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Item No. 12.1.1
Transportation Standing Committee
January 24, 2019

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: November 13, 2018

SUBJECT: **2018/19 Q2 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 second 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."*

Q2 Highlights – The annual bus stop improvement program involves installing new concrete and landing pads at transit stops, and replacing existing concrete that has reached the end of its service life. Fifty one shelter and landing pad installations were completed by the end of Q2.

The Access-A-Bus Continous Service Improvement Plan has been prepared and will assist in guiding service improvements. The plan is anticipated to be reviewed with the Transportation Standing Committee in January 2019.

The Department of Community Services Transit Pass Pilot Program has continued to see increased enrollment. It is 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. As of December 1, 2018, a total of 8,300 passes have been issued, over 1,000 of which have been distributed to children under the age of 12. The new pilot project removes current administrative requirements to access monthly transportation allowances and reduce barriers to transit access.

Low Income Transit Pass Program (LITP)

During the second quarter, an average of 77% of the 1000 total participants purchased a pass. Beginning in December, participants who have not purchased a pass in the last six months will be removed and replaced with applicants from the waitlist. As of November 2018, the program remains at capacity, with 285 approved applicants on the waitlist.

Month	Passes purchased	Inactive participants removed from the program *(beginning December 2018)*	Applicants on waitlist
June 2018	690	n/a	0
July 2018	785	n/a	100
August 2018	770	n/a	213
September 2018	746	n/a	263
October 2018	720	n/a	285
November 2018	692	n/a	289

Online Engagement Portal

Halifax Transit's online engagement hub, Talk Transit, officially launched in October 2018. The first survey asked residents for their thoughts on fare structure, which yielded significant interest. During one month, 744 current and potential transit users participated in the survey on fare structure. A quick poll asking residents for future survey topics garnered 402 responses. We anticipate these numbers rising as current registrants participate in future surveys, and new registrants sign up upon seeing topics of interest.

An analysis has been conducted to identify response trends to the fare structure survey. This analysis indicates that residents are happy with current discounts assigned based on age (child discounts, senior discounts, etc.), but would like to see monthly pass fares reconfigured to have better alignment with ticket prices. When asked how respondents prefer to pay Halifax Transit fare, a significant margin requested that the option of paying with smart phones/smart card technology becomes available in the near future. Additional information regarding the survey response can be found in Attachment C. Demographic information offered by registrants shows that while various demographic groups are represented (based on age, ethnicity, ability, gender), further improvements are required to ensure the survey is more representative of the population. This demographic information is included in Attachment D to the report, and will become a regular feature of the quarterly performance reports.

While all districts are represented in Talk Transit responses, some are falling short of anticipated numbers. To combat this, Talk Transit survey stations have been provided at select community centres to facilitate in-person surveys. Staff have received assistance from several Councillors in spreading the word about Talk Transit.

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."*

Q2 Highlights – In the second 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 to work through the project design phase, including development of a project and implementation plan.

The Fare Management project team closed in on completing the project design phase and worked with the vendor, Trapeze, to develop timelines for testing and installations. The standing offer for ticket procurement was completed. The project team is coordinating the development of the redesigned tickets with the bill validation equipment development. Factory Acceptance Testing was conducted December 10th -14th with on-site testing in Halifax to be conducted in early 2019.

The Paratransit project team continued 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 have been drafted for the mobile data computers (MDCs) and have been reviewed by the Paratransit project team, technical services, Access-A-Bus management, and ICT. Meetings are scheduled with management and ICT to finalize requirements. The RFP is being drafted and is planned to be released in Q3.

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."***

Q2 Highlights – In the second quarter, the third phase of the *Moving Forward Together Plan* was implemented on 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 on-site the day of the change to answer questions and help passengers navigate the new network.

New Routes:

Corridor Routes:
- 2 Fairview
- 3 Crosstown
- 4 Universities

Local Routes:
- 21 Timberlea
- 28 Bayers Lake
- 30 Clayton Park West
- 39 Flamingo

Express Routes:
- 123 Timberlea Express
- 135 Flamingo Express
- 136 Farnham Gate Express
- 137 Clayton Park Express
- 138 Parkland Express

Rural Route:
- 433 Tantallon

The detailed design of transit priority corridors on Bayers Road continued in Q2, as well as work on the functional design for the Robie Street and Young Street Transit Priority Corridors. Construction on the Gottingen Street Streetscaping and Transit Priority Project is now complete. Transit vehicles are now using the northbound bus lane during peak periods.

The Mumford Terminal Opportunities Assessment was completed and brought forward to TSC in December 2018. The Bus Rapid Transit Study is completed and will be brought forward to TSC.

Interconnected and Strategic Growth	
Business Plan Deliverable	**Status**
Moving Forward Together Plan Year 3 Implementation	Complete
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."*

Q2 Highlights – Tender for the detailed design of the Woodside Ferry Terminal Recapitalization has been awarded and work is currently underway. The final replacement ferry, "Rita Joe" was launched into service in October 2018.

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

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 to improve schedule adherence.
- Route 3 Crosstown routing was amended for operational efficiencies to maintain service on Joseph Howe Drive, similar to the former Route 52 Crosstown, and does not service Scot Street, nor the Bayers Road Centre on Desmond Avenue, as was originally outlined in the Moving Forward Together Plan.
- Route 64 Akerley had schedule adjustments and off-peak service increases during the mid-day and evening hours due to the discontinuing of Route 52 Crosstown.
- Route 90 Larry Uteck had two new time-points added. Windsor Street before Bayers Road heading inbound and Windsor Street after Young Street heading outbound.

February 2019 – Service Adjustments

The following is a list of subsequent service adjustments that will be implemented on February 18, 2019, to routes introduced in previous phases of the *Moving Forward Together Plan:*

- Route 194 West Bedford Express will be amended to service the first entrance of Broad Street encountered from Larry Uteck Boulevard, to better serve the greater density of potential ridership.
- Route 123 Timberlea Express will have a minor routing change on the express portion of the route and several bus stop changes.
- For the first time, Alderney Ferry Service will be offered on Easter Sunday, April 21, 2019.

Performance Measures

Please see Attachment B, *Halifax Transit 2018/19 Q2 Performance Measures Report* for performance measures and detailed route level statistics. Service adjustments were implemented on August 20, 2018 as part of the *Moving Forward Together Plan* and affected routes did not run for the entire quarter. As such, boardings data for those routes is not comparable and has not been shown. Comparisons for Mean Distance Between Failures (MDBF) to previous years will begin once comparable historical data becomes available, to show relative increase/decrease.

Q2 Highlights:

- System wide On-Time Performance this quarter was 76%, improving 3% over last year.
- The average daily passenger counts this quarter were 93,680 on weekdays, 55,390 on Saturdays and 39,152 on Sundays.
- The Departures Line received over 6100 passenger calls on a typical weekday this quarter.
- Overall boardings increased 4% this quarter from last year, while revenue increased 2.5%.
- Access-A-Bus trips increased 4.7% this quarter, while the waitlisted clients increased 1%.
- This quarter 95% of customer feedback was resolved within service standards.
- The average fuel cost this quarter was 81 cents/litre, 15 cents/litre higher than the budgeted cost.
- The mean distance between failures for conventional transit services this quarter was 6,433 km.
- The mean distance between service calls (MDBS) for conventional was 3,591 kms, declining 5% compared to second quarter 2017, the MDBS for Access-A-Bus was 81,857 kms.
- The maximum daily number of buses that could not complete their scheduled service due to a mechanical defect was 18, while the daily average was 7.9.
- Maintenance cost per kilometer was $1.18/km, three cents lower than the budget cost of $1.21/km.

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 Q2 Performance Measures Report
Attachment C: Talk Transit Fare Structure Survey Infographic
Attachment D: Talk Transit Fare Strategy Survey

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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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 as well as reducing the wait list. An update to the Transportation Standing Committee is tentatively planned for January 2019, which will include the roadmap for service improvements, eligibility requirements and discussions with stakeholders.
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 March 2019. On-road service is expected in March 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.	Work to replace existing “end of service life” passenger shelters is nearly complete. Sixteen shelters were upgraded/replaced; Nine shelters were removed from stops that were discontinued by Aug 2018 route changes. Fifty one bus stops were completed by the end of Q2. A few installations are currently pending due to construction.
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 is closing in on completing the project design phase and working with the vendor, Trapeze, to develop timelines for testing and installations. The standing offer for ticket procurement is complete. The project team is coordinating the development of the tickets with the bill validation equipment development. Factory Acceptance Testing was conducted Dec 10-14 with on-site testing in Halifax to be conducted in early 2019.
Fixed Route Planning, Scheduling and Operations	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 solution is not capable of supporting the streamlined existing or new business processes required by Halifax Transit.	The project team continued to work through the project design phase, including development of a project and implementation plan.

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. Work continues on determining the work plan for 2019/20.
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 property manager and the consultant. Final concept presented to Transportation Standing Committee in December 2018, and will be considered by Regional Council in January 2019.
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.	Schematic design planned for completion in spring 2019.
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.	Construction on the Gottingen Street northbound transit lane is now complete and transit vehicles are currently using it during peak periods. Detailed design of the Bayers Road Corridor is underway, with an anticipated completion in early 2019. Work on the functional design for the Robie Street and Young Street Transit Priority Corridors is nearing completion and will be before Regional Council for consideration in the coming months. One additional transit priority has been implemented on Barrington Street at the intersection with North Street.
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.	The final replacement ferry, “Rita Joe” was received and is in full service.
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 awarded to Abbott Brown Architects. Design development anticipated for spring 2019.

2018/2019 – Q2
Performance Measures Report

HALIFAX
TRANSIT

Contents

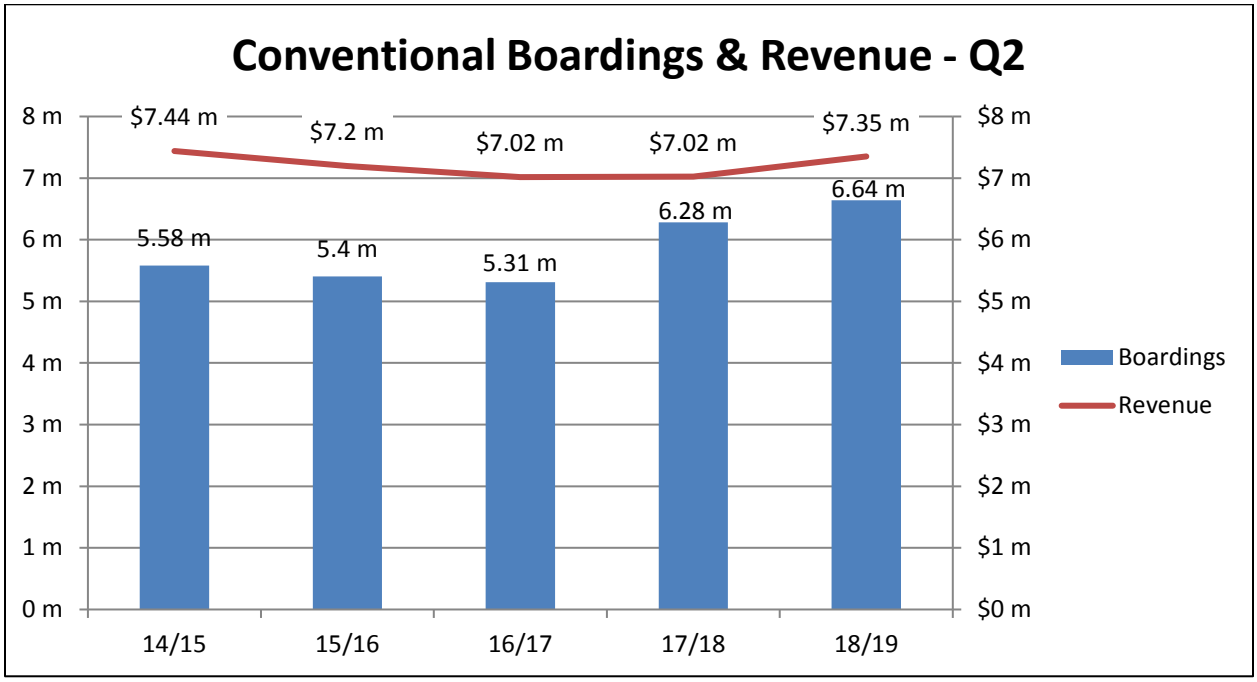
Revenue & Boardings

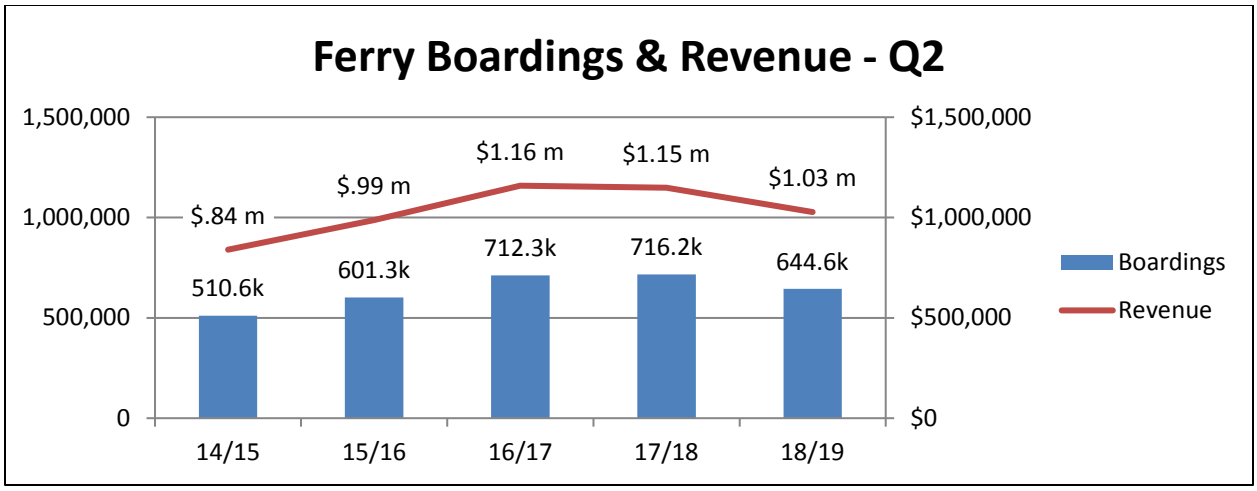
Revenue and boardings are reported to demonstrate how well transit services were used over the quarter, in comparison to the same quarter the previous year.

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 instead of estimating boardings from revenue. Therefore, the data source for boardings in the chart below changed effective 2017/18. However, 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 second quarter, Conventional boardings increased 5.7% from last year, Ferry boardings decreased 10% and Access-A-Bus boardings increased 5.3%. Overall, system wide boardings increased this quarter by 4.1% compared to last year. Revenue this quarter increased 2.5% from last year. The route network changes implemented in August 2018 would have resulted in more passengers transferring at the Lacewood Terminal and Mumford terminal, which partly attributes to the increase in boardings in Q2 2018/19.

Historical Boardings & Revenue




Ferry Boardings & Revenue - Q2
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$1.15 m
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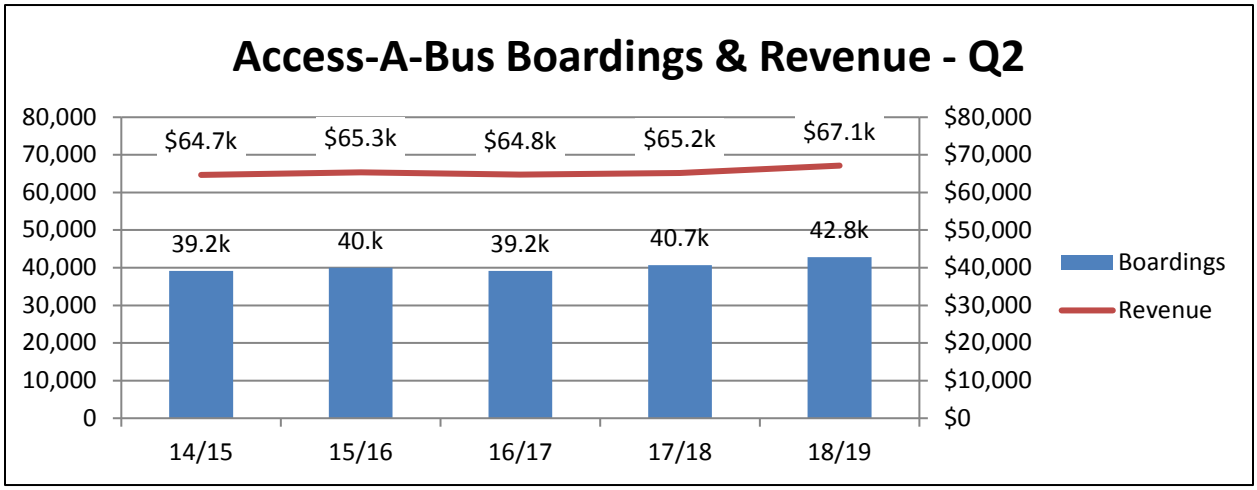
18/19
Boardings
Revenue


Access-A-Bus Boardings & Revenue - Q2
80,000
70,000
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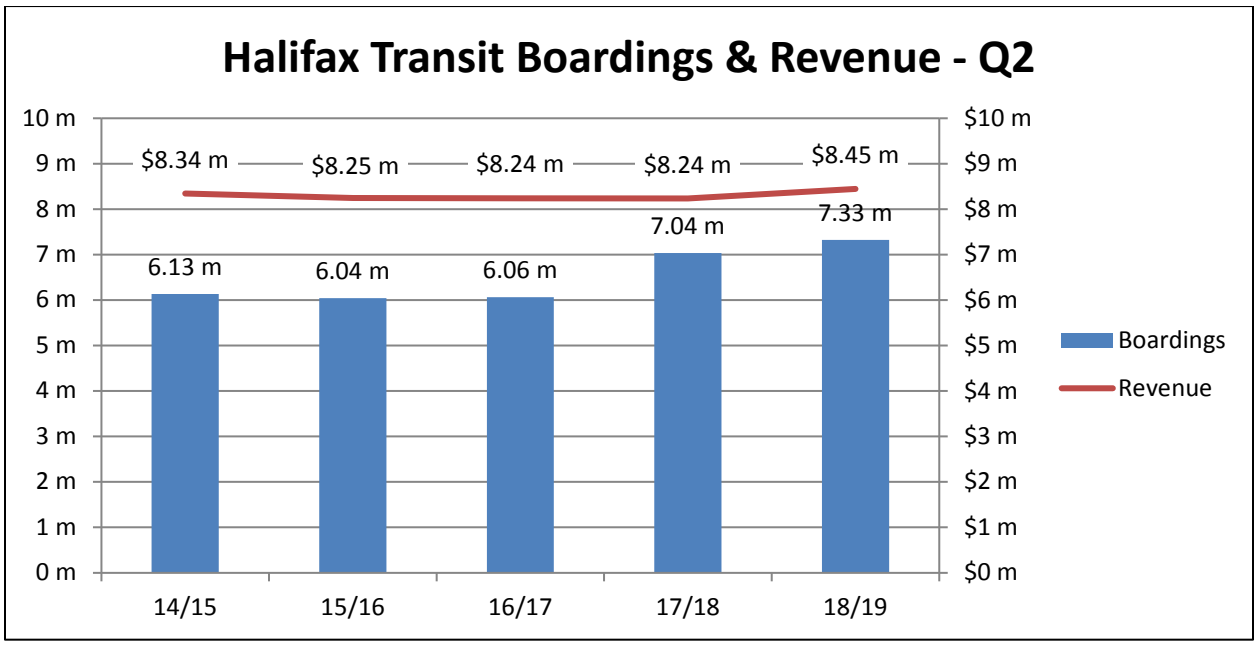
Boardings
Revenue


Halifax Transit Boardings & Revenue - Q2
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7.04 m
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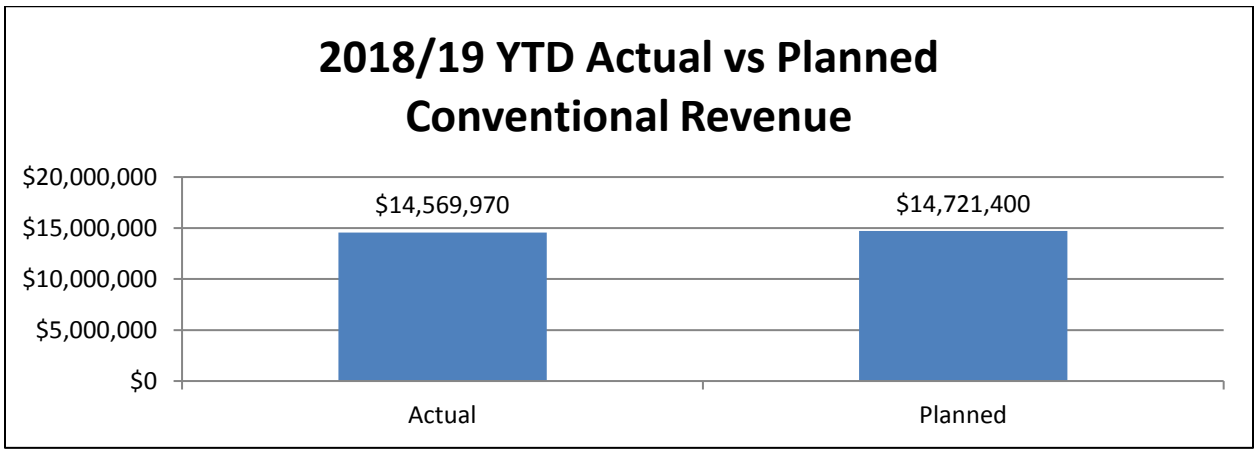
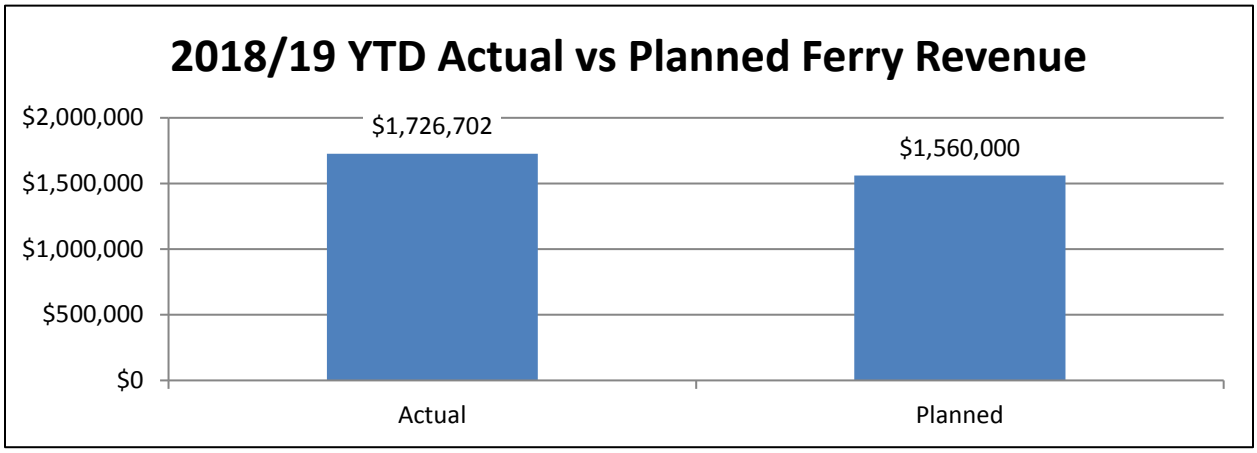
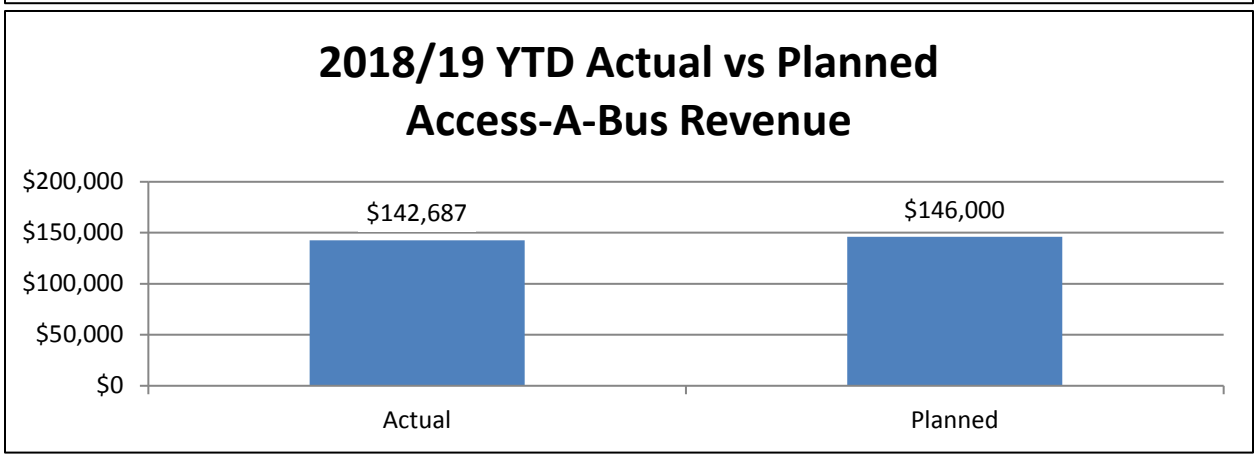
14/15
15/16
16/17
17/18
18/19
Boardings
Revenue

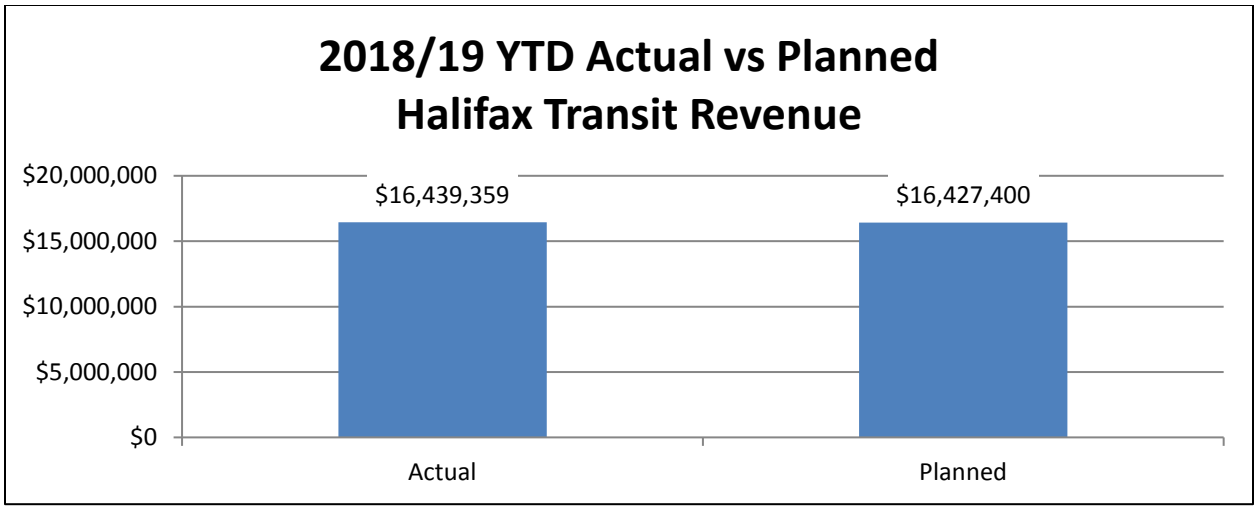
Revenue – Actual vs. Planned

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 4.8% from this time last year and is trending 1% below the planned amount. Ferry revenue to date decreased 7.5% from last year, however is trending 9.7% above the planned amount, as the planned amount did not account for the additional midday service that was retained for 2018/19. Access-A-Bus revenue to date has increased 2.9% and is trending 2.3% below the planned amount. Overall revenue to date has increased 3.4% from this time last year and stands at 0.1% higher than the planned amount.









Mean Distance Between Failures

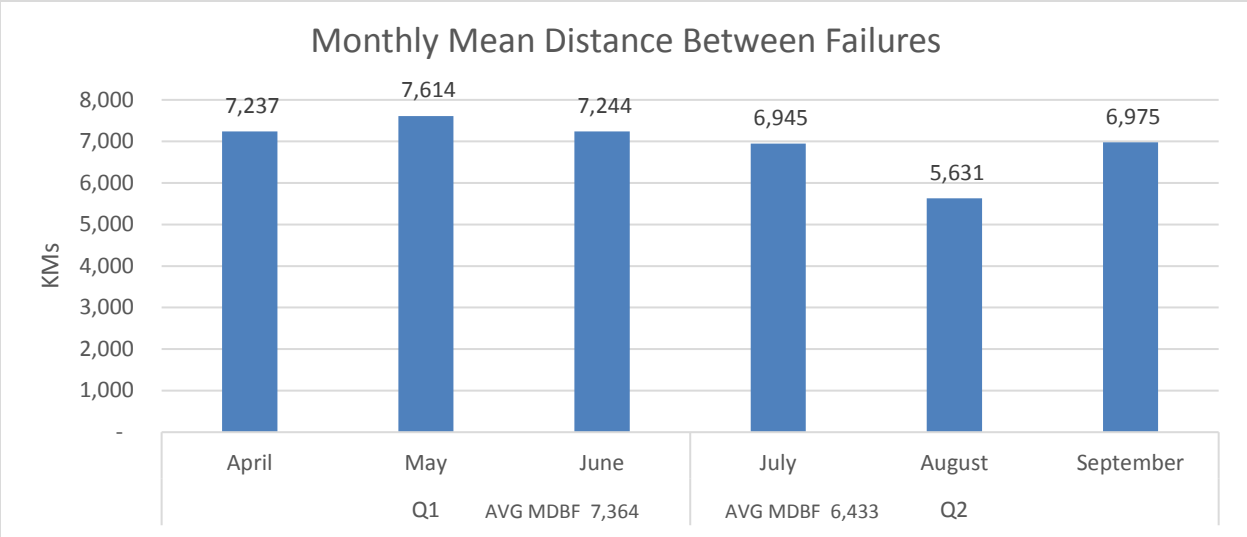
Introduction

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 (MDBF) 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 (i.e. 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.

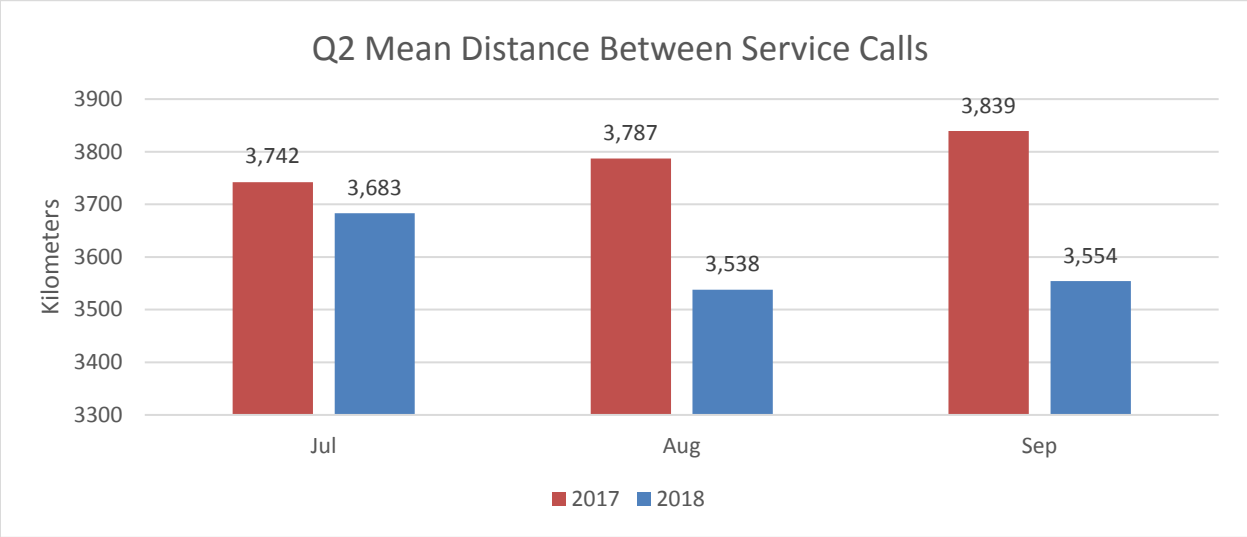
For the second quarter of 2018, the MDBF for conventional transit is 6,433 kms. This key performance indicator is under review and a target is to be established in Q3 of 2018/19. In comparison to the second quarter of 2018/19, this is a 13% decrease which is mostly due to defects related to hot weather and engine issues. The Halifax Transit bus maintenance department is currently working on a plan to increase the MDBF for conventional transit by targeting the engine aftertreatment systems and cooling systems.



Mean Distance Between Service Calls

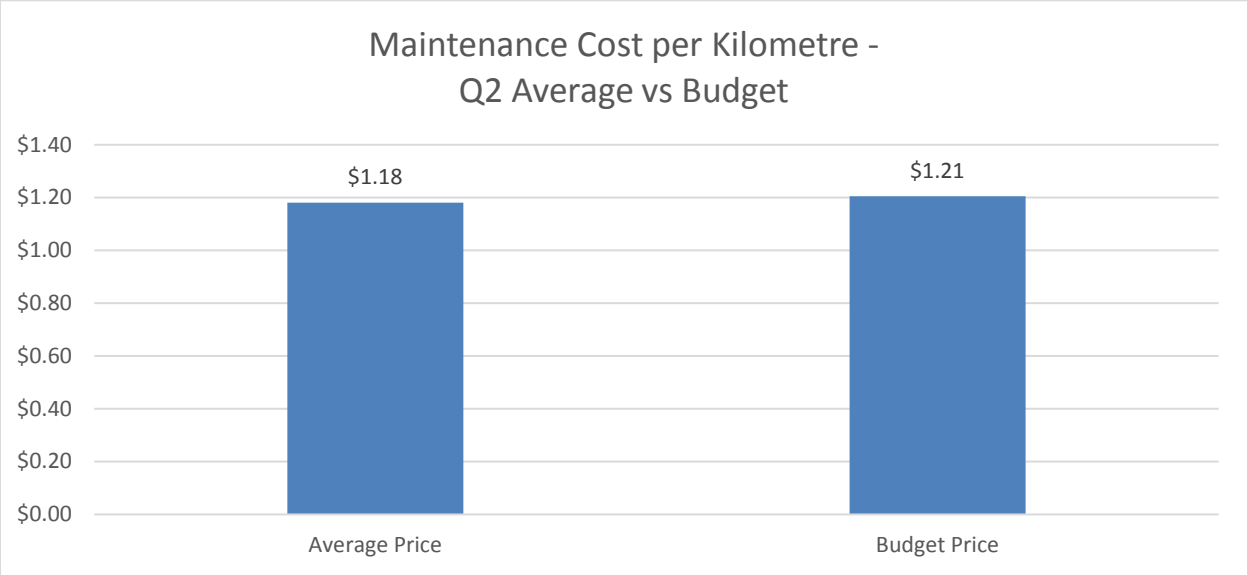
In order to continue monitoring the number of maintenance service calls, this will be reflected as a separate metric; Mean Distance Between Service Calls (MDBS). This number will reflect the distance in kilometres covered on average between maintenance service calls. This number includes all instances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

For the second quarter of 2018, the MDBS for conventional transit was 3,591 kms. In comparison to the second quarter of 2017 (3,789), this is a decrease of 5%. For the second quarter of 2018, the MDBS for Access-A-Bus service was 81,857 kms.



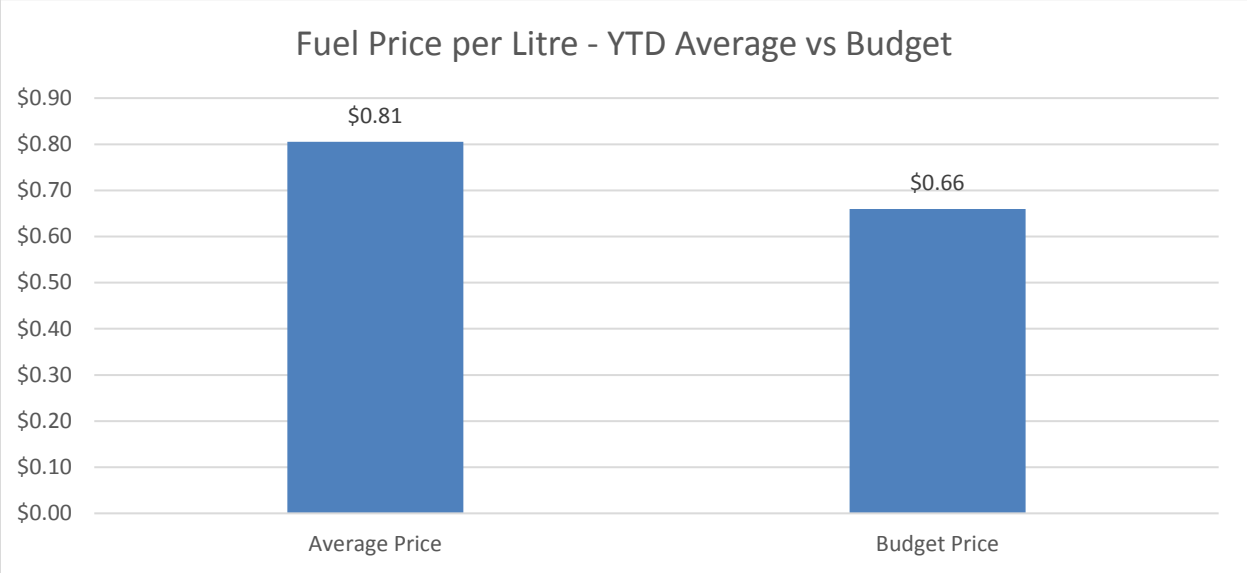
Bus Maintenance Cost – Quarter Average vs Budget

In the second quarter maintenance costs were $1.18/km, while the budgeted maintenance cost was $1.21/km. Therefore, in the second 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 to continue to budget better through a more structured maintenance approach.



Fuel Price – Year to Date Average vs Budget

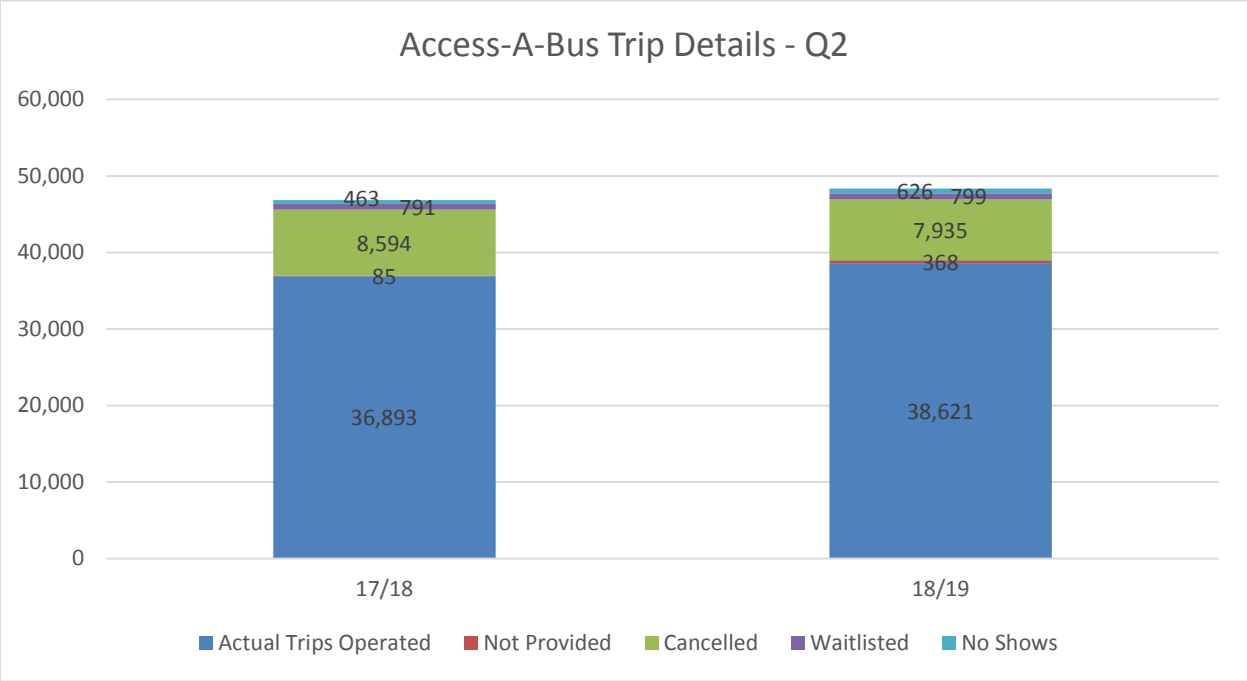
The budgeted fuel price for 2018/19 was set at 66 cents/litre. In the second quarter the average fuel price was $0.81, 15 cents per litre higher than the budgeted cost.



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. These changes have resulted in statistics, such as the number of trip cancellations, no shows and errors, being recategorized and therefore may not be comparable with prior years.

In the second quarter of 2018/19, 1,700 more trips were operated, compared to second quarter 2017/18, an increase of 4.7% and 8 more clients were waitlisted, an increase of 1% over last year.

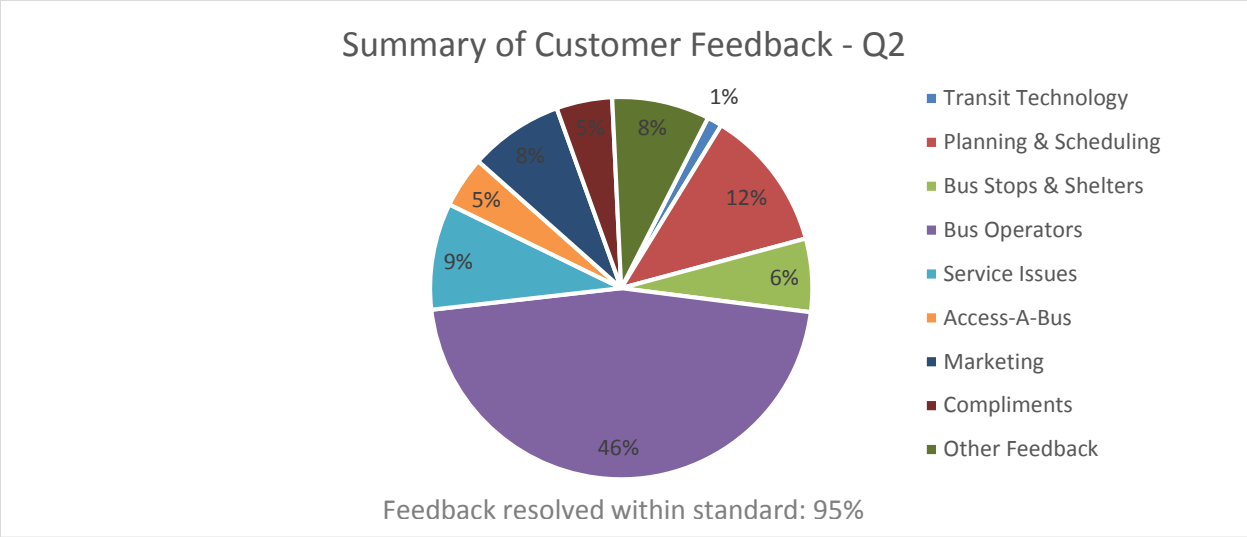


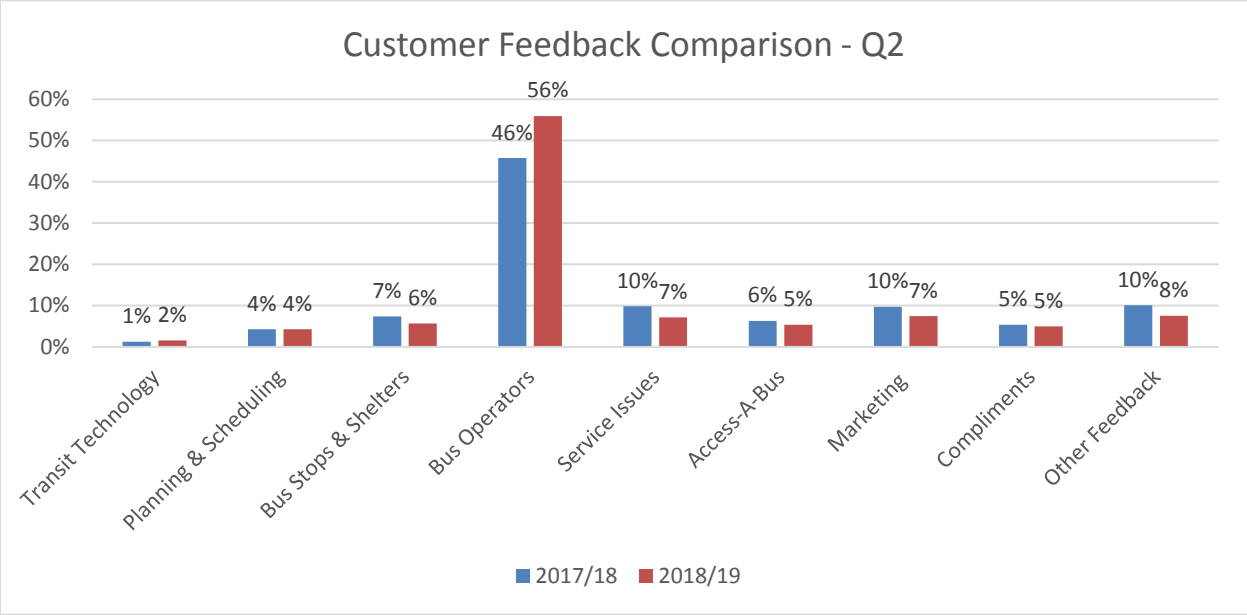
Customer Service – All Services

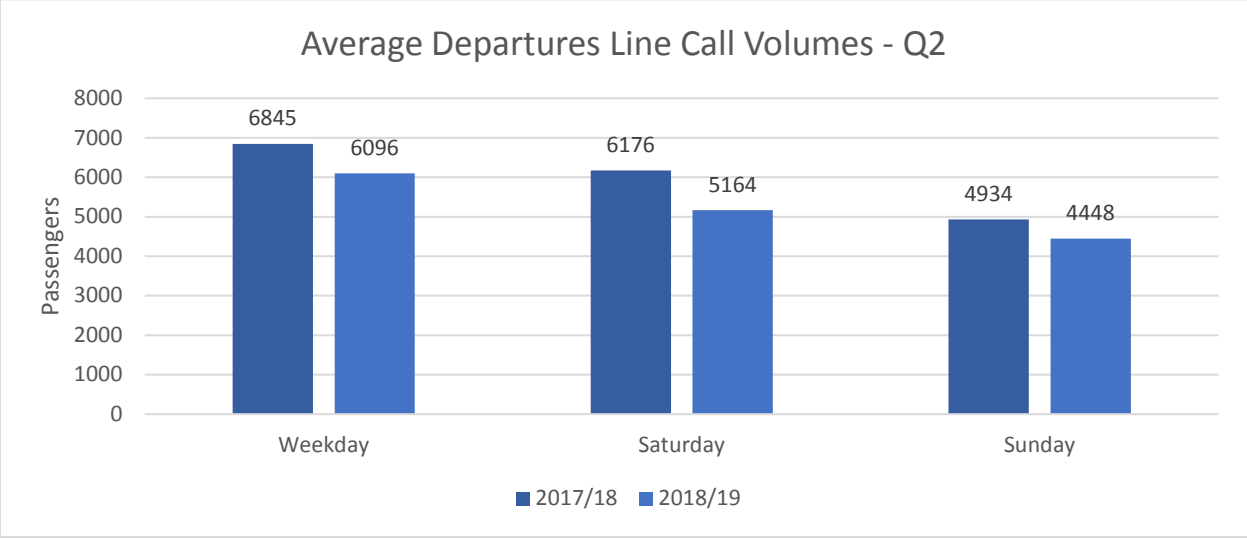
Customer service statistics are measured monthly using the Hansen Customer Relationship Management software along with Crystal Reports. Feedback is first categorized by subject matter and then divided into two categories: feedback resolved within service standard and feedback resolved outside service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

This quarter, 46% of feedback received was related to bus operators and 9% 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 95% of customer feedback was resolved within standard.

Call volumes to the Departures Line (902-480-8000) are displayed by day of the week. In the second quarter of 2018/19, average call volumes were lower than this time last year. Significant service adjustments implemented August 20, 2018 required passengers to learn new routes. In contrast, where Departures Line calls decreased, transit related inquiries to the HRM Citizen Contact Centres increased significantly, as passengers sought new route information and assistance in revising their trip plans using the new routes.


Summary of Customer Feedback - Q2
1%
8%
5%
12%
8%
5%
9%
6%
46%
Transit Technology
Planning & Scheduling
Bus Stops & Shelters
Bus Operators
Service Issues
Access-A-Bus
Marketing
Compliments
Other Feedback
Feedback resolved within standard: 95%


Customer Feedback Comparison - Q2
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
2017/18
2018/19


Average Departures Line Call Volumes - Q2
Passengers
8000
7000
6000
5000
4000
3000
2000
1000
0
6845
6096
6176
5164
4934
4448
Weekday
Saturday
Sunday
2017/18
2018/19

Boardings & Passengers per Hour

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.

Service adjustments were implemented on August 20, 2018 as part of the *Moving Forward Together Plan* and affected routes did not run for the entire quarter. As such, boardings data for the following routes is not comparable and has not been shown.

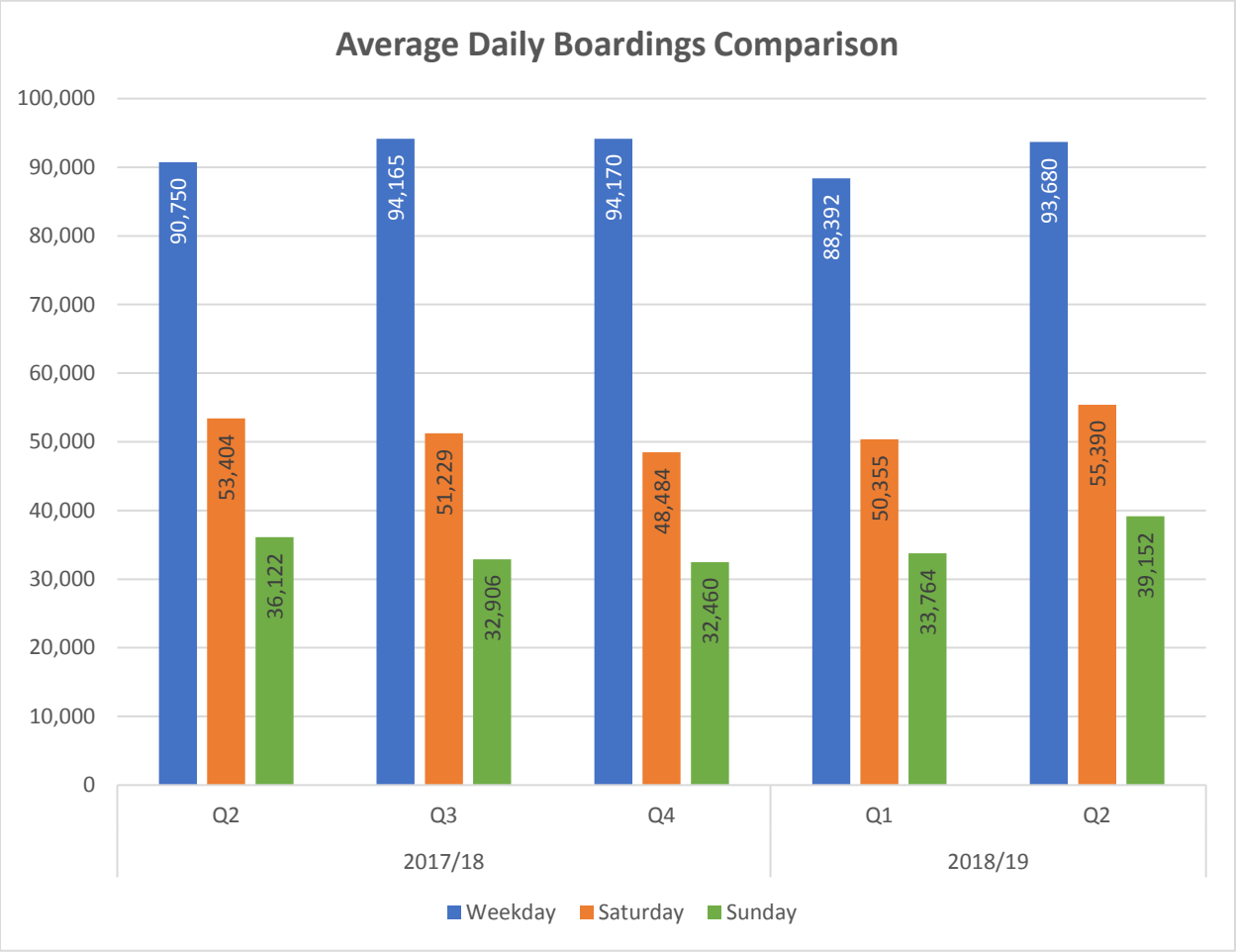
- Corridor Routes:
  - 2 Fairview
  - 3 Crosstown
  - 4 Universities
- Express Routes:
  - 123 Timberlea Express
  - 135 Flamingo Express
  - 136 Farnham Gate Express
  - 137 Clayton Park Express
  - 138 Parkland Express
- Local Routes:
  - 21 Timberlea
  - 28 Bayers Lake
  - 30 Clayton Park West
  - 39 Flamingo
- New Rural Route:
  - 433 Tantallon

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 second quarter were 93,680 ± 11,444 (12.2% variance). Average Saturday boardings this quarter were 55,390 ± 6,821 (12.3% variance). Average Sunday boardings this quarter were 39,152 ± 4,309 (11% variance).

Average Daily Boardings by Service Day



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 are compared to the same quarter in the previous year. 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.

Boardings & Passengers per Hour

Q2 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	8,741	60	9,419	60	6,327	49	7,475	66	4,316	51	4,807	55
2 (new)			4,379	41			4,130	41			2,070	28
2 (removed)	2,748	44	2,618	43	2,027	36	2,085	39	1,189	39	1,065	35
3 (new)			6,149	40			3,223	37			3,013	32
4 (new)			4,669	37			1,895	38			1,436	32
4 (removed)	2,497	40	2,271	38	2,092	35	1,882	33	1,228	40	1,172	37
5	105	26	110	29								
7	4,684	41	4,498	39	3,476	35	3,220	34	2,089	39	1,863	35
9			6,406	38			3,703	50			2,775	39
9A			4,311	39			1,748	49			1,206	35
9B			2,095	35			1,955	50			1,569	43
10	4,331	40	4,529	41	2,619	32	2,937	40	1,648	35	1,757	36
11	105	42	87	38								
14	2,498	39	2,501	39	1,278	37	1,278	38	1,015	35	1,011	34
15	237	16	237	16	121	14	116	11	131	17	159	13
16 (removed)	1,066	23	1,026	22	705	16	618	14				
17 (removed)	1,142	29	1,065	27								
18 (removed)	1,707	29	1,520	26	1,399	27	1,196	24	720	39	617	23
21	1,263	29	1,156	31	765	19	720	20	348	14	413	23
22	442	12	619	18	420	11	466	14	335	9	390	11
23 (removed)	342	18	333	19								
28 (new)			1,346	35			1,362	34			565	30
29			2,894	31			1,729	28			1,234	21

Q2 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
30 (new)			824	22			599	17			336	17
30A (new)			454	24			316	18			158	14
30B (new)			370	21			284	16			179	20
39 (new)			1,279	28			882	17			360	17
41	1,098	38	1,240	39								
42 (removed)	1,142	31	996	27								
51	1,028	43	1,056	44	517	30	565	35	317	38	339	39
52	5,800	48	5,789	48	3,974	38	3,709	39	3,581	38	3,534	40
53	1,313	49	1,258	48	738	46	727	49	444	54	360	46
54	826	39	775	36	538	32	465	30	254	26	222	22
55	436	20	415	19	290	17	211	14	208	13	167	11
56	825	23	919	27	872	23	1,046	29	539	17	648	20
57	556	14	583	14	283	9	302	10	165	9	134	8
58	702	25	687	25	572	28	429	23	412	24	351	20
59	2,027	26	1,939	25	754	29	772	33	545	23	509	22
60	2,738	36	2,698	35	1,857	43	1,861	46	1,272	44	1,264	44
61	2,218	29	2,249	29	1,076	23	1,123	29	909	24	896	23
62	788	25	781	25	588	24	580	25	273	17	269	17
63	719	43	742	41								
64	320	30	438	30								
65	244	15	225	14	82	6	93	7	57	9	46	7
66	1,483	24	1,525	25	497	28	503	32	353	22	284	18
68	1,352	27	1,295	26	781	25	775	27	508	18	496	18
72	1,344	29	1,324	28	947	19	971	20	522	21	462	17
80	4,120	33	4,291	34	3,595	31	3,542	34	2,698	28	2,606	28

Q2 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
81	1,271	24	1,350	26								
82	893	19	915	20	237	10	230	10	99	9	88	8
83	156	12	153	12	93	9	89	9	41	9	34	7
87	1,315	29	1,265	28	1,058	20	1,137	23	556	18	487	16
88	86	16	90	16	64	12	64	12	23	10	21	9
89	459	20	468	21								
90	1,223	26	1,290	27	834	17	833	18	505	20	459	18
400	204	16	194	15	58	8	82	12	56	8	64	9
401	168	13	165	13								
433 (new)			60	11								
Alderney	5,827	194	5,152	172	6,811	389	6,091	348	5,117	292	3,989	228
Woodside	2,654	126	2,388	114								

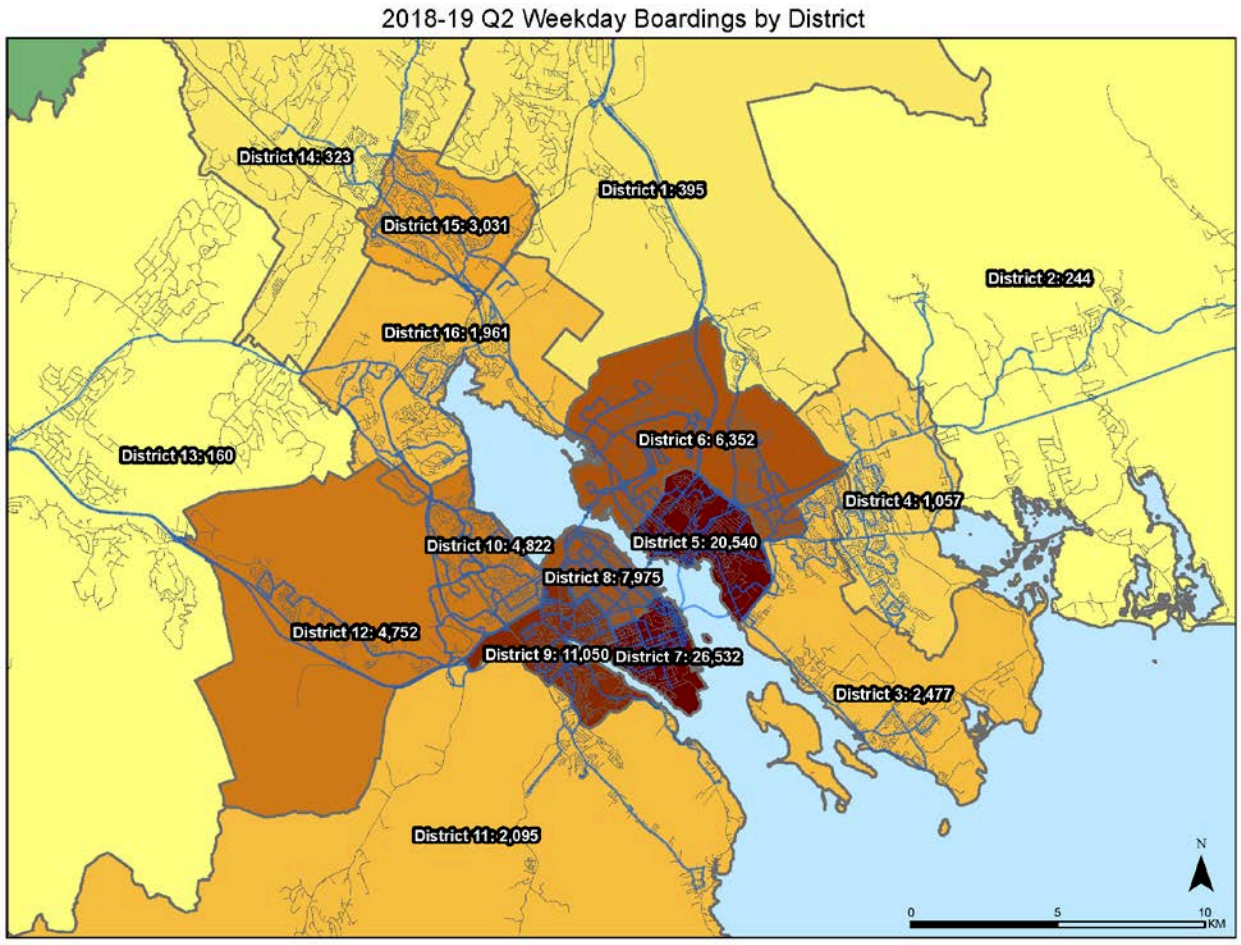
Express Service Peak Boardings and Passengers per Trip

Q2 Comparison - Average Daily Peak Boardings by Route				
Route	Weekday (Peak Only)			
	17/18		18/19	
	Boardings	Pass/Trip	Boardings	Pass/Trip
31 (removed)	255	28	250	28
32	450	25	436	24
33 (removed)	152	38	149	37
34 (removed)	646	38	618	36
35 (removed)	253	28	247	27
78	74	6	81	6
79	95	8	87	7
84	809	28	810	28
85	113	28	99	25
86	109	27	110	28
123 (new)			231	18
135 (new)			466	33
136 (new)			546	34
137 (new)			327	27
138 (new)			447	32
159	496	17	481	16
185	688	21	657	21
194 (new)			123	15
320	197	16	210	16
330	317	15	325	13
370	110	9	117	8

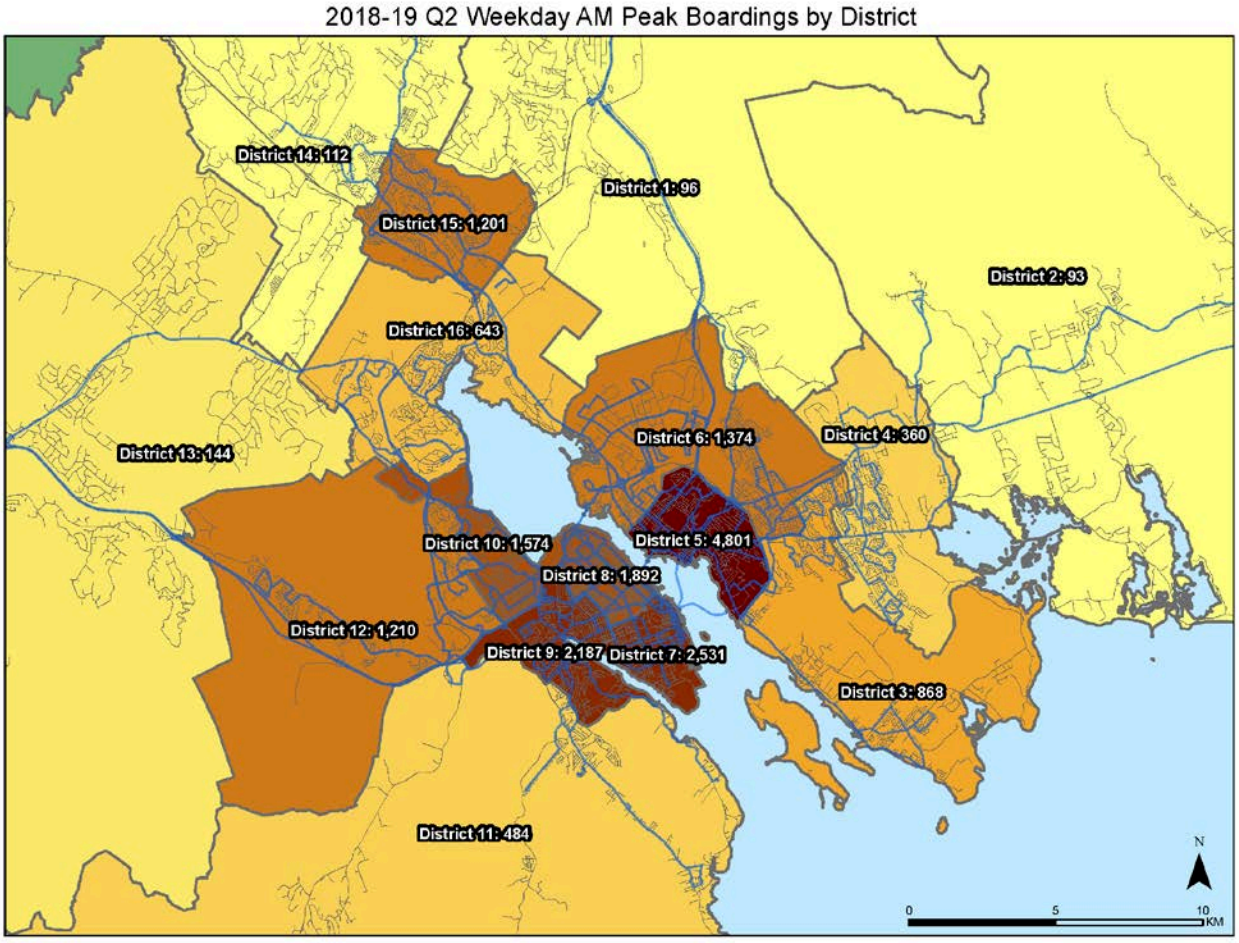
Boardings by District

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.

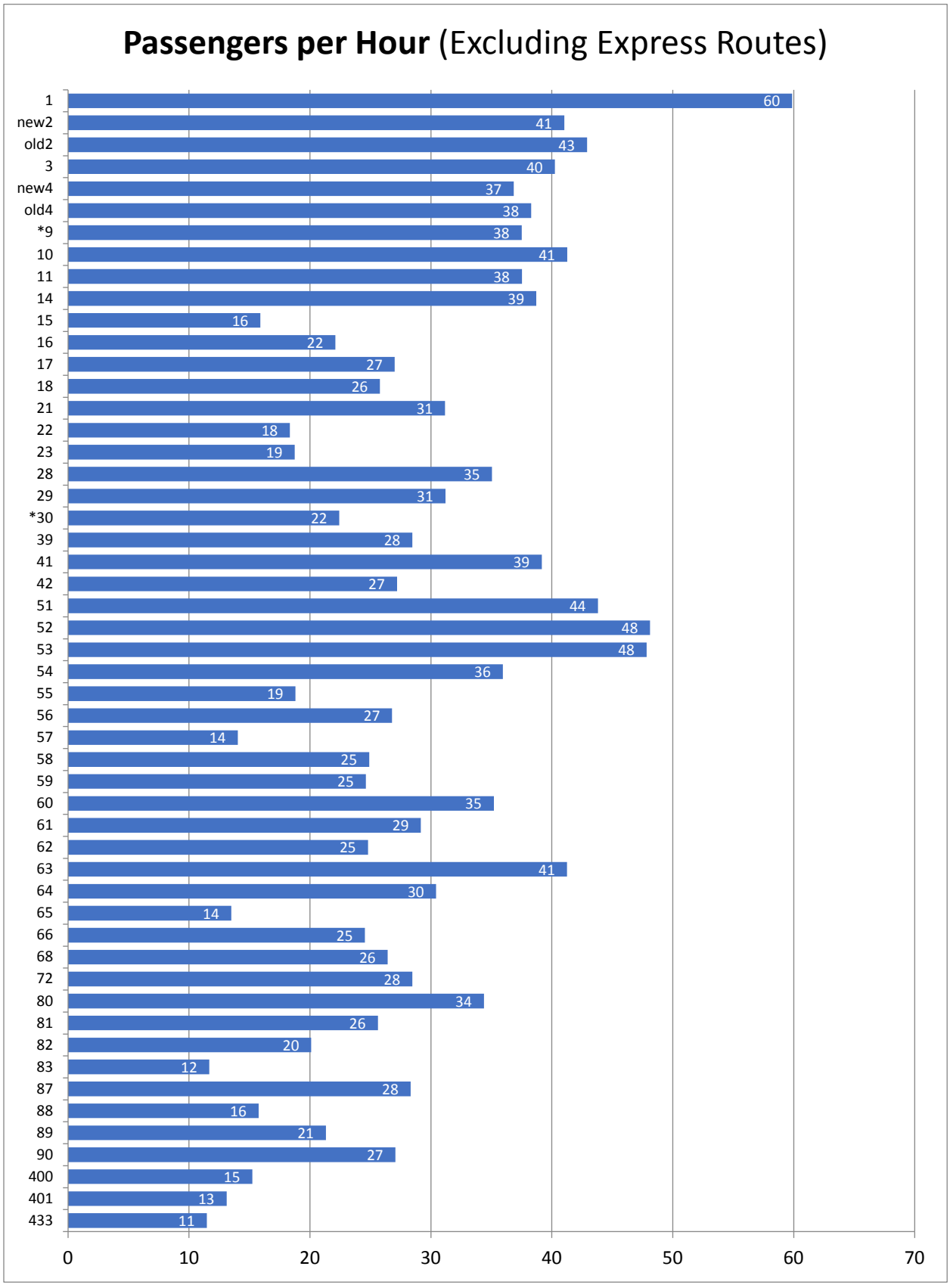
Weekday Boardings by District – All Day



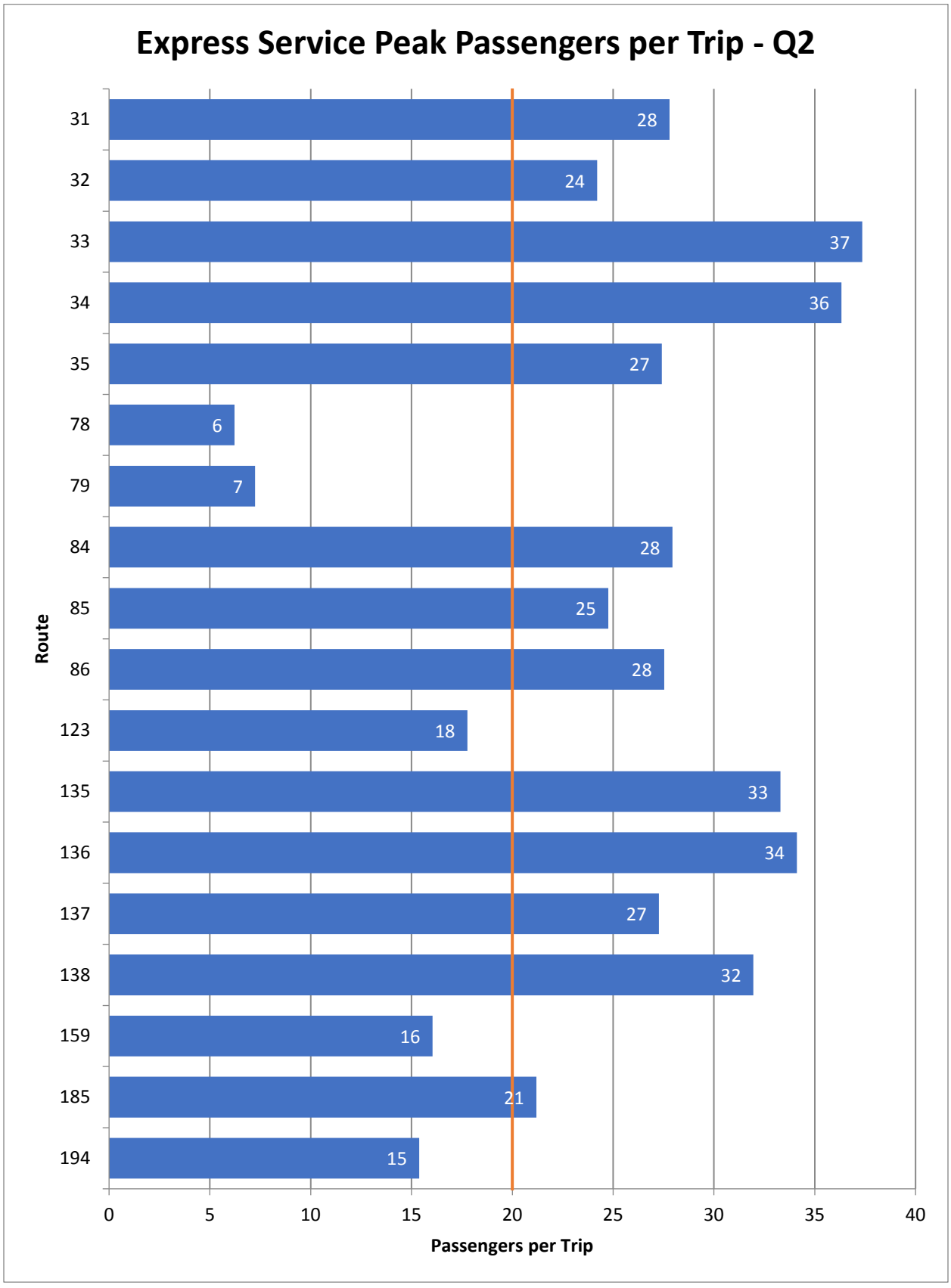
Weekday Boardings by District – AM Peak Period



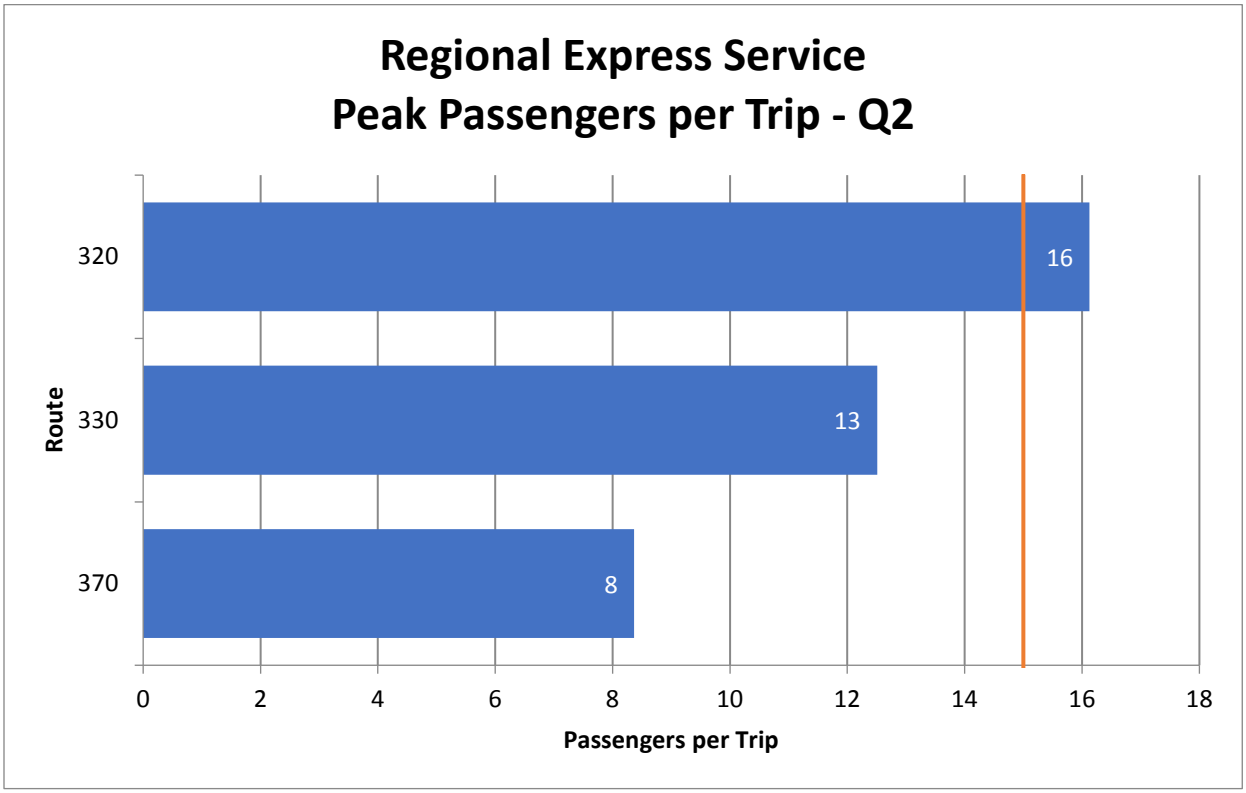
Passengers per Hour by Route



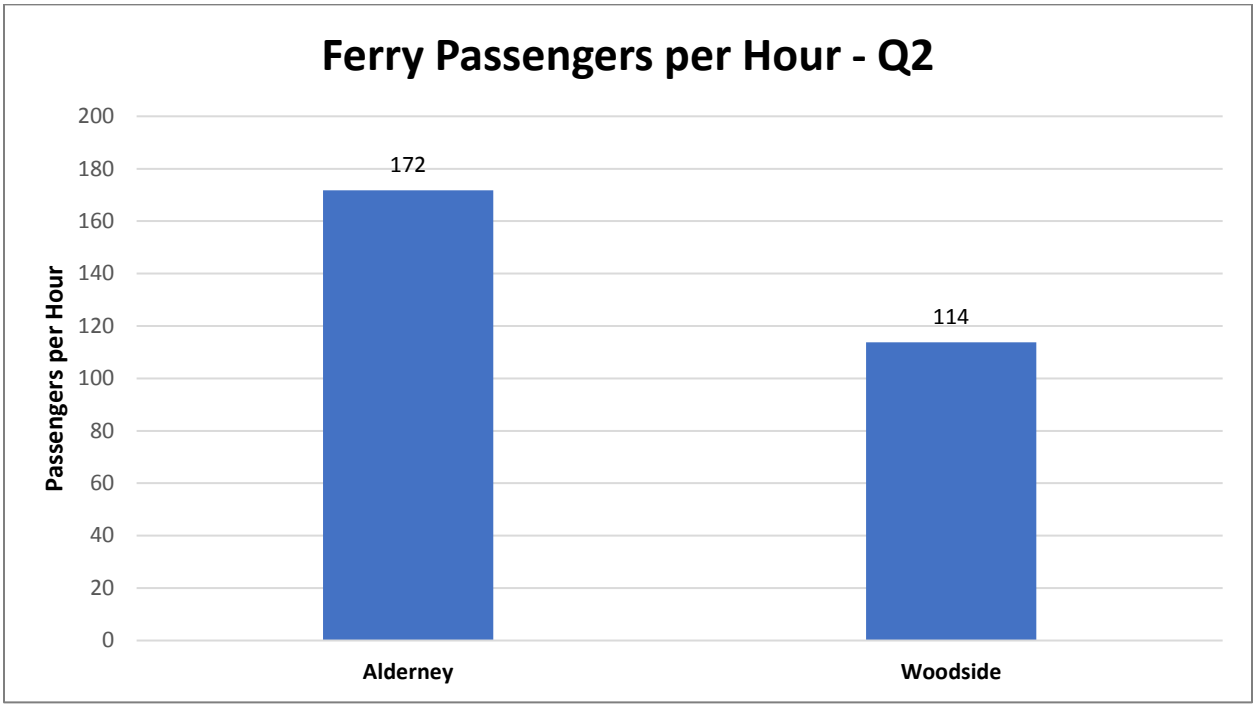
Express Service Peak Passengers per Trip by Route



Regional Express Peak Passengers per Trip by Route



Ferry Passengers per Hour



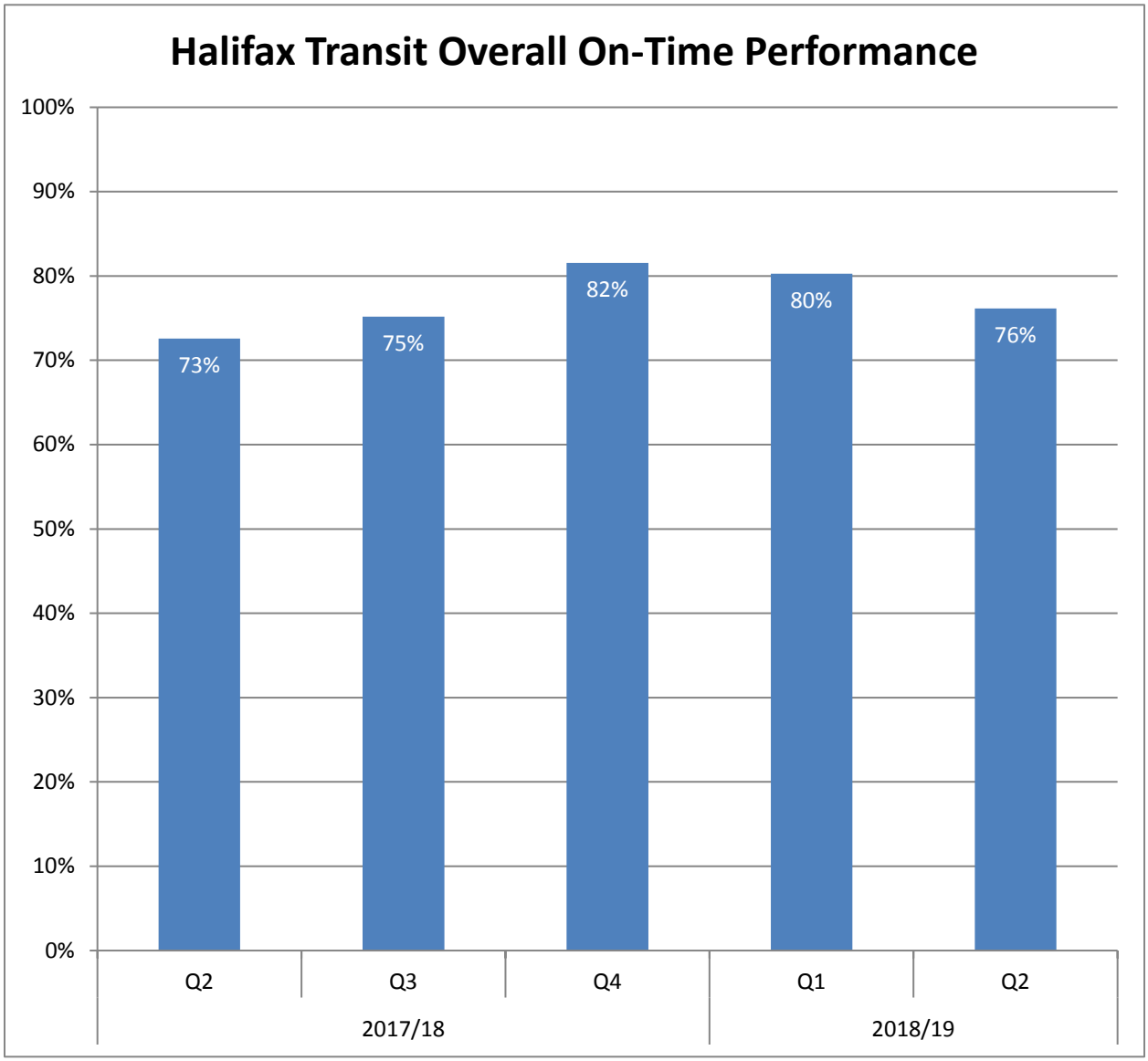
On-Time Performance

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.

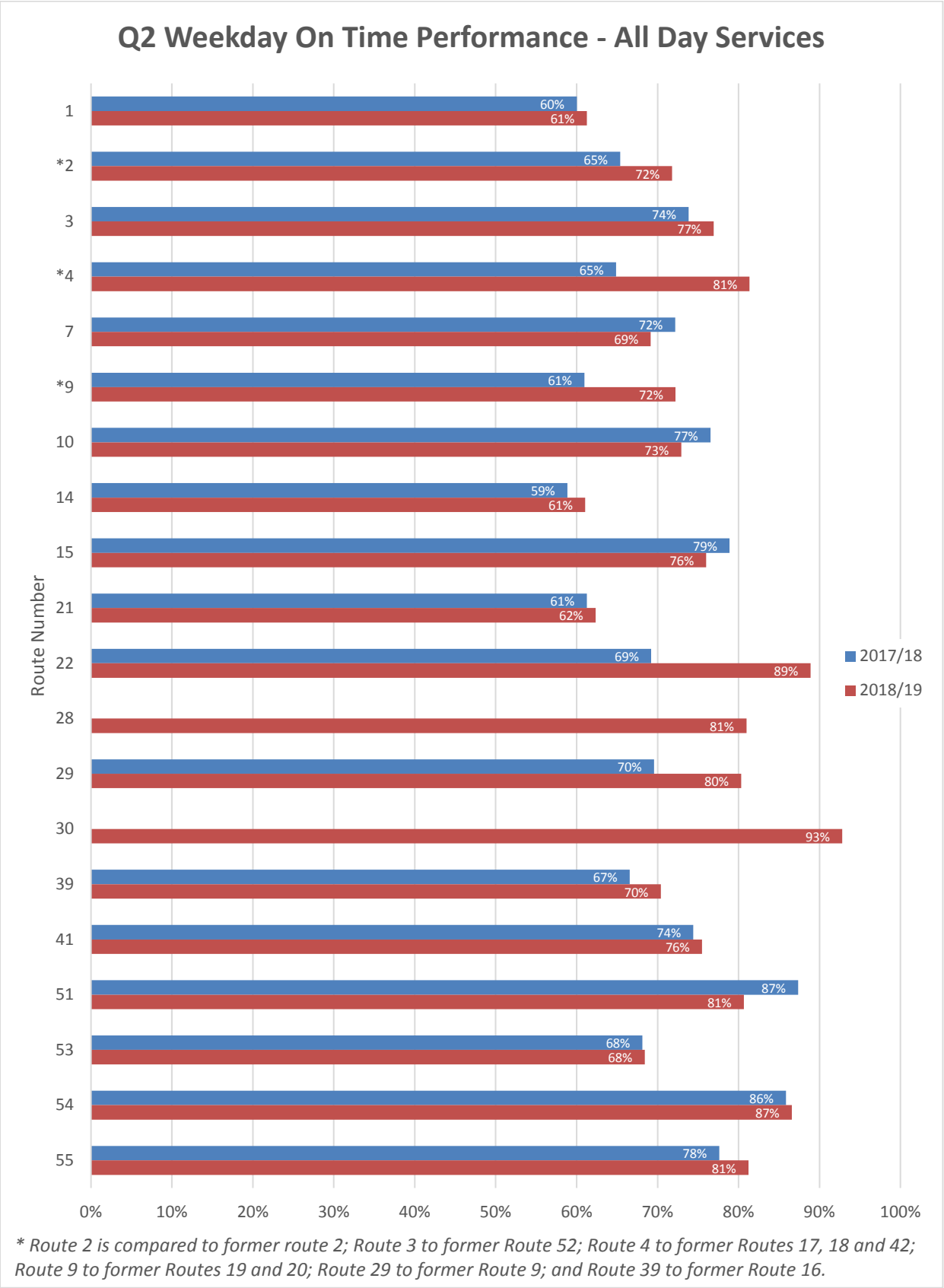
Transit Industry standard targets for on-time performance tend to range between 85% and 90%, although service types are not always comparably grouped, nor are schedule adherence definitions consistent between agencies. Halifax Transit will analyze on-time performance across the network in order to establish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

Compared to second quarter last year, on-time performance improved 3%.

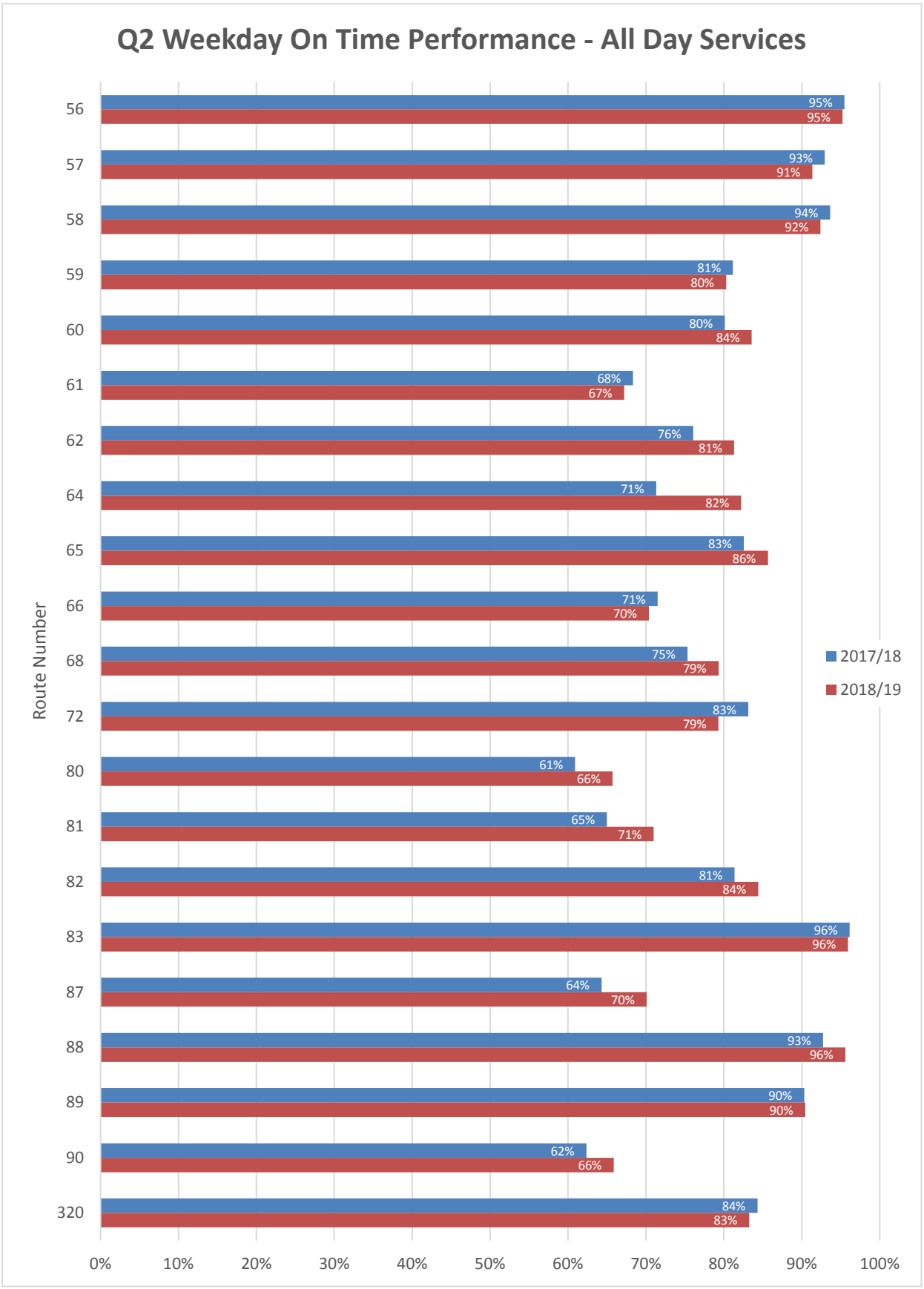
Overall Network On-Time Performance



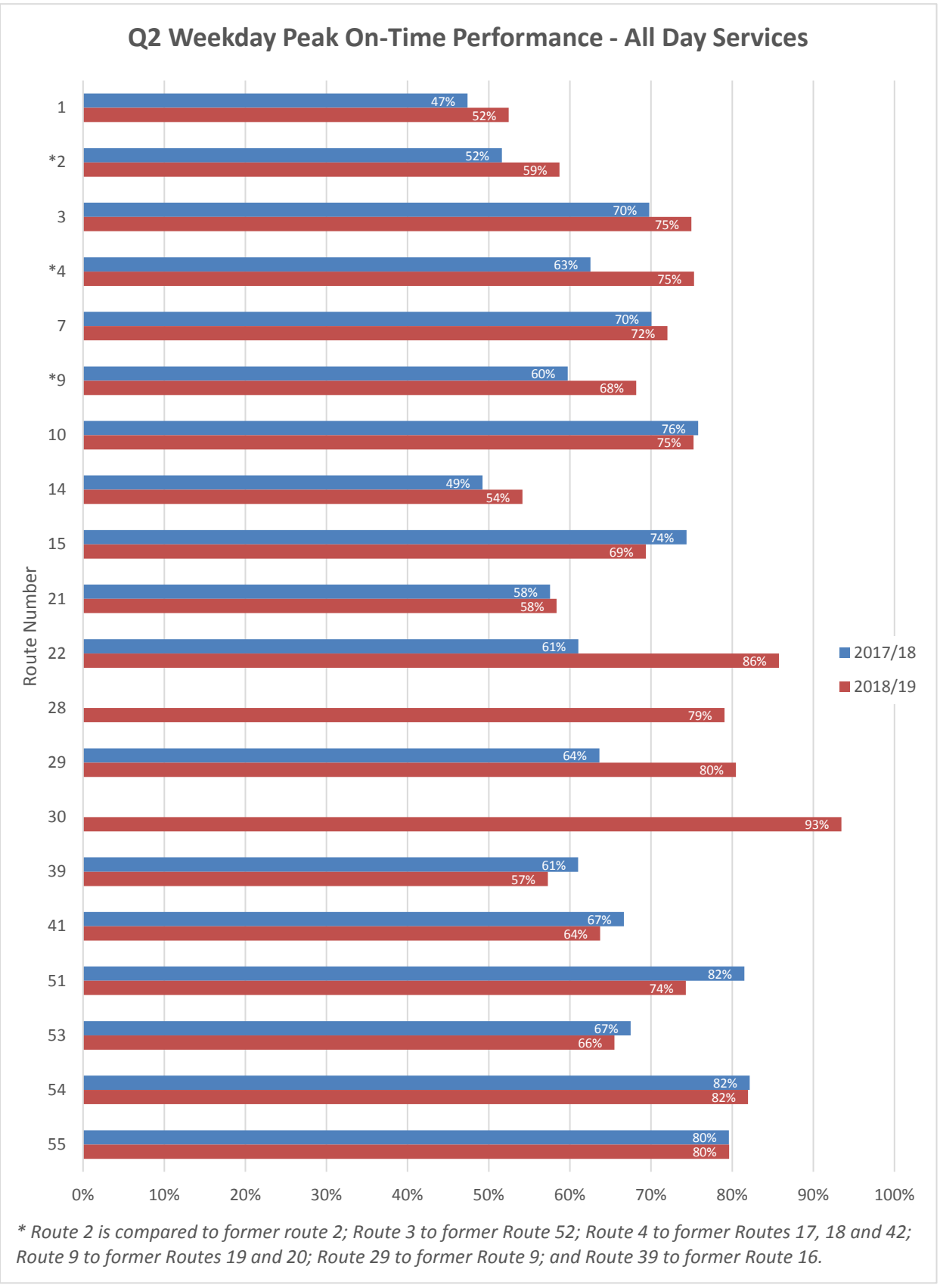
Weekday On-Time Performance – All Day Services



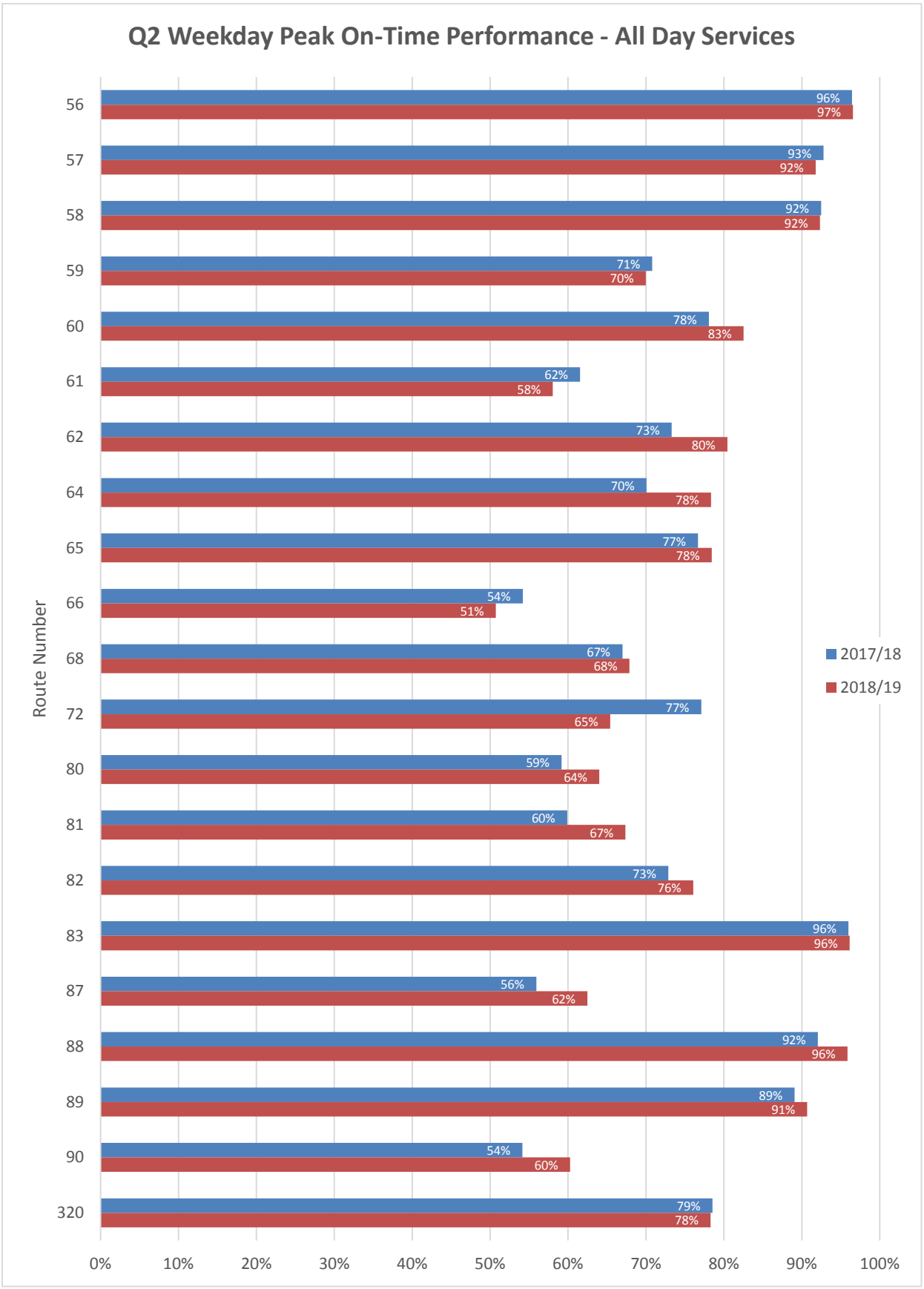
** Route 2 is compared to former route 2; Route 3 to former Route 52; Route 4 to former Routes 17, 18 and 42; Route 9 to former Routes 19 and 20; Route 29 to former Route 9; and Route 39 to former Route 16.*


Q2 Weekday On Time Performance - All Day Services
Route Number
56
57
58
59
60
61
62
64
65
66
68
72
80
81
82
83
87
88
89
90
320
95%
95%
93%
91%
94%
92%
81%
80%
80%
84%
68%
67%
76%
81%
71%
82%
83%
86%
71%
70%
75%
79%
83%
79%
61%
66%
65%
71%
81%
84%
96%
96%
64%
70%
93%
96%
90%
90%
62%
66%
84%
83%
0%
10%
20%
30%
40%
50%
60%
70%
80%
90%
100%
2017/18
2018/19

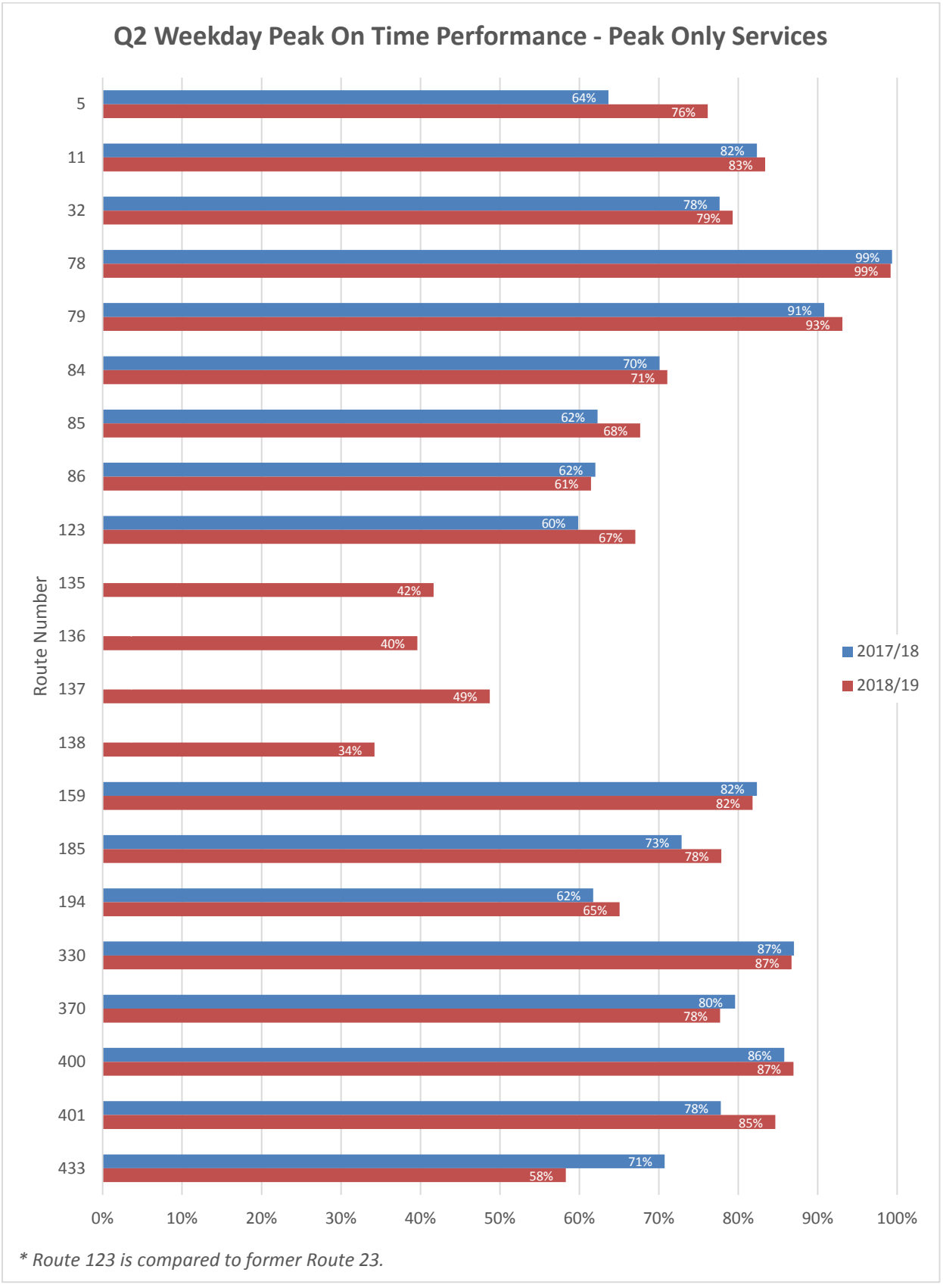
Weekday Peak Period On-Time Performance – All Day Services



** Route 2 is compared to former route 2; Route 3 to former Route 52; Route 4 to former Routes 17, 18 and 42; Route 9 to former Routes 19 and 20; Route 29 to former Route 9; and Route 39 to former Route 16.*


Q2 Weekday Peak On-Time Performance - All Day Services
Route Number
56
57
58
59
60
61
62
64
65
66
68
72
80
81
82
83
87
88
89
90
320
96%
97%
93%
92%
92%
92%
71%
70%
78%
83%
62%
58%
73%
80%
70%
78%
77%
78%
54%
51%
67%
68%
77%
65%
59%
64%
60%
67%
73%
76%
96%
96%
56%
62%
92%
96%
89%
91%
54%
60%
79%
78%
2017/18
2018/19
0%
10%
20%
30%
40%
50%
60%
70%
80%
90%
100%

Weekday Peak Period On-Time Performance – Peak Only Services



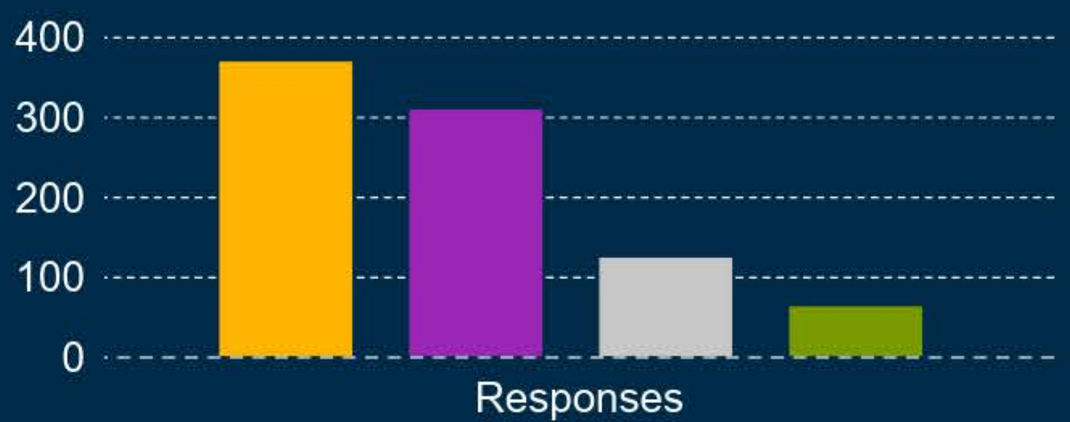
** Route 123 is compared to former Route 23.*

Fare Structure Survey Results

Highlights

- Overall, people are satisfied with Halifax Transit's current fare structure
- Respondents believe monthly passes should be priced in a way that makes more sense relative to tickets
- Many passengers would prefer to pay transit fare with smart phones/smart card technology

How do you feel about providing discounts to some groups of people?



- I think existing discounts are okay and should stay the same
- I support increasing discounts for some people, even if it means the transit tax rate goes up to cover the cost
- I support increasing discounts for some people, even if it means transit fares go up for other people to cover the cost
- I think that everyone should pay the same fare

Fare Structure Based on Age

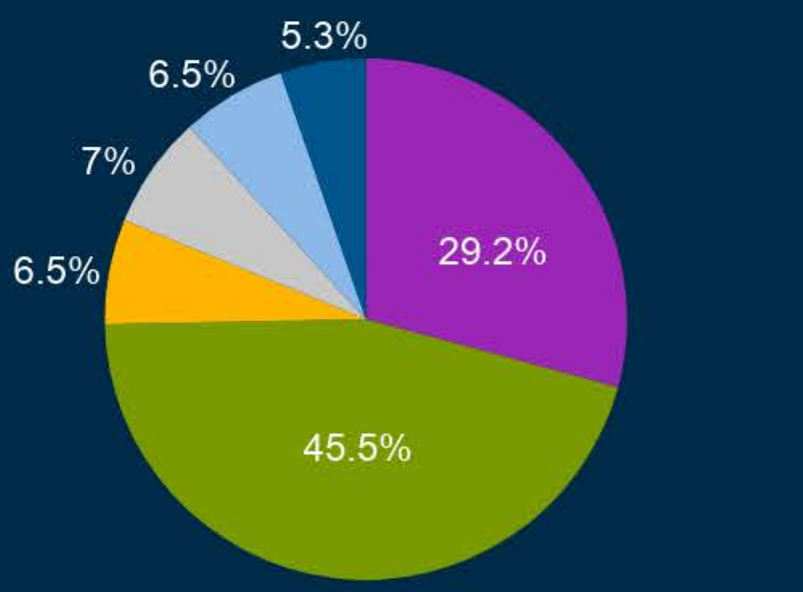
59% FEEL THAT children ages 0-5 should continue to ride transit for free, and that this age range shouldn't change

65% FEEL THAT youth aged 5-15 years old should continue to pay 75 cents less than adults to use transit

64% FEEL THAT seniors (aged 65 years and up) should continue to pay 75 cents less than adults to use transit

- 39% feel that monthly passes should be the price of travelling 15 days a month
- 29% feel that monthly passes are appropriately priced relative to tickets
- 27% feel that monthly passes should be the price of travelling 18 days a month
- 5% gave other ideas

How do you pay for transit?



What's Next?

Thank you for responding to Talk Transit's fare structure survey! The answers you provided will help us form Halifax Transit's new fare strategy -- coming in early 2019.

Don't forget to check out this month's survey on Transit Priority Measures.

www.shapeyourcityhalifax.ca/talktransit

Talk Transit Demographic Information – Fare Structure Survey

Demographic information offered by registrants shows that while various demographic groups are represented (based on age, ethnicity, ability, gender), additional efforts are required to increase the number of responses from each group. The charts and information below illustrate the number of responses from each group identified.

It is important to note that previous registrants to Shape Your City (Talk Transit's host site) were not required to fill out demographical data, as a result, data for many residents who responded to this initial survey is not available. It is anticipated that the number of respondents from each demographical group is higher than indicated. In any case, staff will continue to work to improve the inclusivity of the survey.

District Number	Number of Respondents	Percentage of Respondents
District 1	10	1%
District 2	18	2%
District 3	21	3%
District 4	62	8%
District 5	102	14%
District 6	15	2%
District 7	133	18%
District 8	30	4%
District 9	100	13%
District 10	77	10%
District 11	62	8%
District 12	30	4%
District 13	11	1%
District 14	23	3%
District 15	17	2%
District 16	15	2%
Invalid Location	12	2%
Outside HRM	6	1%
Grand Total	**744**	**100%**

Table 2 Number of respondents from each HRM District.

Self Identification

- A total of 21 respondents (3%) identified as Aboriginal
- A total of 90 respondents (12%) identified as being a person with a disability
- A total of 40 respondents (5%) identified as being a person in a visible minority group

- A total of 209 respondents (28%) identified as being female
- A total of 150 respondents (20%) identified as being male
- A total of 33 respondents (4%) identified as being a gender other than male or female

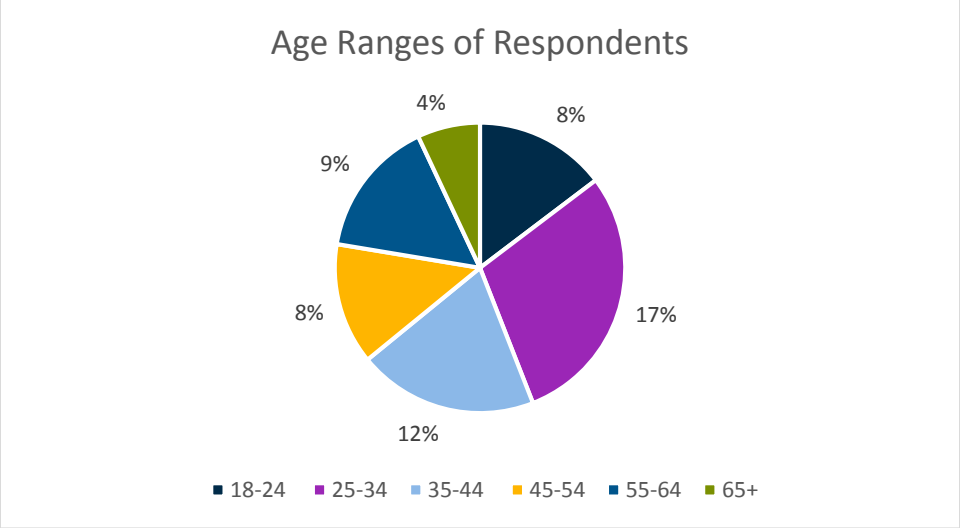


Table 3 Age Range of Talk Transit Fare Structure Survey respondents.

- A total of 63 respondents (8%) are in the age range of 18-24
- A total of 126 respondents (17%) are in the age range of 25-34
- A total of 86 respondents (12%) are in the age range of 35-44
- A total of 58 respondents (8%) are in the age range of 45-54
- A total of 66 respondents (9%) are in the age range of 55-64
- A total of 30 respondents (4%) are in the age range of 65+