



P.O. Box 1749  
Halifax, Nova Scotia  
B3J 3A5 Canada

**Information Item 1**  
**Transportation Standing Committee**  
**January 21, 2016**

**TO:** Chair and Members of Transportation Standing Committee

Original Signed

**SUBMITTED BY:** \_\_\_\_\_  
Eddie Robar, Director, Halifax Transit

**DATE:** November 9, 2015

**SUBJECT:** 2015/16 Q2 Halifax Transit KPI Report

**INFORMATION REPORT**

**ORIGIN**

This report originates from the July 3, 2013 TSC Meeting.

MOVED by Councillor Mason, seconded by Councillor Watts, that the Transportation Standing Committee receive a quarterly report and presentation regarding Metro Transit strategic planning and operations.

**LEGISLATIVE AUTHORITY**

There is no Legislative Authority associated with this information report.

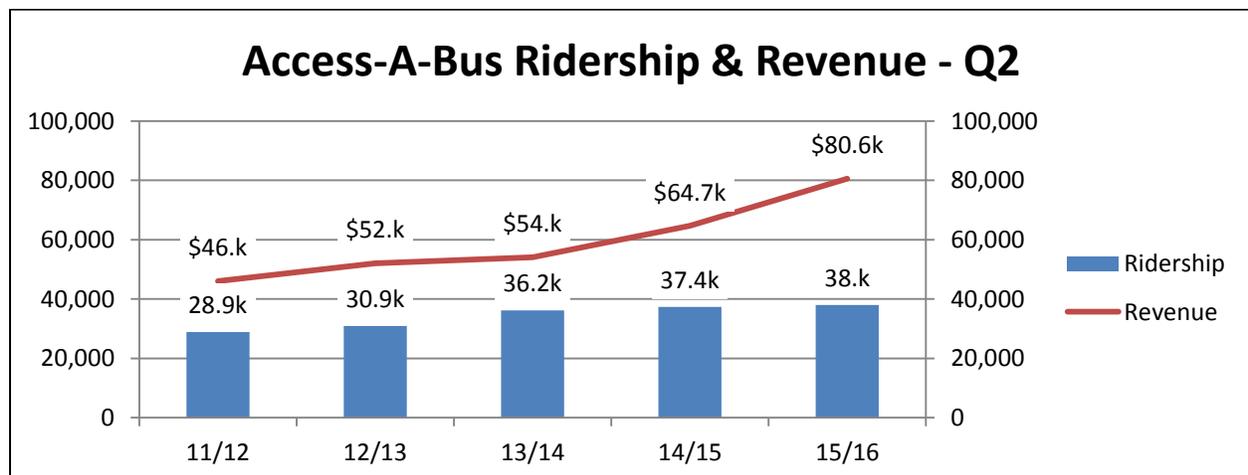
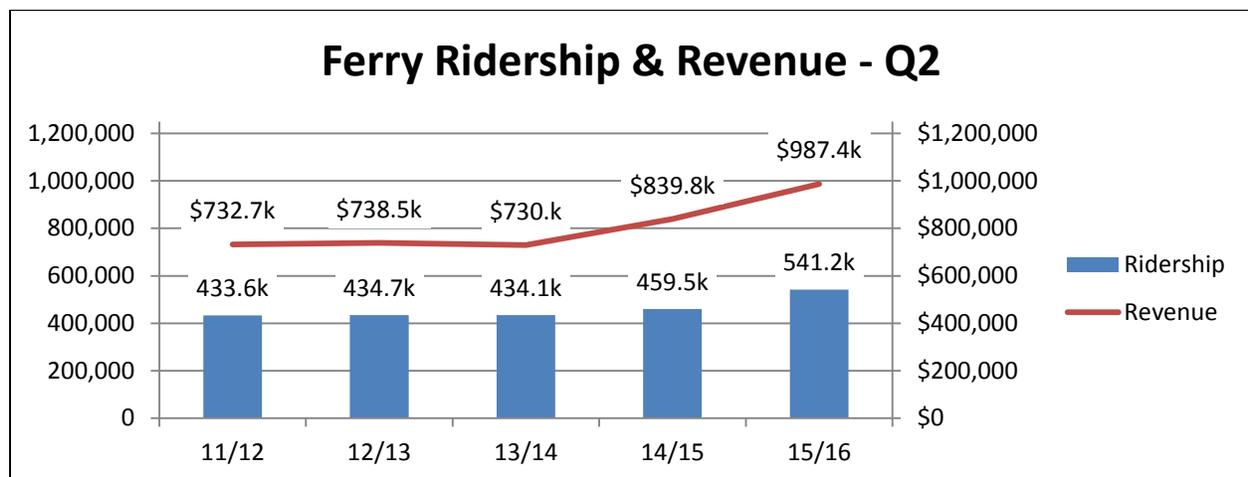
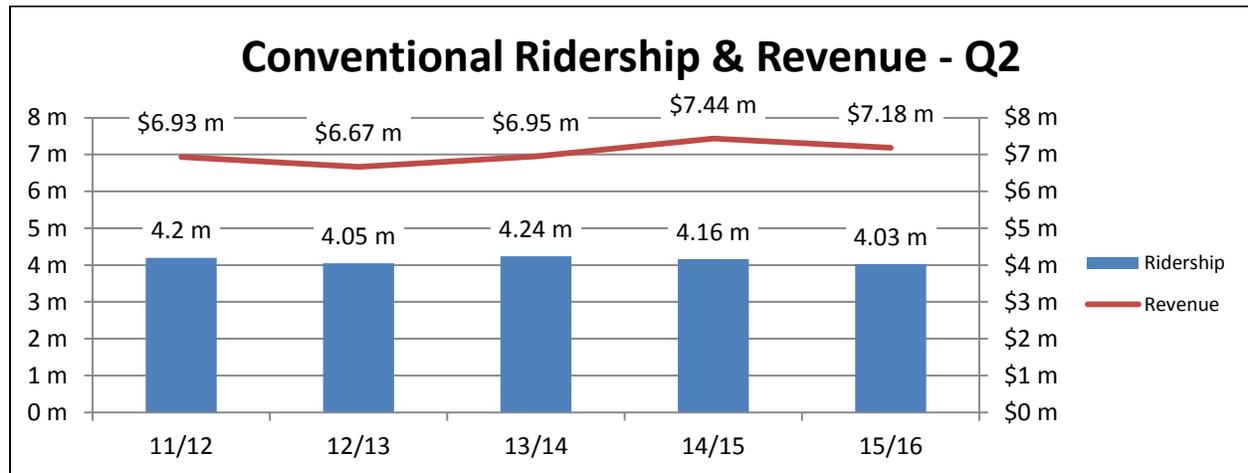
**BACKGROUND**

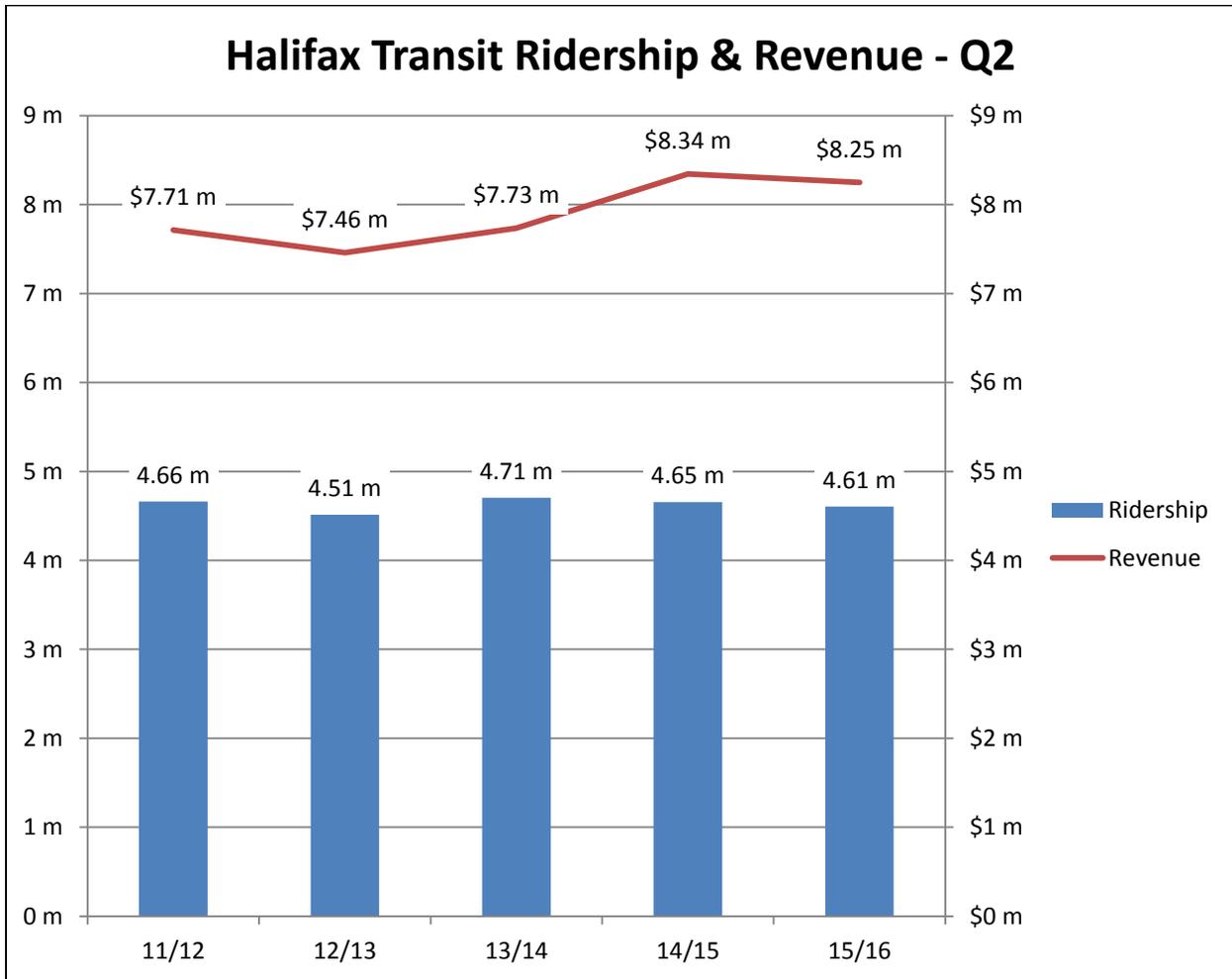
Halifax Transit tracks several Key Performance Indicators on a monthly basis and annual basis. These include measures of revenue, ridership, customer service, service levels, and Access-A-Bus service details. Due to the absence of a fully functioning AVL system, service quality measures, such as on time performance cannot be measured. Updates of ongoing projects are also provided through this report.

**DISCUSSION**

**Revenue and Ridership – Q2**

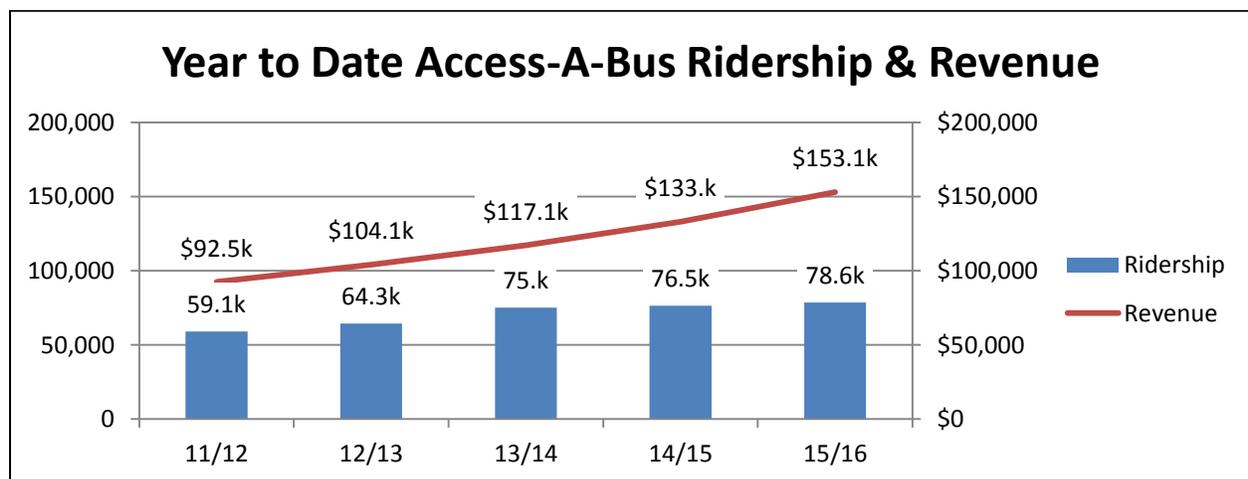
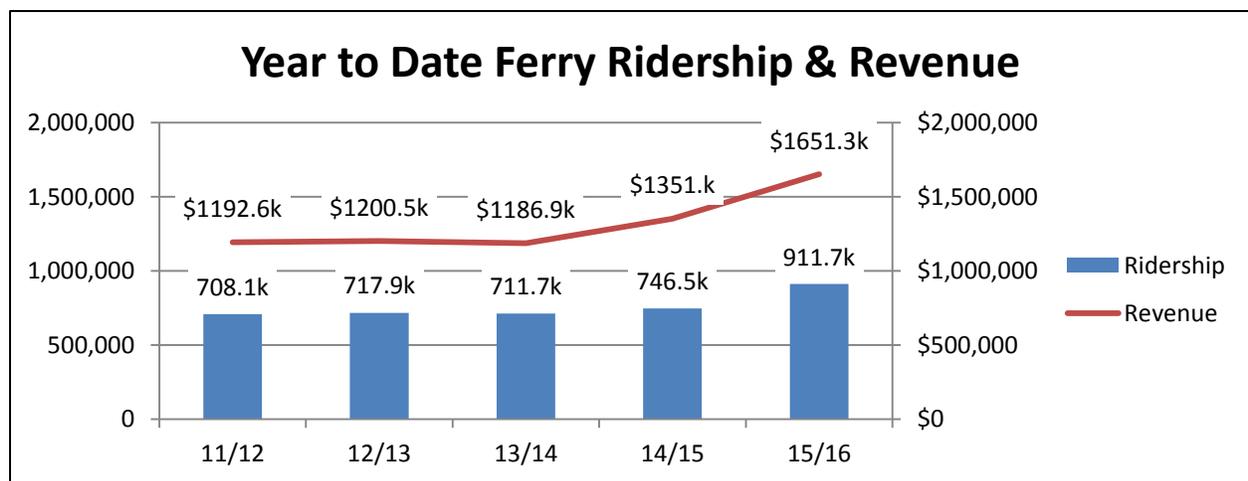
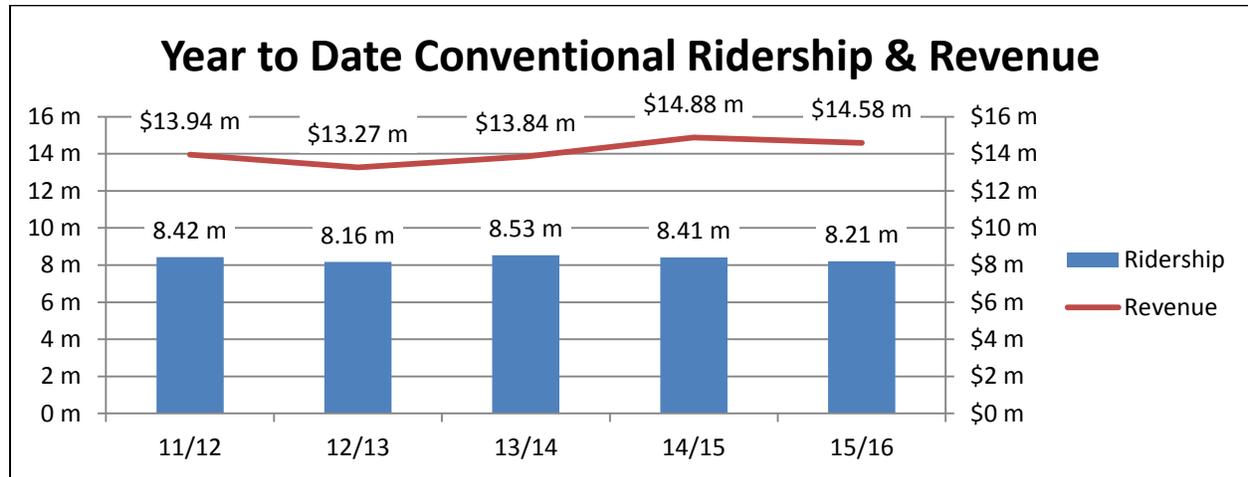
Revenue and ridership measures provide an indication of how well used transit services were during the past quarter in comparison to the same period of the previous year. Ridership figures are calculated based on revenue generated by fare type.

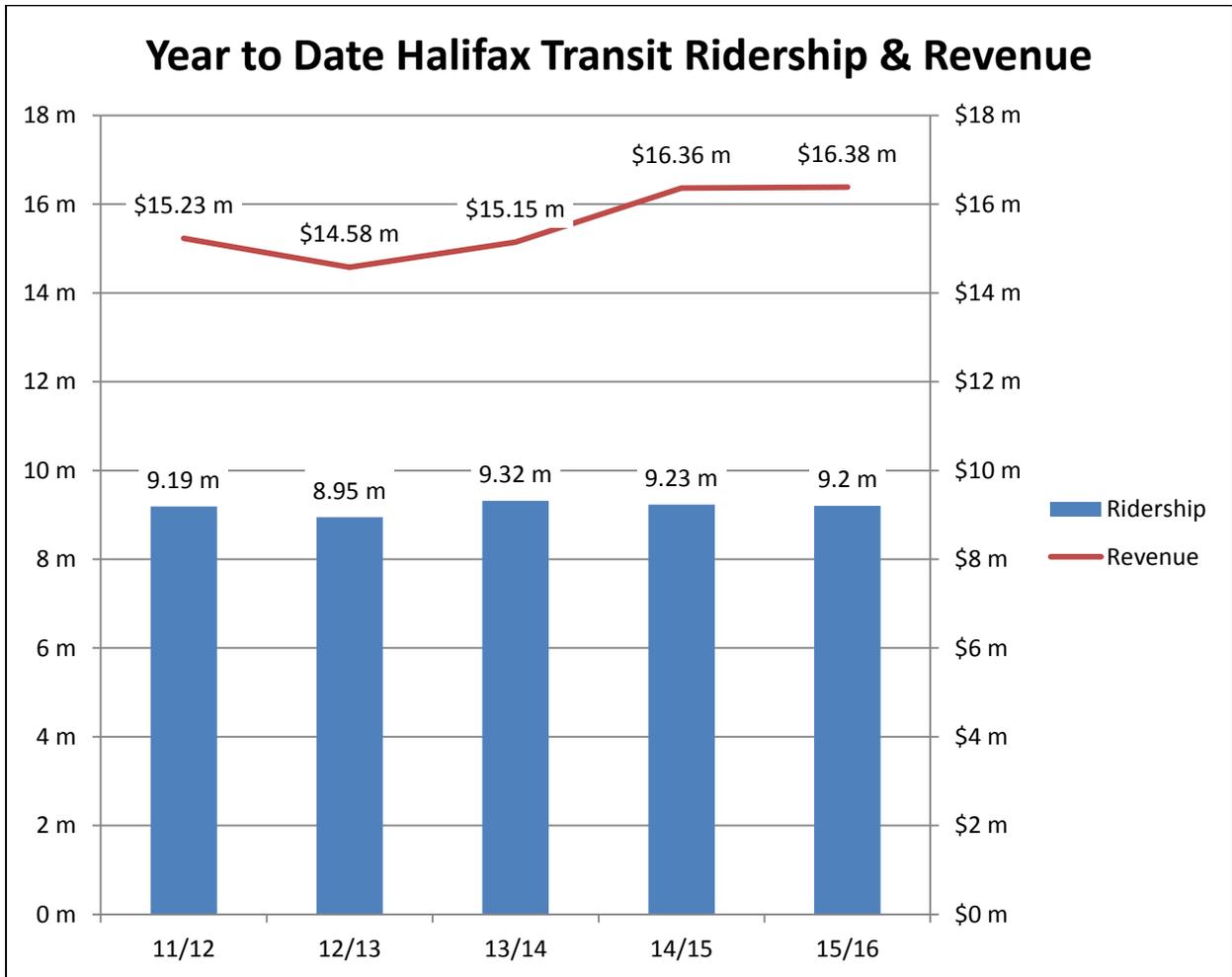




**Revenue and Ridership – 2015/16 Year to Date**

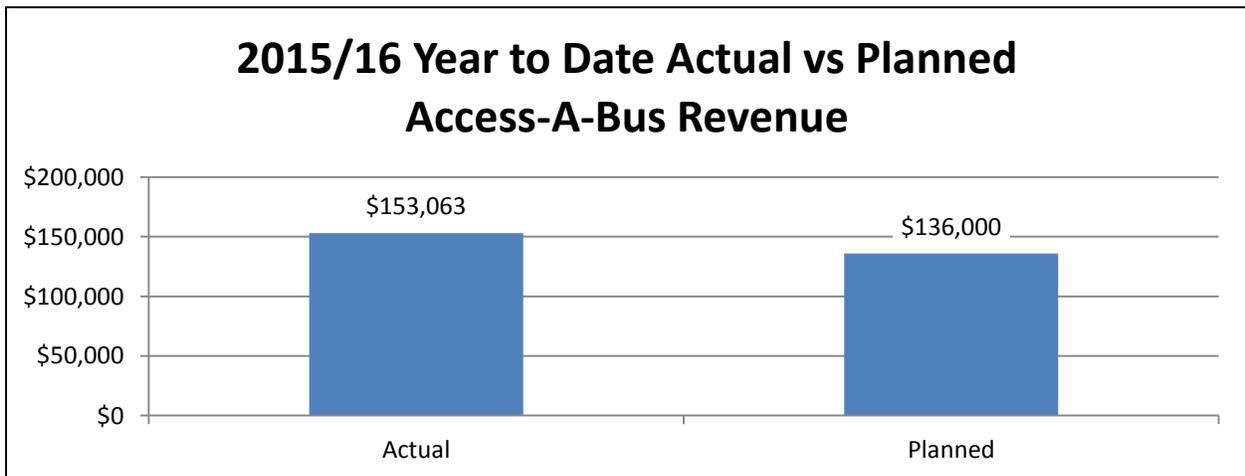
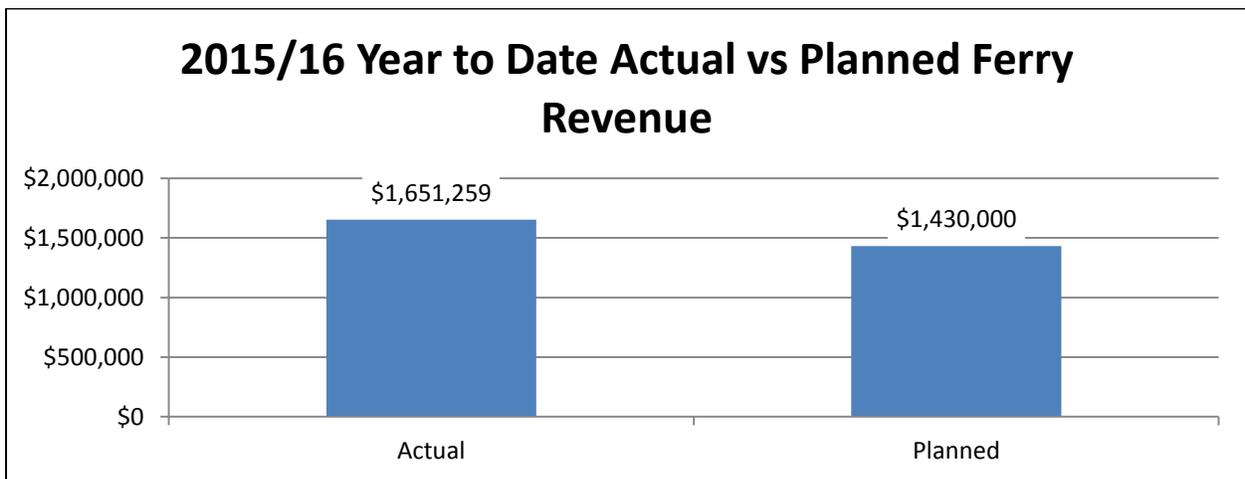
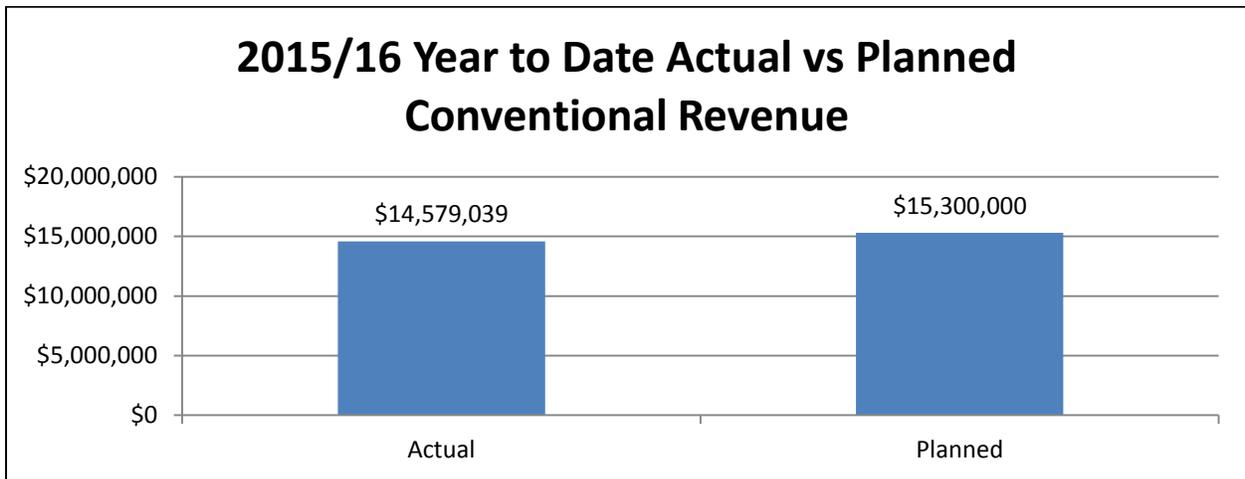
Revenue and ridership measures provide an indication of how well used transit services were during the past quarter in comparison to the same period of the previous year. Ridership figures are calculated based on revenue generated by fare type.

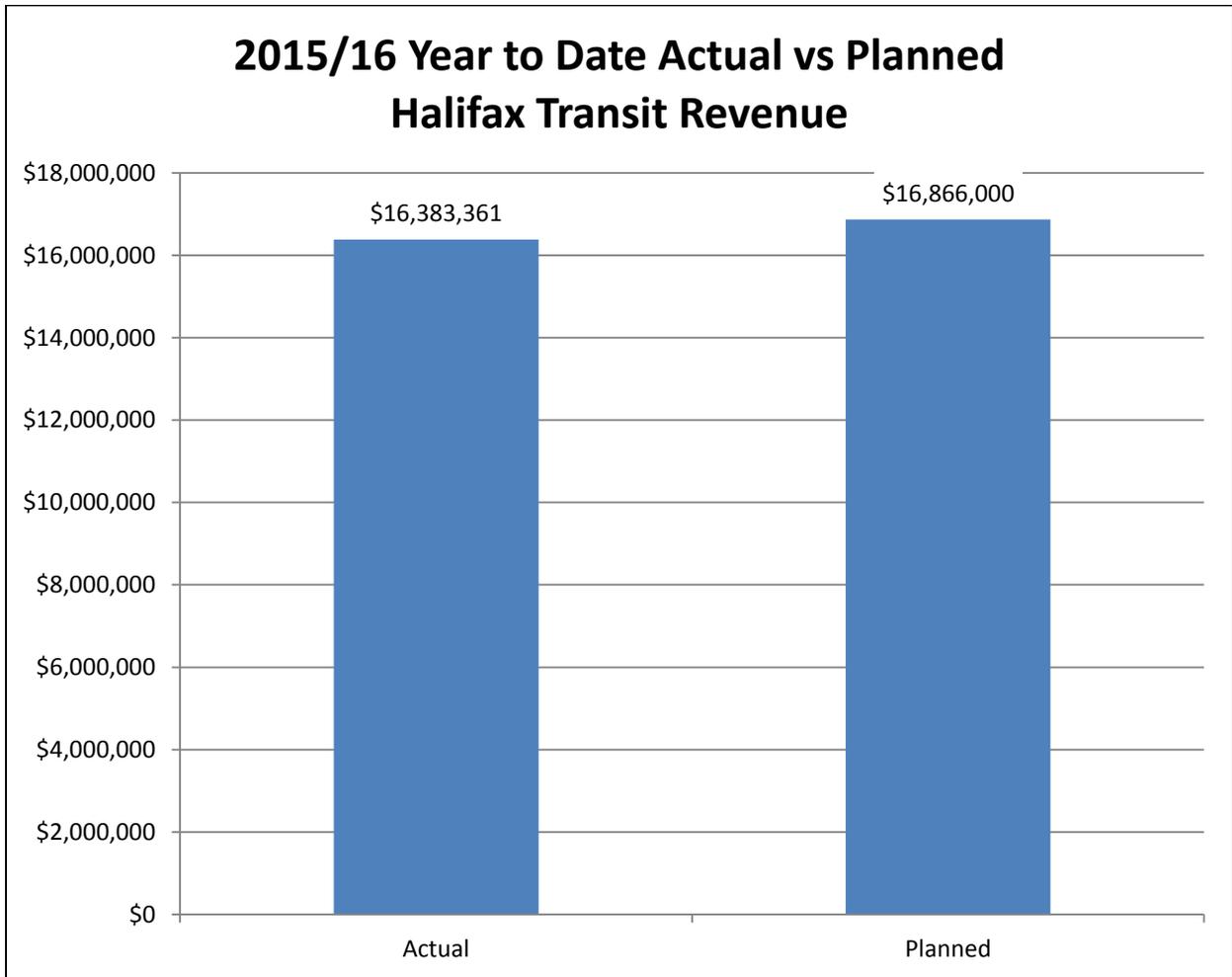




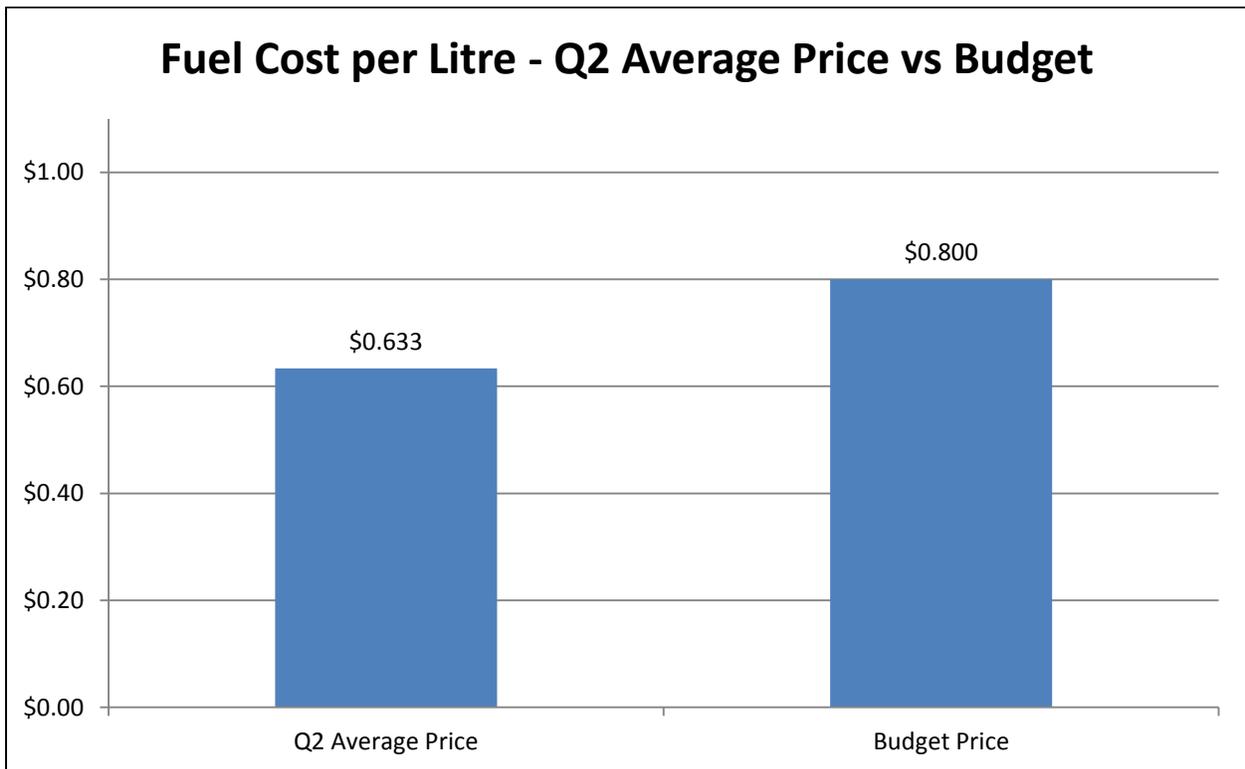
**Revenue – Actual vs. Planned**

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.

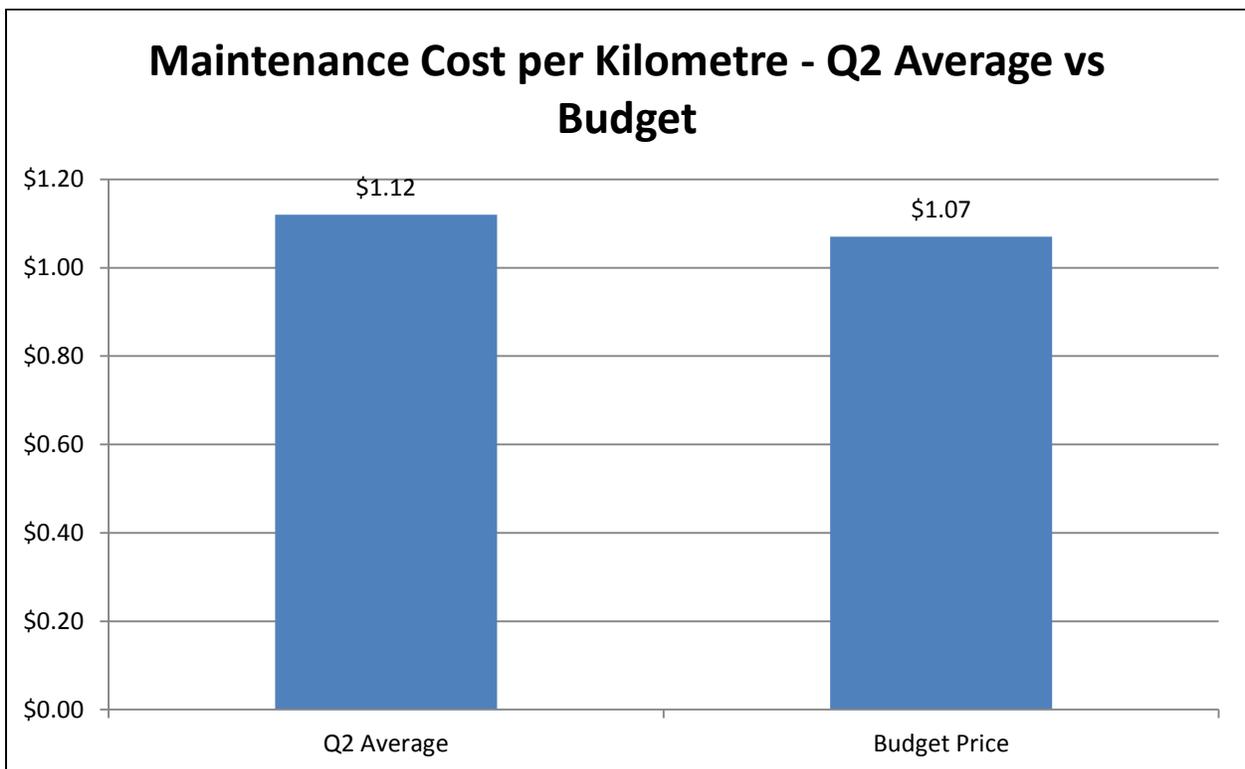




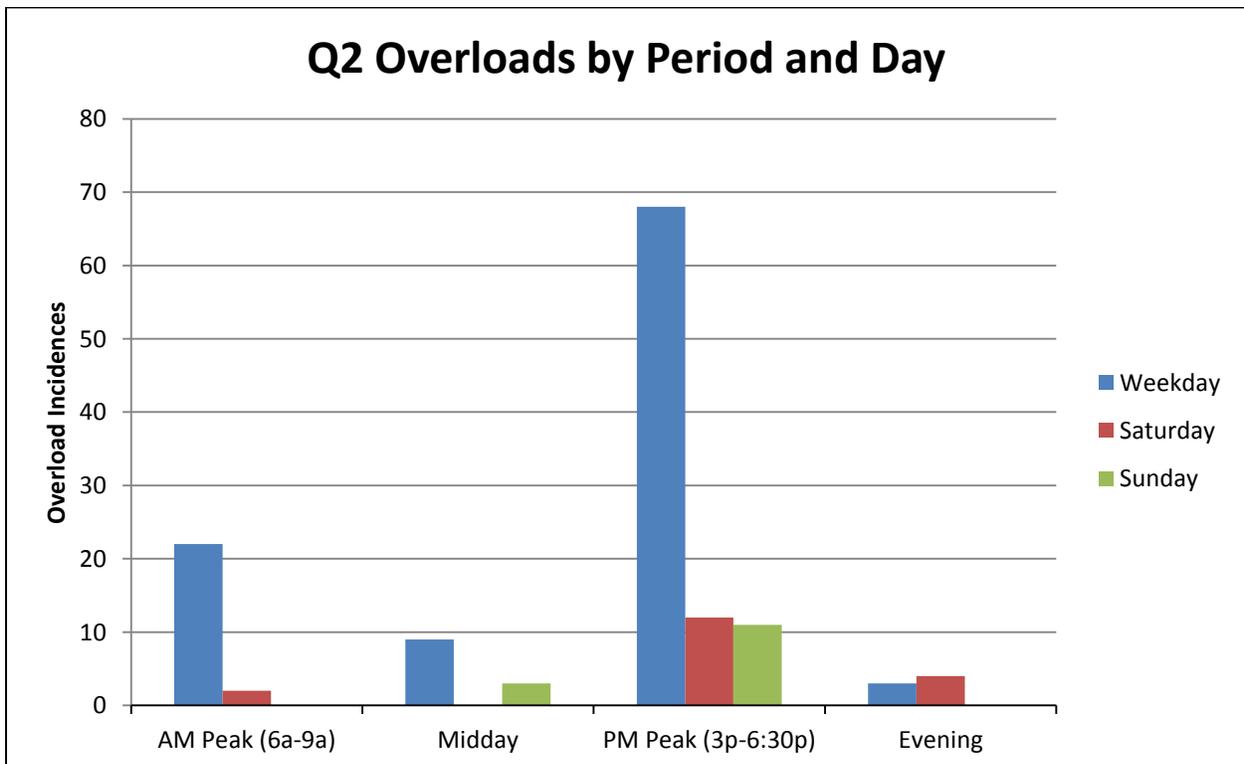
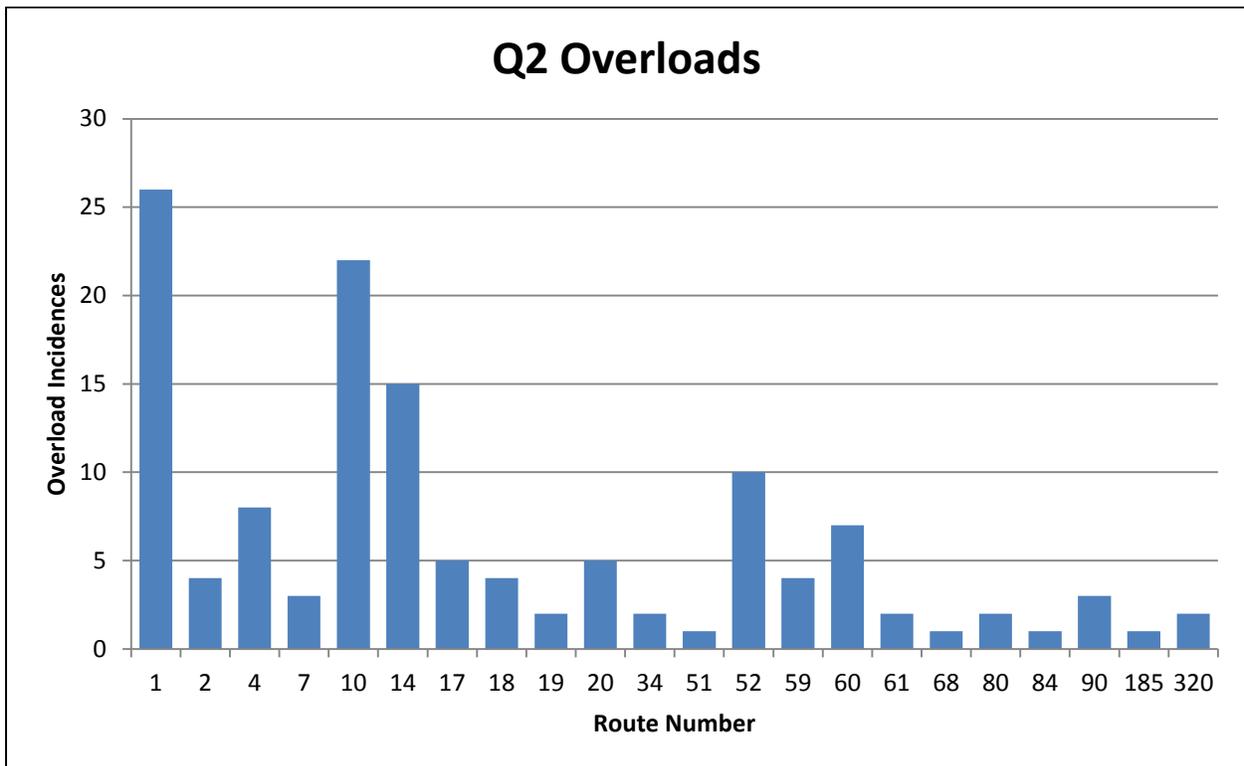
**Fuel Cost – Quarter Average vs Budget**



**Maintenance Cost – Quarter Average vs Budget**



**Reported Overloads**

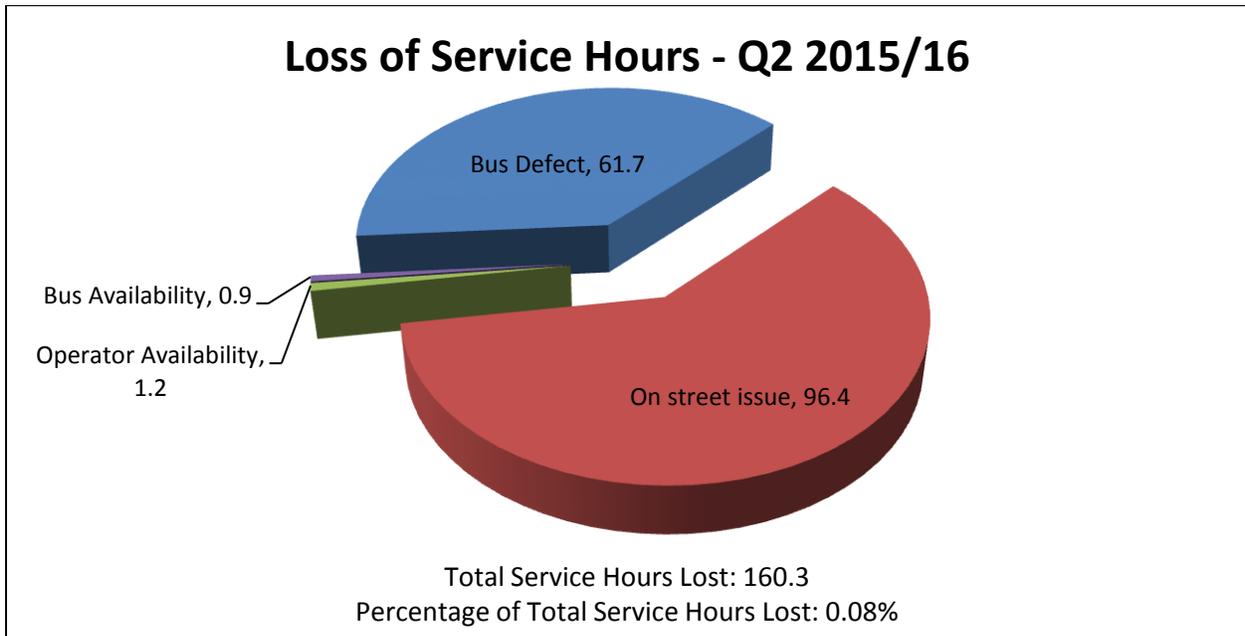


**Service Readiness**

Service readiness is calculated as the percentage of service for which an operator and vehicle is available to provide the service at the scheduled time. Service readiness for Q2 was 99.95%.

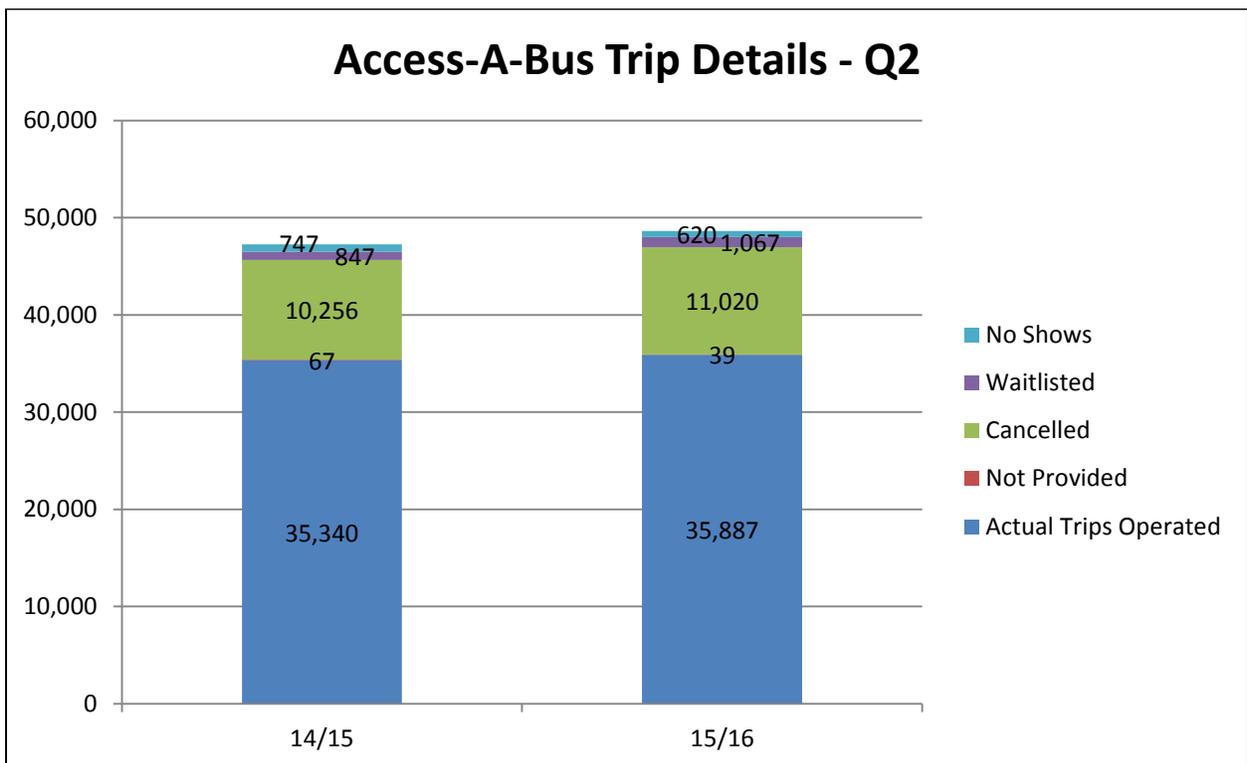
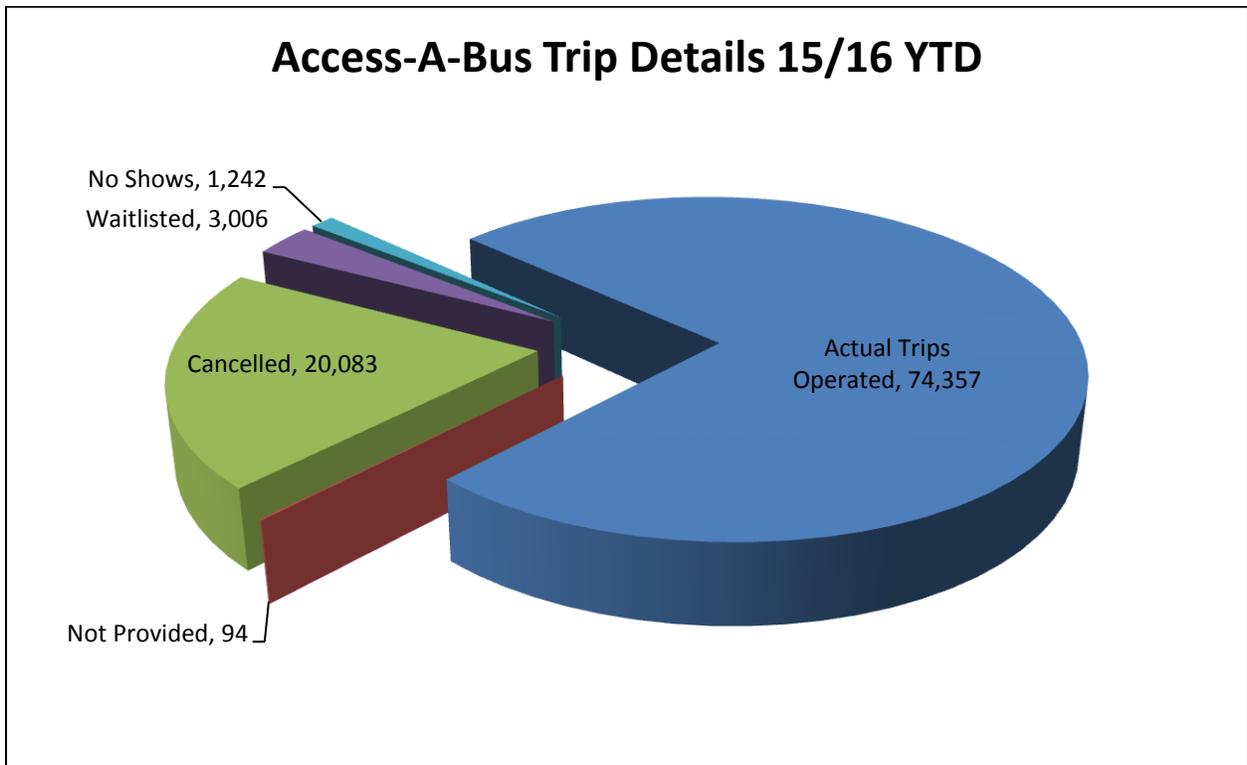
**Lost Service**

The following chart represents conventional service that was not provided as scheduled due to on street issues, bus defects, bus availability or operator availability.



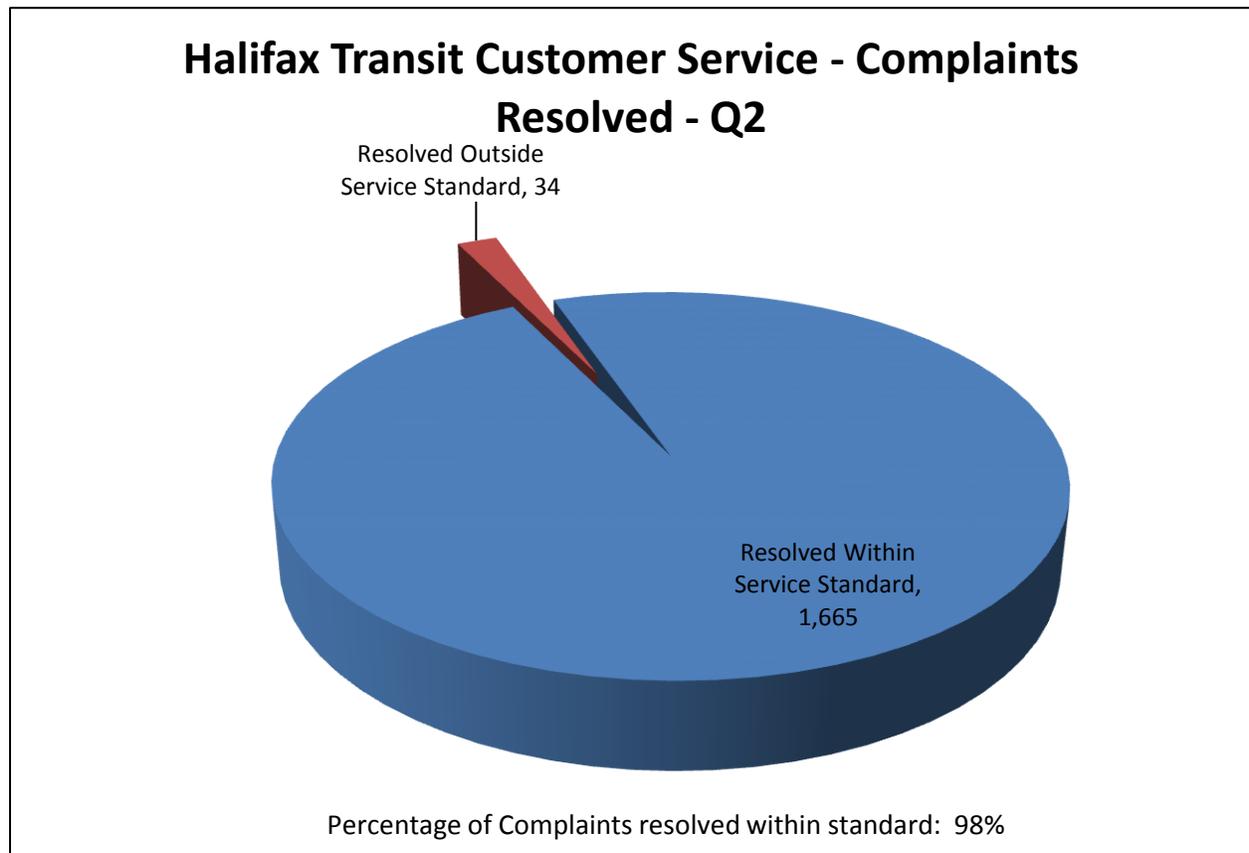
**Access-A-Bus Trip Details**

Access-A-Bus trip details are tracked monthly to provide an indication of efficiency in Access-A-Bus usage and booking.



**Customer Service – All Services**

Customer service statistics are measured monthly using the Hansen Customer Relationship Management tool along with Crystal Reports. Complaints are divided into two categories, those resolved within service standard and those resolved outside service standard, Halifax Transit aims to have 90% of complaints addressed within service standard.



## **Projects**

### **The Moving Forward Together Plan**

Revisions to the Moving Forward Together Plan are nearing completion. These revisions are based on the public consultation that took place from February to April 2015. It is anticipated that the final plan will be brought forward in early 2016.

### **Halifax Transit Technology Project**

The Halifax Transit project team is working with the vendor to complete an internal mini fleet test. The mini fleet test included installing the new CAD AVL (computer aided dispatch/automated vehicle location) system on 12 transit buses. The purpose of this testing is to verify the operational aspects of the system. The systems were installed in November 2015, and the testing will last approximately two months. After successful completion of the mini fleet testing, full fleet installation can begin. This is tentatively scheduled to start in the fourth quarter of 2015/16. Pending the success of the mini fleet testing, and optimal scheduling of bus installations, phase 1 of the replacement AVL project will tentatively be released to the public in the second quarter of 2016/17. Phase 1 will include the operational aspects of the system as well as some public interface solutions, while phase 2 will include remaining public interface solutions, head sign integration, passenger counters and stop announcements. Phase 2 is tentatively scheduled to be released in the fourth quarter of 2016/17.

Halifax Transit is also currently in the process of procuring a fare management solution. The installation of new fare management technology is anticipated to commence following the completion of the CAD/AVL project.

### **Future Quarterly Reports**

The Halifax Transit Technology Project is now entering the testing phase and data collection processes are being refined. Based on initial observations, the new sources of data are not consistent with current methods of manual data collection. During the implementation of the CAD AVL project, a number of metrics in the quarterly report cannot be provided in a meaningful way. As such, in the interim, effective with the upcoming Q3 report, quarterly reports will continue to provide ridership and revenue information, along with fuel and maintenance costs, but will exclude metrics on loss of service, service readiness and overloads. Access-A-Bus data collection has remained unaffected, and complete reporting of these services will continue.

## **FINANCIAL IMPLICATIONS**

None

## **COMMUNITY ENGAGEMENT**

Community engagement was not required as this report is only providing information to the Transportation Standing Committee.

## **ATTACHMENTS**

None

---

A copy of this report can be obtained online at <http://www.halifax.ca/commcoun/index.php> then choose the appropriate Community Council and meeting date, or by contacting the Office of the Municipal Clerk at 490-4210, or Fax 490-4208.

Report Prepared by: Colin Redding, Transit Planning Technician, 490-6632  
Anthony Grace, Transit Planning Technician, 490-2006

Original Signed

Report Approved by: \_\_\_\_\_  
Patricia Hughes, MCIP, LPP, Acting Manager, Planning & Scheduling, 490-6287

---