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Item No. 12.1.2
Transportation Standing Committee
October 25, 2018

TO: Chair and Members of Transportation Standing Committee

SUBMITTED BY: **Original Signed**

Dave Reage, MCIP, LPP, Director, Halifax Transit

Original Signed

Jacques Dubé, Chief Administrative Officer

DATE: August 15, 2018

SUBJECT: **2018/19 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 2018/19 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 – Phase 1 of the Department of Community Services Transit Pass Pilot Program launched in June 2018, and Phase 2 rolled out in July and August. Each transit pass recipient will be provided a personalized, photo ID bus pass, valid until June 1, 2019. It's expected that over 16,500 Nova Scotians will be eligible to participate in the new pilot project and Halifax Transit anticipates an increase in ridership as the program rolls out. At time of writing, 6,200 passes have been issued. The new pilot project removes current administrative requirements to access monthly transportation allowances and reduce barriers to transit access.

Online Engagement Portal

In February 2018, Regional Council provided direction for Halifax Transit to work with Corporate Communications to create an online advisory hub as an ongoing method of public engagement. This online engagement will feature regular surveys and feedback mechanisms, and will be complemented with in-person consultation to be more inclusive.

The hub, called *Talk Transit*, will launch in October 2018, with an initial survey related to fare categories. Engagement results, including the numbers of surveys completed, demographic information, and survey results, will be presented in future quarterly reports.

Low Income Transit Pass Program (LITP)

As of June 2018, the program is at capacity, with all remaining applicants from the waitlist participating in the program. During the first quarter, an average of 69% of the 1000 total participants purchased a pass. The remaining inactive participants will continue to be evaluated and removed from the program if remaining inactive for six months.

Month	Passes purchased	Inactive participants removed from the program	Applicants remaining on waitlist
July 2017	668/1000		
August 2017	736/1000		
September 2017	717/1000		
October 2017	736/1000		
November 2017	725/1000		
December 2017	698/1000	119	n/a
January 2018	700/1000	10	n/a
February 2018	668/1000	32	n/a
March 2018	680/1000	20	n/a
April 2018	674/1000	28	24
May 2018	706/1000	24	0
June 2018	690/1000	0	0

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 2018/19, the Halifax Transit Technology Program continued to focus on the delivery of three concurrent projects: Fixed Route Planning, Scheduling & Operations; Fare Management; and Paratransit.

The Fixed Route Planning, Scheduling & Operations project team continued with the project design phase, developing timelines, validating business requirements, and investigating business processes.

The Fare Management project team worked with the vendor of the solution to complete the preliminary design review (PDR) and statement of work (SOW) for the Fare Management project. The Fare Management project team is now able to shift their focus to completing the final design review (FDR) of the solution and is preparing for factory acceptance testing (FAT) to be completed in Q3 on-site with the vendor.

The Paratransit project team began work on the second phase of the Paratransit project – the addition of mobile data computers (MDCs) to all Access-A-Bus vehicles. MDCs in all Access-A-Bus vehicles will provide real-time updates to operator manifests and turn-by-turn directions to Operators greatly improving the efficiency of the Access-A-Bus service. Requirements were gathered by the Paratransit project team from key business stakeholders to be included in an RFP being prepared for Q2.

A Safe and Accessible Network	
Business Plan Deliverable	**Status**
Access-A-Bus Review Implementation	In Progress
Accessible transit Vehicle Procurement Service Plan	In Progress
Bus Stop Accessibility & Improvement	In Progress
Fare Management Solution – Begin Implementation	In Progress
Fixed Route Planning, Scheduling, and Operations – Begin Implementation	In Progress

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 – In the first quarter, preparations continued for the third phase of the *Moving Forward Together Plan,* which was implemented August 20, 2018. This phase primarily included changes to routes in Clayton Park, Fairview, Rockingham Timberlea and Tantallon, including the introduction of three new corridor routes, five new express routes, and a number of changes to local and rural routes. Staff were onsite the day of the change to answer questions and help passengers navigate the new network.
The detailed design of transit priority corridors on Bayers Road closed in April 2018. Public engagement on the detailed design of the Gottingen Street Transit Priority Corridor took place in May 2018.

Work on the Mumford Terminal Opportunities Assessment and the Bus Rapid Transit Study is anticipated for completion in Fall 2018. In August 2018, Halifax Regional Council directed staff to implement the northbound, peak only transit lane on Gottingen Street. It is anticipated this work will be completed in Fall 2018.

Interconnected and Strategic Growth	
Business Plan Deliverable	**Status**
Moving Forward Together Plan Year 3 Implementation	In Progress
Mumford Terminal Site Recommendation	In Progress
Wrights Cove Terminal	In Progress
Transit Priority Measures Study/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 – Tender for the detailed design of the Woodside Ferry Terminal Recapitalization was issued in July 2018. Design work will be initiated upon award. Work on the final replacement ferry, "Rita Joe" was completed and the vessel was delivered in late September.

A Well Maintained Transportation Network	
Business Plan Deliverable	**Status**
Ferry Replacement	Complete
Woodside Ferry Terminal Renovation	Pending

Service Adjustments

Effective August 20, 2018, a number of service changes were implemented as described in the Halifax Transit Annual Service Plan and the Interconnected and Strategic Growth section above.

August 20, 2018 – Additional Service Adjustments

In addition to changes identified in the Annual Service Plan related to the *Moving Forward Together Plan* implementation, the following minor service adjustments were also undertaken:

- Route 22 Armdale had schedule adjustments as part of the overall Lacewood Terminal route adjustments. Route 1 Spring Garden was modified to include a weekday peak detour via Roslyn Road to Mumford Terminal. All trips, beginning with the 2:55 PM trip from the Bridge Terminal and ending with the 5:55 PM trip, will use Roslyn Road instead of Bayers Road, when travelling to Mumford Terminal.
- Service maintenance was performed on routes 9 Herring Cove and 29 Barrington.
- Route 3 Crosstown routing was amended for operational efficiencies.
    - Similar to the existing Route 52 Crosstown, routing along Joseph Howe Drive will be maintained and will not service Scot Street, nor the Bayers Road Centre on Desmond Avenue, as was originally outlined in the *Moving Forward Together Plan.*

Performance Measures

Please see Attachment B, *Halifax Transit 2018/19 Q1 Performance Measures Report* for performance measures and detailed route level statistics. Comparisons to previous years will begin once comparable historical data becomes available, to show relative increase/decrease. There may be a gap in some cases for several quarters.

Q1 Highlights:

- System wide On-Time Performance this quarter was 80%, improving 3% over last year.
- Boardings by route are reported for weekdays, Saturdays, and Sundays. The average daily passenger counts this quarter were 88,392, 50,355 and 33,764 respectively.
- Departure Line call volumes this quarter reported over 5200 passengers called the departure line, on a typical weekday.
- Overall boardings increased 7% this quarter over last year, while revenue increased 4.2%.
- Access-A-Bus trips increased 7.8%, while the number of waitlisted clients decreased 14%.
- This quarter 96% of customer feedback was resolved within service standards.
- The average fuel cost this quarter was 80 cents/litre, 14 cents/litre higher than the budgeted cost.
- The mean distance between failures for conventional transit services this quarter was 7,364 km.
- The mean distance between service calls for conventional was 3,756 kilometers which is an 8% improvement in comparison to the first quarter 2017. The mean distance between service calls for Access-a-Bus was 36,280 kilometers.
- The maximum daily number of buses that could not complete their scheduled service due to a mechanical defect was 16, while the daily average was 7.
- Maintenance cost per kilometer was $1.17/km, three cents lower than the budget cost of $1.20/km.

This quarter changes were made to how Halifax Transit defines Mean Distance Between Failure which provides a statistic that is comparable to other transit authorities of similar magnitude in operation, type of services offered, and fleet composition. The statistic which previously showed Revenue vs. Ridership was also changed to present Boardings vs. Ridership. Measuring boardings provides a more accurate measure of how passengers are utilizing the system than ridership as assumptions related to multi-use revenue sources, such as tickets and passes, are removed, and replaced by physical counts. The *Performance Measures Report* provides additional details regarding the changes to these statistics and will continue to evolve as new data becomes available and reporting processes are finalized.

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 2018/19 Business Plan Deliverables
Attachment B: Halifax Transit 2018/19 Q1 Performance Measures Report

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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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Morgan Cox, Transit Planning Technician

Halifax Transit 2018/19 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.	The Trapeze PASS upgrade is completed. Staff are working to reduce the booking requirement from one week in advance to 48 hours. The following phase will look at same day booking. Staff training is on-going. Travel Training is being rolled out in September as a way to improve travel for clients on conventional buses. New eligibility requirements are being discussed with stakeholders. A report to Council is expected in the fall providing an update to the Continuous Service Plan.
Accessible-transit Vehicle Procurement Plan	To improve reliability, reduce maintenance costs and provide expanded service, Halifax Transit will develop a new tender document and procure accessible transit vehicles.	The first delivery of vehicles is anticipated for December 2018. On-road service is expected in early 2019.
Bus Stop Accessibility & Improvement	To improve accessibility, as well as the customer experience, Halifax Transit will be installing accessible landing pads at several bus stops, replacing older bus shelters, partnering with TPW to create a plan to address remaining non-accessible bus stops, and installing benches at bus stops.	The annual bus stop improvement program is ongoing which involves installing new concrete landing pads at bus stops, or replacing existing concrete that has reached the end of its service life. Approximately 60 bus stops will have work completed before the end of October. Work continues to replace existing “end of service life” passenger shelters, install shelters at new locations, and re-deploy shelters from stops that were discontinued by Aug 2018 route changes. There are approximately 35 locations which should be complete by the end of the 2018 construction season. (Oct/Nov 2018)
Fare Management	To increase revenues, increase operator safety, and provide timely data for management decisions, Halifax Transit will begin implementation of a fare management solution. Validating fareboxes, automated transfer hardware, and processing software will be installed.	The project team continues with the project design phase, developing timelines, and validating business requirements.
Fixed Route Planning,	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	The project team continued with the project design phase, developing timelines, and validating business requirements.

Scheduling and Operations	operate more efficiently. The existing solution is not capable of supporting the streamlined existing or new business processes required by Halifax Transit.	
Moving Forward Together Plan Year 3 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*.	On August 20, 2018, the third year of the *Moving Forward Together Plan* implementation was rolled out. It saw changes to 13 routes across the network, with a focus on Fairview/Clayton Park.
Mumford Terminal Site Recommendation	The existing Mumford Terminal is overcapacity and in need of replacement to improve the operations and the customer experience, and to allow for future service expansion. A site recommendation report and preparation of the detailed design tender documentation will be completed.	A preferred concept for the location of the terminal has been identified and this is currently being refined through meetings with the land owner and the consultant. Final concept anticipated to be before Transportation Standing Committee for consideration in Fall 2018.
Wrights Cove Terminal	To enable implementation of the *Moving Forward Together Plan* and improve the connectivity of the Halifax Transit network, Halifax Transit will work to create the detailed design for the new Wrights Cove Terminal.	Tender for detailed design closed in August 2018, award anticipated for October 2018.
Transit Priority Measures Study/ Implementation	To improve the reliability of the transit network, and reduce the impact of traffic congestion on transit service, Halifax Transit will continue to study opportunities and implement transit priority measures.	At the August 14, 2018 meeting of Regional Council, staff were directed to implement a northbound transit only lane on Gottingen Street. It is anticipated this work will be completed in Fall 2018. Detailed design of the Bayers Road Corridor is underway, with an anticipated completion in late fall 2018.
Ferry Replacement	To support sustainable ferry operations into the future, Halifax Transit continues with the Ferry Replacement Project. With a funding contribution from the federal government's Public Transit Infrastructure Fund, 18/19 will see the construction, fit out and certification of the last of five replacement ferries, the Rita Joe.	Work on the final replacement ferry, “Rita Joe” was completed and the vessel was delivered in late September.
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. Halifax Transit will complete the detailed design work required to move forward with these improvements.	Detailed design work for the recapitalization of the Woodside Ferry Terminal has been tendered. It is anticipated this work will be awarded in Fall 2018.

2018/2019 – Q1
Performance Measures Report

HALIFAX
TRANSIT

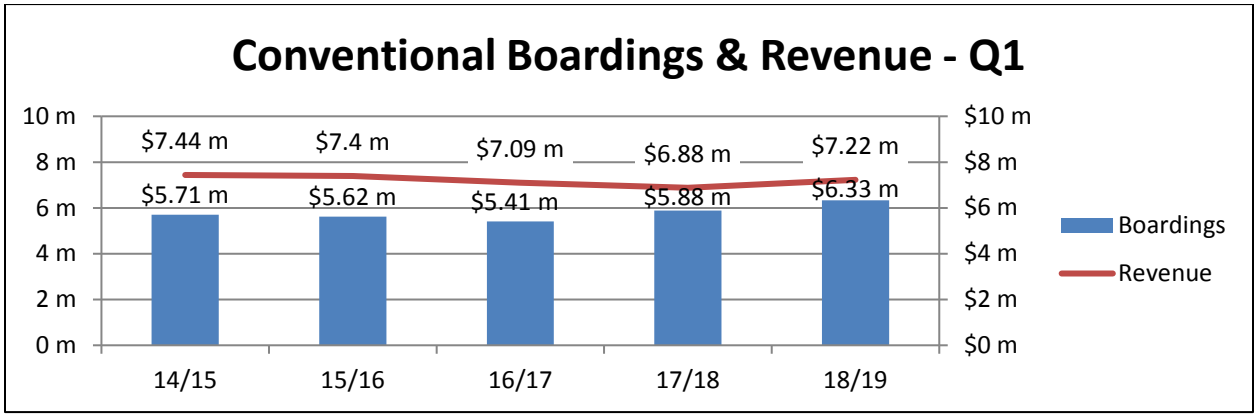
Contents

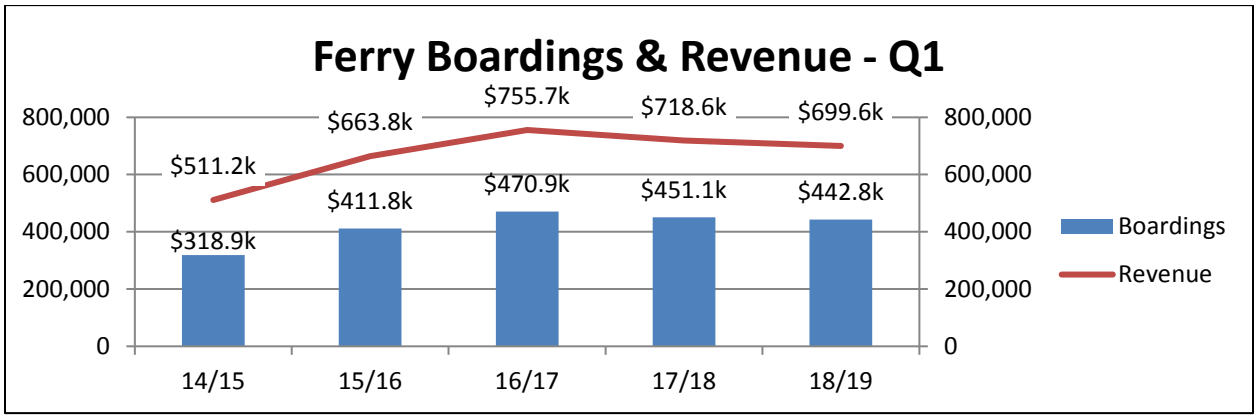
Boardings & Revenue

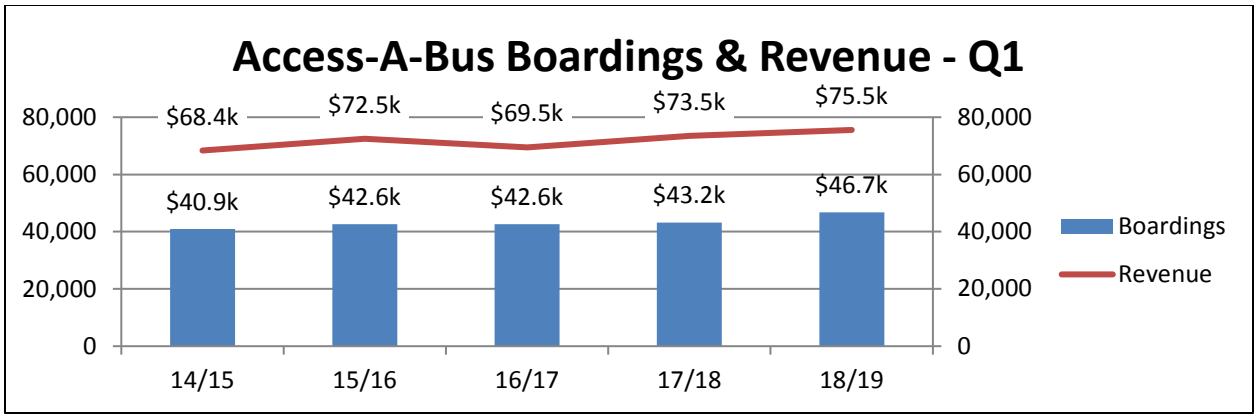
In previous quarters, ridership and revenue were reported to demonstrate how well transit services were used over the quarter, in comparison to the same quarter the previous year. Halifax Transit defines revenue ridership as a measure of how many revenue generating trips were completed, for example, if a trip requires a transfer to reach the final destination it is counted as one rider in the ridership metric, as it only generating revenue on the first boarding. By installing Automatic Passenger Counter (APC) systems throughout the network in the 2017/18 fiscal year, Halifax Transit is now able to track the number of boardings by counting passengers entering the bus at each stop, regardless of revenue source. When a trip requires transfers, the boardings metric would count the same passenger each time they entered a new bus. This method of data collection provides a more accurate measure of how passengers are utilizing the system as assumptions related to multi-use revenue sources, such as tickets and passes, are removed, and replaced by physical counts.

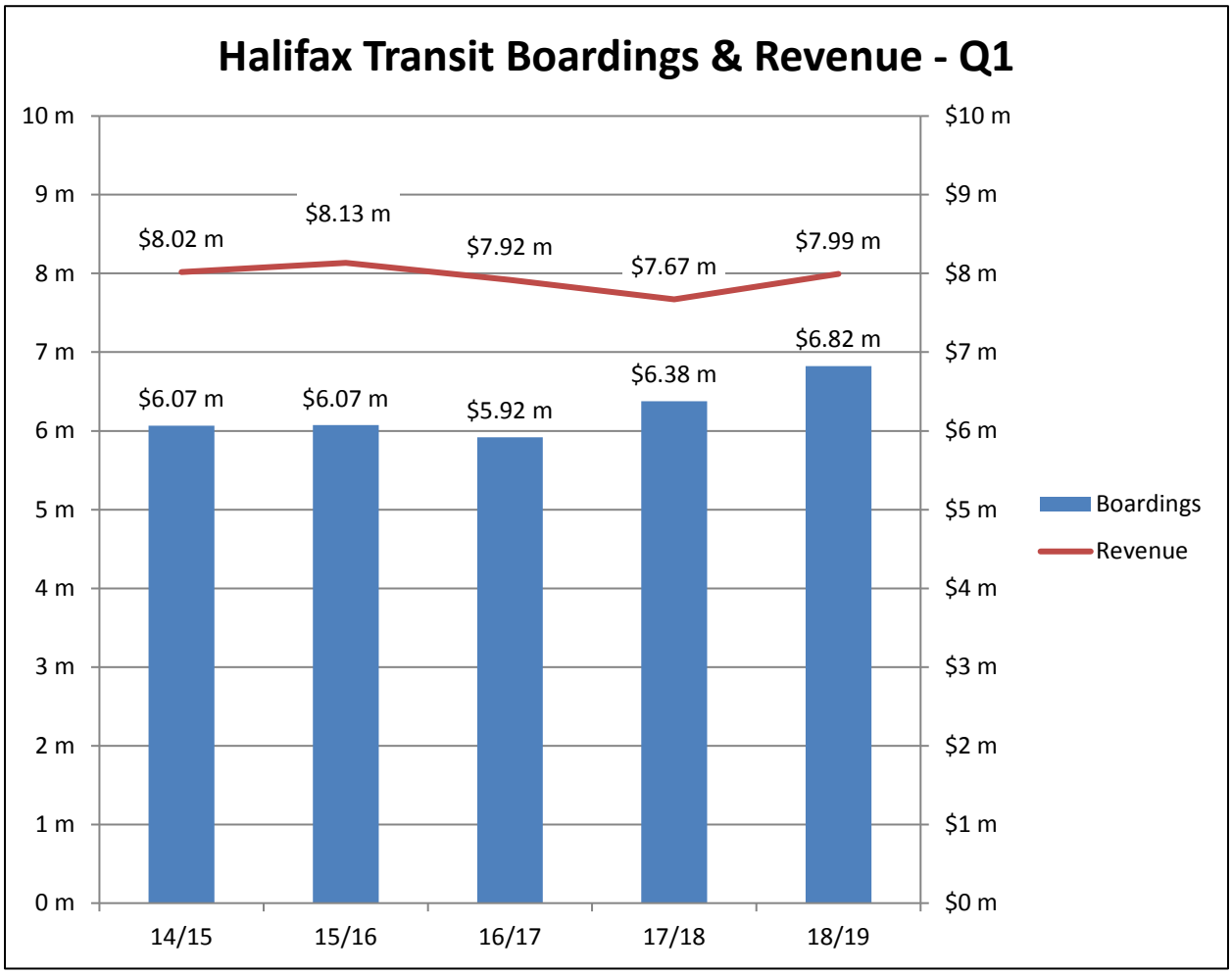
In the first quarter, Conventional boardings increased 7.7% from last year, Ferry boardings decreased 1.8% and Access-A-Bus boardings increased 8.1%. Overall, system wide boardings increased in the first quarter by 7.0% compared to last year. Revenue this quarter increased 4.2% from last year.

Historical Boardings & Revenue



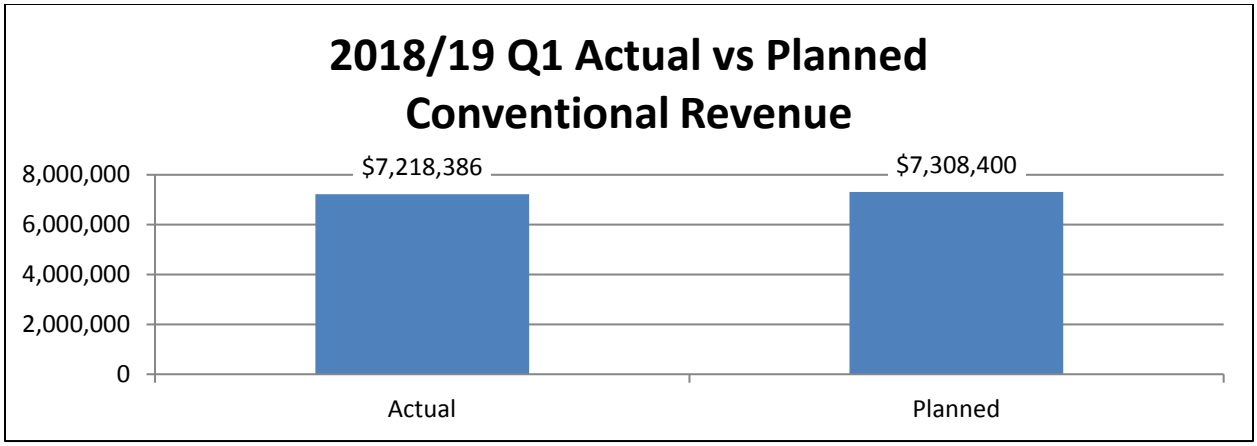


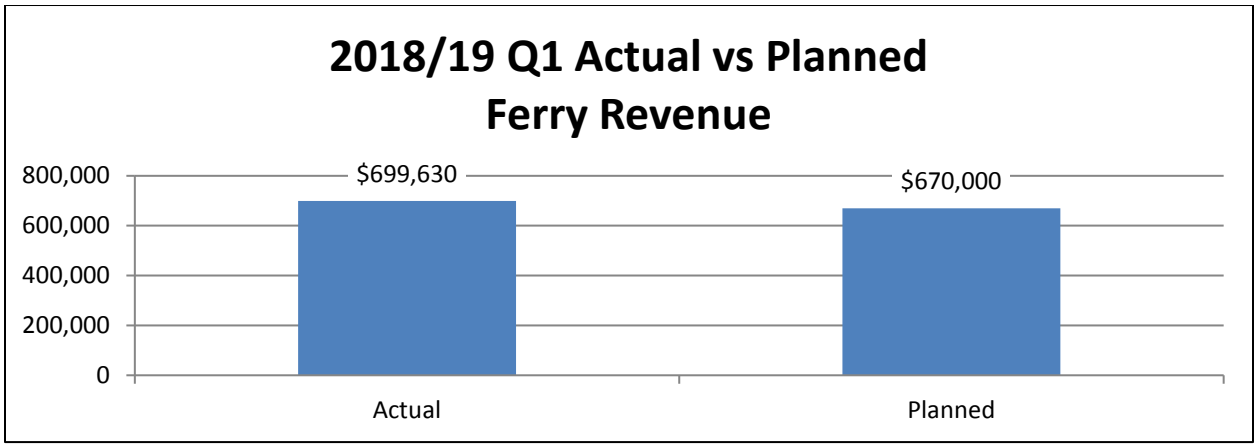

Access-A-Bus Boardings & Revenue - Q1
80,000
60,000
40,000
20,000
0
$68.4k
$72.5k
$69.5k
$73.5k
$75.5k
$40.9k
$42.6k
$42.6k
$43.2k
$46.7k
14/15
15/16
16/17
17/18
18/19
Boardings
Revenue

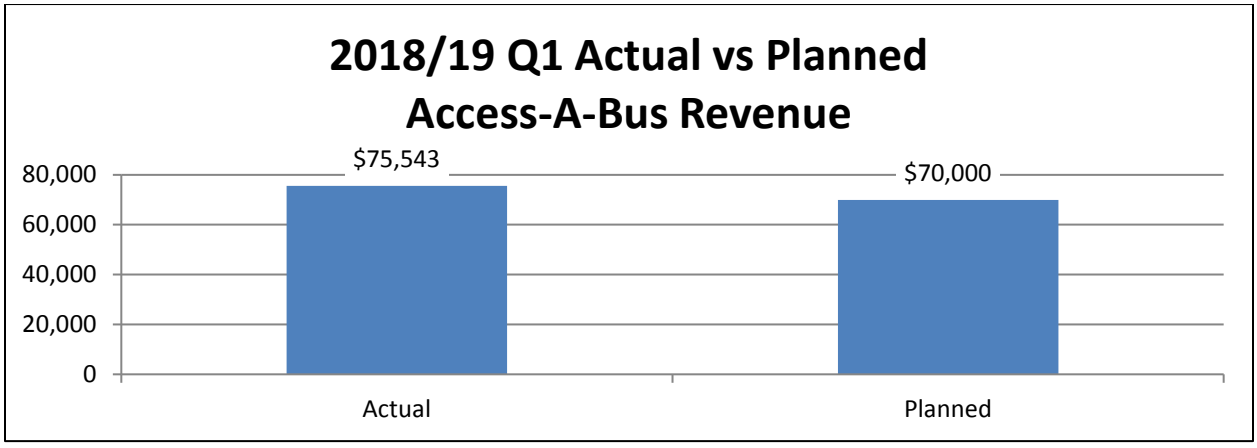

Halifax Transit Boardings & Revenue - Q1
10 m
9 m
8 m
7 m
6 m
5 m
4 m
3 m
2 m
1 m
0 m
$10 m
$9 m
$8 m
$7 m
$6 m
$5 m
$4 m
$3 m
$2 m
$1 m
$0 m
$8.02 m
$8.13 m
$7.92 m
$7.67 m
$7.99 m
$6.07 m
$6.07 m
$5.92 m
$6.38 m
$6.82 m
14/15
15/16
16/17
17/18
18/19
Boardings
Revenue

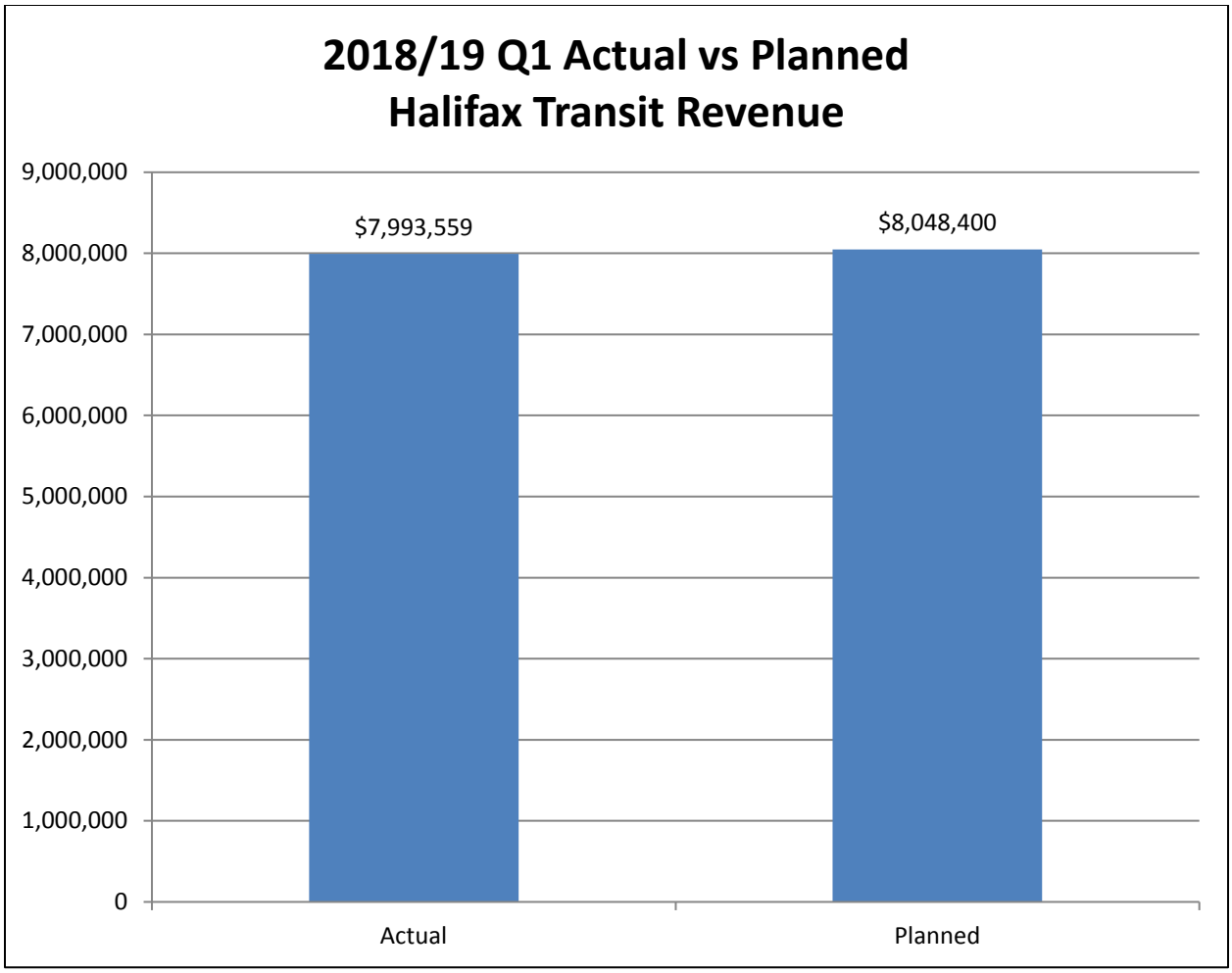
Revenue – Actual vs. Planned

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. Conventional revenue to date increased 4.9% from this time last year and is trending 1.2% below the planned amount. Ferry revenue to date decreased 2.6% from last year, however is trending 4.2% above the planned amount. Access-A-Bus revenue to date has increased 2.8% and is trending 7.3% above the planned amount. Overall revenue to date has increased 4.2% from this time last year and stands at 0.7% lower than the planned amount.









Mean Distance Between Failures

Introduction

Halifax Transit consulted with a number of transit authorities in Canada, and the Canadian Urban Transit Association (CUTA), to understand the difference between past maintenance performance indicators and the industry standard. As a consequence, it was determined that Halifax Transit had reported all maintenance service calls, while other jurisdictions removed service calls associated with auxiliary equipment such as AVL, communication equipment, fareboxes, alarms, lights, passenger-related issues, etc. Also, some jurisdictions reported the number of change-offs (buses discontinuing their scheduled service) to be reflected as failures instead of service calls. Halifax Transit has selected to continue reporting service calls but as a separate metric; Mean Distance Between Service Calls. In order to remain consistent with the industry standard, a new metric defined as Mean Distance Between Failures (MDBF) has been selected and defined below.

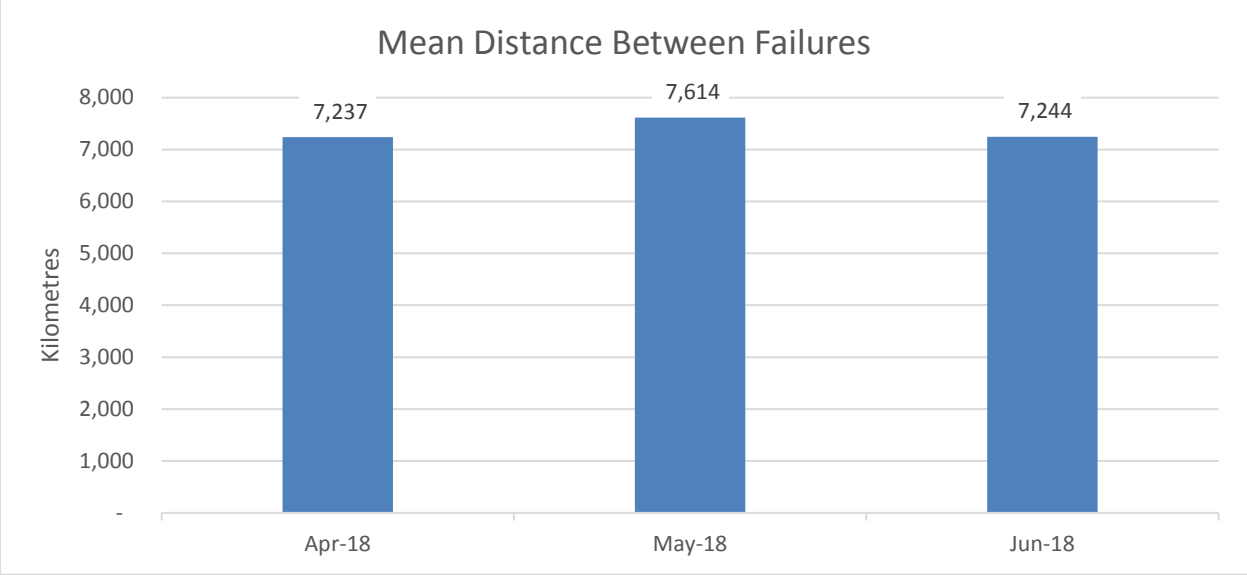
Mean Distance Between Failures

Halifax Transit's Mean Distance Between Failures is the distance in kms covered between failures. CUTA references the Federal Transit Administration's definition of failures which states that there are two classes of failures. The first being Major Mechanical System Failures, which is the "failure of some mechanical

element of the revenue vehicle that prevents the vehicle from completing a scheduled revenue trip or from starting the next scheduled revenue trip because actual movement is limited or because of safety concerns." The second type is Other Mechanical System Failures which is the "failure of some other mechanical element of the revenue vehicle that, because of local agency policy, prevents the revenue vehicle from completing a scheduled revenue trip or from starting the next scheduled revenue trip even though the vehicle is physically able to continue in revenue service". Therefore, the MDBF is equal to the number of instances whereby a failure resulted in a change-off of the bus or service being lost. This metric does not consider failures resulting from passenger-related events (ie. sickness on the bus), farebox defects or accident damages as they do not impede the scheduled revenue trips, which aligns with other transit authorities surveyed. Due to the nature of the data sources, Halifax Transit is looking to improve the accuracy of this number by removing failures that were logged, but resulted in "no fault found". Currently, the reported number does include these items.

For the first quarter of 2018, the MDBF for conventional transit is 7,364 kms. This Key Performance Indicator is under review and a target is to be established in Q3 2018. Due to the change in methodology, data is only available for the first quarter, over time the metric will be compared by quarter, year to year in order to determine the trend of MDBF.

During this quarter, there were no reports of changeoffs or service-impacting failures for the Access-A-Bus service.

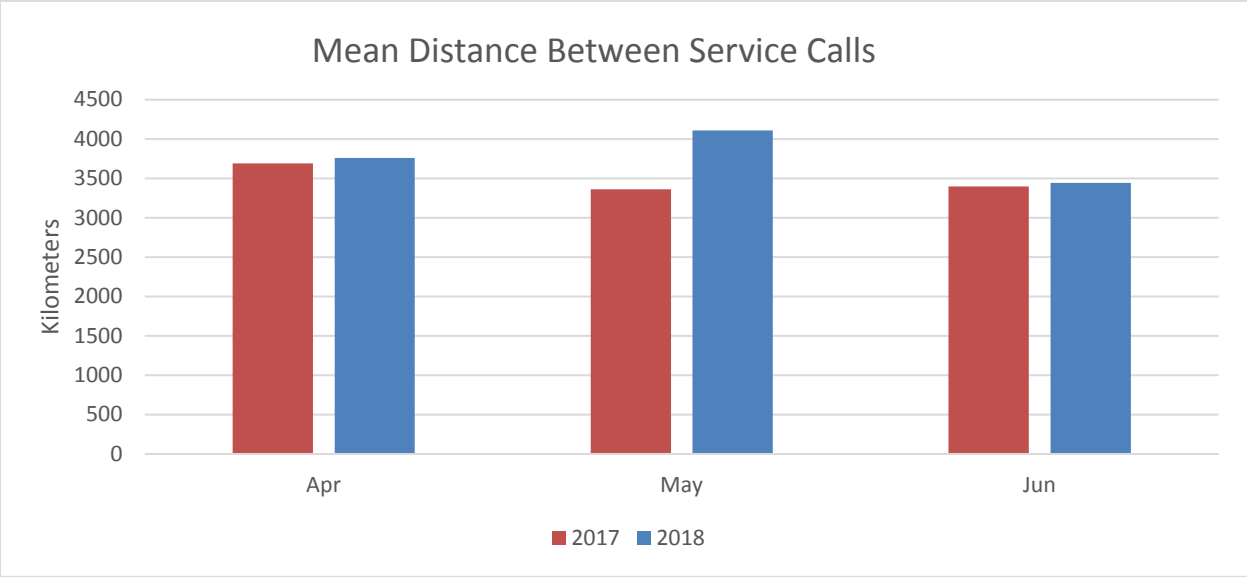


Mean Distance Between Service Calls

In order to continue monitoring the number of maintenance service calls, this will be reflected as a separate metric; Mean Distance Between Service Calls (MDBS). This number will reflect the distance in kilometres covered on average between maintenance service calls. This number includes all instances of service calls including issues with secondary equipment, passenger-related events and damages to the bus resulting from minor accidents.

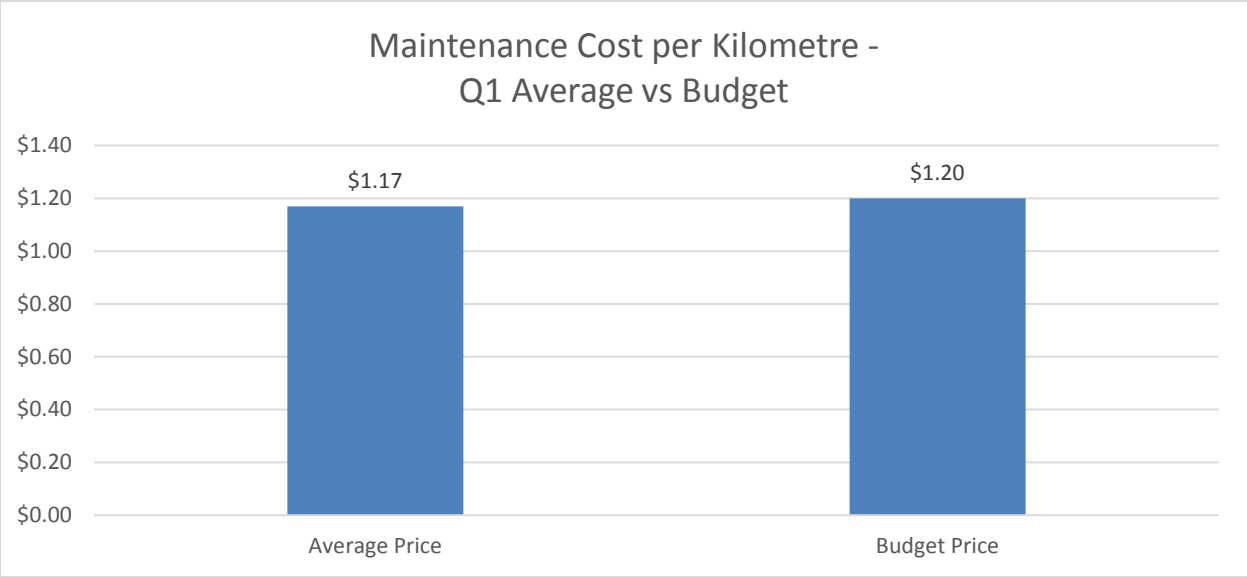
For the first quarter of 2018, the MDBS for conventional transit was 3,756 kms. In comparison to the first quarter of 2017 (3,475), this is an 8% improvement.

For the first quarter of 2018, the MDBS for Access-A-Bus service was 36,280 kms.


Mean Distance Between Service Calls
Kilometers
4500
4000
3500
3000
2500
2000
1500
1000
500
0
Apr
May
Jun
2017
2018

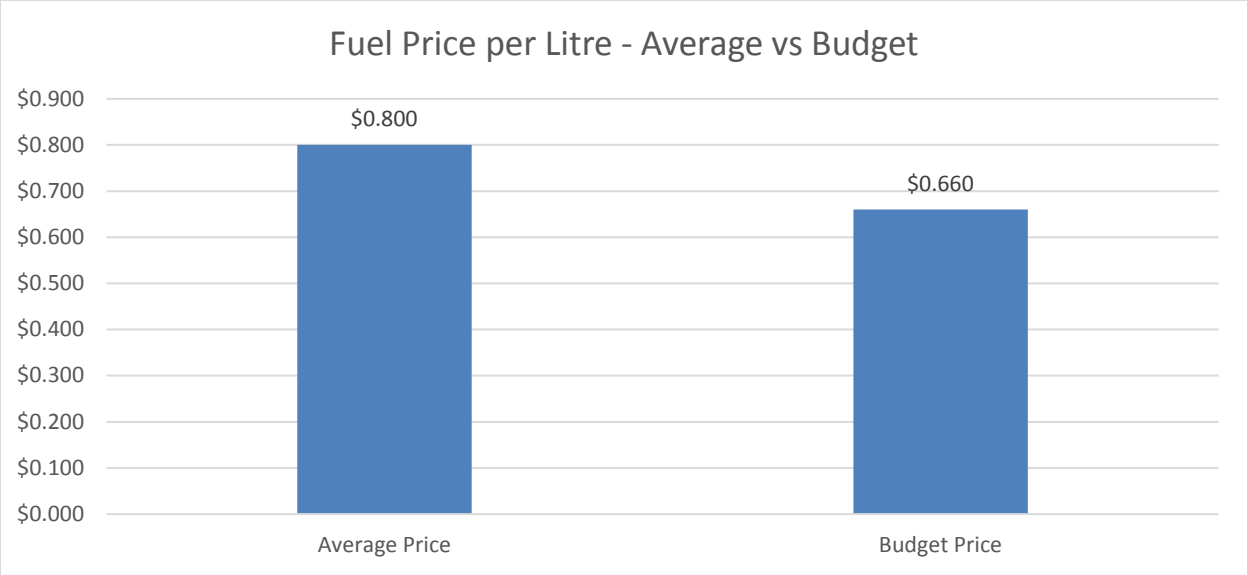
Bus Maintenance Cost – Quarter Average vs Budget

In the first quarter maintenance costs were $1.17/km, while the budgeted maintenance cost was $1.20/km. Therefore, in the first quarter the average cost was favorable to budget by $0.03/km or 3%. Halifax Transit is looking to utilize more scheduled preventative maintenance work and use predictive maintenance measures in order continue to budget better through a more structured maintenance approach.



Fuel Price – Average vs Budget

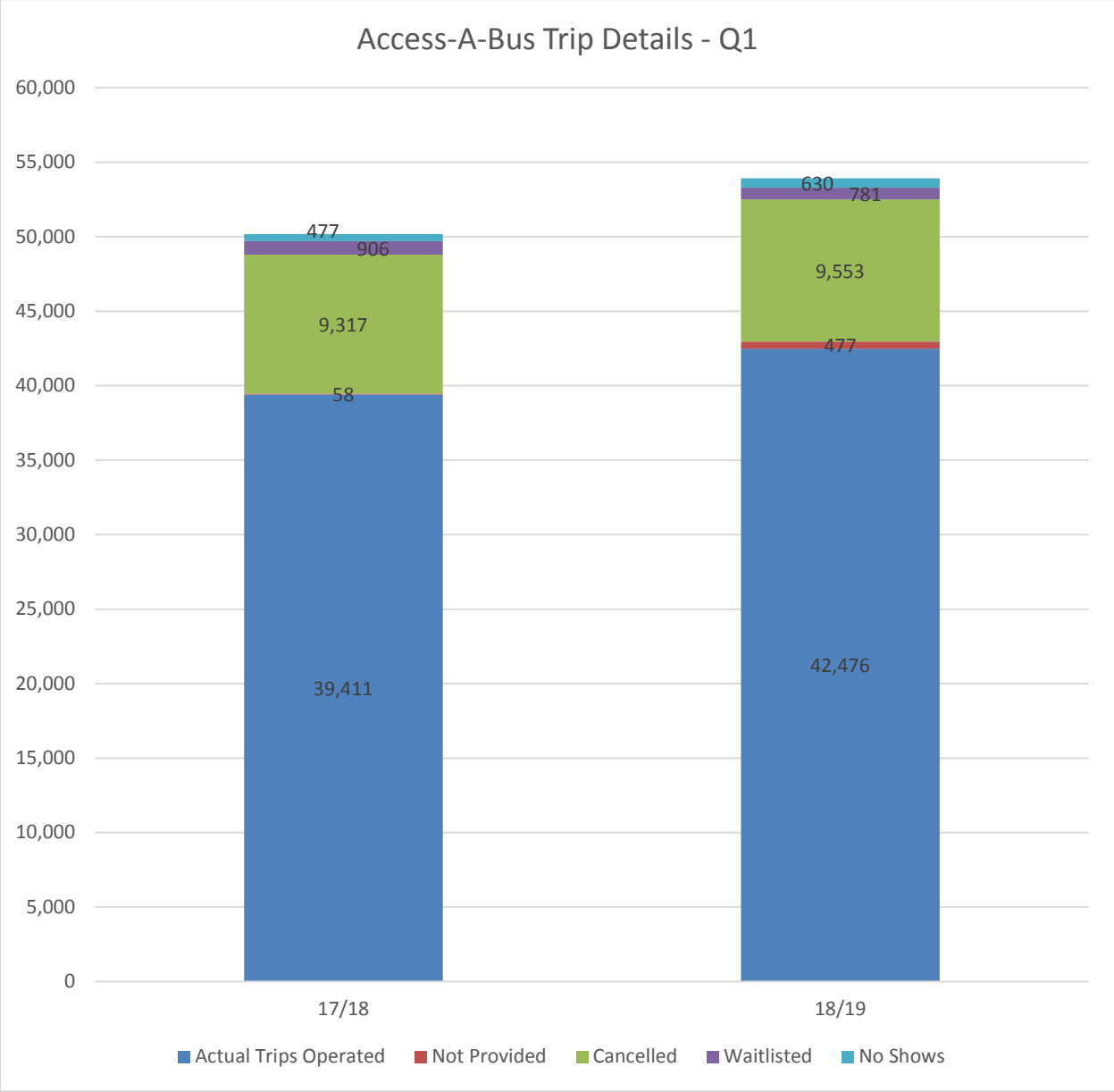
The budgeted fuel price for 2018/19 was set at 66 cents/litre. In the first quarter the average fuel price was $0.80, 14 cents per litre higher than the budgeted cost.



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 April 2018 Access-A-Bus completed a scheduling software upgrade and process improvement review. After introducing these new, standardized processes, scheduling effectiveness has improved.

In the first quarter of 2018/19, compared to first quarter 2017/18, 3,000 more trips were operated, an increase of 7.8% and 125 fewer clients were waitlisted, a decrease of 14% over last year.

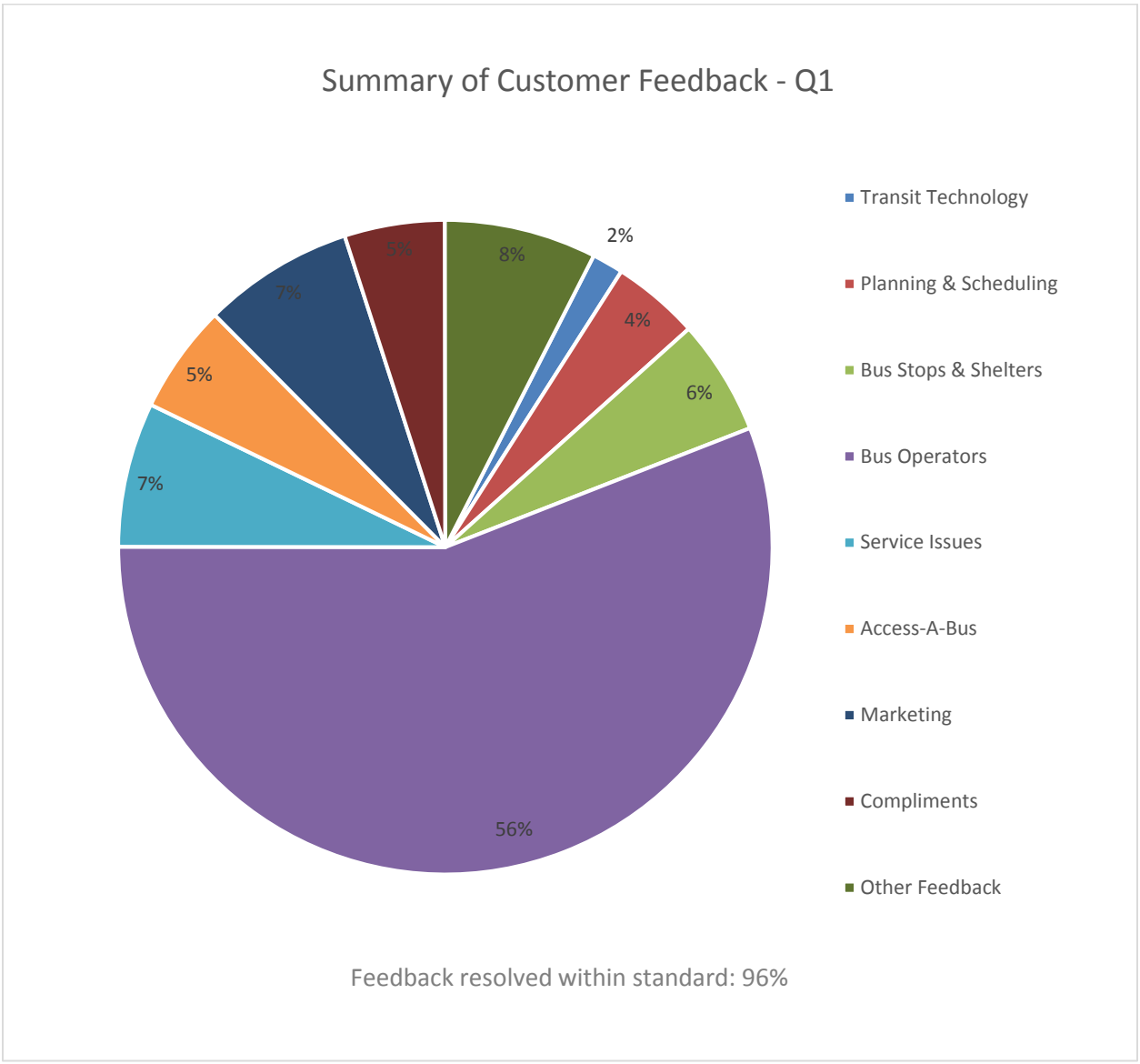


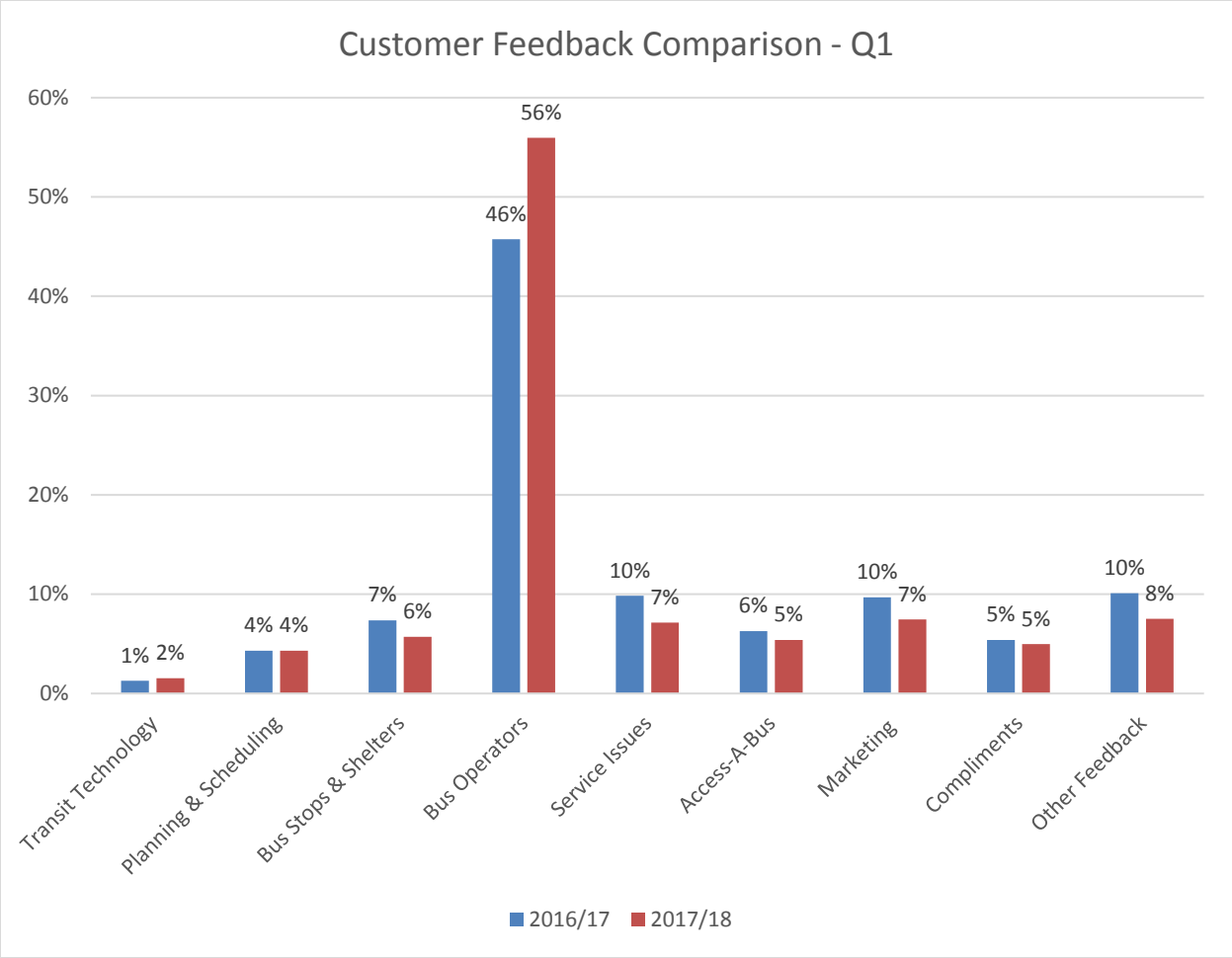
Customer Service – All Services

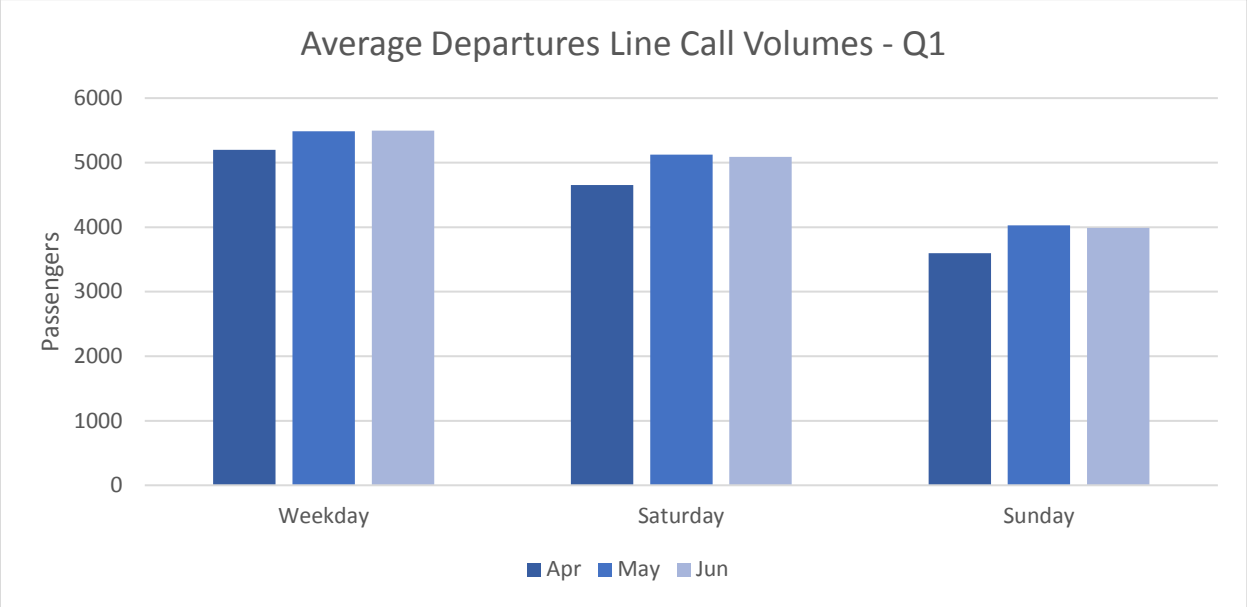
Customer service statistics are measured monthly using the Hansen Customer Relationship Management software along with Crystal Reports. Feedback is first categorized by subject matter and then divided into two categories: feedback resolved within service standard and feedback resolved outside service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

This quarter, 56% of feedback received was related to bus operators and 7% regarding service issues. The remaining 37% 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 96% of customer feedback was resolved within standard.

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. In the first quarter, average call volumes were lowest in the month of April, while May and June were fairly consistant.




Customer Feedback Comparison - Q1
60%
50%
40%
30%
20%
10%
0%
1% 2%
4% 4%
7% 6%
46% 56%
10% 7%
6% 5%
10% 7%
5% 5%
10% 8%
Transit Technology
Planning & Scheduling
Bus Stops & Shelters
Bus Operators
Service Issues
Access-A-Bus
Marketing
Compliments
Other Feedback
2016/17
2017/18


Average Departures Line Call Volumes - Q1
6000
5000
4000
3000
2000
1000
0
Passengers
Weekday
Saturday
Sunday
Apr
May
Jun

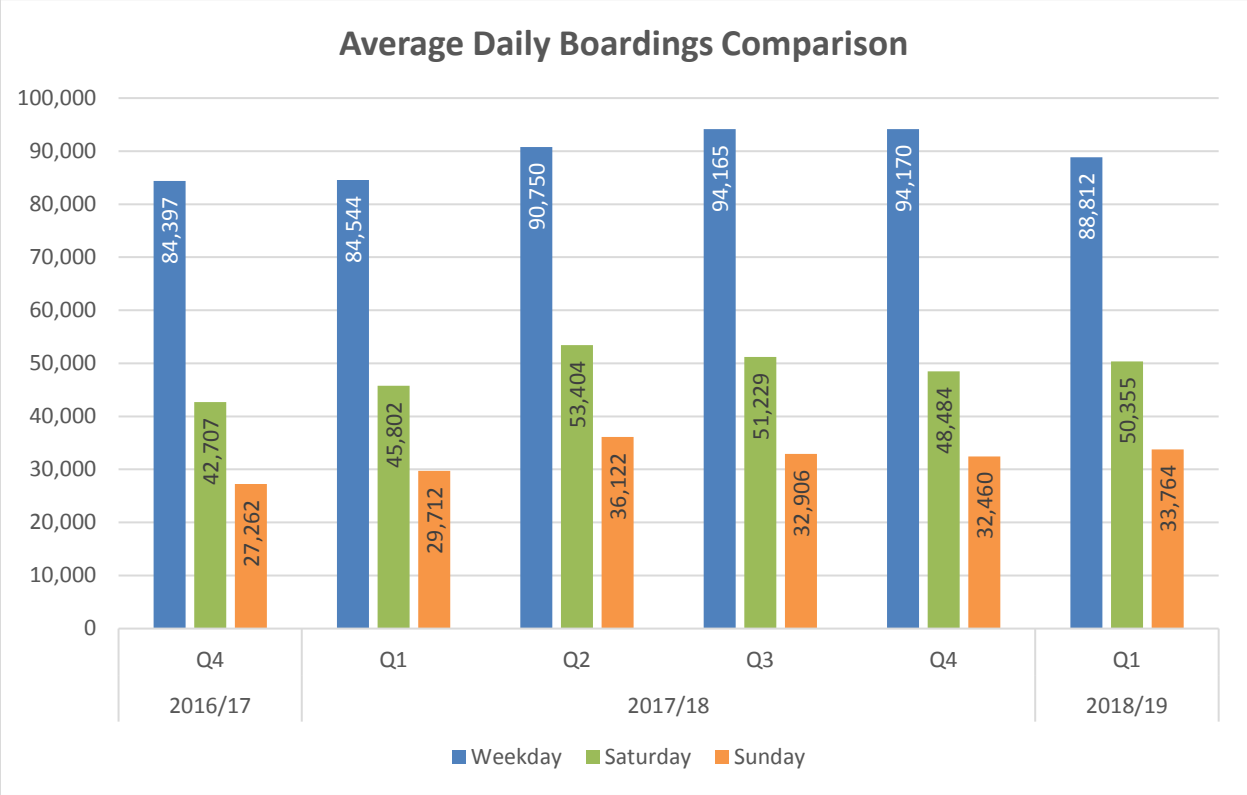
Boardings

Automatic Passenger Counter (APC) data is now being been used to report bus 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.

Standard Deviation

The standard deviation in boardings is the degree of variance in data from the daily average passenger count.

Average weekday boardings in the first quarter were 88,392 ± 6,075 (6.9% variance). Average Saturday boardings this quarter were 50,355 ± 4,475 (8.9% variance). Average Sunday boardings this quarter were 33,764 ± 1,678 (5.0% variance).



Boardings by Route by Service Day

Q1 Comparison - Average Daily Boardings by Route												
Route	Weekday				Saturday				Sunday			
	17/18		18/19		17/18		18/19		17/18		18/19	
	Boardings	Pass/Hr	Boardings	Pass/Hr	Boardings	Pass/Hr	Boardings	Pass/Hr	Boardings	Pass/Hr	Boardings	Pass/Hr
1	8,529	59	9,265	59	6,158	54	7,169	64	3,906	50	4,914	58
2	2,625	43	2,600	43	2,093	39	2,023	38	956	31	1,009	33
4	2,421	39	2,296	38	1,811	32	1,787	31	1,108	35	1,124	35
5	113	33	114	31								
6 ***(removed)***	683	23			255	14			68	4		
7	4,235	37	4,569	40	2,795	30	3,205	34	1,588	30	1,845	36
9 ***(removed)***	2,087	44			889	38			694	27		
9A/B ***(new)***			5,882	34			3,335	45			2,521	35
9A ***(new)***			3,946	36			1,643	46			1,119	32
9B ***(new)***			1,936	31			1,692	44			1,402	38
10	4,249	40	4,467	41	2,564	35	2,739	37	1,606	34	1,799	37
11	123	49	93	40								
14	2,301	36	2,327	37	1,138	34	1,135	34	915	31	1,007	35
15	209	14	208	14	102	12	129	11	101	13	126	10
16	1,080	23	1,091	23	679	16	659	15				
17	1,124	29	1,139	29								
18	1,597	27	1,625	27	1,212	26	1,287	26	648	36	694	27
19 ***(removed)***	962	32										
20 ***(removed)***	3,156	38			2,838	36			2,072	36		
21	1,203	27	1,180	27	673	19	672	18	334	14	323	18
22	493	14	555	16	446	13	456	13	357	10	331	9
23	396	22	361	20								
29 ***(new)***			2,608	28			1,488	24			1,224	20
41	1,001	35	1,128	38								

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

Q1 Comparison - Average Daily Boardings by Route												
Route	Weekday				Saturday				Sunday			
	17/18		18/19		17/18		18/19		17/18		18/19	
	Boardings	Pass/Hr	Boardings	Pass/Hr	Boardings	Pass/Hr	Boardings	Pass/Hr	Boardings	Pass/Hr	Boardings	Pass/Hr
42	1,050	29	1,136	31								
51	1,016	42	1,024	43	511	31	584	35	296	35	315	37
52	5,520	46	5,841	49	3,718	39	4,092	43	3,280	35	3,781	43
53	1,307	49	1,304	50	708	47	787	52	395	50	384	50
54	797	37	744	34	490	31	460	30	249	25	254	26
55	397	18	393	18	238	15	207	13	171	11	187	12
56	693	20	851	24	773	22	875	25	460	14	588	18
57	519	13	556	13	263	9	264	9	157	9	135	8
58	679	25	692	25	404	22	422	23	394	23	352	20
59	1,959	25	1,967	25	734	31	766	33	474	20	486	20
60	2,478	33	2,490	33	1,641	41	1,751	44	1,131	39	1,258	44
61	2,078	26	2,185	28	1,013	26	1,054	27	819	22	912	24
62	781	24	800	25	511	22	515	23	280	18	278	17
63	723	43	711	40								
64	318	30	323	30								
65	229	14	241	14	90	7	93	7	53	8	49	8
66	1,437	23	1,448	23	442	28	483	30	333	21	345	22
68	1,319	26	1,269	26	746	26	785	28	460	16	492	18
72	1,225	27	1,340	29	965	20	950	20	476	19	511	19
80	3,845	31	4,031	33	3,266	30	3,423	33	2,403	25	2,726	29
81	1,204	23	1,264	24								
82	932	21	962	21	214	10	228	10	83	7	101	9
83	156	11	154	12	81	9	85	9	37	8	45	10
87	1,254	28	1,324	30	1,005	20	1,034	21	459	15	543	18
88	77	14	80	14	64	12	57	11	18	8	20	9

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

Q1 Comparison - Average Daily Boardings by Route												
Route	Weekday				Saturday				Sunday			
	17/18		18/19		17/18		18/19		17/18		18/19	
	Boardings	Pass/Hr	Boardings	Pass/Hr	Boardings	Pass/Hr	Boardings	Pass/Hr	Boardings	Pass/Hr	Boardings	Pass/Hr
89	420	18	436	19								
90	1,108	24	1,148	24	679	15	746	17	417	17	473	19
320	583	16	601	12	410	11	411	11	332	9	379	10
400	187	11	234	18	58	8	82	12	54	8	62	9
401	144	12	139	11								
402 ***(removed)***	83	8										
Alderney Ferry	3,875	129	3,427	114	3,124	179	4,114	235	2,128	122	2,170	124
Woodside Ferry	2,249	107	2,207	105								

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

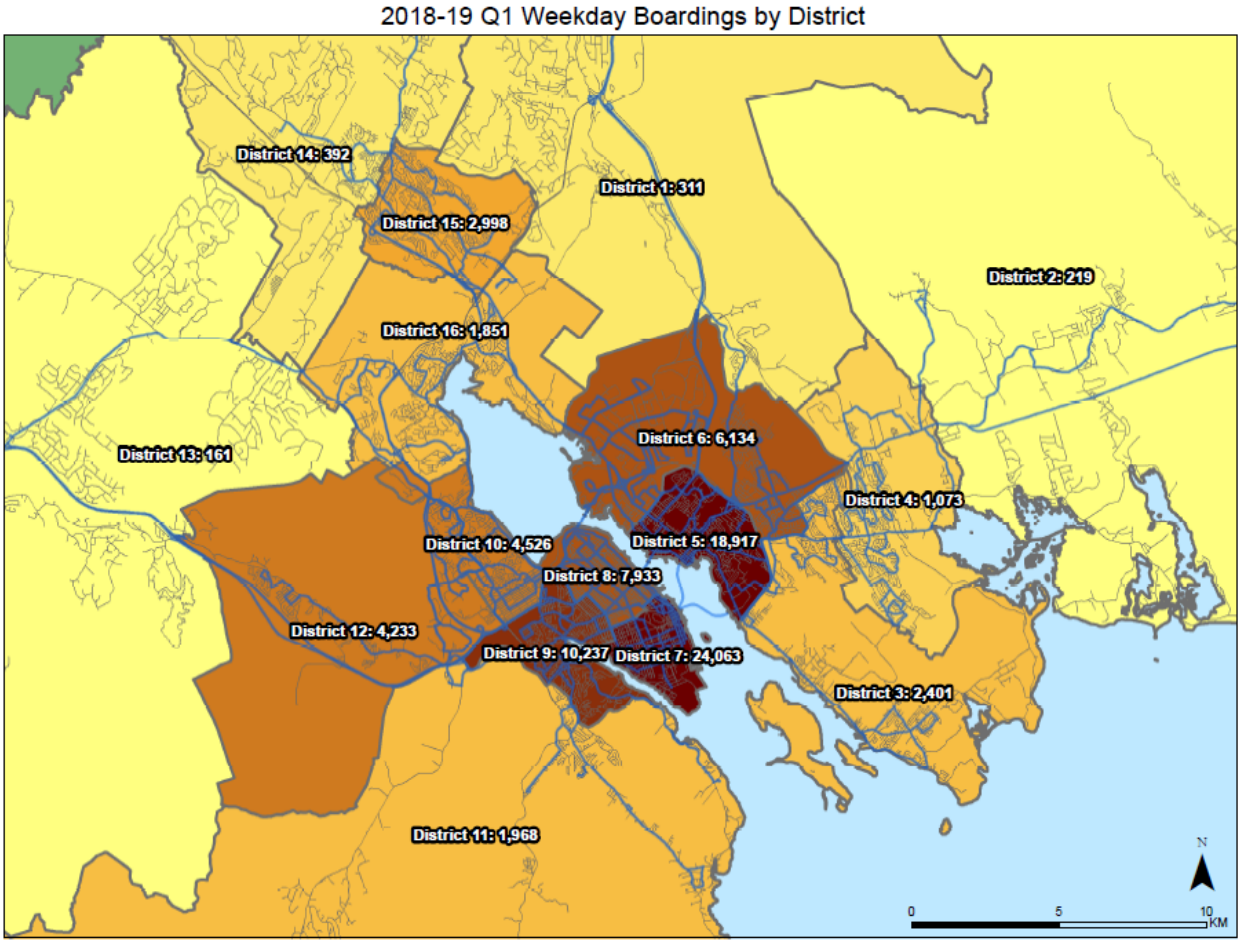
Express Service Peak Boardings by Route by Service Day

Q1 Comparison - Average Daily Peak Boardings by Route				
Route	Weekday (Peak Only)			
	17/18		18/19	
	Boardings	Pass/Trip	Boardings	Pass/Trip
31	256	28	275	31
32	453	25	451	25
33	166	42	153	38
34	643	38	680	40
35	256	28	260	29
78	93	7	82	6
79	101	8	94	8
84	897	33	892	33
85	127	32	115	29
86	112	28	116	29
159	540	18	519	17
185	706	22	729	23
194 ***(new)***			126	16
320	194	16	188	16
330	312	15	309	14
370	109	9	116	10

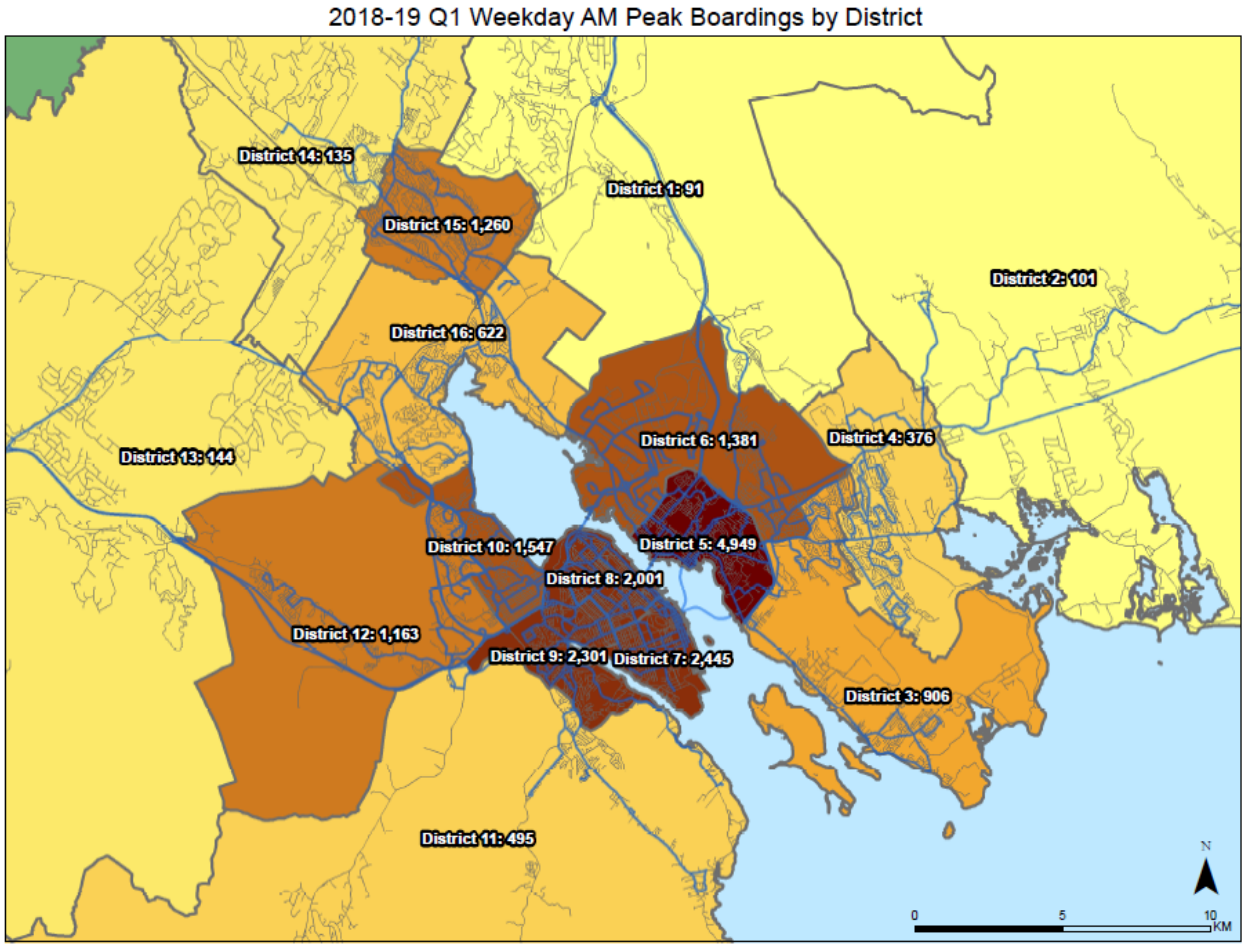
Boardings by District

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

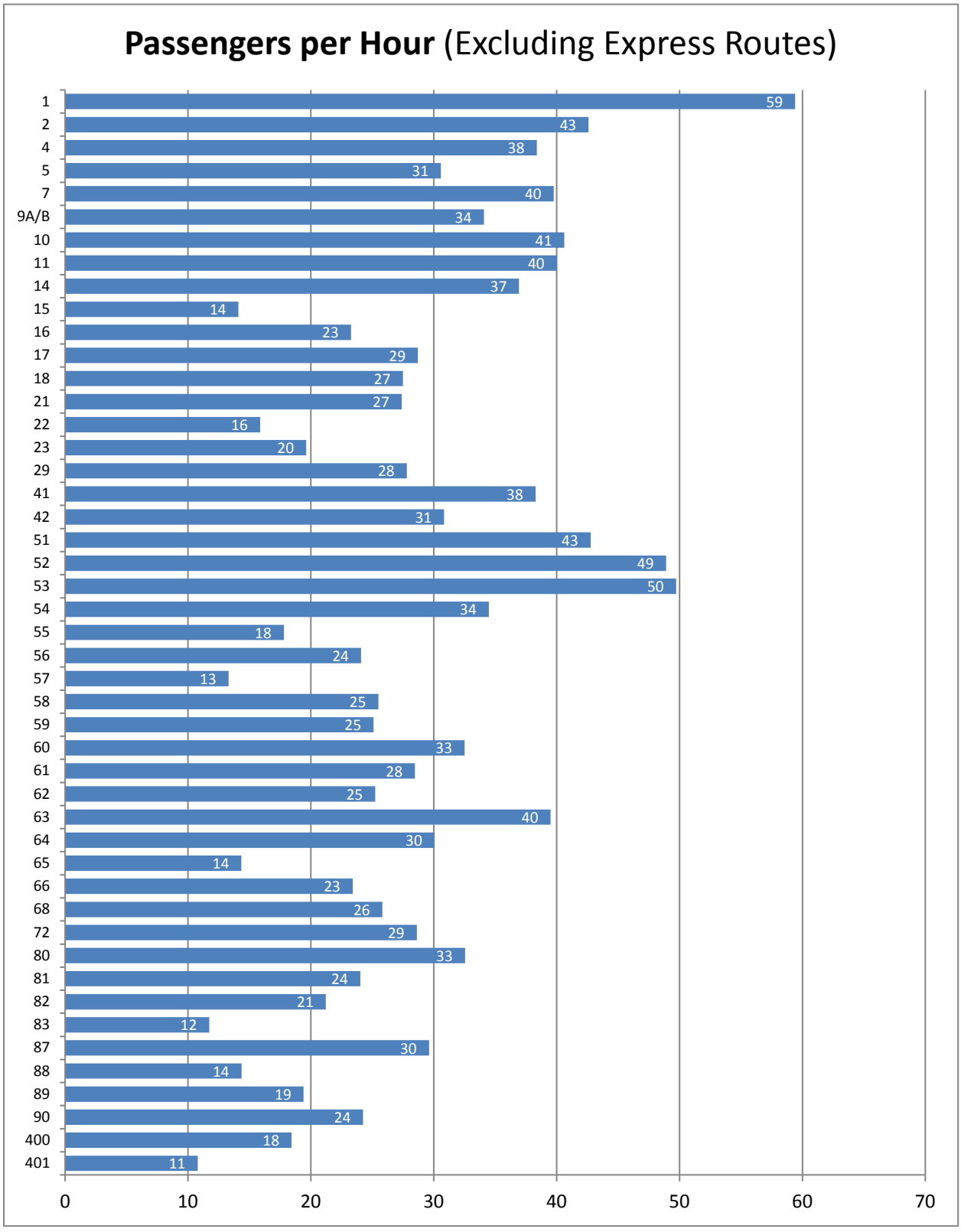


Passengers per Hour

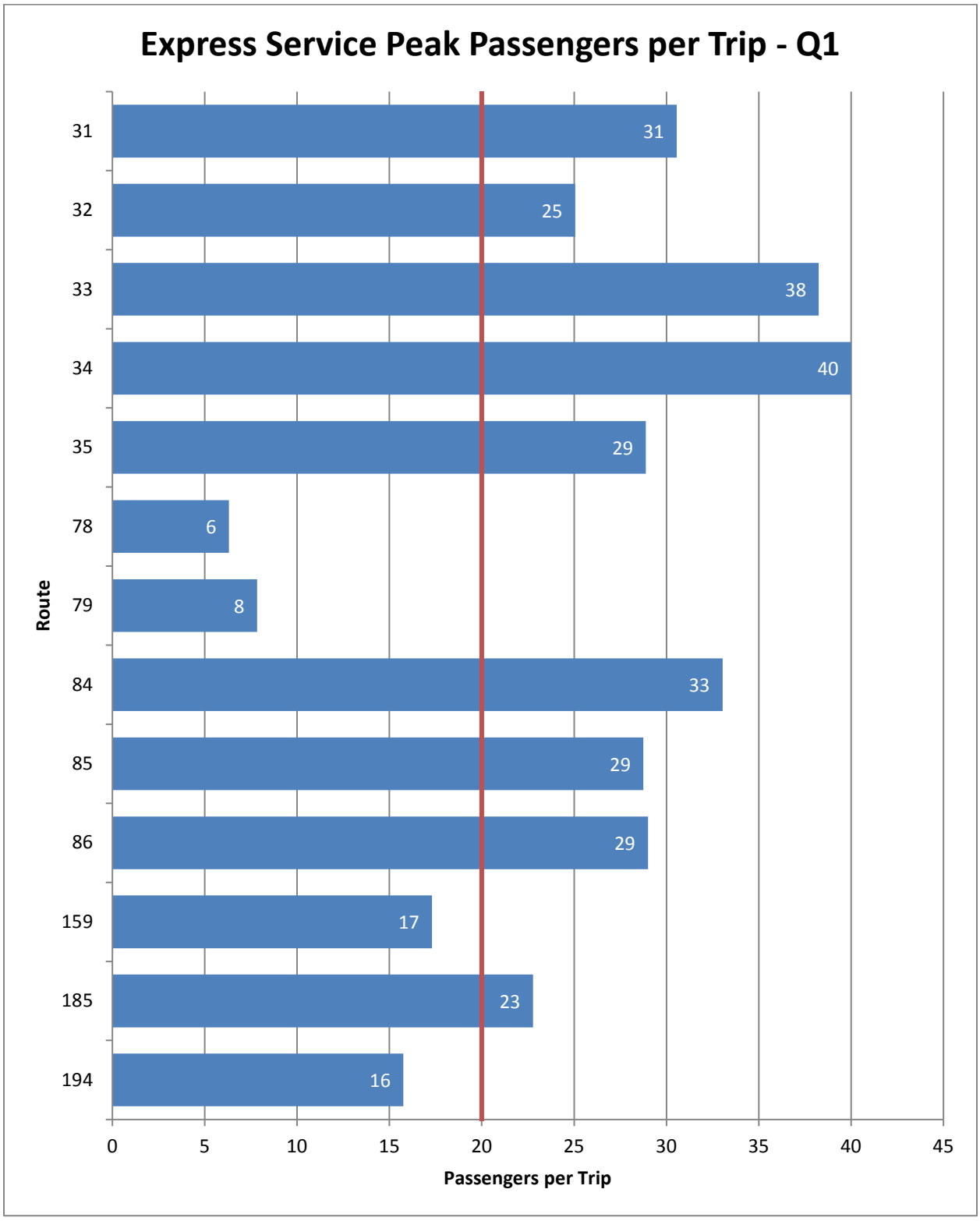
Passengers per hour measures the volume of passengers carried per service hour by route. Due to differences in service model/design, Express Routes are measured instead by passengers per trip. Ridership fluctuates significantly by season and therefore figures will be compared to the same quarter in the 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.

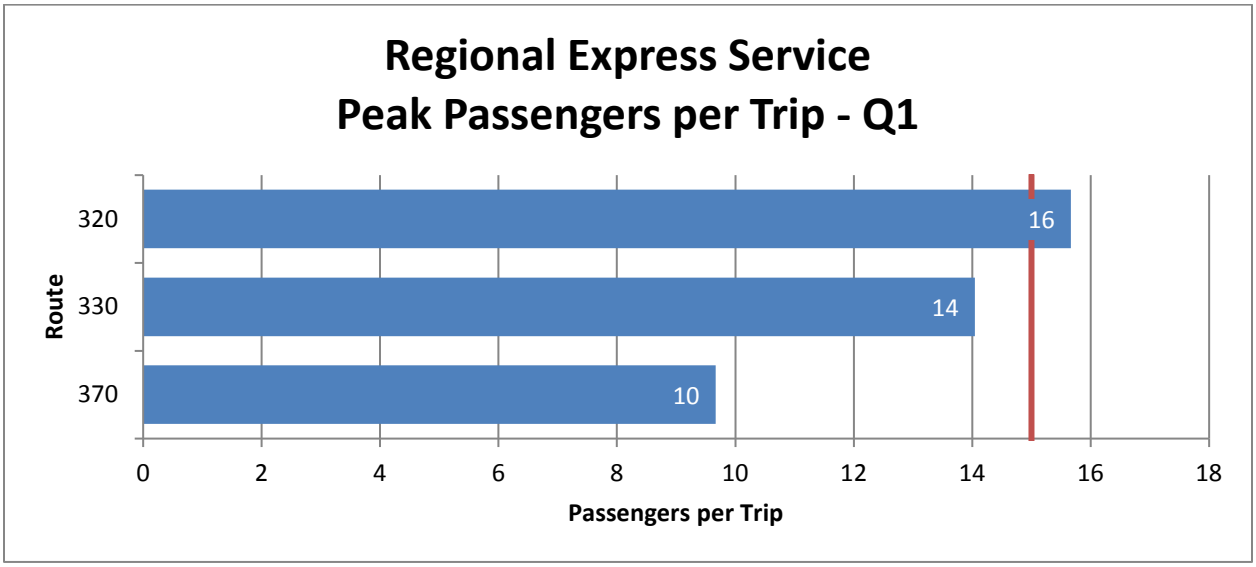
Passengers per Hour by Route



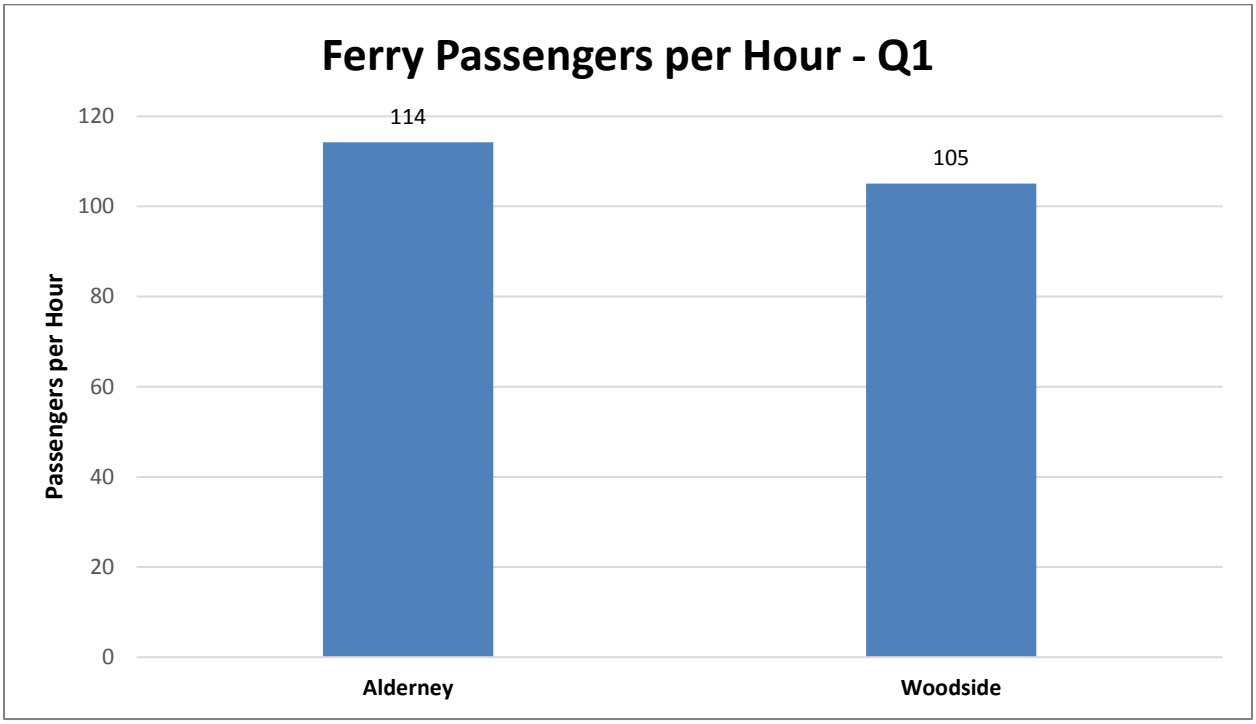
Express Service Peak Passengers per Trip



Regional Express Peak Passengers per Trip



Ferry Passengers per Hour



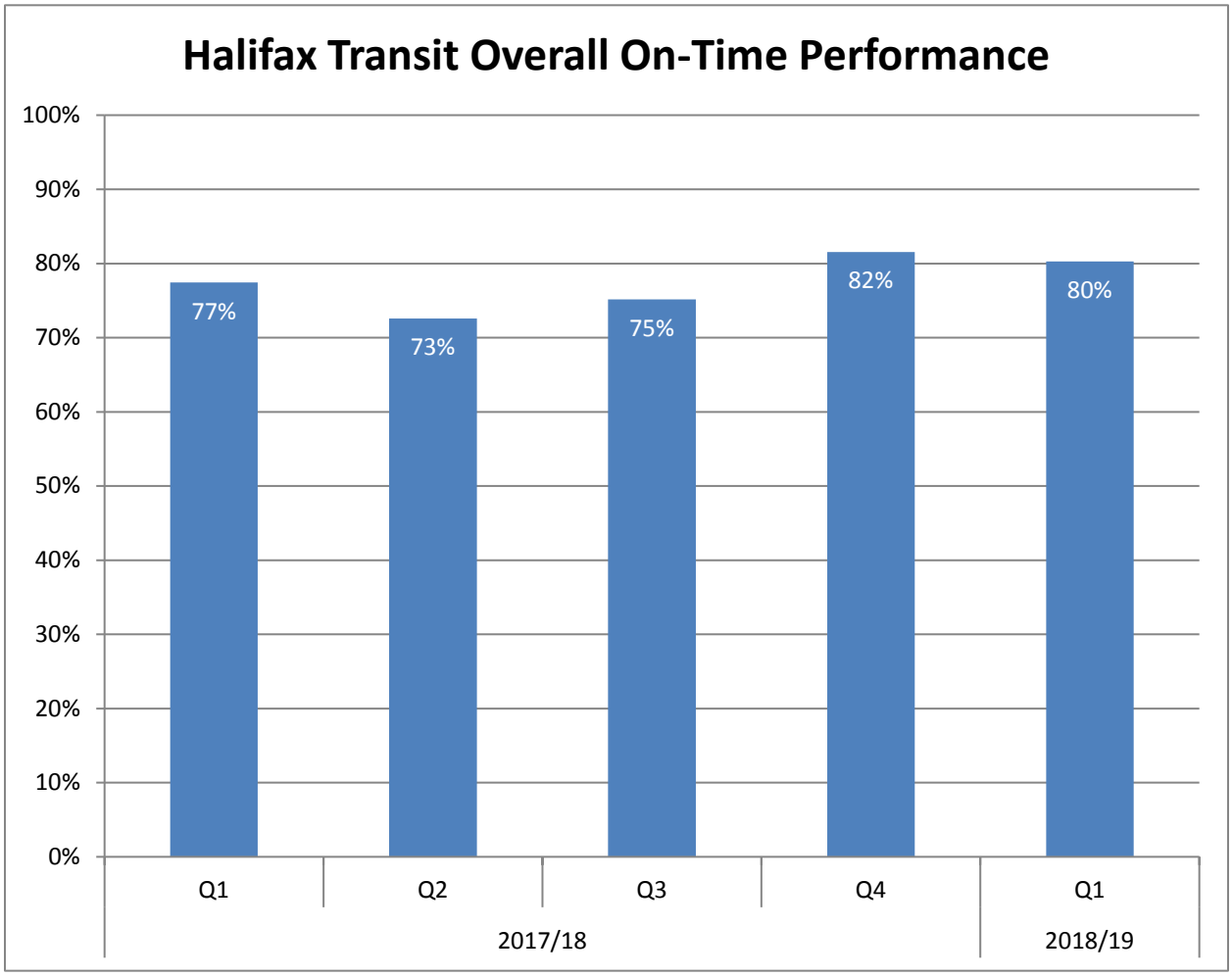
On-Time Performance

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.

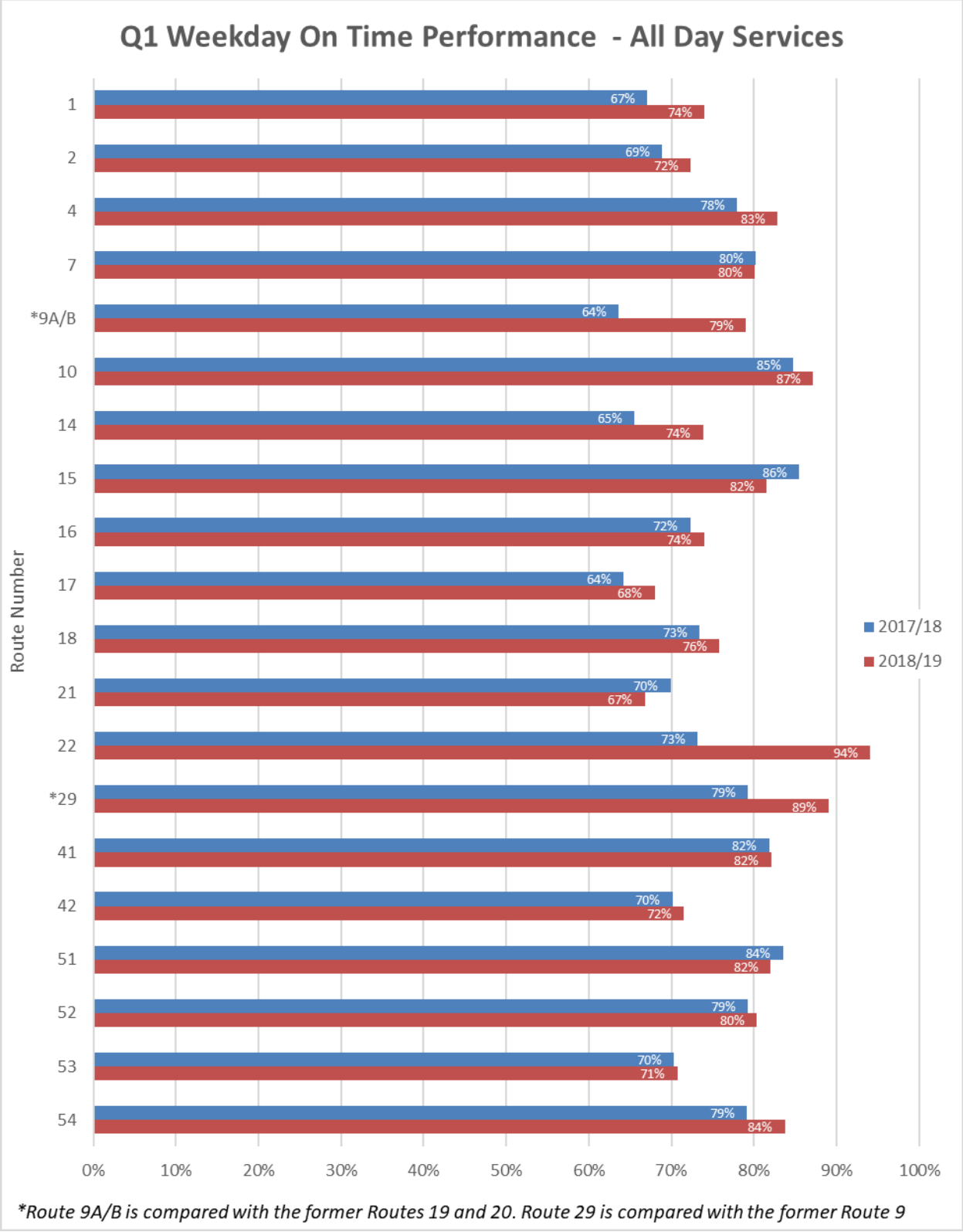
Transit Industry standard targets for on-time performance tend to range between 85% and 90%, although service types are not always comparably grouped, nor are schedule adherence definitions consistent between agencies. Halifax Transit will analyze on-time performance across the network in order to establish a benchmark and target for the minimum percentage of trips to depart on time.

Compared to first quarter last year, on-time performance increased 3%.

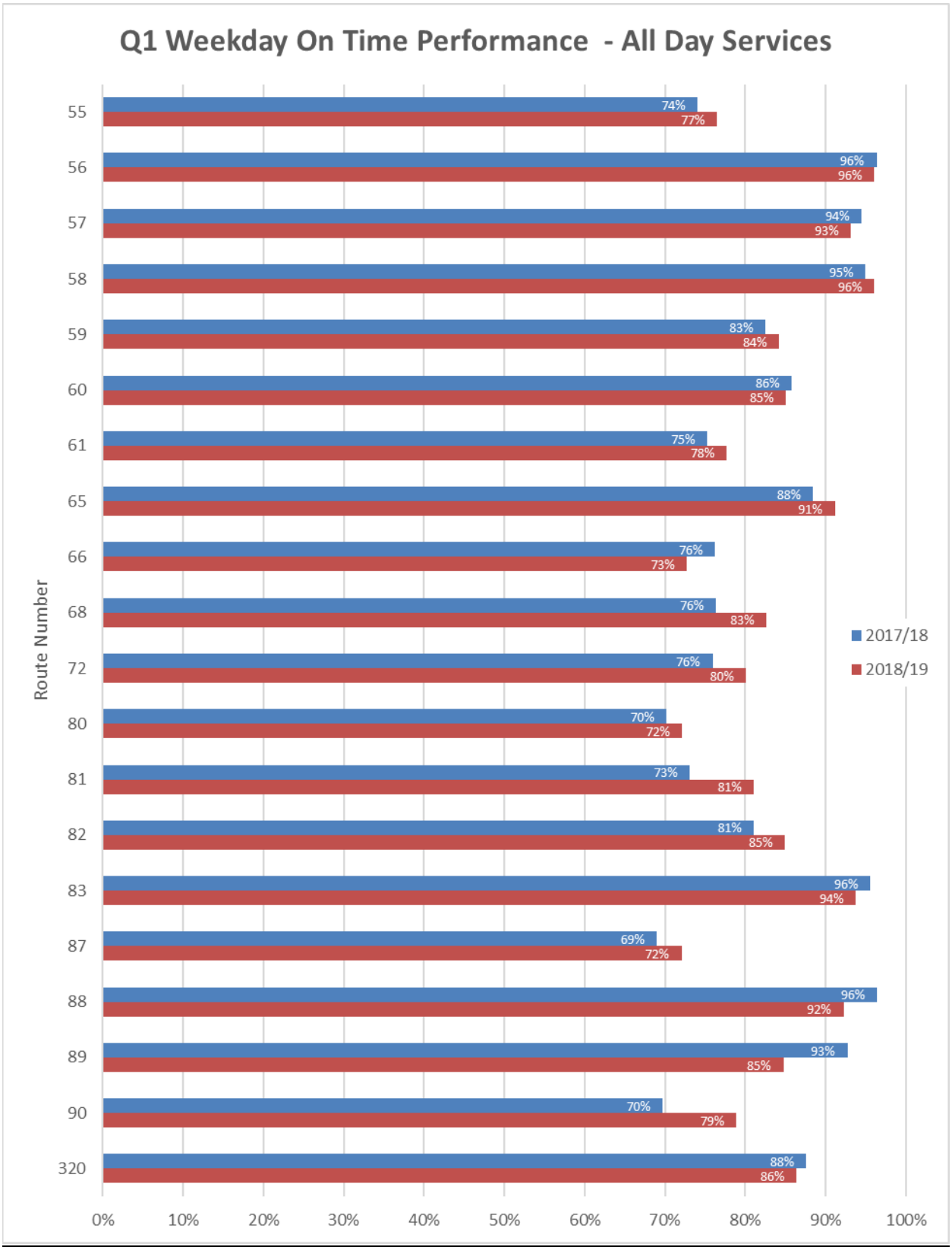
Overall Network On-Time Performance



Weekday On-Time Performance – All Day Services



*Route 9A/B is compared with the former Routes 19 and 20. Route 29 is compared with the former Route 9


Q1 Weekday On Time Performance - All Day Services
Route Number
55
56
57
58
59
60
61
65
66
68
72
80
81
82
83
87
88
89
90
320
74%
77%
96%
96%
94%
93%
95%
96%
83%
84%
86%
85%
75%
78%
88%
91%
76%
73%
76%
83%
76%
80%
70%
72%
73%
81%
81%
85%
96%
94%
69%
72%
96%
92%
93%
85%
70%
79%
88%
86%
2017/18
2018/19
0%
10%
20%
30%
40%
50%
60%
70%
80%
90%
100%

Weekday Peak Period On-Time Performance – All Day Services

*Route 9A/B is compared with the former Routes 19 and 20. Route 29 is compared with the former Route 9


Q1 Weekday Peak On-Time Performance - All Day Services
55
56
57
58
59
60
61
65
66
68
72
80
81
82
83
87
88
89
90
320
75%
79%
97%
96%
97%
93%
94%
95%
75%
75%
84%
83%
66%
68%
86%
88%
59%
52%
68%
72%
68%
66%
67%
67%
68%
75%
75%
77%
95%
95%
60%
64%
96%
90%
93%
84%
61%
73%
84%
82%
2017/18
2018/19
0%
10%
20%
30%
40%
50%
60%
70%
80%
90%
100%

Weekday Peak Period On-Time Performance – Peak Only Services