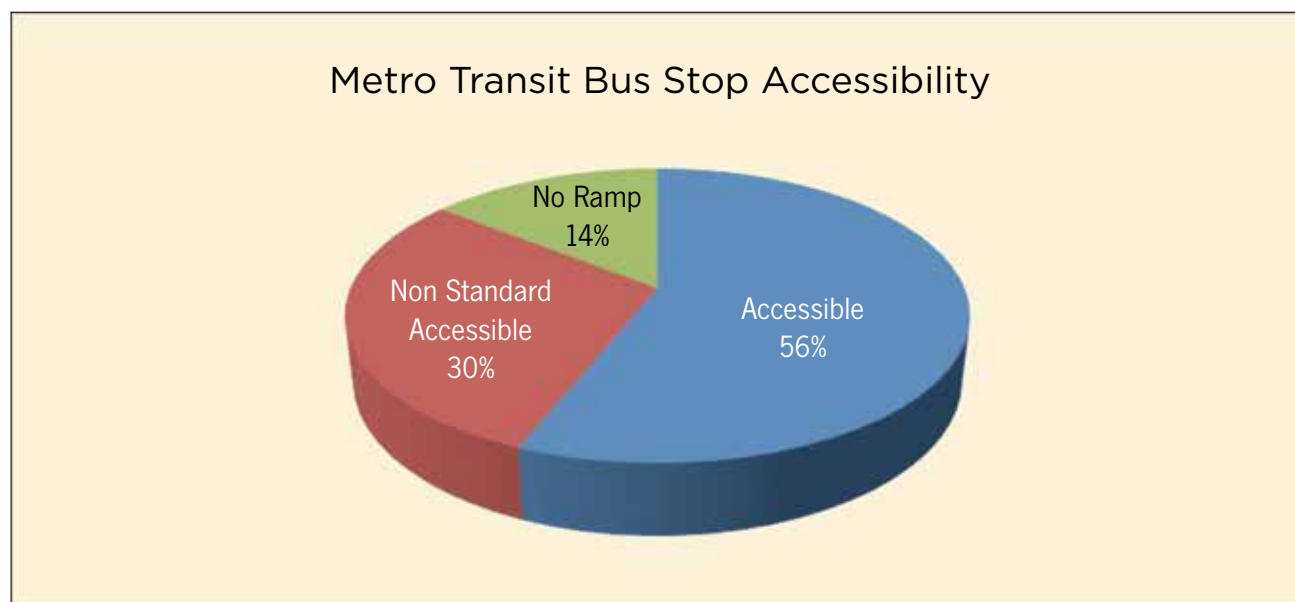
Upgrades to the Alderney Ferry Terminal in Dartmouth began on Monday, January 27th, 2014. Construction is expected to take approximately 16 weeks, during which time the passenger waiting area will be closed, and a temporary passenger waiting area will be established.

The upgrades will improve traffic flow, increase the attractiveness of the terminal space, and improve overall customer experience and satisfaction. The work includes:

- Construction of relocated and upgraded washrooms;
- Construction of the new main entrance vestibule, complete with the automatic sliding doors;
- Interior renovation of the passenger area, including new floor tiles, ceiling, lighting fixtures, furniture and display cabinets; and
- Renovating, upgrading and expanding the former escalator space (not currently in use), into new HRM office space.

Shelters and Accessible Pads

Metro Transit plans to install approximately 13 new expansion and replacement shelters throughout the system in 2014/15, as well as approximately 50–60 new and replacement concrete landing pads to improve accessibility and reduce the number of bus stops where the ramp cannot be deployed. The following chart illustrates bus stop accessibility throughout the transit system.



Note: Non-Standard Accessible stops do not meet Metro Transit's accessibility standard, the ramp can be deployed and used at the customer's risk. The majority of the No Ramp stops are located in areas without sidewalks and with narrow shoulders. Providing accessible infrastructure at many of these stops would be very challenging.

The Metro Transit Five Year Service Plan and the Metro Transit Moving Forward Together Plan

The Metro Transit Five Year Service Plan

On February 26, 2013, Regional Council initiated the development of the new five year service plan for Metro Transit, entitled *Moving Forward Together: The Metro Transit Five Year Service Plan*. At the time, it was anticipated that the planning process would take approximately one year to complete, and would include two rounds of public consultation.

Consultation by the Numbers

The following summarizes participation in the engagement process:

- 25 stakeholder groups participated in three stakeholder meetings
- 135 individuals participated in six public meetings
- 1,603 online surveys were completed

In order to provide an overall direction for the plan's development, in the first round of consultation which took place from August until October, participants were asked to think big and to tell Metro Transit how it should grow, expand, and prioritize investment for the next five years.

In order to engage as many people as possible, a diverse public engagement strategy was developed and heavily promoted in print ads, over the radio, through social media, in on-bus advertisements, and through a direct mail-out to each unique address in HRM.

Due to the diversity of engagement opportunities, participants represented all districts in HRM, and approximately one quarter of online survey participants were not regular transit users.

Consultation Findings

All participants were asked to provide feedback on four key themes. The following summarizes the overall findings of the public and stakeholder consultation:

What should the Goal of the network be?

The first theme asked participants what they thought the goal of the Metro Transit network should be: should it focus on high-ridership, high efficiency services, or should its goal instead to provide some service to as many urban or suburban neighbourhoods as possible, regardless of ridership.

This discussion demonstrated that diverse opinions exist about why public transit is important to HRM. Overall, participants indicated that a shift towards higher ridership services should be the priority in the next five years, however there was some recognition of the importance of routes that have lower ridership. The support for an increased focus on higher ridership services is consistent with the findings of the Office of the Auditor General's Report entitled *A Systems-Level Performance Review of Metro Transit's Service Delivery*. Completed in July 2013, the report stated the following: "It is the view of the OAG the definition of success for Metro Transit should amend to focus on increased ridership which would result in additional revenue."

While there was some discussion about the importance of low ridership routes in less dense areas, the majority of participants who felt low ridership services were important were focused on maintaining or increasing key services in the off-peak periods.

What role should transfers play in the Metro Transit network?

The second theme asked how users to think about how the transit network should be structured: Should transfers play an important role in the transit network, or was it more important to offer as many people as possible single-seat trips?

Across all public engagement activities, participants indicated strong support for increasing the role of transfers in the Metro Transit network if it resulted in shorter, more reliable and frequent routes. This support was contingent on the following conditions being met:

- The frequency of connecting transit services is high;
- The use of transfers make the total trip time faster;
- There is appropriate infrastructure so that passengers are comfortable while waiting for their transfer; and
- Service is reliable so that connections are not missed.

How should resources be split between maintaining the existing network and increasing service?

The third theme asked participants to prioritize Metro Transit's investments in the next five years. Should the focus be on maintaining the quality of service on the existing network, or on providing new services?

Participants consistently indicated that both the maintenance of existing service and the introduction of new service were important, although many agreed that there should be slightly more emphasis on improving the reliability of the existing service.

What role should Transit Priority Measures (TPMs) play in the Metro Transit network?

The last theme asked participants under what conditions would Transit Priority Measures (TPMs) be acceptable.

- Overall, there was strong support for the implementation of Transit Priority Measures, but many noted that each situation must be carefully considered to ensure that the right measure is implemented in the right location. Both regular transit users and non-transit users agreed that TPMs play a key role in increasing the reliability of transit, and in making it more attractive and user-friendly.

From a Five Year Horizon to a Broader System Review

The results of the first round of public consultation provided Metro Transit with an opportunity to pursue significant improvements to HRM's existing transit network, and on January 14th, 2014, Regional Council approved an expansion in the scope of the Metro Transit Five Year Service Plan to include a thorough review of the entire transit network. In addition, Regional Council also endorsed four principles called the "Moving Forward Principles" which will be used to guide the development of the draft plan. These principles are:

1. Increase the proportion of resources allocated towards high ridership services
2. Build a simplified transfer based system
3. Invest in service quality and reliability
4. Give transit increased priority in the transportation network

Given the significant change in scope, it is anticipated that a draft plan will be available in the fall of 2014 at which point the second round of public consultation will take place. Although the draft network and service plan proposed may have some of the same features and characteristics of the existing network, it is likely that substantial changes will be proposed. This could result in a transit network that is significantly different than the current system in terms of the number of routes, length and frequency of routes, coverage area, and service types. In order to reflect the changing scope of work and the lengthening plan horizon, the project will no longer be called *Moving Forward Together: The Metro Transit Five Year Service Plan*, it will instead be called *The Moving Forward Together Plan*.

Although still tentative, the following schedule outlines the project timeline.

Stage of Plan Development	Approximate Timeline
Draft Plan complete	October 2014
Stage II Consultation	October/November 2014
Final Plan Submitted to Regional Council	April 2015
Plan Implementation	Fall 2016

Review of 2013–2014

Review of 2013/14

Introduction

2013/14 was the fourth year of implementation of Metro Transit's Five-Year Strategic Operations Plan, and the fourth year an Annual Service plan was produced. The year saw several additions to service and infrastructure including:

- Upgrades to Highfield Terminal were completed on January 20, 2014. Features include a longer and wider passenger platform, on site digital display of route information, outside seating and shelters for passengers, bike racks, and enhanced accessibility features.
- The new MetroX Route 370 Porters Lake was introduced in November 2013. This route provides direct service from a newly constructed Park and Ride lot in Porters Lake, to the Bridge Terminal in Dartmouth, and Scotia Square in Downtown Halifax.
- Service maintenance has added frequency and span of service to many routes throughout the network as well as improvements to schedule adherence.



Accessible Low Floor Routes (ALF)

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

- Route 10 Dalhousie
- Route 59 Colby
- Route 68 Cherry Brook
- Route 370 Porters Lake MetroX (new service)

Service Adjustments

Conventional

Service Maintenance

- Several routes had trips added to increase frequency and address overload issues. (Including routes 1, 7, 10, 14/61, 80)
- Several routes had minor schedule adjustments to address schedule adherence or to improve connections.
- Several routes had earlier AM trips and/or later PM trips added to increase span of service on Saturdays, Sundays and holidays (including routes 1, 2, 4, 7, 9, 10, 14, 20, 52, 58, 59, 61, 68, 80, 87)

Route 1 Spring Garden

- Saturday service frequency increased to every 15 minutes. Additional late night trips added.
- Sunday service frequency increased to every 15 minutes until approximately 7:30 pm

Route 7 Robie

- Weekday service frequency increased to every 15 minutes until approximately 6 pm, and every 20 minutes to the end of the service day.
- Saturday and Sunday/Holiday service frequency increased to every 20 minutes.

Route 8 Waterfront

- Removed all service.

Route 10 Dalhousie

- Select trips now end at MicMac Terminal, allowing an increase in weekday afternoon frequency between Dalhousie and MicMac.
- Schedule adjustments to improve schedule adherence.

Route 20 Herring Cove

- Services downtown on Sundays.

Route 52 Crosstown

- Routing adjustment to access Highfield Terminal, travelling along Primrose, Robert Burns and through Highfield Terminal.

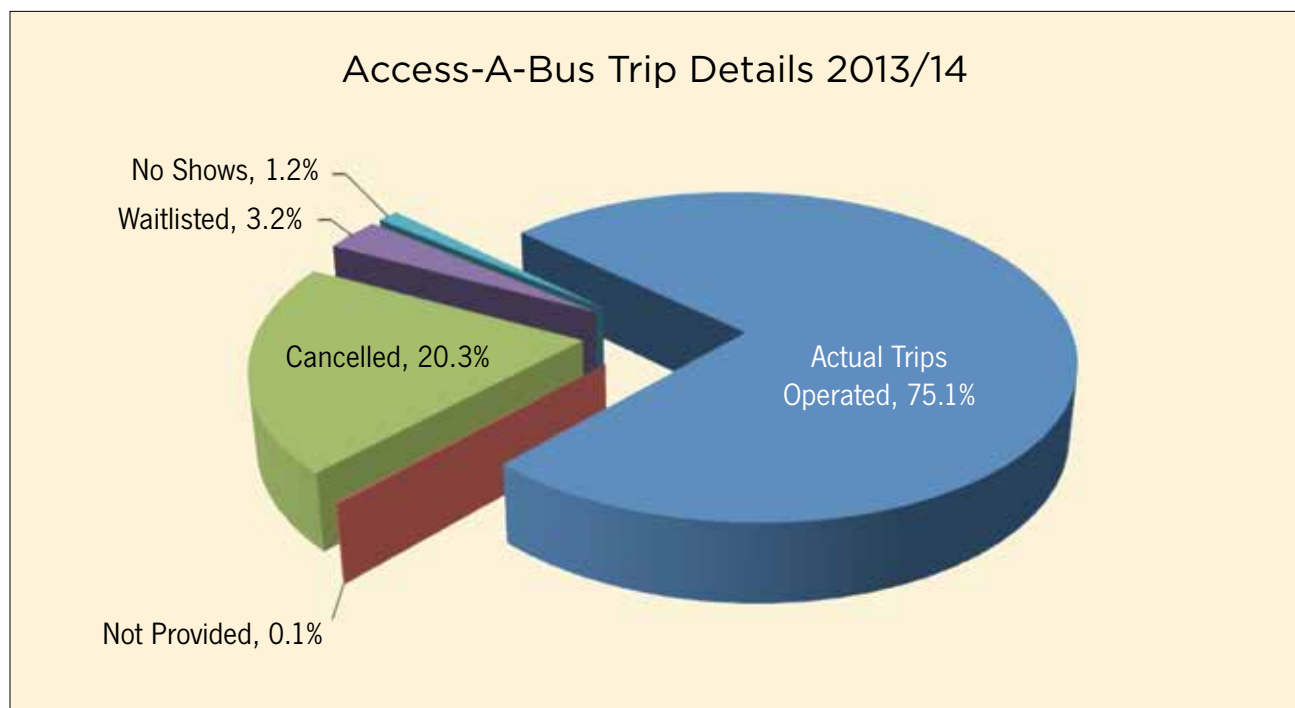
MetroX

Route 370 Porters Lake

- New express route servicing a Park and Ride lot at Exit 20 off Highway 107 in Porters Lake, the Bridge Terminal in Dartmouth, and Scotia Square in downtown Halifax.

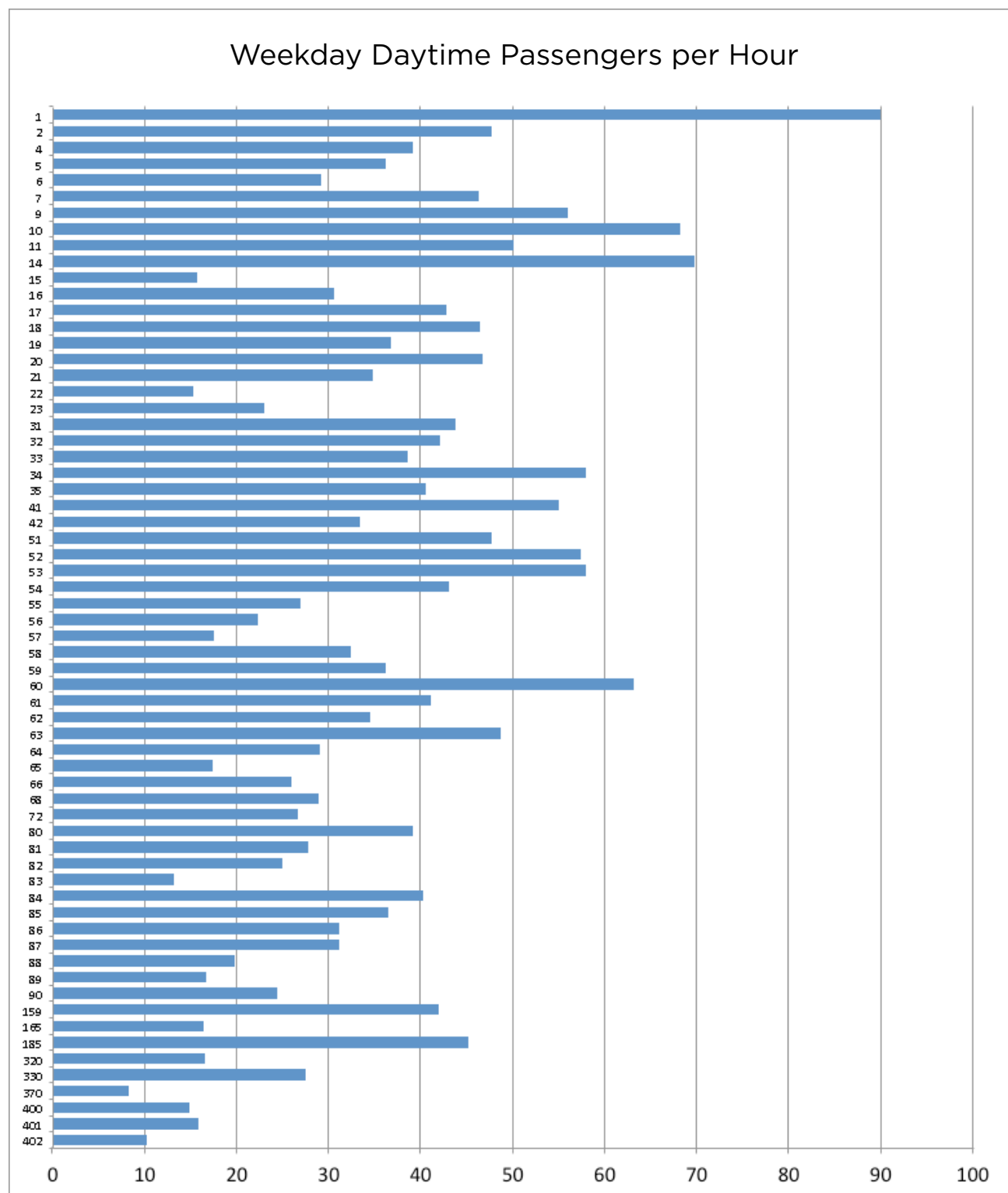
Access-A-Bus

Below is a chart detailing trip requests for Access-A-Bus in 2013/14. Metro Transit expects to receive approximately 190,000 trip requests this year, with a 75% activation rate.

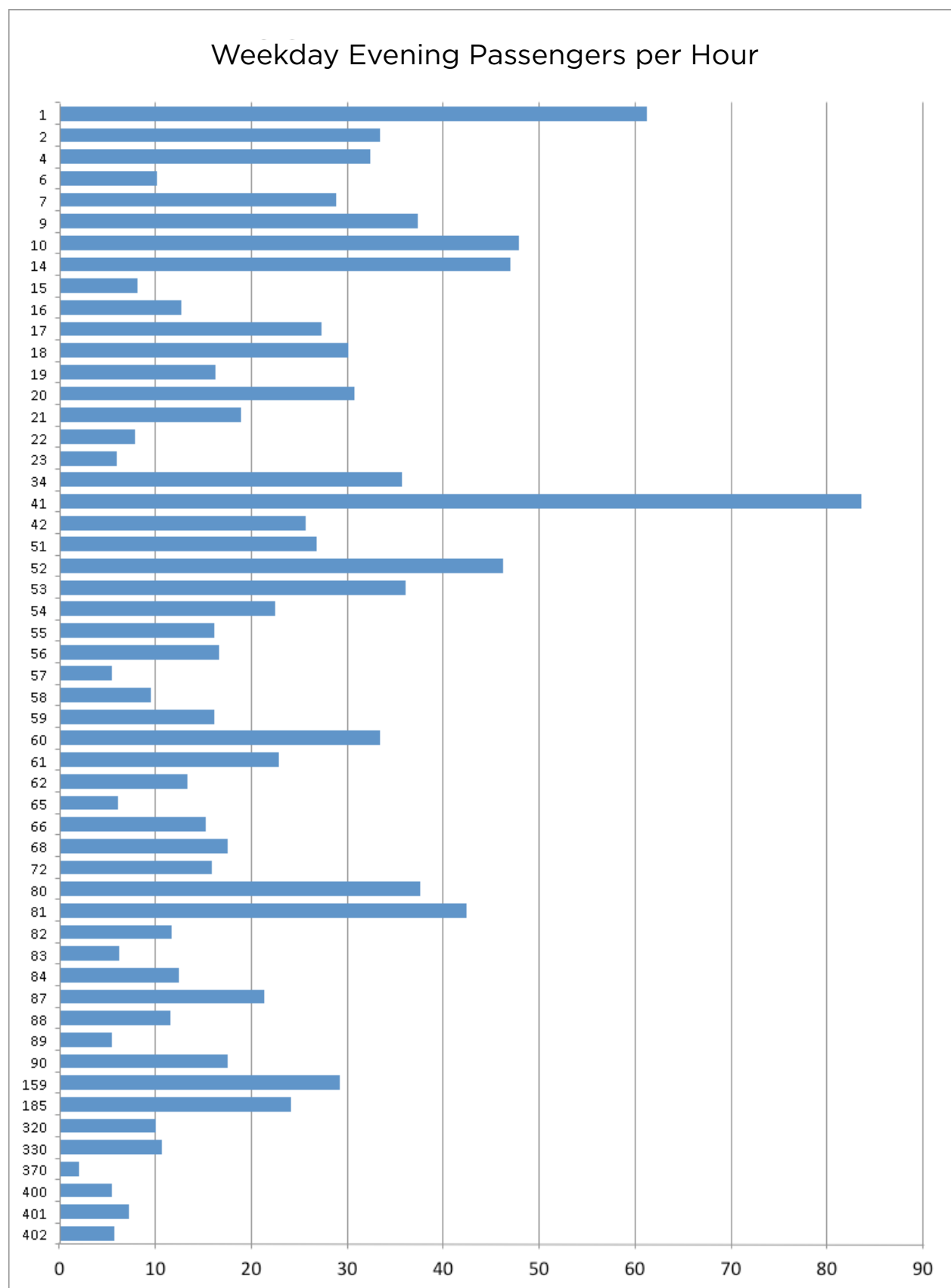


2013/14 Weekday Passengers per Hour

The following charts represent the 2013/14 passengers per hour based on the fall 2013 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 6:00am to 6:00pm, evening represents 6:00pm to end of the service day.



Express Routes 31, 32, 33, 34, 35, 84, 85, 86, 159, 165, 185, 320, 330 and 370 are measured in the peak direction only.



Express Routes 31, 32, 33, 34, 35, 84, 85, 86, 159, 165, 185, 320, 330 and 370 are measured in the peak direction only.

Daily Terminal Usage

Terminal	Passenger Boardings	Passenger Deboardings	Total Passenger Activity
Bridge	9,648	9,968	19,616
Scotia Square	6,606	5,801	12,407
Mumford	5,028	4,731	9,759
Lacewood	2,045	1,934	3,979
Portland Hills	1,572	1,464	3,036
Mic Mac Mall	1,425	1,407	2,832
Cobequid	1,106	1,073	2,179
Alderney	1,312	831	2,143
Penhorn	1,018	1,093	2,111
Sackville	998	973	1,971
Tacoma Centre	457	338	795
Water Street (Bus)	568	198	766
Woodside Ferry (Bus)	160	86	246
Highfield	Terminal under construction during passenger count.		
Total	31,943	29,897	61,840

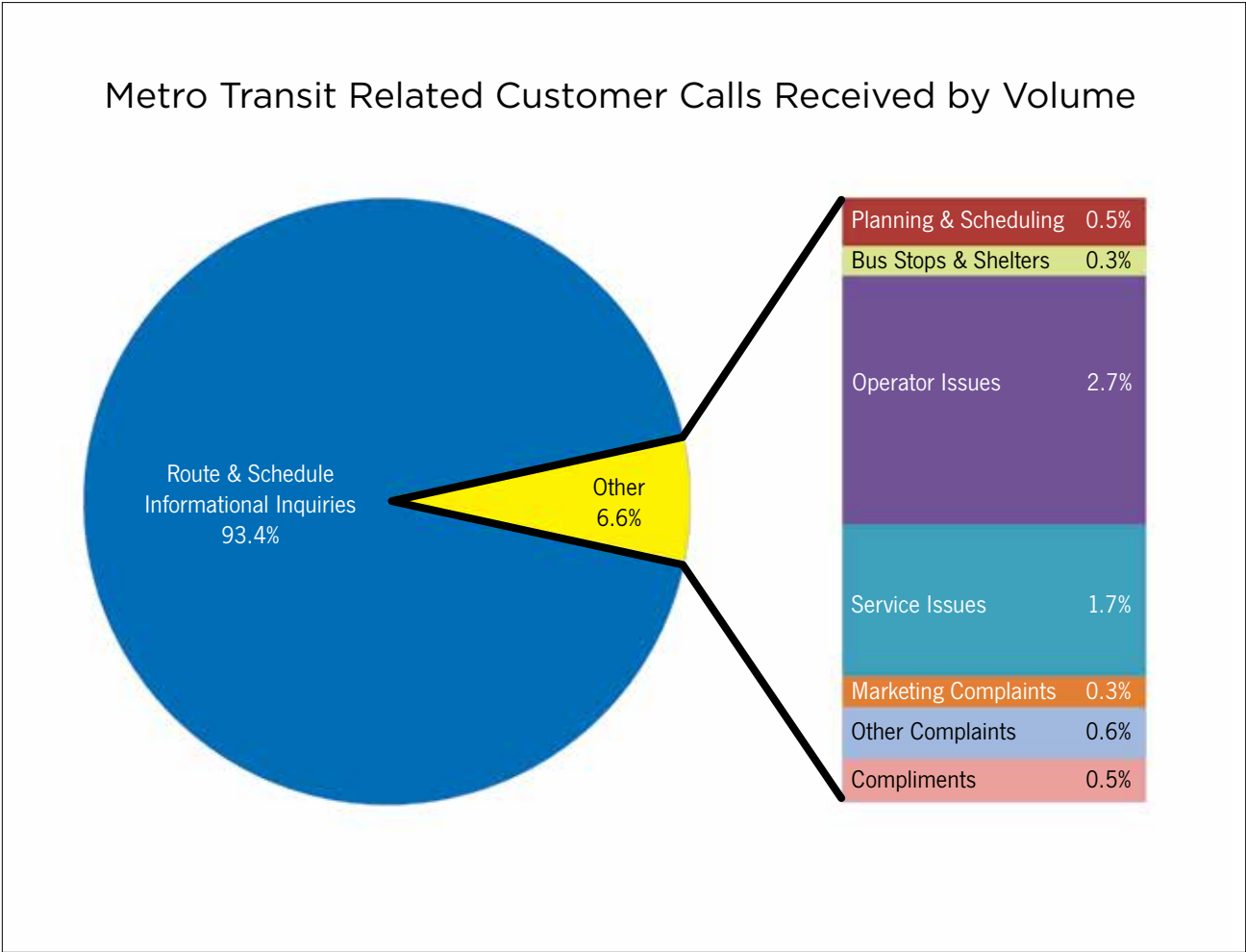
Daily Park & Ride Lot Usage

Location	Daily Vehicle Usage	Capacity	Usage
Sackville Terminal	385	385	100%
Woodside Ferry	300	300	100%
Portland Hills Terminal	224	230	97%
Hubley Centre	163	185	88%
Cobequid Terminal	110	110	100%
Fall River	90	90	100%
Alderney Terminal	80	110	73%
Porters Lake	52	132	39%
Sheldrake Lake	42	48	88%
Bridge Terminal	40	50	80%
Downsview	32	40	80%
Maybank Field	30	30	100%
Mumford Terminal	10	30	33%
Centennial Arena	0	30	0%
Exhibition Park	0	50	0%
Total	1,558	1,820	86%

Marketing and Customer Satisfaction

Customer Service

The HRM Call Centre will receive approximately 150,000 customer calls relating to Metro Transit during 2013/14, representing approximately 35% of their total call volume. The majority of these calls, 93% are related to route and schedule inquiries. The remaining 7% 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 12,000 followers. Customers can find news and updates regarding transit service by visiting: twitter.com/hfxtransit

Customer Survey

Metro Transit conducts an online Annual Passenger survey each fall. Full results for this survey along with other surveys conducted in 2013/14 can be found in Appendix D.

Projects and Infrastructure 2013-2014

Projects and Infrastructure 2013-2014

Highfield Transit Terminal

The Metro Transit Highfield Terminal has been completely upgraded! This project included resurfacing and rebuilding the entire terminal from the ground up. This important initiative was undertaken to improve the employee and passenger experience at the terminal, and was necessary to maintain HRM's transit infrastructure in a state of good repair. The construction of the upgraded terminal began in early July 2013, and was completed on January 20, 2014.

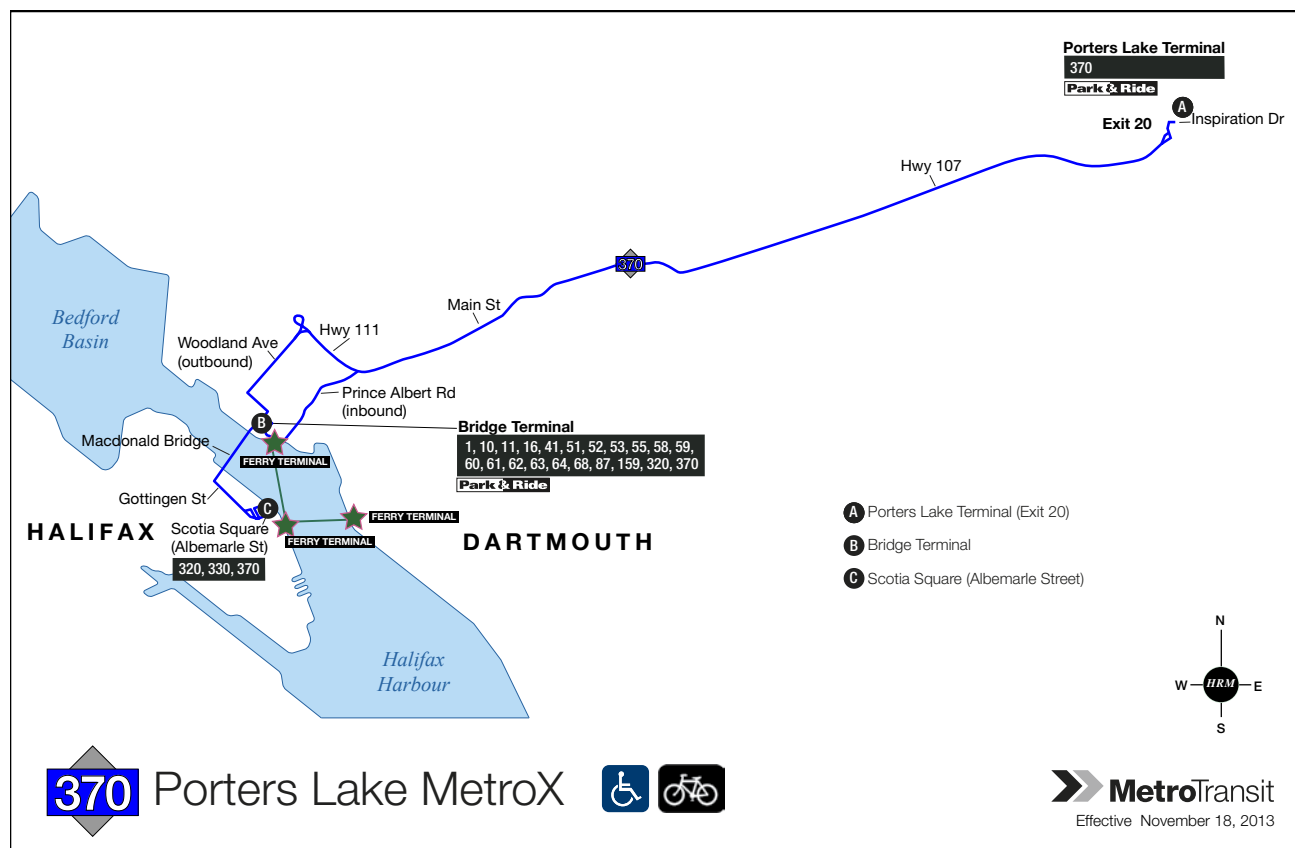
The Highfield Terminal now has a small service building containing an employee washroom and lobby, a larger passenger platform, a 39 inch display screen with transit information for passenger viewing, and outdoor seating incorporated into the building design. Four individual bike racks, two passenger shelters and landscaping was also included as part of this upgrade in order to improve passenger experience, as well as security cameras, new lighting, signage and accessibility features. The objective was to create a more welcoming, safe, and accessible environment for existing passengers and staff, as well as to encourage more residents to make use of the terminal and sustainable transportation options.



The newly upgraded Highfield Terminal opened on January 20, 2014.

Porters Lake Park and Ride

Porters Lake MetroX Route 370 began service on November 18, 2013. The new rural commuter express route offers direct, limited stop service to residents of Porters Lake and the surrounding area. To accommodate this service, a new Park & Ride lot was constructed at 21 Inspiration Drive in Porters Lake (Exit 20 off Highway 107). Located next to the local elementary school and recreation centre, the new Park & Ride lot includes a bike rack, shelter, and parking for over 130 vehicles.



Ragged Lake Transit Centre Expansion

The Ragged Lake Transit Centre was designed and built with expansion capability to accommodate Metro Transit's growing fleet. In 2013, the Operations Centre at 80 Grassy Lake Drive underwent an expansion that added 19,316 square feet of vehicle storage, which increased the lines of vehicle storage from 16 lines to 20 lines. The Service Centre at 110 Grassy Lake Drive was expanded by 6 bays, or approximately 7,800 square feet. The project was completed by the end of 2013.



The Ragged Lake Transit Facility is the first municipally owned HRM building to achieve LEED Gold Certification. The Leadership in Energy and Environmental Design LEED Canada Rating systems are promoted by the Canada Green Building Council (CGBC) to encourage and facilitate the development of more sustainable buildings.

Bridge Terminal Historic Panels

Six new historic panels were installed at the Bridge Terminal. There are two sets of three panels; one set highlights the history of transit services in the municipality, and the other set highlights the history of the Dartmouth Common. The Bridge Terminal rests on the Dartmouth Common, which is provincially protected public land, and both pieces endeavour to respect the important part that both transit services and common lands play to the day-to-day lives of residents of the municipality past, present and future.

Local historians played a crucial role in providing the images and context that went into these displays. Historians Paul Leger and Don Artz were involved in the development of the three transit related panels, while Colette Bishop-Greene researched the Dartmouth Commons piece and the Dartmouth Heritage Museum provided images for the displays.



Shelters and Landing Pads

Metro Transit installed 6 shelters at new locations, and replaced 6 existing shelters in 2013/14, as well as 53 new concrete landing pads to improve accessibility.

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	
		12/13	13/14	12/13	13/14	Daytime	Evening
1	Core	10,817	11,855	144	144	90	61
2	Core	2,840	2,705	58	60	48	33
4	Core	2,528	2,261	58	60	39	32
5	Local	119	129	3	4	36	-
6	Local	661	643	25	27	29	10
7	Core	3,762	4,541	74	108	46	29
9	Core	2,349	2,543	46	48	56	37
10	Core	6,183	6,129	93	96	68	48
11	Local	133	117	2	2	50	-
14	Core	3,778	4,084	63	63	70	47
15	Local	212	218	15	15	16	8
16	Local	1,261	1,214	39	44	31	13
17	Core	1,567	1,528	35	36	43	27
18	Core	2,334	2,317	55	56	46	30
19	Local	1,146	1,056	30	32	37	16
20	Core	3,034	3,463	83	82	47	31
21	Local	1,479	1,259	40	40	35	19
22	Local	423	460	35	36	15	8
23	Local	378	383	18	18	23	6
31	Urban Express	266	282	6	6	44	-
32	Urban Express	598	558	12	13	42	-
33	Urban Express	211	189	7	7	39	-
34	Urban Express	748	710	13	13	58	36
35	Urban Express	381	328	7	8	41	-
41	Local	1,687	1,691	30	30	55	84
42	Local	1,235	1,164	34	35	33	26
51	Core	1,141	1,091	25	25	48	27
52	Core	5,928	6,567	18	119	57	46
53	Core	1,333	1,348	24	25	58	36
54	Local	869	865	21	22	43	22
55	Local	444	541	21	22	27	16
56	Local	662	644	29	31	22	17
57	Local	574	545	34	36	18	5
58	Local	892	765	27	28	32	10
59	Core	2,255	2,152	73	73	36	16

Weekday Route Performance Summary continued on next page

Weekday Route Performance Summary (continued)

Route	Classification	Daily Passenger Boardings		Daily Service Hours		Passengers per Hour	
		12/13	13/14	12/13	13/14	Daytime	Evening
60	Core	3,234	3,496	60	62	63	33
61	Core	2,678	2,903	73	77	41	23
62	Local	971	893	31	31	35	13
63	Local	1,047	906	19	19	49	-
64	Local	390	282	8	10	29	-
65	Local	297	257	17	17	17	6
66	Local	1,498	1,445	62	62	26	15
68	Local	1,451	1,332	46	49	29	18
72	Local	1,227	1,106	45	45	27	16
80	Core	4,787	4,571	111	118	39	38
81	Local	1,449	1,424	47	49	28	42
82	Local	1,104	1,109	45	46	25	12
83	Local	157	159	12	13	13	6
84	Urban Express	1,128	1,110	28	28	40	12
85	Urban Express	156	155	4	4	36	-
86	Urban Express	150	145	4	5	31	-
87	Core	1,294	1,282	43	44	31	21
88	Local	85	89	5	5	20	12
89	Local	372	397	23	24	17	6
90	Local	1,008	1,050	41	46	24	18
159	MetroLink	1,123	1,024	37	39	42	29
165	MetroLink	67	63	5	8	16	-
185	MetroLink	1,388	1,346	41	47	45	24
320	MetroX	387	595	50	52	17	10
330	MetroX	484	481	22	21	28	11
370	MetroX	0	119	0	17	8	2
400	Comm.—Rural	208	172	13	13	15	6
401	Comm.—Rural	117	158	11	11	16	7
402	Comm.—Rural	80	90	10	10	10	6
Ald	Ferry	2,068	2,090	22	24	161	43
WS	Ferry	1,432	1,365	7	7	352	103

Urban Express, MetroLink, MetroX and Ferry routes are subject to passenger per hour service standards only in the peak travel direction as outlined in the table in Appendix C.

Ferry ridership is now calculated using average daily counts, 12/13 figures in this document will differ from those in the 2013/14 Annual Service Plan.

Weekday Route Performance Comparison

Route	Classification	Passengers per Hour				Cost Recovery			
		Daytime		Evening		Daytime		Evening	
		12/13	13/14	12/13	13/14	12/13	13/14	12/13	13/14
1	Core	80	90	62	61	92%	96%	71%	65%
2	Core	51	48	40	33	57%	51%	44%	36%
4	Core	45	39	36	32	51%	42%	41%	35%
5	Local	35	36	-	-	30%	26%	-	-
6	Local	31	29	14	10	32%	30%	14%	10%
7	Core	56	46	35	29	62%	48%	38%	30%
9	Core	54	56	38	37	56%	56%	40%	37%
10	Core	70	68	55	48	72%	69%	57%	48%
11	Local	87	50	-	-	59%	35%	-	-
14	Core	65	70	39	47	76%	74%	45%	50%
15	Local	15	16	10	8	16%	16%	10%	8%
16	Local	37	31	15	13	39%	29%	16%	12%
17	Core	45	43	34	27	50%	47%	38%	30%
18	Core	47	46	33	30	49%	46%	35%	30%
19	Local	43	37	21	16	42%	37%	21%	16%
20	Core	41	47	26	31	44%	47%	28%	31%
21	Local	42	35	17	19	40%	32%	16%	18%
22	Local	14	15	7	8	17%	17%	9%	9%
23	Local	23	23	7	6	25%	24%	7%	6%
31	Urban Express	43	44	-	-	35%	36%	-	-
32	Urban Express	51	42	-	-	41%	31%	-	-
33	Urban Express	40	39	-	-	35%	29%	2%	-
34	Urban Express	62	58	27	36	48%	44%	21%	27%
35	Urban Express	56	41	-	-	43%	34%	-	-
41	Local	56	55	70	84	94%	66%	121%	101%
42	Local	38	33	13	26	67%	41%	22%	31%
51	Core	51	48	27	27	58%	48%	30%	27%
52	Core	60	57	39	46	66%	61%	43%	49%
53	Core	58	58	42	36	56%	55%	41%	34%
54	Local	46	43	19	22	49%	43%	20%	23%
55	Local	25	27	10	16	27%	27%	11%	16%
56	Local	24	22	19	17	24%	22%	20%	16%
57	Local	20	18	6	5	21%	18%	6%	6%
58	Local	38	32	14	10	35%	34%	13%	10%
59	Core	39	36	16	16	44%	35%	18%	15%
60	Core	61	63	32	33	67%	67%	36%	35%

Weekday Route Performance Comparison continued on next page

Weekday Route Performance Comparison (continued)

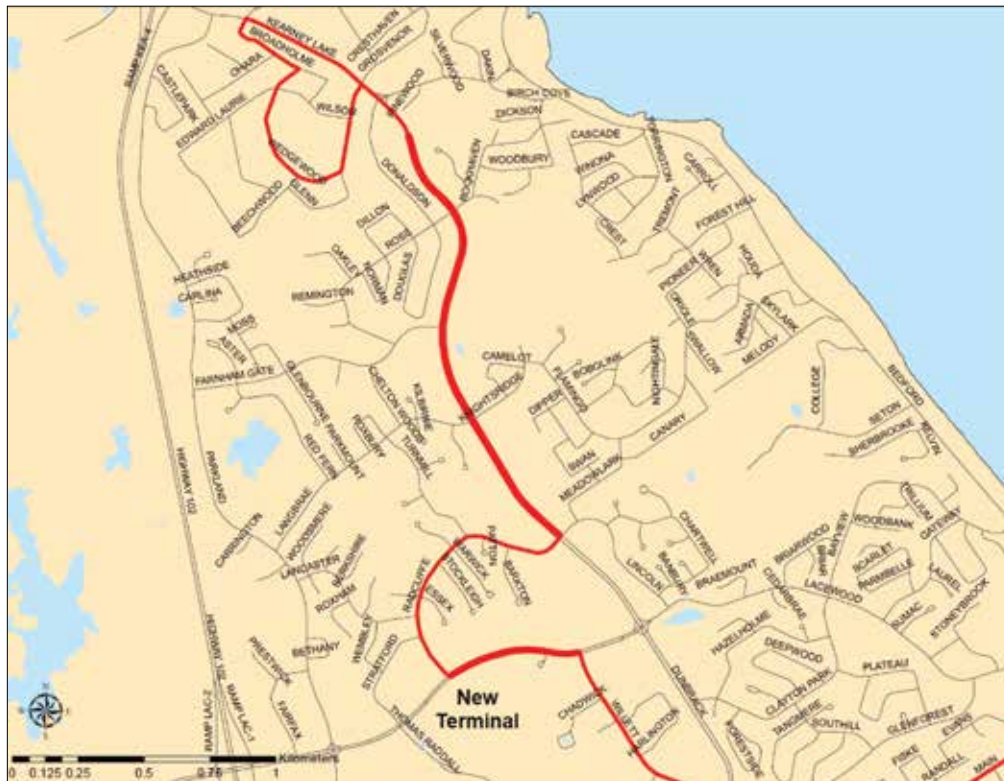
Route	Classification	Passengers per Hour				Cost Recovery			
		Daytime		Evening		Daytime		Evening	
		12/13	13/14	12/13	13/14	12/13	13/14	12/13	13/14
61	Core	41	41	19	23	46%	42%	21%	23%
62	Local	38	35	13	13	39%	34%	13%	13%
63	Local	56	49	-	-	66%	58%	-	-
64	Local	51	29	-	-	52%	30%	-	-
65	Local	20	17	10	6	22%	17%	11%	6%
66	Local	28	26	12	15	31%	26%	13%	15%
68	Local	34	29	21	18	34%	30%	21%	18%
72	Local	29	27	19	16	33%	28%	21%	17%
80	Core	45	39	34	38	48%	39%	36%	38%
81	Local	29	28	50	42	35%	30%	62%	46%
82	Local	25	25	14	12	24%	23%	13%	11%
83	Local	14	13	6	6	13%	13%	5%	6%
84	Urban Express	41	40	19	12	35%	31%	16%	10%
85	Urban Express	38	36	-	-	34%	30%	-	-
86	Urban Express	36	31	-	-	33%	30%	-	-
87	Core	32	31	19	21	34%	30%	20%	21%
88	Local	20	20	7	12	21%	21%	8%	12%
89	Local	16	17	1	6	19%	19%	1%	6%
90	Local	27	24	14	18	27%	25%	14%	18%
159	MetroLink	49	42	18	29	49%	25%	18%	31%
165	MetroLink	24	16	-	-	11%	12%	-	-
185	MetroLink	59	45	16	24	54%	50%	16%	25%
320	MetroX	13	17	3	10	27%	27%	9%	16%
330	MetroX	26	28	12	11	43%	37%	22%	17%
370	MetroX	-	8	-	2	-	10%	-	3%
400	Comm.—Rural	18	15	8	6	17%	9%	10%	19%
401	Comm.—Rural	12	16	5	7	13%	12%	10%	25%
402	Comm.—Rural	8	10	7	6	9%	9%	10%	16%
Ald	Ferry	164	161	59	43	44%	47%	17%	13%
WS	Ferry	368	352	74	103	118%	114%	38%	55%

Urban Express, MetroLink, MetroX and Ferry routes are subject to passenger per hour service standards only in the peak travel direction as outlined in the table in Appendix C.

Ferry ridership is now calculated using average daily counts, 12/13 figures in this document will differ from those in the 2013/14 Annual Service Plan.

Appendix B: New and Adjusted Route Maps

Route 2 Wedgewood - New Lacewood Terminal Routing Adjustment



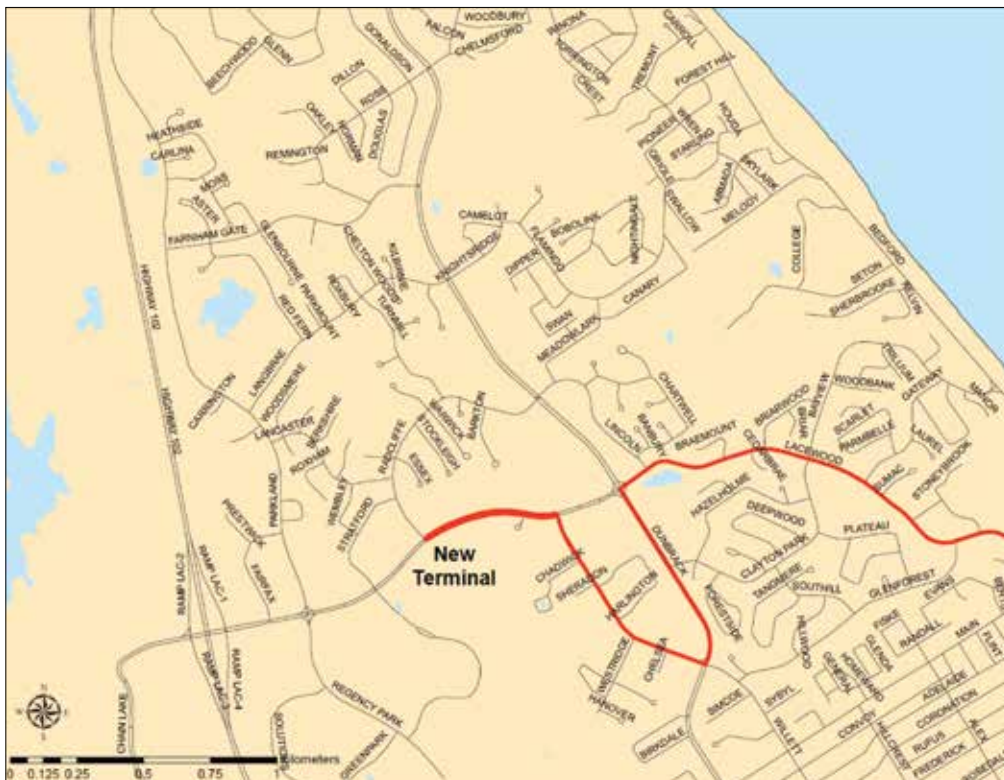
Route 4 Rosedale - New Lacewood Terminal Routing Adjustment



Route 16 Parkland - New Lacewood Terminal Routing Adjustment



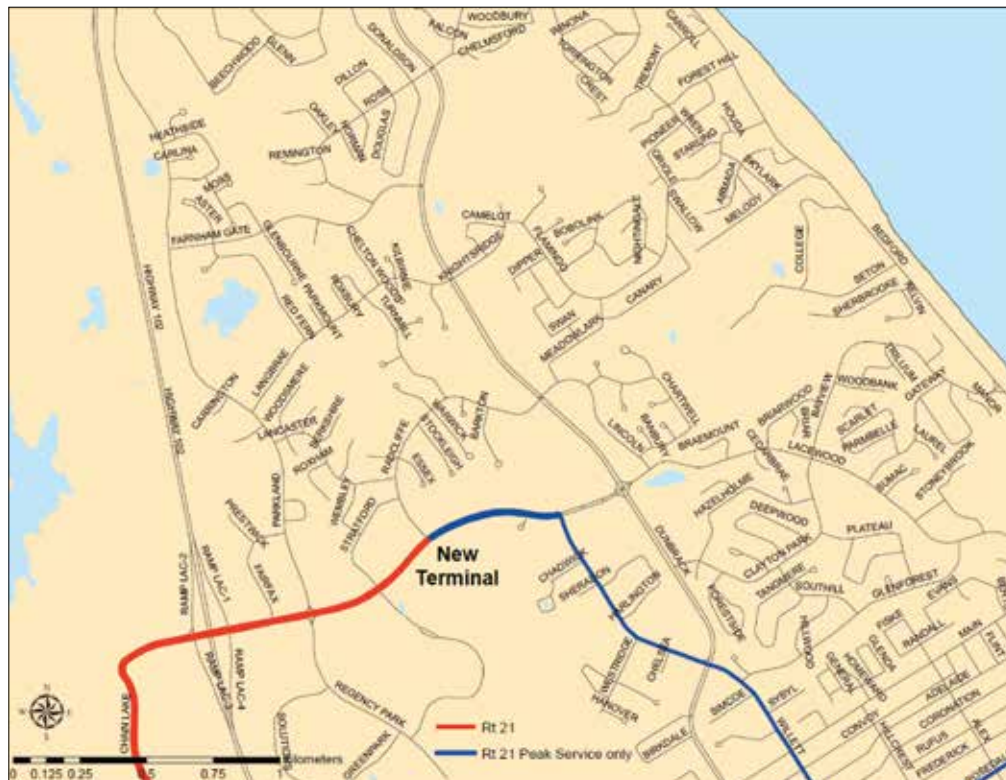
Route 17 Saint Mary's - New Lacewood Terminal Routing Adjustment



Route 18 Universities - New Lacewood Terminal Routing Adjustment



Route 21 Timberlea - New Lacewood Terminal Routing Adjustment



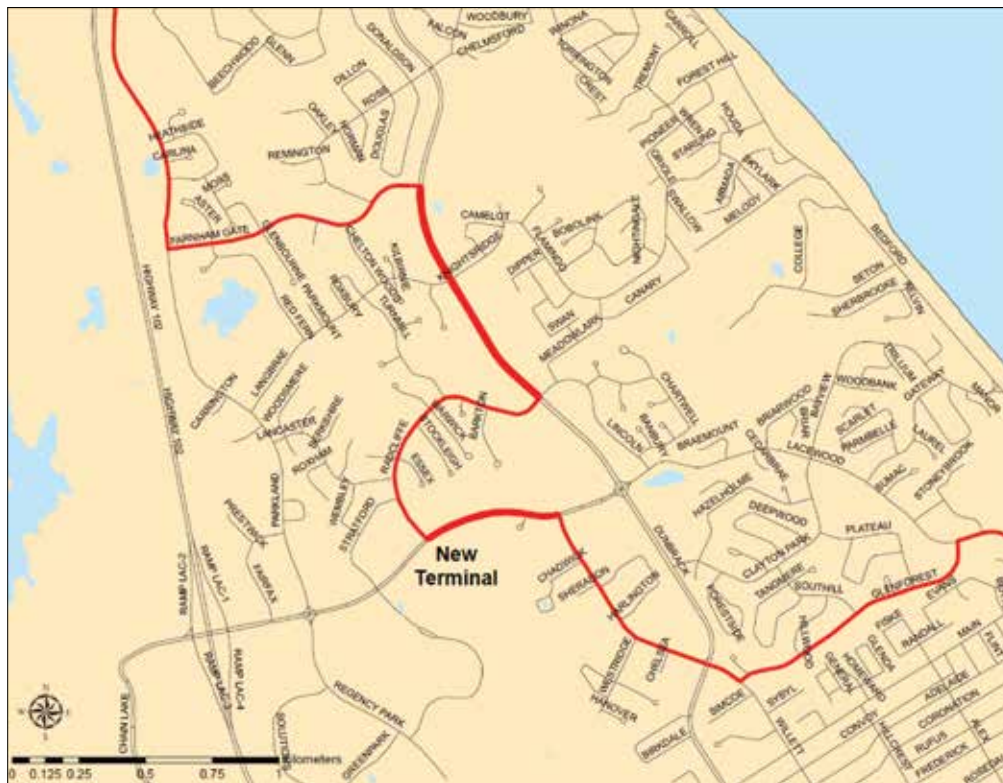
Route 31 Main Express - New Lacewood Terminal Routing Adjustment



Route 33 Tantalum Express - New Lacewood Terminal Routing Adjustment



Route 34 Glenbourne Express - New Lacewood Terminal Routing Adjustment



Route 35 Parkland Express - New Lacewood Terminal Routing Adjustment



Metro Transit Annual Service Plan 2014-2015



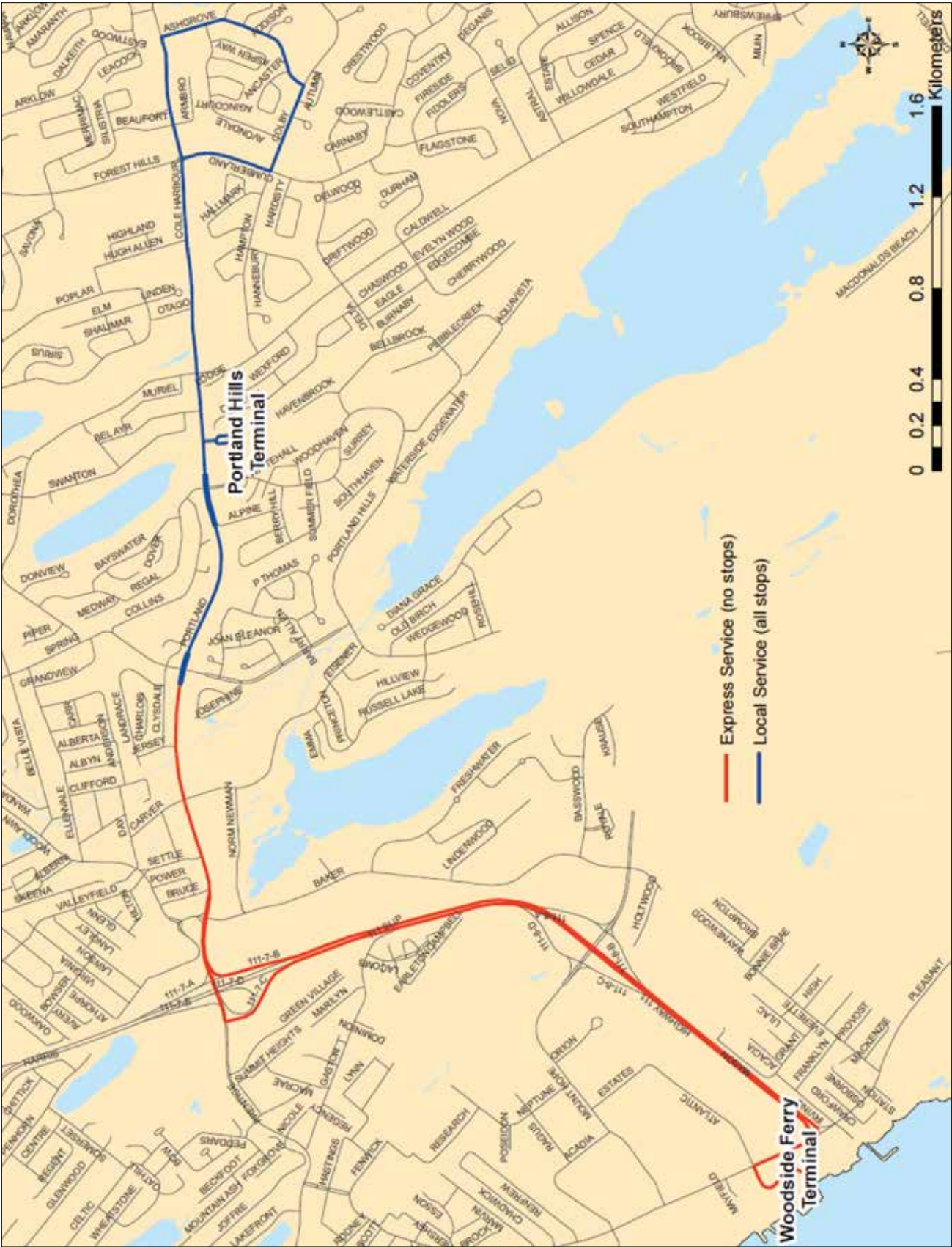
Route 89 Bedford - New Lacewood Terminal Routing Adjustment



Route 78 Mount Edward Urban Express — to Woodside Ferry



Route 79 Cole Harbour Urban Express – to Woodside Ferry



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

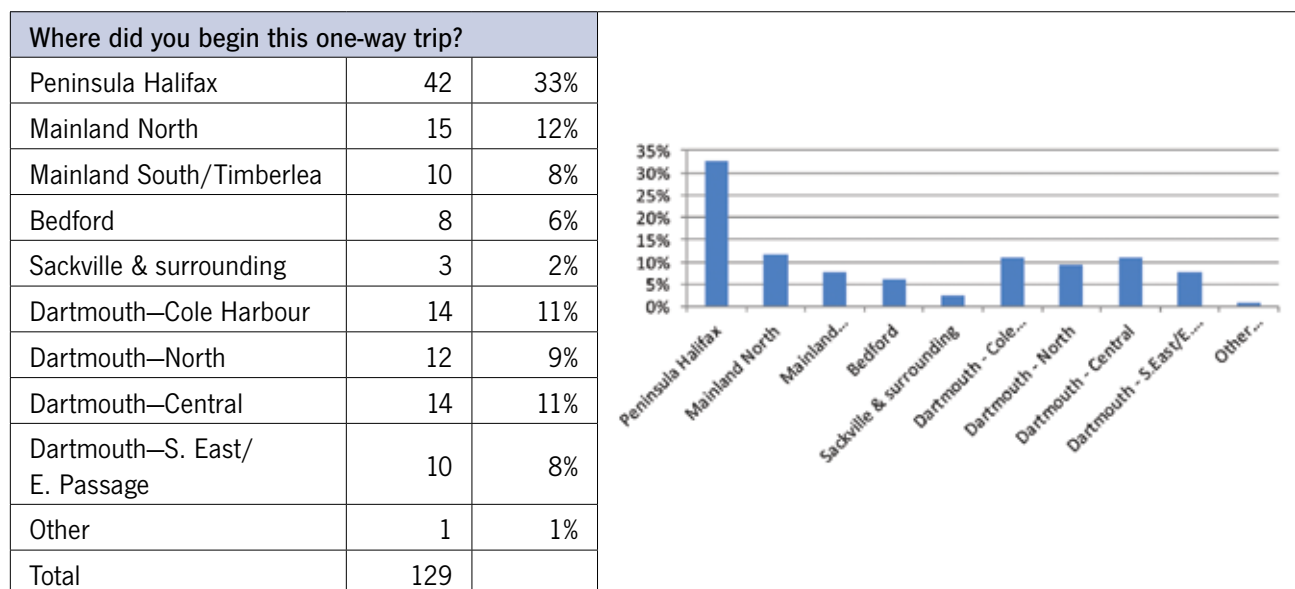
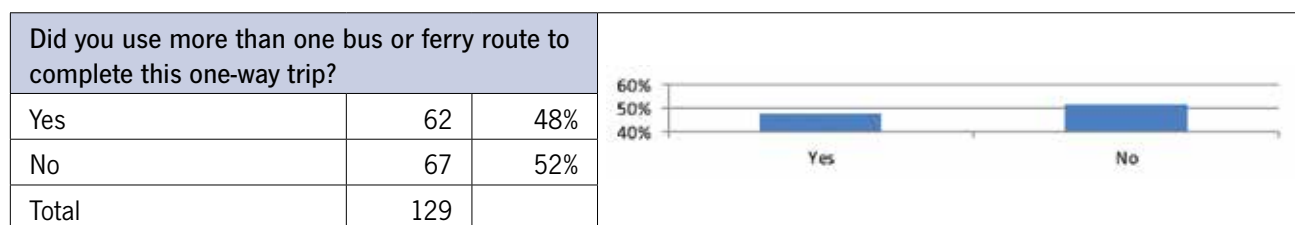
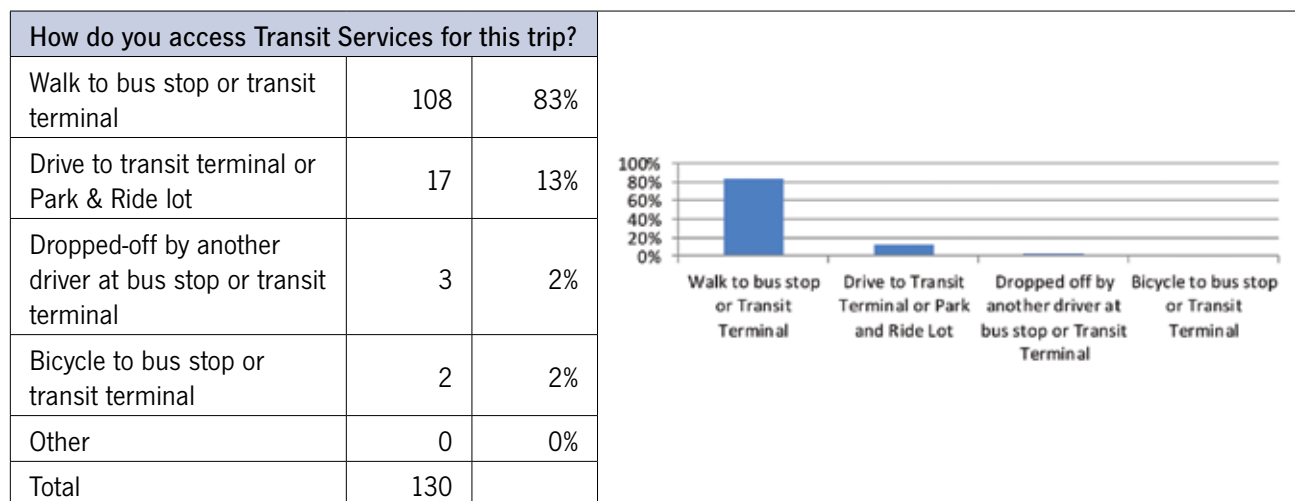
Time Period	Core Routes	Local Routes	MetroLink /Express	MetroX	Community Urban	Community Rural	Ferry
Passenger/Hour: Routes are expected to equal or exceed the following ridership targets per service hour.							
Weekday Daytime	40	25	50*	40*	-	-	390*
Evenings/Weekends	20	15	35*	-	-	-	290*
Peak	-	-	-	-	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.*

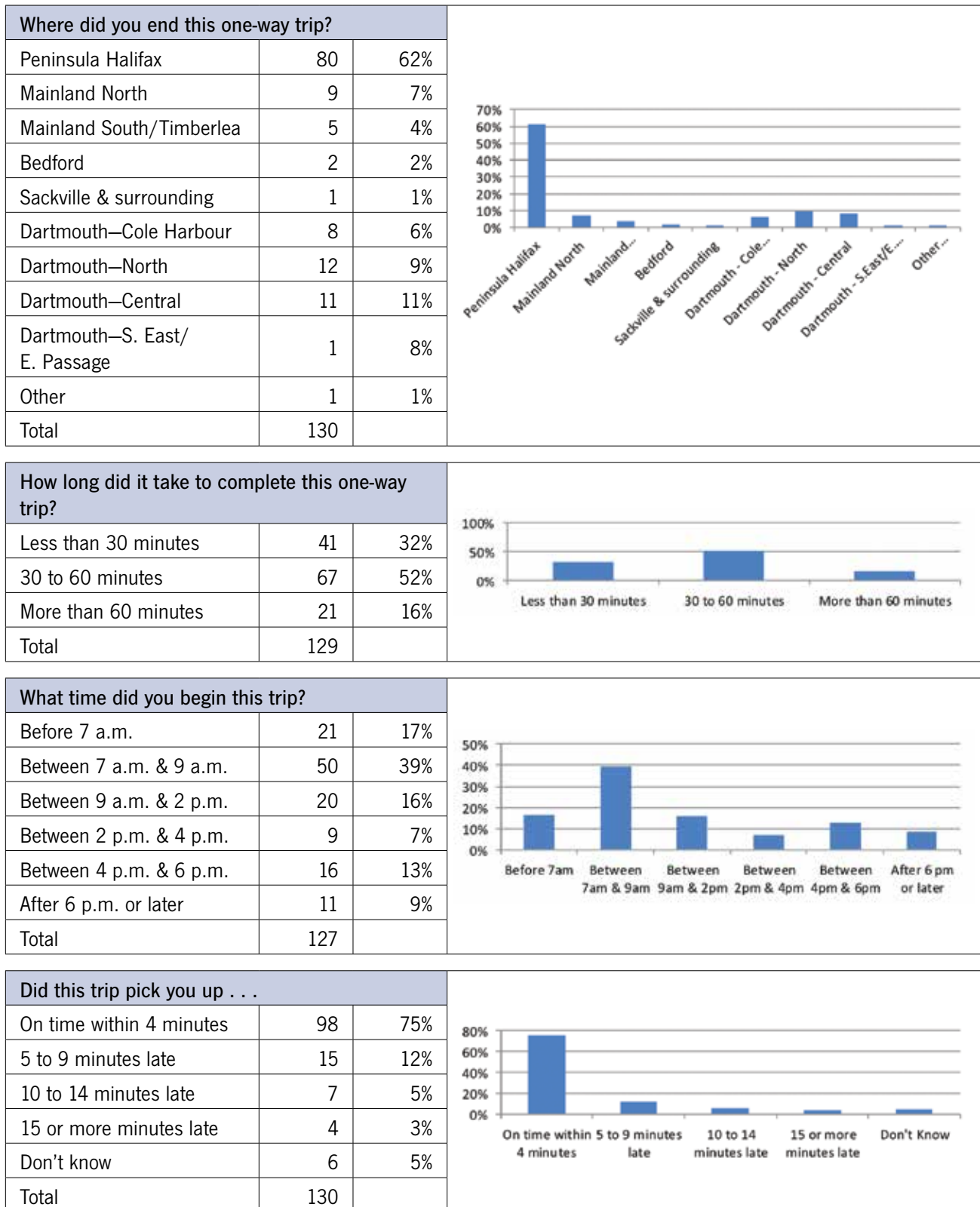
Route Coverage

	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

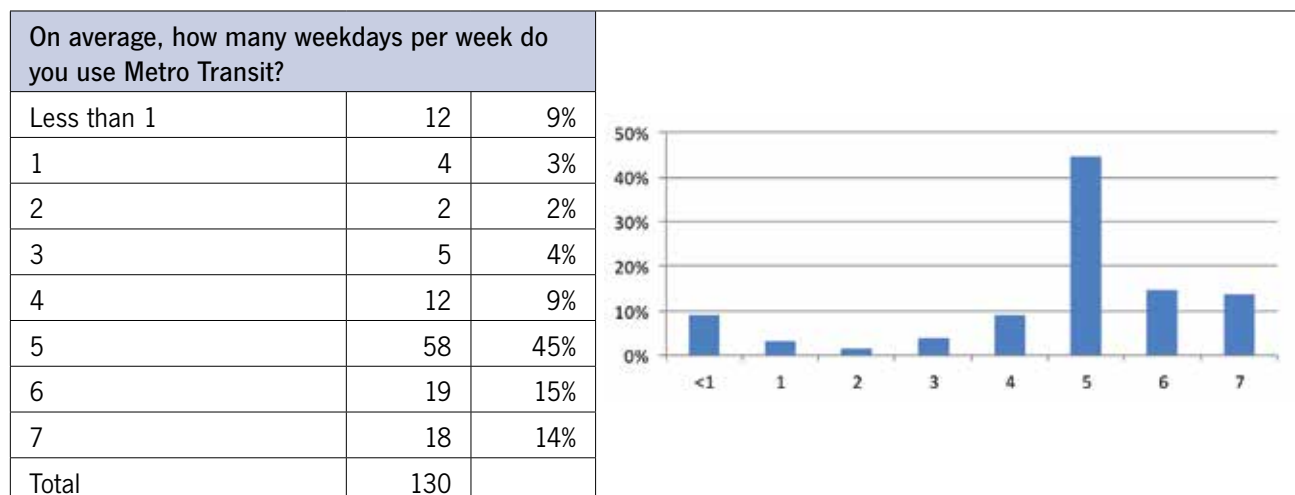
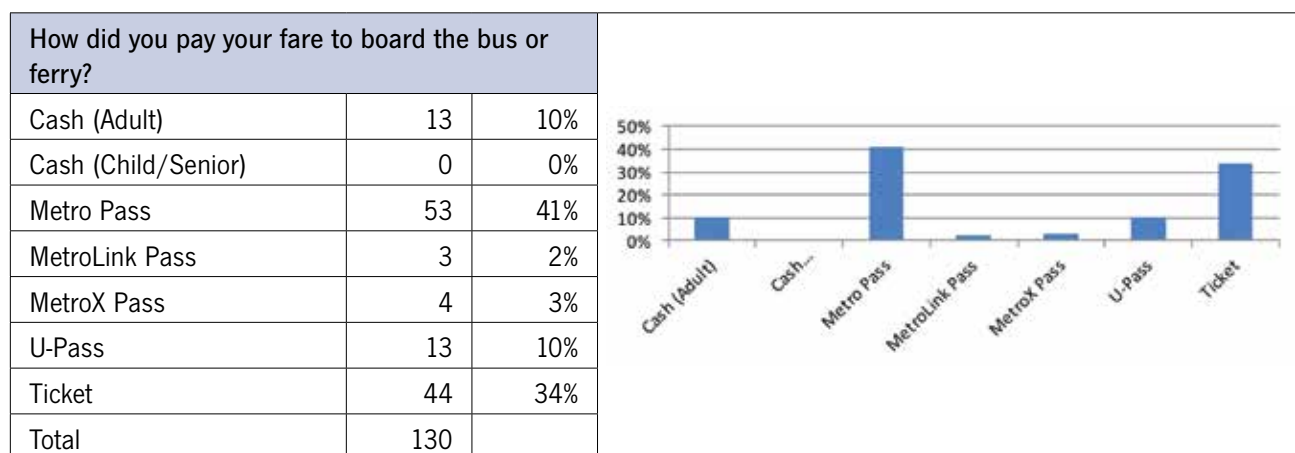
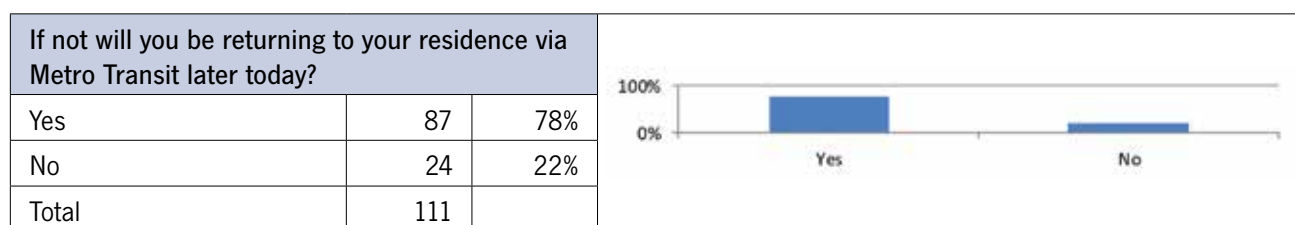
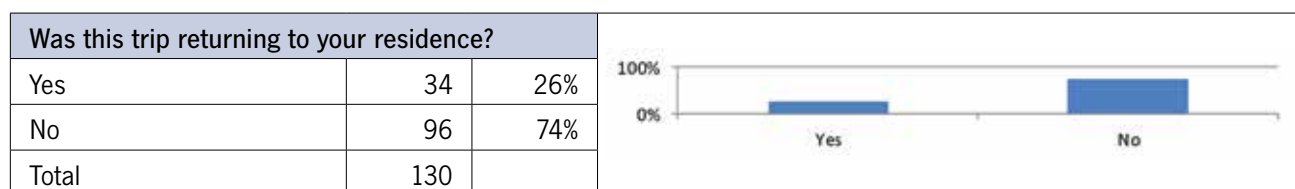
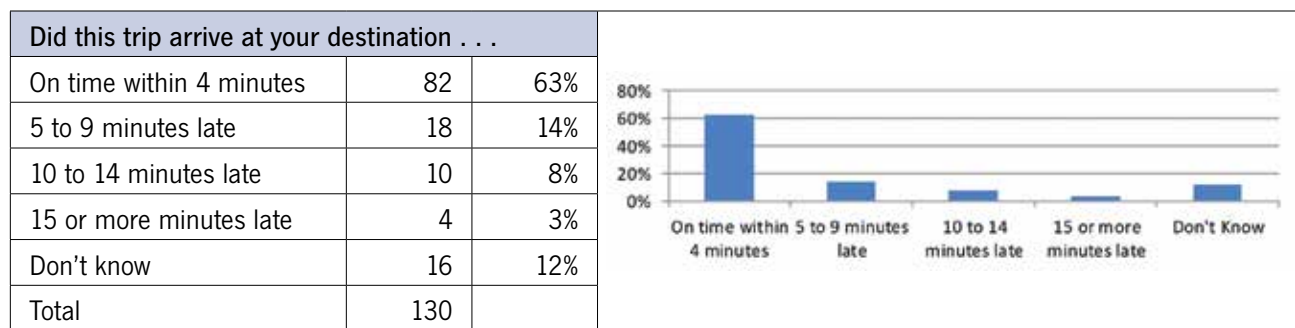
Annual Passenger Survey—January 2014



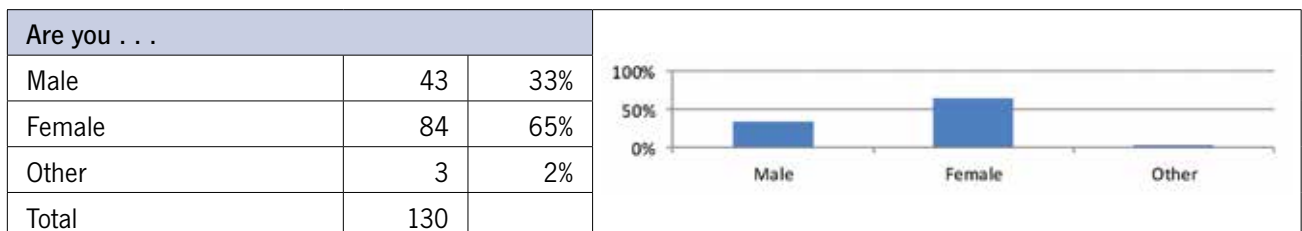
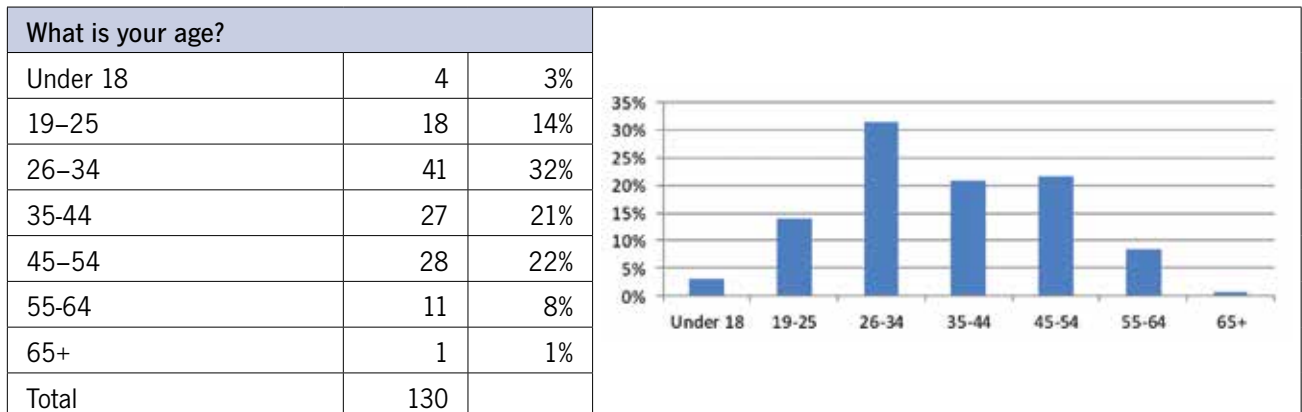
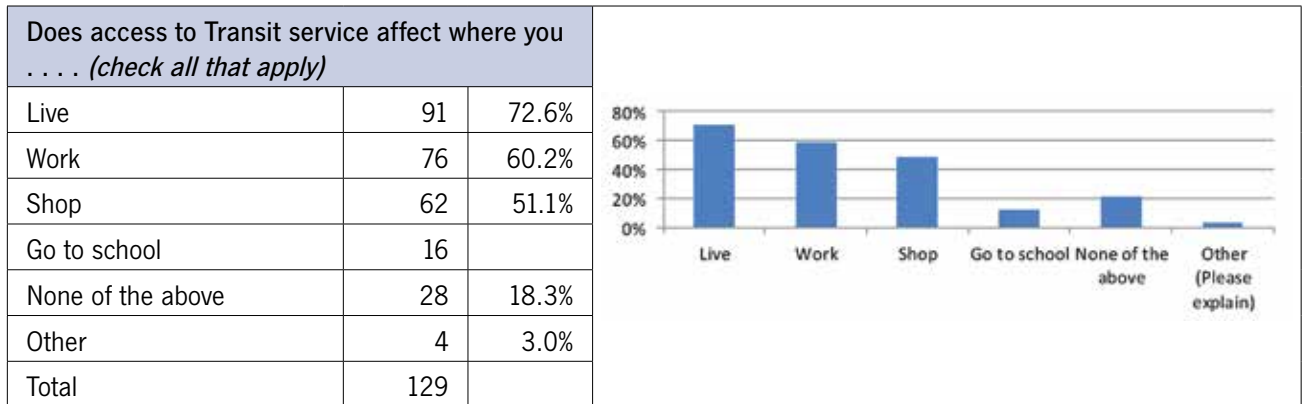
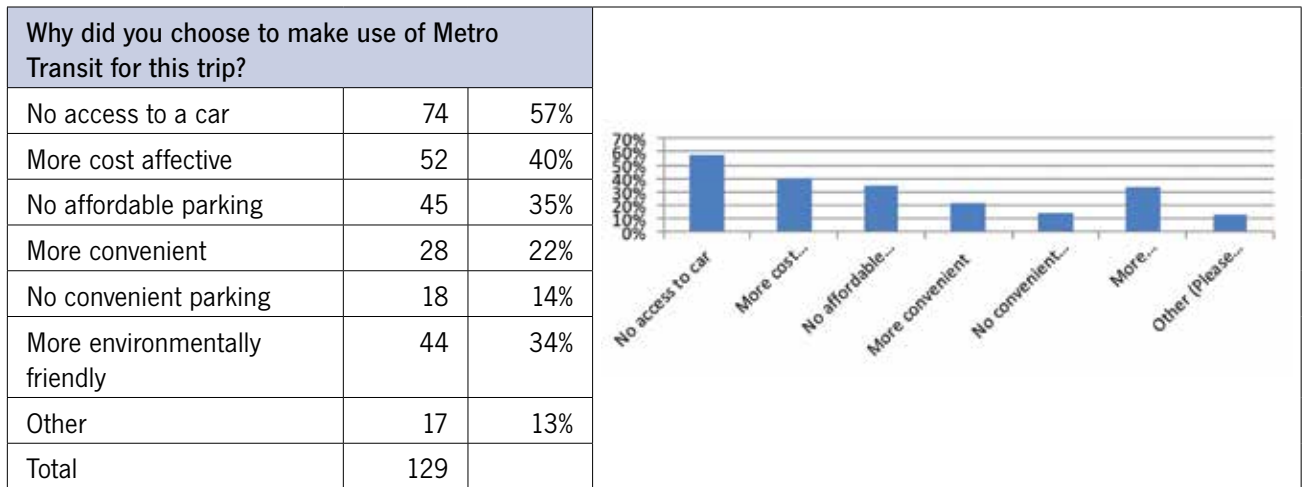
Annual Passenger Survey—January 2014



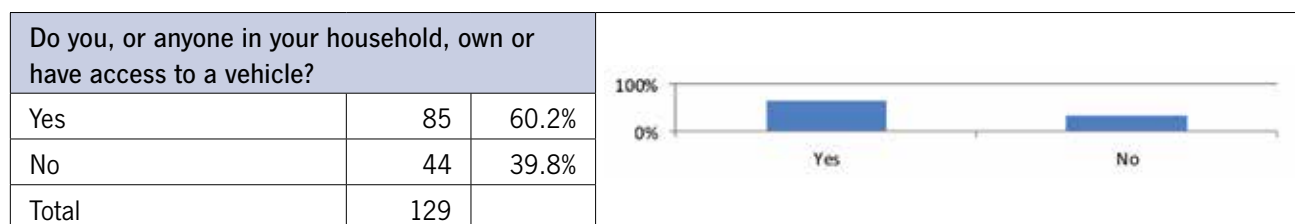
Annual Passenger Survey—January 2014



Annual Passenger Survey—January 2014



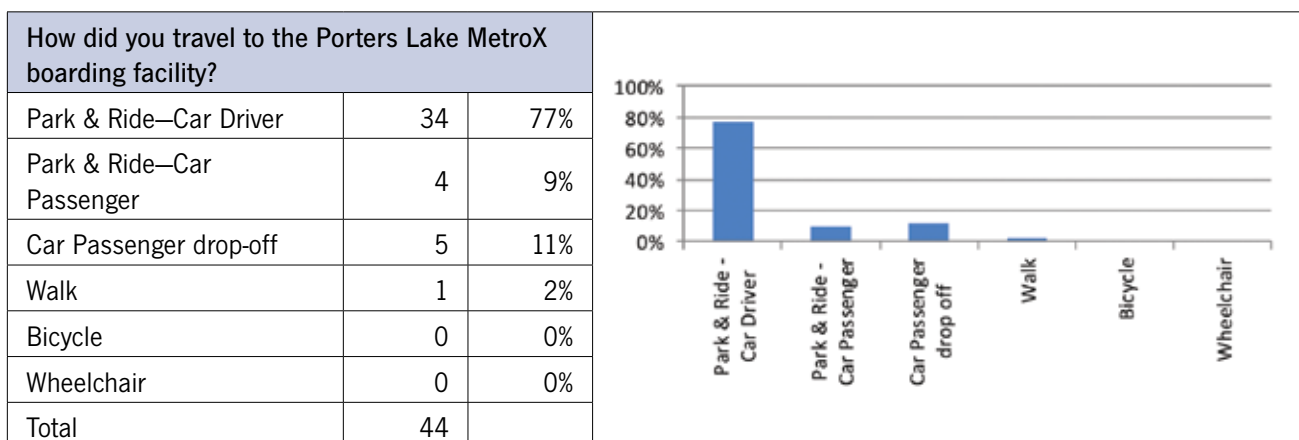
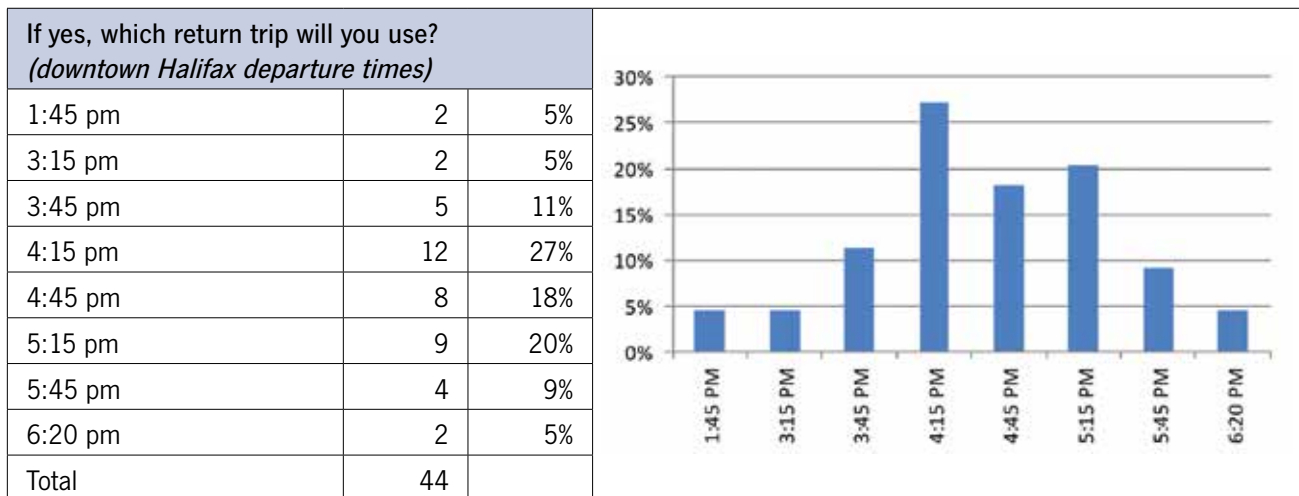
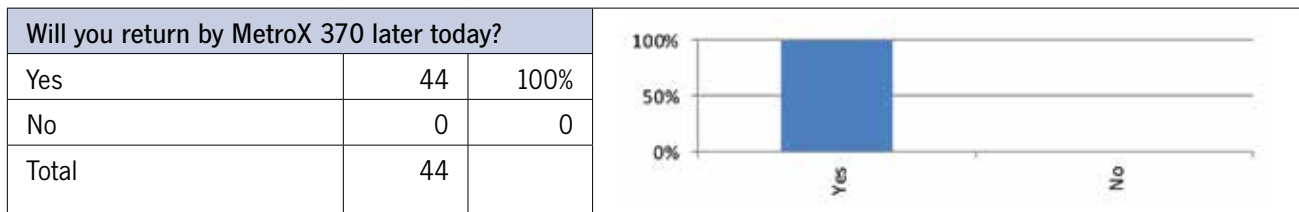
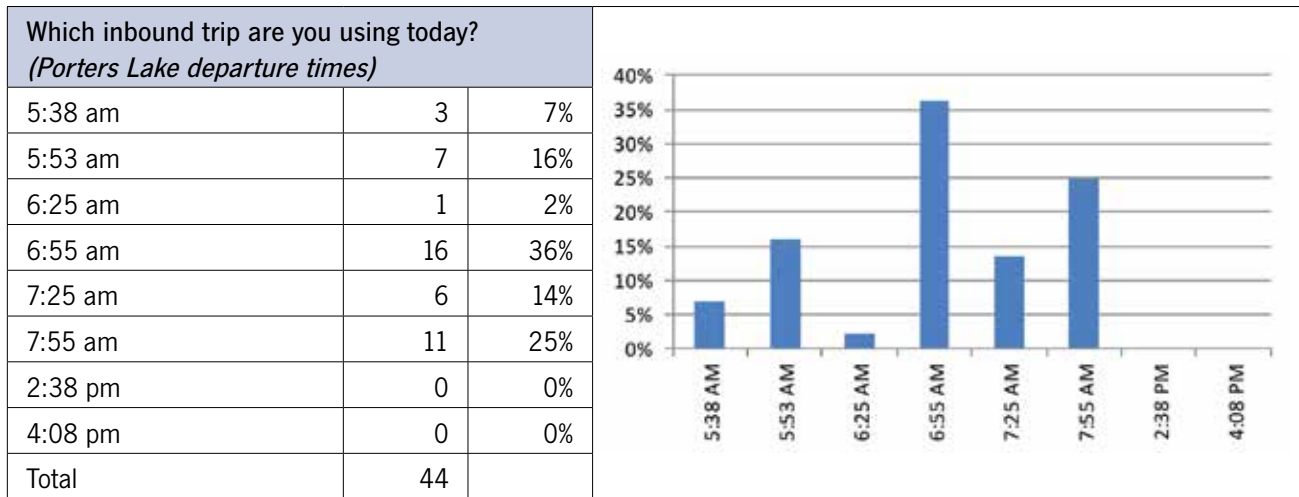
Annual Passenger Survey—January 2014



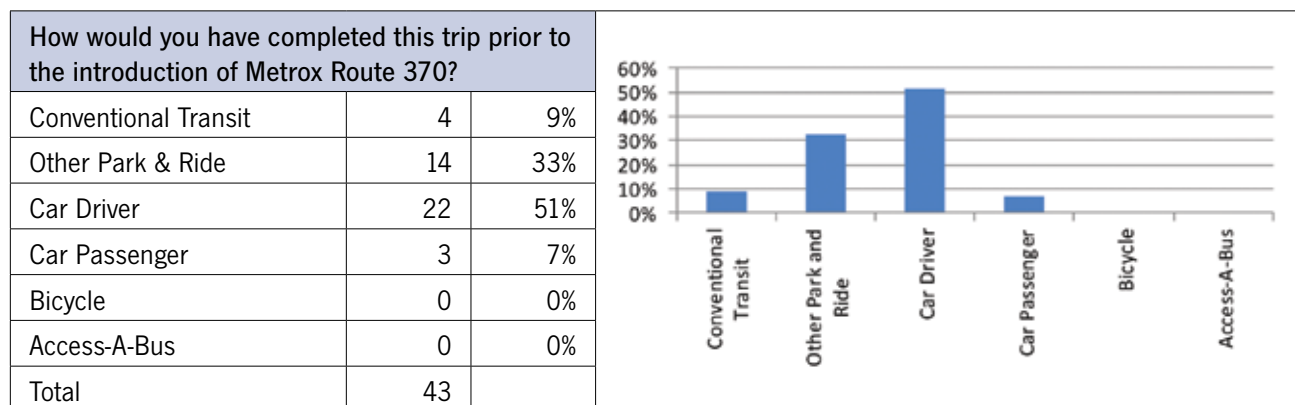
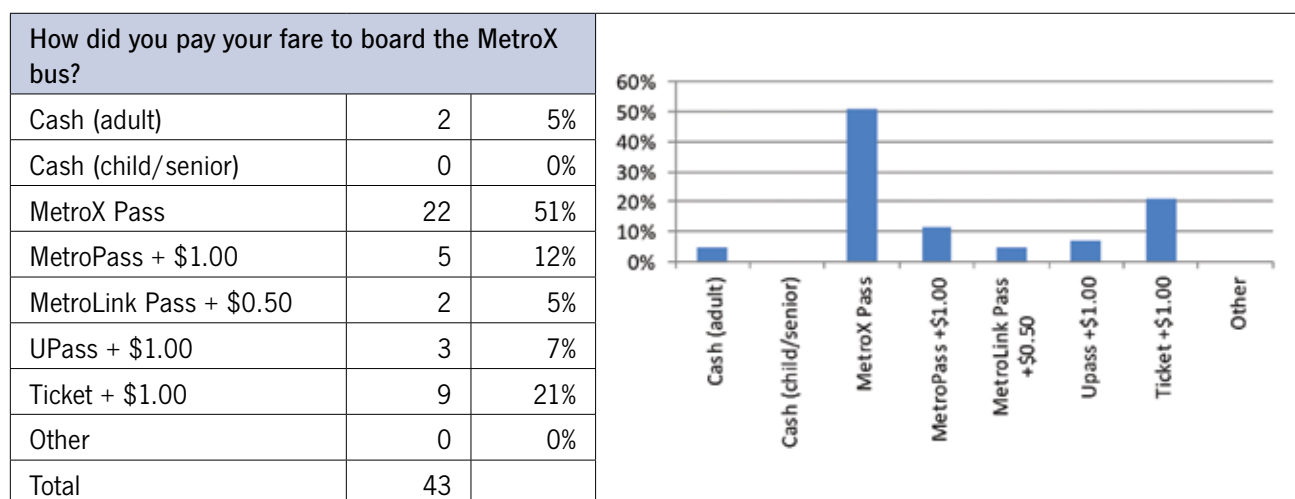
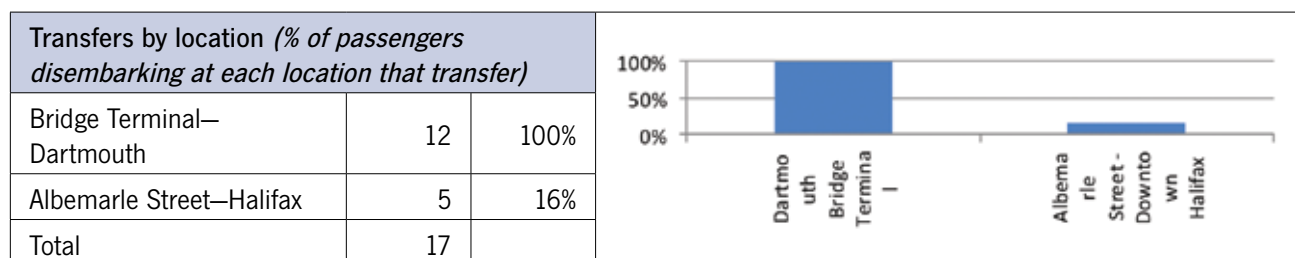
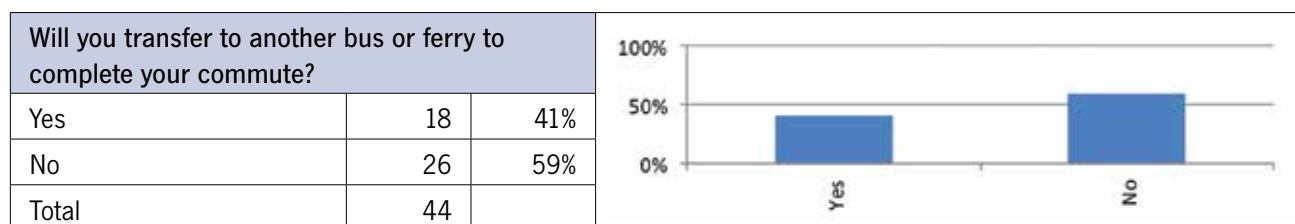
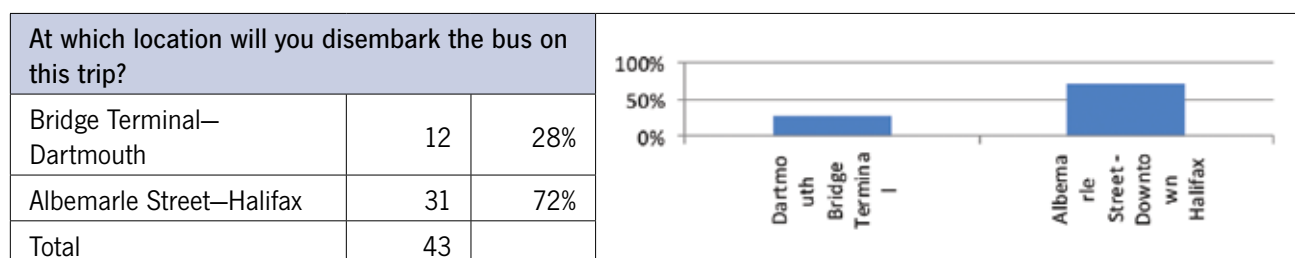
Please rate your satisfaction with the following options to access Metro Transit service information.													
Category	Very Dissatisfied		Dissatisfied		Neutral		Somewhat Satisfied		Very Satisfied		Do Not Use		Total
Metro Transit website	2	1.5%	15	11.5%	31	23.8%	48	36.9%	25	19.2%	9	6.9%	130
HRM Call Centre (490-4000, 311)	2	1.5%	6	4.6%	29	22.3%	24	18.5%	11	8.5%	58	44.6%	130
HRM Customer Service Centres	5	3.8%	3	2.3%	24	18.5%	20	15.4%	7	5.4%	71	54.6%	130
Retail Outlets	0	0.0%	6	4.6%	23	17.7%	45	34.6%	8	6.2%	48	36.9%	130
Riders' Guide	5	3.8%	10	7.7%	23	17.7%	47	36.2%	18	13.8%	27	20.8%	130
Route Map	9	6.9%	22	16.9%	18	13.8%	43	33.1%	15	11.5%	23	17.7%	130
GoTimes Rider Newsletter	1	0.8%	3	2.3%	30	23.1%	13	10.0%	8	6.2%	75	57.7%	130
Bus Terminals	5	3.8%	15	11.5%	24	18.5%	58	44.6%	16	12.3%	12	9.2%	130
Google Maps Transit	8	6.2%	4	3.1%	18	13.8%	38	29.2%	34	26.2%	28	21.5%	130
Total	37		84		220		336		142		351		1170

Please rate your satisfaction with the following Metro Transit service features.													
Category	Very Dissatisfied		Dissatisfied		Neutral		Somewhat Satisfied		Very Satisfied		Do Not Use		Total
Service frequency	16	12.3%	36	27.7%	26	20.0%	44	33.8%	7	5.4%	1	0.8%	130
Timeliness (departures/arrivals)	11	8.5%	42	32.3%	17	13.1%	53	40.8%	6	4.6%	1	0.8%	130
Comfort (seating, temperature, ride smoothness, cleanliness, etc.)	6	4.6%	17	13.1%	33	25.4%	65	50.0%	8	6.2%	1	0.8%	130
Accessibility (ie. multi-mode connections, mobility access, cost)	5	3.8%	17	13.1%	24	18.5%	54	41.5%	11	8.5%	19	14.6%	130
Communication (announcements, schedule and route information, etc.)	13	10.0%	28	21.5%	27	20.8%	55	42.3%	4	3.1%	3	2.3%	130
Total	51		140		127		271		36		25		650

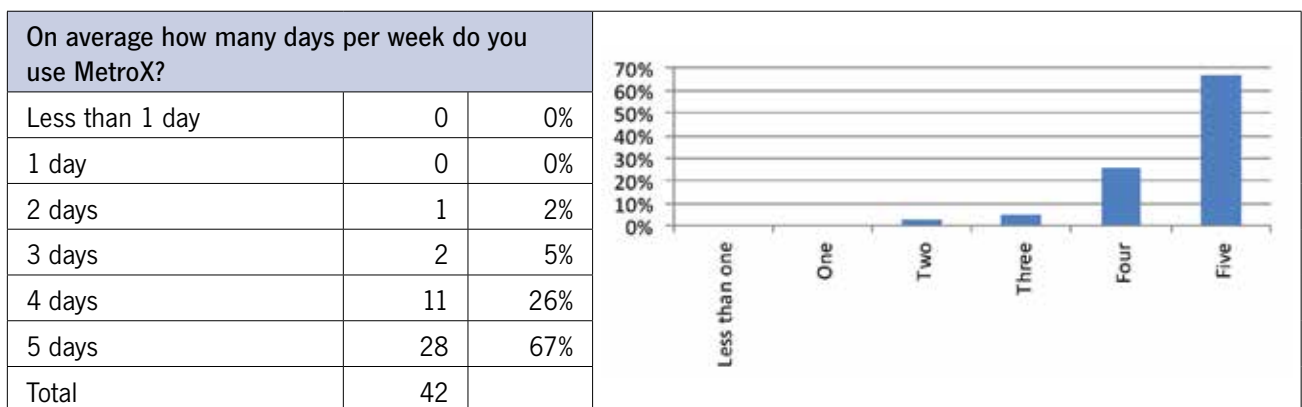
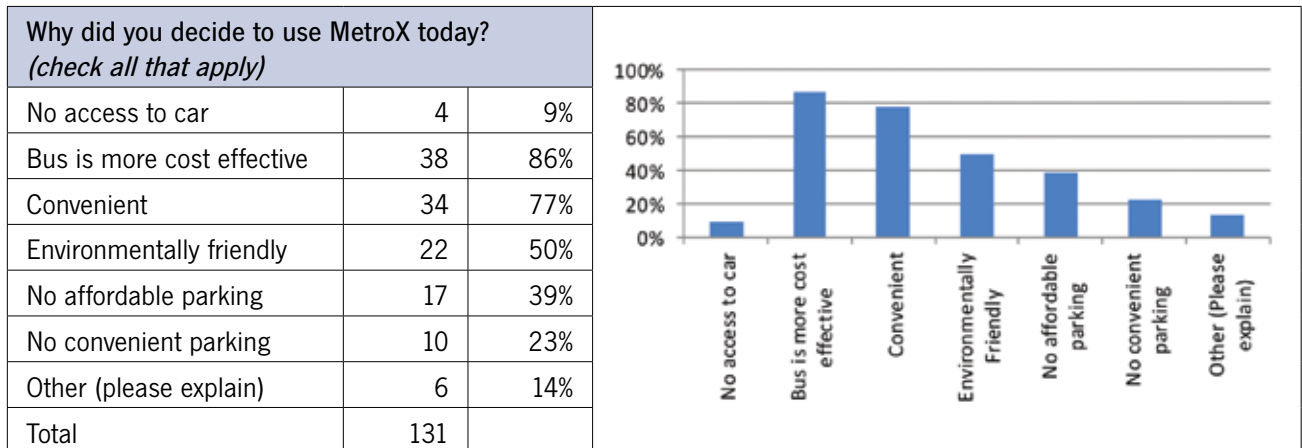
Route 370 Porters Lake MetroX Survey—January 2014



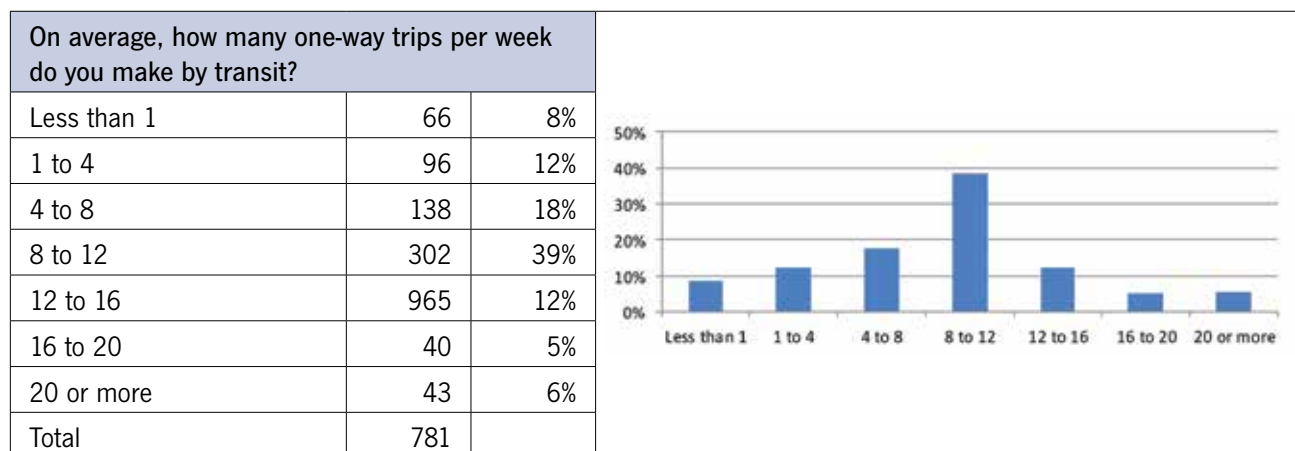
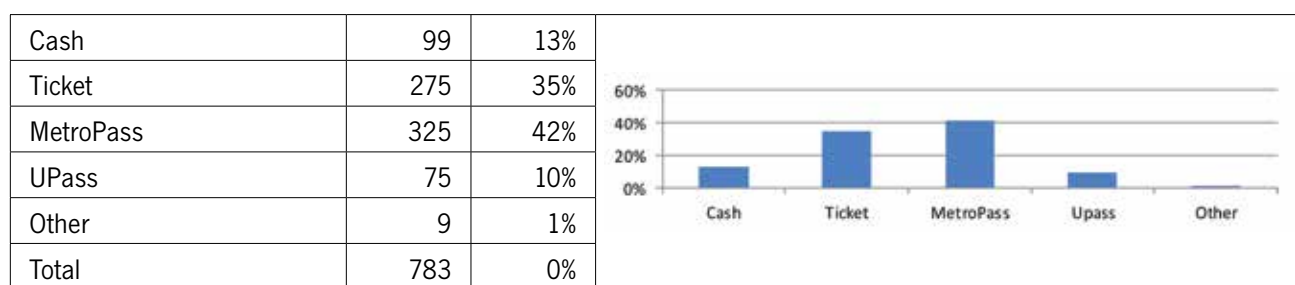
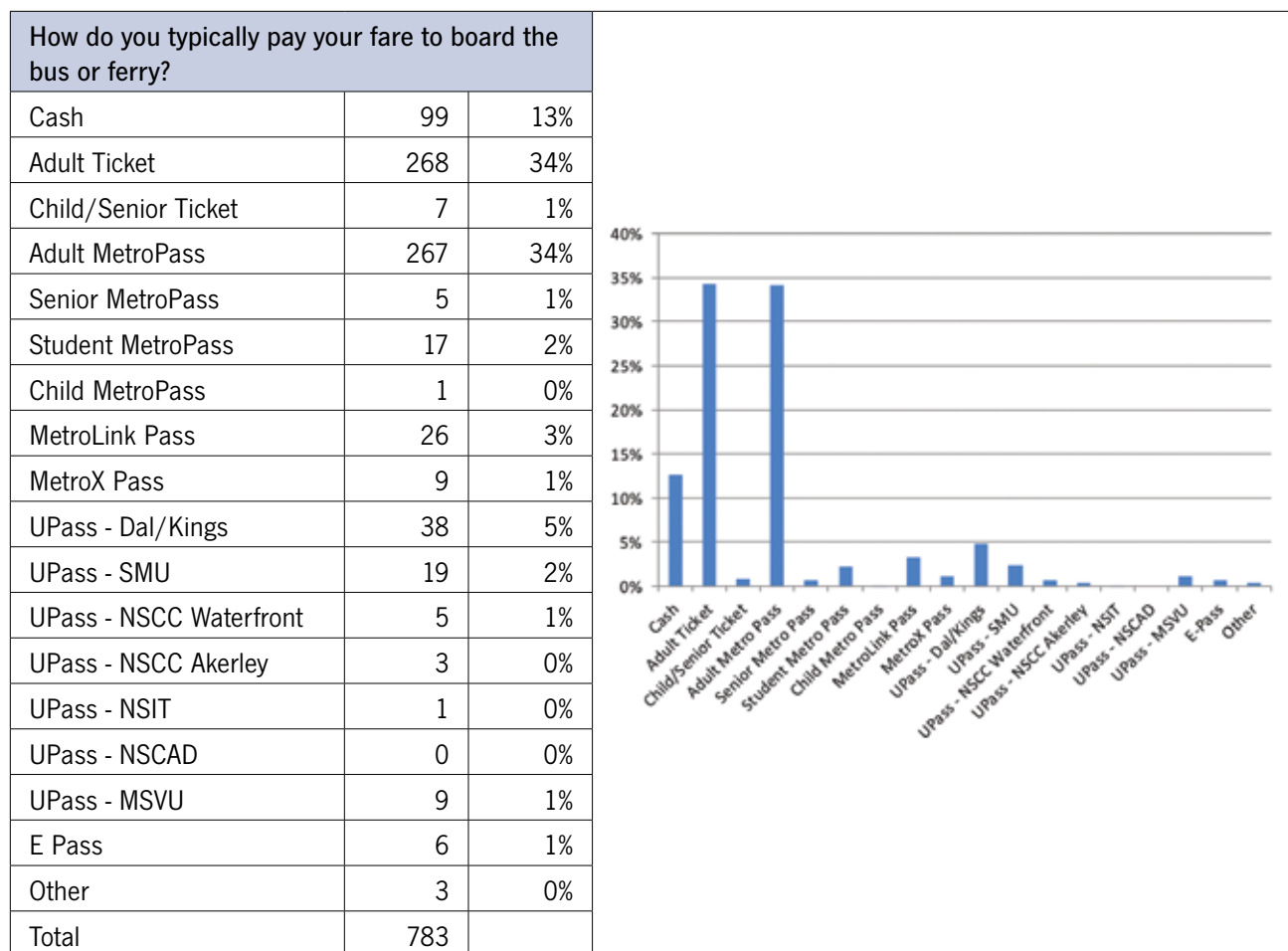
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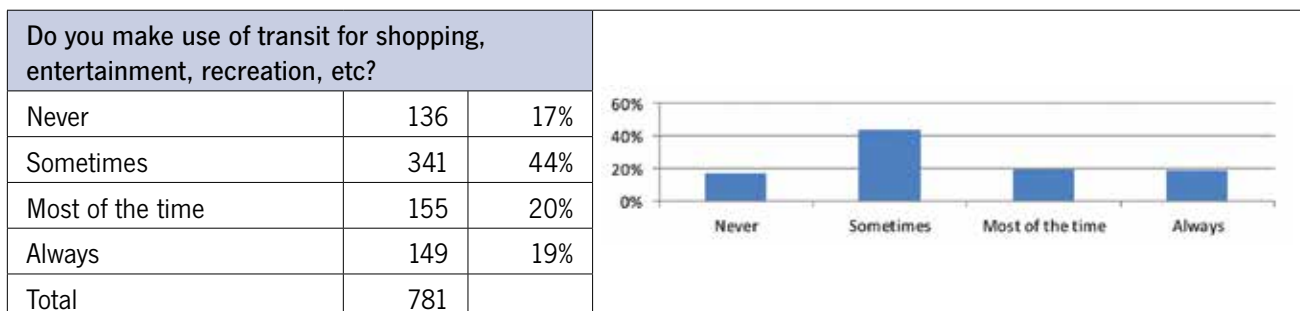
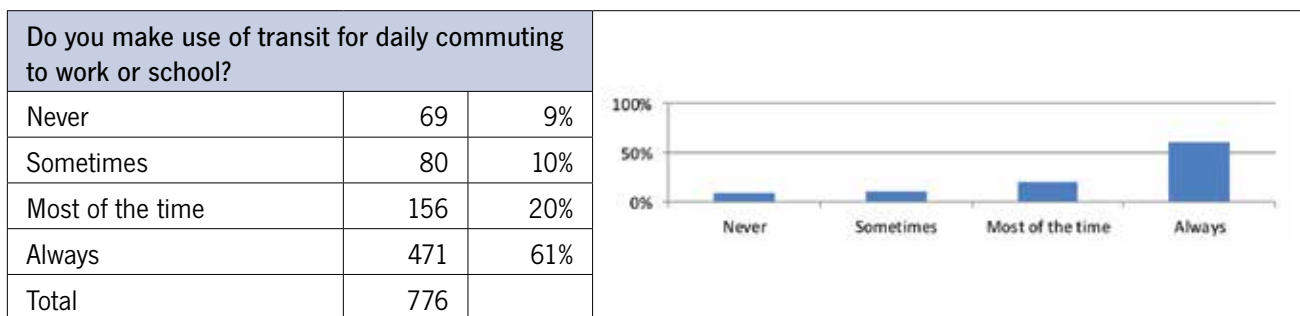
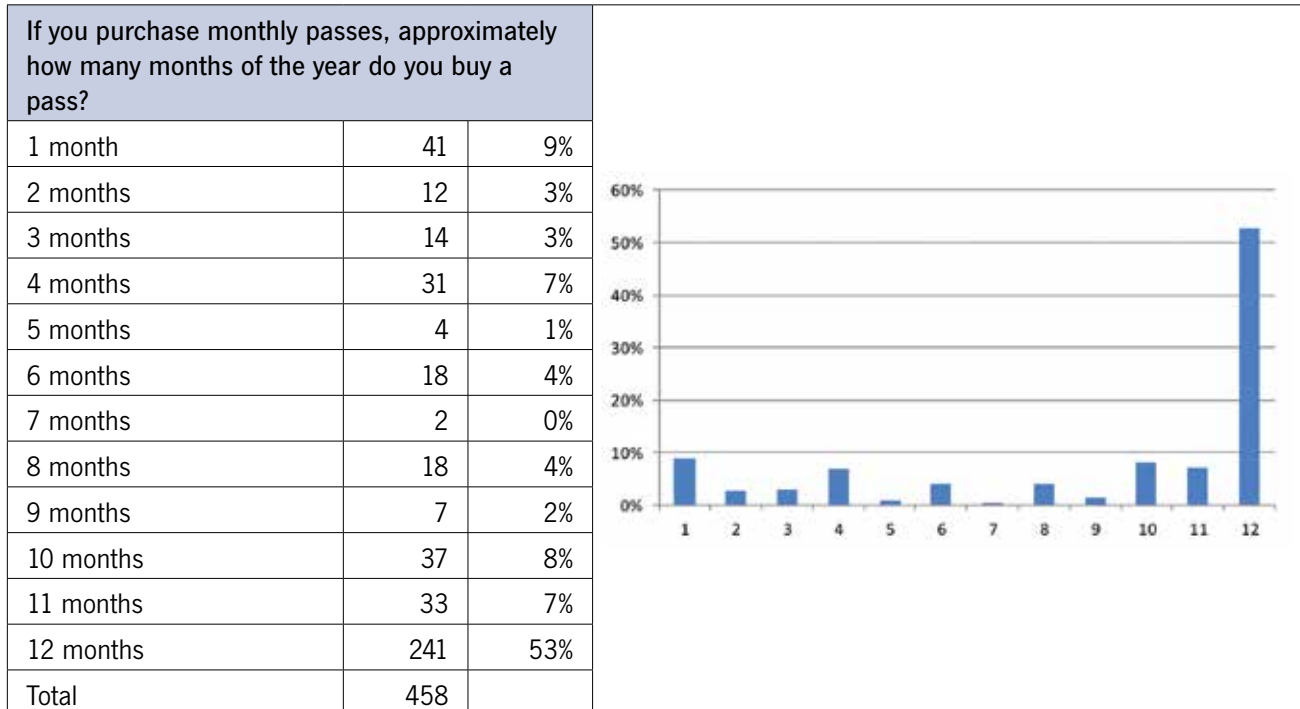
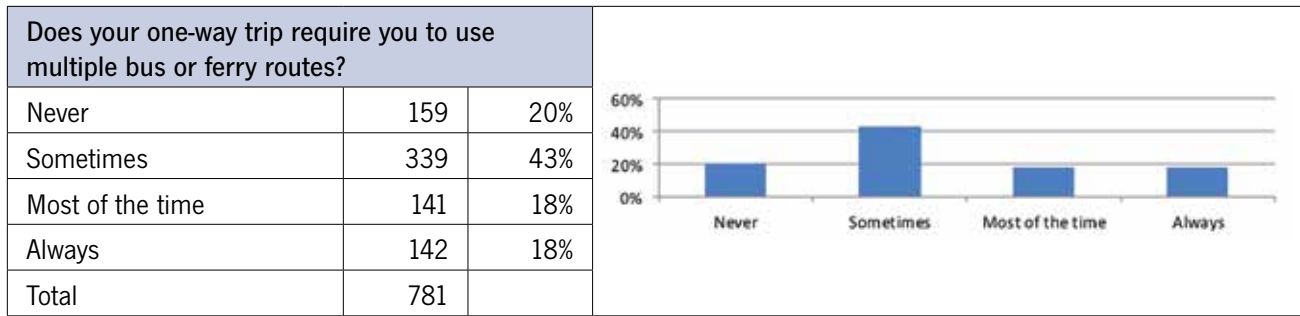


Route 370 Porters Lake MetroX Survey—January 2014

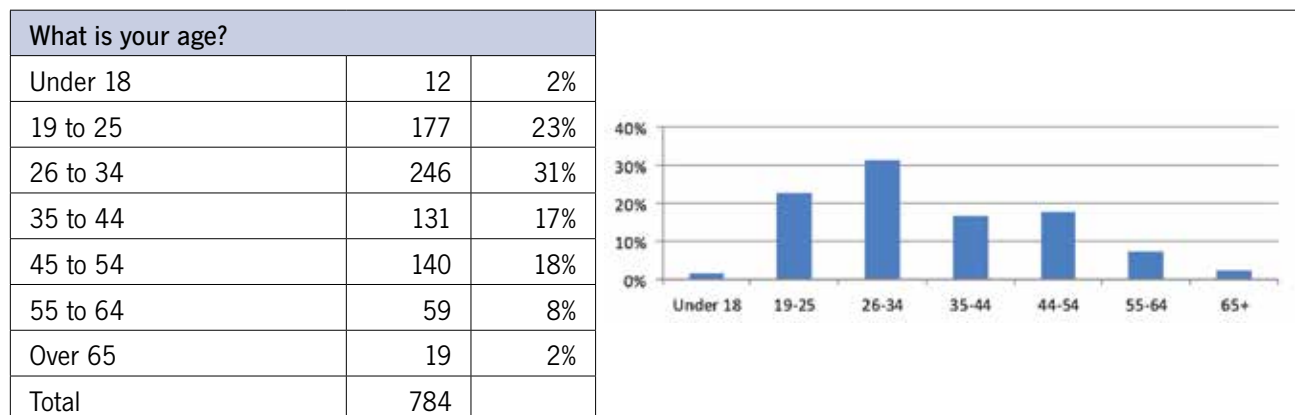
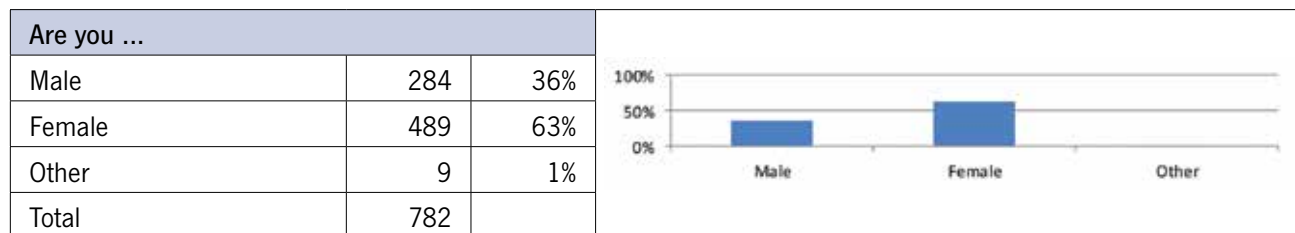
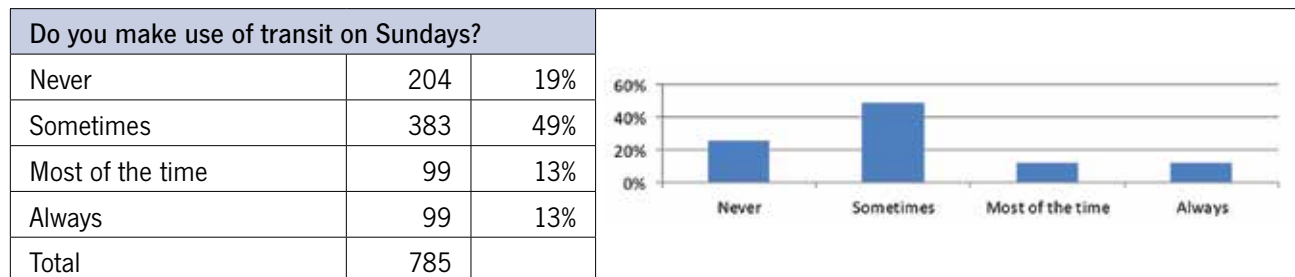
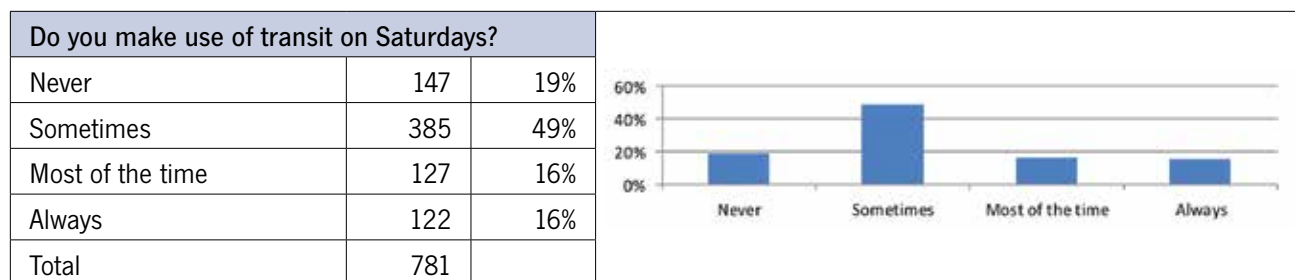


Fare Survey - February 2014



Fare Survey - February 2014

Fare Survey - February 2014







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