

2016-17  
Annual Service Plan

**HALIFAX**  
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# Summary

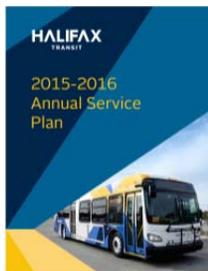
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## Summary

This Annual Service Plan (ASP) outlines service adjustments planned for 2016-17, pending Regional Council's approval of the *Moving Forward Together Plan*.

Highlights for the upcoming year will include:

- Launching of a third new Harbour Ferry;
- Service changes to the existing Route 56 and 330;
- The launch of new technologies to improve the customer experience, including public interfaces for real time data and stop annunciation; and
- The replacement of 35 older conventional transit and MetroX buses, following this replacement 100% of transit vehicles will be accessible.



This document also includes a review of transit service in 2015-16. The 2015-16 Annual Service Plan was approved by Regional Council in 2015 as part of the annual budget process.

Last year's Annual Service Plan can be viewed in its entirety at:

[www.halifax.ca/transit/\\_assets/documents/AnnualServicePlan2015-16\\_Web.pdf](http://www.halifax.ca/transit/_assets/documents/AnnualServicePlan2015-16_Web.pdf)

Halifax Transit will have delivered approximately 970,000 scheduled service hours in 2015-16, including 878,500 hours of fixed-route bus service, 15,000 hours of ferry service, and 76,500 hours of Access-A-Bus Service.

Highlights from the past year include:

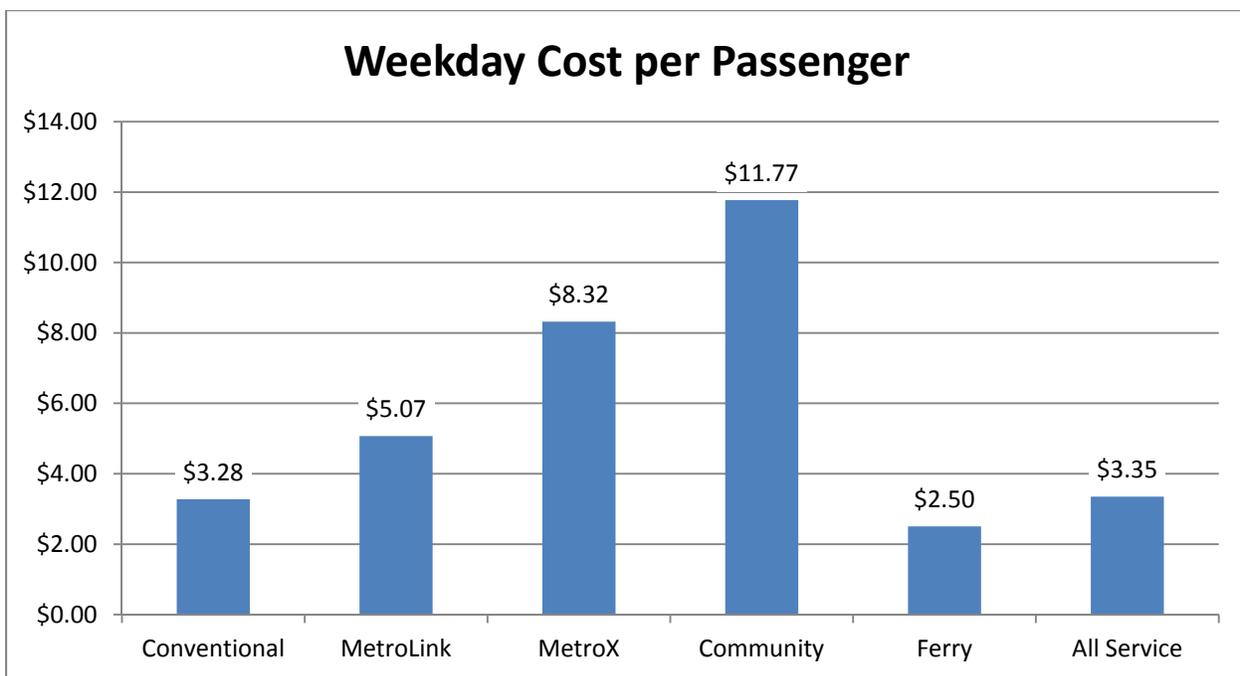
- Opening of the new Lacewood Transit Terminal;
- Launching of the new Harbour Ferry Craig Blake, allowing increased ferry service;
- Macdonald Bridge redecking, requiring a shuttle service during scheduled closures, and detours during unscheduled closures;
- Ferry ridership has increased approximately 26%, in part due to the bridge redecking project and increased ferry service; and
- Routes 80 Sackville, 81 Hemlock Ravine, 82 Millwood and 83 Springfield now provide Accessible Low Floor (ALF) service. 76% of Halifax Transit routes now provide ALF service.

## Key Performance Indicators (KPI)

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

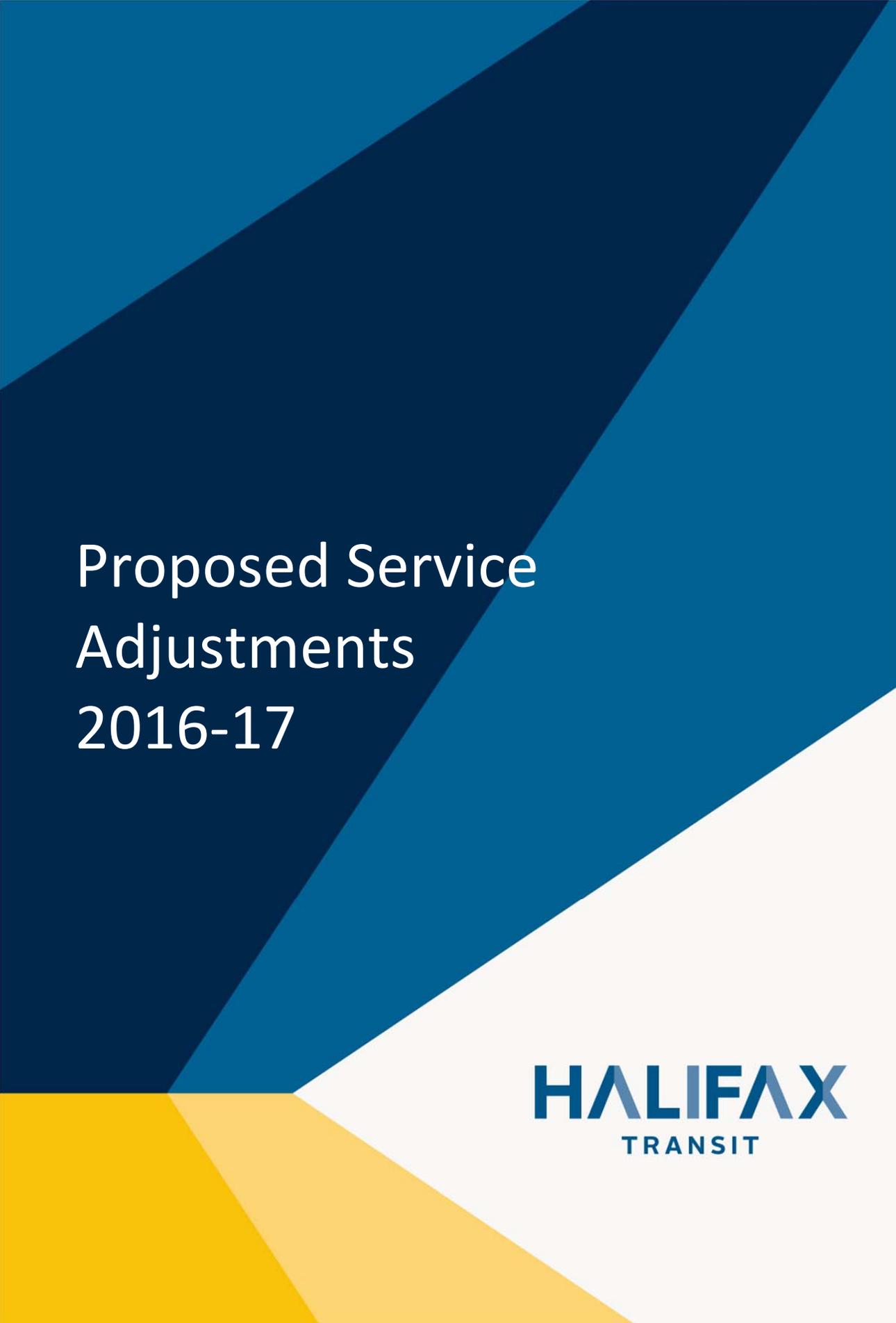
KPI	Division	14/15	15/16	% Change
Service Utilization (Passengers per Capita)	Bus & Ferry	62.70	62.40	-0.5%
Service Utilization (Passengers per Service Hour)	Bus & Ferry	24.81	24.41	-1.6%
Amount of Service (Service Hours per Capita)	Bus & Ferry	2.53	2.56	+1.1%
Cost Effectiveness (Operating Expense per Passenger)	Bus & Ferry	\$4.66	\$4.45	-4.5%
Average Fare (Passenger Revenue per Passenger)	Bus & Ferry	\$1.72	\$1.80	+4.8%
Financial (Cost Recovery)	Bus & Ferry	37%	40%	+8.9%
Financial (Cost Recovery)	All	35%	38%	+8.3%
Customer Service (Requests addressed within standard)	All	94%	97%	+3.2%

## Weekday Cost per Passenger



*Note: At the time of printing, year-end figures are not available for 2015-16. All figures in the document for 2015-16 are projections based on information to the end of December 2015.*





Proposed Service  
Adjustments  
2016-17

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## Proposed Service Adjustments 2016-17

Halifax Transit is receiving 35 replacement conventional vehicles in 2016-17. Expansion buses received in 2015-16 continue to be utilized to provide shuttle service during the Macdonald Bridge Big Lift project. A new harbour ferry is scheduled to begin service in July 2016; this will be the third new ferry received in as many years and will allow the retirement of one of the older vessels built in 1978. Pending Council's approval of the *Moving Forward Together Plan* (MFTP), there would be several service changes proposed for 2016-17 as described below.

### Accessible Low Floor (ALF)

As part of service improvements the Route 20 Herring Cove will begin providing ALF service.

By the end of fiscal year 2016-17 all Halifax Transit buses will be wheelchair accessible, therefore all routes will become accessible. A number of bus stops will remain non-accessible, these are listed in the Accessible Transit Service Handbook as non-accessible (no ramp) bus stops. Halifax Transit will continue working towards an increasingly accessible transit network through the annual infrastructure program.

## Service Adjustments

Pending Regional Council approval of the *Moving Forward Together Plan* the following changes would take place in 2016-17.

	Rt	Adjustment	Annual Hours	Annual Cost
	56	Service removed from Portland Hills/Penhorn, extended to Bridge	0	(\$30,500)
	330	One additional AM peak and PM peak trip to and from Tantallon	630	\$55,400
		<b>Bus Total</b>	<b>630</b>	<b>\$24,900</b>
AAB				
	AAB*	Two expansion Access-A-Bus buses	4,360	\$265,100
		<b>AAB Total</b>	<b>4,360</b>	<b>\$265,100</b>
		<b>Grand Total</b>	<b>4,990</b>	<b>\$290,000</b>

\*Access-A-Bus service changes are not part of the MFTP scope and are considered separately.

Note: The cost associated with bus service adjustments will be absorbed by the five expansion service vehicles from fiscal 2015-16. Route 56 cost savings are attributable to lower kilometres of the new routing.

### Conventional

#### Route 56 Dartmouth Crossing

- Will no longer provide service to Penhorn Terminal or Portland Hills Terminal.
- Route will service the Bridge Terminal and travel via Thistle Street and Crichton Street to MicMac Terminal, continuing on to Dartmouth Crossing.
- Routing will be adjusted in Dartmouth Crossing to provide two-way service along Countryview Drive (See map in Appendix B).

- Will provide service every 30 minutes from 6am until midnight on Weekdays and Saturdays.
- Will provide service on Sundays every 30 minutes from 7am to 6pm and then every 60 minutes until 11pm.

### *MetroX*

#### *Route 330 Tantallon*

- One additional AM Peak inbound trip from Tantallon to Downtown Halifax and one PM Peak outbound trip from Downtown Halifax to Tantallon will be introduced to expand service and mitigate overloads.

### *Access-A-Bus*

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



The background features a large, abstract geometric design composed of several overlapping triangles. A dark blue triangle is on the left, a medium blue triangle is on the right, and a yellow triangle is at the bottom. The text is positioned on the dark blue triangle.

# Projects and Infrastructure 2016–2017

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## Projects and Infrastructure 2016-17

### *Moving Forward Together Plan*

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

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

These principles are:

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

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

In April of 2015, Halifax Transit concluded the largest consultation program ever undertaken in HRM on the draft *Moving Forward Together Plan*. The draft plan, developed on the four Moving Forward Principles, is currently under revision by Halifax Transit staff and will be before the Transportation Standing Committee for consideration in March 2016. If approved, the first stages of implementation of this plan could take place in 2016-17 fiscal year.

### *Burnside Transit Centre Study*

This project was initiated in 2015-16, and work will continue into 2016-17. A new or expanded fleet maintenance and storage facility is required to accommodate fleet growth and transit service increases. In early 2016, a study will be commissioned to investigate the feasibility of expanding the existing Burnside Transit Centre facility. The study will include a thorough transit centre program needs assessment, land capability analysis, and the preparation of an opportunities and constraints concept with class D cost estimates.

### *Woodside Ferry Terminal Upgrades*

Structural and environmental assessments on the Woodside Ferry Terminal began in 2015-16 to inform the work plan for this multi-year project. In 2016-17, detailed design of the building renovations will take place, as well as a site capability analysis. Once the design is complete, Phase 1 construction for the building renovation is anticipated for the 2017-18 budget year.

### *Halifax Ferry Terminal*

This project was initiated in 2015-16, and work will continue into 2016-17. The Halifax Ferry Terminal was constructed in 1978, and while basic planned and corrective maintenance activities have been undertaken regularly since construction, the terminal is in need of a significant cosmetic upgrade in

order to improve the customer experience and enhance the corporate image. Refresh work could potentially include a new security desk, interior lighting, a consolidated barrier free entranceway, improved wayfinding and regulatory signage, washroom improvements and transit information technology all to improve the customer experience.

### *Transit Technology Roadmap*

Halifax Transit continues to make great progress implementing the Trapeze Transit Master CAD/AVL (Computer Aided Dispatch / Automated Vehicle Location) solution. Bus technology installs continue with an expected completion of summer 2016. Following vehicle technology installs, the project will focus on new public interface delivery including web and mobile transit tools, as well as stop announcement. Additional projects scheduled for 2016-17 include a bus driving simulator, enhanced ferry security network and solution selection for fixed route scheduling and farebox.

### *Shelters and Accessible Pads*

Halifax Transit plans to install approximately 10 new expansion and replacement shelters throughout the system in 2016-17, as well as approximately 50-60 new and replacement concrete landing pads to improve accessibility and reduce the number of stops where the ramp cannot be deployed.



The background features a large, abstract geometric design. It consists of several overlapping triangular and quadrilateral shapes in various shades of blue (from light to dark) and a bright yellow. The shapes are arranged in a way that creates a sense of depth and movement, with some shapes appearing to recede into the background while others come forward.

# Review of 2015-16

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## Review of 2015-16

In March 2015 the Macdonald Bridge began a redecking project, causing regular evening closures and occasional weekend closures of the Macdonald Bridge. During this time Halifax Transit has operated a shuttle service across the MacKay Bridge and increased harbour crossings on the Alderney – Halifax Ferry Route. While the Big Lift project has had a negative effect on bus ridership, overall ferry ridership has grown approximately 26% over the past year, in part due to increased service. There is not currently a confirmed end date for this project.

In August 2015 Halifax Transit opened the new Lacewood Terminal, located next to the Canada Games Centre on Lacewood Drive. This new terminal is a significant upgrade and includes 14 individual bus bays, indoor passenger waiting areas, public washrooms and many accessibility features. Several route and schedule adjustments were also required to service the new terminal.



In September 2015 Halifax Transit introduced the new Craig Blake Harbour Ferry, named in honour of Petty Officer Second Class Craig Blake. The new vessel is the second added to the fleet in as many years after the Christopher Stannix was introduced in 2014. This increases the total ferry fleet to five, and has allowed for increased service on the Alderney-Halifax route as well as reducing service interruptions due to routine maintenance.



## Accessible Low Floor (ALF)

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

- Route 80 Sackville
- Route 81 Hemlock Ravine
- Route 82 Millwood
- Route 83 Springfield

## Service Adjustments

### *Conventional*

#### *Macdonald Bridge Closure Shuttles*

- A shuttle service is being operated via the MacKay Bridge during scheduled Macdonald Bridge closures.
- This shuttle service is operated via the Macdonald Bridge when scheduled Macdonald Bridge closures are cancelled.
- During unscheduled closures routes crossing the harbour are being detoured to use the MacKay Bridge.

#### *Lacewood Terminal Replacement*

The new Lacewood Terminal opened in August 2015; routing and schedule adjustments were required to service the new terminal, located on Lacewood Drive opposite Radcliffe Drive.

- **Route 2 Wedgewood** – now travels along Radcliffe Drive and Lacewood Drive in either direction to access the new terminal.
- **Route 4 Rosedale** –has been removed from Radcliffe Drive and Dunbrack Street between Lacewood Drive and Farnham Gate Road. This provides two-way service along Parkland Drive and Farnham Gate Road.
- **Route 16 Parkland** - route start/end point moved to the new terminal.
- **Route 17 Saint Mary's** – route start/end point moved to the new terminal.
- **Route 18 Universities** – route start/end point moved to the new terminal.
- **Route 21 Timberlea** – now accesses the new terminal, off-peak service route start/end point moved to the new terminal.
- **Route 31 Main Express** – route start/end point moved to the new terminal.
- **Route 33 Tantallon Express** – now travels along Radcliffe Drive and Lacewood Drive in either direction to access the new terminal.
- **Route 34 Glenbourne Express** – now travels along Radcliffe Drive and Lacewood Drive in either direction to access the new terminal.
- **Route 35 Parkland Express** – route start/end point moved to the new terminal.
- **Route 42 Dalhousie** – route start/end point moved to the new terminal.
- **Route 52 Crosstown** – accesses the new terminal.
- **Route 89 Bedford** – route start/end point moved to the new terminal.

## *Ferry*

### *Alderney Ferry*

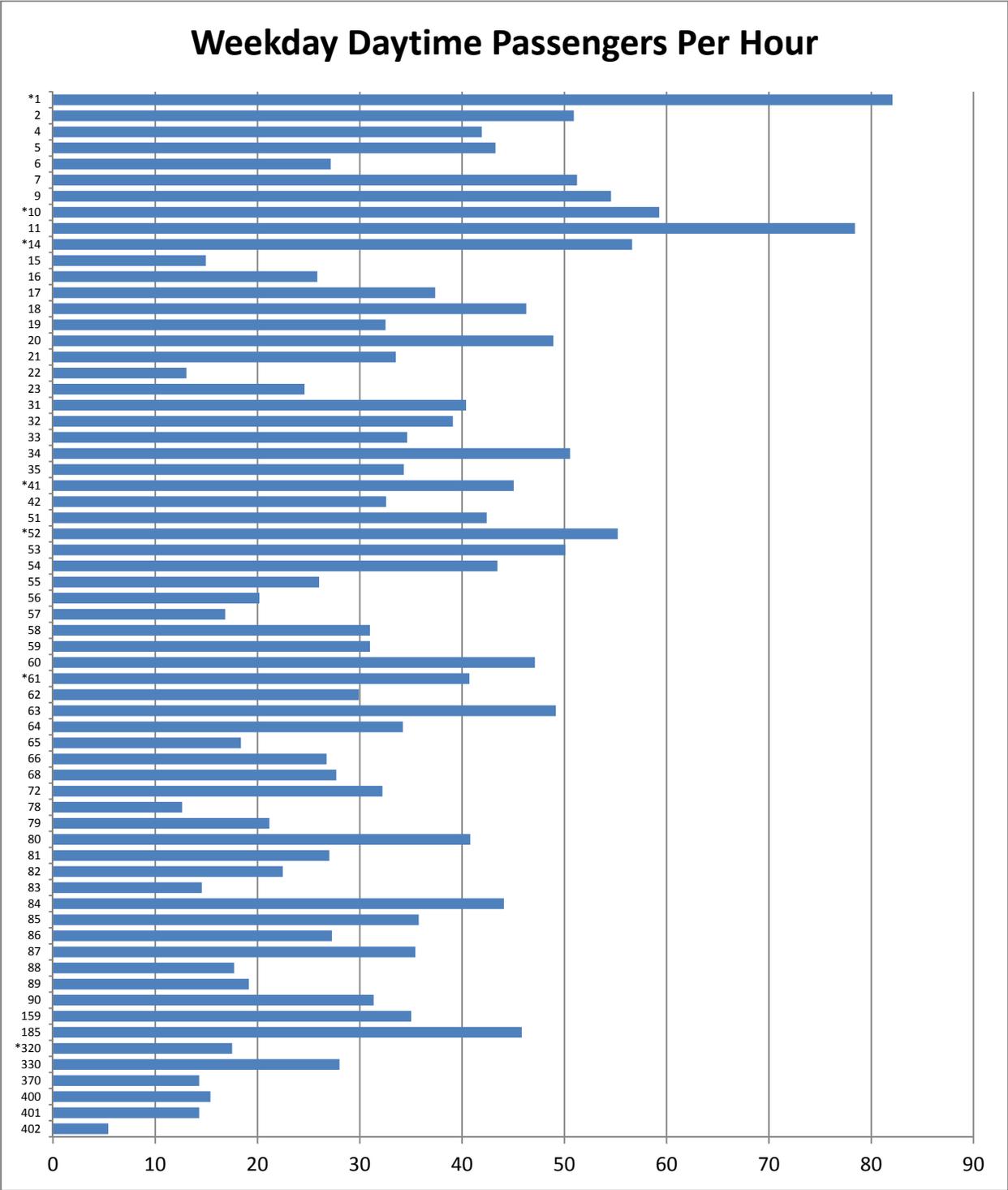
- Additional service to coincide with the closure of the Macdonald Bridge.
- Weekday service frequency increased to every 15 minutes until the end of service day.
- Sunday service extended from 6:30am until midnight.

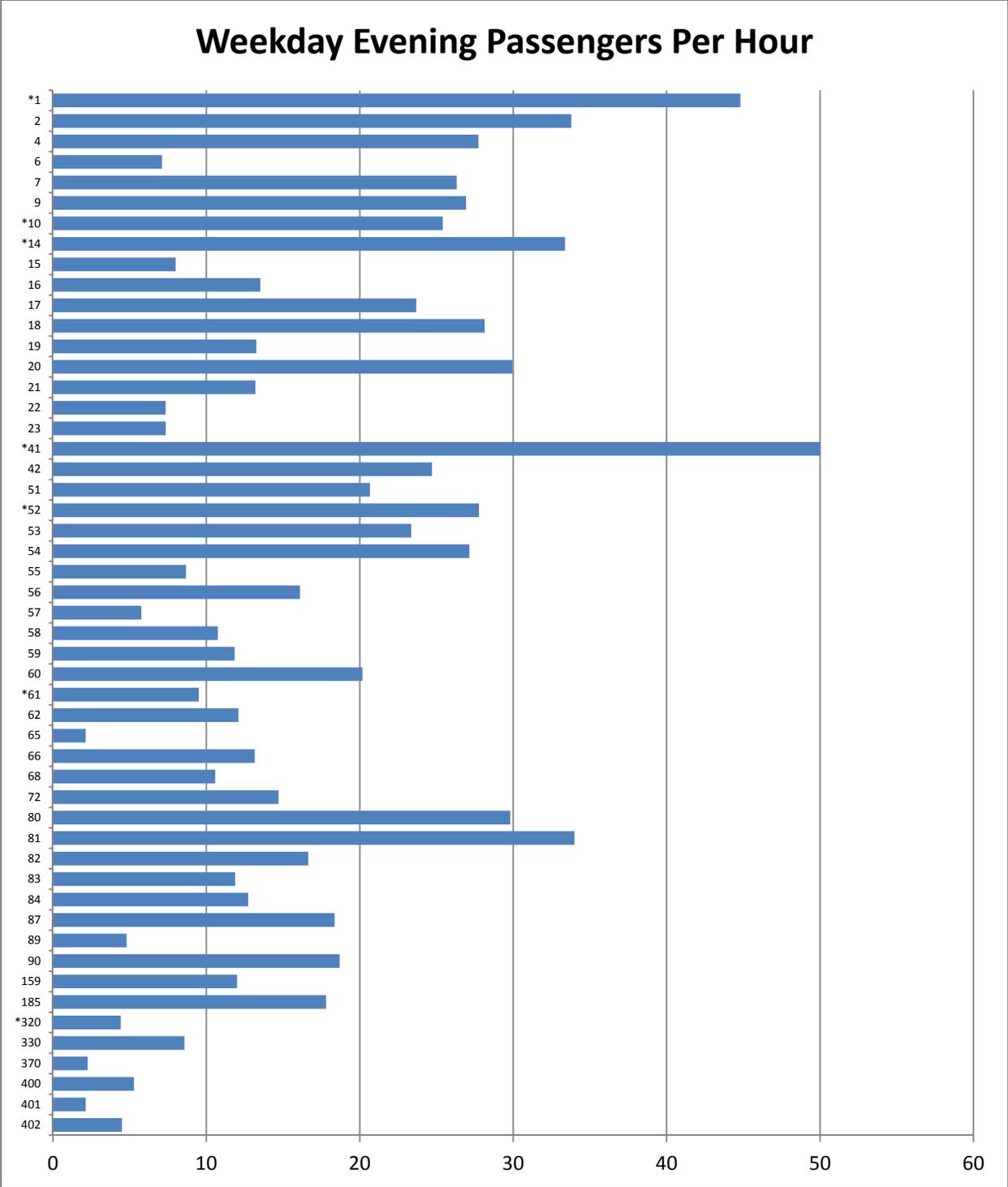
### *Access-A-Bus*

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

### 2015-16 Weekday Passengers per Hour

The following charts represent the 2015-16 passengers per hour based on the fall 2015 passenger count program and are an indication of route performance. They are shown by period, as specified in Halifax Transit’s service standards; daytime represents 6:00am to 6:00pm, evening represents 6:00pm to end of the service day.





*\*These routes that regularly cross the harbour have not been doing so during scheduled Macdonald Bridge closures, this has impacted their ridership throughout the service day.*

## Daily Weekday Terminal Usage

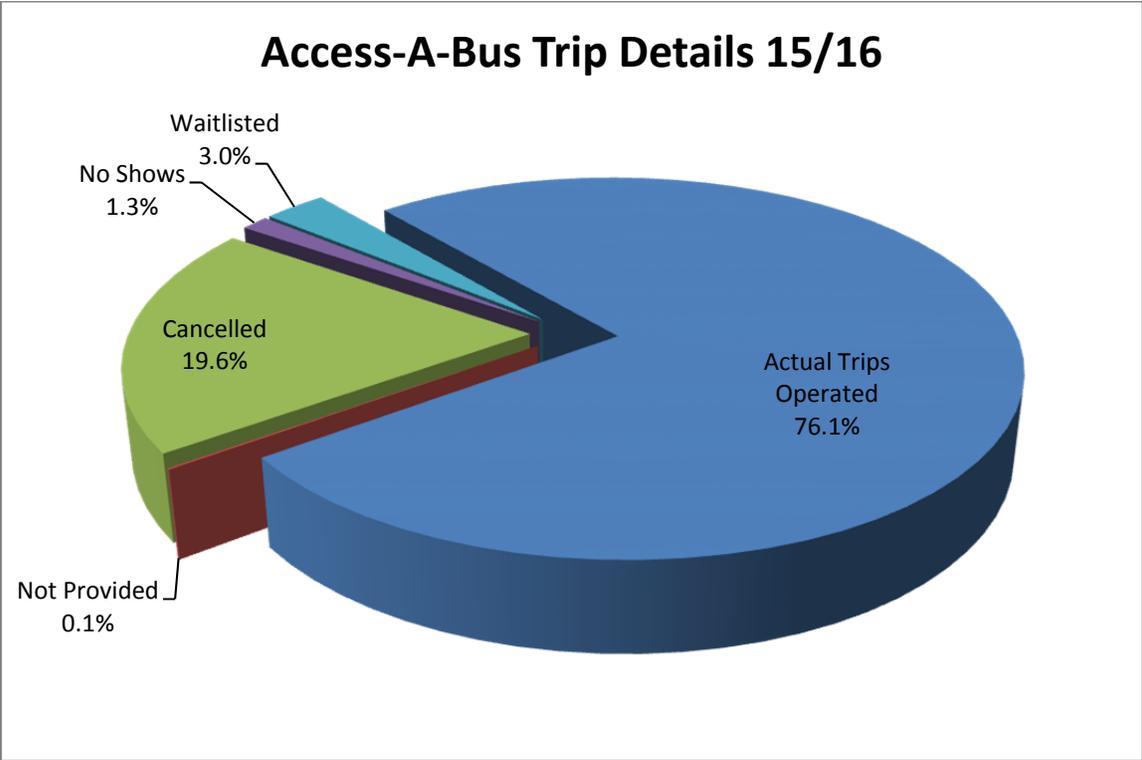
Terminal	Passengers On	Passengers Off	Total Passenger Activity
Bridge	8,325	8,224	16,549
Scotia Square	6,148	6,136	12,284
Mumford	4,664	4,669	9,333
Lacewood	1,885	1,542	3,427
Alderney	1,588	987	2,575
Portland Hills	1,344	1,219	2,563
MicMac Mall	1,255	1,274	2,529
Cobequid	1,076	1,050	2,126
Highfield	1,136	961	2,097
Penhorn	971	1,080	2,051
Sackville	984	885	1,869
Tacoma Centre	505	489	994
Water Street	610	314	924
Woodside Ferry	272	233	505
<b>Total</b>	<b>30,763</b>	<b>29,063</b>	<b>59,826</b>

## Daily Weekday Park & Ride Lot Usage

Location	Daily Vehicle Usage	Capacity	Usage Rate
Woodside Ferry	515	515	100%
Sackville Terminal	385	385	100%
Portland Hills Terminal	207	230	90%
Hubley Centre	175	185	95%
Cobequid Terminal	110	110	100%
Alderney Terminal	90	110	82%
Fall River	71	90	79%
Porters Lake	58	132	44%
Maybank Field	30	30	100%
Sheldrake Lake	48	48	100%
Mumford Terminal	30	30	100%
Bridge Terminal	30	50	60%
Downsview	26	40	65%
Exhibition Park	0	50	0%
<b>Total</b>	<b>1,775</b>	<b>2,035</b>	<b>87%</b>

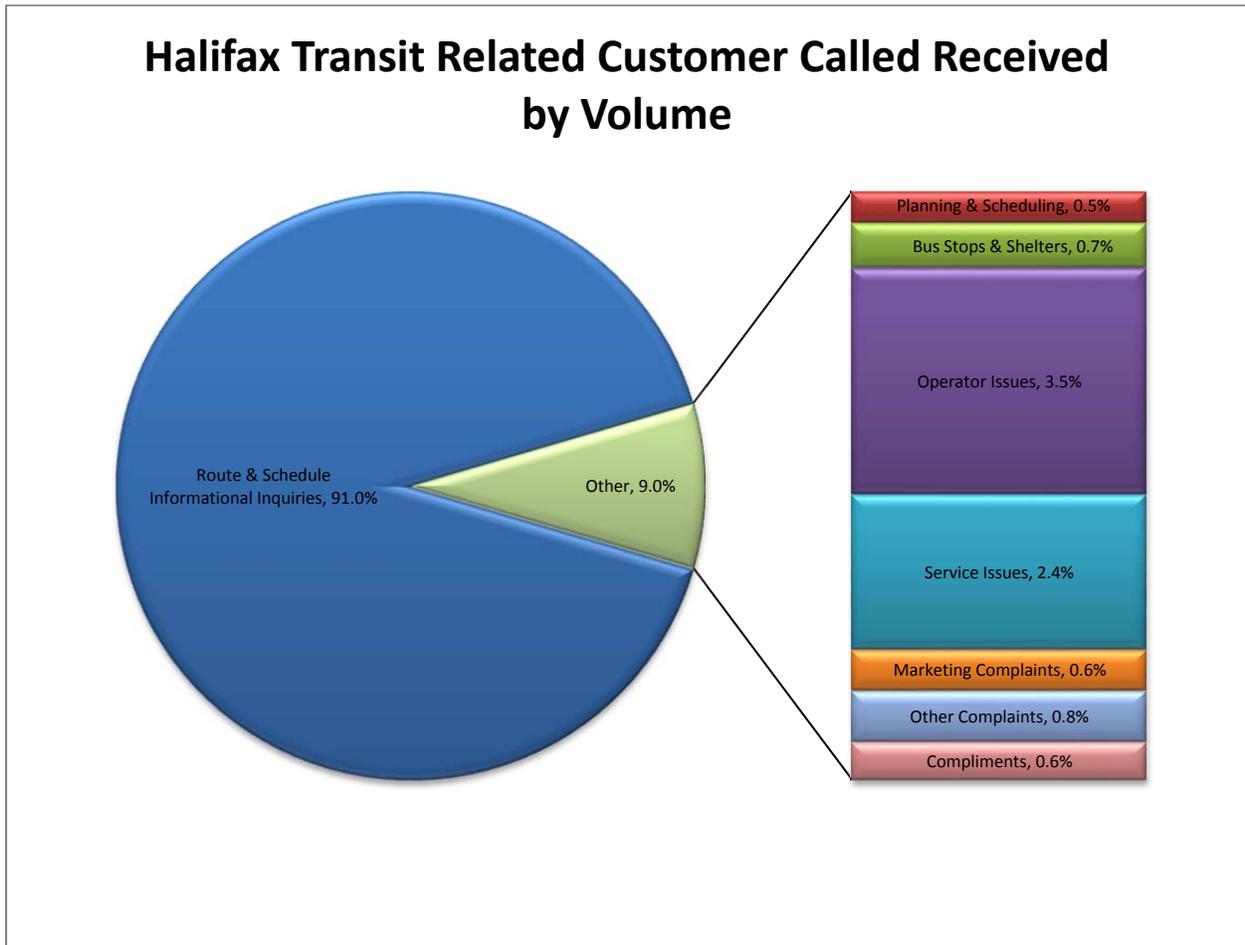
### Access-A-Bus Trip Details

Below is a chart detailing trips requested for Access-A-Bus service in 2015-16. Halifax Transit expects to receive approximately 198,000 trip requests this year, with a 76% activation rate.



## Marketing and Customer Service

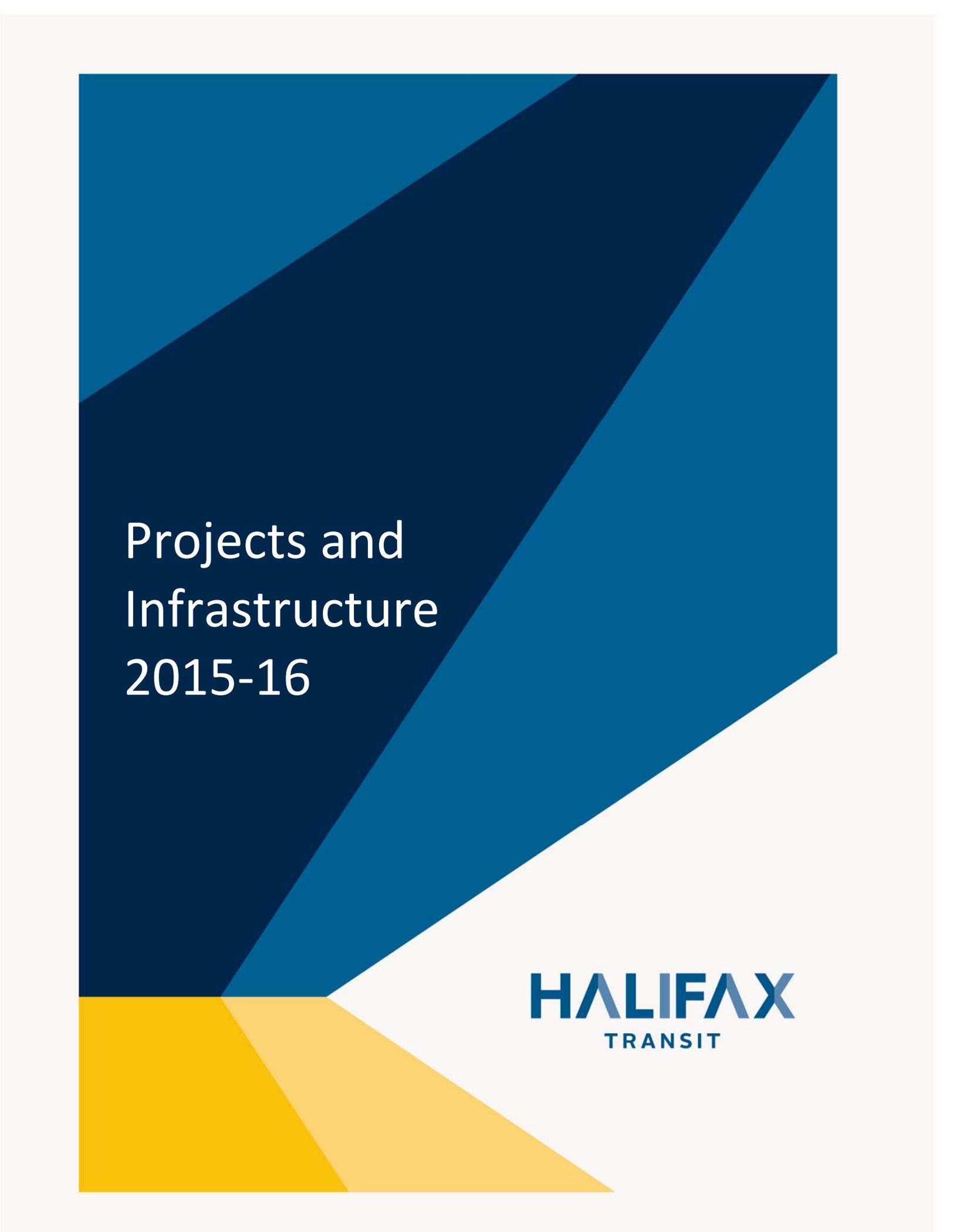
The 311 Citizen Contact Centre will receive approximately 97,000 customer calls relating to Halifax Transit during 2015-16, representing approximately 24% of their total call volume. The majority of these calls, 91%, are related to route and schedule inquiries. The remaining 9% of calls are to report an issue or complaint as shown in the following chart.



## Twitter @hfxtransit

Halifax Transit's twitter account, @hfxtransit, was introduced in 2011-12 to improve customer communication. There are now over 30,000 followers. Customers can find news and updates regarding transit service by visiting: [twitter.com/hfxtransit](https://twitter.com/hfxtransit)



The background features a large, abstract geometric design. It consists of several overlapping triangular and quadrilateral shapes in shades of blue and yellow. A dark blue shape is prominent in the upper left, while a lighter blue shape extends from the top right towards the center. At the bottom, there are yellow shapes, including a large yellow triangle on the left and a smaller yellow triangle on the right. The overall composition is modern and dynamic.

# Projects and Infrastructure 2015-16

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## Projects and Infrastructure 2015-16

### *Moving Forward Together Plan*

The Draft *Moving Forward Together Plan*, including the proposed future transit network, was released to the public on February 17, 2015, followed by a diverse, ten week public and stakeholder engagement program. The largest consultation program ever undertaken in HRM, the consultation on the *Moving Forward Together Plan* resulted in an unprecedented volume of valuable feedback on the draft network. Over 15,300 online surveys were submitted over the ten week consultation period, and 2,480 individuals were engaged at one of 20 public engagement sessions held across the transit service area.

Once the consultation period ended in April 2015, Halifax Transit staff began compiling feedback and amending the draft network to better meet the needs of Halifax residents.

### *Lacewood Terminal*

The new Halifax Transit Lacewood Terminal at 320 Lacewood Drive went into service in August 2015. This LEED Silver candidate terminal features a 14 bay platform and a 3400 square foot terminal building, which offers a comfortable indoor passenger waiting space, public washrooms, staff room and a central security/information kiosk. The building is heated through an in-floor radiant heat network and is lit with motion sensor LED lighting



and ample natural light. Bus schedule information is displayed on five large monitors inside and outside each bus bay is wired for future outdoor AVL-integrated Electronic Message Boards. The exterior passenger platform is complete with glass shelters, large landscape planters, and benches. Accessibility features such as bright yellow tactile plates, and braille bay number labels have been introduced on the platform as well, in order to assist the visually impaired navigate the facility. The terminal also includes a sheltered bike centre with a free standing repair station. Overall integration with the Halifax Mainland Common Park and adjacent facilities has been a success, with land shaping, storm water management, native tree planting, forest retention areas, paved accessible pathways and wayfinding signage.

The project was delivered on-time and on-budget and was celebrated with a very well-attended community BBQ.

### *Commuter Rail Study*

The Commuter Rail Feasibility Study was completed and presented to Regional Council on October 20, 2015. The study concluded that commuter rail in Halifax is technically feasible but not economically viable. Following a debate, Council approved the recommendations to receive the consultant's study, direct staff to collaborate on the preparation of a sustainable transportation strategic plan that

integrates land use planning with transit planning, and for staff to continue cost implications dialogue with CN. The final Commuter Rail Feasibility Study and accompanying staff report is available to the public through Halifax.ca.

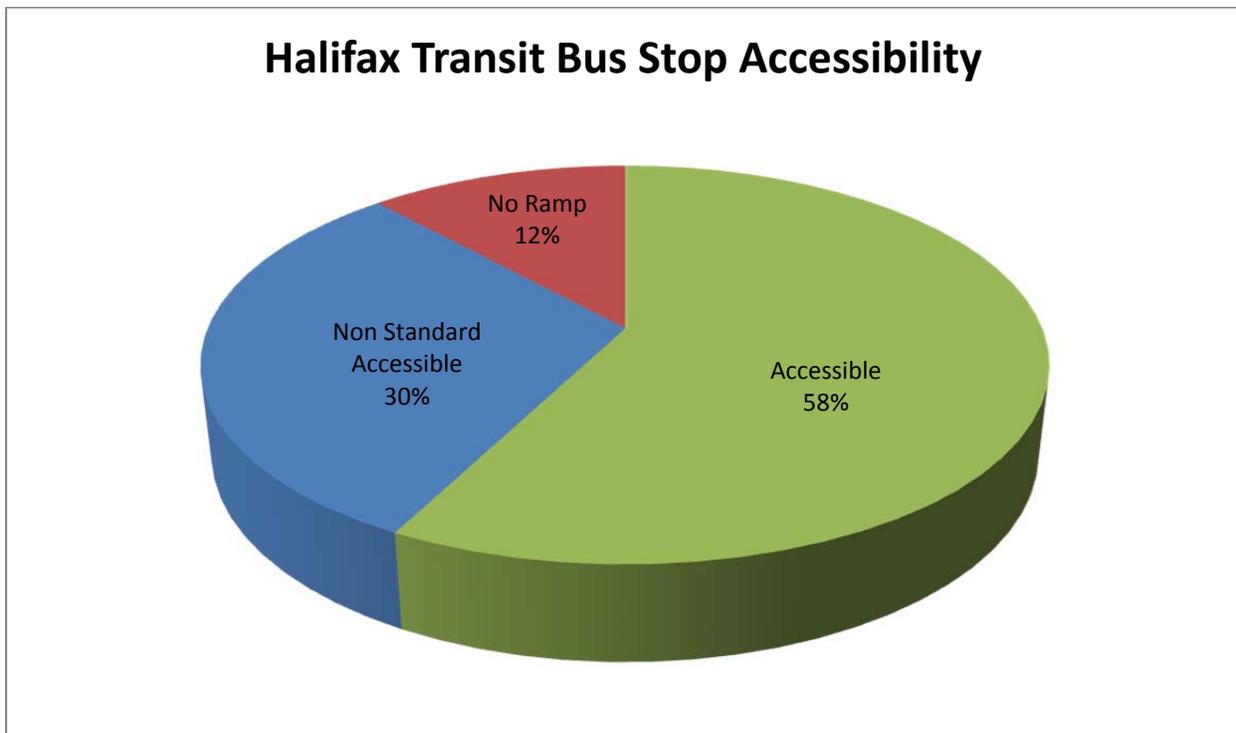
**Shelters and Accessible Pads**

There were 12 new shelters installed in new locations in 2015-16 and 14 existing shelters were also replaced with new shelters.

63 bus stops underwent infrastructure improvements:

- 15 stops were upgraded to become ‘Accessible’
- 4 ‘No Ramp’ stops were upgraded to ‘Non-Standard Accessible’
- 40 ‘Non-Standard Accessible’ stops had concrete pads installed, but did not result them being upgraded to ‘Accessible’
- 4 ‘Non-Standard Accessible’ stops had ramp to street concrete pads installed where there is no sidewalk in place adjacent to the landing pad.

The graph below depicts the current state of accessibility for all stops in the network.



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



# Appendices

A: Route Performance

B: New Route 56 Dartmouth Crossing Map

C: Service Standards

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## Appendix A: Route Performance

### Weekday Route Performance Summary

Route	Classification	Daily Passenger Boardings		Daily Service Hours		Passengers Per Hour	
		14/15	15/16	14/15	15/16	Daytime	Evening
*1	Core	12,013	10,802	153	151	82	45
2	Core	2,633	2,910	59	62	51	34
4	Core	2,531	2,419	60	62	42	28
5	Local	125	163	4	4	43	
6	Local	616	653	28	30	27	7
7	Core	5,228	5,160	113	115	51	26
9	Core	2,449	2,335	47	47	55	27
*10	Core	6,493	5,530	107	108	59	25
11	Local	113	115	2	1	78	
*14	Core	3,754	3,246	62	62	57	33
15	Local	223	207	15	15	15	8
16	Local	1,433	1,069	43	46	26	14
17	Core	1,361	1,448	35	39	37	24
18	Core	2,233	2,402	55	59	46	28
19	Local	1,154	928	30	31	33	13
20	Core	3,428	3,557	71	83	49	30
21	Local	1,275	1,194	41	42	34	13
22	Local	467	405	35	36	13	7
23	Local	384	402	18	19	25	7
31	Urban Express	305	243	6	6	40	
32	Urban Express	490	522	13	13	39	
33	Urban Express	190	195	7	7	35	2
34	Urban Express	757	712	14	14	51	
35	Urban Express	342	287	8	8	34	
*41	Local	1,578	1,316	29	29	45	50
42	Local	1,070	1,163	34	36	33	25
51	Core	1,041	945	25	25	42	21
*52	Core	6,269	5,925	119	123	55	28
53	Core	1,356	1,167	25	26	50	23
54	Local	825	880	21	22	43	27
55	Local	529	493	22	23	26	9
56	Local	625	590	29	31	20	16
57	Local	535	595	37	39	17	6
58	Local	741	733	28	28	31	11
59	Core	2,089	1,883	77	80	31	12
60	Core	3,556	2,981	74	77	47	20

Route	Classification	Daily Passenger Boardings		Daily Service Hours		Passengers Per Hour	
		14/15	15/16	14/15	15/16	Daytime	Evening
*61	Core	2,960	2,660	77	76	41	10
62	Local	850	786	31	31	30	12
63	Local	775	867	17	18	49	
64	Local	354	354	10	10	34	
65	Local	253	241	16	17	18	2
66	Local	1,363	1,437	61	61	27	13
68	Local	1,447	1,251	48	50	28	11
72	Local	1,241	1,292	45	46	32	15
78	Urban Express	65	78	8	8	13	2
79	Urban Express	117	134	6	7	21	
80	Core	4,457	4,740	122	125	41	30
81	Local	1,420	1,436	50	52	27	34
82	Local	1,083	1,013	46	46	22	17
83	Local	176	193	13	14	15	12
84	Urban Express	1,199	1,189	29	28	44	13
85	Urban Express	185	152	4	4	36	
86	Urban Express	140	120	4	4	27	
87	Core	1,320	1,414	43	44	35	18
88	Local	78	85	5	5	18	-
89	Local	411	433	23	23	19	5
90	Local	1,372	1,371	47	48	31	19
159	MetroLink	906	806	37	39	35	12
185	MetroLink	1,346	1,302	46	47	46	18
*320	MetroX	584	604	51	51	18	4
330	MetroX	496	511	21	21	28	9
370	MetroX	151	173	14	14	14	2
400	Comm. – Rural	192	180	13	13	15	5
401	Comm. – Rural	129	129	12	11	14	2
402	Comm. – Rural	61	49	10	10	5	5
Ald	Ferry	1,815	3,738	24	30	228	94
WS	Ferry	2,026	2,648	21	21	204	41

*\*These routes that regularly cross the harbour have not been doing so during scheduled Macdonald Bridge closures, this has impacted their ridership throughout the service day.*

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

*Weekday Route Performance Comparison*

Route	Classification	Passengers per Hour				Cost Recovery	
		Daytime		Evening		14/15	15/16
		14/15	15/16	14/15	15/16		
*1	Core	89	82	56	45	82%	82%
2	Core	48	51	31	34	46%	55%
4	Core	44	42	34	28	44%	45%
5	Local	34	43	-	-	36%	50%
6	Local	25	27	14	7	23%	26%
7	Core	50	51	36	26	49%	52%
9	Core	55	55	40	27	54%	57%
*10	Core	67	59	39	25	64%	59%
11	Local	61	78	-	-	55%	96%
*14	Core	66	57	39	33	64%	60%
15	Local	16	15	13	8	16%	16%
16	Local	36	26	22	14	34%	27%
17	Core	39	37	12	24	40%	43%
18	Core	46	46	29	28	43%	47%
19	Local	43	33	23	13	39%	35%
20	Core	47	49	54	30	44%	49%
21	Local	36	34	14	13	33%	33%
22	Local	15	13	9	7	14%	13%
23	Local	23	25	8	7	22%	24%
31	Urban Express	52	40	-	-	55%	47%
32	Urban Express	37	39	-	-	39%	45%
33	Urban Express	36	35	-	-	29%	31%
34	Urban Express	57	51	-	-	59%	58%
35	Urban Express	43	34	-	-	45%	40%
*41	Local	55	45	55	50	56%	51%
42	Local	32	33	23	25	32%	38%
51	Core	46	42	28	21	45%	44%
*52	Core	54	55	46	28	56%	56%
53	Core	57	50	48	23	57%	52%
54	Local	43	43	21	27	41%	47%
55	Local	28	26	14	9	25%	24%
56	Local	24	20	15	16	22%	22%
57	Local	17	17	5	6	14%	17%
58	Local	31	31	12	11	28%	30%
59	Core	35	31	13	12	28%	29%
60	Core	59	47	23	20	50%	45%

Route	Classification	Passengers per Hour				Cost Recovery	
		Daytime		Evening		14/15	15/16
		14/15	15/16	14/15	15/16		
*61	Core	42	41	26	10	41%	41%
62	Local	33	30	10	12	28%	29%
63	Local	45	49	-	-	43%	53%
64	Local	36	34	-	-	37%	40%
65	Local	17	18	12	2	16%	17%
66	Local	26	27	11	13	24%	27%
68	Local	33	28	16	11	31%	29%
72	Local	31	32	16	15	29%	33%
78	Urban Express	10	13	-	-	8%	11%
79	Urban Express	20	21	-	-	18%	23%
80	Core	40	41	26	30	38%	44%
81	Local	27	27	41	34	30%	32%
82	Local	24	22	12	17	25%	25%
83	Local	15	15	9	12	13%	16%
84	Urban Express	43	44	10	13	44%	49%
85	Urban Express	46	36	-	-	49%	41%
86	Urban Express	34	27	-	-	36%	31%
87	Core	33	35	22	18	32%	37%
88	Local	18	18	-	-	17%	20%
89	Local	18	19	17	5	19%	21%
90	Local	32	31	19	19	30%	33%
159	MetroLink	39	40	32	12	30%	29%
185	MetroLink	48	50	21	18	36%	38%
*320	MetroX	18	18	9	4	17%	19%
330	MetroX	28	28	17	9	35%	39%
370	MetroX	13	14	2	2	16%	20%
400	Comm. – Rural	17	15	8	5	16%	16%
401	Comm. – Rural	13	14	2	2	12%	13%
402	Comm. – Rural	7	5	6	5	7%	6%
Ald	Ferry	140	228	42	94	38%	53%
WS	Ferry	172	204	30	41	51%	54%

*\*These routes that regularly cross the harbour have not been doing so during scheduled Macdonald Bridge closures, this has impacted their ridership throughout the service day.*

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



## Appendix C: Service Standards

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

### Route Performance

Time Period	Core Routes	Local Routes	MetroLink / Express	MetroX	Community Urban	Community Rural	Ferry
<b>Passenger/Hour</b> Routes are expected to equal or exceed the following ridership targets per service hour.							
Weekday Daytime	40	25	50*	40*	-	-	390*
Evenings/Weekends	20	15	35*	-	-	-	290*
Peak	-	-	-	-	20	15	-
Off-Peak	-	-	-	-	10	10	-
<b>Cost Recovery</b> Routes are expected to recover the following minimum percentage of its operating cost.							
Weekdays Daytime	55%	40%	50%	50%	30%	30%	50%
Evenings/Weekends	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.							
Peak	125%	125%	125%	125%	125%	125%	100%
Off-Peak	100%	100%	100%	100%	100%	100%	100%

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

*Route Coverage*

	Minimum Service Span	Maximum Headway
<b>Core Routes</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>Local Routes</b>		
Weekdays	6am to 9am	30 minutes
	9am to 3pm	30 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>MetroLink &amp; Urban Express Routes</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>MetroX</b>		
Weekdays	6am to 6:30pm	30 -90 minutes
<b>Community Urban</b>		
Weekdays	6am to 12 midnight	30 minutes
<b>Community Rural</b>		
Weekdays	Peak	60 minutes
	Off-Peak	120 minutes
<b>Ferry</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



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