

HALIFAX  
REGIONAL MUNICIPALITY

 MetroTransit

2010/11

# Annual Service Plan



HRM

Metro Transit

2010

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## **Plan Summary**

This Annual Service Plan (ASP) represents the first year of implementation of the Five-Year Strategic Operations Plan developed by Metro Transit in conjunction with IBI Group. This plan outlines service changes planned for 2010/11, as well as reviewing changes from 2009/10. The annual plan will also be monitored through Quarterly Service Plans, providing status updates for projects and service changes throughout the year.

## **Introduction**

Metro Transit is the primary transit service provider in the Halifax Regional Municipality. During 2009/10 fiscal year Metro Transit delivered over 790,000 scheduled annual service hours, including 729,600 hours of bus service, 9,300 hours of ferry service, and 51,300 hours of Access-A-Bus service. Service changes planned for 2010/11 focus on beginning to reorganise service in the Portland Street corridor, reducing passenger overloads, increasing the amount of Accessible Low Floor service (ALF), and shifting service to utilize the new Ragged Lake Transit Centre (RLTC). Access-A-Bus service will be increased as well with the addition of 6 new vehicles. These changes will be made possible through fleet expansion, scheduling efficiencies resulting from new scheduling software, and operating from the new Ragged Lake Transit Centre.

## **Fleet Expansion**

The addition of ten expansion vehicles in 2010/11 will allow for an increase of 29,770 annual service hours. All new (10/11 and after) conventional vehicles purchased will be low floor accessible (ALF), including articulated vehicles. A further six expansion Access-A-Bus vehicles will allow for an increase of 13,080 annual service hours.

## Review of 2009/10

### Introduction

Expansion vehicles received in 2009/10 included ten MetroX branded vehicles, five of which were used to service the new Route 330 Tantallon. MetroX represents a new service delivery option within Metro Transit, connecting rural growth areas with downtown Halifax. These vehicles are also being used on the Sambro Community Transit pilot route, as community transit vehicles are not available at this time. Changes in Conventional and MetroLink services dealt mostly with schedule improvements, and service frequency in the off-peak. Metro Transit is also in the process of retrofitting its fleet with bike racks, and introduced three routes as designated Bike Routes in 2009/10; 100% of the Accessible Low Floor vehicles are equipped with bike racks.

### Metro Express (MetroX) Launch



MetroX service was introduced August 2009, providing express service from a 185 car Park & Ride lot in Tantallon, at Exit 5 off Highway 103, direct to Scotia Square in Downtown Halifax. With a thirty minute non-stop trip, designed with commuters in mind, this service provides seven inbound trips in the AM, eight outbound trips in the PM, and three midday round trips. This innovative service also received the CUTA National Transit Corporate Recognition Award for Service Excellence for 2010.



*MetroX Vehicle Interior*

Customer reaction to this service has been overwhelmingly positive, with over 75% of passengers being new customers to Metro Transit, and MetroX Pass sales have increased by more than 95% in just the first 7 months. Nearly 80% of passengers have access to their own vehicle, stating they use MetroX largely because of its cost effectiveness, environmental friendliness, and convenience. Customers also rated other factors highly, rating Operator Friendliness as 4.4 out of 5, and Overall Comfort of the MetroX vehicles as 4.3 out of 5.

MetroX represents a new level of service for Metro Transit, fulfilling a demand for Rural Express Bus service as conceived in the Regional Municipal Planning Strategy (Regional Plan). The success of this service encourages development of future lines to serve communities along the other 100-series highways throughout HRM.

## Hybrid Bus Launch

After having tested a number of alternative fuels and emission reducing products over the years, Metro Transit introduced two new high-profile hybrid buses into service in the downtown core in March 2010.



The operation of these new buses will maximize benefits to both passengers and citizens alike, since each articulated hybrid bus replaces at least 80 cars in rush hour. Bus riders will enjoy a quieter and more comfortable commute, and everyone will benefit from cleaner air.

The total purchase cost of the buses was \$2.4 million. Conserve Nova Scotia contributed \$600,000 to HRM's investment.

These hybrids are equipped with 2010 emission compliant diesel engines and are expected to use 25 to 30% less fuel while reducing greenhouse gas emissions by about 30%. Together, the two vehicles could save more than 49,000 kilograms of carbon dioxide per year. Metro Transit will evaluate the fuel usage and operating costs over the next 18 months. <sup>1</sup>

## Accessible Low Floor Routes (ALF)

As part of service improvements the following routes began providing Accessible Low Floor service:

- Route 1 Spring Garden
- Route 17 Saint Mary's
- Route 18 Universities
- Route 330 Tantallon (New Route)

This brought the total number of ALF routes to 26, or 46% of all routes.

## Designated Bike Routes

As part of service improvements the following routes were introduced as Designated Bike Routes:

- Route 56 Dartmouth Crossing
- Route 72 Portland Hills
- Route 330 Tantallon (New Route)

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<sup>1</sup>Photo from [http://www.flickr.com/photos/victor\\_stegemann/4417576711/sizes/o/in/set-72157623189863039/](http://www.flickr.com/photos/victor_stegemann/4417576711/sizes/o/in/set-72157623189863039/)

## Service Adjustments

### Conventional

#### *Route 1 Spring Garden*

- Weekday midday frequency increased to every 10 minutes.
- 3,410 additional annual service hours.

#### *Route 16 Parkland*

- Saturday service implemented.
- 2,290 additional annual service hours.

#### *Route 19 Greystone*

- Additional AM peak hour trip added.
- 190 additional annual service hours.

#### *Route 66 Penhorn*

- Weekday service frequency increased to every 30 minutes during midday.
- Evening service extended to Cobequid Terminal, additional evening trips added to schedule.
- 5,770 additional annual service hours.

#### *Route 87 Downsview*

- Saturday service frequency increased to every 30 minutes during midday.
- 1,190 additional annual service hours.

#### *Additional Service Improvements*

The following routes underwent minor routing and/or schedule adjustments in order to provide improved service and connections to the rest of the transit system:

- *Route 3 Manors* – Improved routing.
- *Route 33 Tantallon* - Adjusted schedule to provide connection with MetroX Route 330.
- *Route 59 Colby* - Adjusted AM peak trip departure from the Bridge Terminal for improved connection with MetroLink Route 165 at Portland Hills Terminal. Adjusted off-peak schedule for improved connection from MetroLink Route 159.
- *Route 60 Eastern Passage/Heritage Hills* - Adjusted first AM trip from Shearwater to improve connections with Route 51 Dockyard at the Bridge Terminal. Adjusted PM trips departing the Bridge Terminal for improved connection at Alderney Terminal from the Ferry.

- *Route 80 Sackville* - Schedule adjusted, PM trips now depart Sackville Terminal at 25 minutes and 55 minutes after the hour.
- *Route 82 Millwood* - Additional running time implemented to improve schedule adherence on Sundays, resulting in minor schedule adjustments.
- *Route 83 Springfield* - Adjusted off-peak departures from Sackville Terminal for improved connection with MetroLink Route 185.
- *Route 89 Bedford* - Adjusted first AM peak trip departure time from Cobequid Terminal for improved connection from Route 87.

## MetroLink

### *Route 165 Woodside Link*

- Adjusted AM peak departure times from Portland Hills Terminal for improved connection to the Woodside Ferry.

## MetroX

### *Route 330 Tantallon*

- Route 330 Tantallon was introduced August 31<sup>st</sup>, 2009, providing accessible service from the Hubley Centre at Exit 5 off Highway 103 to Scotia Square in downtown Halifax.
- September 16<sup>th</sup>, 2009 – One additional AM peak hour trip, and one PM peak hour trip added due to customer demand
- November 23<sup>rd</sup>, 2009 - Two additional AM peak hour trips and four PM peak hour trips added due to customer demand; schedule adjusted to provide more consistent frequency with added trips.
- 7,230 annual service hours.

## Community Transit

### *Sambro Community Transit*

- Sambro Community Transit pilot route was introduced August 31<sup>st</sup>, 2009, providing service from the Ketch Harbour Fire Station to South Centre Mall, via the Old Sambro Rd.
- 3,630 annual service hours.



### Porter's Lake Community Transit

- Schedule adjustments were made to Porter's Lake Community Transit service effective February 1<sup>st</sup>, 2010. These schedule adjustments provide earlier AM trips and later PM trips, in place of midday trips. This schedule adjustment was based upon surveys completed online and onboard the bus, as well as ridership information.

## Additional Service

Metro Transit routinely provides extra service for a variety of reasons. Special Events service includes service provided for Paul McCartney and KISS concerts on the Halifax Commons, 2009 Tall Ships Festival, 2009 ICF World Senior Canoe Championships, Bluenose Marathon, Pride Parade, Natal Day, Parade of Lights, and New Years Eve. Special Request service includes service provided for the Weir Field Concert, Sidney Crosby Stanley Cup Parade, and FRED. Construction detours include construction projects requiring extended detours in South End Halifax, and the Fairview Overpass.

|                             | Hours | Cost      | Revenue   | Net       |
|-----------------------------|-------|-----------|-----------|-----------|
| <b>Special Events</b>       | 2,210 | \$289,830 | \$258,540 | -\$31,297 |
| <b>Special Request</b>      | 910   | \$71,050  | \$26,920  | -\$44,130 |
| <b>Construction Detours</b> | 1,210 | \$28,320  | \$0       | -\$28,320 |

### New Year's Eve – Designated Driver Program

As part of our ongoing community relations program, Metro Transit provided free New Year's Eve Service from 8:30pm until the end of the service day on Access-A-Bus, the conventional fixed route service and the ferries. The Alderney Ferry Service was extended until 1:45 am, with some of the major bus routes being extended until 2:30am. The total cost of promoting the service was offset by four corporate sponsors, all of whom have continued to support the program since its inception 23 years ago. An additional 109 service hours were used to provide this service at a cost of \$10,200. Estimated revenues lost amounted to \$11,200. This service also now provides support for citizens attending the New Year's Event held annually in Grand Parade.

### FRED Service – “Free Rides Everywhere Downtown”

Metro Transit will operate "FRED" for one last summer season, 2010, in its present form. Originally launched in 1996, in partnership with the Downtown Halifax Business Commission, the FRED bus (Free Rides Everywhere Downtown) provides service 7 days a week from July through mid October from 10:30am to 5:00pm. The service runs a 40 minute loop through downtown Halifax, stopping at several tourist destinations such as Citadel Hill, Barrington Street and Lower Water Street.

Over the past few years, the operating cost to Metro Transit has been \$53,310 or 70% of the service; while the Business Commission has offset the remaining 30% of the cost of \$22,850 with sponsorships.

The introduction of the conventional Route 8 Waterfront, proposed for August 2010, will create redundancies through portions of the FRED routing.

## Service Standards

Service standards were approved by Halifax Regional Council as part of the Five-Year Strategic Operations Plan. Service standards (e.g. 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, modes share, service guidelines and performance measurement of customer satisfaction. Refer to Appendix A for route by route performance based on Metro Transit's 2009 fall passenger count program.

## Route Performance

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

*\*These Service standards apply in peak direction only.*

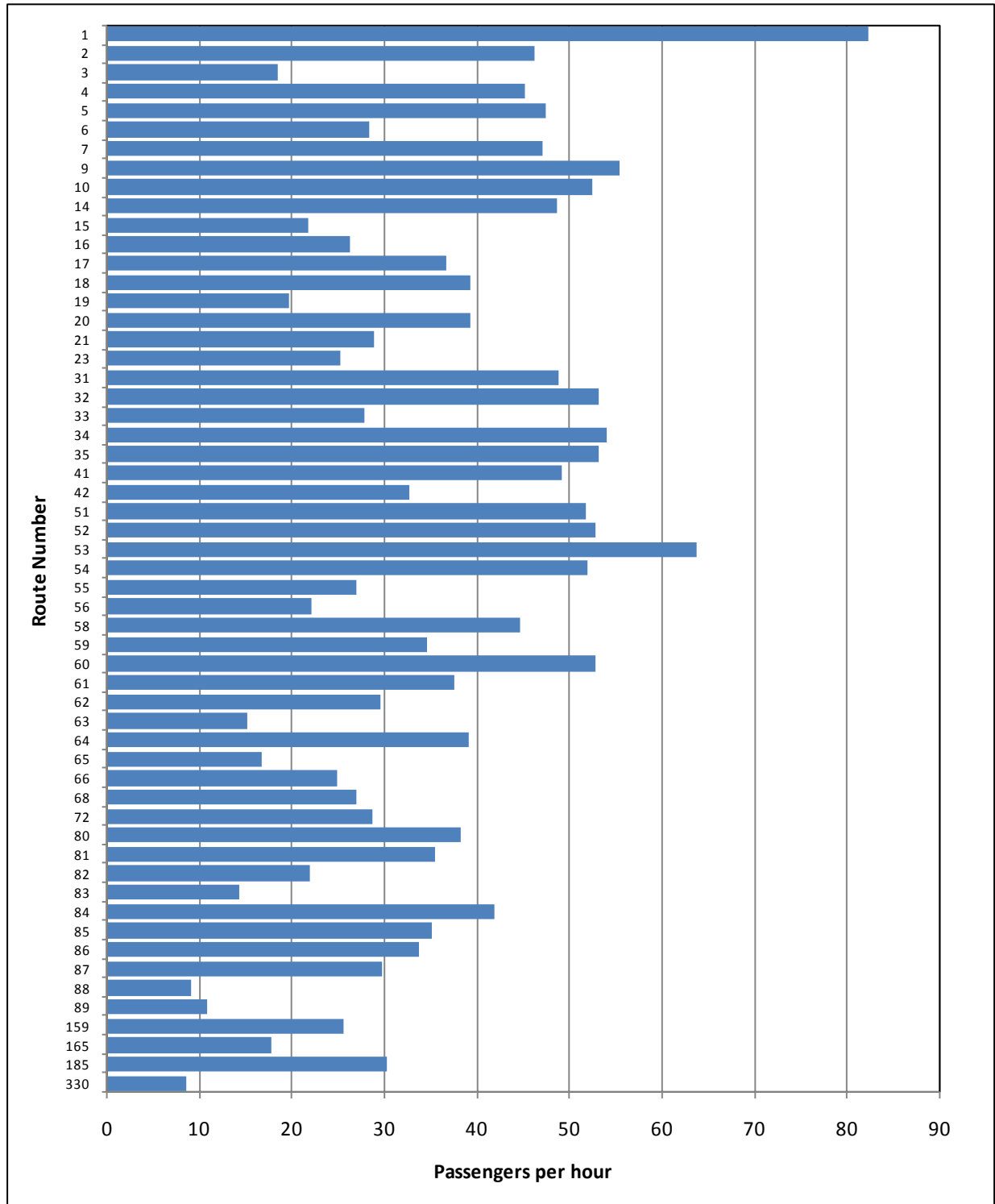
## Route Coverage

|  | Minimum Service Span  | Maximum Headway |
|--|-----------------------|-----------------|
| <b><u>Core Routes</u></b>                          |                       |                 |
| Weekdays   | 6am to 9am            | 15 minutes      |
|  | 9am to 3pm            | 30 minutes      |
|  | 3pm to 6:30pm         | 15 minutes      |
|  | 6:30pm to 12 midnight | 30 minutes      |
| Saturdays  | 6am to 12 midnight    | 30 minutes      |
| Sun/Holidays                                       | 7am to 11pm           | 30 minutes      |
| <b><u>Local Routes</u></b>                         |                       |                 |
| Weekdays   | 6am to 9am            | 30 minutes      |
|  | 9am to 3pm            | 60 minutes      |
|  | 3pm to 6:30pm         | 30 minutes      |
|  | 6:30pm to 12 midnight | 60 minutes      |
| Saturdays  | 6am to 6:30pm         | 30 minutes      |
|  | 6:30pm to 12 midnight | 60 minutes      |
| Sun/Holidays                                       | 7am to 11pm           | 60 minutes      |
| <b><u>MetroLink &amp; Urban Express Routes</u></b> |                       |                 |
| Weekdays   | 6am to 9am            | 10 – 15 minutes |
|  | 9am to 3pm            | 30 minutes      |
|  | 3pm to 6:30pm         | 10 – 15 minutes |
|  | 6:30pm to 12 midnight | 30 minutes      |
| <b><u>MetroX</u></b>                               |                       |                 |
| Weekdays   | 6am to 6:30pm         | 30 -90 minutes  |
| <b><u>Community Urban</u></b>                      |                       |                 |
| Weekdays   | 6am to 12 midnight    | 30 minutes      |
| <b><u>Community Rural</u></b>                      |                       |                 |
| Weekdays   | Peak                  | 60 minutes      |
|  | Off-Peak              | 120 minutes     |
| <b><u>Ferry</u></b>                                |                       |                 |
| Weekdays   | 6:30am to 9am         | 15 minutes      |
|  | 9am to 3pm            | 30 minutes      |
|  | 3pm to 6:15pm         | 15 minutes      |
|  | 6:15pm to 11:45pm     | 30 minutes      |
| Weekends   | 6:30am to 11:45pm     | 30 minutes      |

## Performance Indicators

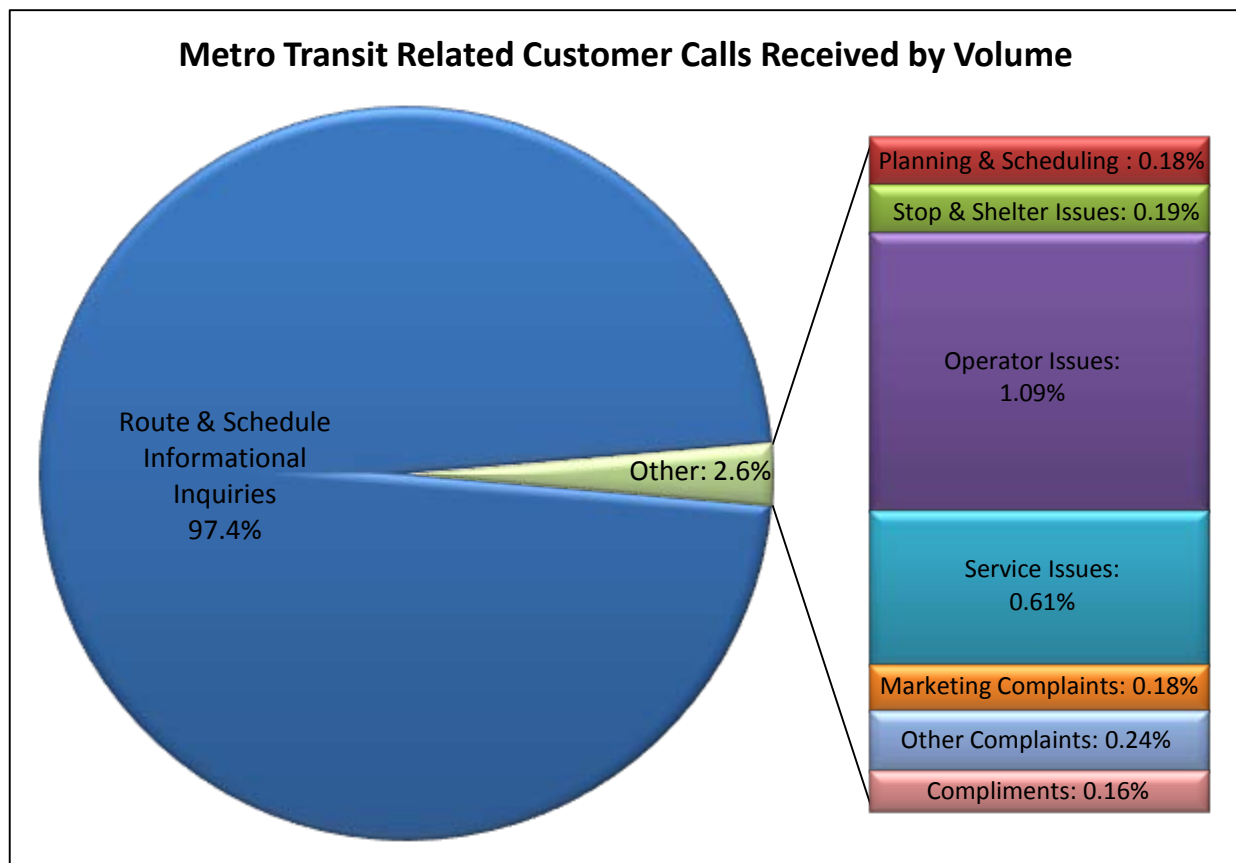
### 2009/10 Weekday Passengers per Hour

This chart represents the 2009/10 weekday passengers per hour by route based on the fall 2009 passenger count program and is an indication of route performance.



## Customer Service

The HRM Call Centre received over 280,000 customer calls relating to Metro Transit in 2009/10, representing more than 50% of their total call volume. The majority of these calls, 97.4% were relating to route and schedule information. The balance of 2.6% of calls were to report an issue or a complaint as shown in the following chart.



## Infrastructure Projects

### *Shelters and Accessible Pads*

Metro Transit added 29 shelters (replacement and expansion), and approximately 130 accessible landing pads to the system.

### *Park & Ride Lot at Tantallon – Hubley Centre*

A 185-vehicle Park and Ride lot was created at the Hubley Centre in Tantallon at Exit 5, as well as an overflow lot at the St. Margaret's Centre Arena. Both lots are serviced by MetroX Route 330, and the main lot is serviced by conventional Route 33.

## **Public Consultation**

Metro Transit routinely conducts public consultation sessions when undertaking large projects to gather input from the community we serve in order to guide projects so that they represent the communities' opinions and frame the direction of our service for the future. Below is a list of project consultation initiatives:

### ***Five-Year Strategic Operations Plan***

In July, Open Houses were held to present draft plan findings to the public, Alderney Library, Dartmouth; Acadia School Library, Sackville; and Halifax City Hall. Feedback from these public presentations contributed to the final report. The final report is available on the Metro Transit website at:

[www.halifax.ca/metrotransit/5YearStrategicOperationsPlan.html](http://www.halifax.ca/metrotransit/5YearStrategicOperationsPlan.html).

### ***Lacewood Transit Terminal***

A public meeting was held in January 2010 at the Halifax West High School to present information on the site selection process for the new Lacewood Transit Terminal. Three options were presented and feedback was received from the public and Councillors. Additional and updated information will be made available on the Metro Transit website at:

[www.halifax.ca/metrotransit/LacewoodTerminalRelocationStudy.html](http://www.halifax.ca/metrotransit/LacewoodTerminalRelocationStudy.html)

### ***Access-A-Bus Strategic Plan***

Public consultation sessions were held to gather public feedback for the Access-a-Bus Strategic Plan in February 2010 at Saint Andrews Community Centre, Halifax, and at Dartmouth High School. A second round of consultation sessions will be held in May 2010 to present draft findings of the study and to receive further input from the public to help form the final study recommendations. Additional and updated information will be made available on the Metro Transit website at:

[www.halifax.ca/metrotransit](http://www.halifax.ca/metrotransit).

### ***Dartmouth Bridge Terminal***

A public information meeting was held in March 2010 at Dartmouth High School as part of the Dartmouth Municipal Planning Strategy and Land-Use Bylaw amendment request related to the Dartmouth Bridge Terminal. A presentation was given providing details on the proposed terminal followed by a Q&A session. Refer to Appendix C for proposed renderings. Additional and updated information will be made available on the Metro Transit website at:

[www.halifax.ca/metrotransit](http://www.halifax.ca/metrotransit).

## Studies

As part of its 2009/10 Business Plan Metro Transit undertook a number of studies as outlined below.

### *Five-Year Strategic Operations Plan*

Metro Transit worked in conjunction with the IBI Group to develop the Five-Year Strategic Operations Plan upon which this Annual Service Plan is based. This plan provides the roadmap for Metro Transit's fixed route service over the next five years. The final report was a culmination of more than a year of work. The service standards from the plan were approved by Regional Council in November 2009 and the remainder of the plan was approved in principle by Regional Council in February 2010. The Plan can be found in its entirety at:

[www.halifax.ca/metrotransit/5YearStrategicOperationsPlan.html](http://www.halifax.ca/metrotransit/5YearStrategicOperationsPlan.html).

### *Ferry Strategic Plan*

Work has commenced on a strategic plan for Metro Transit's ferry system. The goal of this plan is to provide strategic guidance for the future positioning of the ferry system. This includes an examination of future ferry types, staffing, operating practices, ferry terminal requirements and other related topics. The study represents the first significant strategic review of the system that has been undertaken for several decades. It is expected the results from this study will be presented to Regional Council during the spring/summer of 2010.

### *Access-A-Bus Strategic Plan*

Work has commenced on a strategic plan for Metro Transit's Access-a-Bus system. The review will include an examination of service standards, fleet requirements, staffing, operating practices and other related topics. It is expected the results from this study will be presented to Regional Council during the spring/summer of 2010. Additional and updated information will be made available on the Metro Transit website at:

[www.halifax.ca/metrotransit/access\\_a\\_bus.html](http://www.halifax.ca/metrotransit/access_a_bus.html)

### *Lacewood Terminal Site Selection Study*

Work is underway on a study to determine the optimum location for a relocated Lacewood Transit Terminal. The study includes a multi-faceted analysis of several site options and it is anticipated that the study will be complete in spring/summer 2010. Additional and updated information will be made available on the Metro Transit website at:

[www.halifax.ca/metrotransit](http://www.halifax.ca/metrotransit).

## Marketing and Customer Satisfaction

Metro Transit regularly conducts customer surveys as it relates to new service, adjusting service, as well as terminal and ferry surveys conducted annually. Below is information on surveys conducted by Metro Transit in 2009/10, please refer to Appendix D for detailed survey results.

### *Metro X Survey*

Following the launch of MetroX Route 330 Tantallon, Metro Transit conducted an on-board customer satisfaction surveys. Results from the survey were overwhelmingly positive. Key points from the survey include:

- Over 75% of respondents were new to Metro Transit.
- Nearly 80% of respondents have access to a vehicle, stating they chose MetroX because of cost effectiveness, environmental friendliness, and convenience.
- Respondents rated 'Operator Friendliness' as 4.4 out of 5, and 'Overall Comfort' as 4.3 out of 5.
- The majority of respondents use the service 5 days a week.

Refer to Appendix D for full survey results.

### *Sambro Community Transit Survey*

Following the launch of the Sambro Community Transit pilot service, an onboard survey was performed to analyse customer satisfaction and travel patterns. Key points from the survey include:

- 64% of respondents use the service because they do not have access to their own vehicle.
- Approximately 80% of respondents usually transfer to/from another Metro Transit Route at South Centre Mall to complete their trip.
- Less than 15% of respondents used Metro Transit Service prior to the introduction of this service.

Refer to Appendix D for full survey results.

### *Porter's Lake Community Transit Survey*

As a result of customer demand for earlier AM service and later PM service, a customer survey was conducted both online and onboard the Porter's Lake Community Service. The survey results confirmed the demand, and schedule adjustments were implemented to improve service during the peak hours, and later PM service to better serve the commuters of Porter's Lake. Refer to Appendix D for full survey results.



### *Annual Ferry Survey*

Metro Transit conducts an Annual Ferry Survey. Key points from the survey include:

- 77% of respondents are able to complete their trip using just one bus/ferry (without transferring).
- 27% of respondents began their trip from Dartmouth East/Cole Harbour, followed by 26% from Dartmouth Central, and 24% from Dartmouth Southeast/Eastern Passage.
- 82% of respondents' final destination of their trip was Peninsular Halifax, followed by 7% going to Dartmouth Central, and 7% going to Dartmouth Southeast/Eastern Passage.
- 29% of respondents indicated they used Metro Transit because of convenience, 25% used it because of cost effectiveness.
- 95% of respondents were traveling for work.
- 37% of respondents indicated that transit service affects where they live, 36% indicated it affects where they work.
- Over 85% of respondents indicated they use Metro Transit 5 days per week.

Refer to Appendix D for full survey results.

### *Annual Terminal Survey*

Metro Transit conducts an Annual Terminal Survey at its transfer points. Key points from the survey include:

- 64% of respondents are able to complete their trip using just one bus/ferry (without transferring).
- 27% of respondents began their trip from Peninsular Halifax, followed by 22% from Sackville & surrounding area, and 17% from Dartmouth East/Cole Harbour.
- 37% of respondents' final destination of their trip was Peninsular Halifax, followed by 14% going to Sackville & surrounding area, and 11% going to Dartmouth East/Cole Harbour.
- 50% of respondents were traveling for work, followed by 27% were travelling for school.
- 28% of respondents indicated they used Metro Transit because they did not have access to a car, 27% indicated that Metro Transit was more a cost effective way to travel, and 26% indicated they used the service because of convenience.
- 30% of respondents indicated that Transit Service affects where they live, 26% indicated it affects where they work.
- Over 75% of respondents use Metro Transit 5 days per week.

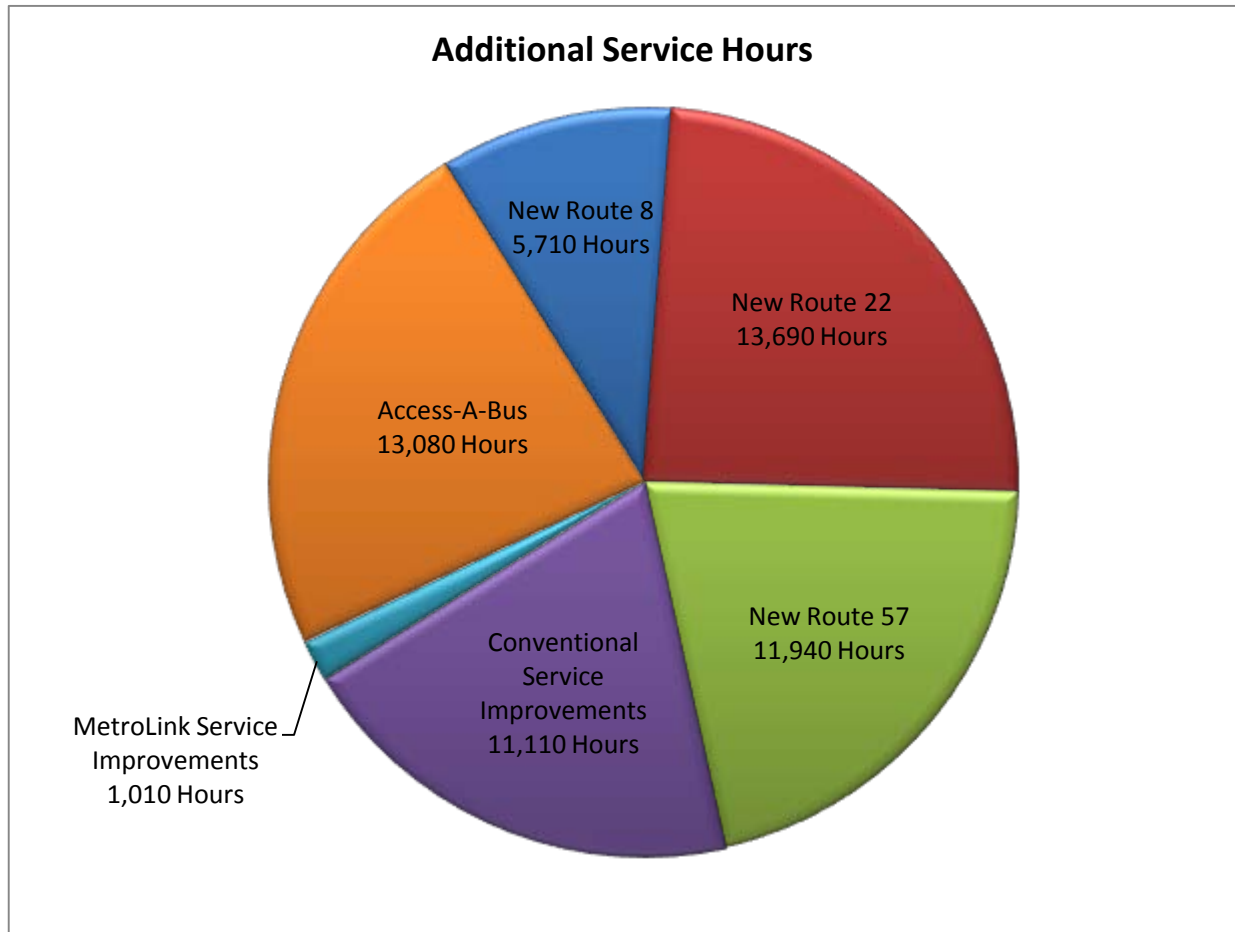
Refer to Appendix D for full survey results.

## 2010/2011 Proposed Service Changes

### Introduction

For the 2010/11 fiscal year Metro Transit will be receiving ten conventional vehicles, which are proposed for use as expansion. These vehicles will be used to provide an additional 29,770 hours of service. An additional 13,690 service hours will be added as a result of savings from use of new scheduling software, combined with scheduling efficiencies through the new Ragged Lake Transit Centre and re-alignment of existing services; for a total of 43,460 service hours to be added in 2010/11. The expected effective date is August 29<sup>th</sup>, 2010. Six expansion Access-A-Bus vehicles will also allow for the addition of 13,080 annual service hours to that service, implementation date is subject to the delivery date of the vehicles.

Proposed service efficiencies represent service where ridership does not meet the approved service standards, or where service is deemed to be redundant. In some cases the adjustments are proposed to improve the performance of the routes in order to meet the service standards. All service efficiencies adjustments are proposed to be effective November 21<sup>st</sup>, 2010. Vehicle savings resulting from these efficiencies will be used to improve spare ratio to standards set out in the Five-Year Strategic Operations Plan. Details and schedules will be made available nearer the implementation date.



*\*This chart does not account for service efficiencies proposed for November.*

## Accessible Low Floor Routes (ALF)

As part of service improvements the following routes will begin providing Low Floor Accessible service:

- Route 8 Waterfront (New Route)
- Route 22 Armdale (New Route)
- Route 52 Crosstown
- Route 57 Russell Lake (New Route)
- Route 58 Woodlawn
- Route 62 Wildwood
- Route 65 Astral

This will bring the total number of ALF routes to 33, or 56% of all routes. Bike racks have also been installed on all ALF vehicles, making all ALF routes bicycle accessible.

## Service Adjustments

### Summary

Service adjustments are grouped into 5 objectives based on the HRM Regional Municipal Planning Strategy (Regional Plan):

- *Demand (D)* – Service increases designed to improve existing service which does not meet the current customer needs.
- *Employment Centre (EC)* – Service increases designed to create or improve service to support an employment centre.
- *Growth Concentration/Development (GC)* – Service increases designed to service a new or expanding development.
- *Regional Centre (RC)* – Service increases designed to improve service in the Regional Centre (Central Business District).
- *Service Efficiencies (SE)* – Service adjustments designed to improve route performance in order to meet the service standards, or to reduce service redundancies.

Details and schedules will be made available nearer the implementation date.

## Detailed Service Adjustment Costing

| Route                            | Adjustment  | Objective | Effective Date | Annual Hours   | Annual Cost        | Vehicle Equivalent Required | Full-Time Equivalent Required |
|----------------------------------|---|-----------|----------------|----------------|--------------------|-----------------------------|-------------------------------|
| <b>Conventional Service</b>      |   |           |                |                |                    |                             |                               |
| 1                                | Extra Sunday/Holiday AM trips                                       | D, RC     | Aug.           | 80             | \$5,710            | 0                           | 0                             |
| 3                                | Remove all service  | SE        | Nov.           | (2,330)        | (\$177,980)        | (1)                         | (1)                           |
| 8                                | New waterfront route  | RC        | Aug.           | 5,710          | \$435,650          | 2                           | 4                             |
| 20                               | Downtown service on Saturdays                                       | D, RC     | Aug.           | 1,650          | \$126,040          | 1                           | 1                             |
| 22                               | New Exhibition Park route   | D         | Aug.           | 13,690         | \$1,044,430        | 5                           | 9                             |
| 32                               | Urban Express – Additional trips                                    | D, RC     | Aug.           | 840            | \$64,060           | 0                           | 1                             |
| 33                               | Remove midday trip  | SE        | Nov.           | (320)          | (\$24,230)         | 0                           | 0                             |
| 51                               | Reduce frequency after 10pm   | SE        | Nov.           | (580)          | (\$44,410)         | 0                           | 0                             |
| 53                               | Reduce frequency after 10pm   | SE        | Nov.           | (190)          | (\$14,190)         | 0                           | 0                             |
| 57                               | New Russell Lake route  | GC        | Aug.           | 11,940         | \$910,670          | 4                           | 7                             |
| 63                               | Remove service to Penhorn Terminal                                  | SE        | Aug.           | (960)          | (\$73,360)         | 0                           | (1)                           |
| 65                               | Increase frequency & routing adjustment                             | SE        | Aug.           | (870)          | (\$66,080)         | 0                           | (1)                           |
| 72                               | Service extension   | EC        | Aug.           | 9,230          | \$704,020          | 3                           | 6                             |
| 80                               | Additional inbound AM trips   | D         | Aug.           | 1,140          | \$87,060           | 0                           | 1                             |
| 82                               | Remove last 1.5 trips in PM   | SE        | Nov.           | (330)          | (\$25,030)         | 0                           | 0                             |
| 83                               | Remove last trip  | SE        | Nov.           | (180)          | (\$14,930)         | 0                           | 0                             |
| 87                               | Remove peak service to/from Halifax                                 | SE        | Nov.           | (420)          | (\$32,300)         | 0                           | 0                             |
| 88                               | Reduce to peak hour service only                                    | SE        | Nov.           | (3,100)        | (\$236,720)        | (1)                         | (2)                           |
| 89                               | Reduce to peak hour service only                                    | SE        | Nov.           | (4,890)        | (\$373,070)        | (2)                         | (3)                           |
| <b>Conventional Total</b>        |   |           |                | <b>30,110</b>  | <b>\$2,295,340</b> | <b>10</b>                   | <b>19</b>                     |
| <b>MetroLink Service</b>         |   |           |                |                |                    |                             |                               |
| 159                              | Reduce midday frequency; Remove after 7pm                           | SE        | Nov.           | (2,960)        | (\$226,100)        | (1)                         | (2)                           |
| 165                              | Will service Penhorn Terminal                                       | D         | Aug.           | 1,010          | \$77,220           | 0                           | 1                             |
| 185                              | Reduce midday frequency; Remove after 10pm                          | SE        | Nov.           | (2,380)        | (\$181,690)        | (1)                         | (1)                           |
| <b>MetroLink Total</b>           |   |           |                | <b>(4,330)</b> | <b>(\$330,570)</b> | <b>(1)</b>                  | <b>(3)</b>                    |
| <b>Community Transit Service</b> |   |           |                |                |                    |                             |                               |
| BB                               | Reduce to peak hour service only; Remove Saturday service after 6pm | SE        | Nov.           | (2,540)        | (\$193,500)        | (1)                         | (2)                           |
| PL                               | Reduce to peak hour service only; Remove summer Saturday service    | SE        | Nov.           | (1,390)        | (\$100,130)        | 0                           | (1)                           |
| Sam                              | Reduce to peak hour service only                                    | SE        | Nov.           | (2,060)        | (\$157,460)        | (1)                         | (1)                           |
| <b>Community Transit Total</b>   |   |           |                | <b>(5,910)</b> | <b>(\$451,090)</b> | <b>(2)</b>                  | <b>(4)</b>                    |
| <b>Access-A-Bus Service</b>      |   |           |                |                |                    |                             |                               |
| AAB                              | 6 Expansion Access-A-Bus Vehicles                                   | D         | Aug.           | 13,080         | \$650,860          | 6                           | 8                             |
| <b>Access-A-Bus Total</b>        |   |           |                | <b>13,080</b>  | <b>\$650,860</b>   | <b>6</b>                    | <b>8</b>                      |
| <b>Grand Total</b>               |   |           |                | <b>32,950</b>  | <b>\$2,164,540</b> | <b>13</b>                   | <b>21</b>                     |

## Conventional

### *Route 1 Spring Garden (D, RC)*

- Two additional AM peak trips will be added on Sundays and Holidays.
- 80 additional annual service hours.

### *Route 3 Manors (SE)*

- Remove all service.
- This Local Route does not meet the Service Standard of 25 passengers per hour during the daytime hours.
- Savings of 2,330 annual service hours.

### *Route 8 Waterfront (RC)*

**New!**

- New ALF route created to service the downtown/waterfront area, linking Pier 21 to the bus and ferry terminals in downtown Halifax (see route map in Appendix B).
- The service will run every 30 minutes from 6:00am to 10:00pm, 7 days a week.
- 5,710 annual service hours.

### *Route 20 Herring Cove (D, RC)*

- Implement service to downtown on Saturdays.
- 1,650 additional annual service hours.

### *Route 22 Armdale (D)*

**New!**

- New ALF route created to service a proposed Park and Ride lot at Exhibition Park and the new Ragged Lake Transit Centre, to Mumford Terminal (see route map in Appendix B).
- This service will run every 30 minutes from 6:00am to 11:00pm, 7 days a week.
- 13,690 annual service hours. The service hours used for this route are available due to scheduling efficiencies resulting from the implementation of the Ragged Lake Transit Centre, as well as new scheduling software.

#### *Route 32 Cowie Hill (D, RC)*

- Convert to a limited stop Urban Express service; this will allow more direct service from Cowie Hill to downtown Halifax.
- Two AM peak trips, and three PM peak trips will be added; this will provide an approximate 15 minute frequency from 6:15am to 8:15am and from 3:40pm to 5:40pm, weekdays only.
- 840 additional annual service hours.

#### *Route 33 Tantallon (SE)*

- Remove midday trip.
- This Local Route does not meet the Service Standard of 25 passengers per hour during the daytime hours.
- Savings of 320 annual service hours.

#### *Route 51 Shannon (SE)*

- Reduce frequency to every 60 minutes after 10:00pm.
- This Core Route meets Service Standard of 20 passengers per hour in the evening hours. However after 10:00pm passenger levels are reduced and can be adequately serviced with an hourly frequency.
- Savings of 580 annual service hours.

#### *Route 53 Notting Park (SE)*

- Reduce frequency to every 60 minutes after 10:00pm.
- This Core Route meets Service Standard of 20 passengers per hour in the evening hours. However after 10:00pm passenger levels are reduced and can be adequately serviced with an hourly frequency.
- Savings of 190 annual service hours.

#### *Route 57 Russell Lake (GC)*

- New ALF route created to provide service from Portland Hills Terminal to Woodside, via Portland Hills Drive, Portland Estates Subdivision, Penhorn Terminal, and Baker Dr. (see route map in Appendix B).
- This service will run every 30 minutes from 6:00am to 6:00pm, and every 60 minutes from 6:00pm to 11:00pm on weekdays and Saturdays; and every 60 minutes from 6:00am to 11:00pm on Sundays and Holidays.
- 11,940 annual service hours.

#### *Route 63 Woodside (SE)*

- Service to Penhorn Terminal removed. All trips will now end at Pleasant Street and Everett Street.
- This change is based on service redundancy with the new Route 57.
- Savings of 960 annual service hours.

#### *Route 65 Astral (SE)*

- Remove service to Woodside and Penhorn Terminal. The route will be restructured as a feeder to Portland Hills Terminal, providing transfers to other inbound routes (see route map in Appendix B).
- Frequency and span of service will increase to every 30 minutes from 6:00am to 10:30pm on weekdays; every 60 minutes from 6:45am to 9:45pm on Saturdays; and every 60 minutes from 6:45am to 6:45pm on Sundays and Holidays.
- This change is based on service redundancy as there are other options to transfer to Woodside bound routes at Portland Hills Terminal, including the new Route 57 which is similar to the section of the route 65 being removed.
- Savings of 870 annual service hours.

#### *Route 72 Portland Hills (EC)*

- Service extended in the Burnside Industrial Park and Dartmouth Crossing. Routing changes will provide two-way service in Burnside along Wright Avenue, as well as providing improved service in Dartmouth Crossing (see route map in Appendix B).
- Frequency and span of service will increase to every 30 minutes from 6:00am to 6:00pm, and every 60 minutes from 6:00pm to 11:00pm on weekdays and Saturdays; and every 60 minutes from 6:00am to 11:00pm on Sundays and Holidays.
- 9,230 additional annual service hours.

#### *Route 80 Sackville (D)*

- Three additional inbound AM trips will be added on weekdays.
- The trip starting from Cobequid Terminal at 8:00am will start from Sackville Terminal at 7:45am; still continuing to service Cobequid at 8:00am.
- 1,140 additional annual service hours.

#### *Route 82 Millwood (SE)*

- Remove last 1.5 trips in PM.
- This Local Route does not meet the Service Standard of 15 passengers per hour during the evening hours.
- Savings of 330 annual service hours.

#### *Route 83 Springfield (SE)*

- Remove last trip in PM.
- This Local Route does not meet the Serve Standard of 15 passengers per hour during the evening hours.
- Savings of 180 annual service hours.

#### *Route 87 Downsview (SE)*

- Remove service to and from Halifax, all trips will end at Dartmouth Bridge Terminal.
- This change is based on service redundancy as there are many options to transfer to Halifax bound routes at the Dartmouth Bridge Terminal.
- Savings of 420 annual hours.

#### *Route 88 Duke (SE)*

- Reduce to peak hour service only.
- This Local Route does not meet the service standards of 25 passengers per hour during the daytime hours, or 15 passengers per hour during evenings and weekends.
- Savings of 3,100 annual service hours.

#### *Route 89 Bedford (SE)*

- Reduce to peak hour service only.
- This Local Route does not meet the service standards of 25 passengers per hour during the daytime hours, or 15 passengers per hour during evenings.
- Savings of 4,890 annual service hours.



### *Additional Service Improvements*

The following routes will undergo minor schedule adjustments in order to provide improved connections to the rest of the transit system:

- *Route 19 Greystone* – 5:43am trip outbound from Mumford removed; 5:50am trip inbound from Greystone added.
- *Route 20 Herring Cove* – Evening schedule adjusted to provide improved connection from other routes at Mumford Terminal. Trips after 7:00pm will depart Mumford Terminal at 12 minutes and 42 minutes after the hour.
- *Route 81 Hemlock Ravine* – First outbound trip departing Upper Water & Cornwallis at 6:03am adjusted to 6:07am.

## **MetroLink**

### *Route 159 Portland Hills (SE)*

- Reduce frequency to every 60 minutes between 10am and 2pm; Remove service after 7pm.
- This MetroLink Route does not meet the service standards of 50 passengers per hour in the peak direction during daytime off-peak hours, or 35 passengers per hour in the peak direction in the evenings.
- Savings of 2,960 annual service hours.

### *Route 165 Woodside Link (D, EC)*

- Service extended to Penhorn Terminal providing service in both directions, and improved connections to the Woodside Ferry Terminal (see route map in Appendix B).
- 1,010 additional annual service hours.

### *Route 185 Sackville (SE)*

- Reduce frequency to every 60 minutes between 10am and 2pm; Remove service after 10pm.
- This MetroLink Route does not meet service standards of 50 passengers per hour in the peak direction during daytime off-peak hours, or 35 passengers per hour in the peak direction in the evenings.
- Savings of 2,380 annual service hours.

## MetroX

### *Route 330 Tantallon (SE)*

- Service removed from overflow Park & Ride location at the St. Margaret's Centre Arena. This change is proposed due to customer feedback and because the main Park & Ride location fulfills current demand. The overflow Park & Ride location will be available for future expansion if required.

## Community Transit

### *Beaverbank Community Transit (SE)*

- Reduce to peak hour service only on weekdays; Remove service after 6pm on Saturdays.
- This Rural Community Route does not meet service standards of 15 passengers per hour during peak, or 10 passengers per hour during off-peak.
- Savings of 2,540 annual service hours.

### *Porter's Lake Community Transit (SE)*

- Reduce to peak hour service only on weekdays; Remove Saturday service.
- This Rural Community Route does not meet service standards of 15 passengers per hour during peak, or 10 passengers per hour during off-peak.
- Savings of 1,310 annual service hours.

### *Sambro Community Transit (SE)*

- Reduce to peak hour service only.
- This pilot Rural Community Route does not meet service standards of 15 passengers per hour during peak, or 10 passengers per hour during off-peak.
- Savings of 2,060 annual service hours.

## Access-A-Bus

- 6 expansion vehicles will be added to the Access-A-Bus Fleet.
- 13,080 additional annual service hours.

## Special Service Days

Metro Transit will provide special service during events throughout the year; details of this service will become available nearer to the dates of the events. Listed below are events that are currently planned for special service:

### *Bluenose Marathon*

May 21<sup>st</sup> to 23<sup>rd</sup>

### *Navy Centennial*

June 26<sup>th</sup> to July 3<sup>rd</sup>

### *2010 Royal Nova Scotia International Tattoo*

July 1<sup>st</sup> to 8<sup>th</sup>

### *Canada Day*

July 1<sup>st</sup>

### *July Concerts on the Commons*

July 23<sup>rd</sup> and 24<sup>th</sup>

### *Natal Day*

August 2<sup>nd</sup>

### *Country Rockfest 2010*

August 6<sup>th</sup> and 7<sup>th</sup>

### *Shearwater Air Show*

September 11<sup>th</sup> and 12<sup>th</sup>

### *New Year's Eve*

December 31<sup>st</sup>

### *2011 Canada Winter Games*

February 10<sup>th</sup> to 28<sup>th</sup>

## Infrastructure Projects

### *Shelters and Accessible Pads*

Approximately 16 shelters (replacement and expansion), and 30-40 accessible landing pads will be added to the system.

### *Ragged Lake Transit Centre (RLTC)*

Construction at the new Ragged Lake Transit Centre began July 2009 and is due to be completed end of May 2010. Commissioning will begin upon completion with service out of the new centre in August 2010. The construction of this centre is essential to the growth of Metro Transit as the Burnside Transit Centre is currently operating at capacity. Upon completion, the new centre will allow for the operation of 150 vehicles, and has been designed to allow expansion for an additional 50 vehicles. The Federal Government of Canada contributed \$16.6 million towards the \$28 million centre. The centre includes an 119,000 square-foot Operations Centre, with vehicle storage, operator facilities, and administration area, and a 55,920 square-foot Service Centre for vehicle maintenance.



**Rendering of Ragged Lake Transit Centre**

### *Dartmouth Bridge Terminal*

Design work continues on the new Dartmouth Bridge Terminal. This work is being undertaken concurrently with an amendment process for the Dartmouth Municipal Planning Strategy and the Land-Use Bylaw. Pending Regional Council approval of these amendments, construction is slated to begin in the summer of 2010 and be completed by the winter of 2011. This is Metro Transit's busiest terminal (exceeding even Scotia Square) and is used by over 17,800 passengers per day.

The new terminal will be a building of architectural significance and will feature numerous passenger amenities not currently available at the existing Bridge Terminal. These include public washrooms, an indoor climate controlled waiting area, significant landscaping and green space, access to all vehicles from the safety of the



**Conceptual Rendering of New Dartmouth Bridge Terminal**

terminal island, significantly improved active transportation connections, bicycle storage and much more. The terminal will be fully accessible to customers with mobility challenges.

The terminal will be located near the site of the current terminal, on the Dartmouth Common between Nantucket Avenue, and Thistle Street. Servicing the new terminal will require an additional 67,900 annual vehicle kilometres. Several routes will undergo minor routing adjustments to more efficiently service the new terminal. Refer to Appendix C for renderings of the planned terminal design.

#### *Park and Ride Lot at Exhibition Park*

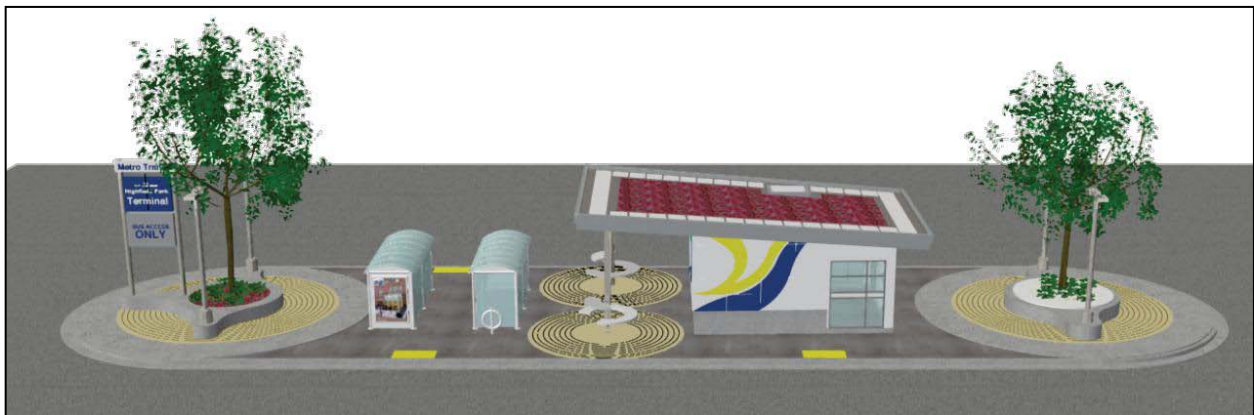
A Park and Ride lot is proposed to be constructed at Exhibition Park on the Prospect Road, to be serviced by the new Route 22.

#### *Park and Ride Lot at Fall River*

A Park and Ride lot will be constructed in Fall River, near Highway 118 at Exit 14. This lot will be serviced by the Airport/Fall River MetroX Route, proposed for 2011/12.

#### *Highfield Terminal*

Design work is complete for a renovation of this smaller terminal facility. Features of the terminal will include new shelters, enlarged passenger waiting area, bicycle storage, landscaping, a resurfacing of the entire terminal, and seating for waiting passengers. Refer to Appendix C for design information.



***Conceptual Rendering of Upgraded Highfield Terminal***

#### *Lacewood Terminal*

Pending completion of the Lacewood Terminal Site Selection study, design work will begin on the new terminal. Construction is anticipated to commence in the summer of 2011; additional and updated information will be made available on the Metro Transit website at:

[www.halifax.ca/metrotransit/LacewoodTerminalRelocationStudy.html](http://www.halifax.ca/metrotransit/LacewoodTerminalRelocationStudy.html).

## Studies

### *Accessibility Study*

Pending budget approval, Metro Transit intends to conduct a study of overall transit system accessibility during the 2010/11 fiscal year. The study will include an analysis on topics such as vehicles, infrastructure, policies and standards, government regulations, and technology.

## Conclusion

Several service improvements are proposed for 2010/11 including the routes 8, 22, 32, 57, 65, and 72. These increases propose to add 43,760 annual service hours, which will be the largest service increase in several years. Each of the three new routes (8, 22, and 57) to be added will expand Metro Transit's service area by providing service to areas which do not currently have access to transit service. The proposed service changes overall will target the four categories for service improvements which are based on the HRM Regional Municipal Planning Strategy (Regional Plan), ensuring a balance between competing priorities for enhanced transit service.

Several projects are currently underway that will position transit to continue delivering a high level of service to the citizens of HRM. Strategic Plans for the Ferry and Access-a-Bus systems will guide the evolution and improvement of these two specialized segments of Metro Transit's overall service. The Bridge Terminal project will see a dramatic improvement to Metro Transit's busiest transfer facility. Work on other terminal facilities and Park & Ride lots will significantly improve the manner in which Metro Transit's customers access transit services. A study of overall transit accessibility will provide guidance on how to best adapt Metro Transit to the changing accessibility requirements of HRM residents.

To support the growth in conventional service recommended in the Five-Year Strategic Operations Plan and this Annual Service Plan, Metro Transit plans to purchase up to 45 Nova LFS Articulated Transit Vehicles. In 2010/11, Metro Transit will receive the first instalment of vehicles. Ten articulated buses will be used to expand service and five will be used to replace older vehicles. The arrival of these vehicles represents a significant shift toward higher capacity transit in HRM. These vehicles will reduce crowding and allow some busier routes to be designated as ALF, greatly improving the accessibility and overall experience of using public transit.

The projects and service improvements discussed in this Plan mark the initial implementation of Metro Transit's Five-Year Strategic Operations Plan. They represent the first steps in moving toward the theme of the Strategic Operations Plan, *Taking Transit to the Next Level*.

## Appendices

### **Appendix A Route Performance**

## 2009/10 Weekday Route Performance

Metro Transit conducts an annual passenger count program from September to November, this produces a one-day count for every trip in the schedule. Information in this table is based on the entire service day, for weekdays only; service standards apply to specific days, times of day. See page 9 and 10 for fully detailed service standards.

| Route | Classification | Daily Passenger Boardings | Daily Service Hours | Passengers / Hour | Cost Recovery |
|-------|----------------|---------------------------|---------------------|-------------------|---------------|
| 1     | Core           | 10,733                    | 140                 | 82                | 113%          |
| 2     | Core           | 2,714                     | 62                  | 46                | 68%           |
| 3     | Local          | 160                       | 9                   | 18                | 26%           |
| 4     | Core           | 2,652                     | 61                  | 45                | 67%           |
| 5     | Local          | 161                       | 6                   | 48                | 40%           |
| 6     | Local          | 750                       | 30                  | 28                | 39%           |
| 7     | Core           | 3,583                     | 84                  | 47                | 64%           |
| 9     | Core           | 2,540                     | 48                  | 55                | 74%           |
| 10    | Core           | 5,020                     | 108                 | 53                | 72%           |
| 14    | Core           | 3,052                     | 67                  | 49                | 71%           |
| 15    | Local          | 343                       | 18                  | 22                | 28%           |
| 16    | Local          | 1,067                     | 44                  | 26                | 33%           |
| 17    | Core           | 1,306                     | 42                  | 37                | 48%           |
| 18    | Core           | 2,210                     | 62                  | 39                | 53%           |
| 19    | Local          | 964                       | 33                  | 20                | 40%           |
| 20    | Core           | 3,272                     | 89                  | 39                | 59%           |
| 21    | Local          | 1,270                     | 53                  | 29                | 39%           |
| 23    | Local          | 452                       | 25                  | 25                | 29%           |
| 31    | Local          | 286                       | 11                  | 49                | 42%           |
| 32    | Local          | 434                       | 15                  | 53                | 45%           |
| 33    | Local          | 238                       | 12                  | 28                | 32%           |
| 34    | Local          | 698                       | 23                  | 54                | 48%           |
| 35    | Local          | 368                       | 12                  | 53                | 47%           |
| 41    | Local          | 1,454                     | 31                  | 49                | 72%           |
| 42    | Local          | 1,097                     | 36                  | 33                | 47%           |
| 51    | Core           | 1,355                     | 30                  | 52                | 70%           |
| 52    | Core           | 5,477                     | 113                 | 53                | 75%           |
| 53    | Core           | 1,441                     | 31                  | 64                | 74%           |
| 54    | Local          | 1,104                     | 23                  | 52                | 69%           |
| 55    | Local          | 575                       | 23                  | 27                | 36%           |
| 56    | Local          | 691                       | 35                  | 22                | 28%           |
| 58    | Local          | 1,617                     | 38                  | 45                | 57%           |
| 59    | Core           | 2,104                     | 61                  | 35                | 52%           |
| 60    | Core           | 3,158                     | 64                  | 53                | 72%           |
| 61    | Core           | 2,718                     | 78                  | 38                | 51%           |
| 62    | Local          | 920                       | 36                  | 30                | 38%           |
| 63    | Local          | 801                       | 23                  | 15                | 50%           |



| Route         | Classification  | Daily Passenger Boardings | Daily Service Hours | Passengers / Hour | Cost Recovery |
|---------------|-----------------|---------------------------|---------------------|-------------------|---------------|
| 64            | Local           | 350                       | 10                  | 39                | 55%           |
| 65            | Local           | 347                       | 25                  | 17                | 20%           |
| 66            | Local           | 1,541                     | 66                  | 25                | 43%           |
| 68            | Local           | 1,342                     | 58                  | 27                | 36%           |
| 72            | Local           | 538                       | 20                  | 29                | 38%           |
| 80            | Core            | 4,370                     | 118                 | 38                | 56%           |
| 81            | Local           | 1,614                     | 49                  | 36                | 50%           |
| 82            | Local           | 1,087                     | 61                  | 22                | 26%           |
| 83            | Local           | 207                       | 17                  | 14                | 17%           |
| 84            | Local           | 1,154                     | 47                  | 42                | 39%           |
| 85            | Local           | 138                       | 6                   | 35                | 36%           |
| 86            | Local           | 144                       | 7                   | 34                | 35%           |
| 87            | Core            | 1,312                     | 50                  | 30                | 37%           |
| 88            | Local           | 157                       | 17                  | 9                 | 13%           |
| 89            | Local           | 467                       | 48                  | 11                | 15%           |
| 159           | MetroLink       | 1,315                     | 61                  | 26                | 53%           |
| 165           | MetroLink       | 117                       | 11                  | 18                | 25%           |
| 185           | MetroLink       | 1,633                     | 65                  | 30                | 60%           |
| 330           | MetroX          | 278                       | 29                  | 9                 | 48%           |
| Beaverbank    | Rural Community | 116                       | 18                  | 8                 | 18%           |
| Porter's Lake | Rural Community | 112                       | 14                  | 10                | 20%           |
| Sambro        | Rural Community | 86                        | 14                  | 7                 | 16%           |
| Alderney      | Ferry           | 2,436                     | 25.5                | 69                | 62%           |
| Woodside      | Ferry           | 1,355                     | 6.5                 | 201               | 85%           |

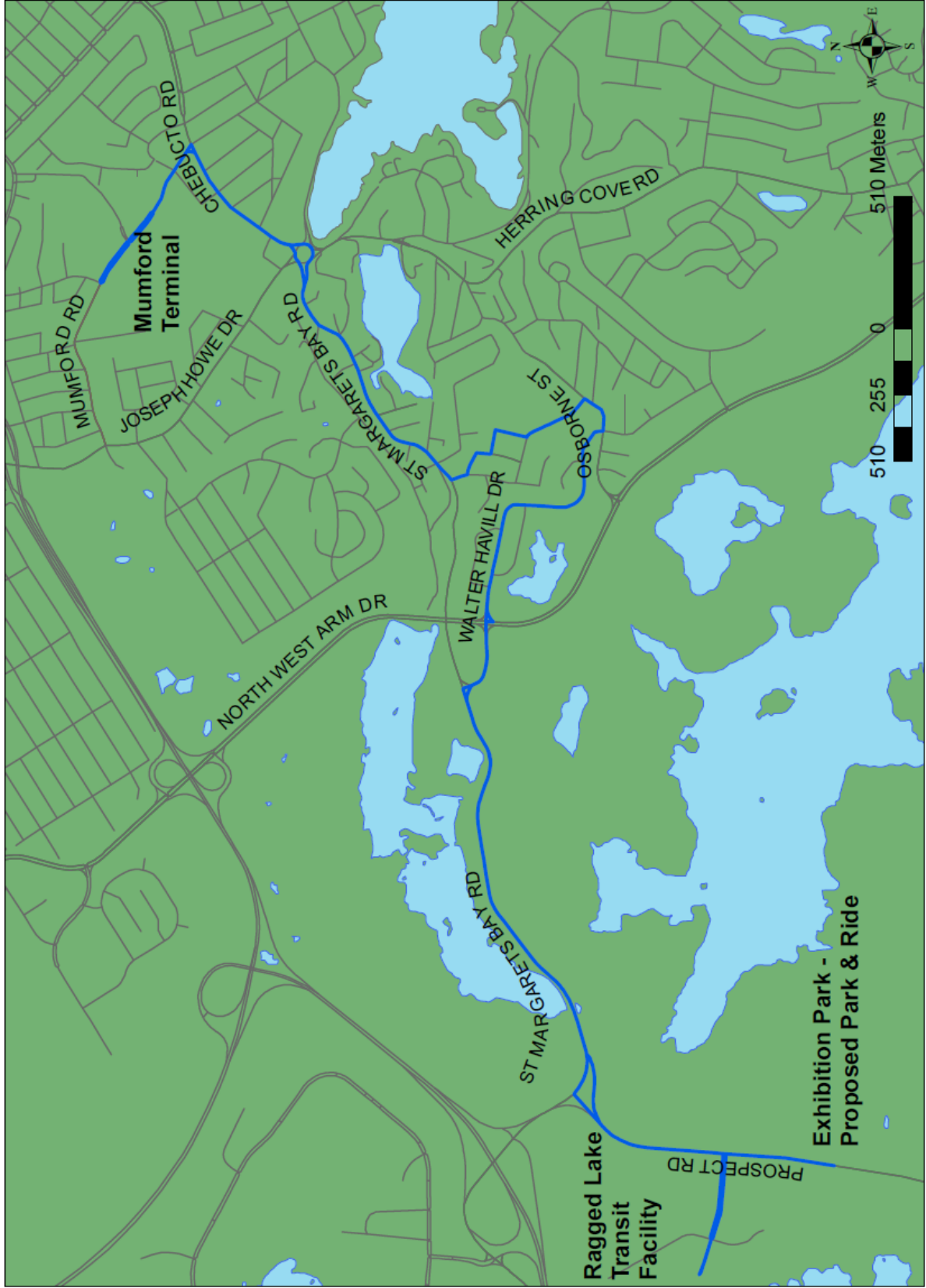
*\*Cost Recovery based on Finance information as of March 31<sup>st</sup> 2010, subject to change.*

**Appendix B**  
**New and Changed Route Maps**

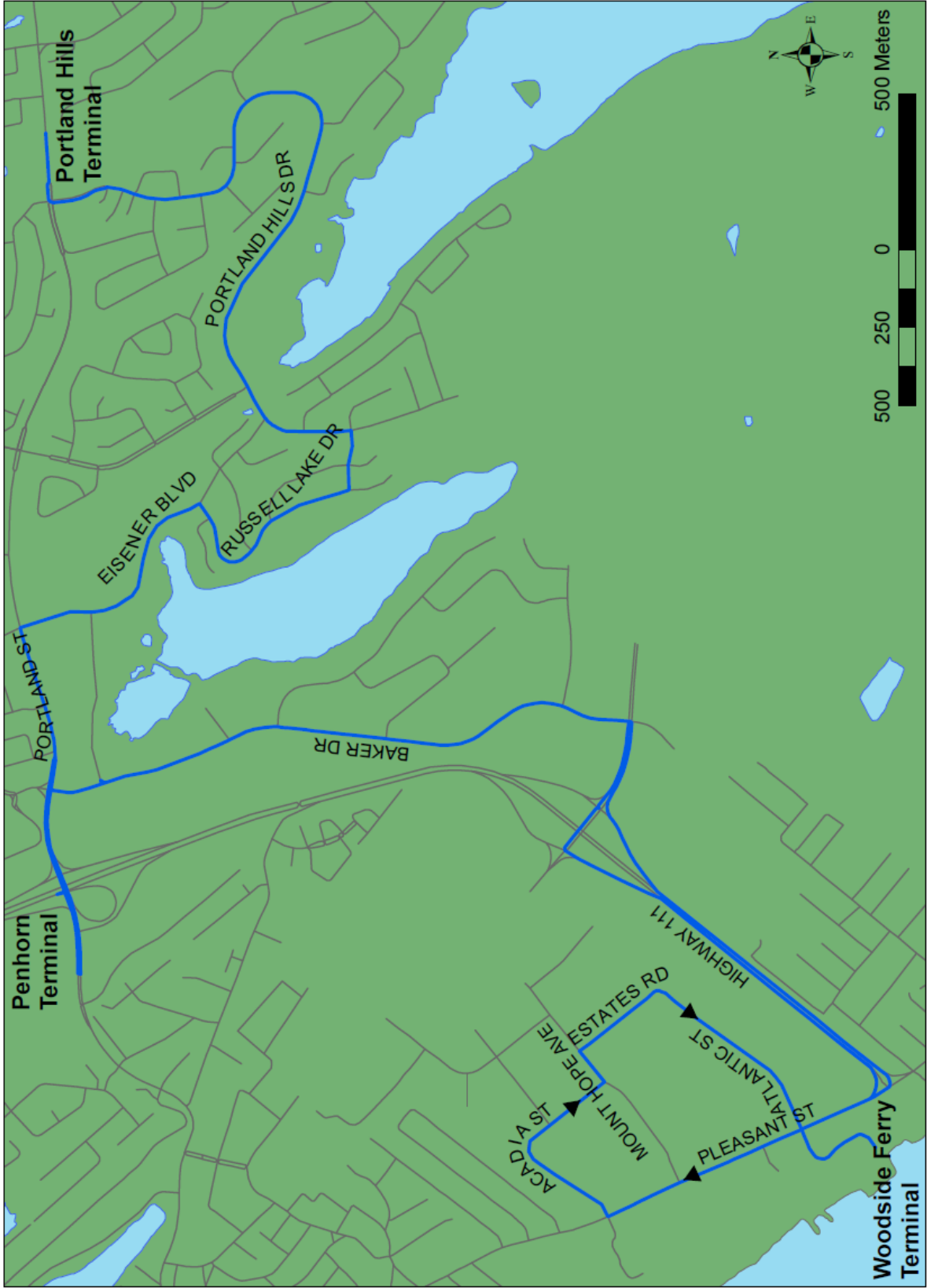
**Route 8 - Waterfront**



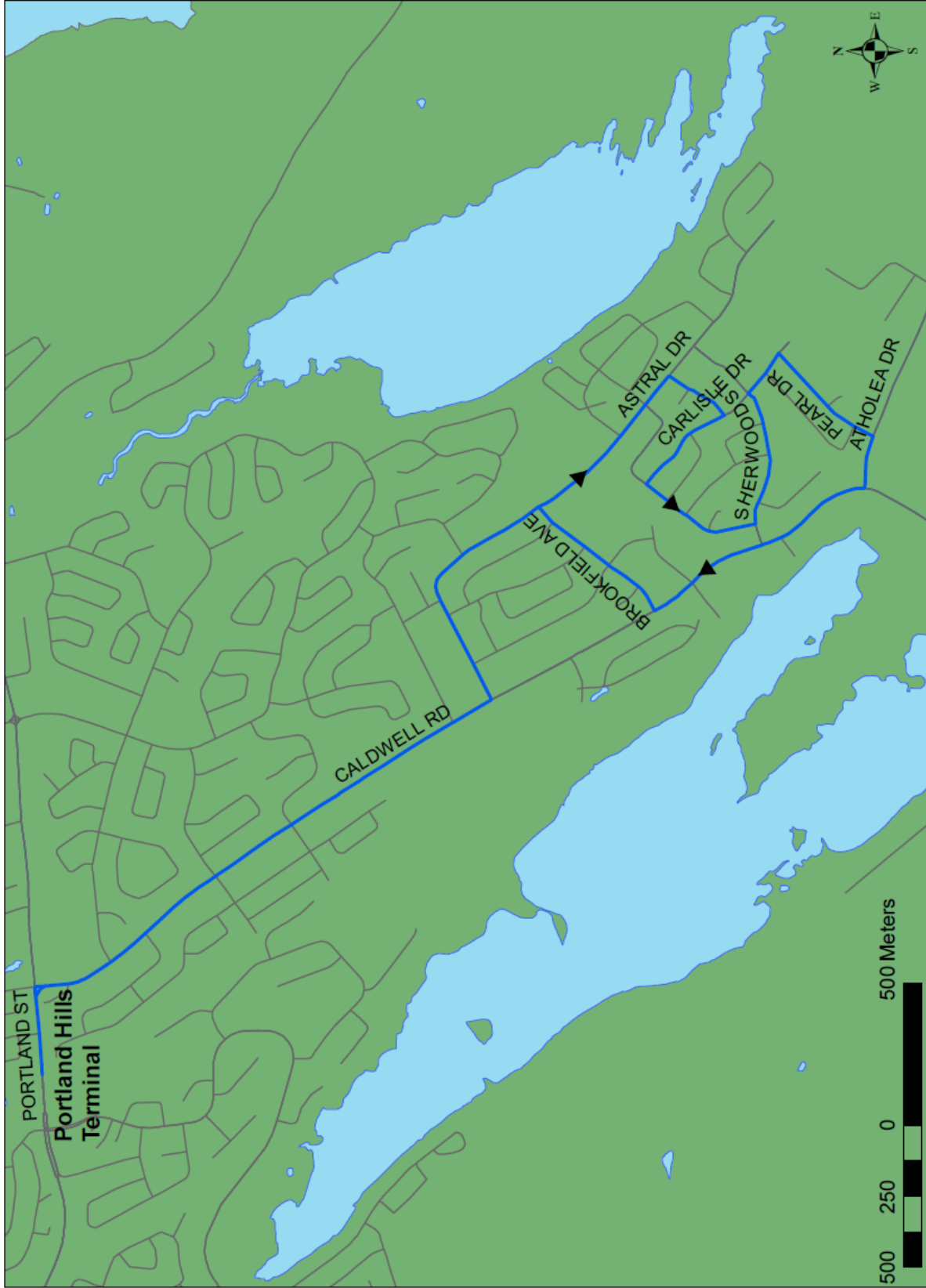
# Route 22 - Exhibition Park



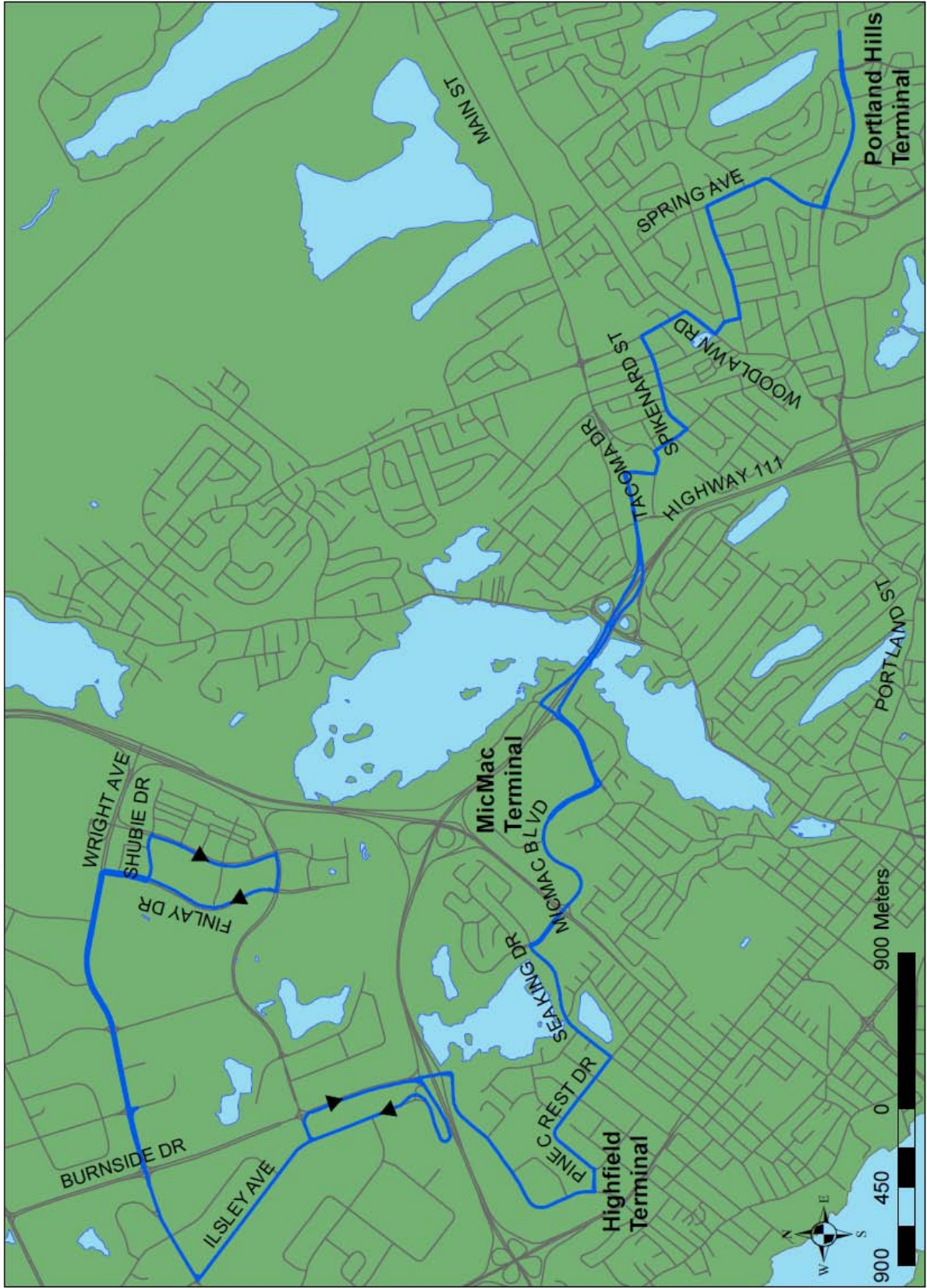
# Route 57 - Russell Lake



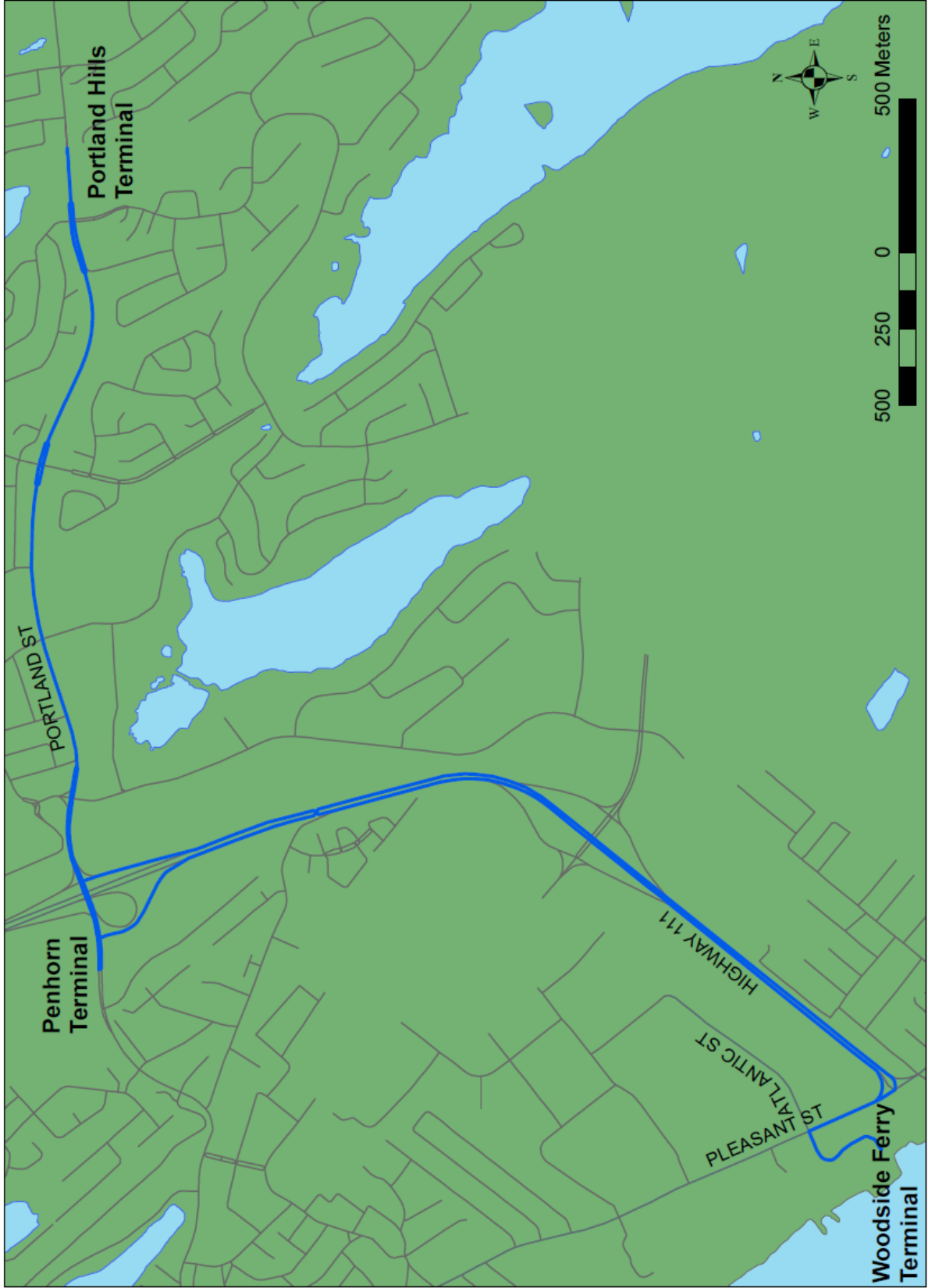
# Route 65 - Astral



## Route 72 - Portland Hills



## Route 165 - Woodside Link





**Appendix C**  
**Construction Project Plans and Renderings**

## Dartmouth Bridge Terminal



**METRO TRANSIT DARTMOUTH BRIDGE TERMINAL**

**Building - Overall**

Sperry & Partners  
Architects  
Mass. Registered Architect  
MARCH 2014



**METRO TRANSIT DARTMOUTH BRIDGE TERMINAL**

**Building View - Early Morning**

Sperry & Partners  
Architects  
Mass. Registered Architect  
MARCH 2014

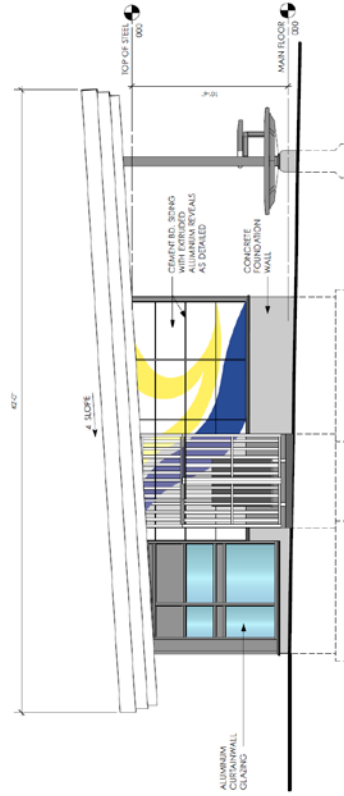
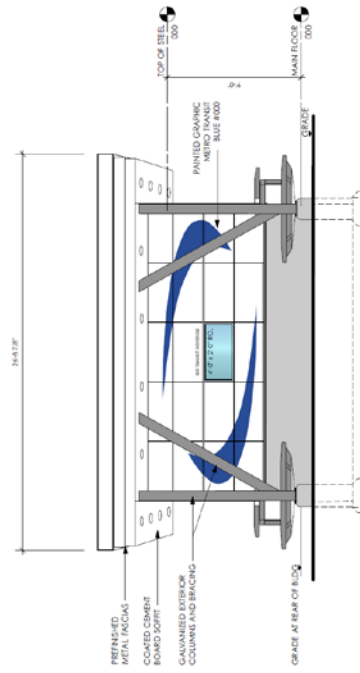
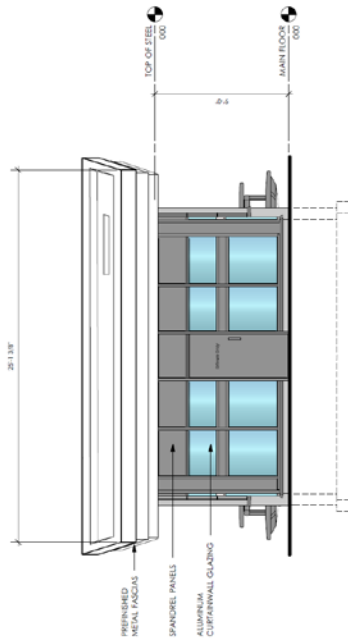
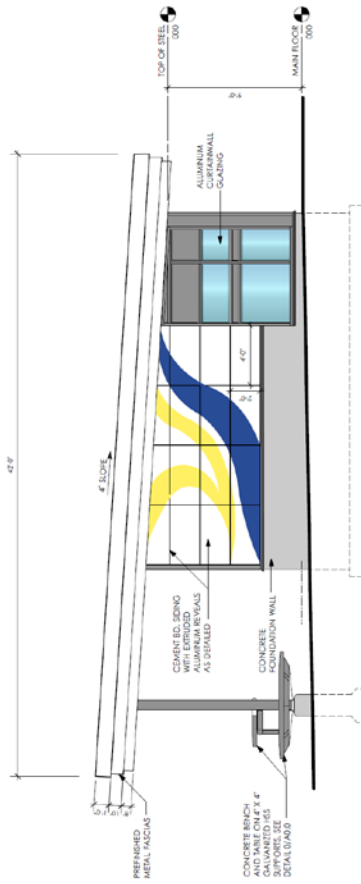


**METRO TRANSIT DARTMOUTH BRIDGE TERMINAL**

View to Lower Platform From Upper

Sperry & Partners  
Architects  
1000 Superior Street  
MARCH 2010



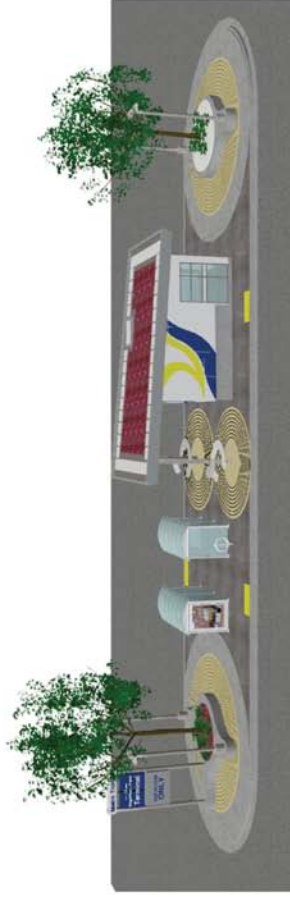




TERMINAL AS SEEN APPROACHING FROM NORTH ON HIGHFIELD DRIVE



TERMINAL AS SEEN APPROACHING FROM FINCREST DRIVE



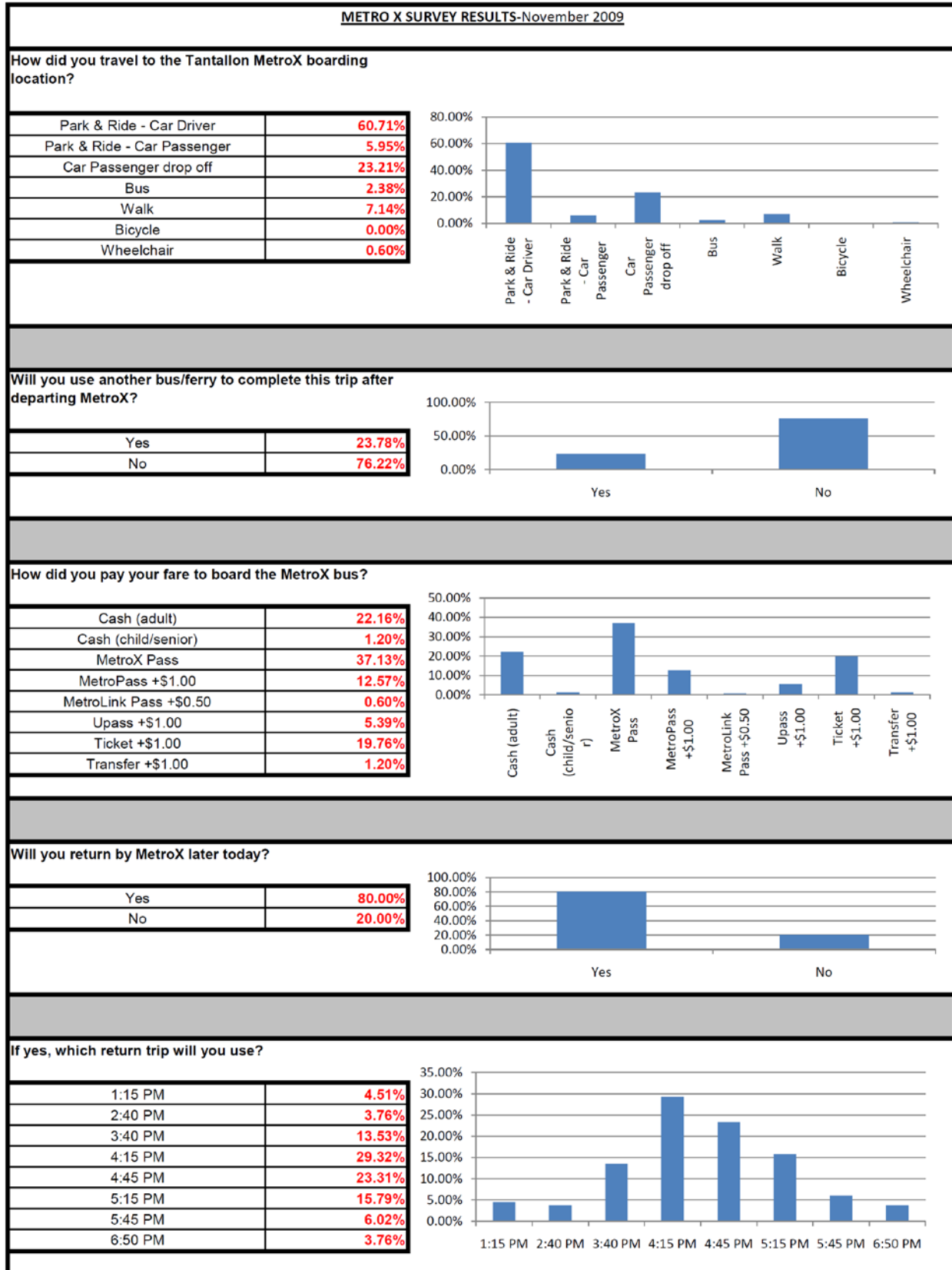
OVERALL VIEW OF HIGHFIELD TERMINAL



## **Appendix D**

### **Survey Results**

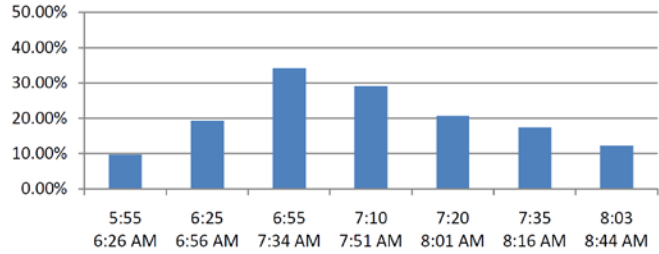
## MetroX Survey Results





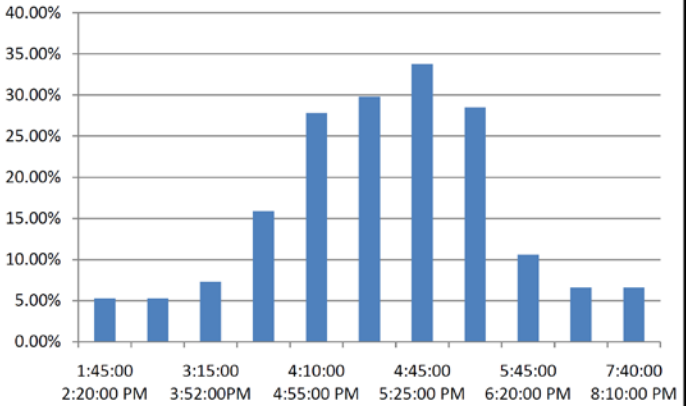
**Which inbound trip(s) will you use after this schedule change?**

| Tantallon Departure | Albemarle Arrival |        |
|---------------------|-------------------|--------|
| 5:55                | 6:26 AM           | 9.68%  |
| 6:25                | 6:56 AM           | 19.35% |
| 6:55                | 7:34 AM           | 34.19% |
| 7:10                | 7:51 AM           | 29.03% |
| 7:20                | 8:01 AM           | 20.65% |
| 7:35                | 8:16 AM           | 17.42% |
| 8:03                | 8:44 AM           | 12.26% |



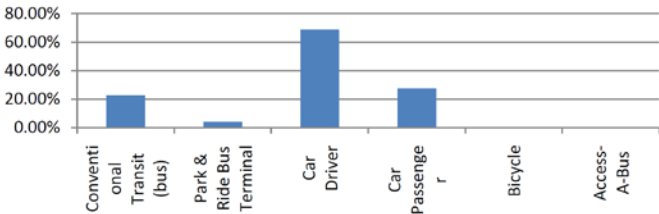
**Which outbound trip(s) will you use after this schedule change?**

| Albemarle Departure | Tantallon Arrival |        |
|---------------------|-------------------|--------|
| 1:45:00             | 2:20:00 PM        | 5.30%  |
| 2:40:00             | 3:15:00 PM        | 5.30%  |
| 3:15:00             | 3:52:00PM         | 7.28%  |
| 3:45:00             | 4:20:00 PM        | 15.89% |
| 4:10:00             | 4:55:00 PM        | 27.81% |
| 4:20:00             | 5:05:00 PM        | 29.80% |
| 4:45:00             | 5:25:00 PM        | 33.77% |
| 5:15:00             | 5:55:00 PM        | 28.48% |
| 5:45:00             | 6:20:00 PM        | 10.60% |
| 6:15:00             | 6:52:00 PM        | 6.62%  |
| 7:40:00             | 8:10:00 PM        | 6.62%  |



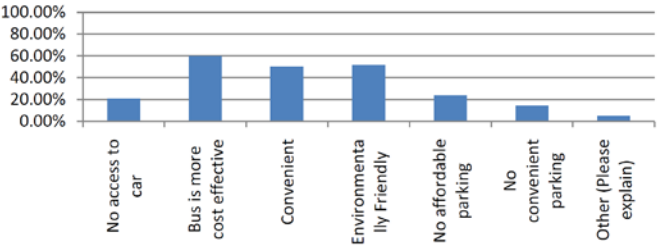
**How would you have completed this trip prior to the introduction of MetroX?**

|                            |        |
|----------------------------|--------|
| Conventional Transit (bus) | 22.75% |
| Park & Ride Bus Terminal   | 4.19%  |
| Car Driver                 | 68.86% |
| Car Passenger              | 27.54% |
| Bicycle                    | 0.00%  |
| Access-A-Bus               | 0.60%  |



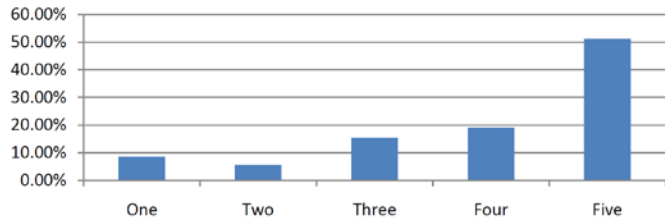
**Why did you decide to use MetroX today? (Check all that apply)**

|                            |        |
|----------------------------|--------|
| No access to car           | 20.96% |
| Bus is more cost effective | 59.88% |
| Convenient                 | 50.30% |
| Environmentally Friendly   | 51.50% |
| No affordable parking      | 23.95% |
| No convenient parking      | 14.37% |
| Other (Please explain)     | 4.79%  |



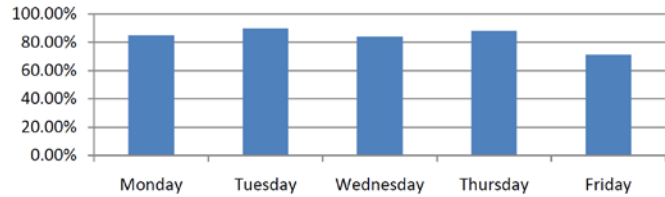
**On average how many days per week do you use MetroX?**

|       |        |
|-------|--------|
| One   | 8.64%  |
| Two   | 5.56%  |
| Three | 15.43% |
| Four  | 19.14% |
| Five  | 51.23% |



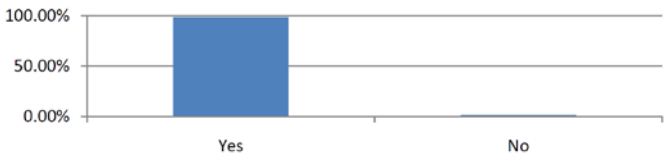
**On which days do you typically use MetroX?**

|           |        |
|-----------|--------|
| Monday    | 84.71% |
| Tuesday   | 89.81% |
| Wednesday | 84.08% |
| Thursday  | 87.90% |
| Friday    | 71.34% |



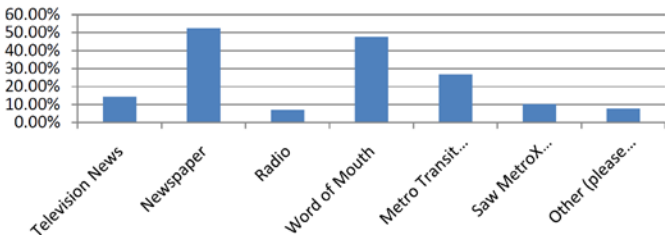
**Do you, or anyone in your household, own or have access to a vehicle?**

|     |        |
|-----|--------|
| Yes | 98.19% |
| No  | 1.81%  |



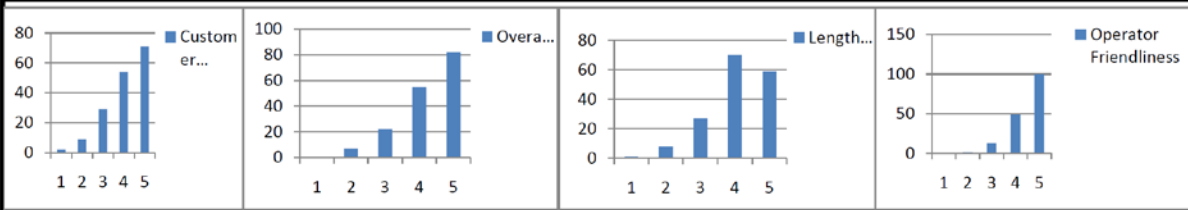
**How did you find out about MetroX?**

|                        |        |
|------------------------|--------|
| Television News        | 14.29% |
| Newspaper              | 52.38% |
| Radio                  | 7.14%  |
| Word of Mouth          | 47.62% |
| Metro Transit Website  | 26.79% |
| Saw MetroX Vehicles    | 10.12% |
| Other (please explain) | 7.74%  |



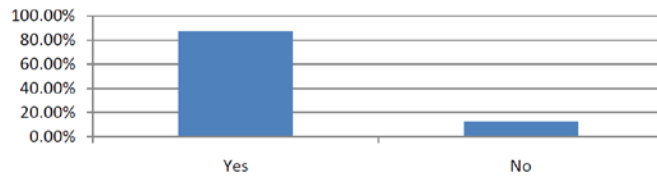
Please rate the following (1 = poor, 5 = excellent):

|                       | 1 | 2 | 3  | 4  | 5   |
|-----------------------|---|---|----|----|-----|
| Customer Seating      | 2 | 9 | 29 | 54 | 71  |
| Overall Comfort       | 0 | 7 | 22 | 55 | 82  |
| Length of Trip        | 1 | 8 | 27 | 70 | 59  |
| Operator Friendliness | 1 | 2 | 13 | 49 | 100 |



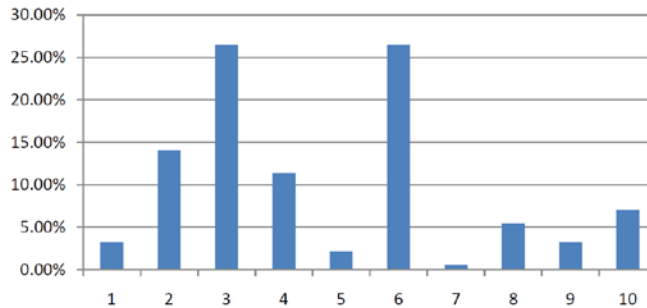
Do you think the MetroX fare is reasonable?

|     |        |
|-----|--------|
| Yes | 87.35% |
| No  | 12.65% |



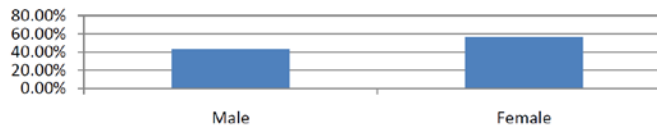
What do you like best about the MetroX service?

|             |        |
|-------------|--------|
| Parking     | 3.24%  |
| Not Driving | 14.05% |
| Convenient  | 26.49% |
| Comfort     | 11.35% |
| Stress free | 2.16%  |
| Direct      | 26.49% |
| Schedule    | 0.54%  |
| Cost        | 5.41%  |
| My own time | 3.24%  |
| other       | 7.03%  |



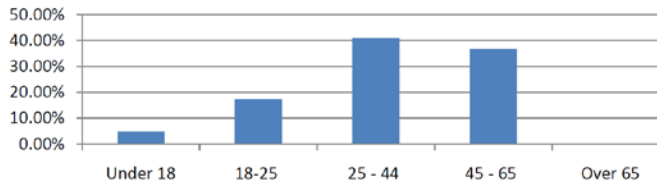
Are you...

|        |        |
|--------|--------|
| Male   | 43.11% |
| Female | 56.89% |



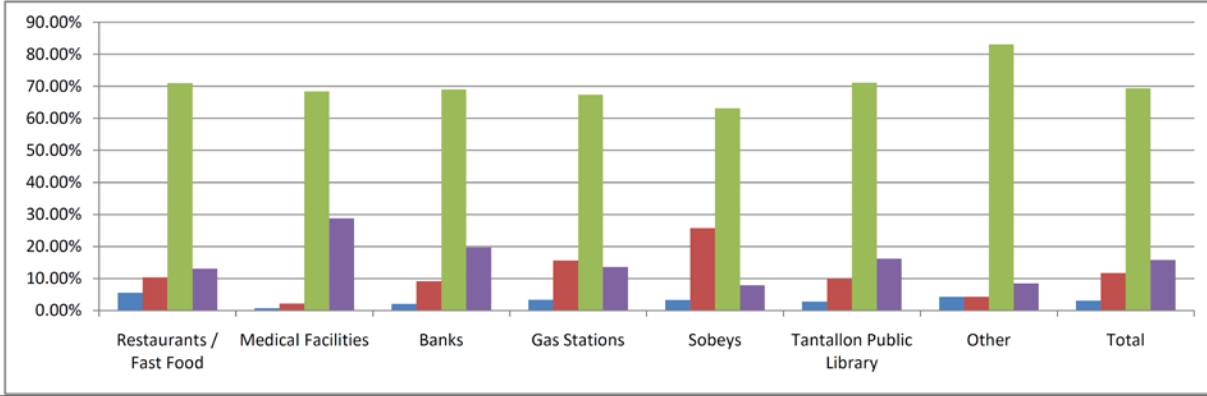
What is your age?

|          |        |
|----------|--------|
| Under 18 | 4.82%  |
| 18-25    | 17.47% |
| 25 - 44  | 40.96% |
| 45 - 65  | 36.75% |
| Over 65  | 0.00%  |

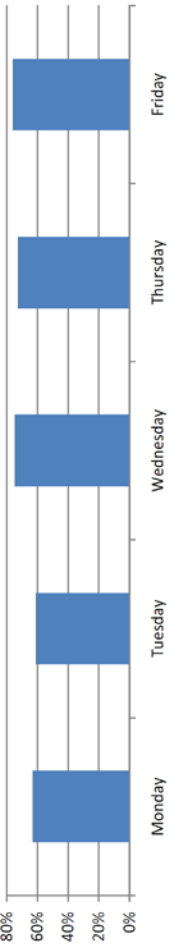
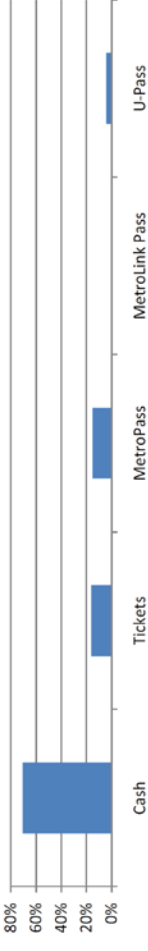
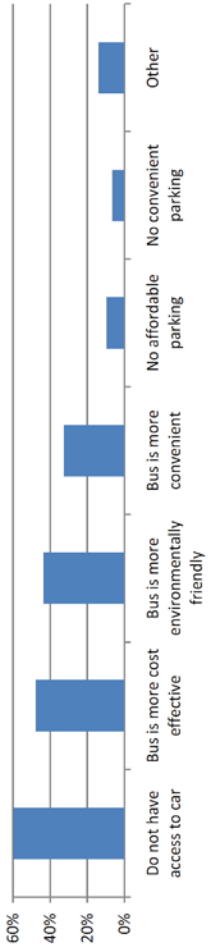


**How has the introduction of MetroX influenced your shopping habits at the following Hubley Centre businesses?**

|                          | Now use, did not previously<br>1 | Use more often<br>2 | Unchanged usage<br>3 | Do not use<br>4 |
|--------------------------|----------------------------------|---------------------|----------------------|-----------------|
| Restaurants / Fast Food  | 5.52%                            | 10.34%              | 71.03%               | 13.10%          |
| Medical Facilities       | 0.72%                            | 2.16%               | 68.35%               | 28.78%          |
| Banks                    | 2.11%                            | 9.15%               | 69.01%               | 19.72%          |
| Gas Stations             | 3.40%                            | 15.65%              | 67.35%               | 13.61%          |
| Sobeys                   | 3.29%                            | 25.66%              | 63.16%               | 7.89%           |
| Tantallon Public Library | 2.82%                            | 9.86%               | 71.13%               | 16.20%          |
| Other                    | 4.23%                            | 4.23%               | 83.10%               | 8.45%           |
| Total                    | 3.09%                            | 11.73%              | 69.40%               | 15.78%          |



# Sambro Community Transit Survey

|   |                                  |       |       |                         |    |       |                         |    |       |  |    |  |   |                             |    |       |         |    |       |           |   |      |  |    |  |   |        |    |       |         |    |       |           |    |       |          |    |       |        |    |       |  |    |  |   |      |    |       |         |    |       |           |    |       |                |   |      |        |   |      |  |    |  |   |                           |    |       |                            |    |       |                                      |    |       |                        |    |       |                       |   |      |                       |   |      |       |    |       |  |    |  |
|---|----------------------------------|-------|-------|-------------------------|----|-------|-------------------------|----|-------|--|----|--|---|-----------------------------|----|-------|---------|----|-------|-----------|---|------|--|----|--|---|--------|----|-------|---------|----|-------|-----------|----|-------|----------|----|-------|--------|----|-------|--|----|--|---|------|----|-------|---------|----|-------|-----------|----|-------|----------------|---|------|--------|---|------|--|----|--|---|---------------------------|----|-------|----------------------------|----|-------|--------------------------------------|----|-------|------------------------|----|-------|-----------------------|---|------|-----------------------|---|------|-------|----|-------|--|----|--|
| <p><b>1</b></p> <p><b>Where would you typically board the bus inbound to South Centre Mall?</b><br/>(approximate civic # or intersection)</p> <table border="1"> <tbody> <tr> <td>Ketch Harbour to West Pennant Rd</td> <td>19</td> <td>23.2%</td> </tr> <tr> <td>West Pennant to Club Rd</td> <td>46</td> <td>56.1%</td> </tr> <tr> <td>Club Rd to Leiblen Park</td> <td>17</td> <td>20.7%</td> </tr> <tr> <td></td> <td>82</td> <td></td> </tr> </tbody> </table> | Ketch Harbour to West Pennant Rd | 19    | 23.2% | West Pennant to Club Rd | 46 | 56.1% | Club Rd to Leiblen Park | 17 | 20.7% |  | 82 |  | <p><b>2</b></p> <p><b>What is the destination of this trip? (nearest intersection)</b></p> <table border="1"> <tbody> <tr> <td>South Centre Mall/Spryfield</td> <td>40</td> <td>52.6%</td> </tr> <tr> <td>Hallfax</td> <td>35</td> <td>46.1%</td> </tr> <tr> <td>Dartmouth</td> <td>1</td> <td>1.3%</td> </tr> <tr> <td></td> <td>76</td> <td></td> </tr> </tbody> </table> | South Centre Mall/Spryfield | 40 | 52.6% | Hallfax | 35 | 46.1% | Dartmouth | 1 | 1.3% |  | 76 |  | <p><b>3</b></p> <p><b>Which day(s) of the week do you typically use the Community Transit bus?</b></p> <table border="1"> <tbody> <tr> <td>Monday</td> <td>58</td> <td>63.0%</td> </tr> <tr> <td>Tuesday</td> <td>56</td> <td>60.9%</td> </tr> <tr> <td>Wednesday</td> <td>69</td> <td>75.0%</td> </tr> <tr> <td>Thursday</td> <td>67</td> <td>72.8%</td> </tr> <tr> <td>Friday</td> <td>70</td> <td>76.1%</td> </tr> <tr> <td></td> <td>92</td> <td></td> </tr> </tbody> </table>  | Monday | 58 | 63.0% | Tuesday | 56 | 60.9% | Wednesday | 69 | 75.0% | Thursday | 67 | 72.8% | Friday | 70 | 76.1% |  | 92 |  | <p><b>4</b></p> <p><b>How do you typically pay to use the bus?</b></p> <table border="1"> <tbody> <tr> <td>Cash</td> <td>65</td> <td>70.7%</td> </tr> <tr> <td>Tickets</td> <td>15</td> <td>16.3%</td> </tr> <tr> <td>MetroPass</td> <td>14</td> <td>15.2%</td> </tr> <tr> <td>MetroLink Pass</td> <td>0</td> <td>0.0%</td> </tr> <tr> <td>U-Pass</td> <td>4</td> <td>4.3%</td> </tr> <tr> <td></td> <td>92</td> <td></td> </tr> </tbody> </table>  | Cash | 65 | 70.7% | Tickets | 15 | 16.3% | MetroPass | 14 | 15.2% | MetroLink Pass | 0 | 0.0% | U-Pass | 4 | 4.3% |  | 92 |  | <p><b>5</b></p> <p><b>Why do you use Community Transit? (check all that apply)</b></p> <table border="1"> <tbody> <tr> <td>Do not have access to car</td> <td>59</td> <td>64.1%</td> </tr> <tr> <td>Bus is more cost effective</td> <td>44</td> <td>47.8%</td> </tr> <tr> <td>Bus is more environmentally friendly</td> <td>40</td> <td>43.5%</td> </tr> <tr> <td>Bus is more convenient</td> <td>30</td> <td>32.6%</td> </tr> <tr> <td>No affordable parking</td> <td>9</td> <td>9.8%</td> </tr> <tr> <td>No convenient parking</td> <td>6</td> <td>6.5%</td> </tr> <tr> <td>Other</td> <td>13</td> <td>14.1%</td> </tr> <tr> <td></td> <td>92</td> <td></td> </tr> </tbody> </table>  | Do not have access to car | 59 | 64.1% | Bus is more cost effective | 44 | 47.8% | Bus is more environmentally friendly | 40 | 43.5% | Bus is more convenient | 30 | 32.6% | No affordable parking | 9 | 9.8% | No convenient parking | 6 | 6.5% | Other | 13 | 14.1% |  | 92 |  |
| Ketch Harbour to West Pennant Rd  | 19                               | 23.2% |       |                         |    |       |                         |    |       |  |    |  |   |                             |    |       |         |    |       |           |   |      |  |    |  |   |        |    |       |         |    |       |           |    |       |          |    |       |        |    |       |  |    |  |   |      |    |       |         |    |       |           |    |       |                |   |      |        |   |      |  |    |  |   |                           |    |       |                            |    |       |                                      |    |       |                        |    |       |                       |   |      |                       |   |      |       |    |       |  |    |  |
| West Pennant to Club Rd   | 46                               | 56.1% |       |                         |    |       |                         |    |       |  |    |  |   |                             |    |       |         |    |       |           |   |      |  |    |  |   |        |    |       |         |    |       |           |    |       |          |    |       |        |    |       |  |    |  |   |      |    |       |         |    |       |           |    |       |                |   |      |        |   |      |  |    |  |   |                           |    |       |                            |    |       |                                      |    |       |                        |    |       |                       |   |      |                       |   |      |       |    |       |  |    |  |
| Club Rd to Leiblen Park   | 17                               | 20.7% |       |                         |    |       |                         |    |       |  |    |  |   |                             |    |       |         |    |       |           |   |      |  |    |  |   |        |    |       |         |    |       |           |    |       |          |    |       |        |    |       |  |    |  |   |      |    |       |         |    |       |           |    |       |                |   |      |        |   |      |  |    |  |   |                           |    |       |                            |    |       |                                      |    |       |                        |    |       |                       |   |      |                       |   |      |       |    |       |  |    |  |
|   | 82                               |       |       |                         |    |       |                         |    |       |  |    |  |   |                             |    |       |         |    |       |           |   |      |  |    |  |   |        |    |       |         |    |       |           |    |       |          |    |       |        |    |       |  |    |  |   |      |    |       |         |    |       |           |    |       |                |   |      |        |   |      |  |    |  |   |                           |    |       |                            |    |       |                                      |    |       |                        |    |       |                       |   |      |                       |   |      |       |    |       |  |    |  |
| South Centre Mall/Spryfield   | 40                               | 52.6% |       |                         |    |       |                         |    |       |  |    |  |   |                             |    |       |         |    |       |           |   |      |  |    |  |   |        |    |       |         |    |       |           |    |       |          |    |       |        |    |       |  |    |  |   |      |    |       |         |    |       |           |    |       |                |   |      |        |   |      |  |    |  |   |                           |    |       |                            |    |       |                                      |    |       |                        |    |       |                       |   |      |                       |   |      |       |    |       |  |    |  |
| Hallfax   | 35                               | 46.1% |       |                         |    |       |                         |    |       |  |    |  |   |                             |    |       |         |    |       |           |   |      |  |    |  |   |        |    |       |         |    |       |           |    |       |          |    |       |        |    |       |  |    |  |   |      |    |       |         |    |       |           |    |       |                |   |      |        |   |      |  |    |  |   |                           |    |       |                            |    |       |                                      |    |       |                        |    |       |                       |   |      |                       |   |      |       |    |       |  |    |  |
| Dartmouth   | 1                                | 1.3%  |       |                         |    |       |                         |    |       |  |    |  |   |                             |    |       |         |    |       |           |   |      |  |    |  |   |        |    |       |         |    |       |           |    |       |          |    |       |        |    |       |  |    |  |   |      |    |       |         |    |       |           |    |       |                |   |      |        |   |      |  |    |  |   |                           |    |       |                            |    |       |                                      |    |       |                        |    |       |                       |   |      |                       |   |      |       |    |       |  |    |  |
|   | 76                               |       |       |                         |    |       |                         |    |       |  |    |  |   |                             |    |       |         |    |       |           |   |      |  |    |  |   |        |    |       |         |    |       |           |    |       |          |    |       |        |    |       |  |    |  |   |      |    |       |         |    |       |           |    |       |                |   |      |        |   |      |  |    |  |   |                           |    |       |                            |    |       |                                      |    |       |                        |    |       |                       |   |      |                       |   |      |       |    |       |  |    |  |
| Monday  | 58                               | 63.0% |       |                         |    |       |                         |    |       |  |    |  |   |                             |    |       |         |    |       |           |   |      |  |    |  |   |        |    |       |         |    |       |           |    |       |          |    |       |        |    |       |  |    |  |   |      |    |       |         |    |       |           |    |       |                |   |      |        |   |      |  |    |  |   |                           |    |       |                            |    |       |                                      |    |       |                        |    |       |                       |   |      |                       |   |      |       |    |       |  |    |  |
| Tuesday   | 56                               | 60.9% |       |                         |    |       |                         |    |       |  |    |  |   |                             |    |       |         |    |       |           |   |      |  |    |  |   |        |    |       |         |    |       |           |    |       |          |    |       |        |    |       |  |    |  |   |      |    |       |         |    |       |           |    |       |                |   |      |        |   |      |  |    |  |   |                           |    |       |                            |    |       |                                      |    |       |                        |    |       |                       |   |      |                       |   |      |       |    |       |  |    |  |
| Wednesday   | 69                               | 75.0% |       |                         |    |       |                         |    |       |  |    |  |   |                             |    |       |         |    |       |           |   |      |  |    |  |   |        |    |       |         |    |       |           |    |       |          |    |       |        |    |       |  |    |  |   |      |    |       |         |    |       |           |    |       |                |   |      |        |   |      |  |    |  |   |                           |    |       |                            |    |       |                                      |    |       |                        |    |       |                       |   |      |                       |   |      |       |    |       |  |    |  |
| Thursday  | 67                               | 72.8% |       |                         |    |       |                         |    |       |  |    |  |   |                             |    |       |         |    |       |           |   |      |  |    |  |   |        |    |       |         |    |       |           |    |       |          |    |       |        |    |       |  |    |  |   |      |    |       |         |    |       |           |    |       |                |   |      |        |   |      |  |    |  |   |                           |    |       |                            |    |       |                                      |    |       |                        |    |       |                       |   |      |                       |   |      |       |    |       |  |    |  |
| Friday  | 70                               | 76.1% |       |                         |    |       |                         |    |       |  |    |  |   |                             |    |       |         |    |       |           |   |      |  |    |  |   |        |    |       |         |    |       |           |    |       |          |    |       |        |    |       |  |    |  |   |      |    |       |         |    |       |           |    |       |                |   |      |        |   |      |  |    |  |   |                           |    |       |                            |    |       |                                      |    |       |                        |    |       |                       |   |      |                       |   |      |       |    |       |  |    |  |
|   | 92                               |       |       |                         |    |       |                         |    |       |  |    |  |   |                             |    |       |         |    |       |           |   |      |  |    |  |   |        |    |       |         |    |       |           |    |       |          |    |       |        |    |       |  |    |  |   |      |    |       |         |    |       |           |    |       |                |   |      |        |   |      |  |    |  |   |                           |    |       |                            |    |       |                                      |    |       |                        |    |       |                       |   |      |                       |   |      |       |    |       |  |    |  |
| Cash  | 65                               | 70.7% |       |                         |    |       |                         |    |       |  |    |  |   |                             |    |       |         |    |       |           |   |      |  |    |  |   |        |    |       |         |    |       |           |    |       |          |    |       |        |    |       |  |    |  |   |      |    |       |         |    |       |           |    |       |                |   |      |        |   |      |  |    |  |   |                           |    |       |                            |    |       |                                      |    |       |                        |    |       |                       |   |      |                       |   |      |       |    |       |  |    |  |
| Tickets   | 15                               | 16.3% |       |                         |    |       |                         |    |       |  |    |  |   |                             |    |       |         |    |       |           |   |      |  |    |  |   |        |    |       |         |    |       |           |    |       |          |    |       |        |    |       |  |    |  |   |      |    |       |         |    |       |           |    |       |                |   |      |        |   |      |  |    |  |   |                           |    |       |                            |    |       |                                      |    |       |                        |    |       |                       |   |      |                       |   |      |       |    |       |  |    |  |
| MetroPass   | 14                               | 15.2% |       |                         |    |       |                         |    |       |  |    |  |   |                             |    |       |         |    |       |           |   |      |  |    |  |   |        |    |       |         |    |       |           |    |       |          |    |       |        |    |       |  |    |  |   |      |    |       |         |    |       |           |    |       |                |   |      |        |   |      |  |    |  |   |                           |    |       |                            |    |       |                                      |    |       |                        |    |       |                       |   |      |                       |   |      |       |    |       |  |    |  |
| MetroLink Pass  | 0                                | 0.0%  |       |                         |    |       |                         |    |       |  |    |  |   |                             |    |       |         |    |       |           |   |      |  |    |  |   |        |    |       |         |    |       |           |    |       |          |    |       |        |    |       |  |    |  |   |      |    |       |         |    |       |           |    |       |                |   |      |        |   |      |  |    |  |   |                           |    |       |                            |    |       |                                      |    |       |                        |    |       |                       |   |      |                       |   |      |       |    |       |  |    |  |
| U-Pass  | 4                                | 4.3%  |       |                         |    |       |                         |    |       |  |    |  |   |                             |    |       |         |    |       |           |   |      |  |    |  |   |        |    |       |         |    |       |           |    |       |          |    |       |        |    |       |  |    |  |   |      |    |       |         |    |       |           |    |       |                |   |      |        |   |      |  |    |  |   |                           |    |       |                            |    |       |                                      |    |       |                        |    |       |                       |   |      |                       |   |      |       |    |       |  |    |  |
|   | 92                               |       |       |                         |    |       |                         |    |       |  |    |  |   |                             |    |       |         |    |       |           |   |      |  |    |  |   |        |    |       |         |    |       |           |    |       |          |    |       |        |    |       |  |    |  |   |      |    |       |         |    |       |           |    |       |                |   |      |        |   |      |  |    |  |   |                           |    |       |                            |    |       |                                      |    |       |                        |    |       |                       |   |      |                       |   |      |       |    |       |  |    |  |
| Do not have access to car   | 59                               | 64.1% |       |                         |    |       |                         |    |       |  |    |  |   |                             |    |       |         |    |       |           |   |      |  |    |  |   |        |    |       |         |    |       |           |    |       |          |    |       |        |    |       |  |    |  |   |      |    |       |         |    |       |           |    |       |                |   |      |        |   |      |  |    |  |   |                           |    |       |                            |    |       |                                      |    |       |                        |    |       |                       |   |      |                       |   |      |       |    |       |  |    |  |
| Bus is more cost effective  | 44                               | 47.8% |       |                         |    |       |                         |    |       |  |    |  |   |                             |    |       |         |    |       |           |   |      |  |    |  |   |        |    |       |         |    |       |           |    |       |          |    |       |        |    |       |  |    |  |   |      |    |       |         |    |       |           |    |       |                |   |      |        |   |      |  |    |  |   |                           |    |       |                            |    |       |                                      |    |       |                        |    |       |                       |   |      |                       |   |      |       |    |       |  |    |  |
| Bus is more environmentally friendly  | 40                               | 43.5% |       |                         |    |       |                         |    |       |  |    |  |   |                             |    |       |         |    |       |           |   |      |  |    |  |   |        |    |       |         |    |       |           |    |       |          |    |       |        |    |       |  |    |  |   |      |    |       |         |    |       |           |    |       |                |   |      |        |   |      |  |    |  |   |                           |    |       |                            |    |       |                                      |    |       |                        |    |       |                       |   |      |                       |   |      |       |    |       |  |    |  |
| Bus is more convenient  | 30                               | 32.6% |       |                         |    |       |                         |    |       |  |    |  |   |                             |    |       |         |    |       |           |   |      |  |    |  |   |        |    |       |         |    |       |           |    |       |          |    |       |        |    |       |  |    |  |   |      |    |       |         |    |       |           |    |       |                |   |      |        |   |      |  |    |  |   |                           |    |       |                            |    |       |                                      |    |       |                        |    |       |                       |   |      |                       |   |      |       |    |       |  |    |  |
| No affordable parking   | 9                                | 9.8%  |       |                         |    |       |                         |    |       |  |    |  |   |                             |    |       |         |    |       |           |   |      |  |    |  |   |        |    |       |         |    |       |           |    |       |          |    |       |        |    |       |  |    |  |   |      |    |       |         |    |       |           |    |       |                |   |      |        |   |      |  |    |  |   |                           |    |       |                            |    |       |                                      |    |       |                        |    |       |                       |   |      |                       |   |      |       |    |       |  |    |  |
| No convenient parking   | 6                                | 6.5%  |       |                         |    |       |                         |    |       |  |    |  |   |                             |    |       |         |    |       |           |   |      |  |    |  |   |        |    |       |         |    |       |           |    |       |          |    |       |        |    |       |  |    |  |   |      |    |       |         |    |       |           |    |       |                |   |      |        |   |      |  |    |  |   |                           |    |       |                            |    |       |                                      |    |       |                        |    |       |                       |   |      |                       |   |      |       |    |       |  |    |  |
| Other   | 13                               | 14.1% |       |                         |    |       |                         |    |       |  |    |  |   |                             |    |       |         |    |       |           |   |      |  |    |  |   |        |    |       |         |    |       |           |    |       |          |    |       |        |    |       |  |    |  |   |      |    |       |         |    |       |           |    |       |                |   |      |        |   |      |  |    |  |   |                           |    |       |                            |    |       |                                      |    |       |                        |    |       |                       |   |      |                       |   |      |       |    |       |  |    |  |
|   | 92                               |       |       |                         |    |       |                         |    |       |  |    |  |   |                             |    |       |         |    |       |           |   |      |  |    |  |   |        |    |       |         |    |       |           |    |       |          |    |       |        |    |       |  |    |  |   |      |    |       |         |    |       |           |    |       |                |   |      |        |   |      |  |    |  |   |                           |    |       |                            |    |       |                                      |    |       |                        |    |       |                       |   |      |                       |   |      |       |    |       |  |    |  |

6

**How would you have completed this trip prior to the introduction of Sambre Community Transit? (Check all that apply)**

|                            |    |       |
|----------------------------|----|-------|
| Conventional Transit (bus) | 12 | 13.0% |
| Park & Ride Bus Terminal   | 2  | 2.2%  |
| Car Driver                 | 30 | 32.6% |
| Car Passenger              | 52 | 56.5% |
| Walk                       | 24 | 26.1% |
| Bicycle                    | 15 | 16.3% |
| Ferry                      | 0  | 0.0%  |
| Access-A-Bus               | 0  | 0.0%  |
|                            | 92 |       |

7

**Which Metro Transit route(s) do you typically transfer to at South Centre Mall?**

|                         |    |       |
|-------------------------|----|-------|
| Route 14                | 38 | 41.3% |
| Route 19                | 22 | 23.9% |
| Route 20                | 58 | 63.0% |
| Route 32                | 13 | 14.1% |
| Do not usually transfer | 17 | 18.5% |
|                         | 92 |       |

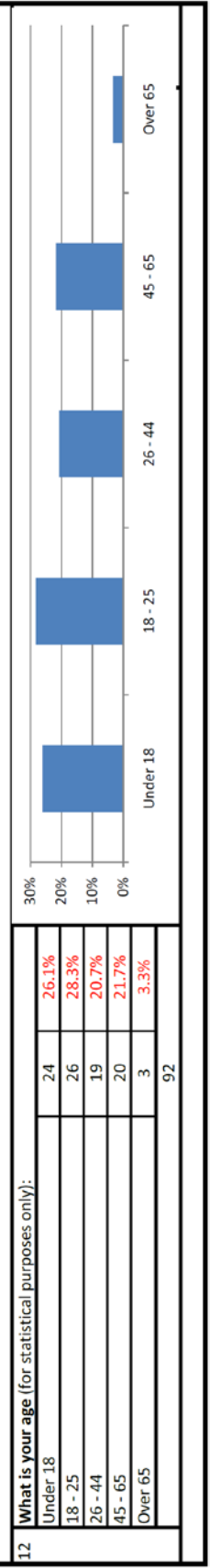
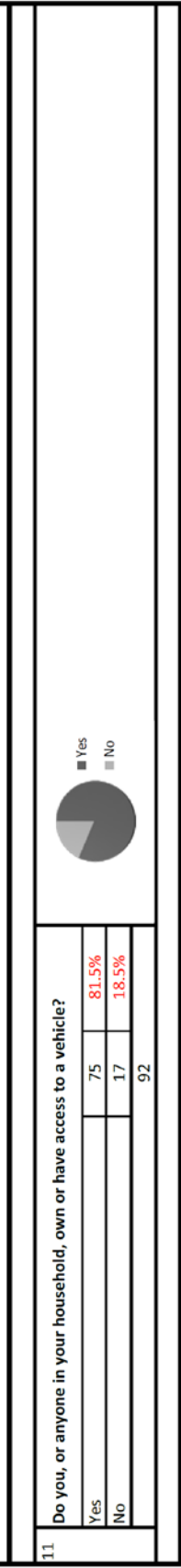
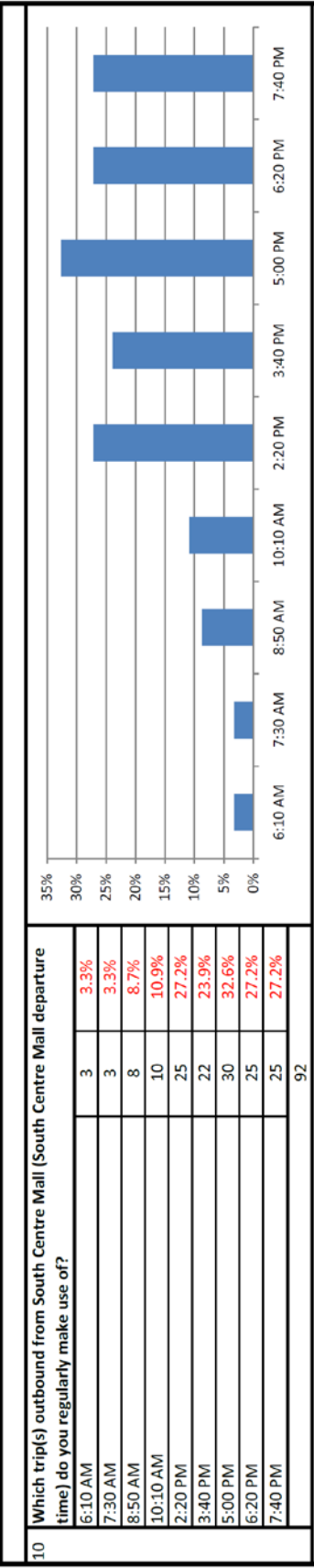
**Which Metro Transit route(s) do you typically transfer from at South Centre Mall?**

|                         |    |       |
|-------------------------|----|-------|
| Route 14                | 33 | 35.9% |
| Route 19                | 18 | 19.6% |
| Route 20                | 51 | 55.4% |
| Route 32                | 12 | 13.0% |
| Do not usually transfer | 19 | 20.7% |
|                         | 92 |       |

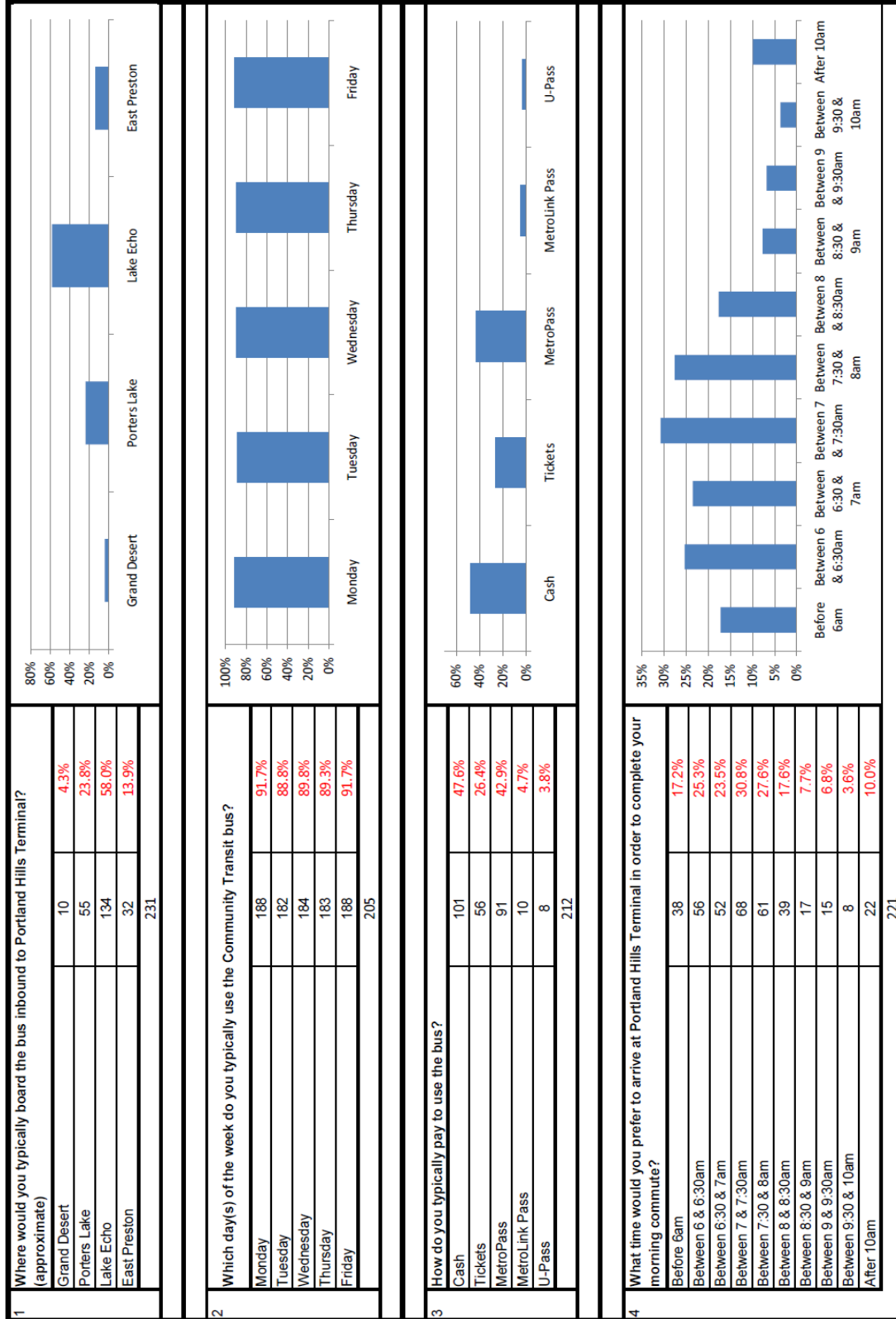
8

**Which trip(s) inbound to South Centre Mall (Ketch Harbour departure time) do you regularly make use of?**

|          |    |       |
|----------|----|-------|
| 5:30 AM  | 10 | 10.9% |
| 6:45 AM  | 21 | 22.8% |
| 8:05 AM  | 14 | 15.2% |
| 9:25 AM  | 19 | 20.7% |
| 10:45 AM | 25 | 27.2% |
| 2:55 PM  | 24 | 26.1% |
| 4:15 PM  | 17 | 18.5% |
| 5:35 PM  | 13 | 14.1% |
| 6:55 PM  | 12 | 13.0% |
|          | 92 |       |

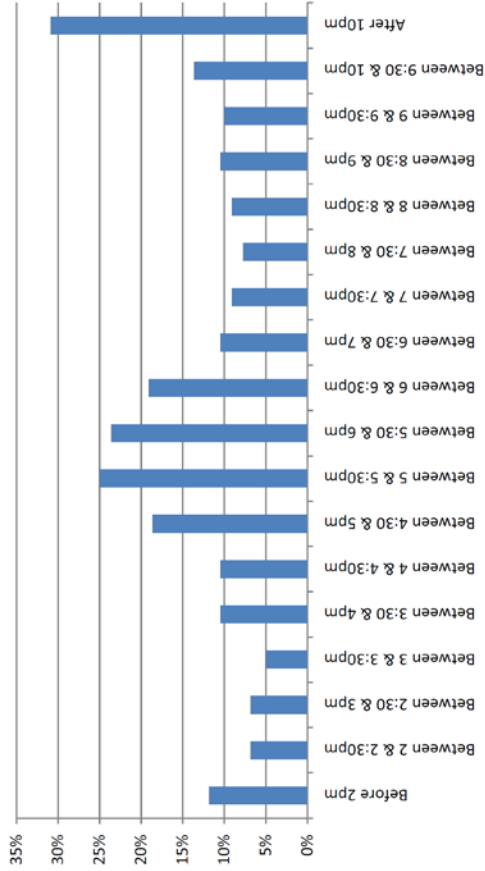


# Porter's Lake Survey Results

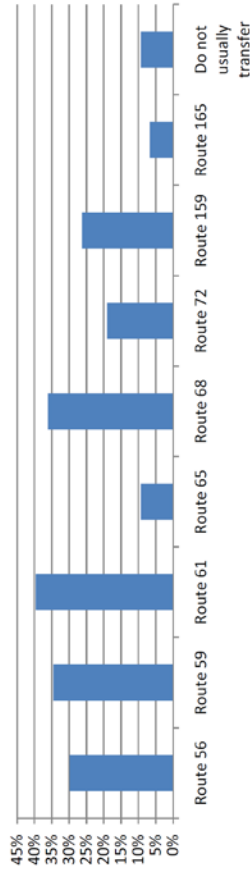




| What time would you prefer to depart Portland Hills Terminal in order to complete your afternoon/evening commute? |     |       |
|---|-----|-------|
| Before 2pm  | 26  | 11.8% |
| Between 2 & 2:30pm  | 15  | 6.8%  |
| Between 2:30 & 3pm  | 15  | 6.8%  |
| Between 3 & 3:30pm  | 11  | 5.0%  |
| Between 3:30 & 4pm  | 23  | 10.5% |
| Between 4 & 4:30pm  | 23  | 10.5% |
| Between 4:30 & 5pm  | 41  | 18.6% |
| Between 5 & 5:30pm  | 55  | 25.0% |
| Between 5:30 & 6pm  | 52  | 23.6% |
| Between 6 & 6:30pm  | 42  | 19.1% |
| Between 6:30 & 7pm  | 23  | 10.5% |
| Between 7 & 7:30pm  | 20  | 9.1%  |
| Between 7:30 & 8pm  | 17  | 7.7%  |
| Between 8 & 8:30pm  | 20  | 9.1%  |
| Between 8:30 & 9pm  | 23  | 10.5% |
| Between 9 & 9:30pm  | 22  | 10.0% |
| Between 9:30 & 10pm   | 30  | 13.6% |
| After 10pm  | 68  | 30.9% |
|   | 220 |       |

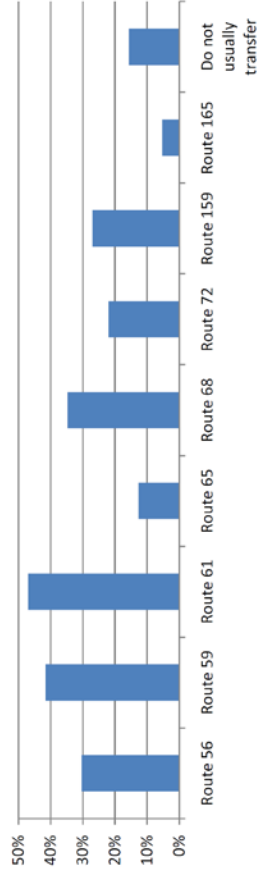


| Which Metro Transit route(s) do you typically transfer to at Portland Hills Terminal? |     |       |
|---|-----|-------|
| Route 56  | 58  | 29.9% |
| Route 59  | 67  | 34.5% |
| Route 61  | 77  | 39.7% |
| Route 65  | 18  | 9.3%  |
| Route 68  | 70  | 36.1% |
| Route 72  | 37  | 19.1% |
| Route 159   | 51  | 26.3% |
| Route 165   | 13  | 6.7%  |
| Do not usually transfer   | 18  | 9.3%  |
|   | 194 |       |



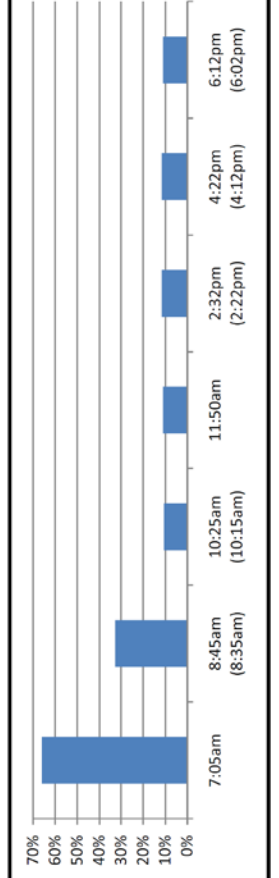
**Which Metro Transit route(s) do you typically transfer from at Portland Hills Terminal?**

|                         |    |       |
|-------------------------|----|-------|
| Route 56                | 62 | 30.4% |
| Route 59                | 85 | 41.7% |
| Route 61                | 96 | 47.1% |
| Route 65                | 26 | 12.7% |
| Route 68                | 71 | 34.8% |
| Route 72                | 45 | 22.1% |
| Route 159               | 55 | 27.0% |
| Route 165               | 11 | 5.4%  |
| Do not usually transfer | 32 | 15.7% |
| 204                     |    |       |



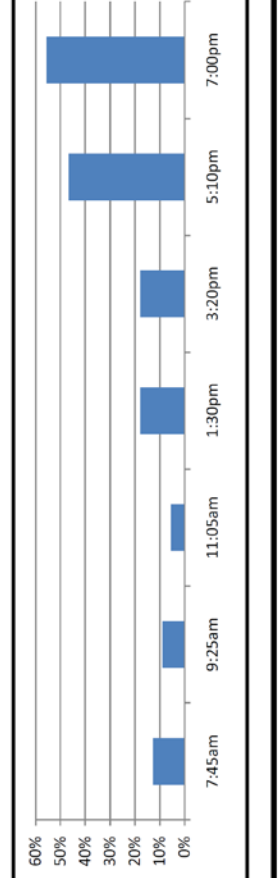
**Which trip(s) inbound to Portland Hills Terminal (Porter's Lake departure time) do you regularly make use of?**

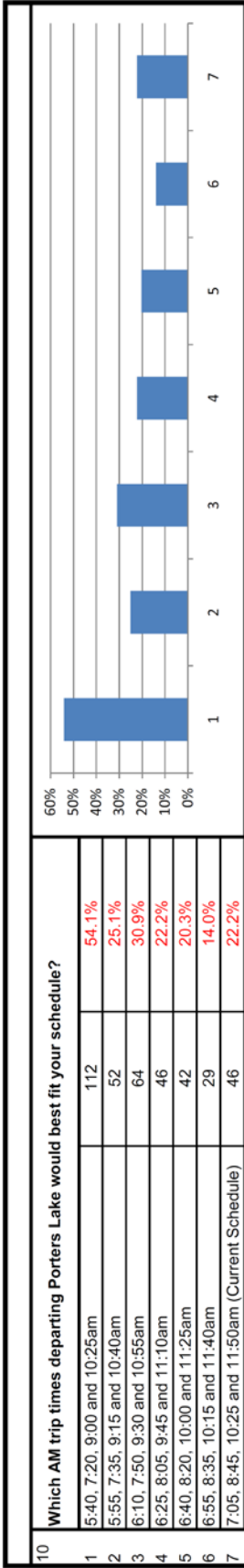
|                   |     |       |
|-------------------|-----|-------|
| 7:05am            | 119 | 66.1% |
| 8:45am (8:35am)   | 59  | 32.8% |
| 10:25am (10:15am) | 19  | 10.6% |
| 11:50am           | 20  | 11.1% |
| 2:32pm (2:22pm)   | 21  | 11.7% |
| 4:22pm (4:12pm)   | 21  | 11.7% |
| 6:12pm (6:02pm)   | 20  | 11.1% |
| 180               |     |       |



**Which trip(s) outbound from Portland Hills Terminal (Portland Hills departure time) do you regularly make use of?**

|         |     |       |
|---------|-----|-------|
| 7:45am  | 23  | 12.8% |
| 9:25am  | 16  | 8.9%  |
| 11:05am | 10  | 5.6%  |
| 1:30pm  | 32  | 17.8% |
| 3:20pm  | 32  | 17.8% |
| 5:10pm  | 84  | 46.7% |
| 7:00pm  | 100 | 55.6% |
| 180     |     |       |





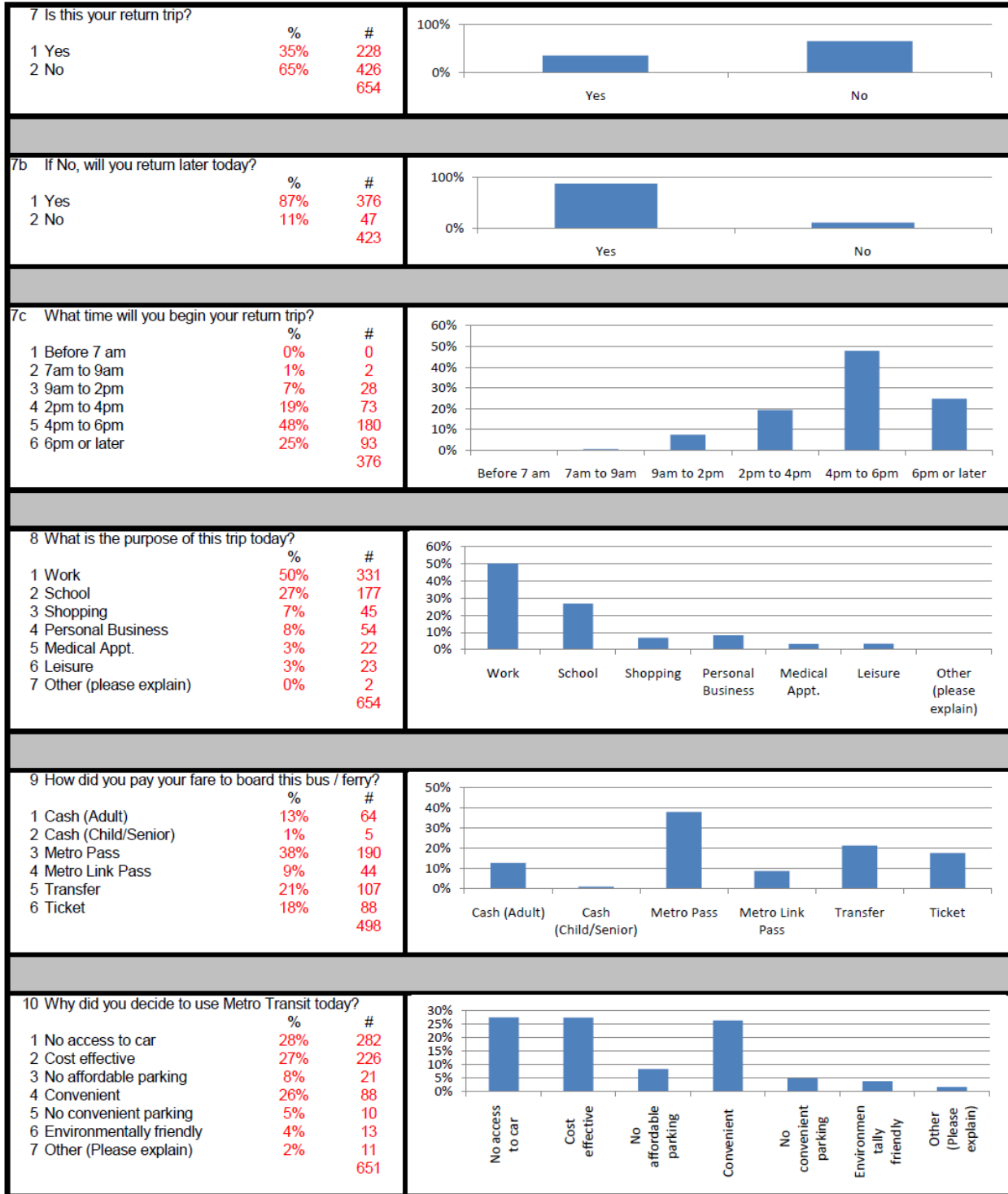
207



208

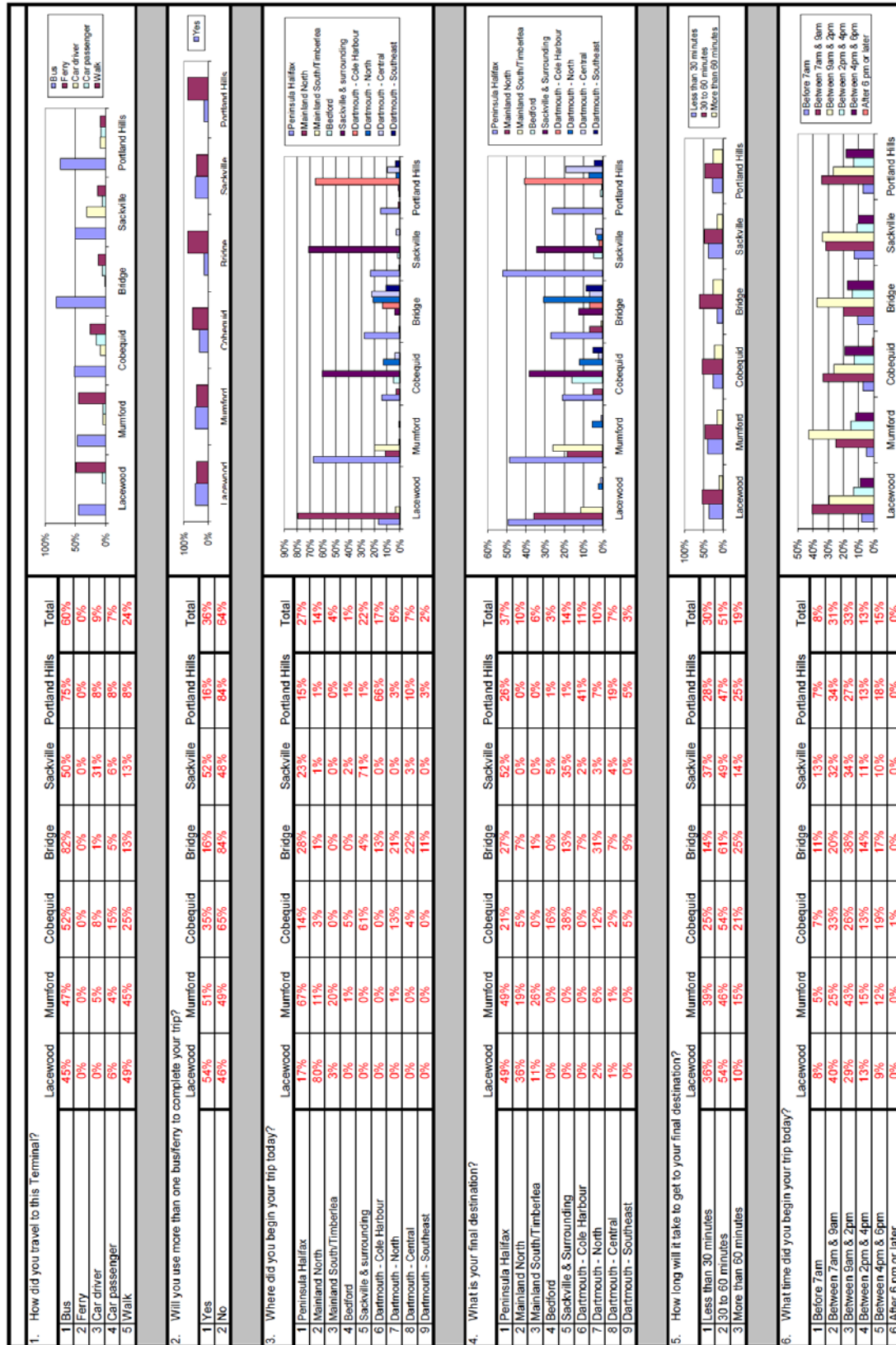
## Annual Ferry Survey Results





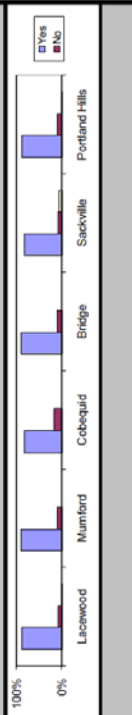


# Annual Terminal Survey Results



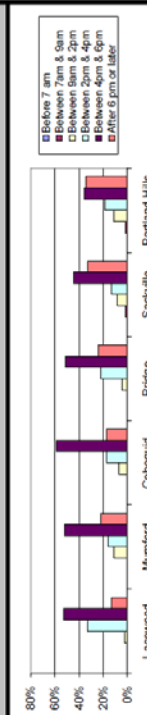
7. Is this your return trip?

|       | Lacewood | Mumford | Cobequid | Bridge | Sackville | Portland Hills | Total |
|-------|----------|---------|----------|--------|-----------|----------------|-------|
| 1 Yes | 28%      | 43%     | 29%      | 42%    | 22%       | 40%            | 35%   |
| 2 No  | 70%      | 57%     | 71%      | 58%    | 77%       | 60%            | 65%   |
| N/A   | 1%       | 0%      | 0%       | 0%     | 1%        | 0%             | 0%    |



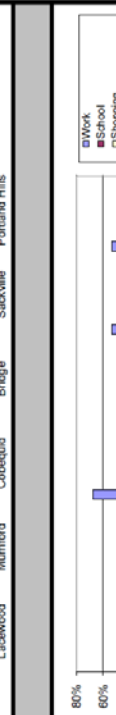
7b. If No, will you return later today?

|       | Lacewood | Mumford | Cobequid | Bridge | Sackville | Portland Hills | Total |
|-------|----------|---------|----------|--------|-----------|----------------|-------|
| 1 Yes | 89%      | 90%     | 83%      | 90%    | 83%       | 89%            | 87%   |
| 2 No  | 10%      | 10%     | 17%      | 10%    | 10%       | 10%            | 11%   |
| N/A   | 2%       | 0%      | 0%       | 0%     | 7%        | 1%             | 2%    |



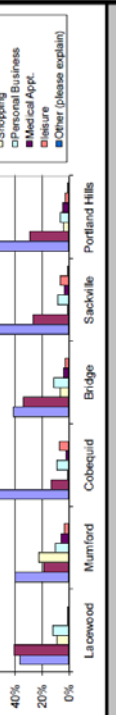
7c. What time will you begin your return trip?

|                       | Lacewood | Mumford | Cobequid | Bridge | Sackville | Portland Hills | Total |
|-----------------------|----------|---------|----------|--------|-----------|----------------|-------|
| 1 Before 7 am         | 0%       | 0%      | 0%       | 0%     | 0%        | 0%             | 0%    |
| 2 Between 7 am & 9 am | 0%       | 0%      | 0%       | 0%     | 1%        | 1%             | 1%    |
| 3 Between 9 am & 2 pm | 2%       | 11%     | 7%       | 4%     | 9%        | 11%            | 7%    |
| 4 Between 2 pm & 4 pm | 33%      | 16%     | 17%      | 22%    | 13%       | 18%            | 19%   |
| 5 Between 4 pm & 6 pm | 53%      | 52%     | 59%      | 51%    | 44%       | 35%            | 45%   |
| 6 After 6 pm or later | 13%      | 21%     | 17%      | 24%    | 33%       | 34%            | 25%   |



8. What is the purpose of this trip today?

|                          | Lacewood | Mumford | Cobequid | Bridge | Sackville | Portland Hills | Total |
|--------------------------|----------|---------|----------|--------|-----------|----------------|-------|
| 1 Work                   | 36%      | 40%     | 68%      | 42%    | 54%       | 54%            | 50%   |
| 2 School                 | 41%      | 19%     | 13%      | 34%    | 26%       | 29%            | 27%   |
| 3 Shopping               | 9%       | 22%     | 1%       | 7%     | 1%        | 4%             | 7%    |
| 4 Personal Business      | 12%      | 10%     | 9%       | 11%    | 8%        | 6%             | 8%    |
| 5 Medical Appt.          | 1%       | 6%      | 2%       | 4%     | 4%        | 4%             | 3%    |
| 6 Leisure                | 1%       | 4%      | 7%       | 3%     | 6%        | 3%             | 3%    |
| 7 Other (please explain) | 0%       | 0%      | 0%       | 0%     | 1%        | 1%             | 0%    |



9. How did you pay your fare to board this bus?

|                       | Lacewood | Mumford | Cobequid | Bridge | Sackville | Portland Hills | Total |
|-----------------------|----------|---------|----------|--------|-----------|----------------|-------|
| 1 Cash (Adult)        | 5%       | 12%     | 20%      | 7%     | 21%       | 10%            | 13%   |
| 2 Cash (Child/Senior) | 0%       | 3%      | 1%       | 0%     | 0%        | 2%             | 1%    |
| 3 Metro Pass          | 35%      | 44%     | 53%      | 44%    | 21%       | 36%            | 38%   |
| 4 Metro Link Pass     | 1%       | 0%      | 0%       | 0%     | 0%        | 19%            | 9%    |
| 5 Transfer            | 41%      | 19%     | 5%       | 37%    | 14%       | 18%            | 21%   |
| 6 Ticket              | 18%      | 23%     | 21%      | 13%    | 17%       | 15%            | 18%   |



10. Why did you decide to use Metro Transit today?

|                            | Lacewood | Mumford | Cobequid | Bridge | Sackville | Portland Hills | Total |
|----------------------------|----------|---------|----------|--------|-----------|----------------|-------|
| 1 No access to car         | 20%      | 28%     | 32%      | 29%    | 24%       | 35%            | 28%   |
| 2 Cost effective           | 31%      | 6%      | 35%      | 27%    | 27%       | 20%            | 27%   |
| 3 No affordable parking    | 7%       | 8%      | 12%      | 13%    | 8%        | 5%             | 8%    |
| 4 Convenient               | 34%      | 52%     | 15%      | 21%    | 26%       | 23%            | 26%   |
| 5 No convenient parking    | 6%       | 0%      | 4%       | 7%     | 8%        | 4%             | 5%    |
| 6 Environmentally friendly | 1%       | 2%      | 0%       | 2%     | 5%        | 10%            | 4%    |
| 7 Other (Please explain)   | 0%       | 5%      | 1%       | 1%     | 2%        | 2%             | 2%    |





