

HALIFAX
TRANSIT

2015-2016 Annual Service Plan



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Plan Summary

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Plan Summary

This plan outlines service adjustments planned for 2015–16, and reviews adjustments from 2014–15. The 2014–15 ASP was approved by Halifax Regional Council in 2014 as part of the annual budget process.



Last year's Annual Service plan can be viewed in its entirety at:
http://www.halifax.ca/transit/_assets/documents/ASP201415WebVersion.pdf

Introduction

Halifax Transit will deliver approximately 946,000 scheduled service hours in 2014–15, including 856,000 hours of fixed-route bus service, 13,200 hours of ferry service, and 76,700 hours of Access-A-Bus service.

Highlights from the year include:

- New Harbour Ferry Christopher Stannix unveiled May 2014.
- Woodside Ferry service expansion to provide all-day service and increase peak hour frequency.
- Urban Express service introduced to support expanded Woodside Ferry service.
- Weekday daily passenger boardings increased approximately 0.6% from approximately 98,400 to approximately 99,000.
- Revenue ridership has decreased approximately 1% over the first 10 months of the fiscal year.

Rebranding



In April 2014, Regional Council approved the brand strategy which includes referring to our municipality as “Halifax” (not Halifax Regional Municipality) in all official marketing and communications efforts. As part of the evolution of our transit system, and in keeping with the brand strategy, the name Metro Transit has changed to Halifax Transit. But this is about more than just a name change. In the next three years, the entire transit network and how it interfaces with its passengers and the public will change dramatically. This transformation has come at a time when the municipality is in the midst of implementing a brand aimed at helping us show the world what a great place our region is to live, work, invest and visit.



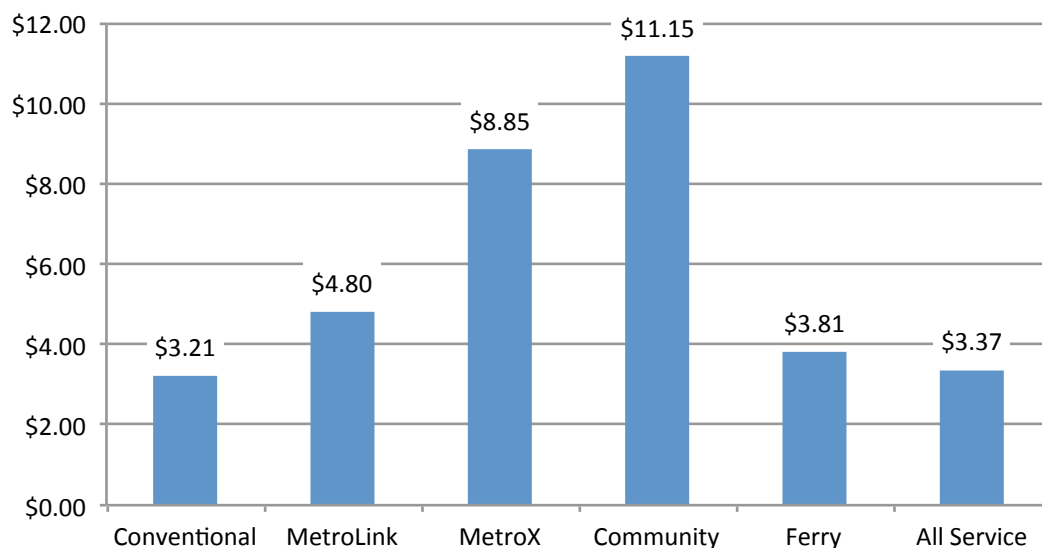
Key Performance Indicators (KPI)

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

Key Performance Indicators	Division	2013–14	2014–15	% Change
Service Utilization (passengers per capita)	Bus & Ferry	63.64	63.00	-1.0%
Service Utilization (passengers per service hour)	Bus & Ferry	26.13	24.87	-4.8%
Amount of Service (service hours per capita)	Bus & Ferry	2.43	2.53	+4.1%
Cost Effectiveness (operating expense per passenger)	Bus & Ferry	\$4.16	\$4.57	+9.9%
Average Fare (passenger revenue per passenger)	Bus & Ferry	\$1.64	\$1.77	+7.7%
Financial (cost recovery)	Bus & Ferry	41%	39%	-5.2%
Financial (cost recovery)	All	38%	37%	-4.8%
Customer Service (requests addressed within standard)	All	72%	94%	+30.6%
Operational Customer Satisfaction (passenger survey)	All	61%	65%	+6.6%

Bus & Ferry does not include Access-A-Bus

Weekday Cost per Boarding



Note: At the time of printing, year-end figures are not available for 2014–15. All figures in the document for 2014–15 are projections based on information to the end of December 2014.



2015–2016 Proposed Service Increases

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Proposed Service Increases 2015–2016

Introduction

For the 2015–16 fiscal year, Halifax Transit will be receiving nine replacement buses. Access-A-Bus will be receiving two new expansion buses and 10 replacement buses.

Service adjustments proposed for 2015–16 include:

- Opening of new Lacewood Terminal and related routing adjustments (approved in 2014–15 budget).
- Shuttle service and route detours to coincide with the Macdonald Bridge redecking project (approved in 2014–15 budget).
- Additional Alderney Ferry service 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 80 Sackville
- Route 81 Hemlock Ravine

Macdonald Bridge Redecking

In March 2015 the Macdonald Bridge began a redecking project. The bridge is scheduled to be closed at 7:00 p.m. and reopen at 5:30 a.m. from Sunday to Thursday (five nights a week).

The following service changes have been made during these evening hours:

Shuttle Service provided between Scotia Square Terminal in Halifax to the Bridge Terminal in Dartmouth, via the MacKay Bridge. This shuttle will service stops on Gottingen Street, as well as Highfield Terminal. Should the Macdonald Bridge remain open during these hours, Halifax Transit will operate a shuttle service using the Macdonald Bridge.

- On Monday to Thursday evenings the shuttle will operate every 10 minutes between approximately 6:30 pm and 10:00 pm, and every 15 minutes from 10:00 pm until the end of the service day.
- On Sunday evenings the shuttles will operate every 15 minutes from approximately 6:30 pm until the end of the service day.

Route 1 Spring Garden: Will terminate at Scotia Square northbound, and begin service at Scotia Square southbound.

Route 10 Dalhousie: Will be split into two separate routes; the Dartmouth portion will terminate at the Bridge Terminal in Dartmouth. The Halifax portion will terminate at Scotia Square northbound, and begin service at Scotia Square southbound.

Route 14 Leblin Park: Will terminate at Scotia Square northbound, and begin service at Scotia Square southbound. This route will not interline with the Route 61 Auburn–North Preston.

Route 41 Dalhousie: Dartmouth: Will terminate at Scotia Square northbound (only the last three PM trips departing Dalhousie toward Dartmouth are affected).

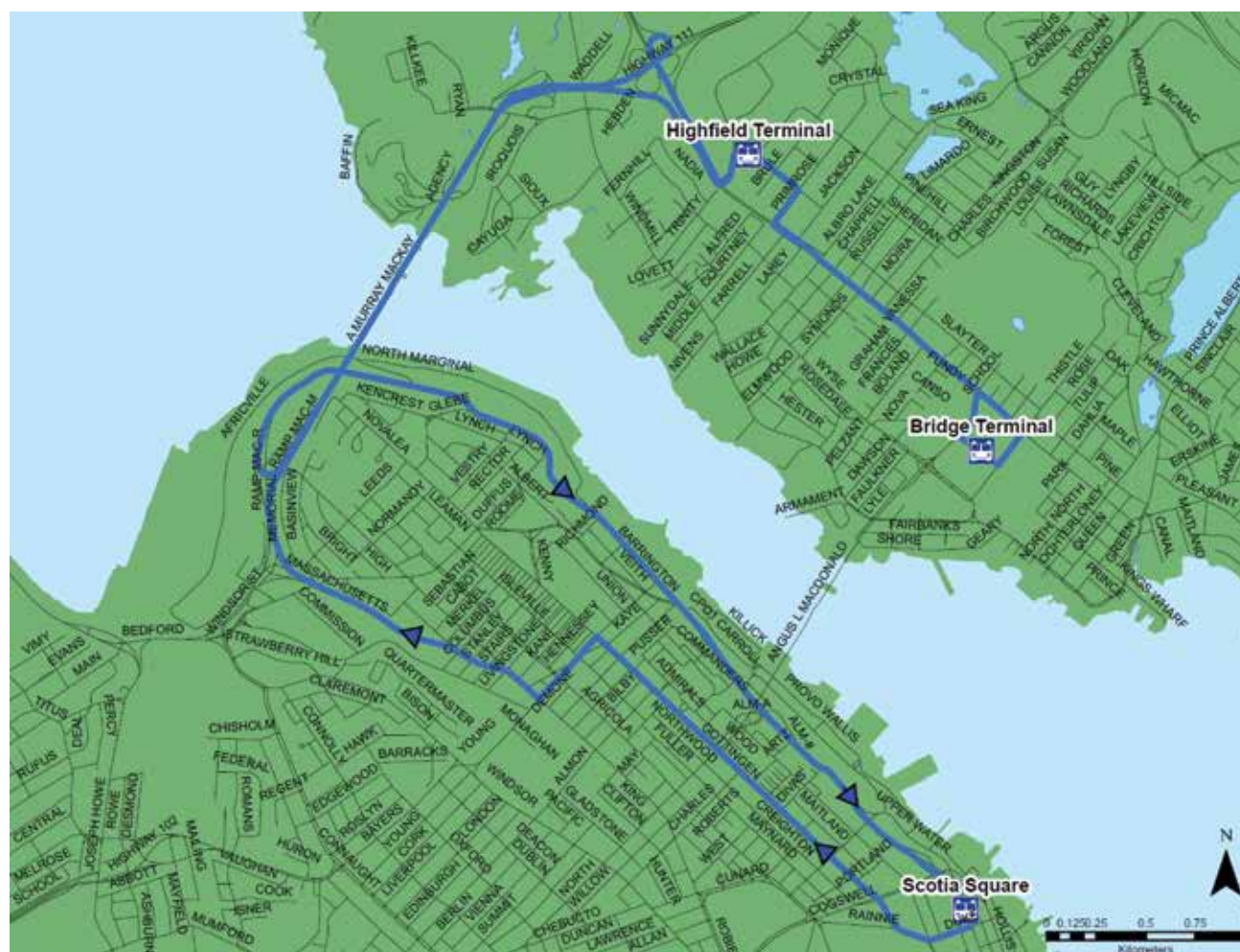
Route 52 Crosstown: Will be split into two separate routes; the Dartmouth portion will terminate at the Bridge Terminal in Dartmouth. The Halifax portion will service the stop at North and Brunswick and then travel to Scotia Square to terminate.

Route 61 Auburn–North Preston: Will terminate at the Bridge Terminal in Dartmouth, will not interline with the Route 14 Leiblin Park.

Route 159 Portland Hills Link: Only the last outbound PM trip is affected, it will travel the complete route, using the MacKay Bridge.

Route 320 Airport–Fall River: Will terminate at the Bridge Terminal in Dartmouth. The first two outbound AM trips will also be affected; these will begin at Albemarle Street in Halifax departing 10 minutes before their regularly scheduled time and travel the complete route using the MacKay Bridge.

Resources from the five expansion buses received in 2014–15 will be used to provide this service. 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.



Shuttle routing during Macdonald Bridge closure.



Shuttle routing while Macdonald Bridge is open.

Service Adjustments

Detailed Proposed Service Adjustment Costing

Route	Adjustment	Annual Hours	Annual Cost
Conventional Service			
Shuttles*	Shuttles for the Macdonald Bridge closure	16,251	\$990,512
Adjustments*	Scheduling adjustments related to the bridge closure	2,074	\$135,094
Conventional Total		18,325	\$1,125,606

Route	Adjustment	Annual Hours	Annual Cost
Ferry Service			
Alderney	Additional ferry service	1,526	\$457,650
Ferry Total		1,526	\$457,650

Route	Adjustment	Annual Hours	Annual Cost
Access-A-Bus Service			
AAB	Two expansion Access-A-Bus buses	4,360	\$270,786
Access-A-Bus Total		4,360	\$270,786

Grand Total		24,211	\$1,854,041
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**These adjustments were approved as part of the 2014–15 budget.*

Conventional Bus Service Adjustments

Lacewood Terminal Replacement

- The new **Lacewood Terminal** is expected to open in August 2015; 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.

Approved in 2014–15 Annual Service Plan.

Ferry Service Adjustments

Alderney Ferry

- Additional service to coincide with the closure of the Macdonald Bridge.
- Weekday service frequency increased to every 15 minutes until the end of service day.
- Sunday service extended from 6:30 a.m. until midnight.

Access-A-Bus Service Adjustments

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



2015–2016 Projects and Infrastructure

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Projects and Infrastructure 2014–2015

Moving Forward Together Plan

In April of 2013, Halifax Transit initiated the development of a Five Year Service Plan. As part of the planning process, a number of public engagement activities took place. The results of the consultation were used to develop the Moving Forward Principles, the foundation on which the plan is designed.

These are intended to be general, values based statements to help direct the development of the plan, and also to provide guidance to decision making over the life of the 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.

In order to ensure that the transit network best meets the intent of the Moving Forward Principles, Regional Council approved an expansion in the initial scope of work proposed as part of the *Moving Forward Together Plan* to include a comprehensive review of the entire transit network.

The Draft Plan, including proposed future transit network, was released on February 17, 2015, followed by a diverse, ten week public and stakeholder engagement process on the draft plan.

After consultation, the draft plan and network will be revised to incorporate the feedback received from the public. It is anticipated that the final *Moving Forward Together Plan* will be before Regional Council for approval in September 2015.

Halifax Ferry Terminal Renovations

The Halifax Ferry Terminal was constructed in 1978. While basic planned and corrective maintenance activities have been undertaken since construction, the terminal is in need of a significant cosmetic upgrade in order to improve the customer experience and enhance the corporate image. In addition, a site capability analysis is planned to investigate the long term potential for the facility.

Renovations could potentially include interior painting, tiling, windows, lighting, doorways (addition of vestibules and enhanced accessibility hardware), signage, washrooms, and installation of technology (monitors for information display) to improve the customer experience.

Burnside Transit Centre Study

The existing Halifax Transit maintenance and storage facilities are nearing capacity. A new or expanded facility is required to accommodate growth and transit service increases. In 2015–16, a study will be commissioned to investigate the potential of expanding the existing Burnside Transit Facility.

Woodside Ferry Terminal Upgrades

The Woodside Ferry Terminal was constructed in 1986 and is in need of upgrades to improve the customer experience. Structural assessments began in 2014–15 to inform the workplan for this multi-year project. In 2015–16, renovations will primarily be structural in nature, and public facing improvements will occur in the later stages of the project. The upgrade is expected to include installing new tile, flooring, lighting, signage, and technology. The project may also include relocating the commissionaire's desk, creating an improved retail space, replacing/installing escalators, and undertaking exterior work to improve the building entrance.

Transit Technology Roadmap

On March 31st, 2014, Halifax Transit entered into a contract with Trapeze Group for the replacement of Halifax 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. Installation of the AVL/CAD solution will occur throughout 2015–16. In addition, in 2015–16, Halifax Transit will be selecting a vendor to deliver a fare management solution.

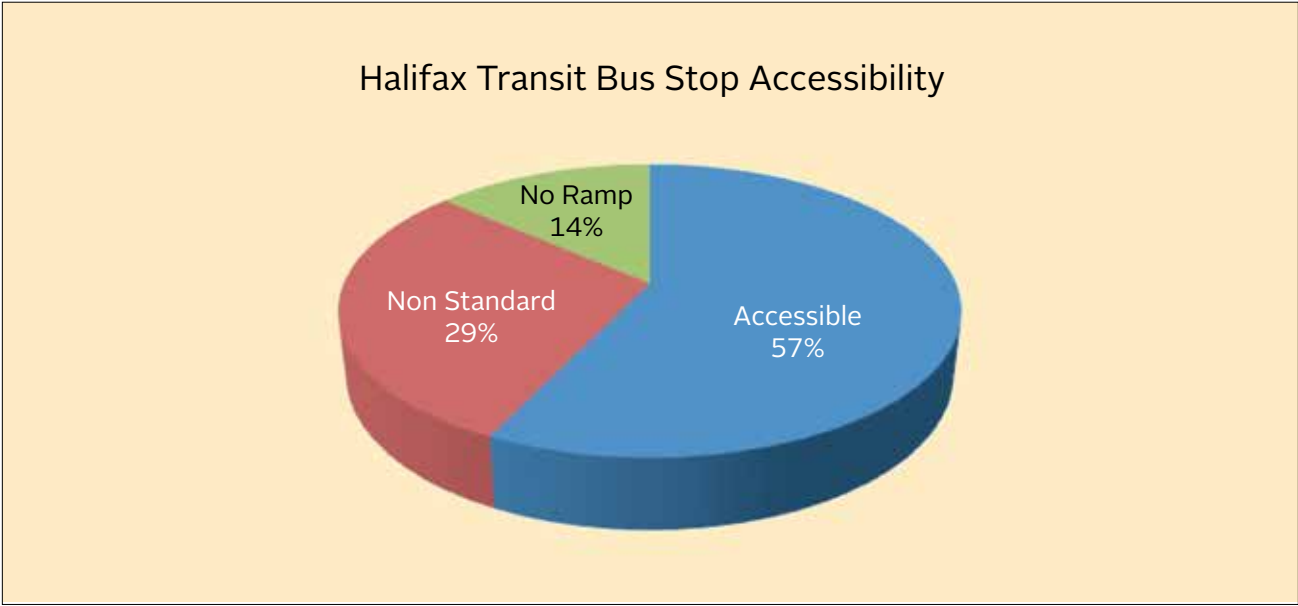
Lacewood Transit Terminal

The new Lacewood Transit terminal is scheduled to go into operation in August 2015.

The new 14 bay terminal will feature indoor passenger waiting space, public washrooms, seating, bike racks, and a number of safety and accessibility features. Construction began in 2014–15 and is well underway. In early 2015–16, a fully signalized intersection will be installed at Lacewood Drive and Radcliffe Drive to allow access to the site.

Shelters and Accessible Pads

Halifax Transit plans to install approximately 16 new expansion and replacement shelters throughout the system in 2015–16, 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 Halifax 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.

Review of 2014–2015

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Review of 2014–2015

Introduction

In 2014–15 Halifax Transit introduced the new Christopher Stannix Harbour Ferry, named in honour of Master Corporal Stannix. The new ferry is the first new vessel added to the fleet in 28 years, and allows for increased service on the Woodside/Halifax ferry route.

The new ferry has allowed Halifax Transit to double peak service levels on the Woodside route, and to expand off-peak service to Woodside. In order to support the expanded ferry service two new Urban Express routes were introduced from the Woodlawn and Cole Harbour areas of Dartmouth. Several routes also underwent adjustments to facilitate connection to the Woodside Ferry.



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Accessible Low Floor Routes (ALF)

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

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

Service Adjustments

Conventional

Service Maintenance

- Several routes underwent 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.

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.

MetroLink

Route 165 Woodside

- Service removed. This service is now provided 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 p.m., and Halifax at 8:52 p.m.

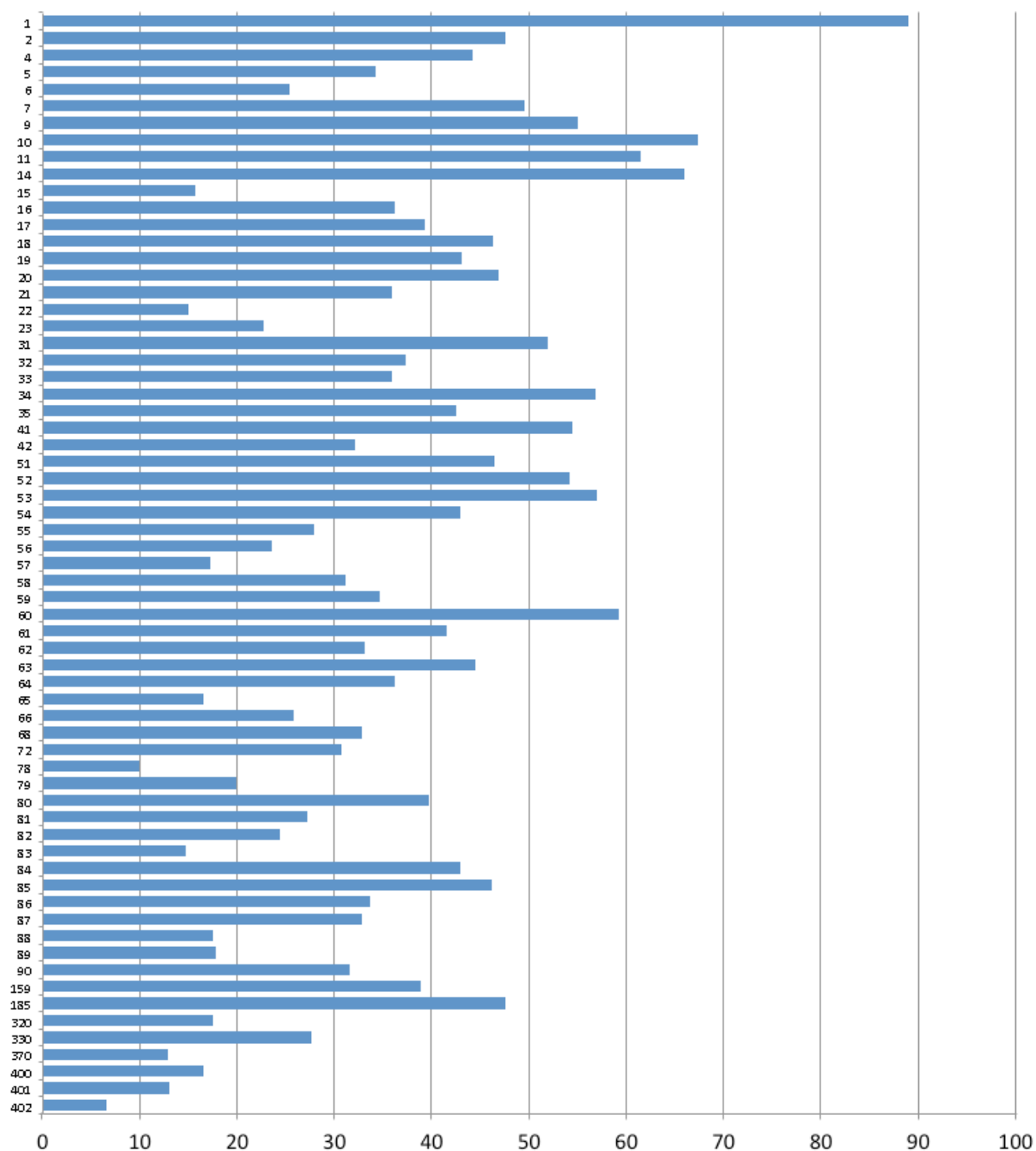
Access-A-Bus

- Two new expansion buses have been added to the Access-A-Bus fleet.

2014–15 Weekday Passengers per Hour

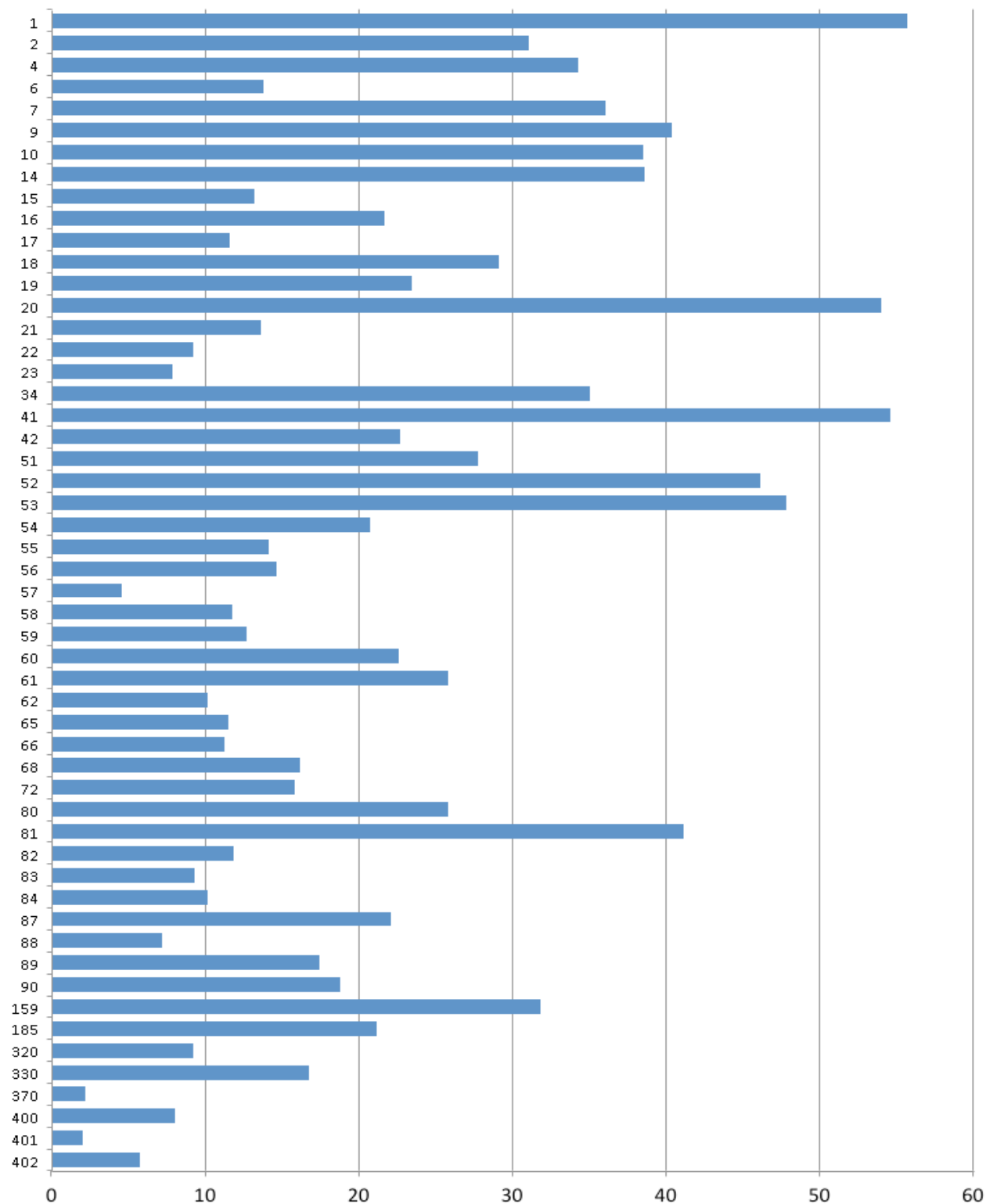
The following charts represent the 2014–15 passengers per hour based on the fall 2014 passenger count program and are an indication of route performance. They are shown by period, as specified in Halifax Transit's service standards, daytime represents 6:00 a.m. to 6:00 p.m., evening represents 6:00 p.m. to end of the service day.

Weekday Daytime Passengers per Hour



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

Weekday Evening Passengers per Hour



Daily Weekday Terminal Usage

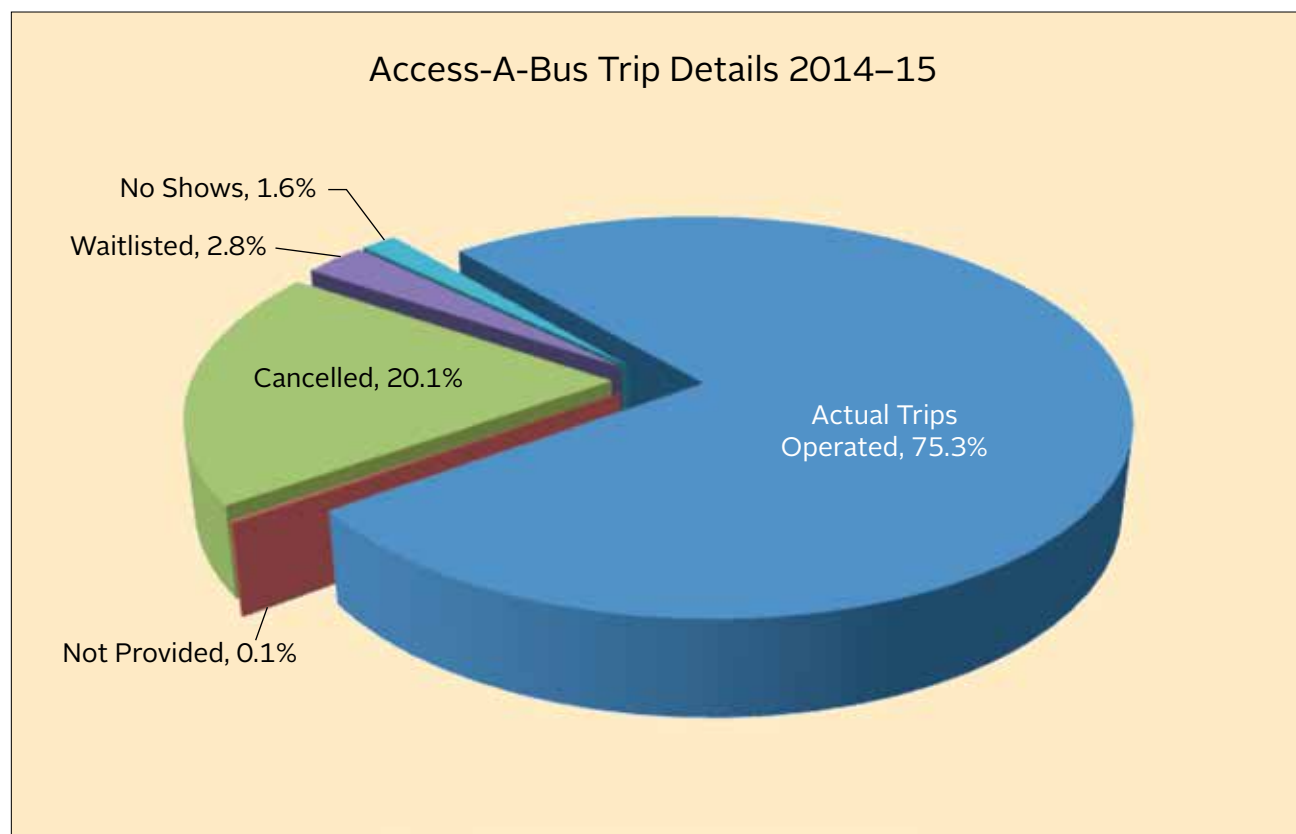
Terminal	Passenger Boardings	Passenger Deboardings	Total Passenger Activity
Bridge	9,515	9,731	19,246
Scotia Square	6,558	5,879	12,437
Mumford	4,779	4,640	9,419
Lacewood	1,910	1,869	3,779
Portland Hills	1,387	1,434	2,821
Micmac Mall	1,260	1,397	2,657
Alderney	1,289	962	2,251
Penhorn	1,078	1,106	2,184
Cobequid	1,026	1,060	2,086
Sackville	1,058	932	1,990
Highfield	950	822	1,772
Water Street	631	237	868
Tacoma Centre	523	330	853
Woodside Ferry	169	152	321
Total	32,133	30,551	62,684

Daily Weekday Park & Ride Lot Usage

Location	Daily Vehicle Usage	Capacity	Usage Rate
Woodside Ferry	515	515	100%
Sackville Terminal	385	385	100%
Portland Hills Terminal	207	230	90%
Hubley Centre	175	185	95%
Cobequid Terminal	110	110	100%
Alderney Terminal	90	110	82%
Fall River	81	90	90%
Porters Lake	54	132	41%
Maybank Field	30	30	100%
Sheldrake Lake	48	48	100%
Mumford Terminal	30	30	100%
Bridge Terminal	30	50	60%
Downsview	26	40	65%
Exhibition Park	0	50	0%
Total	1,781	2,005	89%

Access-A-Bus Trip Details

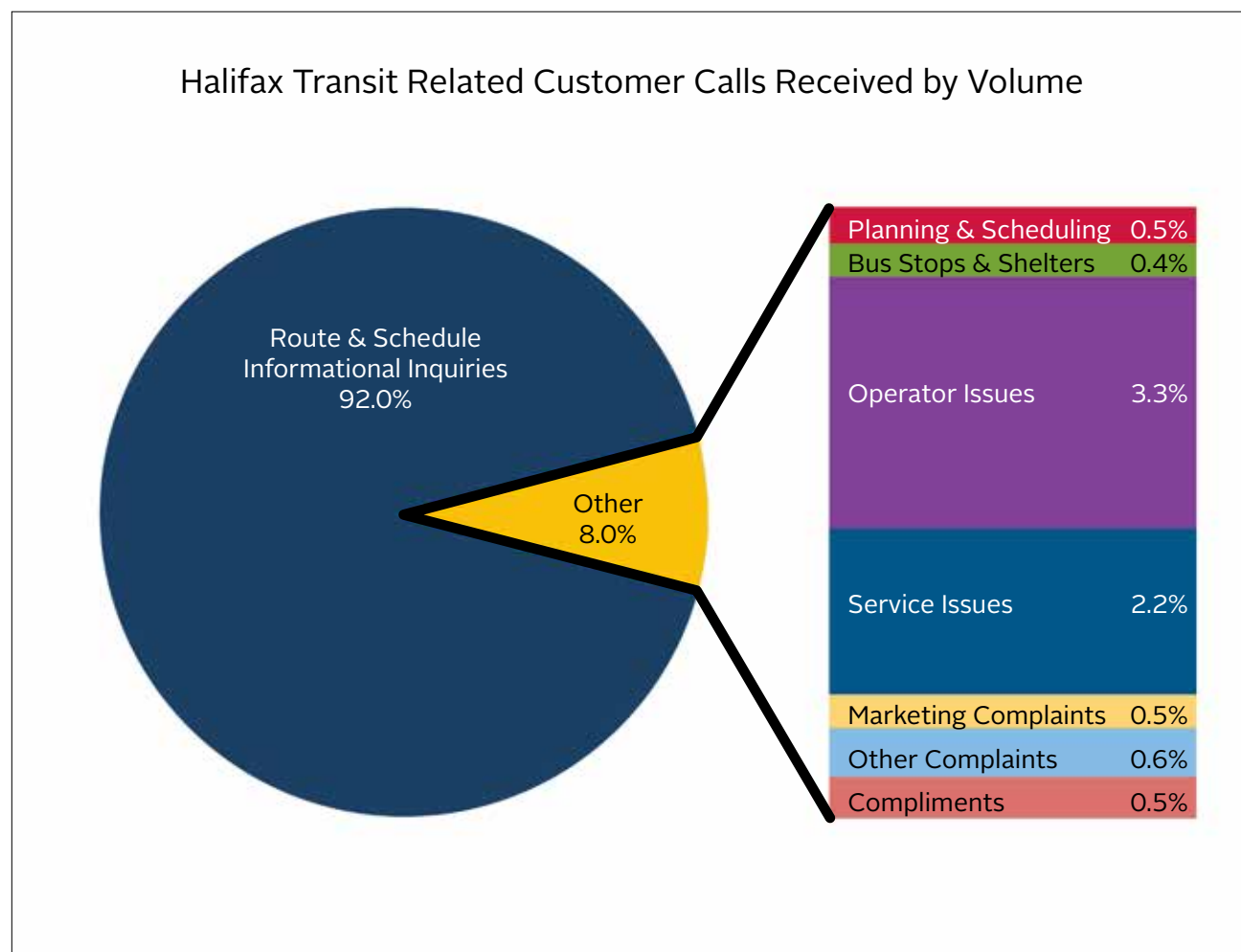
Below is a chart detailing trips requested for Access-A-Bus service in 2014–15. Halifax Transit expects to receive approximately 195,000 trip requests this year, with a 75% activation rate.



Marketing and Customer Service

Customer Service

The HRM Call Centre will receive approximately 120,000 customer calls relating to Halifax Transit during 2014–15, representing approximately 30% of their total call volume. The majority of these calls, 92% are related to route and schedule inquiries. The remaining 8% of calls are to report an issue or complaint as shown in the following chart.



Twitter @hfxtransit

Halifax Transit's twitter account, @hfxtransit, was introduced in 2011–12 to improve customer communication. There are now over 19,000 followers. Customers can find news and updates regarding transit service by visiting: twitter.com/hfxtransit

Customer Survey

Halifax Transit conducts an online Annual Passenger survey each fall. Full results for this survey along with other surveys conducted in 2014–15 can be found in Appendix D.



2014–2015 Projects and Infrastructure

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2014–2015 Projects and Infrastructure

Christopher Stannix Ferry

On Wednesday, May 14th, 2014, Halifax Transit celebrated the unveiling of the new ferry, “Christopher Stannix”, named in honour of Master Corporal Stannix. The new ferry has allowed Halifax Transit to double peak service levels on the Woodside Ferry route, and to introduce off-peak service to Woodside.

Woodside Ferry Terminal Parking Lot Upgrades

A project to improve the customer experience and enhance the accessibility of the Woodside Ferry Terminal parking lot was completed. Additional accessible parking spaces, and a cross walk from the parking lot to the terminal building have been added to the lower parking lot/bus loop, and improvements to the existing pedestrian refuge have also been made. The upper parking lot has also seen improvements, having been repainted to optimize the number of parking spaces available. Overall, the parking lot capacity increased by 51, and the facility now has approximately 515 regular parking stalls including eight marked accessible stalls. In addition, in order to ease traffic congestion, a former exit onto Pleasant Street has been reopened, significantly reducing traffic volumes exiting the lot via Atlantic Street.

Commuter Rail Feasibility Study

The Commuter Rail Feasibility study began in September 2014. The consultant, CPCS, undertook background assessments and analysis of existing infrastructure, traffic demand, alignment and station locations, and operational design. A public open house to share this analysis was held February 26, 2015, after which time the consultant will be finalizing the study.

Alderney Ferry Terminal Renovations

In 2014, the Alderney Ferry Terminal underwent renovations to improve passenger traffic flow, increase the attractiveness and utility of the terminal space, and improve overall customer experience and satisfaction. The facility now has a bright, welcoming, appearance.

Lacewood Terminal

In July 2014, Avondale Construction Limited was awarded the design-build contract for the Lacewood Transit Terminal. The design work for the terminal was completed in December 2014. The facility is targeted to be LEED Silver, complete with comfortable passenger waiting areas, public washrooms, a staff lobby, and space for a retailer. The outdoor platform will be large and include 14 bus bays, seating areas, planting beds, bike racks, bus shelters, and gathering spaces to serve transit passengers comfortably and conveniently.

Shelters and Landing Pads

Halifax Transit installed one shelter at a new location, and replaced seven existing shelters in 2014–15, as well as 56 new concrete landing pads to improve accessibility.

Appendices

A: Route Performance

B: New Lacewood Terminal Routing Adjustments

C: Service Standards

D: Survey Results

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Appendix A: Route Performance

Weekday Route Performance Summary

Route	Classification	Daily Passenger Boardings		Daily Service Hours		Passengers per Hour	
		13/14	14/15	13/14	14/15	Daytime	Evening
1	Core	11,855	12,013	144	153	89	56
2	Core	2,705	2,633	60	59	48	31
4	Core	2,261	2,531	60	60	44	34
5	Local	129	125	4	4	34	-
6	Local	643	616	27	28	25	14
7	Core	4,541	5,228	108	113	50	36
9	Core	2,543	2,449	48	47	55	40
10	Core	6,129	6,493	96	107	67	39
11	Local	117	113	2	2	61	-
14	Core	4,084	3,754	63	62	66	39
15	Local	218	223	15	15	16	13
16	Local	1,214	1,433	44	43	36	22
17	Core	1,528	1,361	36	35	39	12
18	Core	2,317	2,233	56	55	46	29
19	Local	1,056	1,154	32	30	43	23
20	Core	3,463	3,428	82	71	47	54
21	Local	1,259	1,275	40	41	36	14
22	Local	460	467	36	35	15	9
23	Local	383	384	18	18	23	8
31	Urban Express	282	305	6	6	52	-
32	Urban Express	558	490	13	13	37	-
33	Urban Express	189	190	7	7	36	-
34	Urban Express	710	757	13	14	57	35
35	Urban Express	328	342	8	8	43	-
41	Local	1,691	1,578	30	29	55	55
42	Local	1,164	1,070	35	34	32	23
51	Core	1,091	1,041	25	25	46	28
52	Core	6,567	6,269	119	119	54	46
53	Core	1,348	1,356	25	25	57	48
54	Local	865	825	22	21	43	21
55	Local	541	529	22	22	28	14
56	Local	644	625	31	29	24	15
57	Local	545	535	36	37	17	5
58	Local	765	741	28	28	31	12
59	Core	2,152	2,089	73	77	35	13

Weekday Route Performance Summary (continued)

Route	Classification	Daily Passenger Boardings		Daily Service Hours		Passengers per Hour	
		13/14	14/15	13/14	14/15	Daytime	Evening
60	Core	3,496	3,556	62	74	59	23
61	Core	2,903	2,960	77	77	42	26
62	Local	893	850	31	31	33	10
63	Local	906	775	19	17	45	-
64	Local	282	354	10	10	36	-
65	Local	257	253	17	16	17	12
66	Local	1,445	1,363	62	61	26	11
68	Local	1,332	1,447	49	48	33	16
72	Local	1,106	1,241	45	45	31	16
78	Urban Express	-	65	-	8	10	-
79	Urban Express	-	117	-	6	20	-
80	Core	4,571	4,457	118	122	40	26
81	Local	1,424	1,420	49	50	27	41
82	Local	1,109	1,083	46	46	24	12
83	Local	159	176	13	13	15	9
84	Urban Express	1,110	1,199	28	29	43	10
85	Urban Express	155	185	4	4	46	-
86	Urban Express	145	140	5	4	34	-
87	Core	1,282	1,320	44	43	33	22
88	Local	89	78	5	5	18	7
89	Local	397	411	24	23	18	17
90	Local	1,050	1,372	46	47	32	19
159	MetroLink	1,024	906	39	37	39	32
185	MetroLink	1,346	1,346	47	46	48	21
320	MetroX	595	584	52	51	18	9
330	MetroX	494	496	21	21	28	17
370	MetroX	119	151	17	14	13	2
400	Comm–Rural	172	192	13	13	17	8
401	Comm–Rural	158	129	11	12	13	2
402	Comm–Rural	90	61	10	10	7	6
Ald	Ferry	2,090	1,815	24	24	140	42
WS	Ferry	1,365	2,026	7	21	172	30

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

Weekday Route Performance Comparison

Route	Classification	Passengers per Hour				Cost Recovery			
		Daytime		Evening		Daytime		Evening	
		13/14	14/15	13/14	14/15	13/14	14/15	13/14	14/15
1	Core	90	89	61	56	97%	94%	66%	59%
2	Core	48	48	33	31	52%	50%	36%	33%
4	Core	39	44	32	34	42%	47%	35%	36%
5	Local	36	34	-	-	45%	36%	-	-
6	Local	29	25	10	14	32%	26%	11%	14%
7	Core	46	50	29	36	49%	53%	31%	38%
9	Core	56	55	37	40	61%	58%	40%	43%
10	Core	68	67	48	39	74%	73%	52%	42%
11	Local	50	61	-	-	62%	56%	-	-
14	Core	70	66	47	39	76%	71%	51%	42%
15	Local	16	16	8	13	17%	17%	9%	14%
16	Local	31	36	13	22	35%	37%	15%	22%
17	Core	43	39	27	12	53%	41%	34%	12%
18	Core	46	46	30	29	50%	49%	33%	31%
19	Local	37	43	16	23	40%	44%	18%	24%
20	Core	47	47	31	54	51%	44%	33%	51%
21	Local	35	36	19	14	38%	38%	20%	14%
22	Local	15	15	8	9	16%	16%	9%	10%
23	Local	23	23	6	8	29%	24%	7%	8%
31	Urban Express	44	52	-	-	54%	56%	-	-
32	Urban Express	42	37	-	-	52%	40%	-	-
33	Urban Express	39	36	-	-	36%	32%	-	-
34	Urban Express	58	57	36	35	72%	61%	44%	38%
35	Urban Express	41	43	-	-	50%	46%	-	-
41	Local	55	55	84	55	68%	57%	103%	57%
42	Local	33	32	26	23	41%	33%	32%	24%
51	Core	48	46	27	28	52%	50%	29%	30%
52	Core	57	54	46	46	62%	59%	50%	50%
53	Core	58	57	36	48	63%	59%	39%	50%
54	Local	43	43	22	21	47%	46%	24%	22%
55	Local	27	28	16	14	29%	29%	17%	15%
56	Local	22	24	17	15	24%	25%	18%	15%
57	Local	18	17	5	5	19%	17%	6%	5%
58	Local	32	31	10	12	35%	33%	10%	12%
59	Core	36	35	16	13	39%	36%	17%	13%
60	Core	63	59	33	23	68%	62%	36%	24%

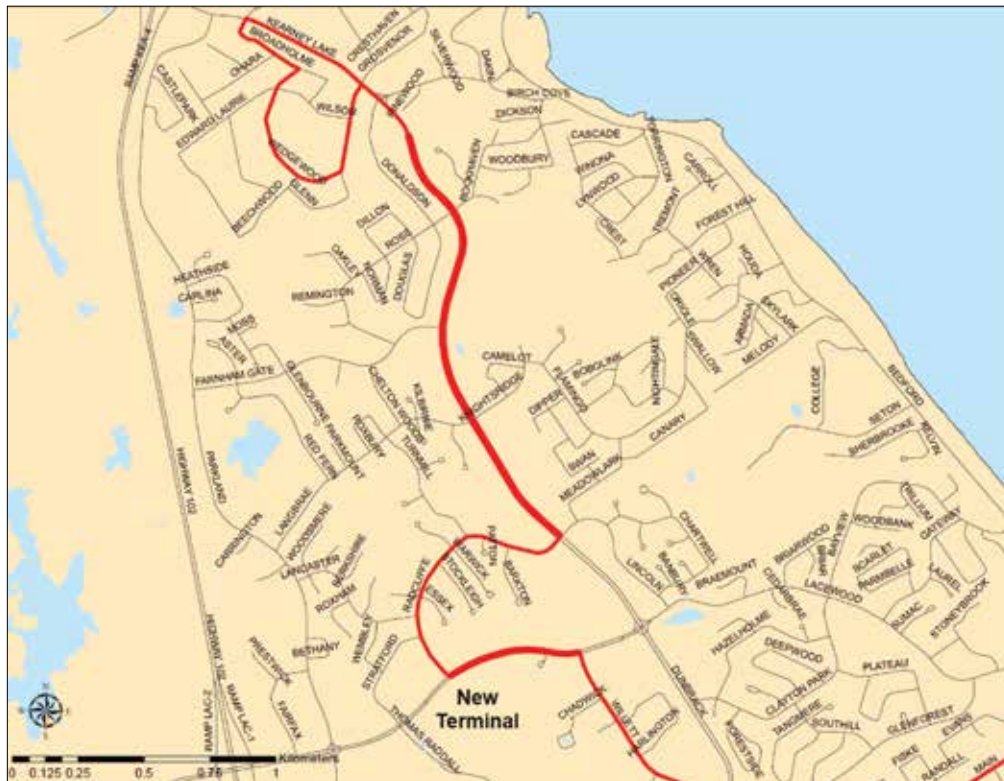
Weekday Route Performance Comparison (continued)

Route	Classification	Passengers per Hour				Cost Recovery			
		Daytime		Evening		Daytime		Evening	
		13/14	14/15	13/14	14/15	13/14	14/15	13/14	14/15
61	Core	41	42	23	26	44%	45%	25%	28%
62	Local	35	33	13	10	37%	35%	14%	11%
63	Local	49	45	-	-	60%	44%	-	-
64	Local	29	36	-	-	36%	38%	-	-
65	Local	17	17	6	12	19%	18%	7%	12%
66	Local	26	26	15	11	28%	28%	16%	12%
68	Local	29	33	18	16	31%	35%	19%	17%
72	Local	27	31	16	16	29%	33%	17%	17%
78	Urban Express	-	10	-	-	-	9%	-	-
79	Urban Express	-	20	-	-	-	18%	-	-
80	Core	39	40	38	26	42%	42%	41%	28%
81	Local	28	27	42	41	34%	29%	53%	44%
82	Local	25	24	12	12	27%	26%	13%	13%
83	Local	13	15	6	9	14%	14%	7%	9%
84	Urban Express	40	43	12	10	50%	46%	15%	11%
85	Urban Express	36	46	-	-	45%	50%	-	-
86	Urban Express	31	34	-	-	39%	36%	-	-
87	Core	31	33	21	22	34%	35%	23%	23%
88	Local	20	18	10	7	21%	19%	12%	8%
89	Local	17	18	6	17	21%	19%	7%	19%
90	Local	24	32	18	19	26%	33%	19%	20%
159	MetroLink	42	39	29	32	52%	43%	36%	35%
185	MetroLink	45	48	24	21	59%	55%	29%	25%
320	MetroX	17	18	10	9	30%	27%	18%	13%
330	MetroX	28	28	11	17	62%	49%	27%	34%
370	MetroX	8	13	2	2	19%	25%	5%	5%
400	Comm–Rural	15	17	6	8	10%	11%	20%	22%
401	Comm–Rural	16	13	7	2	14%	10%	28%	20%
402	Comm–Rural	10	7	6	6	10%	6%	18%	10%
Ald	Ferry	161	140	43	42	48%	47%	14%	14%
WS	Ferry	352	172	103	30	117%	58%	56%	12%

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

Appendix B: New Lacewood Terminal Routing Adjustments

Route 2 Wedgewood – New Lacewood Terminal Routing Adjustment



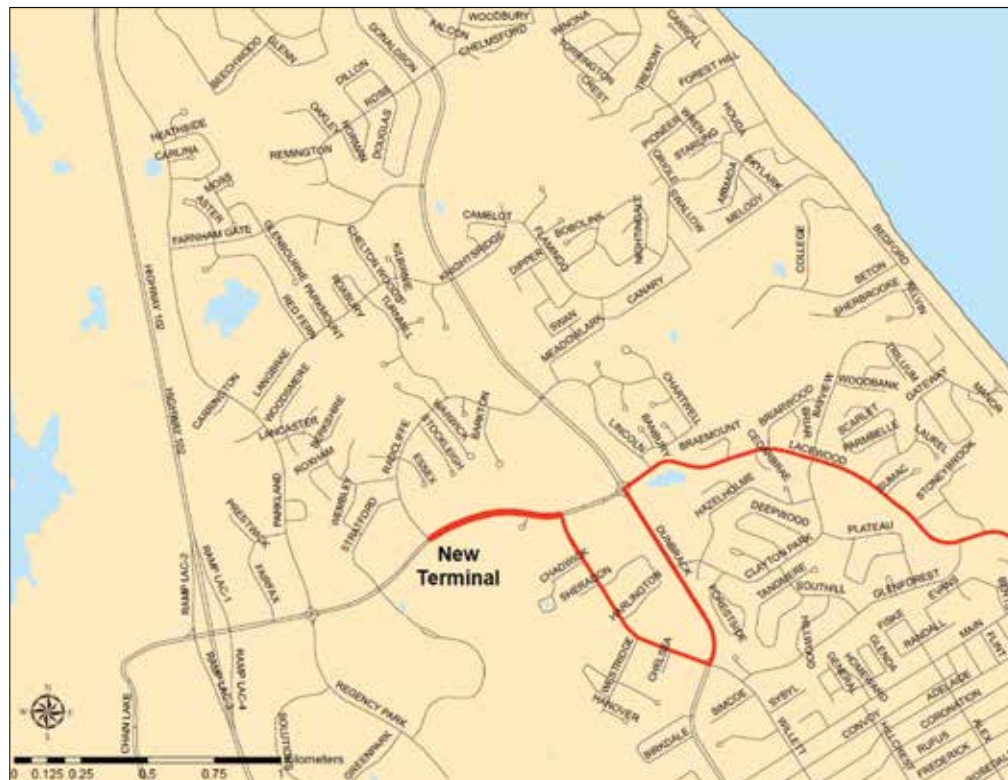
Route 4 Rosedale – New Lacewood Terminal Routing Adjustment



Route 16 Parkland – New Lacewood Terminal Routing Adjustment



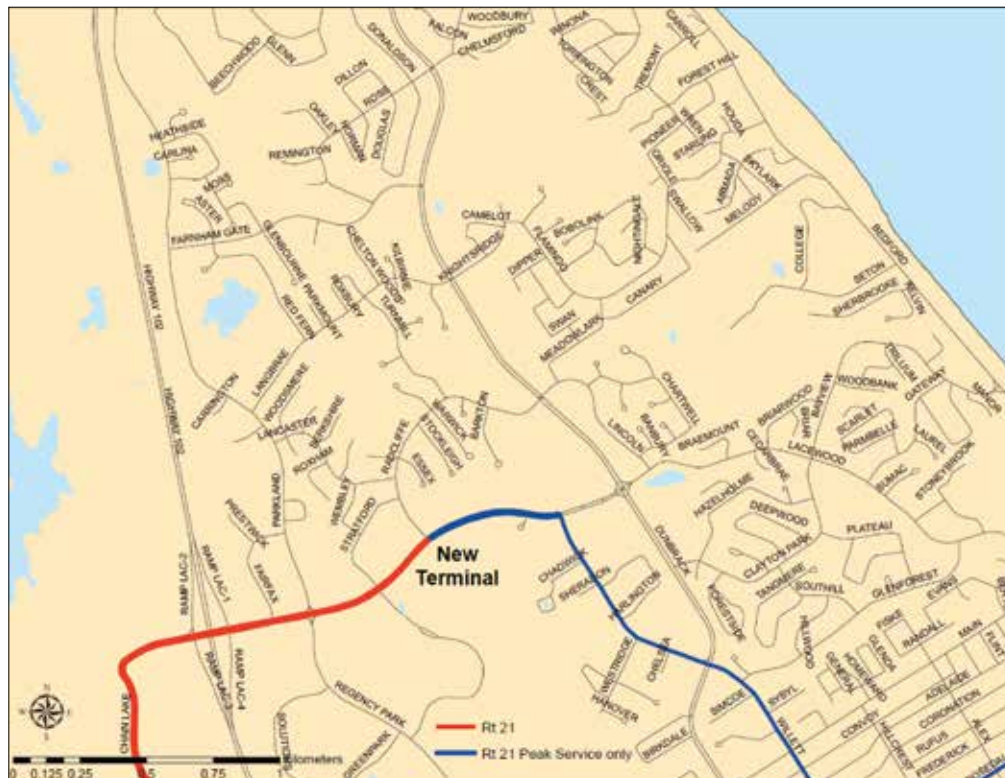
Route 17 Saint Mary's – New Lacewood Terminal Routing Adjustment



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 Tantallon Express – New Lacewood Terminal Routing Adjustment



Route 34 Glenbourne Express – New Lacewood Terminal Routing Adjustment



Route 35 Parkland Express – New Lacewood Terminal Routing Adjustment



Route 42 Dalhousie – New Lacewood Terminal Routing Adjustment



Route 52 Crosstown – New Lacewood Terminal Routing Adjustment



Route 89 Bedford – New Lacewood Terminal Routing Adjustment



Appendix C: 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 Halifax Transit to the next level in terms of ridership, mode share, service guidelines and performance measurement of customer satisfaction.

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%

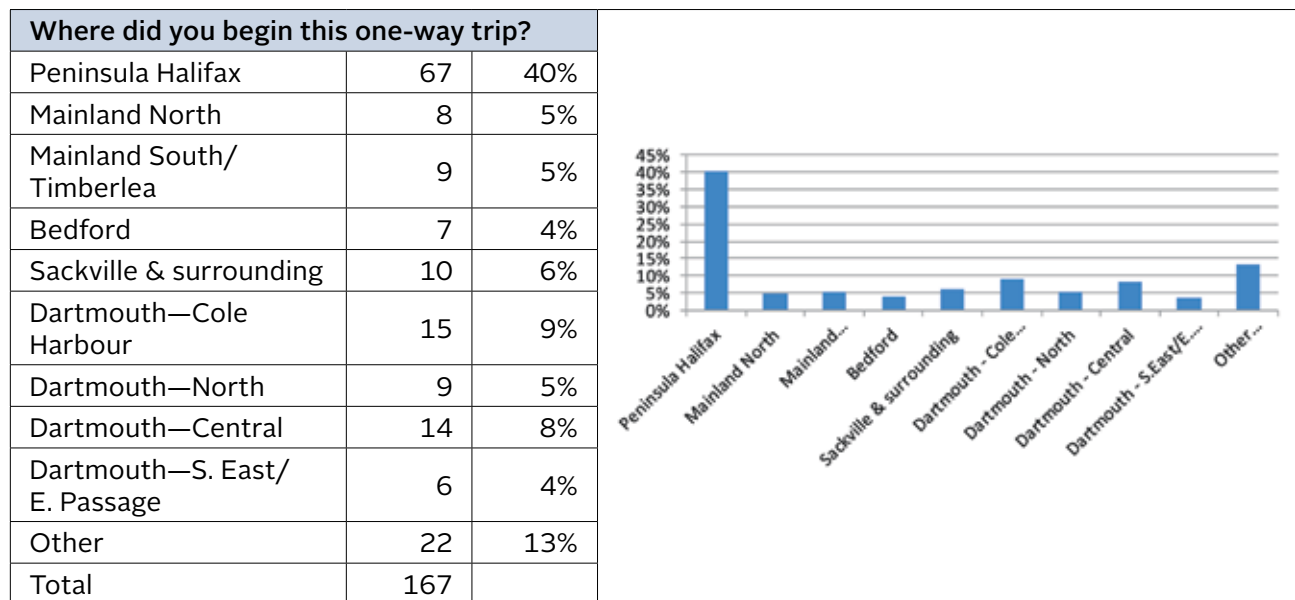
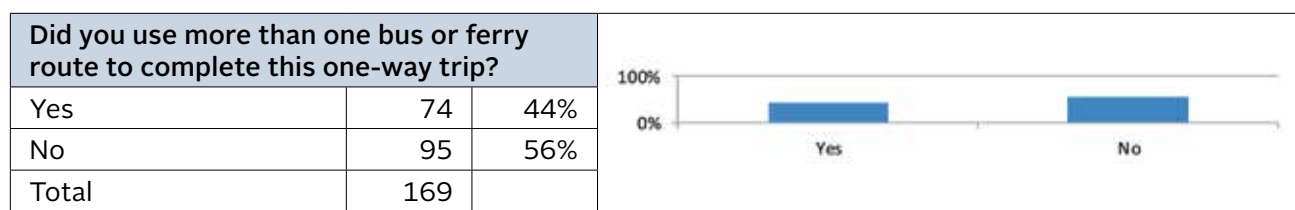
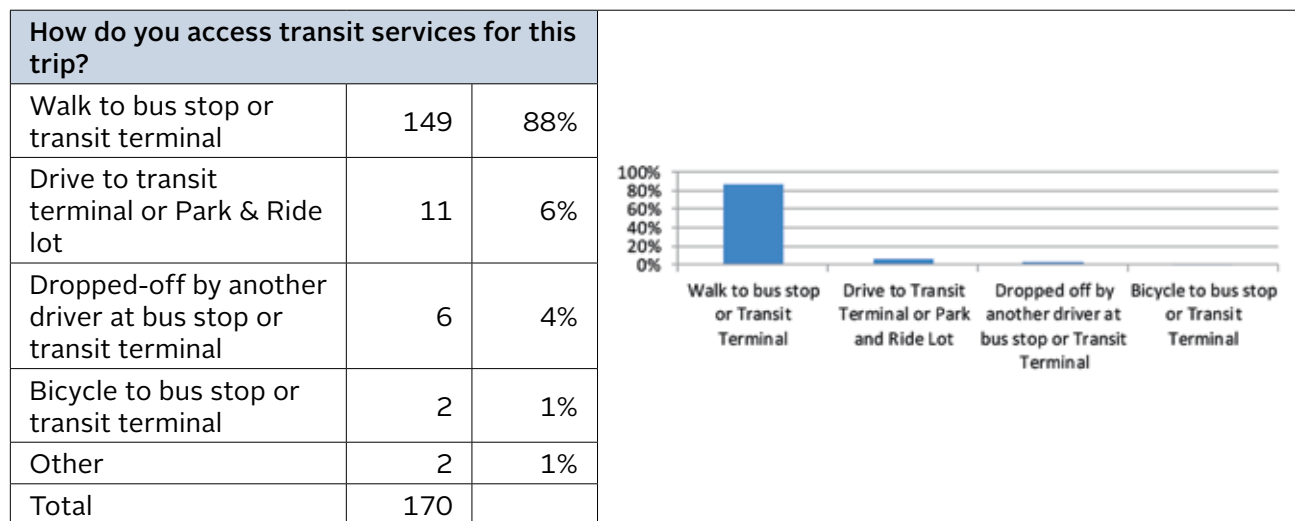
*These service standards apply in peak direction only.

Route Coverage

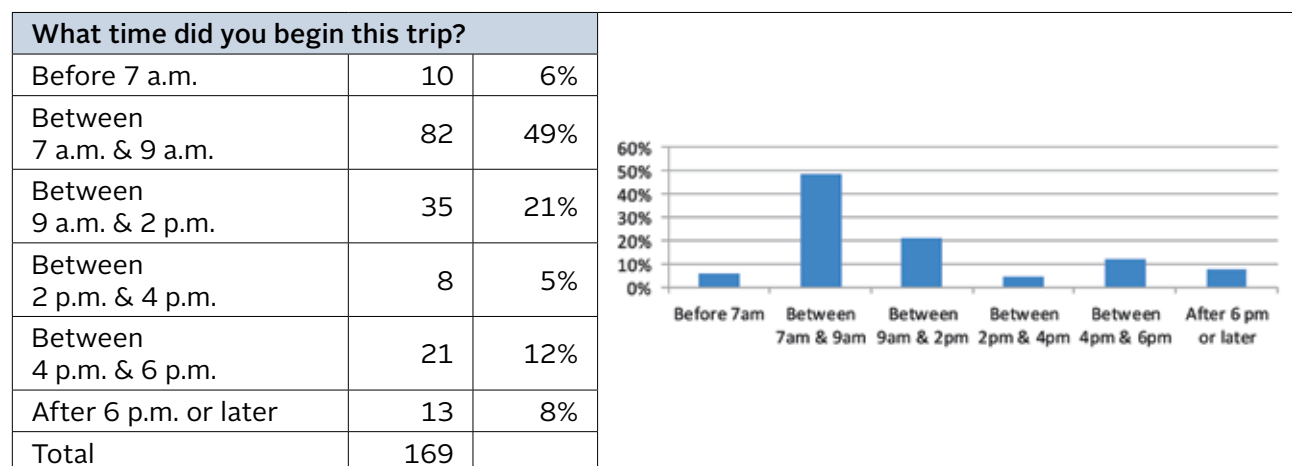
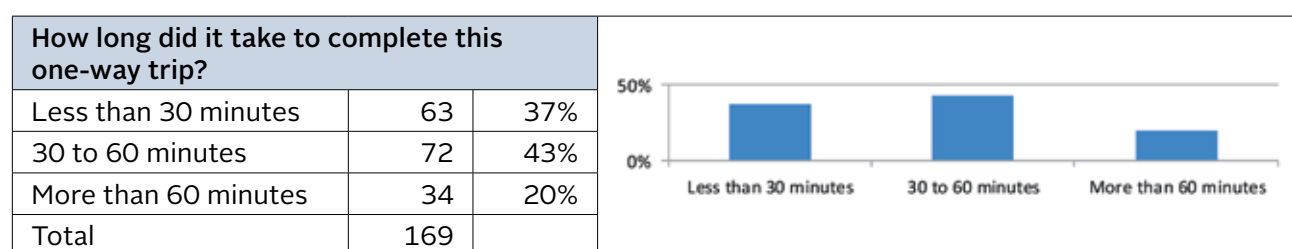
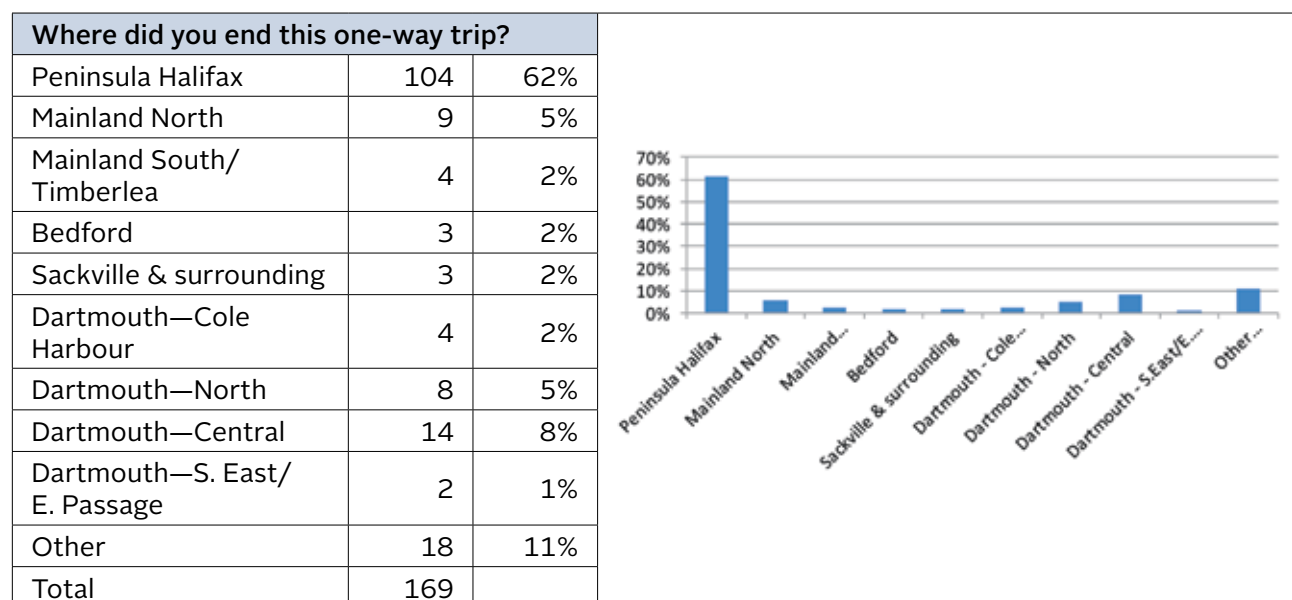
	Minimum Service Plan	Maximum Headway
Core Routes		
Weekdays	6 a.m. to 9 a.m.	15 minutes
	9 a.m. to 3 p.m.	30 minutes
	3 p.m. to 6:30 p.m.	15 minutes
	6:30 p.m. to 12 midnight	30 minutes
Saturdays	6 a.m. to 12 midnight	30 minutes
Sundays/Holidays	7 a.m. to 11 p.m.	30 minutes
Local Routes		
Weekdays	6 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

Appendix D: Survey Results

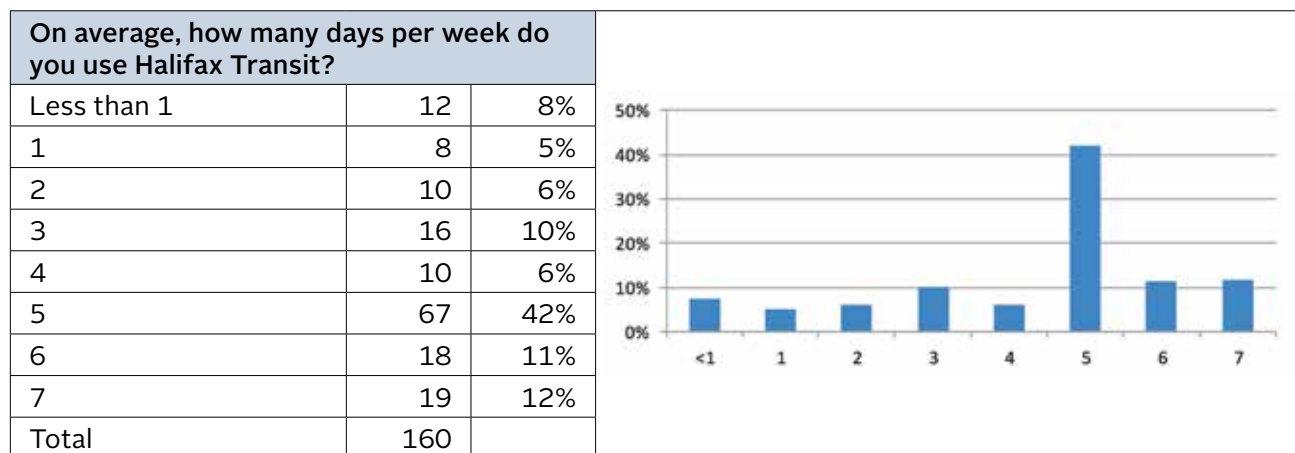
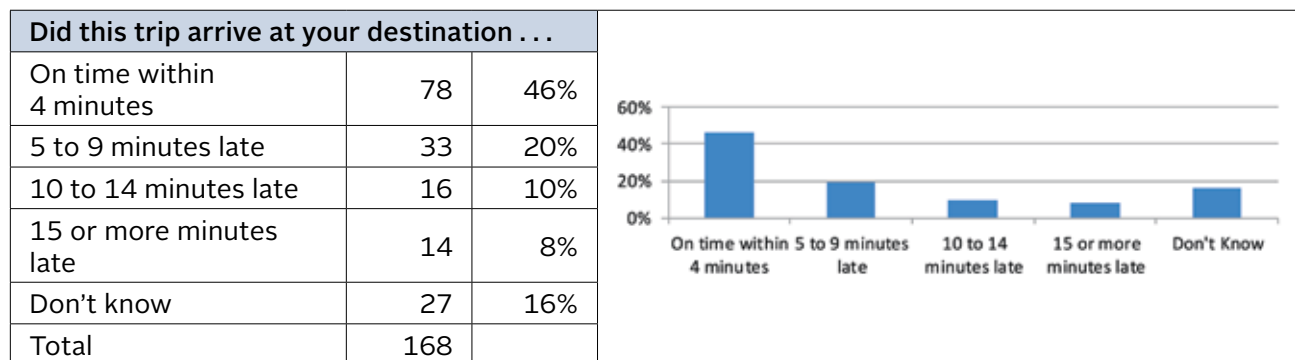
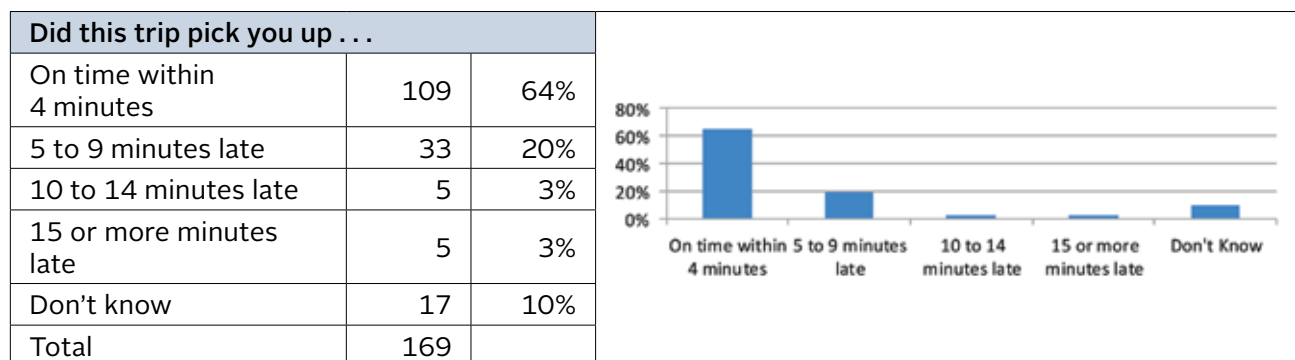
Annual Passenger Survey—October 2014



Annual Passenger Survey—October 2014

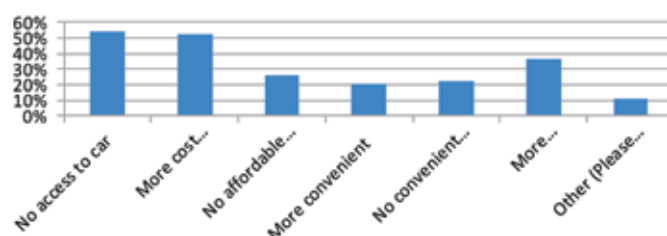


Annual Passenger Survey—October 2014

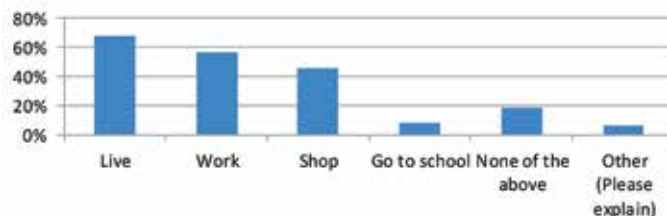


Annual Passenger Survey—October 2014

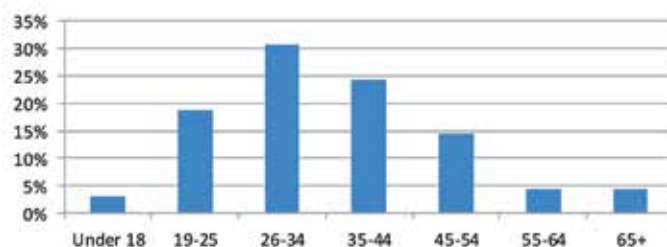
Why did you choose to make use of Halifax Transit for this trip?		
No access to a car	87	54%
More cost effective	83	52%
No affordable parking	42	26%
More convenient	32	20%
No convenient parking	35	22%
More environmentally friendly	58	36%
Other	18	11%
Total	160	



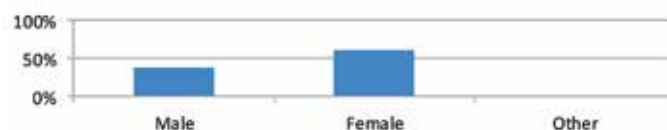
Does access to transit service affect where you (check all that apply)		
Live	107	68%
Work	89	57%
Shop	72	46%
Go to school	12	8%
None of the above	29	18%
Other	10	6%
Total	157	



What is your age?		
Under 18	5	3%
19-25	30	19%
26-34	49	31%
35-44	39	24%
45-54	23	14%
55-64	7	4%
65+	7	4%
Total	160	



Are you ...		
Male	60	38%
Female	97	61%
Other	2	1%
Total	159	



Annual Passenger Survey—October 2014

Please rate your satisfaction.													
Category	Very Dissatisfied		Dissatisfied		Neutral		Somewhat Satisfied		Very Satisfied		Do Not Use		Total
Overall Halifax Transit service (bus/ferry)	11	6.9%	30	18.8%	40	25.0%	64	40.0%	15	9.4%	0	0.0%	160
Service frequency	19	11.9%	60	37.5%	29	18.1%	40	25.0%	12	7.5%	0	0.0%	160
Reliability (timely departures/arrivals)	30	18.8%	49	30.6%	39	24.4%	29	18.1%	13	8.1%	0	0.0%	160
Operator courtesy	6	3.8%	9	5.6%	37	23.1%	69	43.1%	39	24.4%	0	0.0%	160
Comfort (seating, temperature, ride smoothness, cleanliness, etc.)	11	6.9%	23	14.4%	37	23.1%	76	47.5%	13	8.1%	0	0.0%	160
Route coverage (ability to get where you need to go via Halifax Transit)	15	9.4%	42	26.3%	30	18.8%	57	35.6%	13	8.1%	3	1.9%	160
Mobility Access	2	1.3%	6	3.8%	28	17.5%	25	15.6%	11	6.9%	88	55.0%	160
Fare Structure	3	1.9%	23	14.4%	48	30.0%	67	41.9%	18	11.3%	1	0.6%	160
Overall cost of transit services	7	4.4%	22	13.8%	51	32.1%	60	37.7%	18	11.3%	1	0.6%	160
Scheduling/connections	35	21.9%	66	41.3%	27	16.9%	23	14.4%	6	3.8%	3	1.9%	160
Communication (announcements, schedule and route information, etc.)	20	12.5%	33	20.6%	40	25.0%	51	31.9%	12	7.5%	4	2.5%	160
Bus Stops	12	7.5%	26	16.3%	41	25.6%	65	40.6%	14	8.8%	2	1.3%	160
Bus/Ferry Terminals	5	3.1%	18	11.3%	36	22.5%	64	40.0%	27	16.9%	10	6.3%	160
Access to Halifax Transit information (website, Google Transit, Riders' Guide, etc.)	9	5.6%	18	11.3%	31	19.4%	65	40.6%	35	21.9%	2	1.3%	160

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