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Item No. 12.1.1
Transportation Standing Committee
April 23, 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: February 14, 2019

SUBJECT: **2018/19 Q3 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 third quarter of the year and includes reporting on key performance measures. These include measures of revenue, ridership, boardings, overloads, 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 A 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."*

Q3 Highlights – The Access-A-Bus review has resulted in the creation of the *Continuous Improvement Service Plan* which includes the roadmap for service improvements, eligibility requirements and discussions with stakeholders and is expected to reduce the booking time requirement as well as reduce the wait list. This plan was presented and approved by Regional Council, February 12, 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 February 1, 2019, 8,833 passes have been issued, 1,600 of which have been distributed to children under the age of 12.

Low Income Transit Pass Program (LITP)

During the third quarter, an average of 69% of the 1000 total participants purchased a pass. In December, 120 participants who had not purchased a pass for six consecutive months were removed from the program and replaced with applicants from the waitlist. As of January 2019, the program remains at capacity, with 186 approved applicants on the waitlist. Inactive participants will continue to be removed each month between now and the end of the program year (May 2019)

Month	Passes purchased	Inactive Participants Removed *(began Dec. 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
December 2018	664	120	169

Online Engagement Portal

Halifax Transit's online engagement hub, Talk Transit, officially launched in October 2018. Since the launch, residents have given insightful feedback on the topics of fare structure, transit safety, transit priority measures, technology, and transferring.

As of March 20, 1288 unique participants have filled out at least one Talk Transit survey. 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. The updated demographic information is included in Attachment C to the report.

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 will also be attending various civic events to ensure residents from across the municipality are given the opportunity to provide feedback on Transit topics.

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."*

Q3 Highlights – In the third 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 successfully closed off the vendor solution design phase with Trapeze in the March timeframe (Phase 1 - HASTUS replacement). With an approved design, the team has shifted focus to process development, test preparation, and training planning deliverables.

The Fare Management project team continues to work on a fare strategy for Halifax Transit. The fare strategy will help Halifax Transit staff determine appropriate fare rates for each of Halifax Transit's fare products as well as future fare-related technology upgrades.

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.

A Safe and Accessible Transportation Network	
Business Plan Deliverable	**Status**
Access-A-Bus Review Implementation	In Progress
Accessible transit Vehicle Procurement Service Plan	Complete
Bus Stop Accessibility & Improvement	Complete
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."*

Q3 Highlights – The Mumford Terminal Opportunities Assessment was completed and direction was provided by Regional Council in January 2019. The Bus Rapid Transit Study is completed and will be brought forward to TSC in Q4. The Gottingen Street bus lane became fully functional at peak periods in December 2018, and the new Transit Priority Measure at the intersection of Main Street at Gordon Street became functional in January 2019, along with the reinstatement of a previously removed stop.

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

Q3 Highlights – Tender for the detailed design of the Woodside Ferry Terminal Recapitalization has been awarded and work is currently underway. Work on the fare management kiosk at Halifax Ferry Terminal was initiated in March 2019 as part of Phase 3 of the Halifax Ferry Terminal Refresh project.

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

February 2019 – Service Adjustments

For the first time, Alderney Ferry Service will be offered on Easter Sunday, April 21, 2019.

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

- Route 194 West Bedford Express was 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 had minor routing change on the express portion of the route and several bus stop changes.

Performance Measures

Please see Attachment B, *Halifax Transit 2018/19 Q3 Performance Measures Report* for performance measures and detailed route level statistics. Comparisons for Mean Distance Between Failures (MDBF) to previous years will begin once comparable historical data becomes available, to show relative increase/decrease.

Q3 Highlights:

- System wide On-Time Performance this quarter was 77%, improving 2% over last year.
- The average daily passenger counts this quarter were 97,371 on weekdays, 52,864 on Saturdays and 36,342 on Sundays.

- The Departures Line received over 6000 passenger calls on a typical weekday this quarter.
- Overall boardings increased 7.3% this quarter from last year, while revenue increased 3.7%.
- Access-A-Bus trips increased 7.2% this quarter.
- This quarter 92% 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 6,869 km.
- The mean distance between service calls (MDBS) for conventional was 3,252 kms, declining 9% compared to the previous year, the MDBS for Access-A-Bus was 75,730 kms.
- 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 7.7.
- Maintenance cost per kilometer was $1.11/km, nine cents lower than the budget cost of $1.20/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 Q3 Performance Measures Report

Attachment C: Talk Transit Survey Results Infographic

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, 902.490.6621

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 Access-A-Bus review has resulted in the creation of the *Continuous Improvement Service Plan* which includes the roadmap for service improvements, eligibility requirements and discussions with stakeholders and is expected to reduce the booking time requirement as well as reduce the wait list. This plan was presented and approved by Regional Council, February 12, 2019. The Paratransit project team continues work on the second phase of the Paratransit project, adding mobile data computers (MDCs) to all Access-A-Bus vehicles which 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. Additionally, the team proposed a new runcut for February 2019 with more splits to cover peak morning and afternoon times, more fixed shifts, more consistent start times for blocks, and overall a better distribution to meet customer demand. Further optimization to repeater templates should increase passengers per hour and allow more capacity for demand trips.
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 protoype for the new buses was received in February, the remaining seven buses arrived at the end of March. The project is now complete.
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.	All pending work for concrete and shelter installations was completed.

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 Fare Management project team continues to work on a fare strategy for Halifax Transit. The fare strategy will help Halifax Transit staff determine appropriate fare rates for each of Halifax Transit's fare products as well as future fare-related technology upgrades. A report summarizing the fare strategy is scheduled to go before the Transportation Standing Committee in the summer.
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 Fixed Route Planning, Scheduling & Operations project team successfully closed off the vendor solution design phase with Trapeze in the March timeframe (Phase 1 - HASTUS replacement). With an approved design, the team has shifted focus to process development, test preparation, and training planning deliverables. Software has been installed in the test and training environments to support these important next steps. Preparing for successful test execution will be an important next step to ensuring the solution works as documented in the detailed design. With a Phase 1 target launch date scheduled in the 2020 timeframe, the team will continue to work closely with the vendor and required business stakeholders to prepare for a successful execution of the priority work tasks.
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.	Regional Council approved the staff recommendation for the Mumford Transit Terminal in January 2019. Staff discussions continue with the Property Managers.

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.	Draft Schematic designs have been completed. The final design is anticipated 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. An additional transit priority measure has been implemented at the intersection of Main Streetand Gordon Avenue in Dartmouth.
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.	This project is complete. The final replacement ferry, “Rita Joe” was received and is now 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 is underway, with completion anticipated for summer 2019.

2018/2019 – Q3
Performance Measures Report

HALIFAX
TRANSIT

Contents

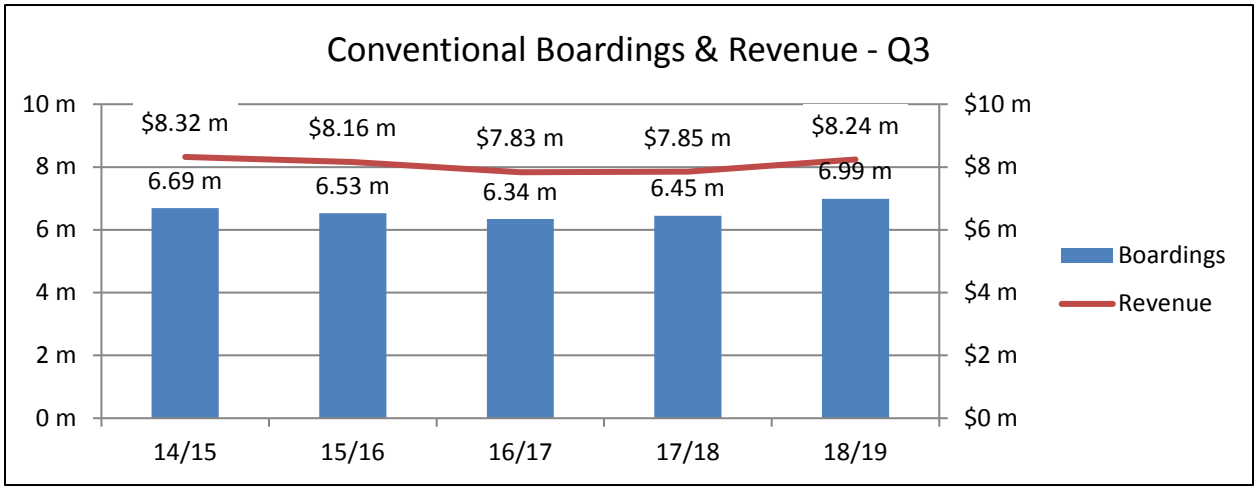
Revenue & Boardings

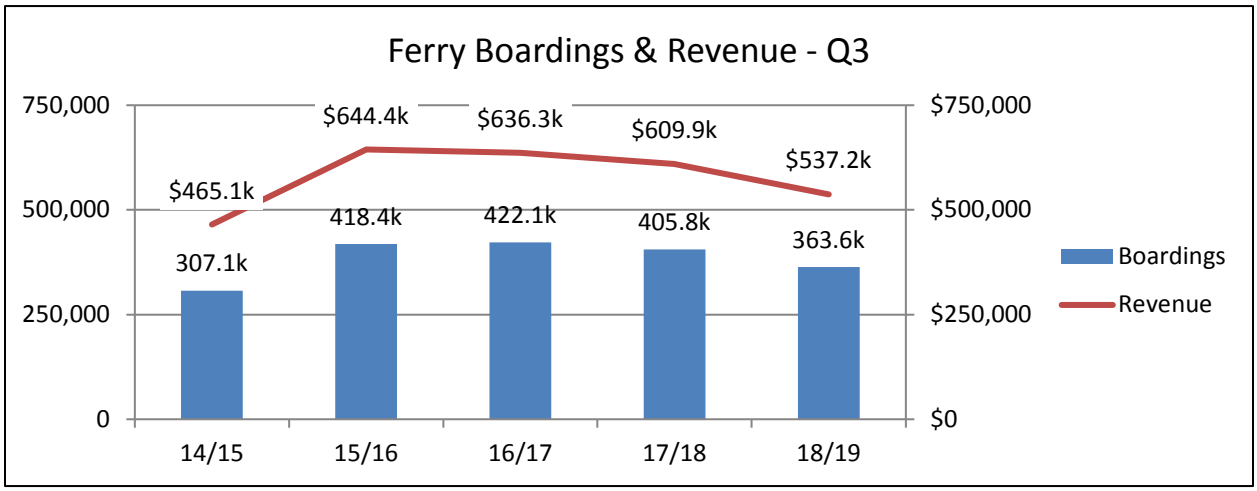
Revenue and boardings are reported to demonstrate how well transit services were used over the quarter, in comparison to the same quarter the previous year.

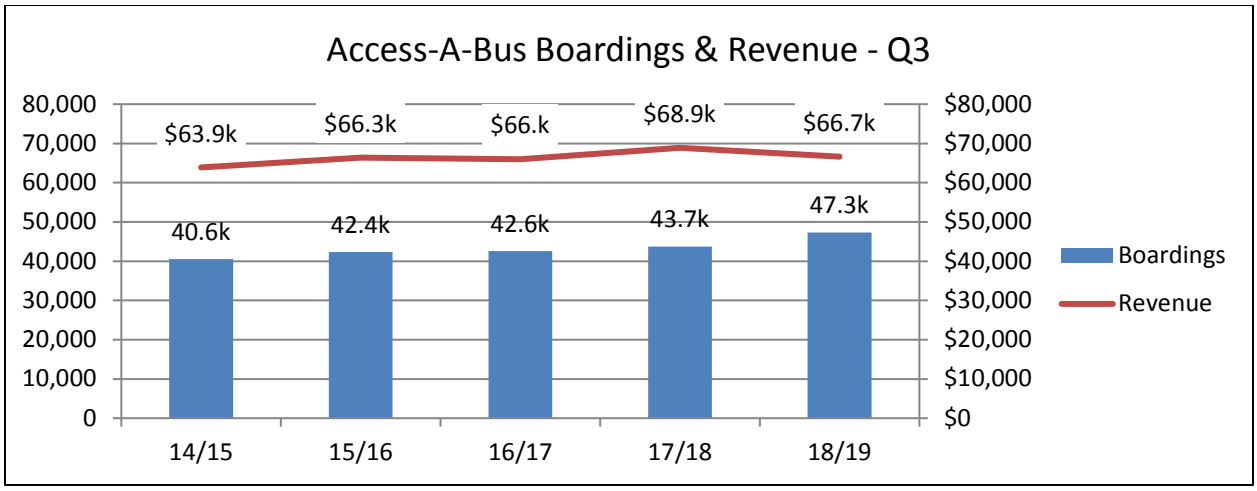
By installing Automatic Passenger Counter (APC) systems throughout the network in the 2017/18 fiscal year, Halifax Transit is now able to track the number of boardings by counting passengers entering the bus at each stop, instead of estimating boardings from revenue. Therefore, the data source for boardings in the chart below changed effective 2017/18. When a trip requires a transfer, 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 third quarter, Conventional boardings increased 8.4% from this quarter last year, Ferry boardings decreased 10.4% and Access-A-Bus boardings increased 8.3%. Overall, system wide boardings increased this quarter by 7.3% compared to last year. Revenue this quarter increased 3.7% from last year. The route network changes implemented in August 2018 have resulted in more passengers transferring at the Lacewood Terminal and Mumford terminal, which partly attributes to the increase in boardings, but is estimated to account for less than 1% of the overall network wide increase in boardings.

Historical Boardings & Revenue






Access-A-Bus Boardings & Revenue - Q3
80,000
70,000
60,000
50,000
40,000
30,000
20,000
10,000
0
$80,000
$70,000
$60,000
$50,000
$40,000
$30,000
$20,000
$10,000
$0
$63.9k
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$66.k
$68.9k
$66.7k
40.6k
42.4k
42.6k
43.7k
47.3k
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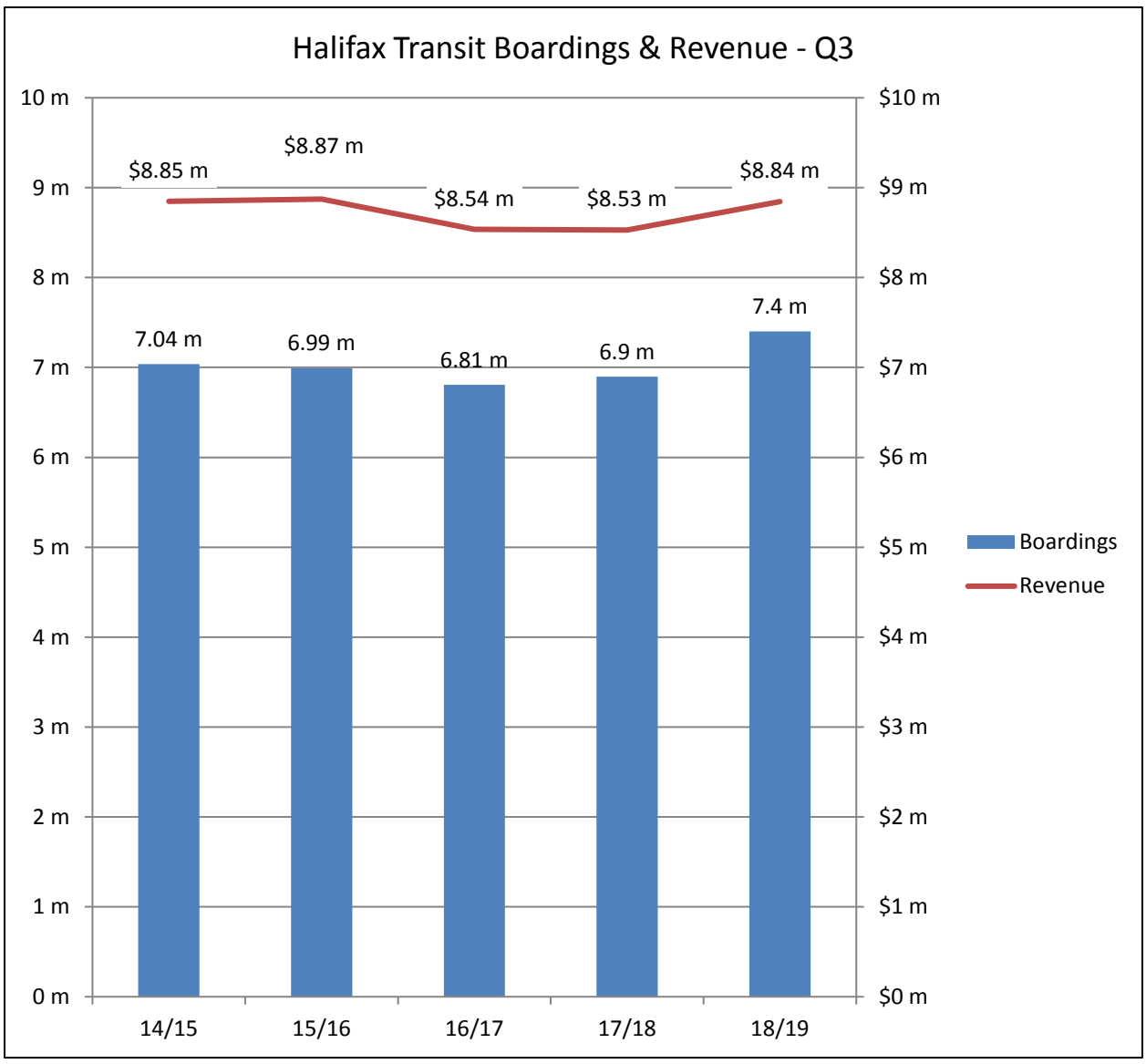
15/16
16/17
17/18
18/19
Boardings
Revenue


Halifax Transit Boardings & Revenue - Q3
10 m
9 m
8 m
7 m
6 m
5 m
4 m
3 m
2 m
1 m
0 m
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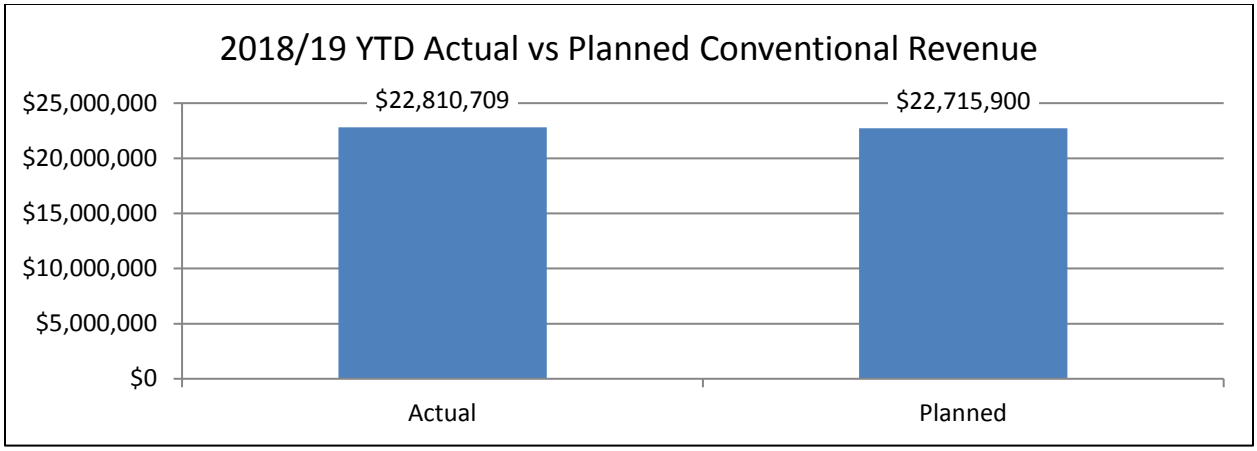
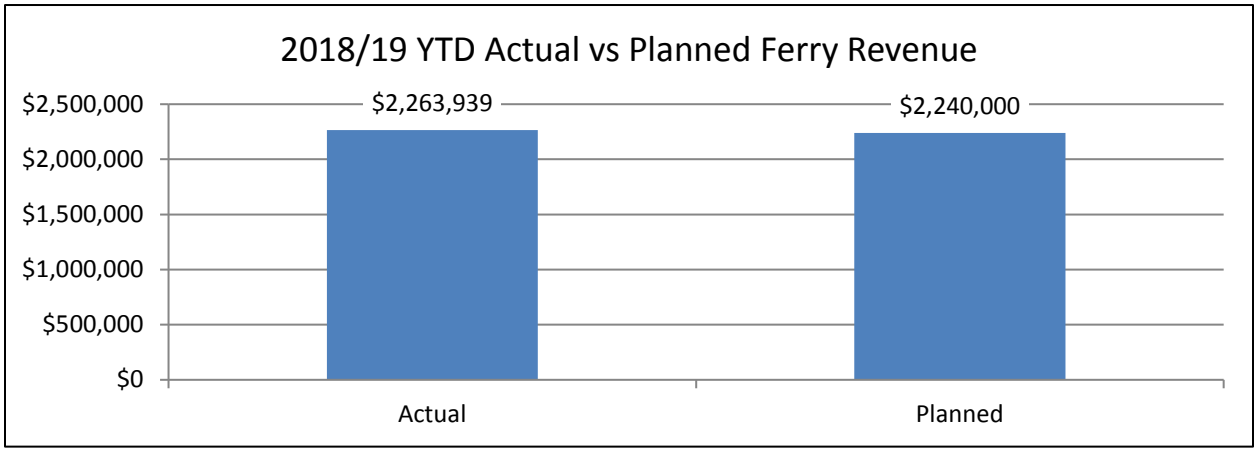
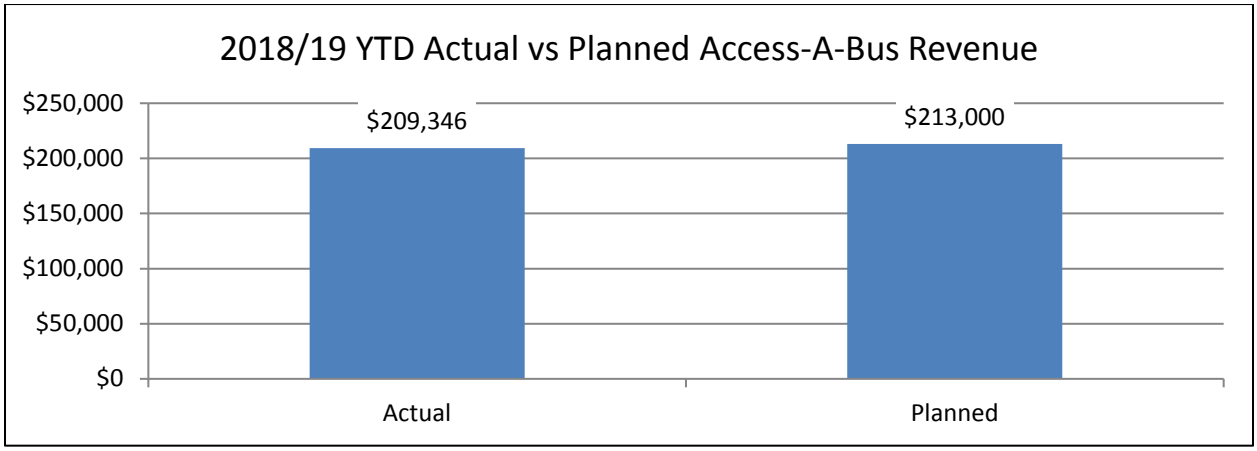
$9 m
$8 m
$7 m
$6 m
$5 m
$4 m
$3 m
$2 m
$1 m
$0 m
$8.85 m
$8.87 m
$8.54 m
$8.53 m
$8.84 m
7.04 m
6.99 m
6.81 m
6.9 m
7.4 m
14/15
15/16
16/17
17/18
18/19
Boardings
Revenue

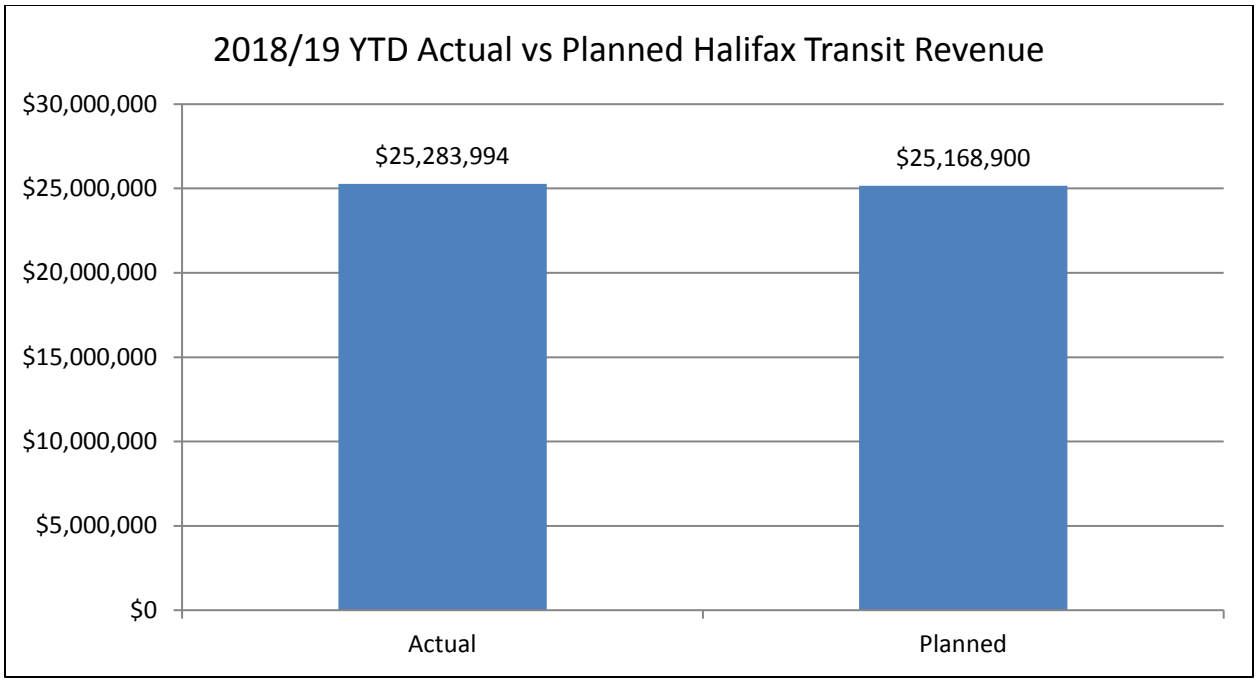
Revenue – Actual vs. Planned

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 0.4% above the planned amount. Ferry revenue to date decreased 8.6% from last year and is trending 1.1% above the planned amount. Access-A-Bus revenue to date has increased nearly 1% and is trending 1.7% below the planned amount. Overall revenue to date has increased 3.5% from this time last year and stands at 0.5% higher than the planned amount.









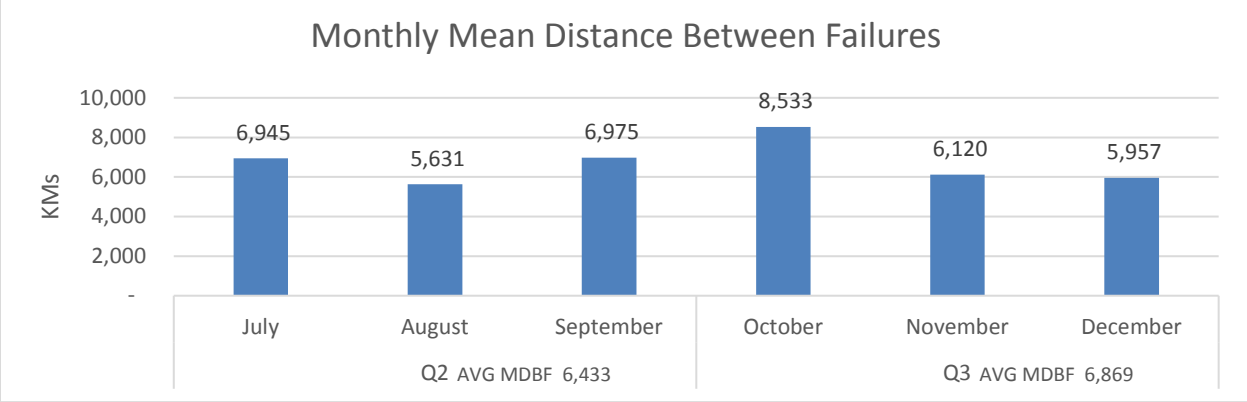
Mean Distance Between Failures

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.

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.

Bus Maintenance has set a target of 7,000 kms between failures. The target for this KPI shall be revisited on annual basis to promote continuous improvement, which may be achieved by implementation and support of quality and preventative maintenance initiatives.

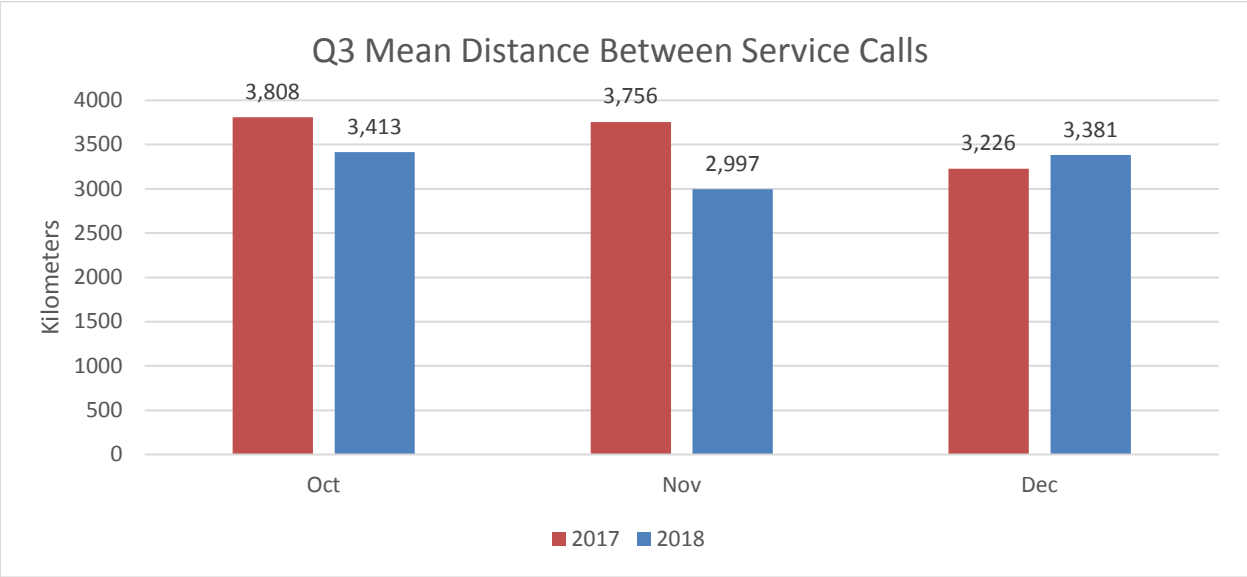
For the third quarter of 2018, the MDBF for conventional transit is 6,869 kms. This is equivalent to a 7% improvement from the previous quarter. Bus Maintenance will continue to monitor this KPI and further develop quality initiatives to decrease aftertreatment and cooling system defects.



Mean Distance Between Service Calls

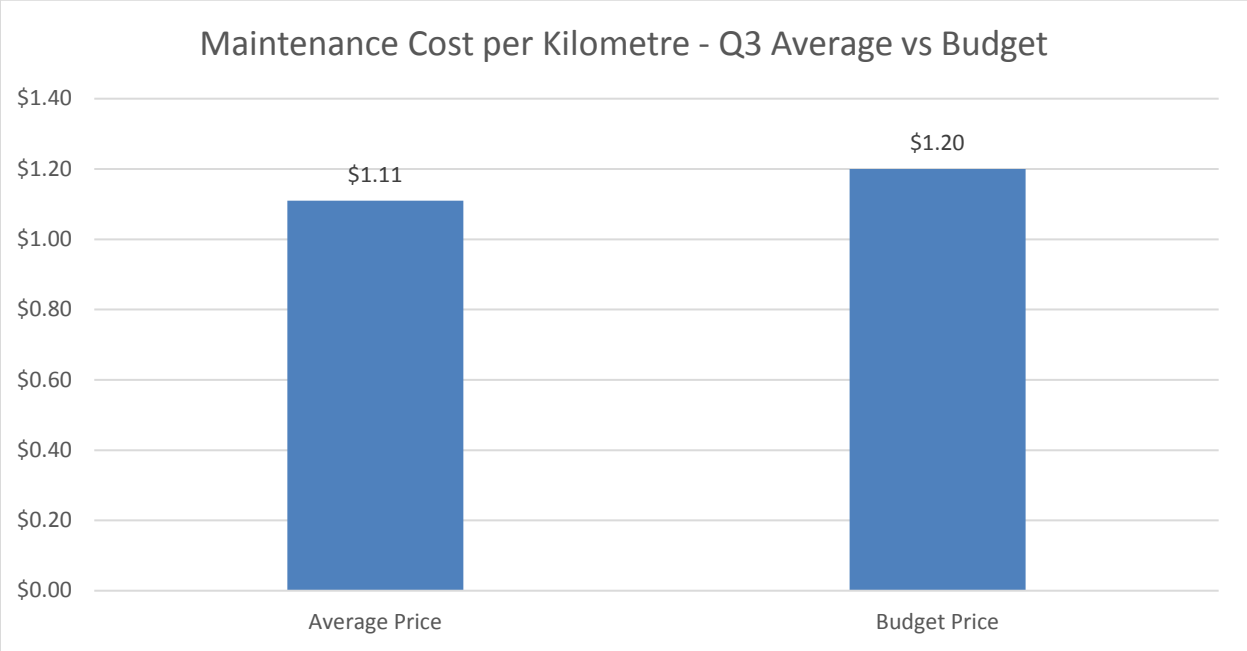
In order to continue monitoring the number of maintenance service calls, this will be reflected as a separate metric; Mean Distance Between Service Calls (MDBS). This number will reflect the distance in kilometres covered on average between maintenance service calls. This number includes all instances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

For the third quarter of 2018, the MDBS for conventional transit was 3,252 kms. In comparison to the third quarter of 2017/2018 (3,582), this is a decrease of 9%. After investigation, there is no primary reason for this decline and may be an anomaly. For the third quarter of 2018, the MDBS for Access-A-Bus service was 75,730 kms. Bus Maintenance will continue to monitor this metric in order to reduce service calls.



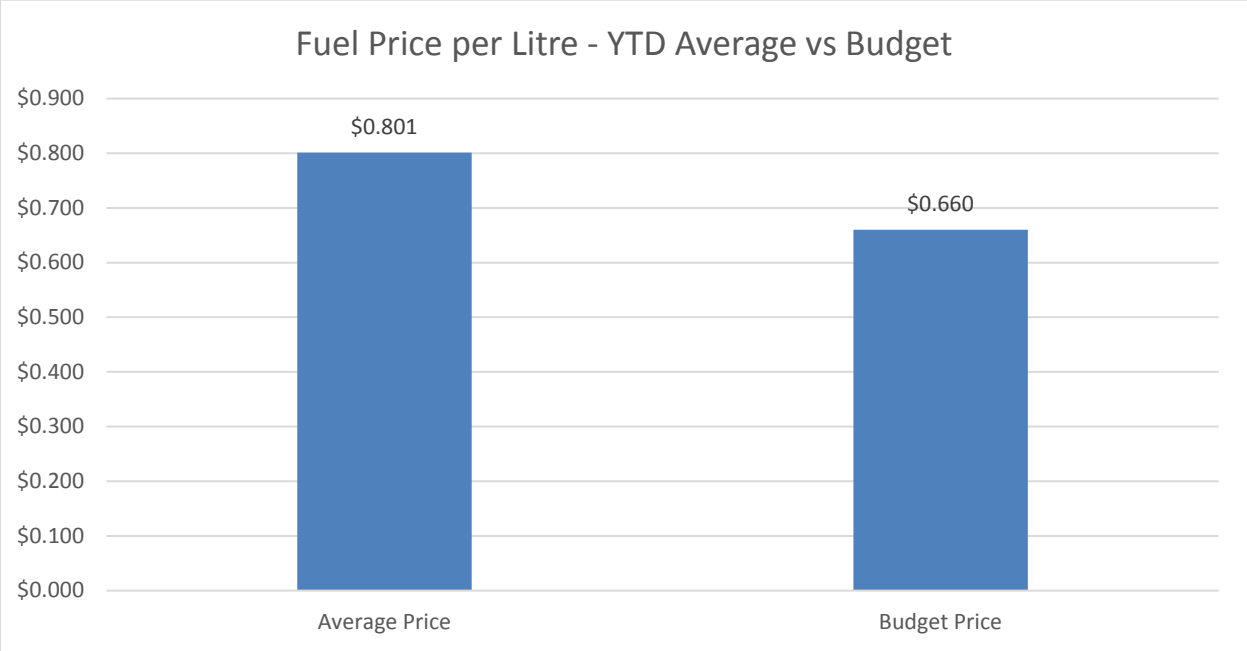
Bus Maintenance Cost – Quarter Average vs Budget

In the third quarter maintenance costs were $1.11/km, while the budgeted maintenance cost was $1.20/km. Therefore, in the third quarter the average cost per km was under budget by $0.09/km or 8%. Bus Maintenance will continue to strengthen budgeting processes to improve accuracy of future budgets.



Fuel Price – Year to Date Average vs Budget

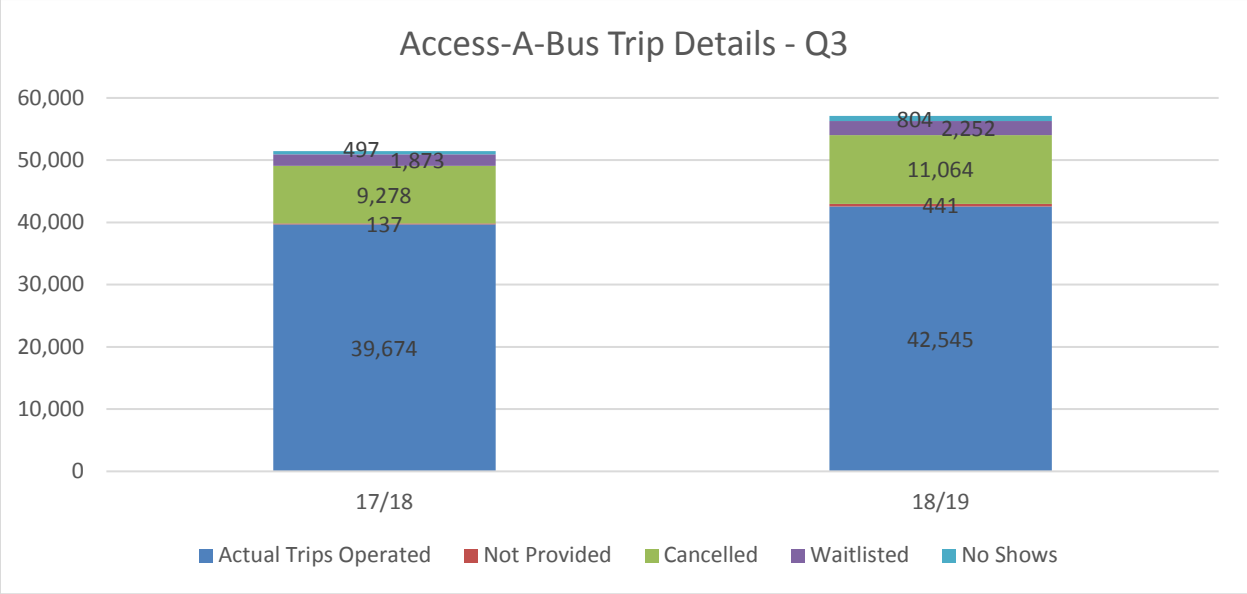
The budgeted fuel price for 2018/19 was set at 66 cents/litre. In the third quarter, the average fuel price to date was $0.80 cents/litre, 15 cents higher than the budgeted cost per litre.



Access-A-Bus Trip Details

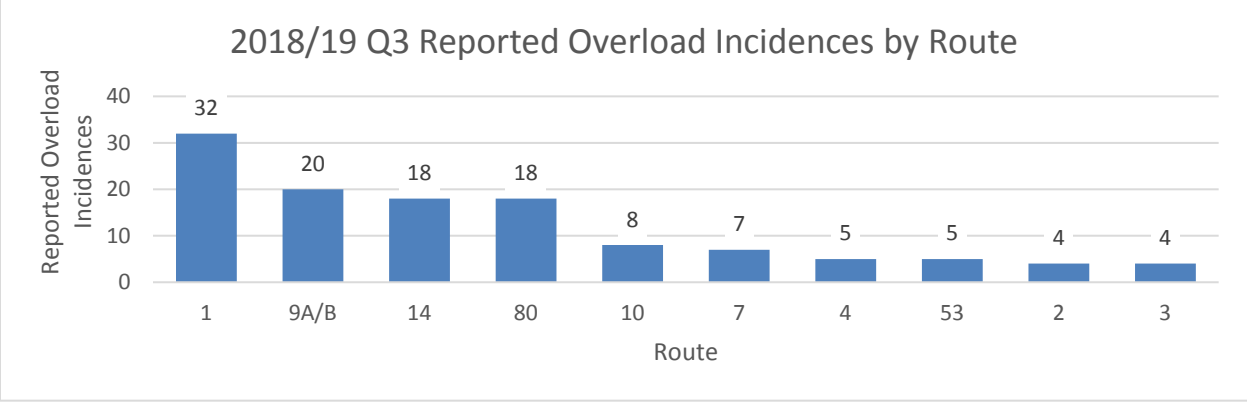
Access-A-Bus trip details are tracked monthly to provide an indication of efficiency in Access-A-Bus usage and booking. In April 2018 Access-A-Bus completed a scheduling software upgrade and process improvement review. After introducing these new, standardized processes, scheduling effectiveness has 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 third quarter of 2018/19, 2,871 more trips were operated. Compared to third quarter last year this is an increase of 7.2%. The waitlist increased by 20% this quarter compared to last year, due to an increase in late cancellations and no shows. No shows and late cancellations are particularly challenging to fill, having little to no time to fill these bookings with passengers from the waitlist.



Passenger Overloads

Halifax Transit tracks overloads that are reported to help match scheduling requirements to passenger demands. The following graph shows the most commonly overloaded routes during the quarter. This does not include all overloads, as many go unreported for a number of reasons. Work is underway to improve the reporting process to ensure the data provides a more accurate reflection of actual conditions.

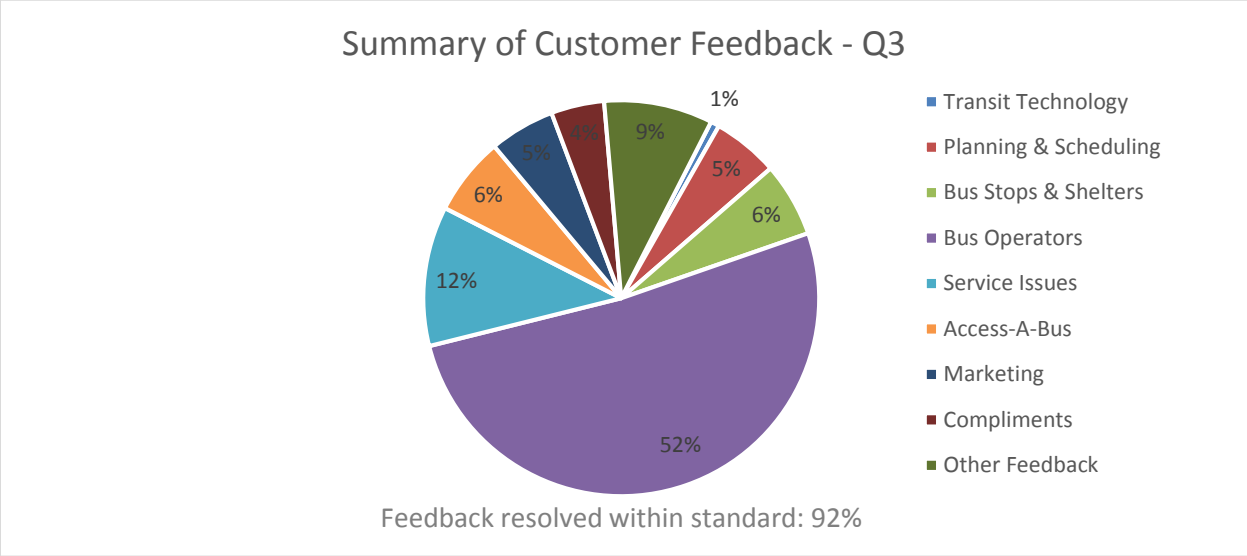


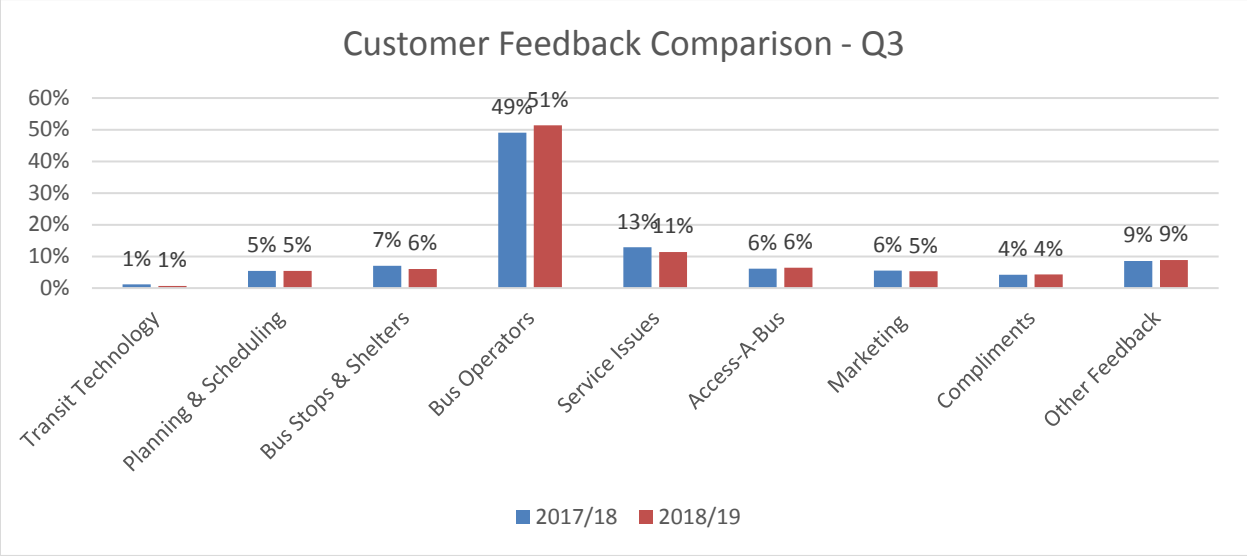
Customer Service – All Services

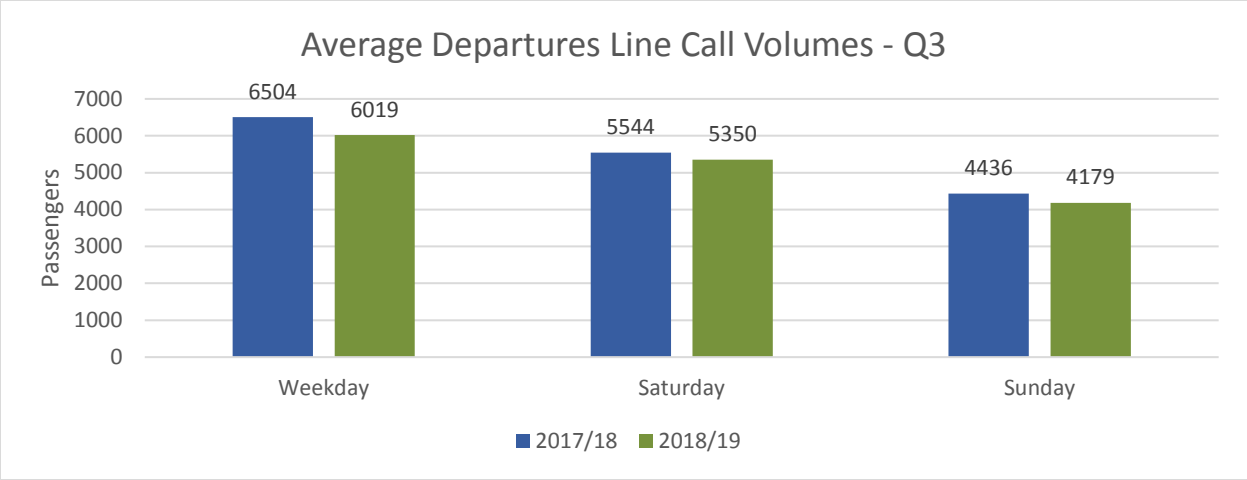
Customer service statistics are measured monthly using the Hansen Customer Relationship Management software along with Crystal Reports. Feedback is first categorized by subject matter and then divided into two categories: feedback resolved within service standard and feedback resolved outside service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

This quarter, 52% of feedback received was related to bus operators and 12% regarding service issues. The remaining 36% 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 92% of customer feedback was resolved within standard. This slight decrease is due to the transition of staff in several departments and is anticipated to improve in Q4.

Call volumes to the Departures Line (902-480-8000) are displayed by day of the week. In the third quarter of 2018/19, average call volumes were lower than this time last year for both weekdays as well as for Saturdays and Sundays.







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

Average weekday boardings in the third quarter were 97,371 ± 13,558 (13.9% variance). Average Saturday boardings this quarter were 52,864 ± 7,501 (14.2% variance). Average Sunday boardings this quarter were 36,342 ± 2,643 (7.3% variance).

New routes implemented on August 20, 2018 as part of the *Moving Forward Together Plan* are not comparable to individual routes they have replaced and as such are not compared by route. Boardings by route comparisons for the following routes will resume in the second quarter of 2019/20.

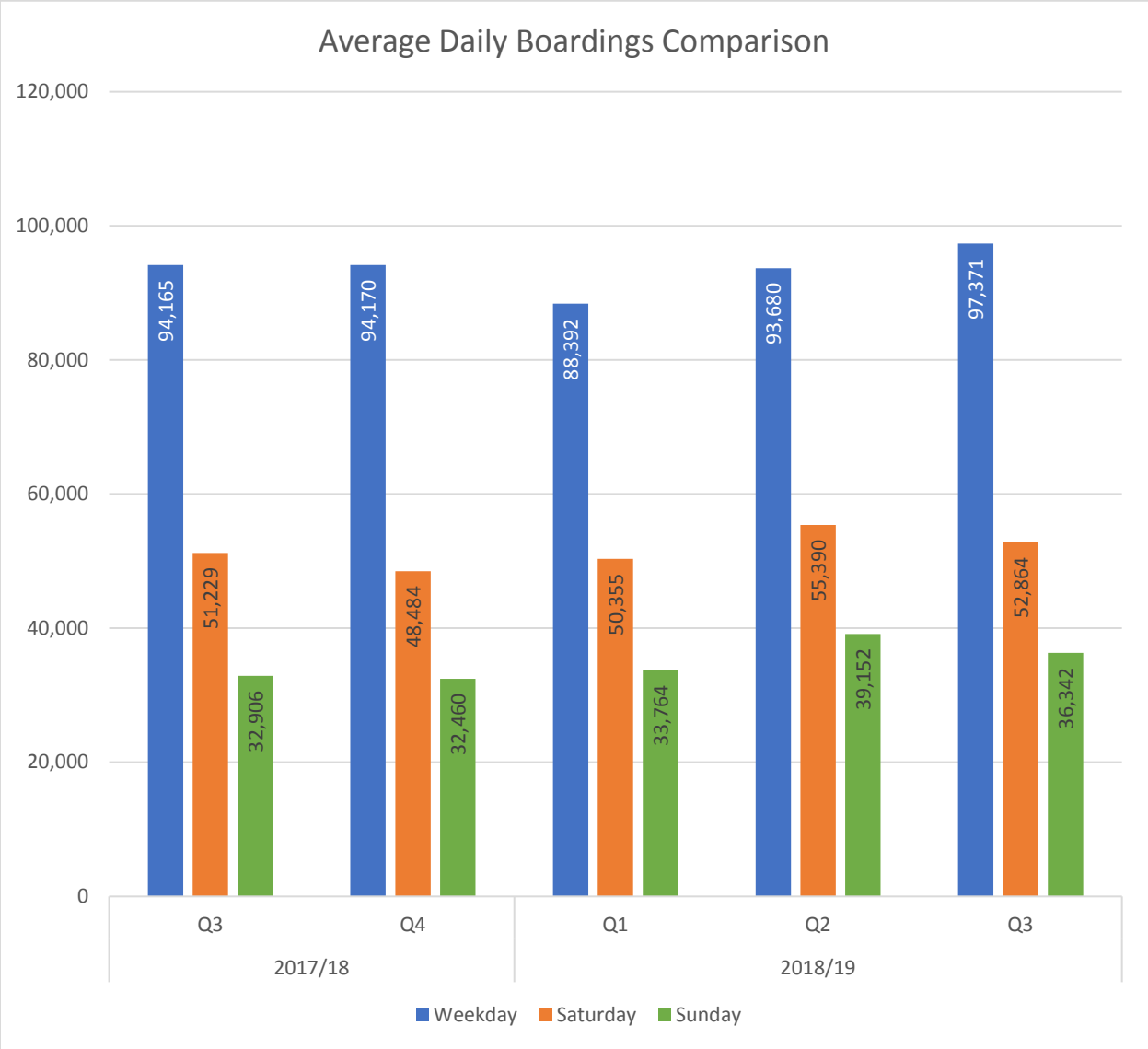
Corridor Routes:
- 2 Fairview
- 3 Crosstown
- 4 Universities

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

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

Q3 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	10,347	71	10,361	66	8,218	73	7,978	70	4,962	62	5,283	61
2 (new)			4,315	40			3,709	37			2,297	30
2 (removed)	2,693	44			2,081	39			983	32		
3 (new)			6,208	41			3,114	36			3,360	36
4 (new)			4,950	39			2,049	41			1,759	39
4 (removed)	2,474	40			1,815	31			1,149	37		
5	142	35	130	32								
7	5,315	46	5,216	45	3,495	37	3,216	35	2,090	40	1,787	34
9A/B	5,291	31	6,740	39	2,630	35	3,580	49	2,295	32	2,886	41
9A	3,538	32	4,567	41	1,160	33	1,704	49	961	28	1,254	37
9B	1,753	29	2,173	36	1,470	38	1,876	50	1,335	36	1,632	45
10	5,167	47	5,056	47	3,193	43	3,259	44	1,902	40	2,009	41
11	101	41	111	50								
14	2,898	45	2,919	45	1,313	39	1,299	39	1,230	42	1,147	40
15	214	14	196	13	115	12	100	10	108	12	137	11
16 (removed)	1,206	26			662	15						
17 (removed)	1,307	32										
18 (removed)	2,031	34			1,498	30			742	39		
21	1,265	29	972	32	684	18	766	22	309	13	566	32
22	436	12	651	21	410	12	432	13	307	9	397	12
23 (removed)	370	19										
28 (new)			1,373	34			1,296	32			682	37
29	2,430	26	3,053	34	1,368	22	1,789	29	1,087	18	1,348	23
30A/B (new)			825	23			497	14			330	16
30A (new)			446	24			257	15			150	13
30B (new)			378	21			240	14			181	21
39 (new)			1,199	27			815	16			389	18
41	1,399	49	1,505	46								
42 (removed)	1,422	38										
51	1,046	43	1,095	45	576	35	532	32	311	38	312	34

Q3 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
52 (removed)	5,775	48			4,108	43			3,584	39		
53	1,381	52	1,235	47	791	52	699	46	418	53	337	41
54	830	38	816	38	501	32	508	32	272	27	279	28
55	411	18	393	18	249	16	245	16	170	11	156	10
56	882	25	985	30	1,011	29	1,099	31	635	20	697	22
57	605	15	546	13	270	9	244	8	147	8	142	8
58	701	25	744	26	432	23	468	25	370	21	377	22
59	2,019	26	1,936	25	792	34	730	31	530	23	531	23
60	2,857	37	2,710	35	1,730	43	1,717	43	1,261	44	1,157	41
61	2,247	29	2,228	29	1,033	27	1,007	26	875	24	880	24
62	826	26	818	26	523	23	544	24	230	16	268	17
63	810	47	810	47								
64	326	31	567	31								
65	253	15	248	15	92	7	78	6	50	8	44	7
66	1,446	23	1,424	23	480	30	531	33	370	23	365	23
68	1,343	27	1,326	27	813	28	759	26	511	18	530	19
72	1,423	31	1,409	31	1,094	23	1,003	21	478	19	509	19
80	4,215	33	4,218	33	3,503	33	3,351	32	2,588	27	2,605	29
81	1,357	26	1,433	27								
82	996	22	937	20	222	10	201	9	100	9	90	8
83	147	12	149	11	91	10	76	8	43	9	37	8
87	1,310	29	1,210	26	996	20	1,050	21	511	17	478	16
88	90	16	92	15	64	12	63	12	25	11	22	10
89	423	19	461	21								
90	1,254	26	1,351	28	763	17	743	16	466	19	375	15
400	234	18	200	16	64	9	68	10	53	8	57	7
401	131	10	137	11								
433 (new)			51	9								
Alderney	3,166	106	2,667	89	3,169	181	2,776	159	1,447	83	1,272	73
Woodside	2,562	122	2,232	106								

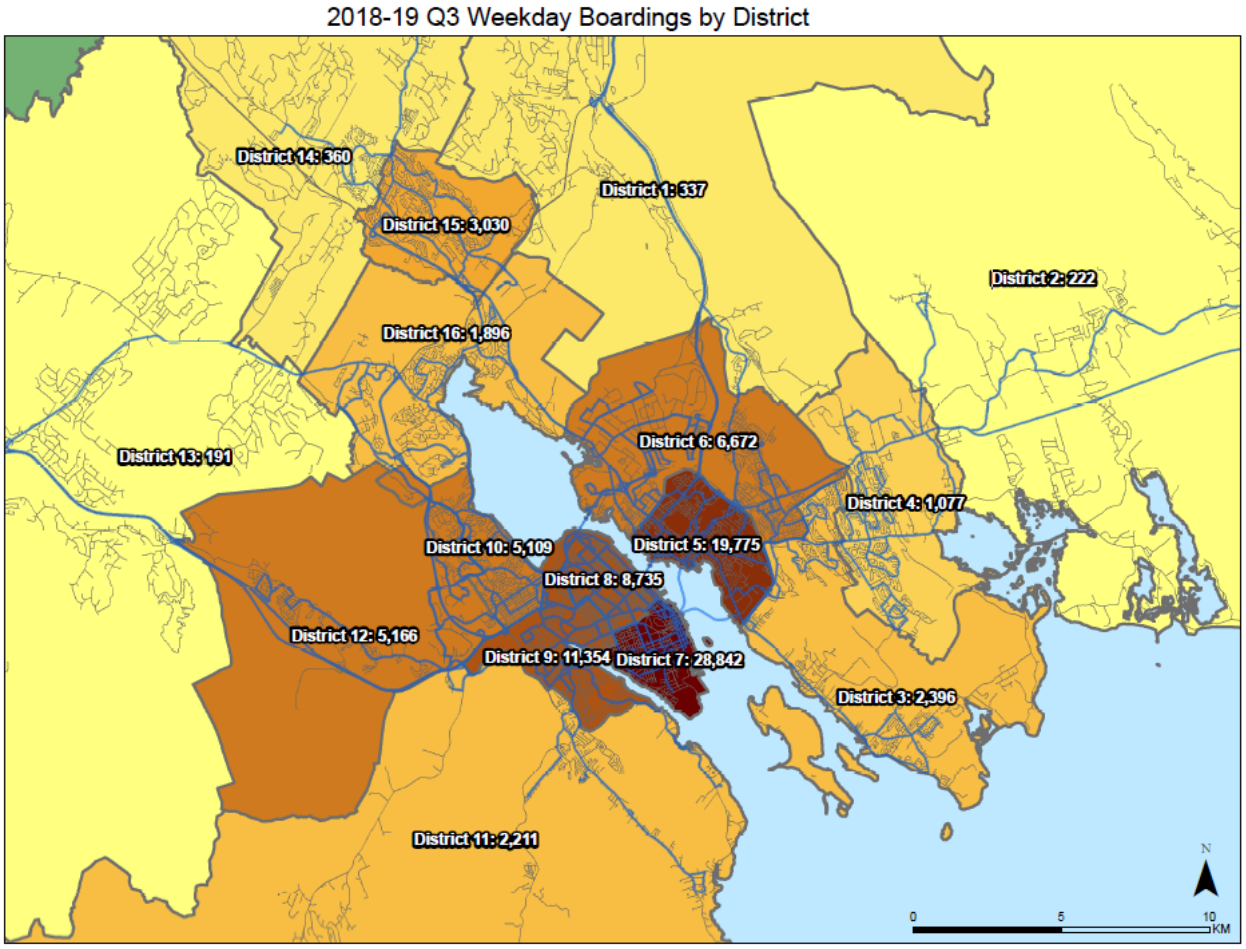
Express Service Peak Boardings and Passengers per Trip

Q3 Comparison - Average Daily Peak Boardings by Route				
Route	Weekday (Peak Only)			
	17/18		18/19	
	Boardings	Pass/Trip	Boardings	Pass/Trip
31 (removed)	290	32		
32	519	29	489	28
33 (removed)	176	41		
34 (removed)	722	42		
35 (removed)	279	31		
78	110	8	94	8
79	124	10	91	8
84	951	35	901	31
85	132	33	111	29
86	131	33	116	30
123 (new)			253	20
135 (new)			480	35
136 (new)			531	34
137 (new)			340	29
138 (new)			487	35
159	797	19	719	18
185	1,150	25	1,103	24
194	109	14	142	18
320	529	15	656	18
330	427	18	416	17
370	143	10	136	10

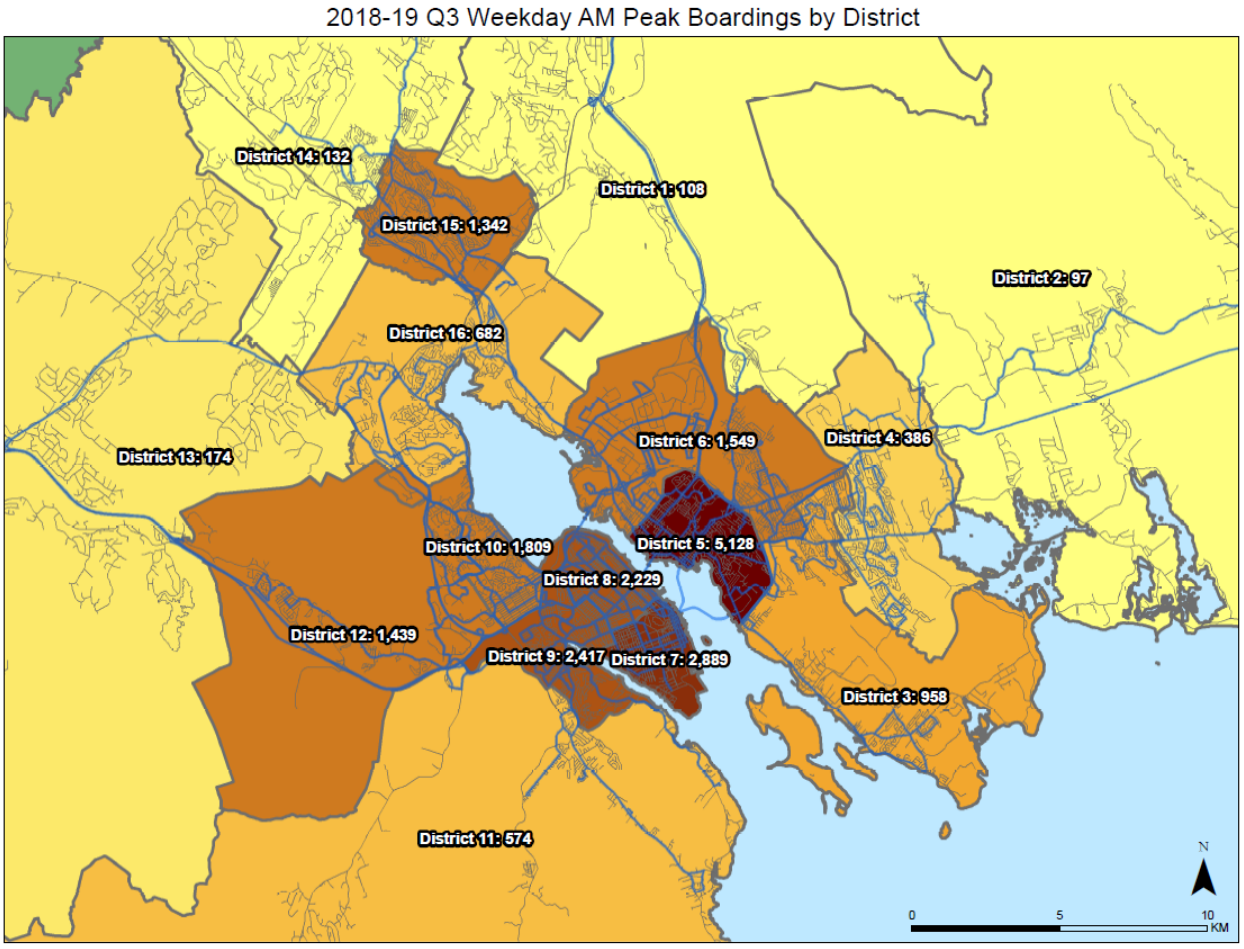
Boardings by District

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.

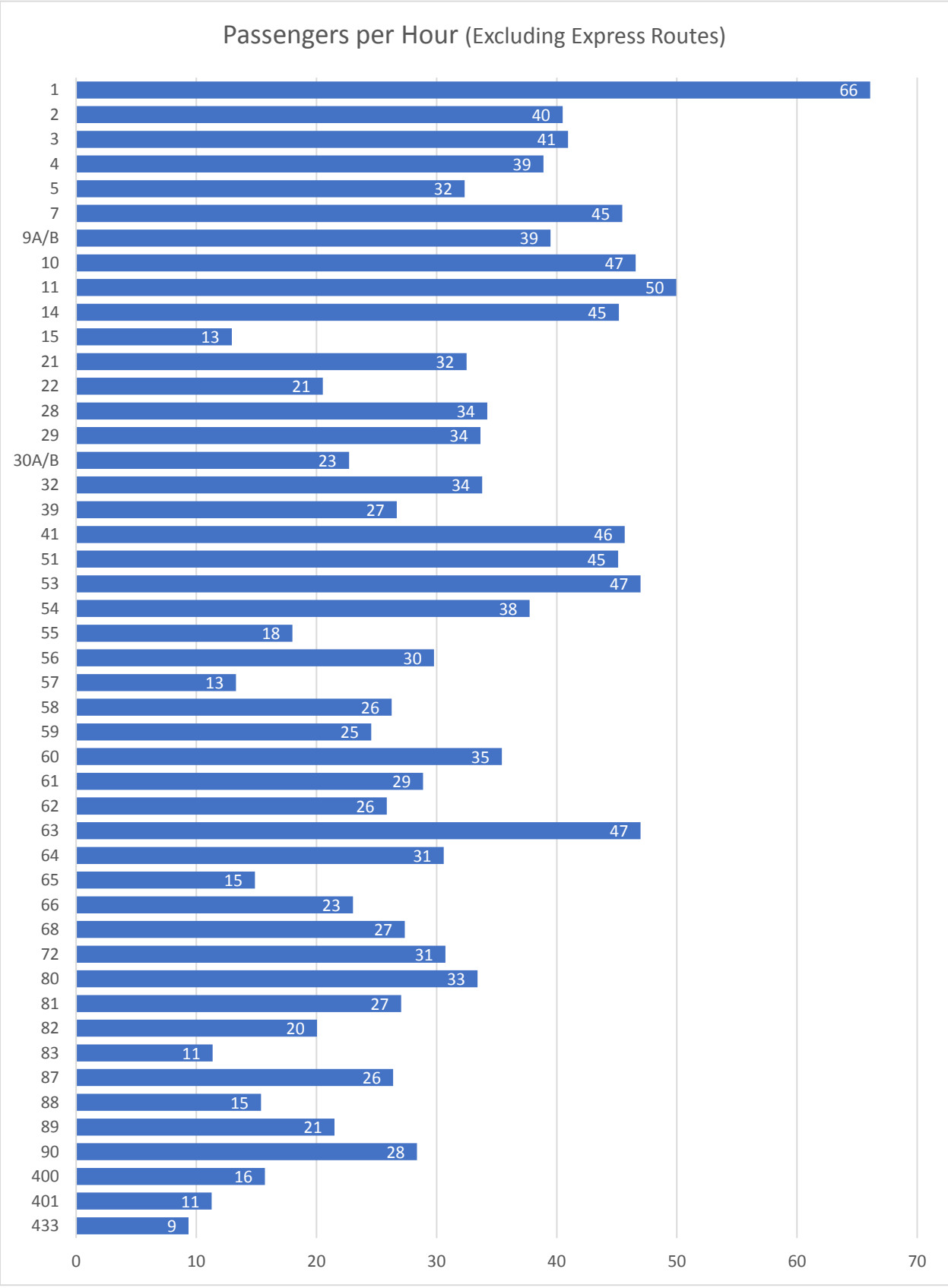
Weekday Boardings by District – All Day



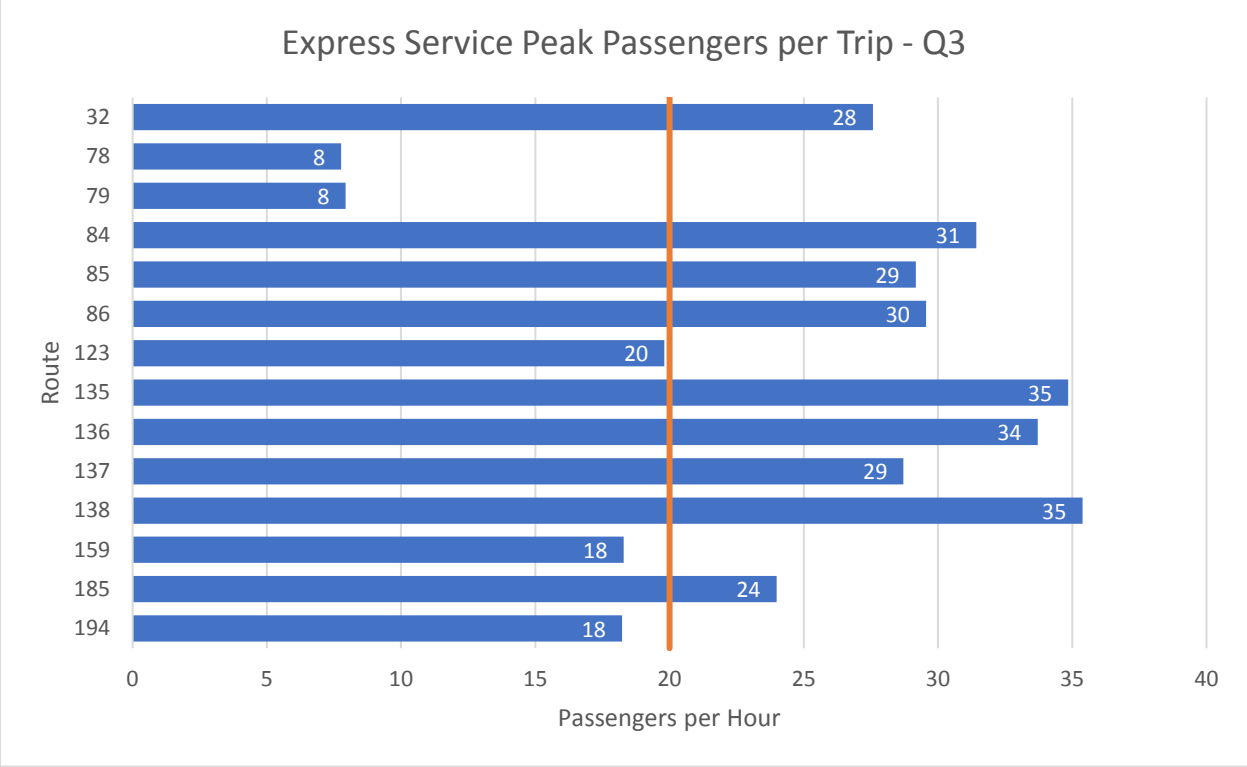
Weekday Boardings by District – AM Peak Period



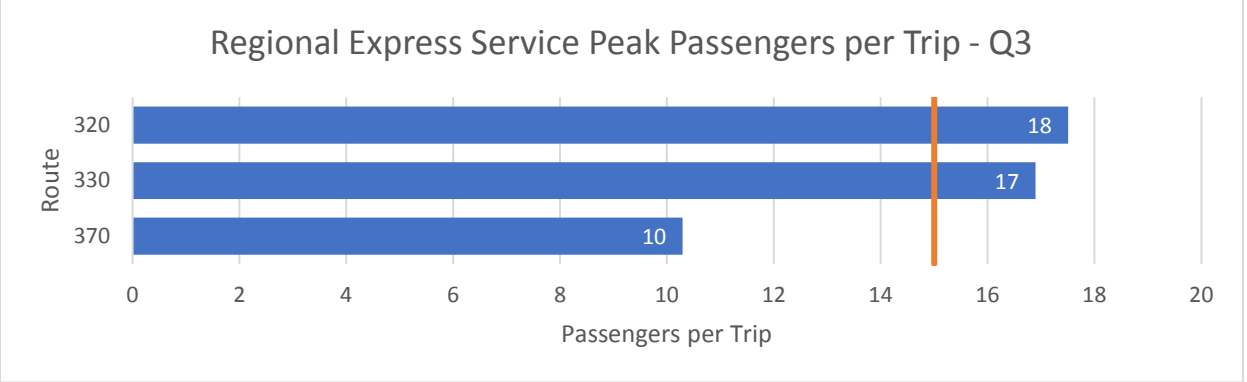
Passengers per Hour by Route



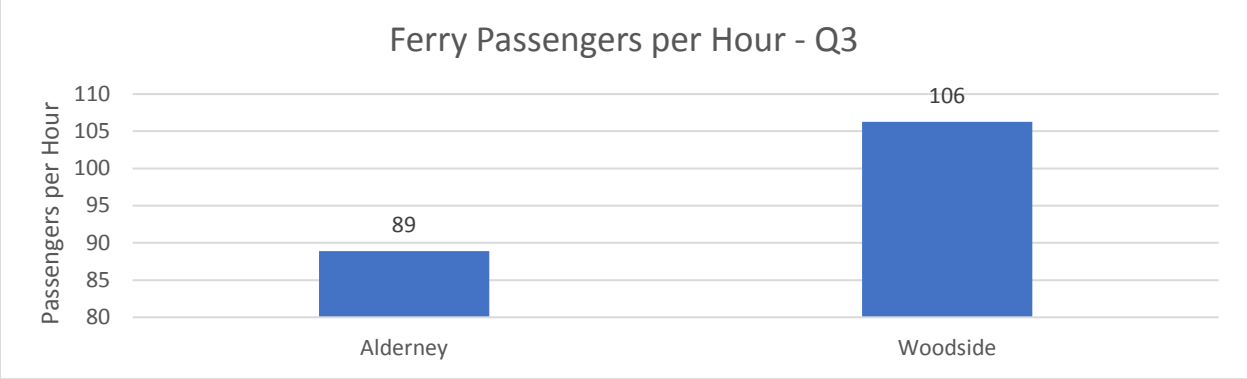
Express Service Peak Passengers per Trip by Route



Regional Express Peak Passengers per Trip by Route



Ferry Passengers per Hour



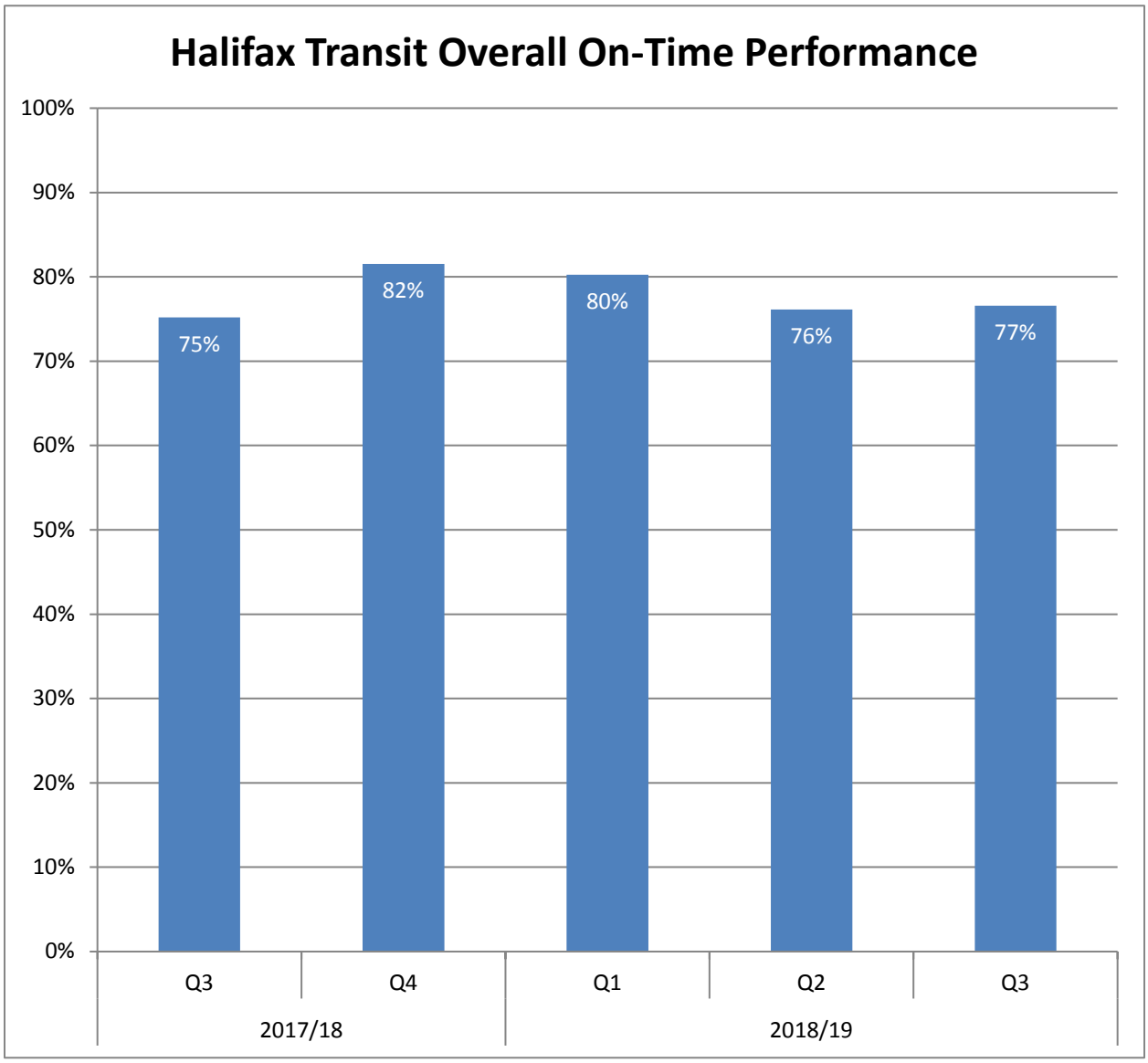
On-Time Performance

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.

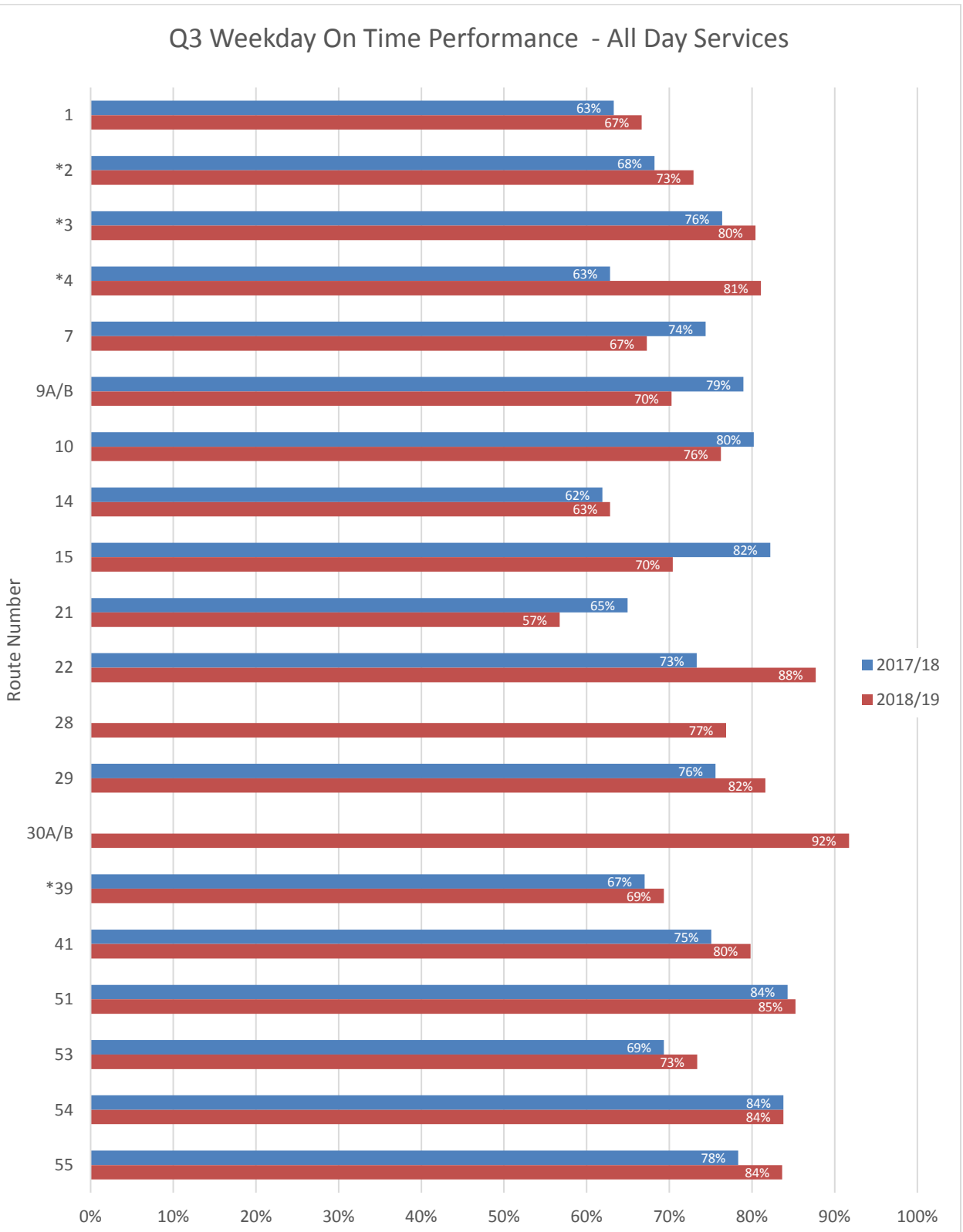
Transit industry standard targets for on-time performance tend to range between 85% and 90%, although service types are not always comparably grouped, nor are schedule adherence definitions consistent between agencies. Halifax Transit will analyze on-time performance across the network in order to establish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

Compared to third quarter last year, on-time performance improved from 75% to 77%.

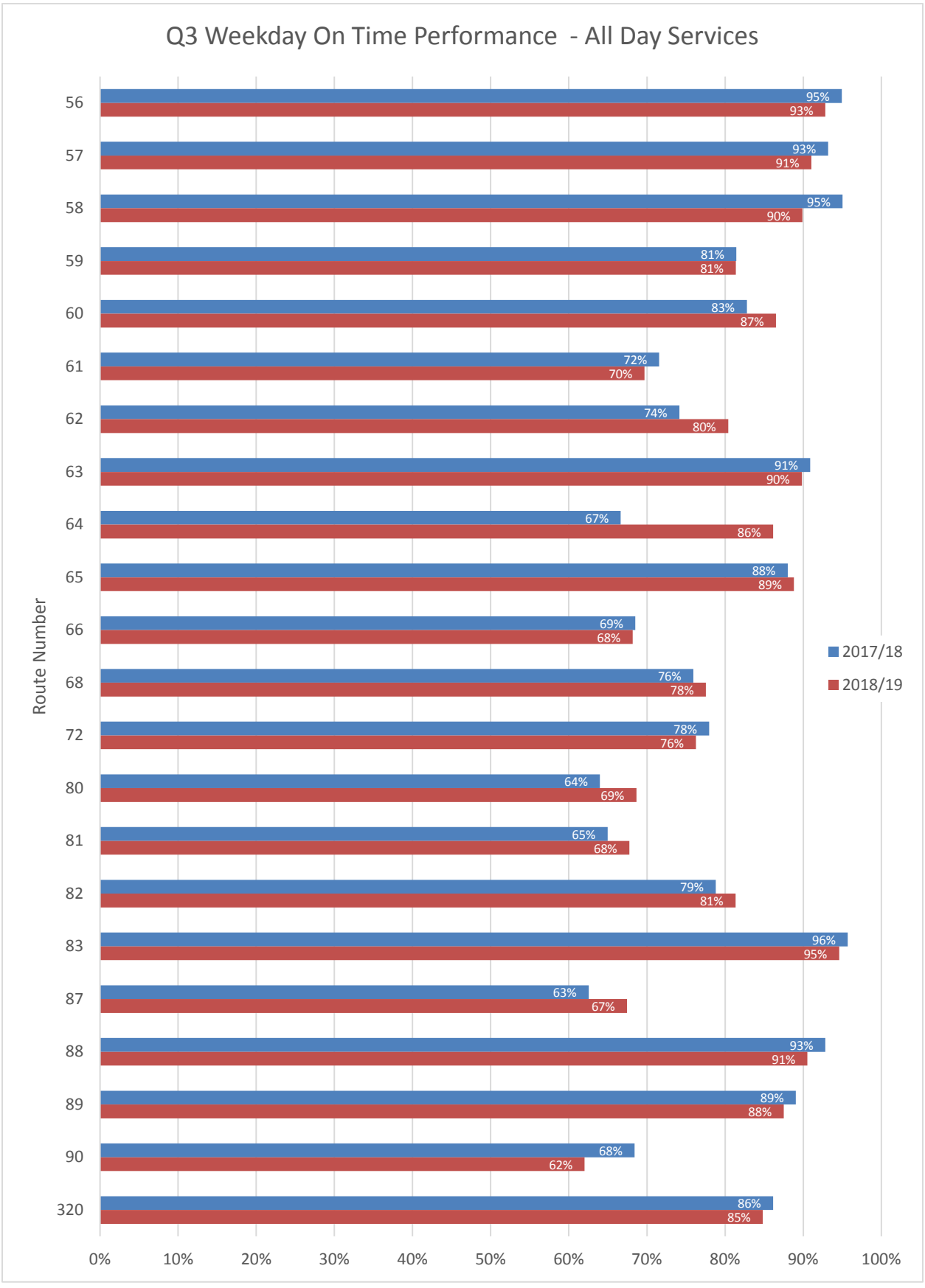
Overall Network On-Time Performance



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; and Route 39 to former Route 16.*


Q3 Weekday On Time Performance - All Day Services
Route Number
56
57
58
59
60
61
62
63
64
65
66
68
72
80
81
82
83
87
88
89
90
320
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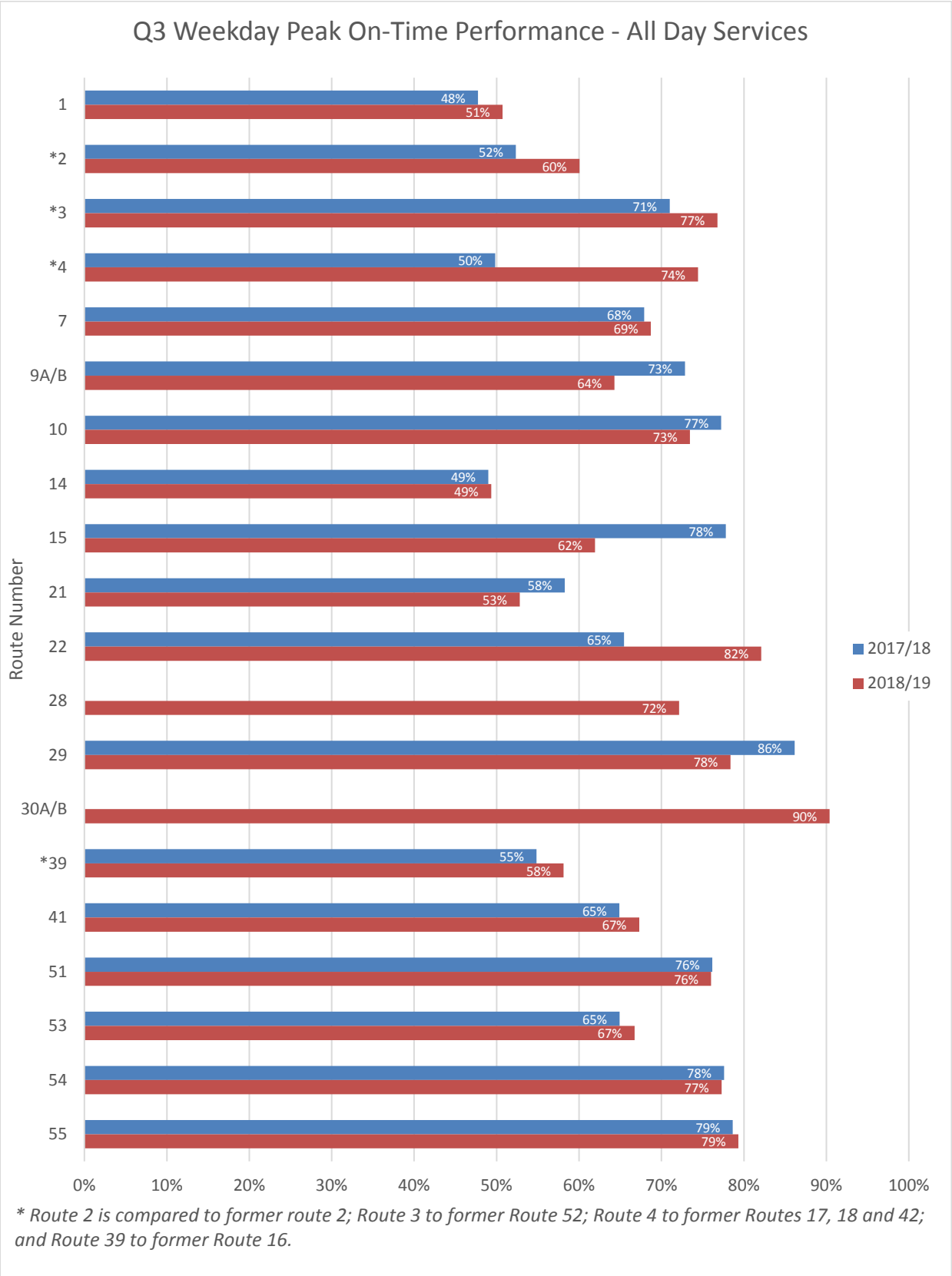
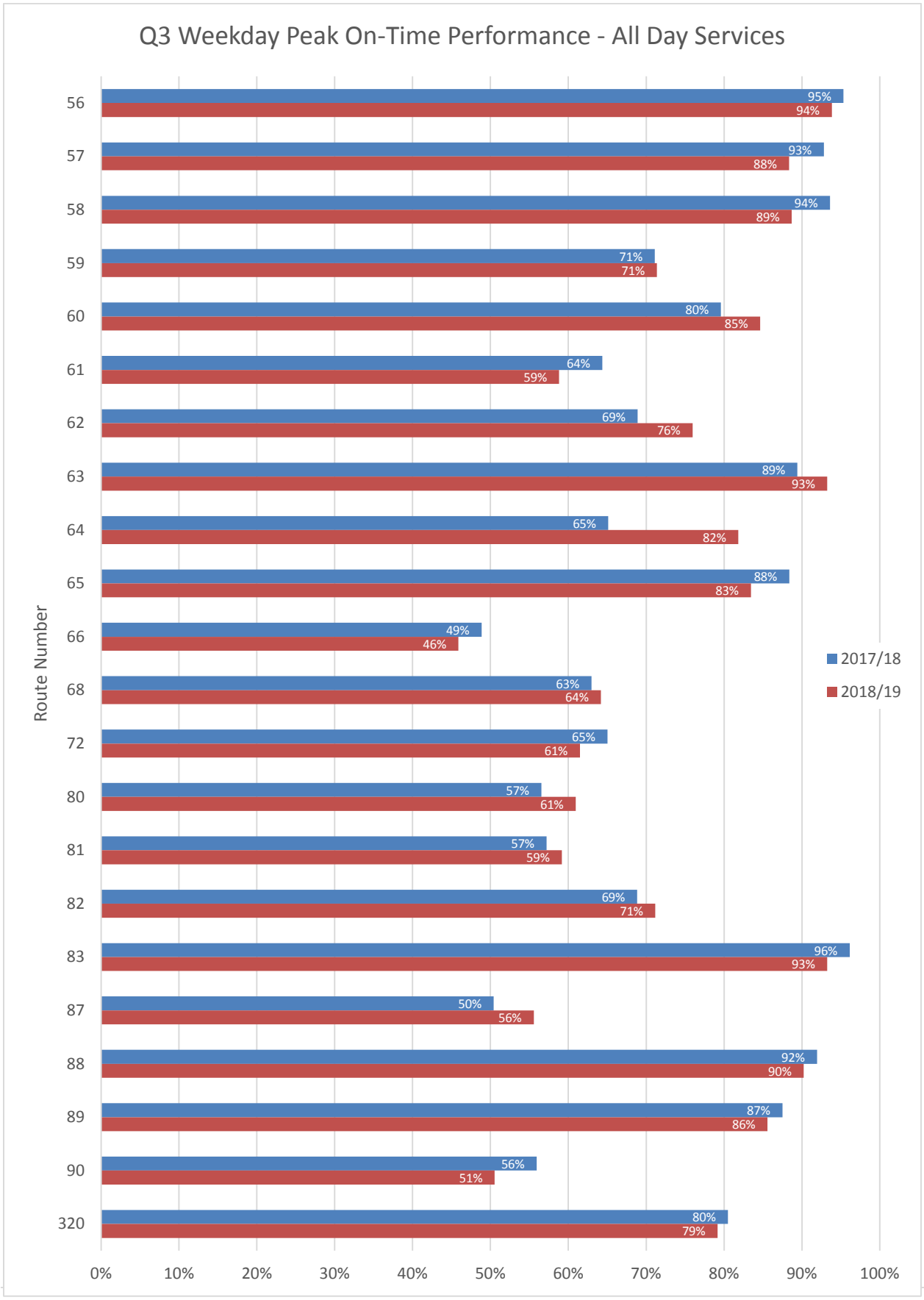
63%
67%
93%
91%
89%
88%
68%
62%
86%
85%
2017/18
2018/19
0%
10%
20%
30%
40%
50%
60%
70%
80%
90%
100%

Weekday Peak Period On-Time Performance – All Day Services



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


Q3 Weekday Peak On-Time Performance - All Day Services
Route Number
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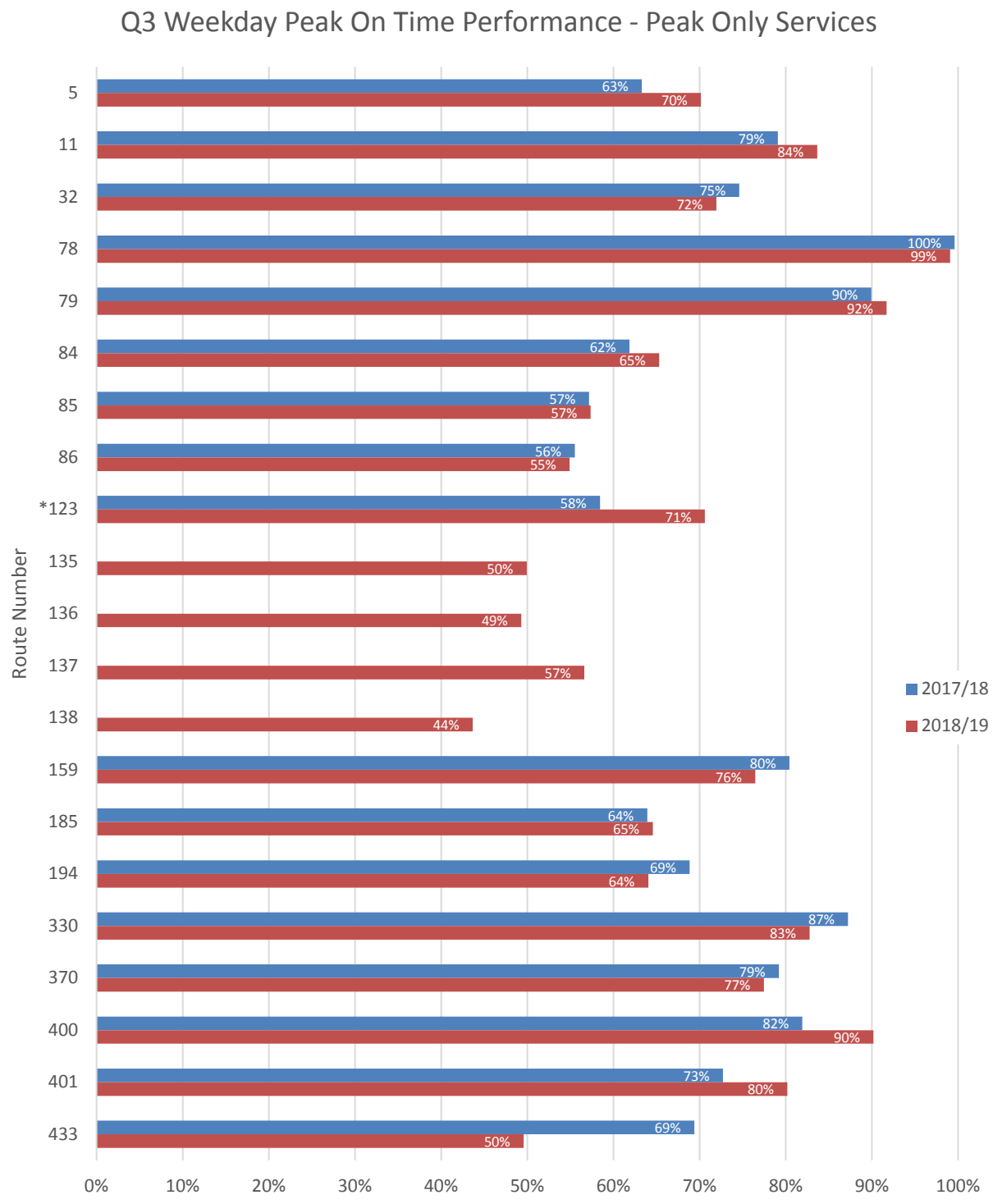
92%
90%
87%
86%
56%
51%
80%
79%
2017/18
2018/19
0%
10%
20%
30%
40%
50%
60%
70%
80%
90%
100%

Weekday Peak Period On-Time Performance – Peak Only Services



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

† Express Routes intentionally leave some non-holding timepoints prior to the scheduled time, skewing adherence values lower than what passengers experience at holding time points. Many of these non-holding timepoints are indicated with a bold black border in the riders guide.

† Schedule adherence reviewed on newly implemented Clayton Park Express Routes will result in new schedules being implemented in November 2019.

Talk Transit Demographic Information & Results

Safety Survey - December

The Halifax Transit Safety Survey yielded 251 responses total. Of these responses, nine were collected in person at Dartmouth North Community Centre, eight were collected in person at Halifax North Memorial Public Library, and 234 were collected through the online engagement portal, Talk Transit. Participation has been high in urban areas, variable in suburban areas, and lower in rural areas.

Survey results have been captured in the report and presentation. Below you'll see how respondents self-identified in terms of demographics. Note that demographic questions were optional and some respondents chose not to respond to these questions.

Self-Identification	Number of Respondents	Percentage of Respondents
Aboriginal	6	2%
Disabled	38	15%
Visible Minority	16	6%
Male	54	20%
Female	97	39%
Other Gender	3	1%

Table 1 Self-Identification of Respondents

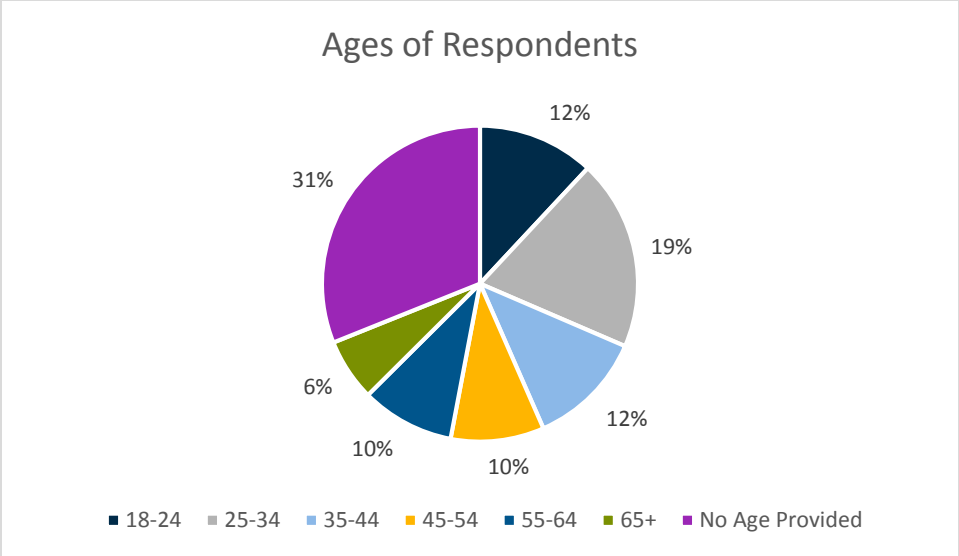


Figure 2 Ages of Respondents

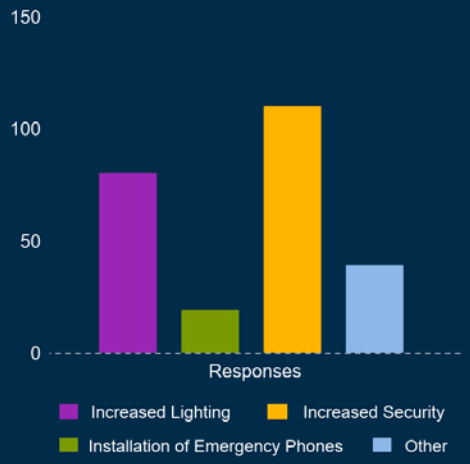
- A total of 30 respondents (12%) are in the age range of 18-24
- A total of 49 respondents (20%) are in the age range of 25-34
- A total of 30 respondents (12%) are in the age range of 35-44
- A total of 24 respondents (10%) are in the age range of 45-54
- A total of 24 respondents (10%) are in the age range of 55-64
- A total of 16 respondents (6%) are in the age range of 65+
- A total of 78 respondents (31%) did not provide an age

Safety Survey Results

Highlights

- The biggest concern passengers have when it comes to transit safety is other passengers on the bus.
- The terminal that the most people have concerns about is Mumford Terminal.
- Overall, passengers are happy with Halifax Transit's response to accidents and confrontations.

What's the best approach to improving safety at bus terminals?



Cleanliness on the Bus

76%	9%	3%	3%
FEEL THAT	FEEL THAT	FEEL THAT	FEEL THAT
Clean seats should be priority when it comes to cleanliness on the bus	Litter should be priority when it comes to cleanliness on the bus	Clean windows should be priority when it comes to cleanliness on the bus	Clean floors should be priority when it comes to cleanliness on the bus

9% have other ideas

How safe do you generally feel using Halifax Transit?

- 44.3% feel comfortable
- 35.0% feel safe
- 13.4% feel very safe
- 6.5% feel unsafe
- 0.8% feel very unsafe

What's Next?

Thank you for responding to the Talk Transit safety survey! The answers you provided will help us form Halifax Transit's safety and etiquette campaign -- coming sometime this year.

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

www.shapeyourcityhalifax.ca/operatorstalktransit

Transit Priority Measure (TPM) Survey – January

The Transit Priority Measure (TPM) Survey yielded 282 responses total. Of these responses, 15 were collected in person at Dartmouth North Community Centre, six were collected in person at St. Andrew's Community Centre, and 261 were collected through the online engagement portal, Talk Transit. Participation has been high in urban areas, variable in suburban areas, and lower in rural areas.

Survey results have been captured in the report and presentation. Below you'll see how respondents self-identified in terms of demographics. Note that demographic questions were optional and some respondents chose not to respond to these questions.

Self-Identification	Number of Respondents	Percentage of Respondents
Aboriginal	5	2%
Disabled	40	14%
Visible Minority	11	4%
Male	73	29%
Female	92	33%
Other Gender	2	1%

Table 1 Self-Identification of Respondents

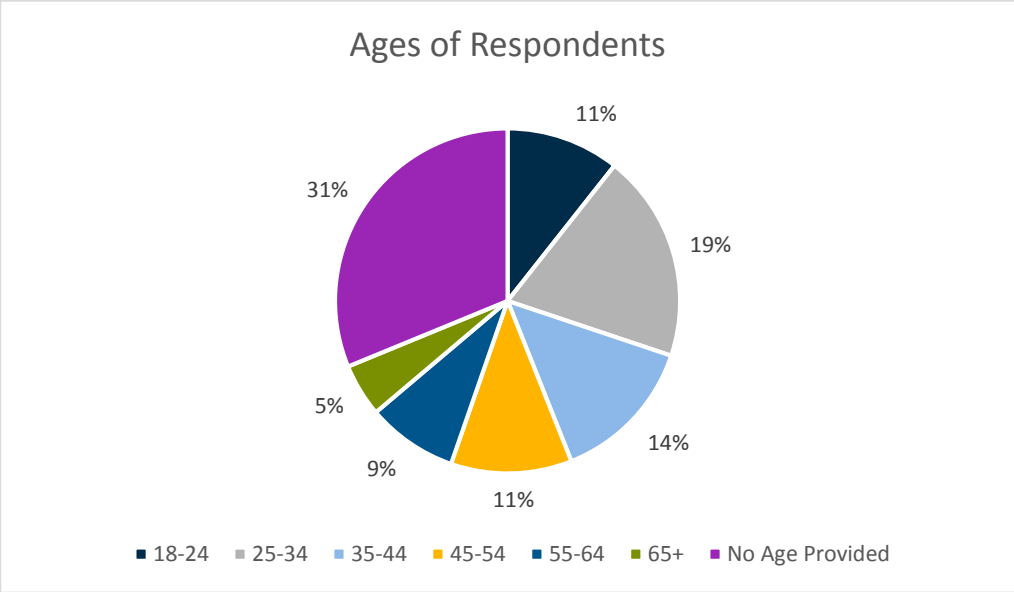


Figure 2 Ages of Respondents

- A total of 30 respondents (11%) are in the age range of 18-24
- A total of 55 respondents (20%) are in the age range of 25-34
- A total of 39 respondents (14%) are in the age range of 35-44
- A total of 32 respondents (11%) are in the age range of 45-54
- A total of 24 respondents (9%) are in the age range of 55-64
- A total of 14 respondents (5%) are in the age range of 65+
- A total of 88 respondents (31%) did not provide an age

Transit Priority Measures (TPMs) Survey Results

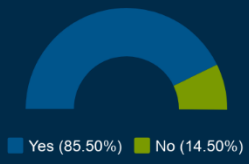
Talk Transit

HALIFAX TRANSIT

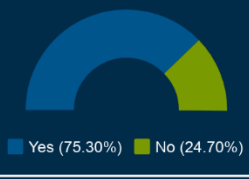
Highlights

- Most respondents had at least some knowledge of Halifax TPMs before taking the survey.
- Many respondents feel that more public education surrounding TPMs is needed.
- 85% of respondents either agree or strongly agree that people would ride buses more often if they were less likely to get stuck in traffic.

As a transit passenger, do you feel TPMs help you get to your destinations more reliably?



When you use the road as a driver, a cyclist, or while walking, do you feel that TPMs are clearly marked and easy to understand?



TPMs and Private Vehicles

44% FEEL THAT
TPMs are a good thing even if they create ***moderate*** delays for private vehicles.

38% FEEL THAT
TPMs are a good thing when they cause only ***short*** delays for private vehicles.

17% FEEL THAT
TPMs are a good thing only if they ***don't*** increase delays for private vehicles.

1% FEEL THAT
TPMs are not acceptable in any situation.

How important is it that more TPMs are added to keep buses out of traffic?

- 48.5% say very important
- 39.2% say important
- 8% don't have an opinion on this
- 3.4% say unimportant
- 0.8% say very unimportant

What's Next?

Thank you for responding to the Talk Transit TPM survey! The answers you provided have been shared with a Halifax Transit, Traffic, and Transportation Planning working group focused on TPM development.

This year, we are working on extending the Main St/Gordon Ave TPM and the Portland St/Baker Dr TPM (pending provincial approval). Stay tuned for more details.

Don't forget to check out this month's survey on transferring!

www.shapeyourcityhalifax.ca/talktransit