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Item No.
Transportation Standing Committee
September 28, 2017

TO: Chair and Members of Transportation Standing Committee

SUBMITTED BY: Original Signed by

Dave Reage, Director, Halifax Transit

DATE: September 5, 2017

SUBJECT: **2017/18 Q1 Halifax Transit KPI Report**

INFORMATION REPORT

ORIGIN

This report originates from the following motion passed at the July 3, 2013 Transportation Standing Committee Meeting:

> "That the Transportation Standing Committee receive a quarterly report and presentation regarding Metro Transit strategic planning and operations."

LEGISLATIVE AUTHORITY

Section 4(a) of the Terms of Reference for the Transportation Standing Committee provides that the Transportation Standing Committee is responsible for "overseeing HRM's Regional Transportation Objectives and Transportation outcome areas".

BACKGROUND

This report provides a summary of activities in the first quarter of the year, and includes reporting on key performance measures. These include measures of revenue, ridership, boardings, on time performance, customer service, service levels, and Access-A-Bus service details.

DISCUSSION

Halifax Transit is committed to advancing Regional Council's transportation priority outcomes of:

- A Safe and Accessible Transportation Network
- Interconnected and Strategic Growth
- A Well-maintained Transportation Network

To assist in achieving these priority outcomes, multi year initiatives were identified in the 2017/18 Halifax Transit Business Plan. These are described below, along with updates on relevant projects and programs that support the goals. Attachment B includes a detailed description of the deliverables identified in the business plan to support these priority outcomes.

A Safe and Accessible Transportation Network

Multi Year Initiative – *"Transit Accessibility - Halifax Transit is committed to improving the accessibility of transit services in HRM. This includes improvements to the conventional service to make it an inclusive, viable option for more persons with reduced mobility, as well as improvements to the Access-A-Bus system to ensure it is meeting the needs of people who rely on that service. This includes physical infrastructure, policy and process improvements, engagement with the community, staff training and vehicle improvements."*

Q1 Highlights – In the first quarter, the last of the older, non-accessible buses in Halifax Transit's fleet were replaced. As a result, 100% of the fleet is now accessible, and passengers are guaranteed that all conventional buses that arrive at a bus stop will be low floor accessible and equipped with bike racks. This is a significant achievement in creating a more accessible network and removes a barrier for many potential passengers.

In addition, tenders were awarded for bus stop infrastructure work. Due to the availability of the Public Transit Infrastructure Fund (PTIF), over 200 bus stops will be improved/upgraded during the 2017 construction season. These upgrades will include new/replacement bus stop landing pads in many locations, replacement and/or new shelters in other locations, and paving road shoulders at many 'inaccessible stops' to upgrade them to 'non standard bus stops' where the ramp can be deployed.

Following on the success of the pilot program, this quarter also saw the launch of an annual low income transit pass program. The program was approved with capacity for 1,000 applicants, doubling the size of the pilot program.

Multi-Year Initiative – *"Transit Technology - Through the implementation of improved transit technology including Computer Aided Dispatch/Automated Vehicle Location (CAD/AVL), Electronic Fare Management Systems, and Bus Stop Announcement, Halifax Transit is transforming the way customers interact with the transit system. In addition to providing improved service reliability and enhanced customer experience, new technology will provide data and management opportunities to inform increased efficiency of the transit system."*

Q1 Highlights – In the first quarter of 2017/18, Halifax Transit completed AVL+ close out activities, including the transition of knowledge, documentation, and support responsibilities from the AVL project team to the Halifax Transit Technical Services team. Procurement activities for the Fare Management Solution, and Fixed Route Planning, Scheduling, and Operations software proceeded, and these projects are now in the initiation phases. Work on developing requirements and plans for the Paratransit project has concluded. In addition, automated destination sign integration was implemented, which will result in more consistent and predictable destination signs being displayed for passenger information.

A Safe and Accessible Network	
Business Plan Deliverable	**Status**
Access-A-Bus Review Implementation	In Progress

Accessible Transit Vehicle Procurement Plan	In Progress
Bus Surveillance System Upgrade	In Progress
Bus Stop Accessibility & Improvement	In Progress
AVL+ Implementation	Complete
Fare Management Solution	In Progress
Fixed Route Planning, Scheduling, and Operations Software	In Progress
Halifax Transit Technology Program Transition	Complete

Interconnected and Strategic Growth

Multi Year Initiative - "*Transit Service Plan - Halifax Transit intends to offer its residents a significantly improved transit service. Guided by principles of integrated mobility, high ridership opportunity, and future sustainability, Halifax Transit is undertaking a multi-year initiative that includes a holistic and comprehensive review of the transit system and implementation of approved recommendations."*

Q1 Highlights – Service changes were introduced on the Route 370 Porters Lake Express in May 2017, and preparatory work was undertaken in Q1 for the first round of larger upcoming *Moving Forward Together Plan* routing changes, which will take place in August and November 2017. Consultants were brought onboard for the Mumford Terminal Opportunities Assessment, the Bus Rapid Transit Study, and the Transit Priority Measures Corridor Study, which are now well underway. Halifax Transit continued to work alongside Planning & Development and Transportation Public Works to further the development of the Integrated Mobility Plan, which included holding public consultation sessions early in the quarter.

Interconnected and Strategic Growth	
Business Plan Deliverable	**Status**
Moving Forward Together Plan Year 2 Implementation	In Progress
Transit Facility Implementation Plan	Pending
Mumford Terminal Site Study	In Progress
Wrights Cove Terminal (Design)	In Progress
Bus Rapid Transit Study	In Progress
Transit Priority Measures Corridor Study	In Progress
Transit Priority Measures Implementation	In Progress

A Well Maintained Transportation Network

Multi Year Initiative – *"Transit Asset & Infrastructure Renewal - Halifax Transit will continue to promote transit as a key component of an integrated transportation system – as a competitor to the single occupant vehicle. To create an enhanced and more accessible experience for its customers, Halifax Transit will continue investment in the renewal of on-street infrastructure including construction of stop locations as well as replacement of Conventional, MetroX and Access-A-Bus vehicles and ferries."*

Q1 Highlights - The first phase of renovations at the Halifax Ferry Terminal was completed, and design work on the second phase commenced. Progress continued on the manufacture of the latest replacement ferry vessel, and "Vincent Coleman" was selected as the name of the vessel through an online vote. Procurement activities commenced for both the replacement of the Alderney Ferry Terminal Pontoon, and for the installation of generators at ferry terminals.

A Well Maintained Transportation Network	
Business Plan Deliverable	**Status**
Replace Alderney Ferry Terminal Pontoon	In Progress
Ferry Replacement	In Progress
Halifax Ferry Terminal Renovation	In Progress, Phase 1 Complete
Woodside Ferry Terminal Renovation	Pending

Ferry Terminal Generators	In Progress
Alternative Fuel Recommendation Report	In Progress

Q1 Service Adjustments - Route 370 Porters Lake Express

Effective May 29, 2017, two additional stops were added to the Route 370 Porters Lake Express service in both the inbound and outbound directions. The stops were added at the following locations:

- The Black Cultural Centre; and
- Near the intersection of Main Street and Major Street.

Additionally, a six month pilot project began, which re-routes the Route 370 Porters Lake Express to Micmac Terminal in both the inbound and outbound directions. The pilot also includes six new late afternoon trips from Porters Lake terminating at Micmac Terminal. This pilot will conclude in November 2017, after which time, the results of the pilot project will be brought forward to the Transportation Standing Committee.

Performance Measures

Please see Attachment B for the *2017/18 Q1 Halifax Transit Performance Report* for performance measures and detailed route level statistics.

Q1 Highlights:

- On time Performance has been included in the quarterly report for the first time. System wide on time performance is 78%.
- Boardings by route are reported for weekdays, Saturdays, and Sundays, and the average daily weekday passenger count this quarter was 79,116.
- Maps of boardings by district have been included for the first time to illustrate geographic ridership demands.
- Departure Line call volumes are now being reported and over 6,000 passengers call the departure line on a typical weekday.
- Overall ridership decreased 2% this quarter compared to last year, while revenue decreased 3%.
- Trips provided by Access-A-Bus increased 1% while the number of waitlisted clients decreased 30%.
- This quarter 98% of customer feedback was resolved within service standards.
- Fuel this quarter cost 63 cents/litre, which is 2 cents/litre lower than the budgeted amount.
- Mean distance between vehicle failures is now being reported and was 3,108 km for Q1.
- Maintenance costs per kilometer were 6 cents/km higher than budgeted this quarter.

As a number of performance measures and statistics have been provided in the quarterly report for the first time, there is no previous data available to show relative increase/decrease. This gap may remain in some cases for several quarters due to seasonality of data.

FINANCIAL IMPLICATIONS

There are no financial implications associated with this report.

COMMUNITY ENGAGEMENT

No community engagement took place as part of this report.

ATTACHMENTS

Attachment A: Halifax Transit 2017/18 Business Plan Deliverables
Attachment B: 2017/18 Q1 Performance Measures Report

A copy of this report can be obtained online at halifax.ca or by contacting the Office of the Municipal Clerk at 902.490.4210.

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Colin Redding, Transit Planning Technician, 902.490.6632

Halifax Transit 2017/18 Business Plan Deliverables		
Deliverable	**Description**	**Status**
Access-A-Bus Review Implementation	Demand for the Halifax Transit Access-A-Bus service has increased significantly in recent years. In an effort to leverage the potential of existing resources and processes before increasing fleet size or staff, Halifax Transit will implement the findings of the 2016/17 comprehensive review of all facets of the service, including, redesign of internal processes, scheduling software, eligibility criteria and associated application administration, service coverage, customer interfaces, staff and client training, and other available sources of support.	
Accessible-transit Vehicle Procurement Plan	To improve reliability, reduce maintenance costs and provide expanded service, Halifax Transit will develop a new specification and tender document for procurement of accessible transit vehicles. The procurement of vehicles will be based on a revised AAB Service Plan to be brought to Regional Council in 17/18; procurement will follow in 18/19.	Undertaking jurisdictional scan of options. Preparation of new specifications to commence in Q2.
Bus Surveillance System Upgrade	The general objective of the Bus Surveillance System Upgrade Project is to procure, implement and establish support of a hybrid CCTV surveillance system that will improve the surveillance capabilities for each bus in the Halifax Transit fleet with high definition digital cameras while leveraging the capabilities of the currently fitted analog camera suite. The project will also introduce WiFi uploading for greater efficiency and improve analysis capabilities.	Procurement processes are underway.
Bus Stop Accessibility & Improvement	To improve accessibility, as well as the customer experience, Halifax Transit will be installing accessible landing pads at a number of bus stops, replacing older bus shelters, installing benches at bus stops, and conducting a pilot project to evaluate the success of a heated shelter.	Concrete work is underway for the landing pads for bus stops and shelter pads. Shelters have been purchased and being installed as they arrive, including the two heater shelters for Highfield Terminal. TPW is working to install the new bus stop benches.
AVL+ Implementation	Finalize the implementation of the Computer Aided Dispatch/Automated Vehicle Locator system to provide improved service reliability and real time information to the travelling public. Additional functionality will be applied to the base CAD/AVL system to add value. Customers will be able to confirm the location of a bus using real-time data supplied to various 3rd-party web and mobile application providers. Automated stop announcements and headsign integration will improve the quality of the service provided.	This project is now complete.

Fare Management Solution - Begin Implementation	To increase revenues, increase operator safety, and provide timely data for management decisions, Halifax Transit will begin implementation of a fare management solution. Features may include easy, electronic fare payment, automated transfers, smart fare technology, electronic web purchasing, fare vending machines and re-loadable smart cards.	A contract for the supply of fareboxes was approved in August 2017.
Fixed Route Planning, Scheduling and Operations software - Begin Implementation	The primary objective of the Fixed Route Planning, Scheduling and Operations project is to implement a Planning, Scheduling and Operations software solution that enables Halifax Transit to operate more efficiently. The existing software, HASTUS v2009, is not capable of supporting the streamlined existing or new business processes required by Halifax Transit.	The purchase of new software was approved in August 2017.
Halifax Transit Technology Program - Transition	As the project deliverables associated with the Halifax Transit Technology Program are completed, ongoing support and maintenance will be transitioned from the project team to the Halifax Transit Technical Services team.	All activities associated with the implementation of the AVL+ project have been transitioned from the program/project team to Technical Services.
Moving Forward Together Plan Year 2 Implementation	To improve the efficiency and effectiveness of the transit network, Halifax Transit will proceed with network design changes, including removal of service, introduction of new service, and changes to existing routes, as part of the implementation of the Moving Forward Together Plan.	May 2017 changes were successfully implemented. Preparation is nearing completion for August/November service changes described in the 2017/18 Annual Service Plan..
Transit Facility Implementation Plan	To provide predictability and transparency, a master planning exercise will take place to provide guidance as to where future investment in transit facilities, including terminals and Park & Rides, is required.	This project is not yet initiated.
Mumford Terminal Site Study	The existing Mumford Terminal is overcapacity and in need of replacement to improve the operation of the facility, the customer experience, and to allow for future service expansion. A study will be undertaken to determine the best location for a new terminal.	This project is underway. The initial site visits were completed in April 2017, and stakeholder meetings/public intercept surveys took place in June 2017. Public engagement is planned for fall 2017.
Wrights Cove Terminal	To enable implementation of the Moving Forward Together Plan and improve the connectivity of the Halifax Transit network, Halifax Transit will continue preparations for the Wright's Cove Terminal in cooperation with Operations Support.	Draft functional design plans are complete and under consideration.
Bus Rapid Transit Study	To build upon the outcomes of the Integrated Mobility Plan, and improve the reliability and attractiveness of transit service, a study will be conducted to analyze the opportunities and feasibility of implementing bus rapid transit in Halifax.	This project has been initiated, and the assessment of potential bus rapid transit corridors is underway.
Transit Priority Measures Corridor Study	The Moving Forward Together Plan identified the need for transit priority measures on both Gottingen Street and Bayers Road to have an immediate and positive impact on the reliability of the transit network. A study will be conducted to analyze and design appropriate measures for	A contract has been awarded to prepare functional designs of Transit Priority Measures on Gottingen Street, Bayers Road, Young Street, and Robie Street.

	these two corridors.	Public engagement on initial functional designs for Bayers Road and Gottingen Street is planned for fall 2017.
Transit Priority Measures Implementation	To improve the reliability of the transit network, and reduce the impact of traffic congestion on transit service, Halifax Transit will implement approximately eight to ten transit priority measures, in conjunction with Road Operations & Construction and Traffic Management.	Tenders were awarded for two significant measures on Windmill Road that include partial bus only lanes. Work is in progress on several other smaller modifications.
Replace Alderney Ferry Terminal Pontoon	The Alderney Ferry Terminal Pontoon is nearing the end of its useful life. The steel hull pontoon is costly to maintain and deckhouses on these pontoons are restricted in the space available to accommodate overhead doors suitable for an industrial setting in sometimes harsh environmental conditions. Using Public Transit Infrastructure Fund funding, the Alderney pontoon will be replaced with a unit that incorporates materials and a deckhouse structure that is more suitable for the operating environment and will result in a significant reduction in operating costs.	The procurement process is underway.
Ferry Replacement	To support sustainable ferry operations into the future by implementing the Ferry Replacement project with the construction, fit out and certification of two replacement ferries, with a funding contribution from the federal government's Public Transit Infrastructure Fund.	The newest vessel, the Vincent Coleman, is under production.
Halifax Ferry Terminal Renovation	To improve the customer experience at the Halifax Ferry Terminal, the recapitalization work will continue, and will include elements such as the security kiosk and washroom renovations.	Phase 1 renovations are complete. Phase 2 renovations are scheduled to begin in the fall.
Woodside Ferry Terminal Renovation	The Woodside Ferry Terminal requires significant rehabilitation to all aspects of the building, including envelope, mechanical and electrical systems, and customer waiting areas. In addition, with the expansion of the Halifax Transit ferry fleet, additional berthing space is required. In 17/18, with assistance from Operations Support, will complete the detailed design work required to move forward with these improvements.	Work is underway to address immediate structural repairs. Detailed design work on for the building as a whole has not yet commenced.
Ferry Terminal Generators	To ensure the reliability and consistency of service provision, generators will be installed at all three existing ferry terminals as a source of back-up power.	A study is underway to examine the feasibility of installing generators at each of the three terminal sites. The study of one terminal location complete.
Alternative Fuel Recommendation Report	To reduce operating cost and carbon footprint; Halifax Transit will produce a report recommending the most appropriate mix of fuels to be used in Halifax Transit's fleet. This recommendation will guide Halifax Transit's procurement and replacement strategy for the next twenty-five years.	The Electric Bus Pilot Project report is in progress, and will be finalized in Q2.

2017/2018 - Q1
Performance Measures Report

HALIFAX
TRANSIT

Contents

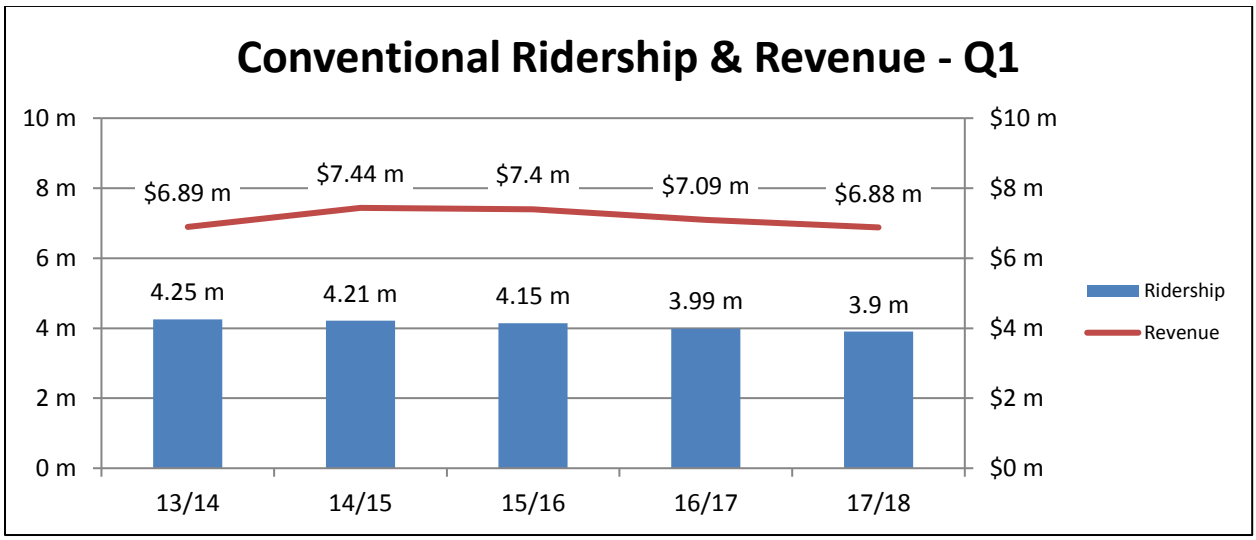
Ridership & Revenue

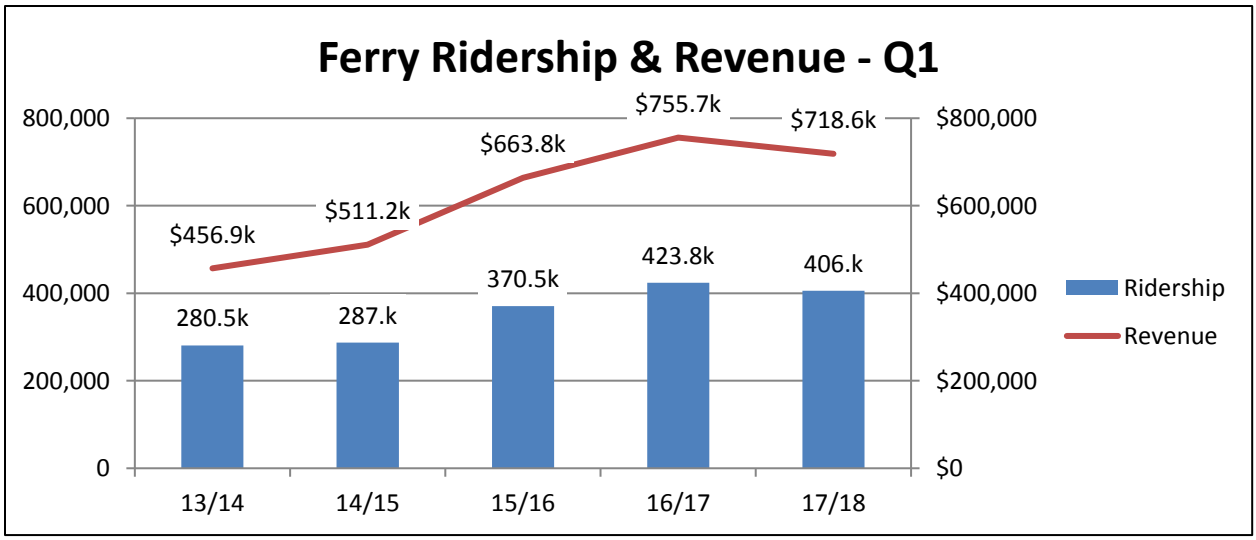
Revenue and ridership measures demonstrate how well transit services were used during the past quarter in comparison to the same period of the previous year. Ridership figures are calculated based on revenue generated by fare type.

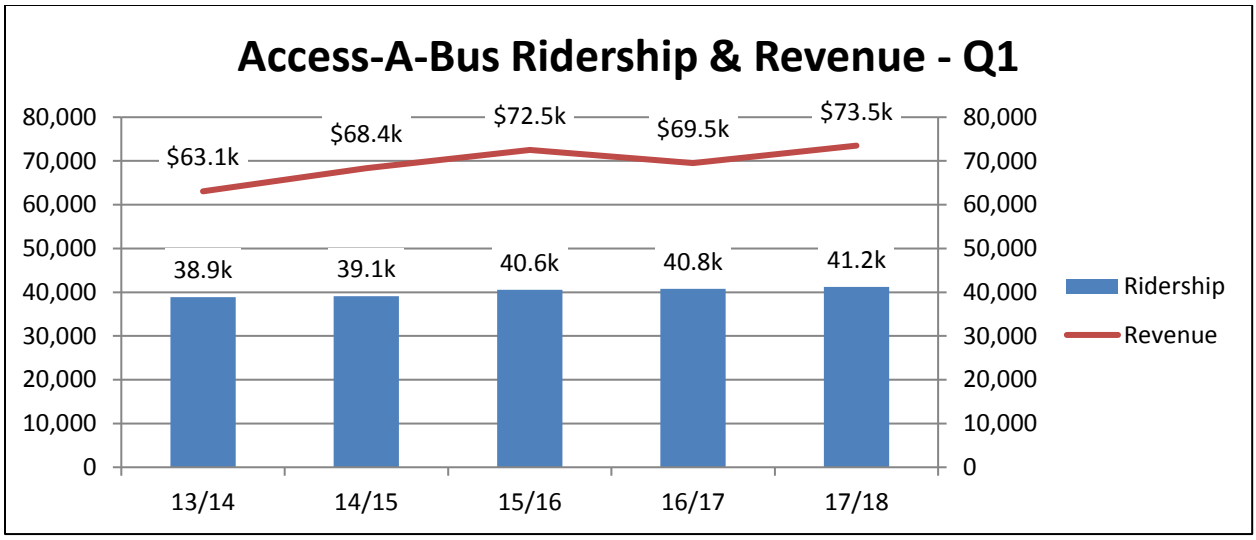
In the first quarter, Conventional ridership decreased 2%, Ferry ridership decreased 4% and Access-A-Bus ridership increased 1%. Overall, system wide ridership decreased in the first quarter by 2% compared to last year. Revenue this quarter decreased 3%, consistent with the observed decrease in ridership.

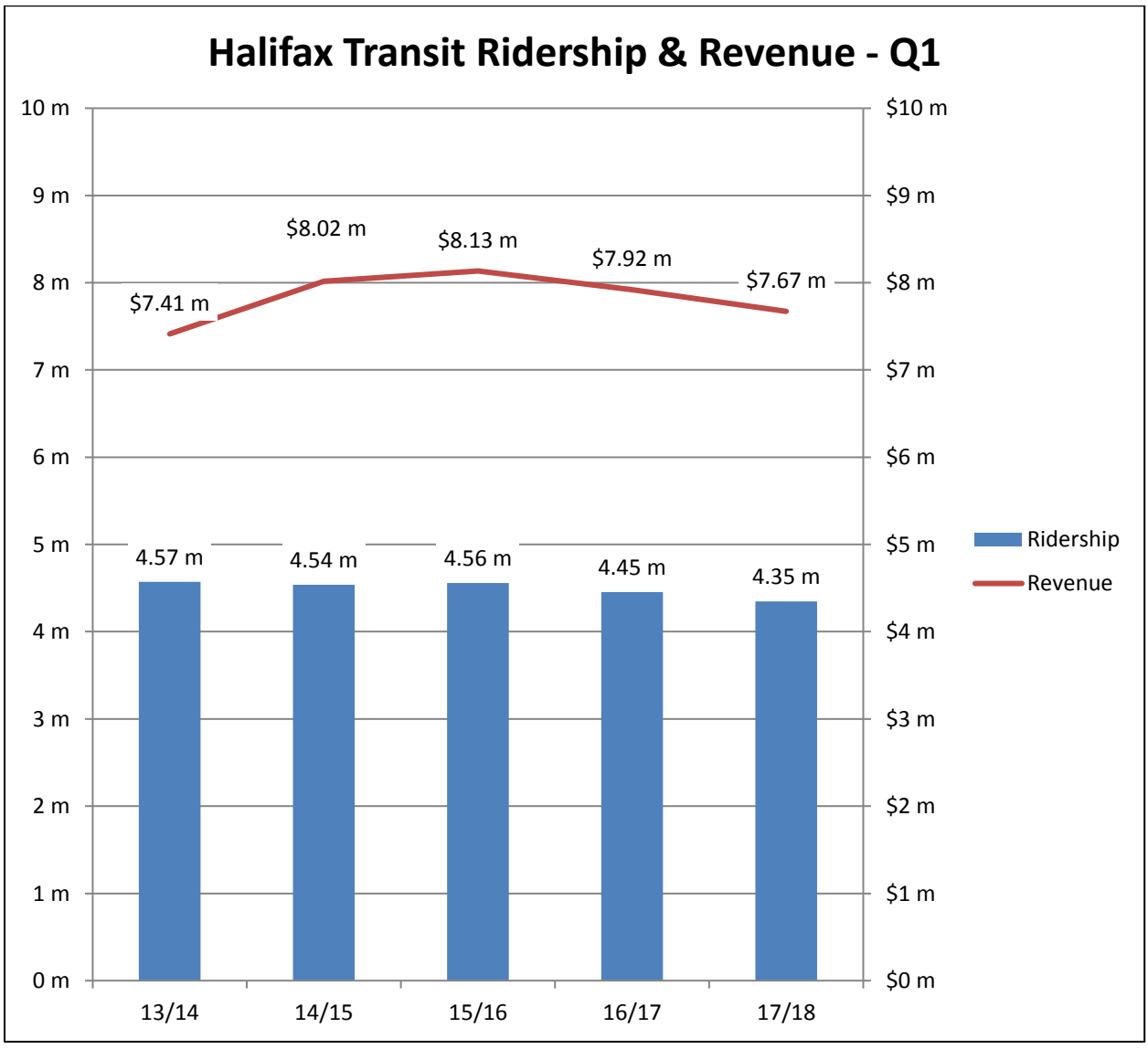
There continues to *be a* decline in ridership on conventional routes that cross the Macdonald Bridge, contributed to *The Big Lift* project. In addition, a free Macdonald Bridge shuttle being offered by the Harbour Bridges Commission may have encouraged some passengers to temporarily shift from using transit to this free service.

Historical Revenue & Ridership



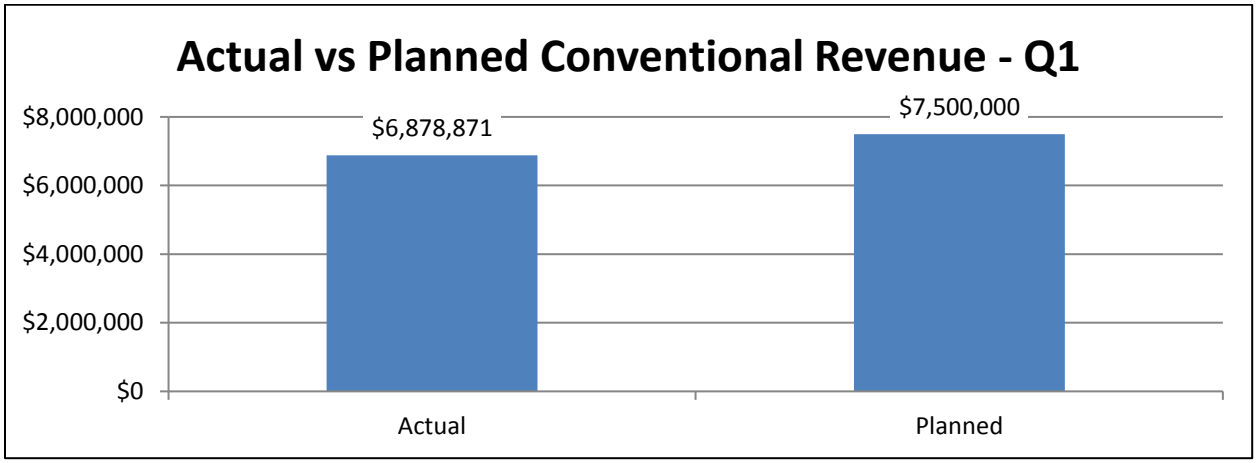


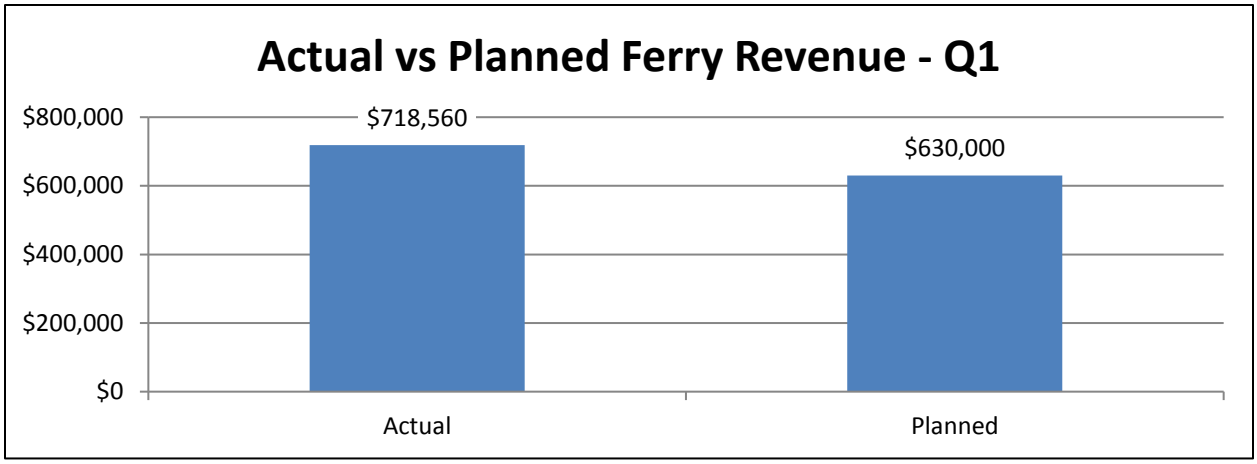

Access-A-Bus Ridership & Revenue - Q1
80,000
70,000
60,000
50,000
40,000
30,000
20,000
10,000
0
$63.1k
$68.4k
$72.5k
$69.5k
$73.5k
38.9k
39.1k
40.6k
40.8k
41.2k
13/14
14/15
15/16
16/17
17/18
Ridership
Revenue

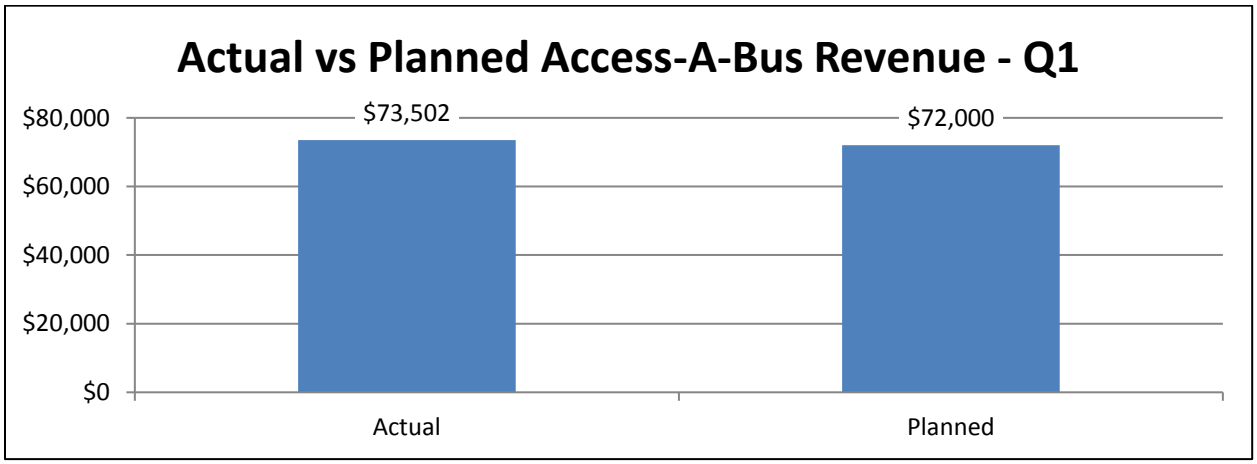

Halifax Transit Ridership & Revenue - Q1
10 m
9 m
8 m
7 m
6 m
5 m
4 m
3 m
2 m
1 m
0 m
$10 m
$9 m
$8 m
$7 m
$6 m
$5 m
$4 m
$3 m
$2 m
$1 m
$0 m
$7.41 m
$8.02 m
$8.13 m
$7.92 m
$7.67 m
4.57 m
4.54 m
4.56 m
4.45 m
4.35 m
13/14
14/15
15/16
16/17
17/18
Ridership
Revenue

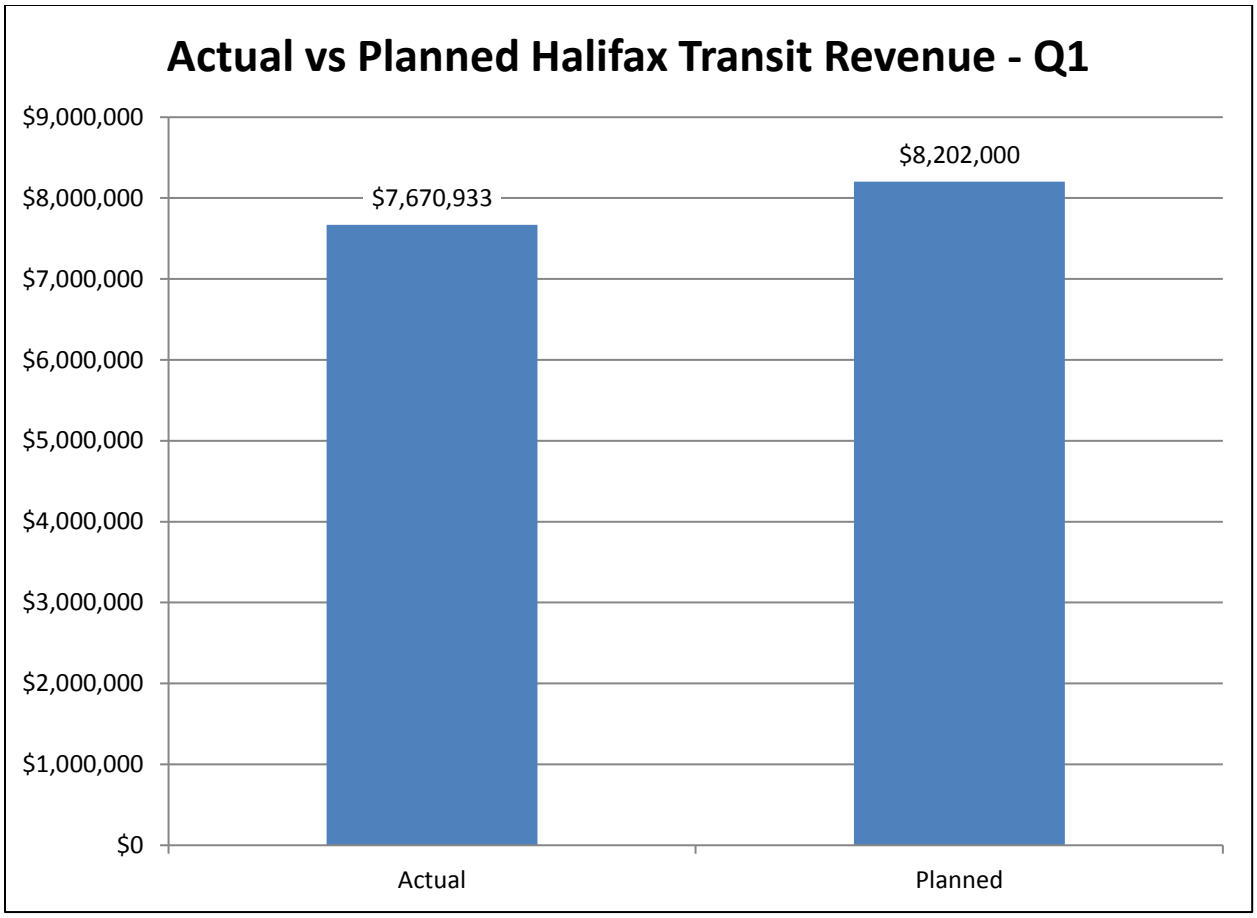
Revenue – Actual vs. Planned

The following charts provide an indication of how much revenue has been generated by each service type, and by Halifax Transit in comparison to the planned budget revenue. Revenue this quarter reflects a shift from bus service to ferry service and overall is trending below the planned amount. Access-A-Bus revenue increased 5.8% this quarter. Overall revenue this quarter decreased 3% from last year, which is consistent with the ridership decrease experienced.



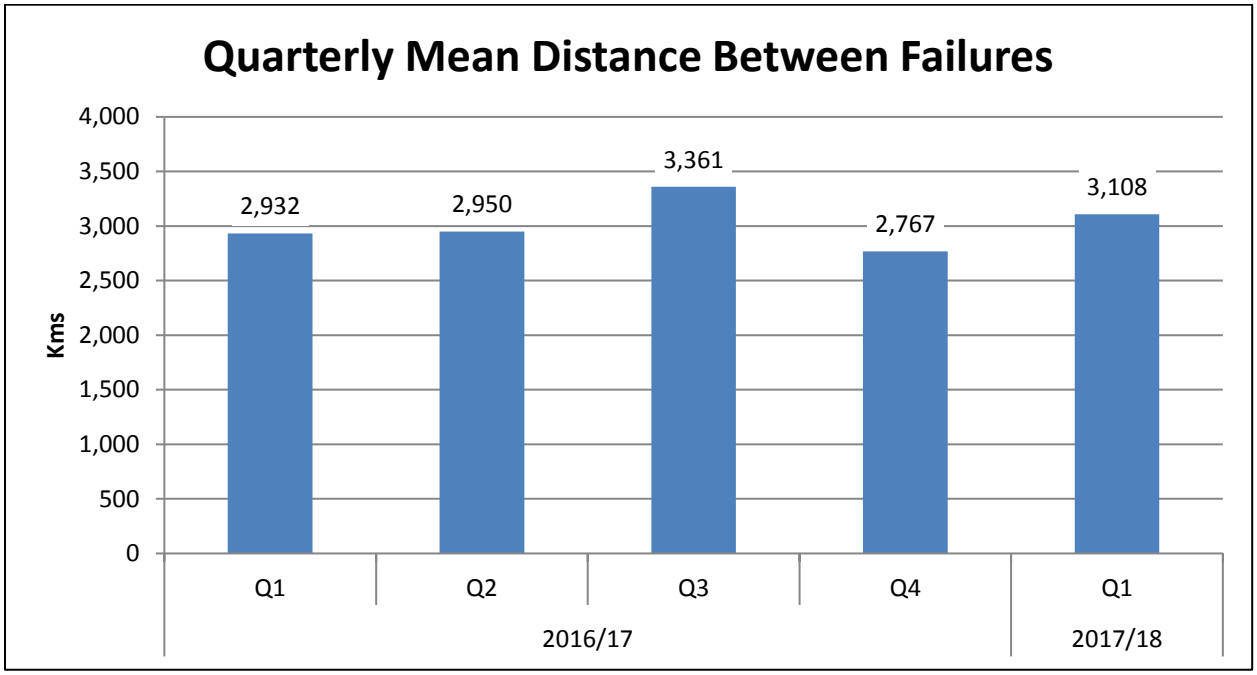


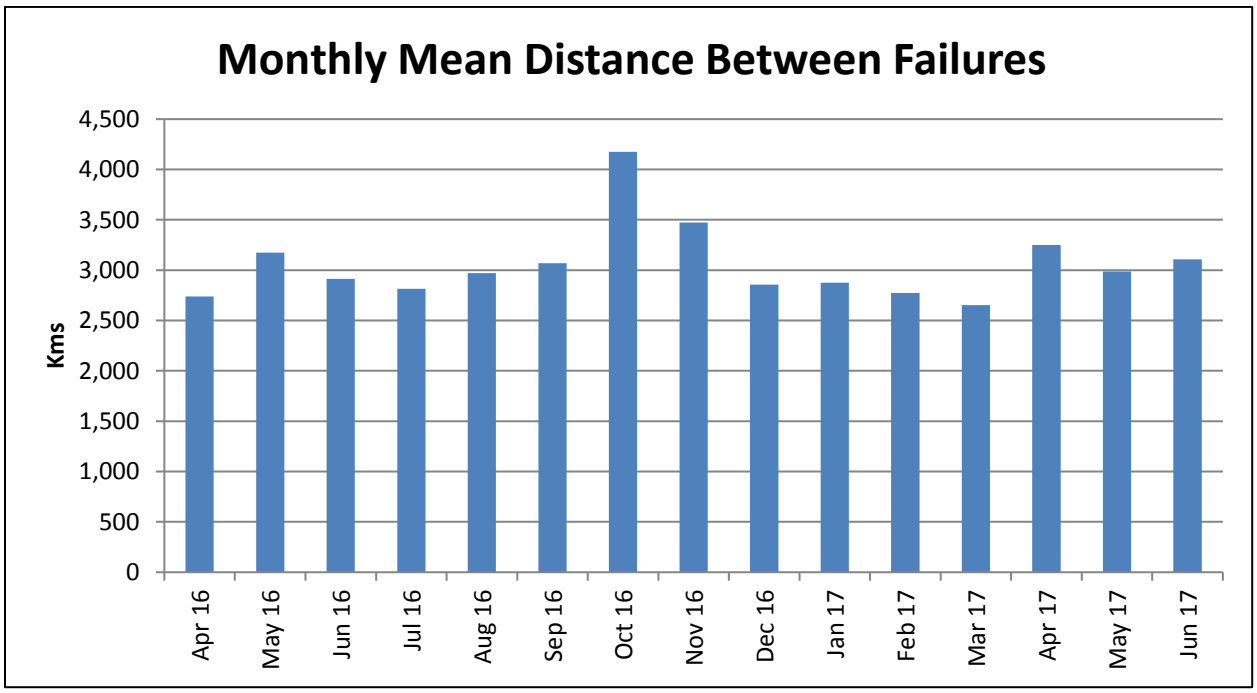



Actual vs Planned Halifax Transit Revenue - Q1
$9,000,000
$8,000,000
$7,000,000
$6,000,000
$5,000,000
$4,000,000
$3,000,000
$2,000,000
$1,000,000
$0
$7,670,933
$8,202,000
Actual
Planned

Mean Distance Between Failures

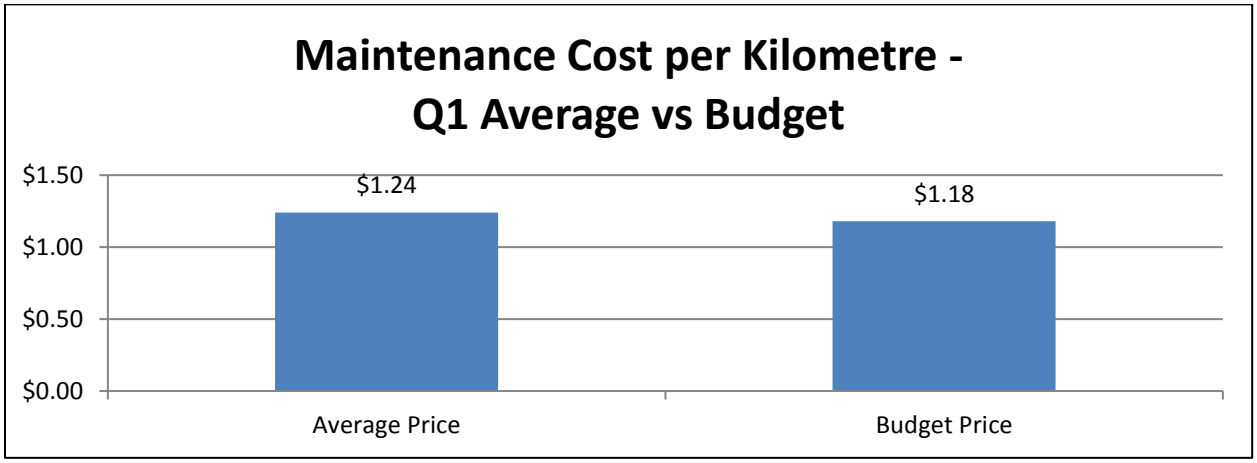
The Mean Distance Between Failures is tracked monthly to demonstrate the reliability of buses as it relates to maintenance. This quarter the mean distance between failures was 3,108 kilometres. In relation to prior quarters, the mean distance between failures has improved conservatively. Such improvements can be attributed to the release of an enhanced Preventative Maintenance Program. Bus Maintenance is currently researching the industry standard for this metric as part of the Bus Maintenance KPI project. Definition of what contributes to Mean Distance Between Failures is key in determining a reasonable benchmark. More information will be provided once research is complete





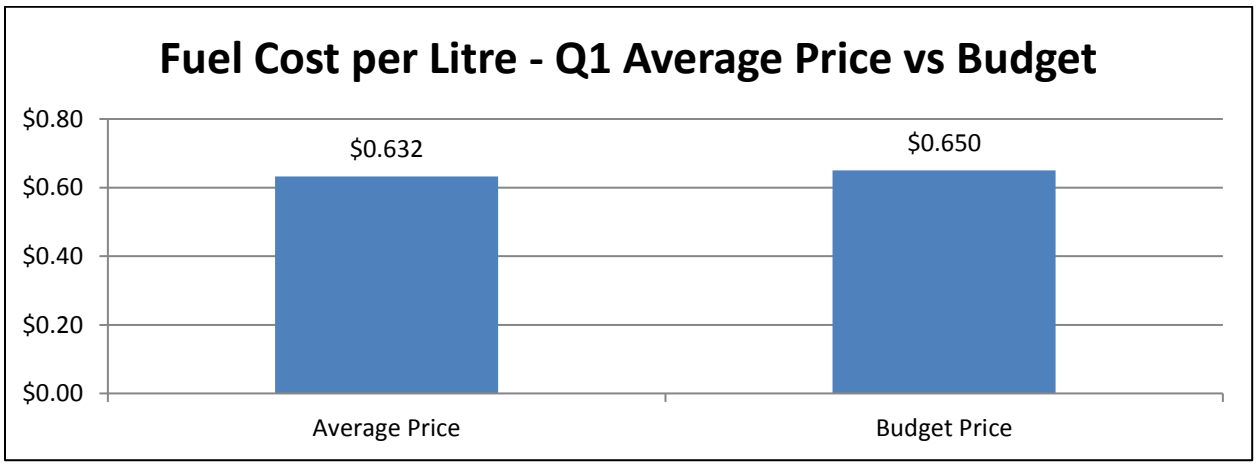
Maintenance Cost – Quarter Average vs Budget

The average maintenance cost in the first quarter was $1.24/km, 6 cents/km higher than the budgeted cost of $1.18/km. Maintenance costs can exceed budgeted costs due to environmental factors and unpredictability of the business. This quarter, the increased cost is due in part to the outfitting of 10 replacement vehicles with new fareboxes as the fareboxes from the vehicles being retired were a different model and could not be utilized. Other factors contributing to a higher cost per kilometre include increased expenses towards preventative maintenance items and component rebuilds in order to offset future bus failures. Bus Maintenance expects decreased maintenance of vehicles in future quarters due to this proactive approach to maintenance. In addition, internal labour expenses were applied disproportionately to Q1 that could not be predicted while budgeting.



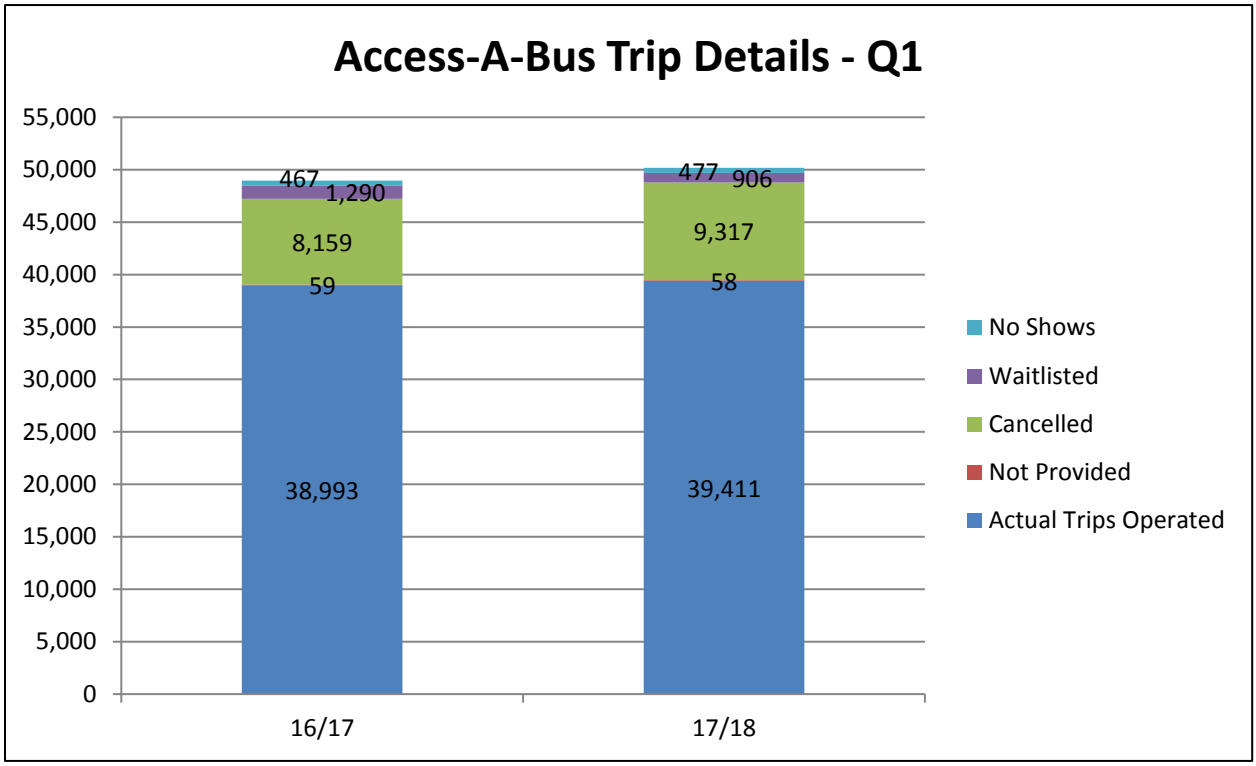
Fuel Cost – Quarter Average vs Budget

The Budgeted fuel cost for 2017/18 was set at 65 cents/litre. Fuel cost this quarter is 63 cents/litre, two cents/litre lower than the budgeted cost.



Access-A-Bus Trip Details

Access-A-Bus trip details are tracked monthly to provide an indication of efficiency in Access-A-Bus usage and booking. In the first quarter, the number of trips provided by Access-A-Bus increased 1% compared to this period last year. The number of waitlisted clients decreased 30%. Continued client growth is expected into 2017/18.



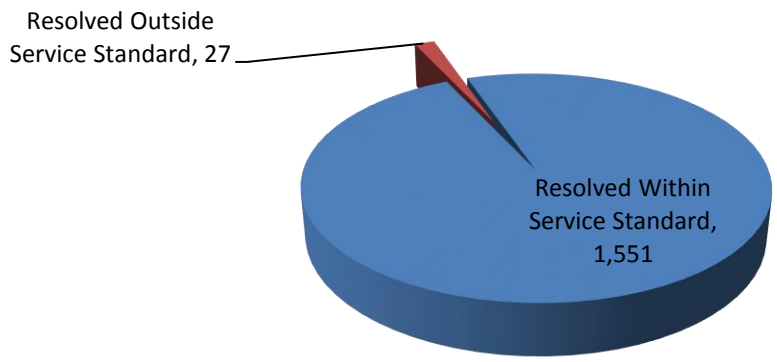
Customer Service – All Services

Customer service statistics are measured monthly using the Hansen Customer Relationship Management software along with Crystal Reports. Feedback is first categorized by subject matter and then divided into two categories: feedback resolved within service standard, and feedback resolved outside service standard. The service standard varies depending on the subject matter.

This quarter, 46% of feedback received was related to bus operators and 16% regarding service issues. The remaining 38% is comprised of feedback regarding planning and scheduling, bus stops and shelters, marketing, compliments and other miscellaneous comments. Halifax Transit aims to address 90% of feedback within service standard. This quarter 98% of customer feedback was resolved within standard, which is consistent with previous quarters.

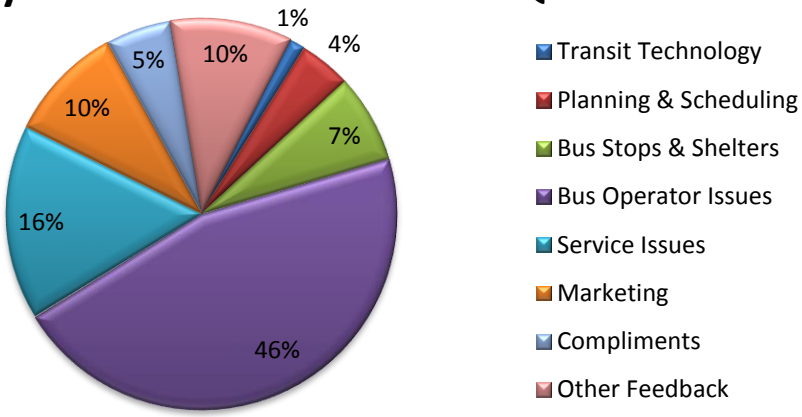
The Departures Line replaced the former GoTime system in May 2016. Passengers can now call this new phone number, (902-480-8000) to acquire real-time bus departure information. Call volumes to the Departures Line are displayed by day of the week and by month.

Halifax Transit Customer Service Standards - Q1

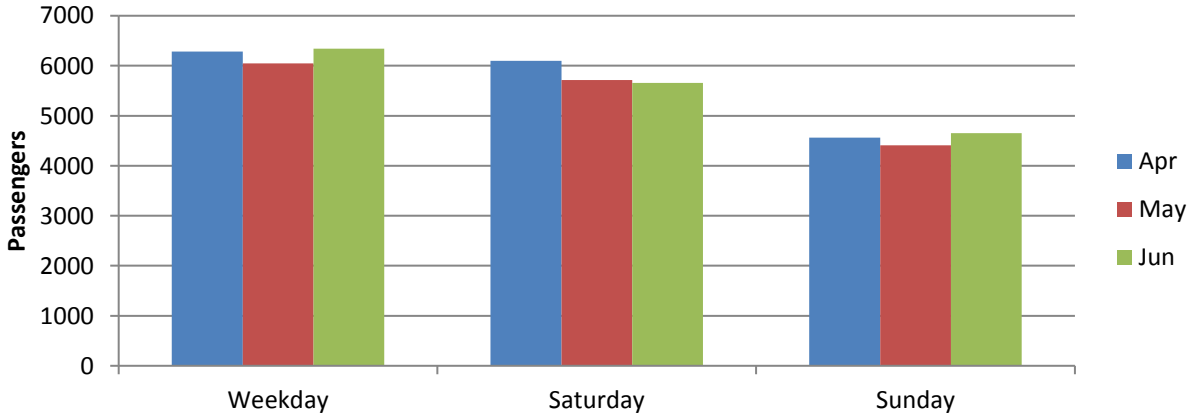


Percentage of Complaints resolved within standard: 98%

Summary of Customer Feedback - Q1



Average Departures Line Call Volumes - Q1



Boardings

Automatic Passenger Counter (APC) data is now being been used to report ridership statistics. The APCs provide data within a 90% degree of accuracy. Boardings by Route demonstrate passenger usage during the past quarter. APC data has been collected since September 2016. Comparisons of annual ridership data may be made once comparable historical APC data becomes available, anticipated as early as the third or fourth quarter of 2017.

Standard Deviation

The standard deviation in boardings is the degree of variance in data from the daily average passenger count. Average weekday boardings this quarter were 79,116 ± 2,337 (2.9% variance). Average Saturday boardings this quarter were Saturday 42,807 ± 2,545 (5.9% variance). Average Sunday boardings this quarter were 27,680 ± 2,191 (7.9% variance).

Boardings by Route by Service Day

Q1 2017/18 Average Daily Boardings by Route						
Route	Weekday		Saturday		Sunday	
	Boardings	Pass/Hr	Boardings	Pass/Hr	Boardings	Pass/Hr
1	8,529	59	6,158	54	3,906	50
2	2,625	43	2,093	39	956	31
4	2,421	39	1,811	32	1,108	35
5	113	33				
6	683	23	255	14	68	4
7	4,235	37	2,795	30	1,588	30
9	2,087	44	889	38	694	27
10	4,249	40	2,564	35	1,606	34
11	123	49				
14	2,301	36	1,138	34	915	31
15	209	14	102	12	101	13
16	1,080	23	679	16		
17	1,124	29				
18	1,597	27	1,212	26	648	36
19	962	32				
20	3,156	38	2,838	36	2,072	36
21	1,203	27	673	19	334	14
22	493	14	446	13	357	10
23	396	22				
41	1,001	35				
42	1,050	29				
51	1,016	42	511	31	296	35
52	5,520	46	3,718	39	3,280	35
53	1,307	49	708	47	395	50
54	797	37	490	31	249	25

** Blanks in this table indicate the route runs weekdays only.*

Q1 2017/18 Average Daily Boardings by Route						
Route	Weekday		Saturday		Sunday	
	Boardings	Pass/Hr	Boardings	Pass/Hr	Boardings	Pass/Hr
55	397	18	238	15	171	11
56	693	20	773	22	460	14
57	519	13	263	9	157	9
58	679	25	404	22	394	23
59	1,959	25	734	31	474	20
60	2,478	33	1,641	41	1,131	39
61	2,078	26	1,013	26	819	22
62	781	24	511	22	280	18
63	723	43				
64	318	30				
65	229	14	90	7	53	8
66	1,437	23	442	28	333	21
68	1,319	26	746	26	460	16
72	1,225	27	965	20	476	19
80	3,845	31	3,266	30	2,403	25
81	1,204	23				
82	932	21	214	10	83	7
83	156	11	81	9	37	8
87	1,254	28	1,005	20	459	15
88	77	14	64	12	18	8
89	420	18				
90	1,108	24	679	15	417	17
400	187	11	58	8	54	8
401	144	12				
402	83	8				
ALD	3,875	129	3,124	179	18	122
WS	2,249	107				

** Blanks in this table indicate the route runs weekdays only.*

Express Service Boardings by Route by Service Day

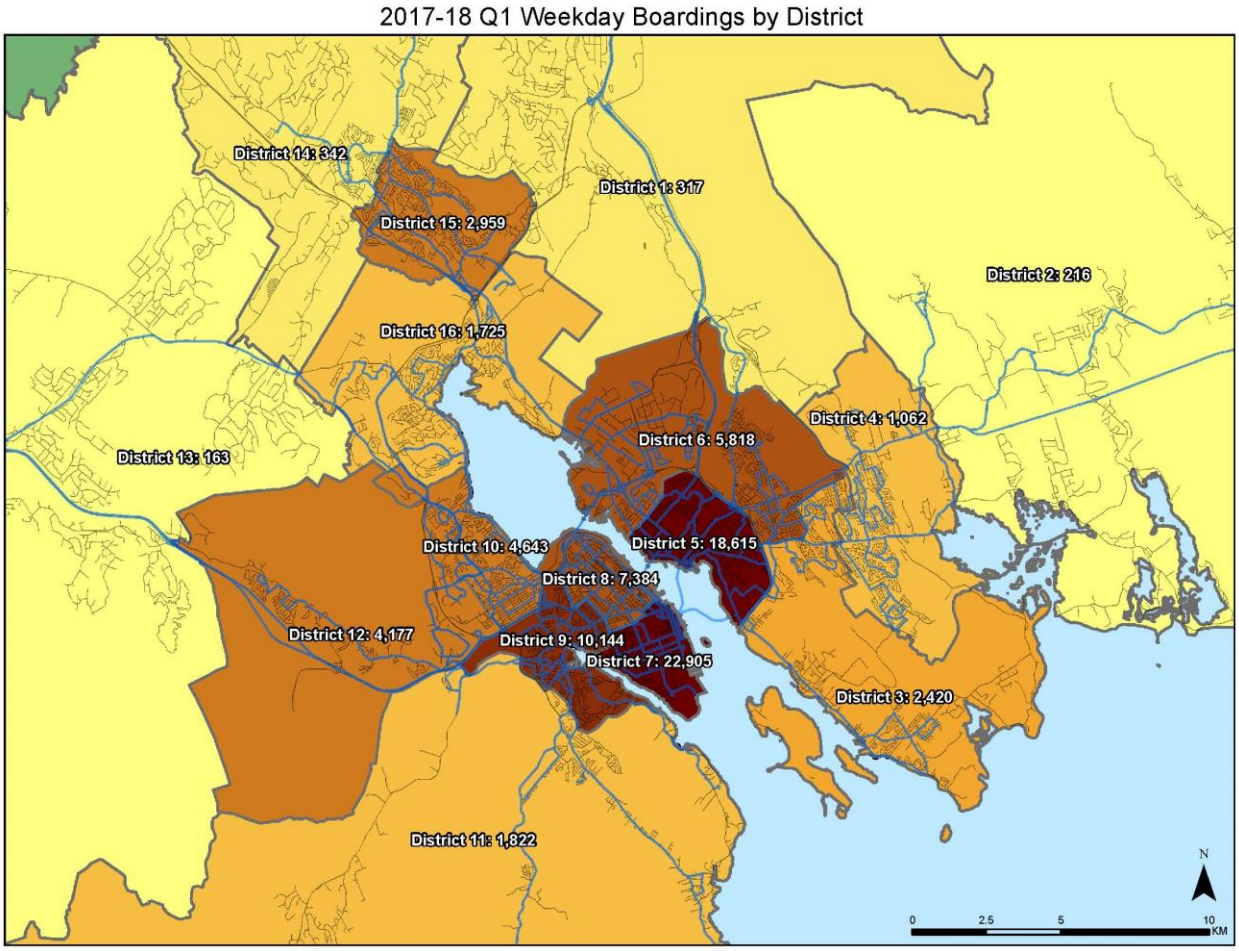
Q1 2017/18 Average Daily Boardings by Route						
Express Route	Weekday		Saturday		Sunday	
	Boardings	Pass/Trip	Boardings	Pass/Trip	Boardings	Pass/Trip
31	256	28				
32	453	25				
33	166	42				
34	643	38				
35	256	28				
78	93	7				
79	101	8				
84	897	33				
85	127	32				
86	112	28				
159	722	18				
185	1,022	22				
320	583	16	410		332	
330	342	15				
370	124	9				

** Blanks in this table indicate the route runs weekdays only.*

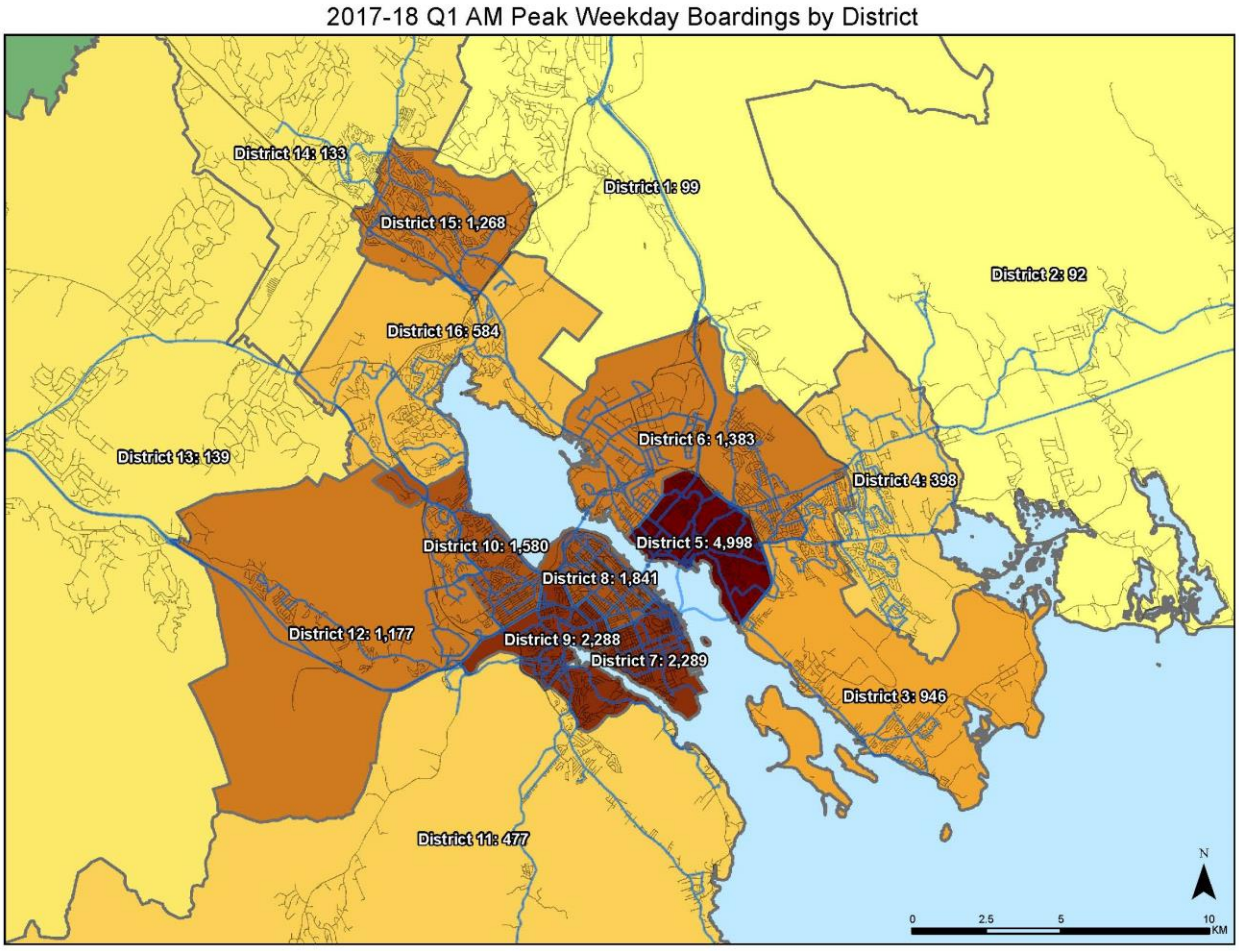
Boardings by District

To assist in visualizing where ridership demands exist, boardings have been mapped by district. The all-day boardings map illustrates typical boardings over an entire service day, whereas the AM Peak Period map represents boardings during the morning peak period only, and therefore generally illustrates passenger origins.

Weekday Boardings by District – All Day



Weekday Boardings by District – AM Peak Period

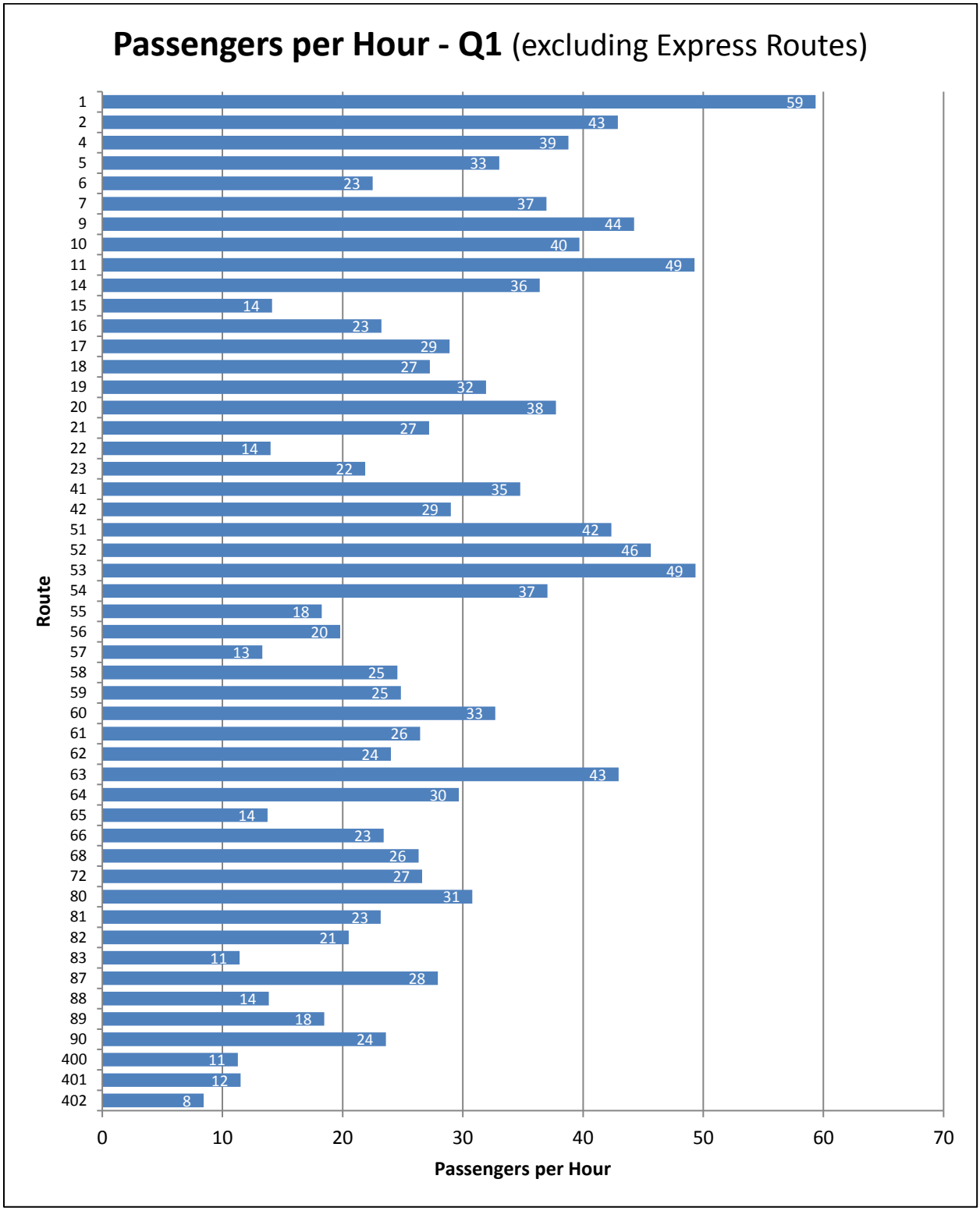


Passengers per Hour

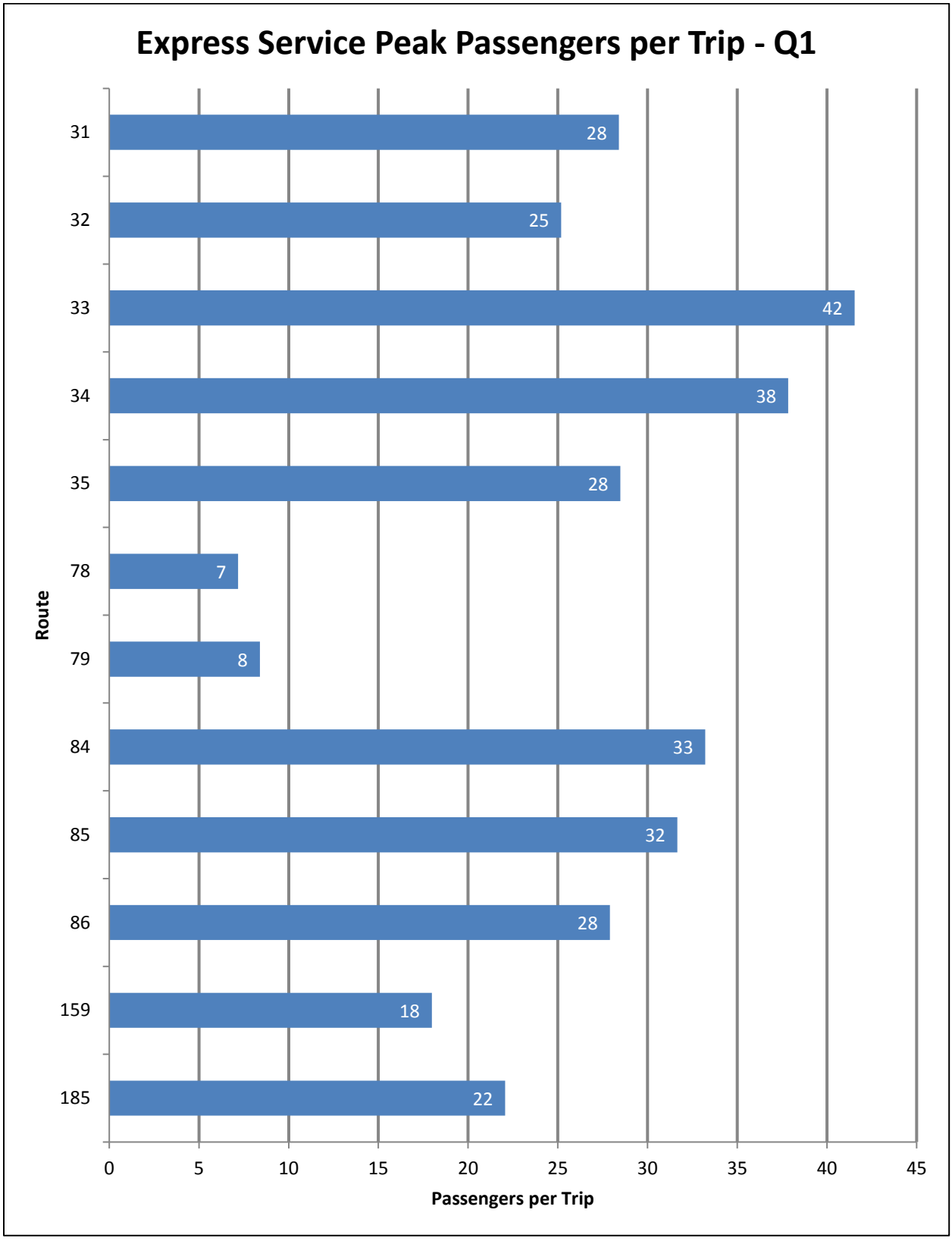
Passengers per hour measures the volume of passengers carried per service hour by route. Due to differences in service model/design, Express Routes are measured instead by passengers per trip. Ridership fluctuates significantly by season, and therefore figures will be compared to the same quarter in the previous year once data becomes available. Conventional route targets vary by time of day and are not illustrated at this time as data is being presented over the entire service day only. Express routes have a ridership target of 20 passengers per trip, while Regional Express Routes have a target of 15 passengers per trip.

Due to the importance of the ferry to the regional transportation network, and its historic and cultural heritage value, ferry routes are not held to a minimum ridership standard. In much the same way, due to the regional significance of the Route 320 Airport from a tourism and economic development perspective, service to the Halifax International Airport is also exempt from minimum ridership guidelines.

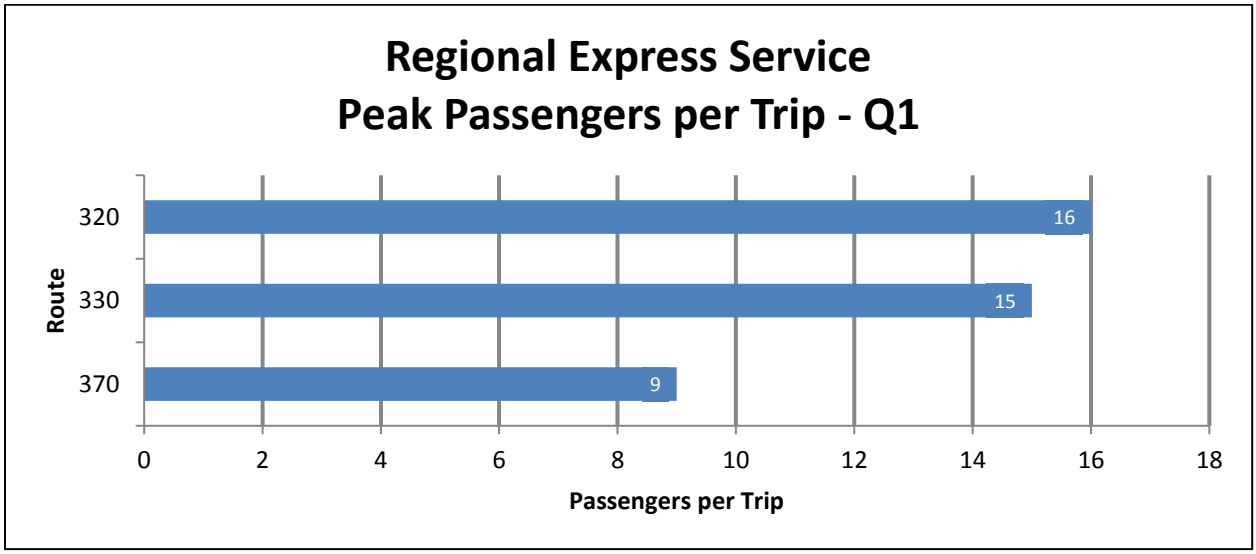
Passengers per Hour by Route



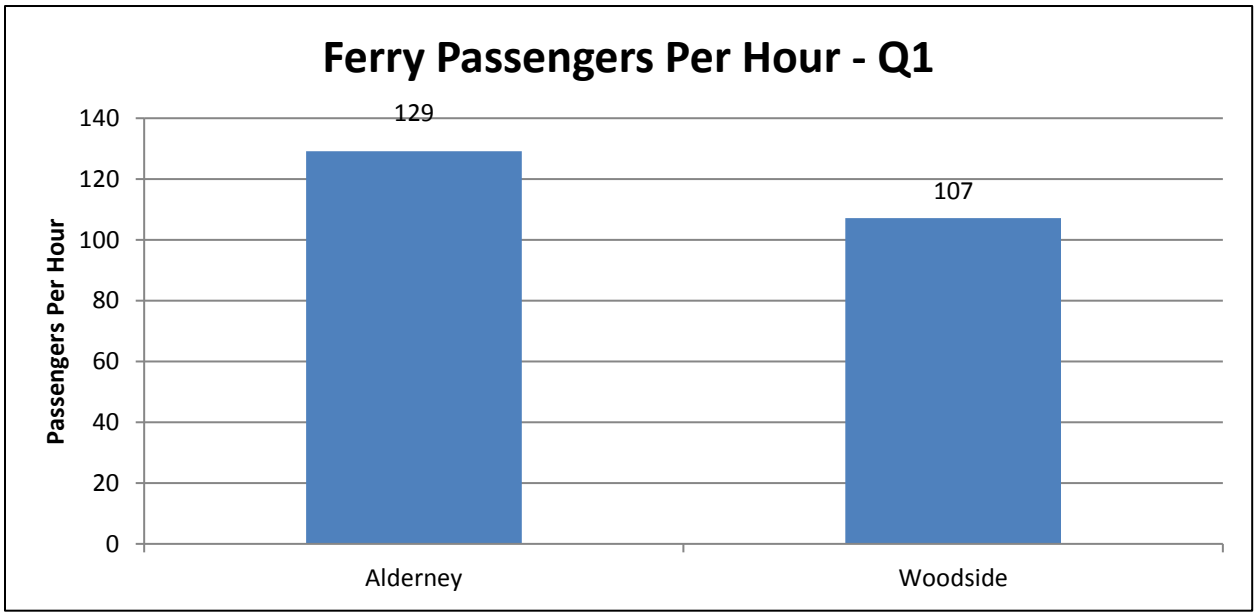
Express Service Passengers per Trip



Regional Express Passengers per Trip



Ferry Passengers per Hour



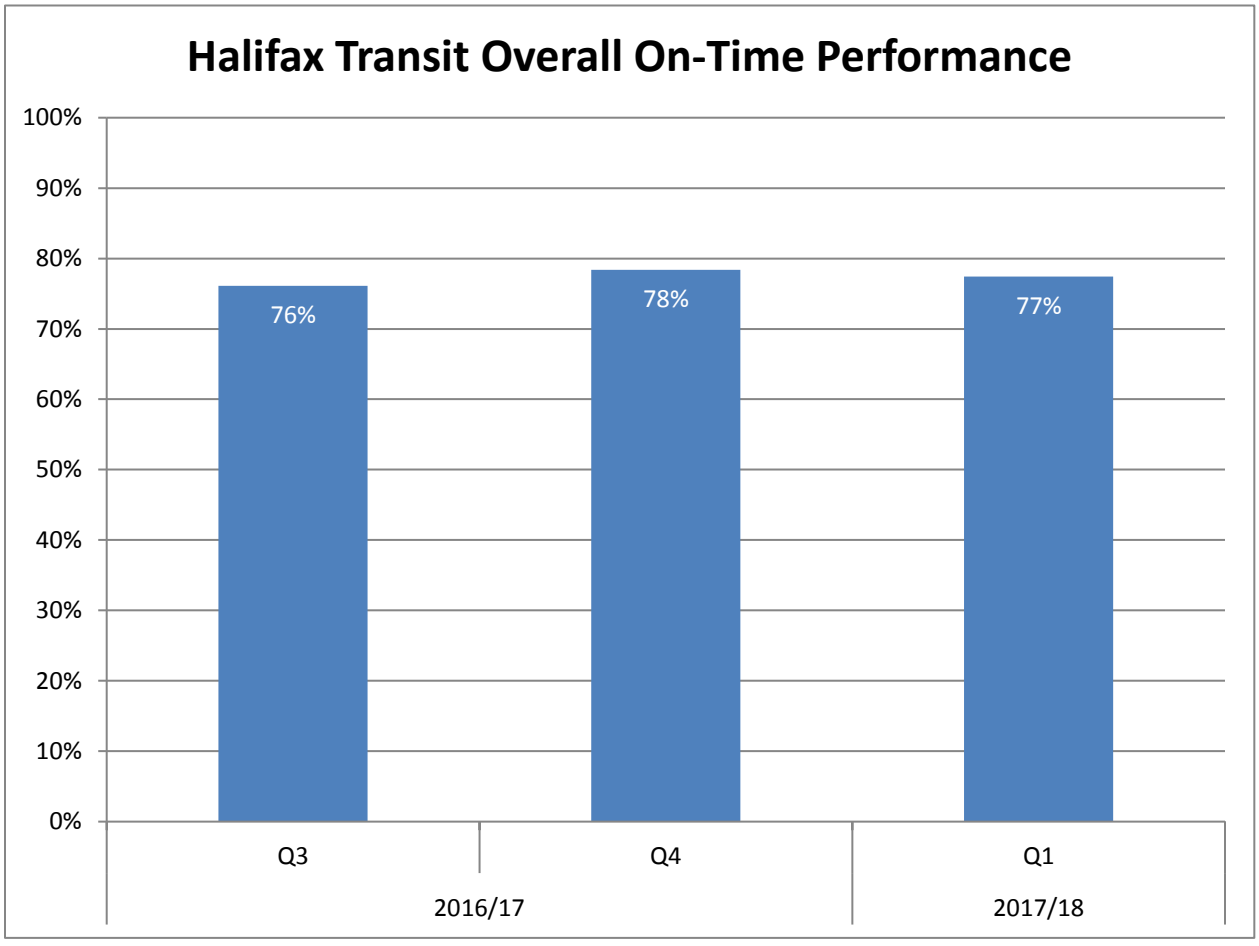
On Time Performance

Reporting of On Time Performance measures has been introduced in this quarterly report. Comparisons to previous years will begin once comparable historical data becomes available, anticipated as early as the third or fourth quarter this year. Halifax Transit will analyze On Time Performance across the network in order to establish a benchmark and target for the minimum percentage of trips to depart on time.

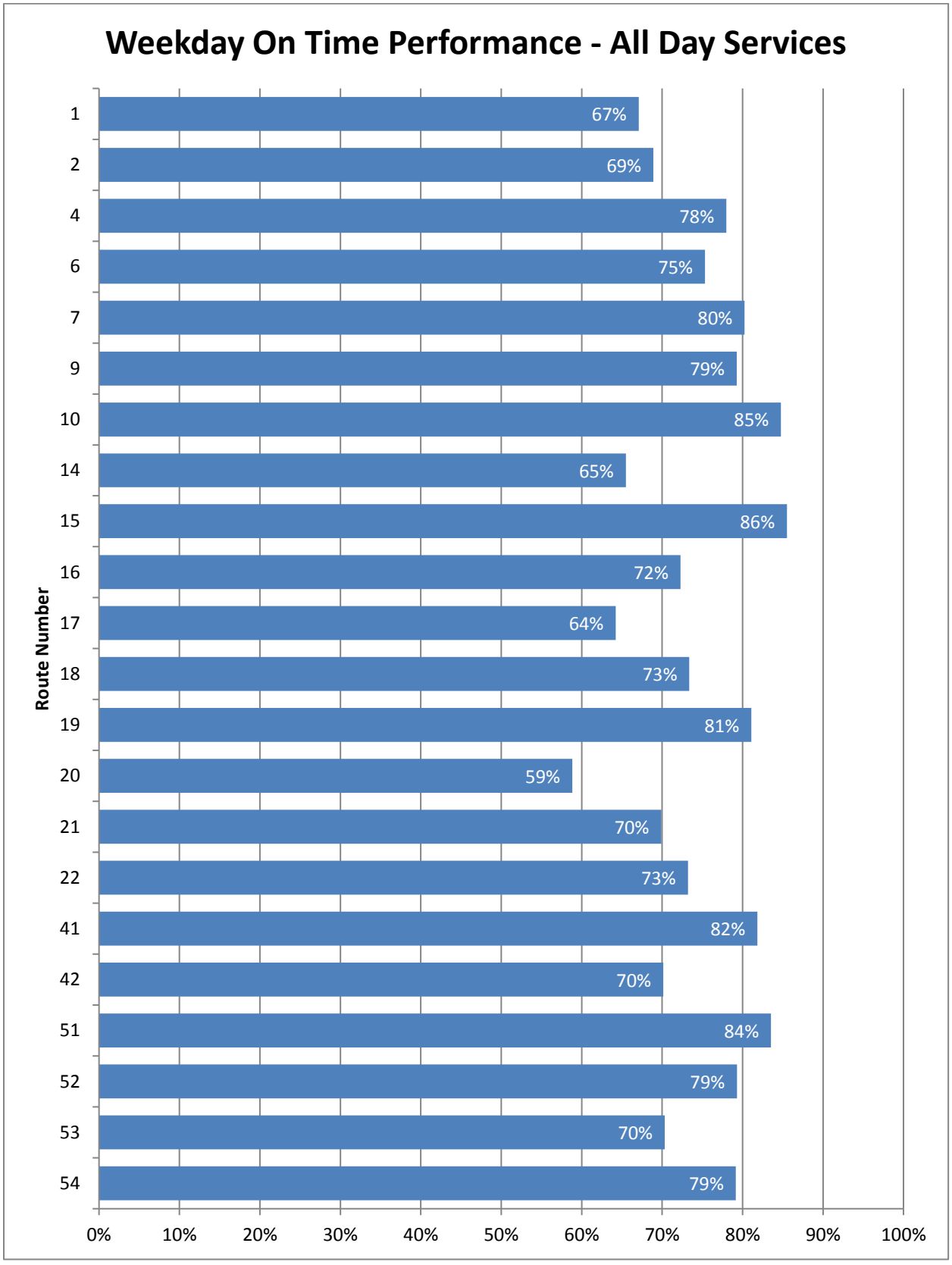
On Time Performance is a measure of route reliability and is tracked monthly to demonstrate schedule adherence across the network of routes. Terminals and select bus stops along each route are classified as time-points and have assigned and publicized scheduled arrival times. On Time Performance demonstrates the percentage of observed time-point arrivals that are between one minute early and three minutes late. Transit Industry standard targets for On Time Performance tend to range between 85% and 90%, although service types are not always comparably grouped, nor are schedule adherence definitions consistent between agencies.

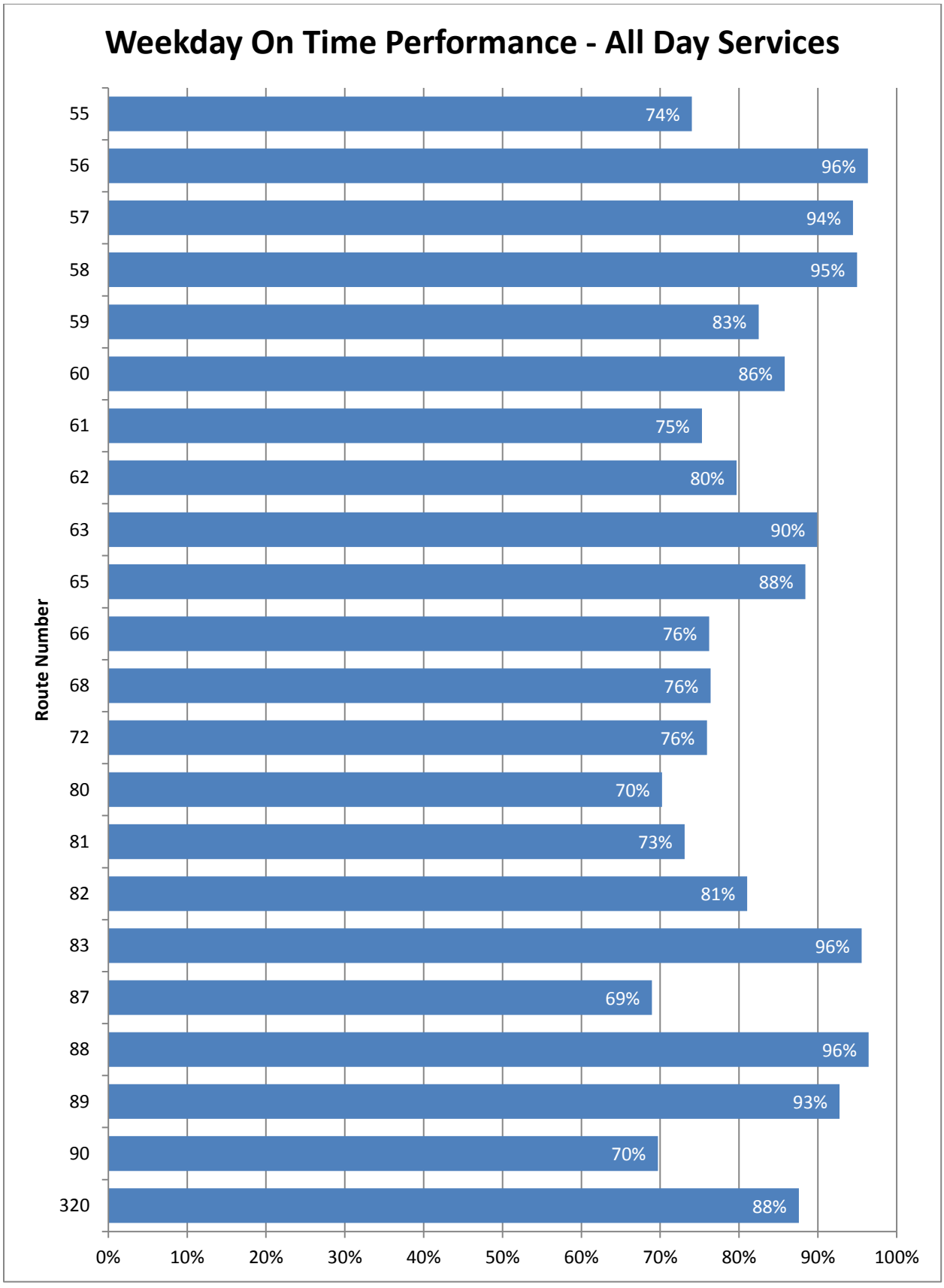
This quarter the overall On Time Performance was 77%. Due to the additional traffic congestion during the peak periods, the On Time Performance figures are lower and more variable during the peak period.

Overall Network On Time Performance



Weekday On Time Performance – All Day Services




Weekday On Time Performance - All Day Services
Route Number
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320
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95%
83%
86%
75%
80%
90%
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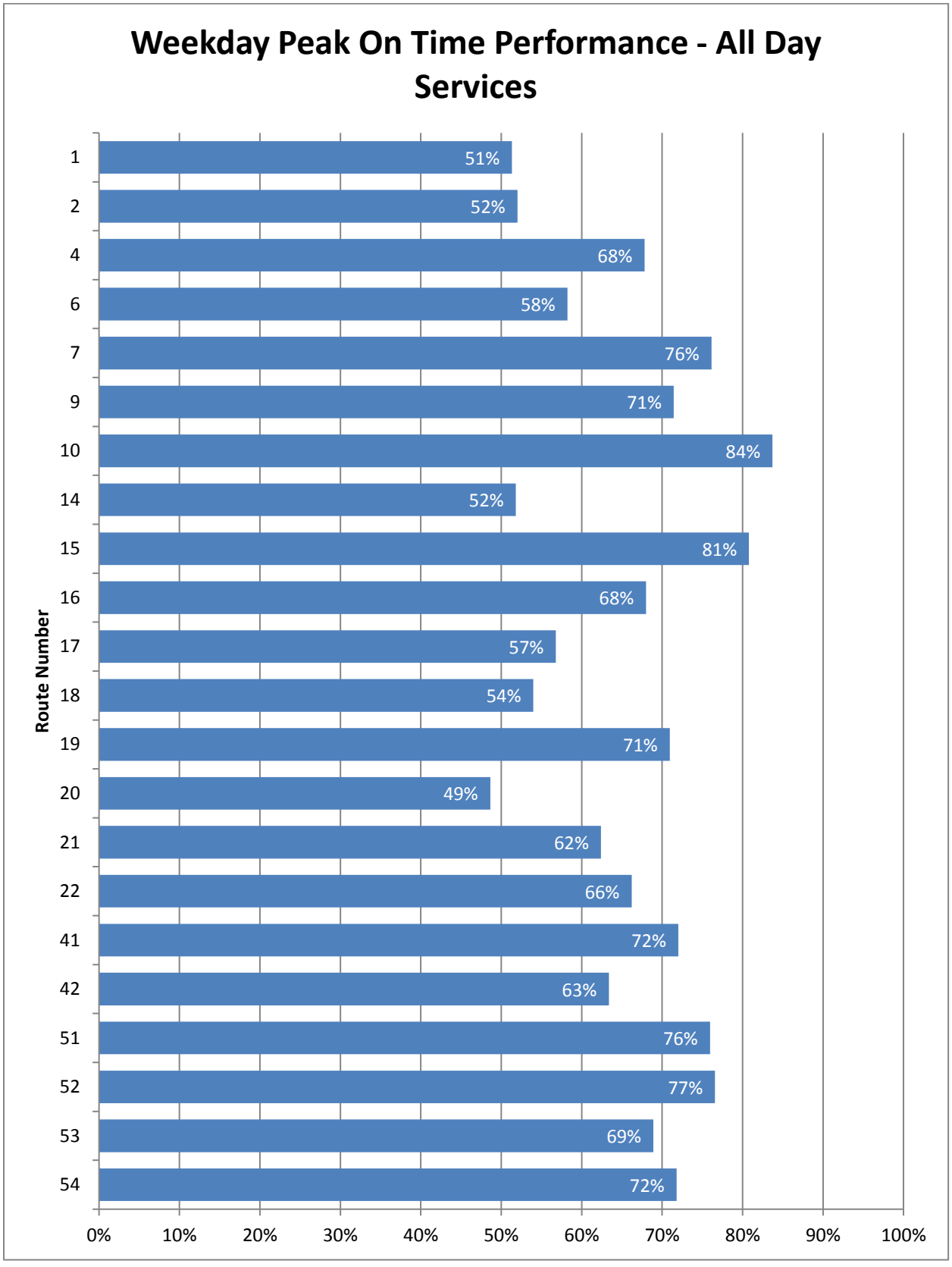
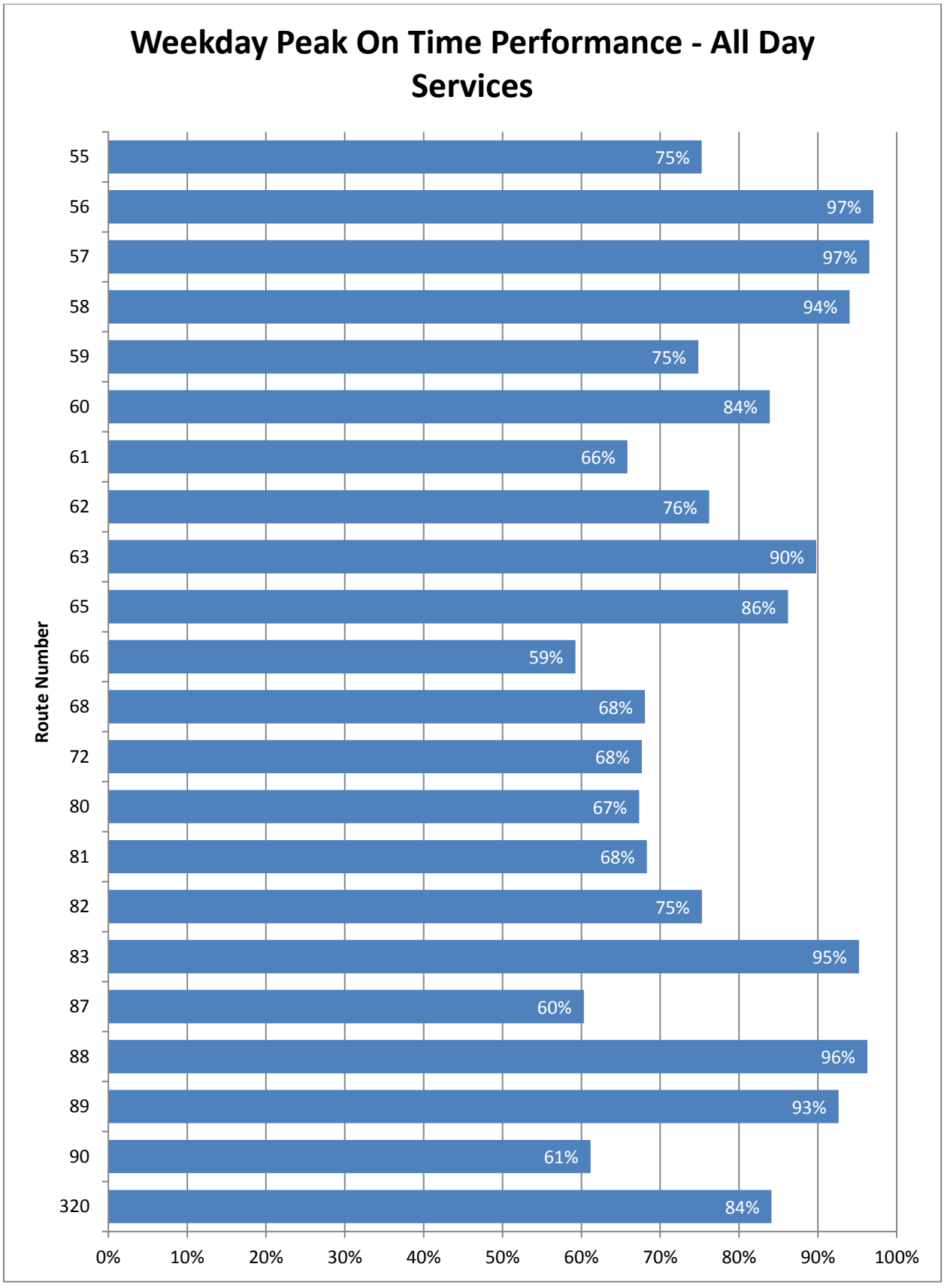
76%
76%
76%
70%
73%
81%
96%
69%
96%
93%
70%
88%
0%
10%
20%
30%
40%
50%
60%
70%
80%
90%
100%

Weekday Peak Period On Time Performance – All Day Services




Weekday Peak On Time Performance - All Day Services
Route Number
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75%
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60%
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93%
61%
84%
0%
10%
20%
30%
40%
50%
60%
70%
80%
90%
100%

Weekday Peak Period On Time Performance – Peak Only Services