

2016/2017
Year End Report

HALIFAX
TRANSIT



Contents

Part A: Annual Key Performance Indicators (KPIs)..... 1

Part B: Weekday Cost per Passenger..... 1

Part C: Annual Revenue & Ridership..... 2

Part D: Annual Access-A-Bus Trip Details..... 4

Part E: Passengers per Hour..... 5

 Weekday Passengers per Hour 5

 Saturday Passengers per Hour 7

 Sunday Passengers per Hour 8

Part F: Daily Boardings 9

Part G: Weekday Boardings by Year 11

Part H: Daily Bus Terminal Activity 13

Part I: Daily Weekday Park & Ride Usage 14

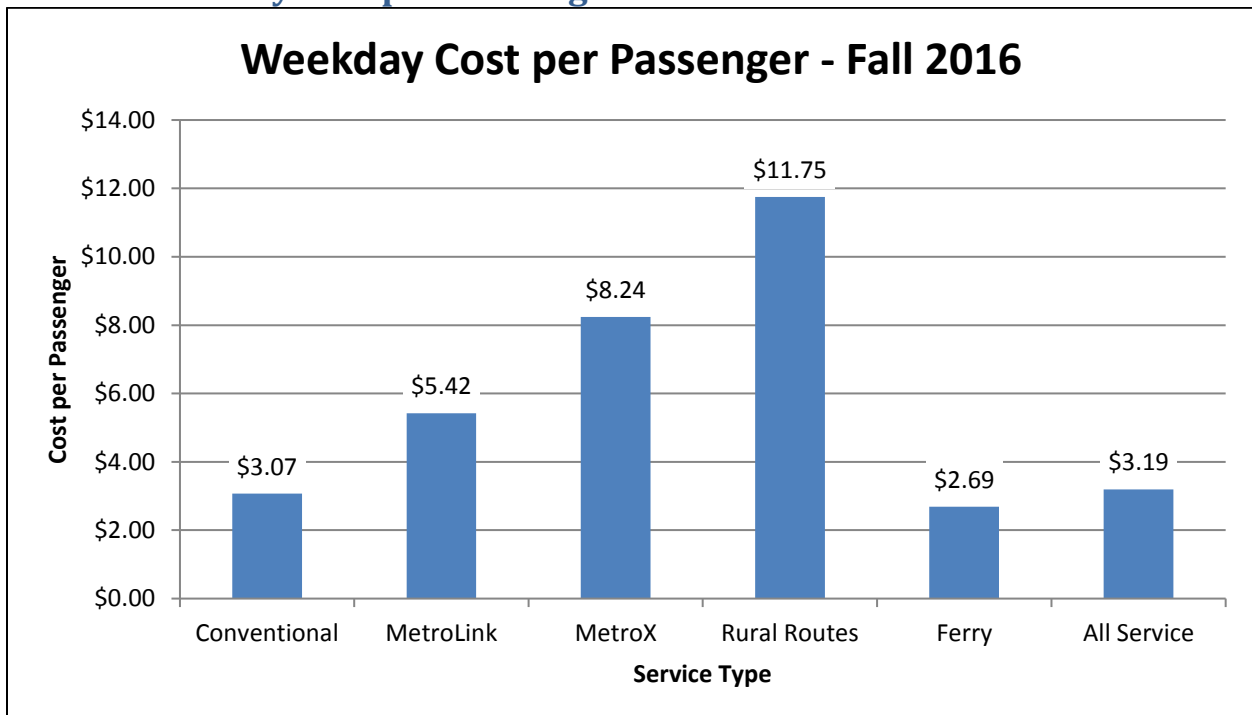
Part A: Annual Key Performance Indicators (KPIs)

The following KPIs are measured on an annual basis to track changes and growth. Bus & Ferry figures do not include Access-A-Bus. Halifax Transit ridership overall has decreased slightly from last year. Service hours have increased on both ferry services and on bridge shuttles to accommodate passengers during The Big Lift Project. New Statistics Canada population data has been applied to calculations this year, accounting in part for the decreases in passengers per Capita for 2016/17. Customer service requests continue to be addressed well within the service standard of 90%, increasing this year from 97% to 99%.

KPI	Division	15/16	16/17	% Change
Service Utilization (Passengers per Capita)	Bus & Ferry	62.76	59.95	-4.5%
Service Utilization (Passengers per Service Hour)	Bus & Ferry	24.44	24.12	-1.3%
Amount of Service (Service Hours per Capita)	Bus & Ferry	2.59	2.51	-3.2%
Cost Effectiveness (Operating Expense per Passenger)	Bus & Ferry	\$4.72	\$4.88	+3.4%
Average Fare (Passenger Revenue per Passenger)	Bus & Ferry	\$1.81	\$1.77	-2.1%
Financial (Cost Recovery)	Bus & Ferry	38%	36%	-5.3%
Financial (Cost Recovery)	All	36%	34%	-5.3%
Customer Service (Requests addressed within standard)	All	97%	99%	+2.1%

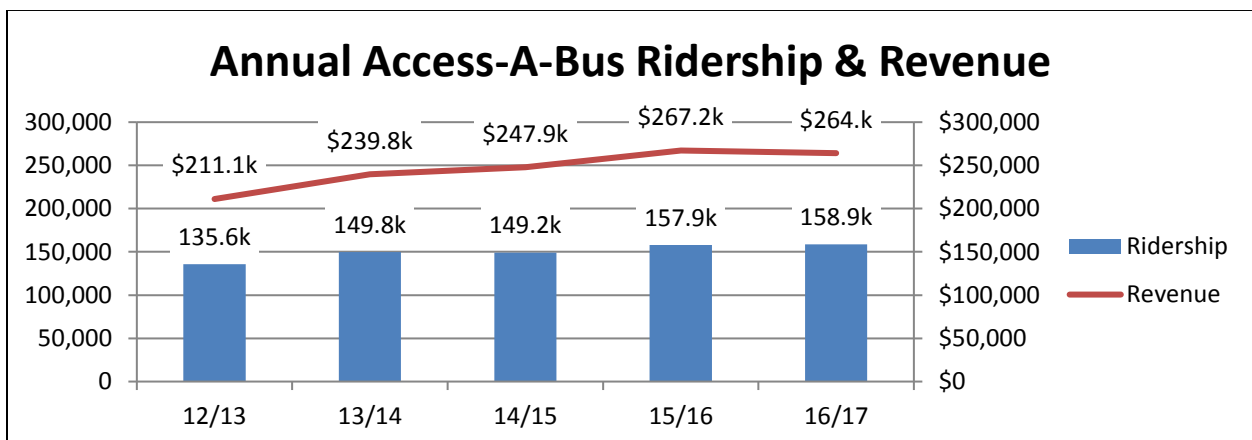
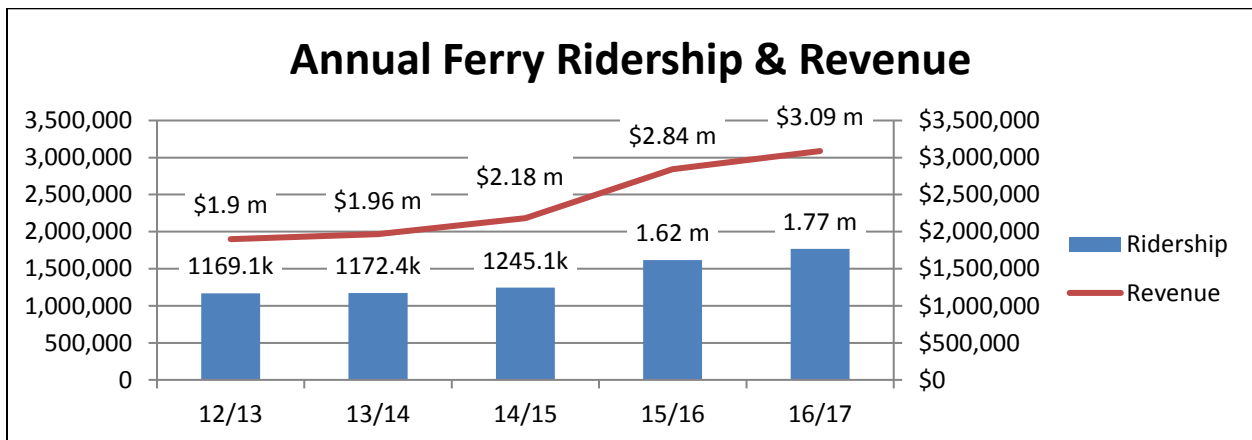
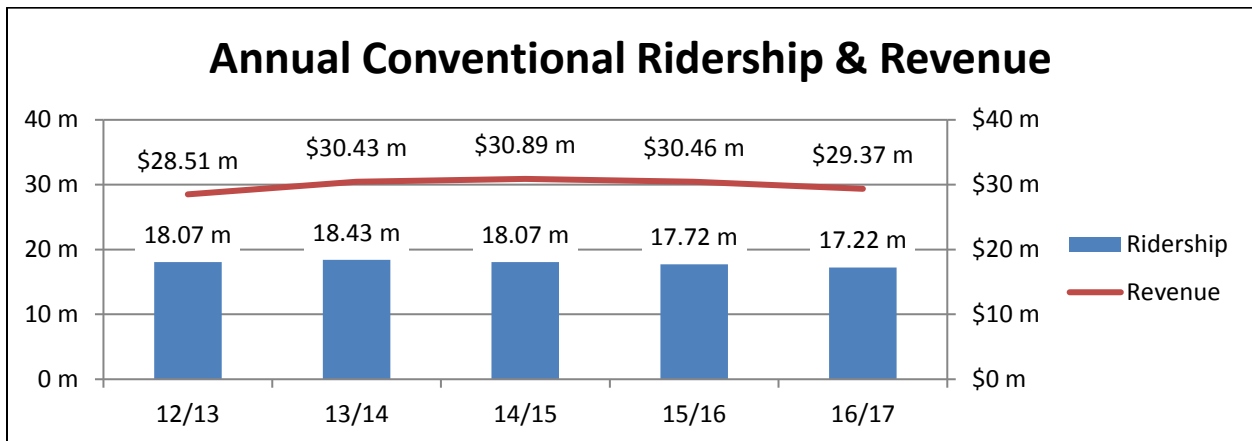
** 2015/16 figures have been revised with corrections.*

Part B: Weekday Cost per Passenger

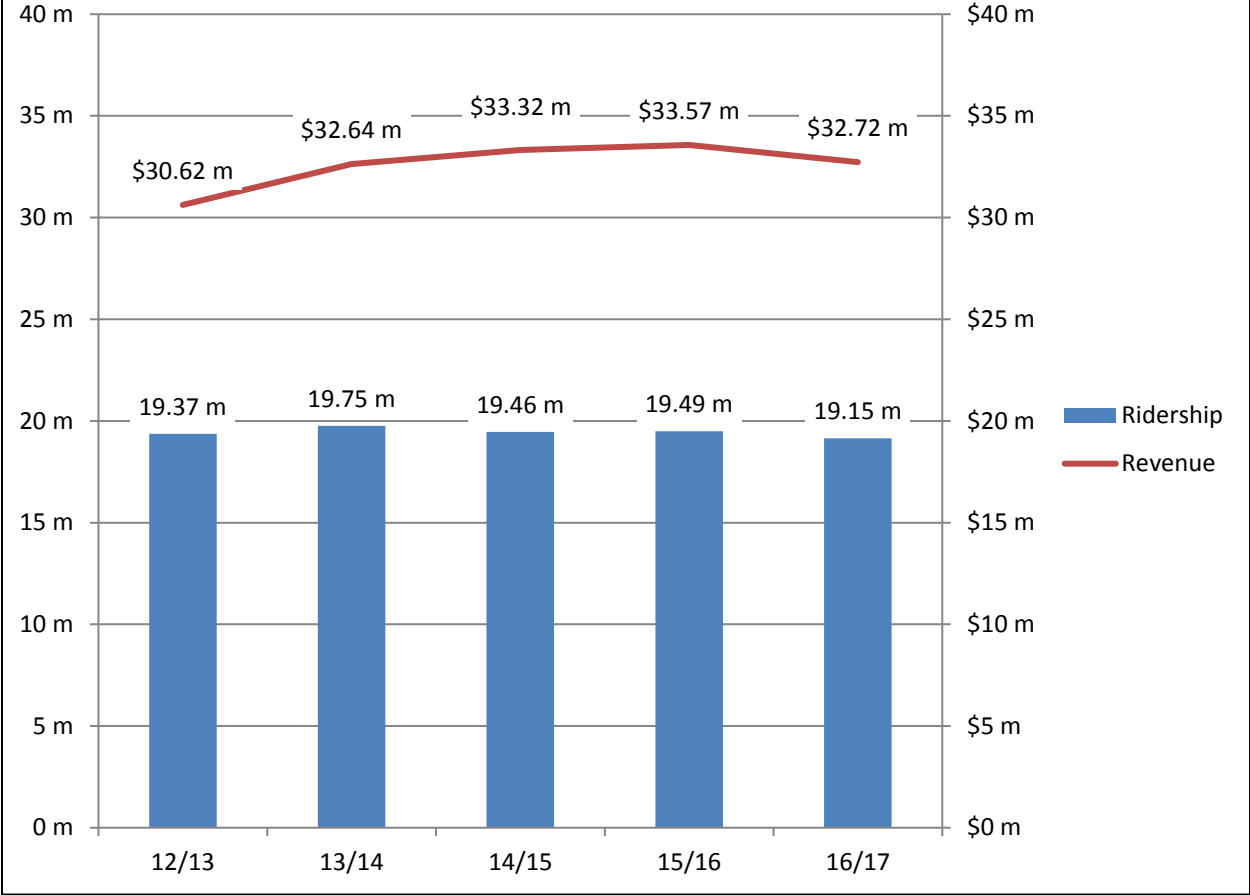


Part C: Annual Revenue & Ridership

Annual revenue and ridership measures demonstrate how well transit services were used over the course of the fiscal year and are compared to last year. Ridership figures are calculated based on revenue generated by fare type. Annual conventional transit ridership has decreased by 2.8%, compared to last year. Annual ferry ridership increased by 9% this year. Increases in ferry ridership have partially offset decreases in conventional ridership. This has been occurring since the commencement of *The Big Lift Project* and is anticipated to continue up to the completion of this project. Annual Access-A-Bus ridership this year has increased by nearly 1%. Overall, annual system wide ridership has decreased by 1.8%.

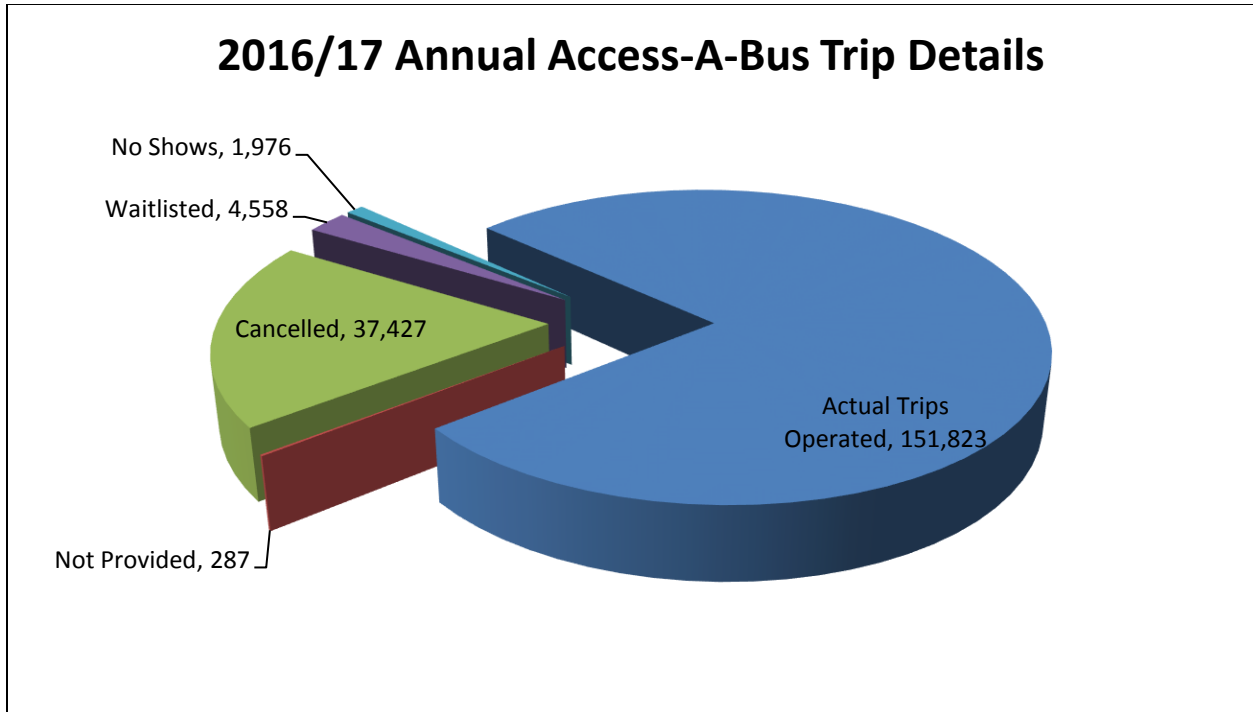


Annual Halifax Transit Ridership & Revenue



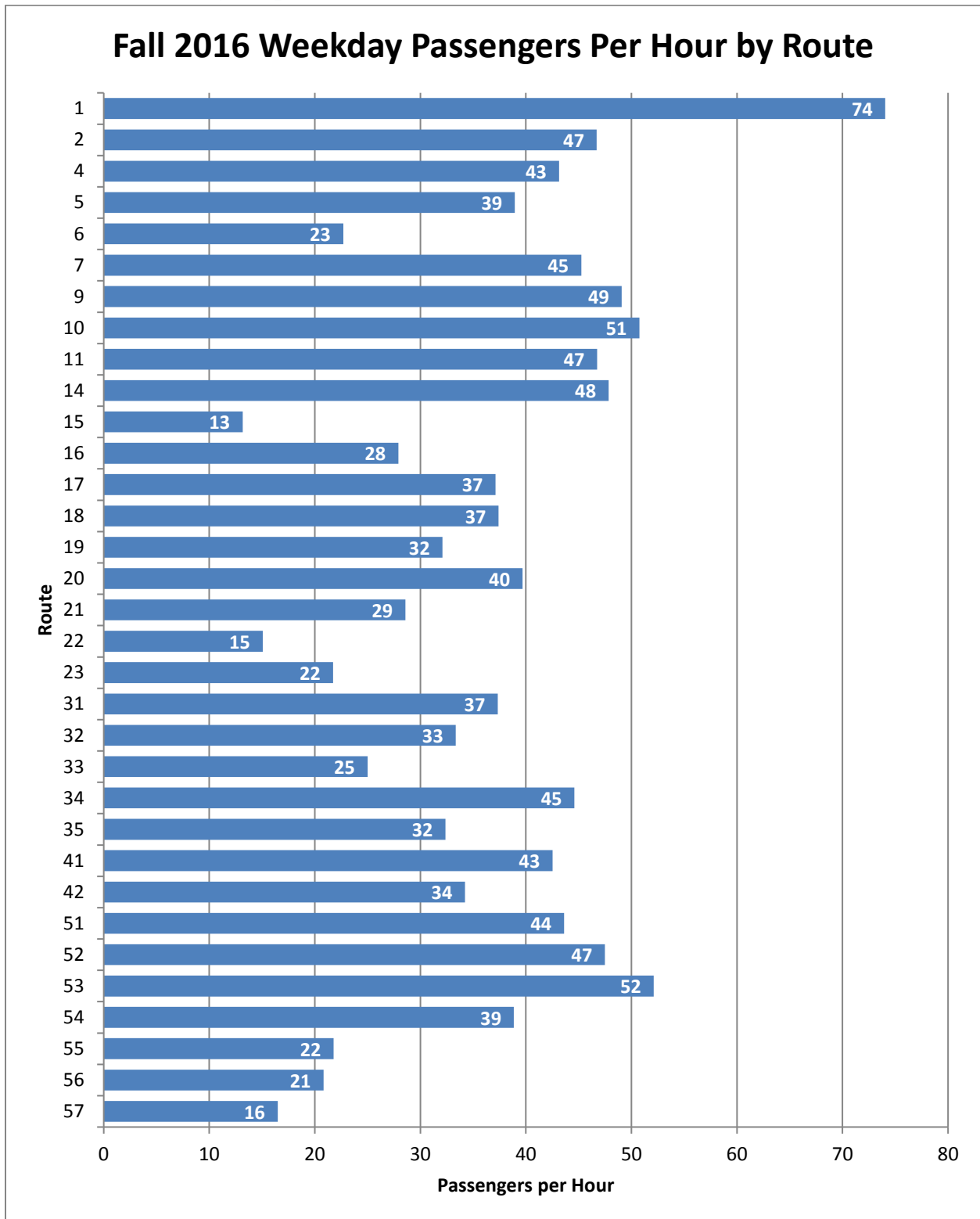
Part D: Annual Access-A-Bus Trip Details

Access-A-Bus trip details are tracked monthly to provide an indication of efficiency in Access-A-Bus usage and booking. Annual Access-A-Bus ridership figures are within expectations and remain consistent with trends in previous years. Continued client growth is expected into 2017/18.

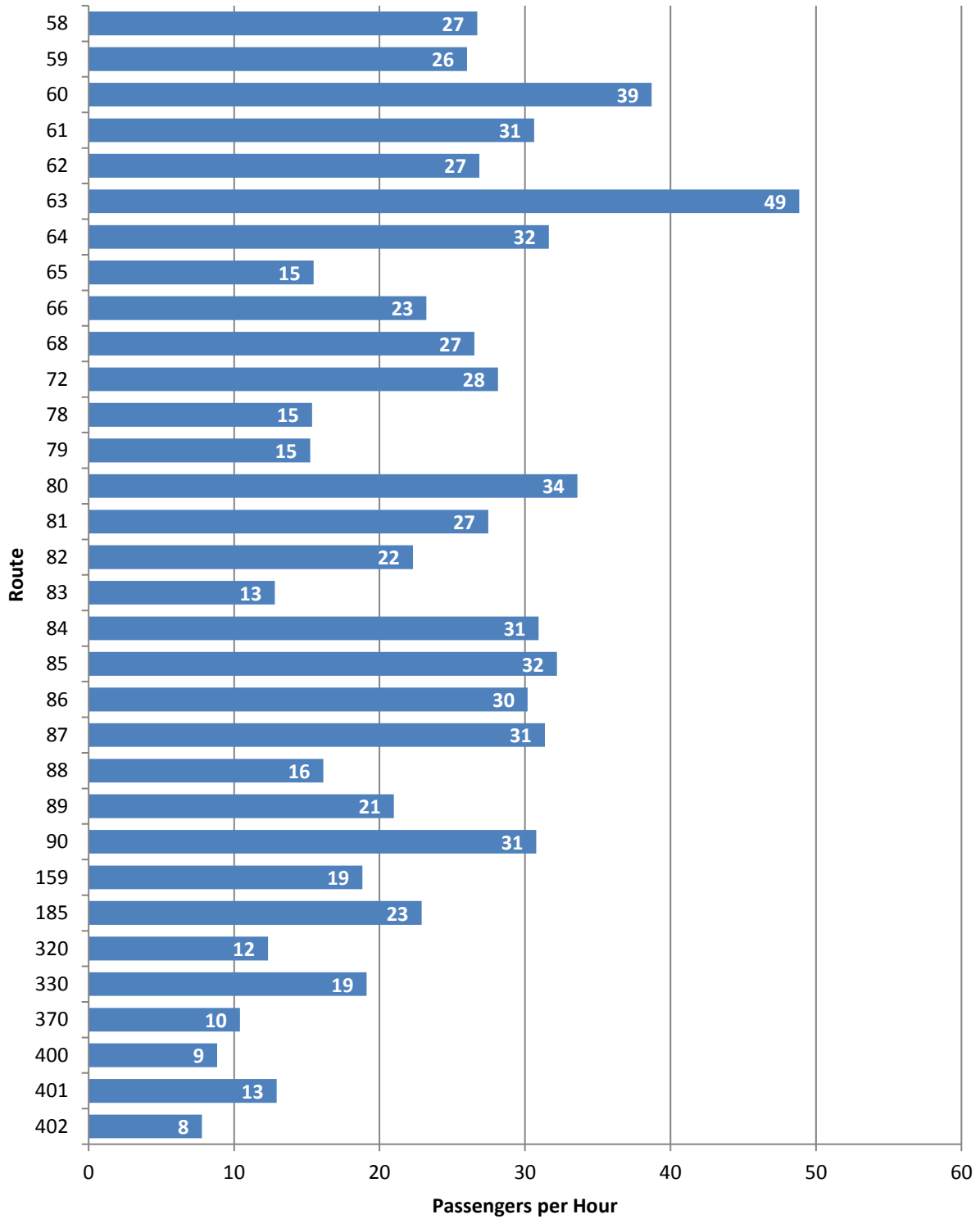


Part E: Passengers per Hour

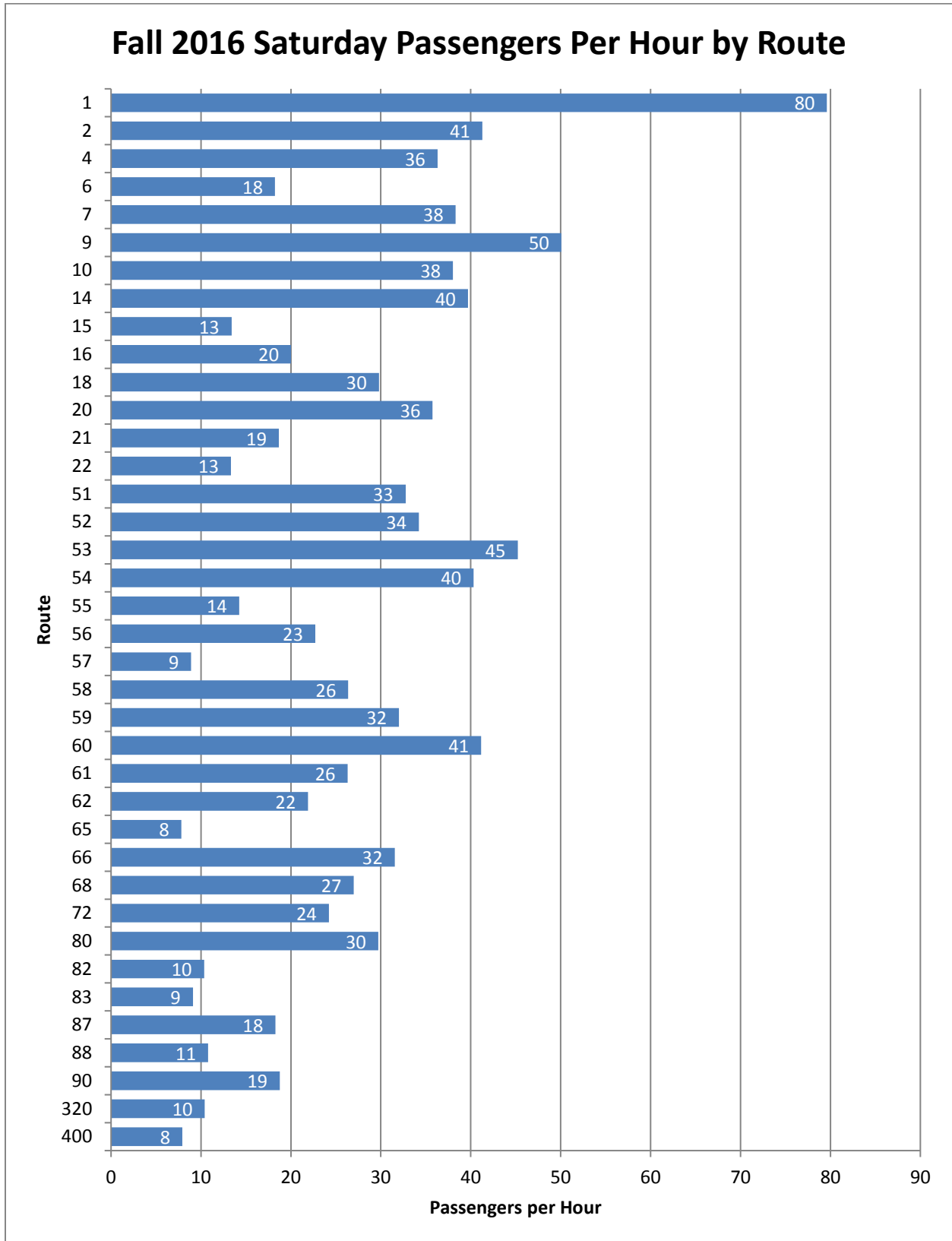
Weekday Passengers per Hour



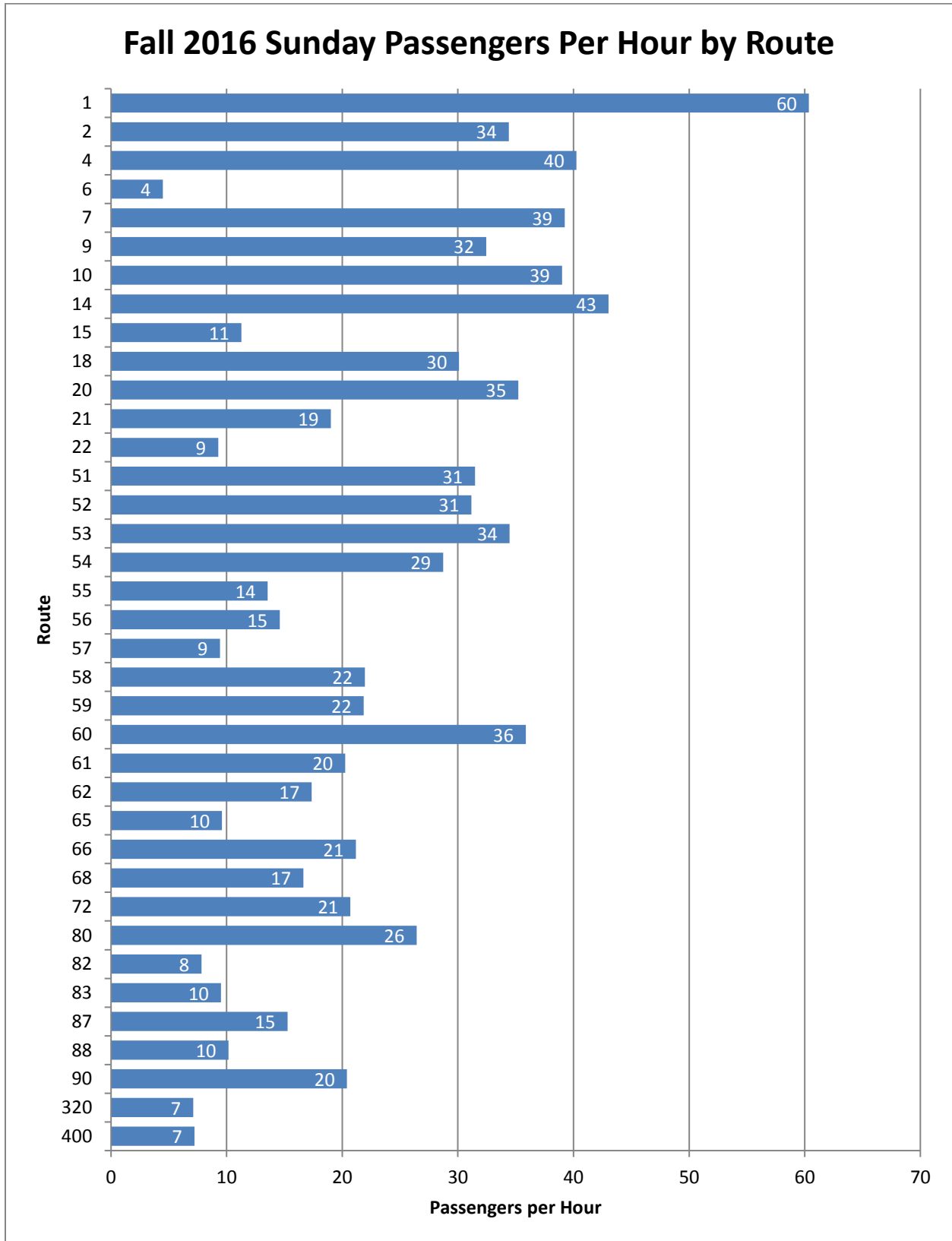
Fall 2016 Weekday Passengers Per Hour by Route



Saturday Passengers per Hour



Sunday Passengers per Hour



Part F: Daily Boardings

Fall 2016 Boardings by Route						
Route	Weekday		Saturday		Sunday	
	Boardings	Pass/Hr	Boardings	Pass/Hr	Boardings	Pass/Hr
1	10,453	74	6,278	80	3,464	60
2	2,851	47	2,212	41	1,055	34
4	2,680	43	2,084	36	1,274	40
5	148	39				
6	692	23	324	18	71	4
7	5,198	45	3,584	38	2,066	39
9	2,342	49	1,186	50	836	32
10	5,456	51	2,553	38	1,632	39
11	113	47				
14	3,072	48	1,337	40	1,263	43
15	195	13	108	13	87	11
16	1,292	28	872	20		
17	1,442	37				
18	2,208	37	1,487	30	767	30
19	984	32				
20	3,435	40	2,805	36	1,993	35
21	1,239	29	697	19	331	19
22	531	15	475	13	331	9
23	398	22				
31	277	37				
32	509	33				
33	185	25				
34	703	45				
35	268	32				
41	1,228	43				
42	1,248	34				
51	1,057	44	540	33	265	31
52	5,734	47	3,810	34	3,234	31
53	1,359	52	689	45	275	34
54	854	39	633	40	299	29
55	479	22	223	14	210	14
56	638	21	737	23	482	15
57	646	16	271	9	170	9

Fall 2016 Boardings by Route						
Route	Weekday		Saturday		Sunday	
	Boardings	Pass/Hr	Boardings	Pass/Hr	Boardings	Pass/Hr
58	741	27	489	26	384	22
59	2,058	26	753	32	509	22
60	2,966	39	1,664	41	1,036	36
61	2,309	31	945	26	701	20
62	830	27	501	22	279	17
63	815	49				
64	336	32				
65	258	15	95	8	60	10
66	1,426	23	504	32	338	21
68	1,327	27	788	27	475	17
72	1,306	28	1,154	24	550	21
78	118	15				
79	118	15				
80	4,258	34	3,234	30	2,565	26
81	1,448	27				
82	1,009	22	222	10	89	8
83	168	13	86	9	46	10
84	1,011	31				
85	147	32				
86	138	30				
87	1,391	31	924	18	468	15
88	90	16	60	11	24	10
89	475	21				
90	1,463	31	841	19	492	20
159	767	19				
185	1,122	23				
320	591	12	325	10	233	7
330	430	19				
370	140	10				
400	195	9	55	8	48	7
401	152	13				
402	76	8				
ALD	3,736	125	4,949	283	2,049	117
WS	2,697	128				
Total	96,032	37	50,492	35	30,446	29

Part G: Weekday Boardings by Year

Weekday Fall Boardings by Route			
Route	2014	2015	2016
1	12,013	10,800	10,453
2	2,633	2,910	2,851
4	2,531	2,419	2,680
5	125	163	148
6	616	653	692
7	5,228	5,459	5,198
9	2,449	2,335	2,342
10	6,493	5,530	5,456
11	113	115	113
14	3,754	3,246	3,072
15	223	207	195
16	1,433	1,069	1,292
17	1,361	1,448	1,442
18	2,233	2,402	2,208
19	1,154	928	984
20	3,428	3,557	3,435
21	1,275	1,194	1,239
22	467	405	531
23	384	402	398
31	305	243	277
32	490	522	509
33	190	195	185
34	757	712	703
35	342	287	268
41	1,578	1,316	1,228
42	1,070	1,163	1,248
51	1,041	945	1,057
52	6,269	5,956	5,734
53	1,356	1,167	1,359
54	825	880	854
55	529	493	479
56	625	590	638
57	535	595	646

** 2016/17 annual passenger statistics use Automatic Passenger Counter (APC) data, whereas manual counts were conducted in 2014 and 2015. Some discrepancies are anticipated in the data due to changing data collection methodology.*

Weekday Fall Boardings by Route			
Route	2014	2015	2016
58	741	733	741
59	2,089	1,971	2,058
60	3,556	2,981	2,966
61	2,960	2,660	2,309
62	850	786	830
63	775	867	815
64	354	354	336
65	253	241	258
66	1,363	1,437	1,426
68	1,447	1,251	1,327
72	1,241	1,293	1,306
78	65	78	118
79	117	134	118
80	4,457	4,810	4,258
81	1,420	1,436	1,448
82	1,083	1,013	1,009
83	176	193	168
84	1,199	1,189	1,011
85	185	152	147
86	140	120	138
87	1,320	1,411	1,391
88	78	85	90
89	411	433	475
90	1,372	1,371	1,463
159	906	806	767
185	1,346	1,302	1,122
320	584	604	591
330	496	511	430
370	151	173	140
400	192	180	195
401	129	106	152
402	61	49	76
ALD	1,815	3,738	3,736
WS	2,026	2,648	2,697
Total	99,183	97,414	96,032

** 2016/17 annual passenger statistics use Automatic Passenger Counter (APC) data, whereas manual counts were conducted in 2014 and 2015. Some discrepancies are anticipated in the data due to changing data collection methodology.*

Part H: Daily Bus Terminal Activity

Daily Weekday Bus Terminal Activity - Fall 2016			
Terminal	On	Off	Total
Bridge	8,384	7,990	16,374
Scotia Square	5,751	6,350	12,101
Mumford	5,094	4,609	9,703
Lacewood	2,069	1,895	3,964
Portland Hills	1,405	1,389	2,794
Alderney (Bus Only)	1,561	1,027	2,588
Micmac	1,172	1,152	2,323
Highfield	1,307	1,016	2,322
Penhorn	1,049	988	2,037
Cobequid	956	891	1,847
Sackville	916	860	1,776
Water St (Bus Only)	826	443	1,268
Woodside (Bus Only)	278	222	500

Daily Saturday Bus Terminal Activity - Fall 2016			
Terminal	On	Off	Total
Mumford	3,179	2,778	5,957
Bridge	2,667	2,853	5,520
Scotia Square	2,379	2,458	4,837
Lacewood	1,079	984	2,063
Micmac	966	945	1,911
Alderney (Bus Only)	909	679	1,588
Highfield	749	581	1,330
Penhorn	522	505	1,027
Portland Hills	407	438	845
Water St (Bus Only)	448	291	739
Cobequid	341	316	657
Sackville	160	162	322
Woodside (Bus Only)	17	13	30

Daily Sunday Bus Terminal Activity - Fall 2016			
Terminal	On	Off	Total
Mumford	1,801	1,629	3,430
Bridge	1,429	1,422	2,851
Scotia Square	1,346	1,411	2,757
Micmac	435	395	830
Lacewood	442	370	812
Alderney (Bus Only)	451	301	752
Penhorn	322	290	612
Highfield	275	228	503
Portland Hills	246	255	501
Water St (Bus Only)	231	126	357
Cobequid	168	165	333
Sackville	98	105	203
Woodside (Bus Only)	3	2	5

Part I: Daily Weekday Park & Ride Usage

Daily Weekday Park & Ride Lot Usage			
Location	Daily Vehicle Usage	Capacity	Usage Rate
Woodside Ferry Terminal	515	515	100%
Sackville Terminal	385	385	100%
Portland Hills Terminal	207	230	90%
Hubley Centre	175	185	95%
Cobequid Terminal	133	145	92%
Alderney Gate	90	110	82%
Fall River	71	90	79%
Porters Lake	58	132	44%
Bridge Terminal	50	50	100%
Sheldrake Lake	48	48	100%
Maybank Field	30	30	100%
Mumford Terminal	30	30	100%
Downsview	26	40	65%
Halifax Exhibition Centre	0	5	0%
Total	1,818	1,995	91%