

Attachment C: 2018/19 Halifax Transit Year End Performance Report

# 2018/19 – Year End Performance Measures Report

**HALIFAX**  
TRANSIT

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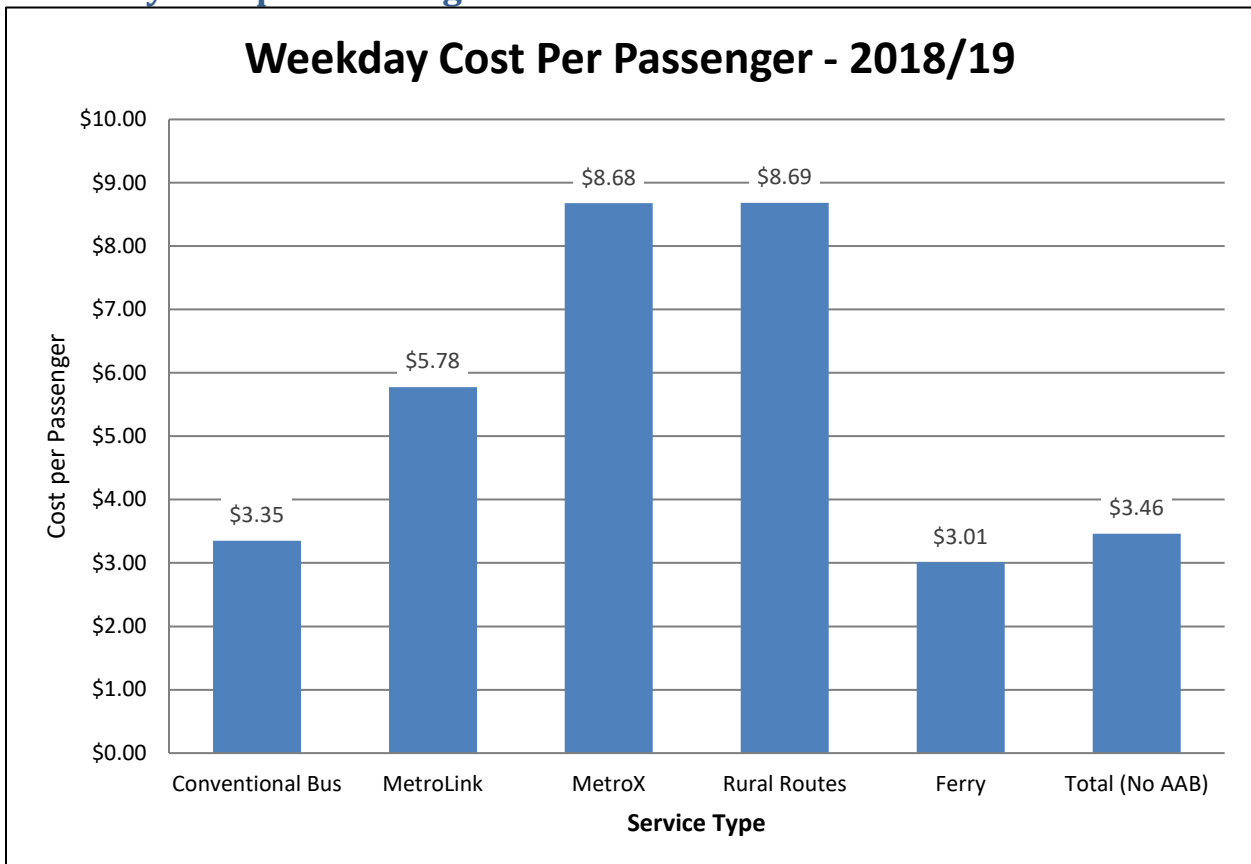
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## Annual Key Performance Indicators (KPIs)

The following KPIs are measured on an annual basis to track changes and growth. Bus & Ferry figures do not include Access-A-Bus. Halifax Transit ridership overall has increased from last year. Scheduled fixed route service hours increased due to service improvements in 2018/19. Customer service requests continue to be well within the target of 90% addressed within service standard, remaining at 95% this year.

| KPI   | Division    | 17/18  | 18/19  | % Change |
|---|-------------|--------|--------|----------|
| Service Utilization (Passengers per Capita)           | Bus & Ferry | 59.77  | 63.39  | +6.1%    |
| Service Utilization (Passengers per Service Hour)     | Bus & Ferry | 23.41  | 23.68  | +1.2%    |
| Amount of Service (Service Hours per Capita)          | Bus & Ferry | 2.55   | 2.68   | +4.8%    |
| Cost Effectiveness (Operating Expense per Passenger)  | Bus & Ferry | \$5.01 | \$4.99 | -0.2%    |
| Average Fare (Passenger Revenue per Passenger)        | Bus & Ferry | \$1.77 | \$1.75 | -0.8%    |
| Financial (Cost Recovery)                             | Bus & Ferry | 35%    | 35%    | -0.5%    |
| Financial (Cost Recovery)                             | All         | 33%    | 33%    | -0.4%    |
| Customer Service (Requests addressed within standard) | All         | 95%    | 95%    | +0.0%    |

## Weekday Cost per Passenger



## Revenue & Boardings

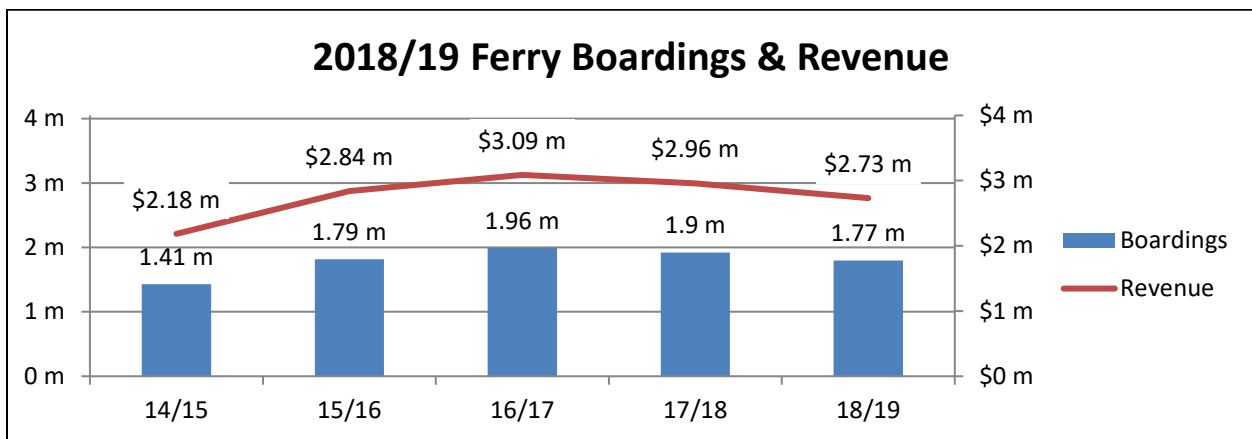
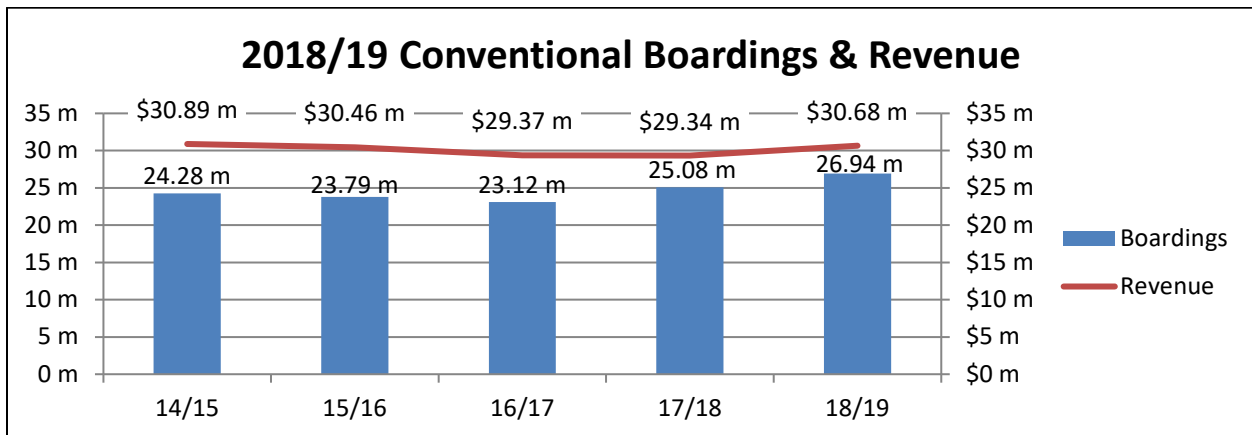
Revenue and boarding measures demonstrate how well transit services were used during the past year in comparison to previous years.

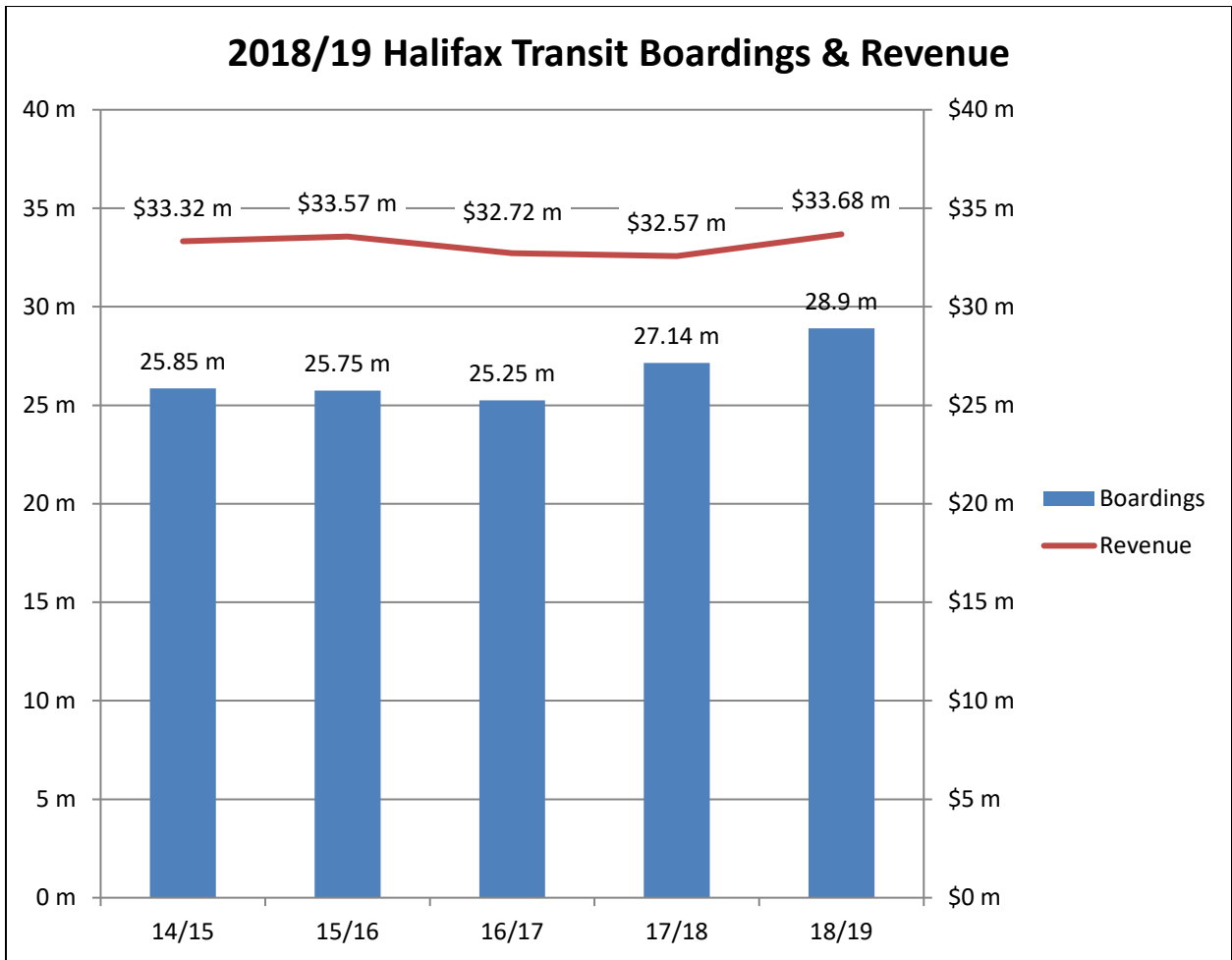
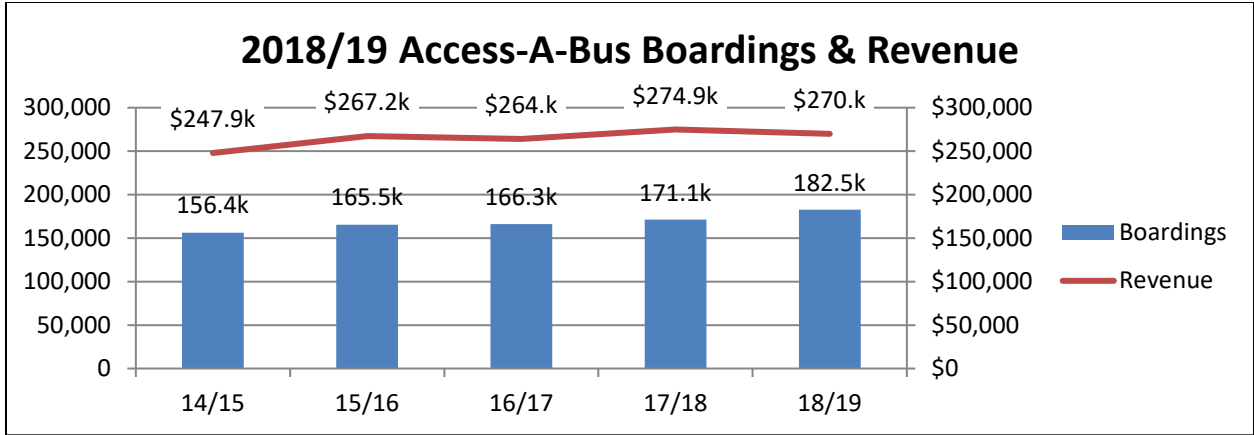
By installing Automatic Passenger Counter (APC) systems throughout the network in the 2017/18 fiscal year, Halifax Transit is now able to track the number of boardings by counting passengers entering the bus at each stop, instead of estimating boardings from revenue. Therefore, the data source for boardings 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.

### Historical Revenue & Boardings

From 2013/14 fiscal year to the 2016/17 fiscal year, overall boardings had been decreasing. In November 2017 and in August 2018 the first two phases of the *Moving Forward Together Plan* were implemented; Since that time the revenue ridership and boardings have increased dramatically.

In 2018/19 Conventional boardings increased 7.5% from last year, Ferry boardings decreased 6.5% and Access-A-Bus boardings increased 6.7%. Overall, in 2018/19 system wide boardings increased by 6.5% compared to last year. Revenue increased 3.4%.

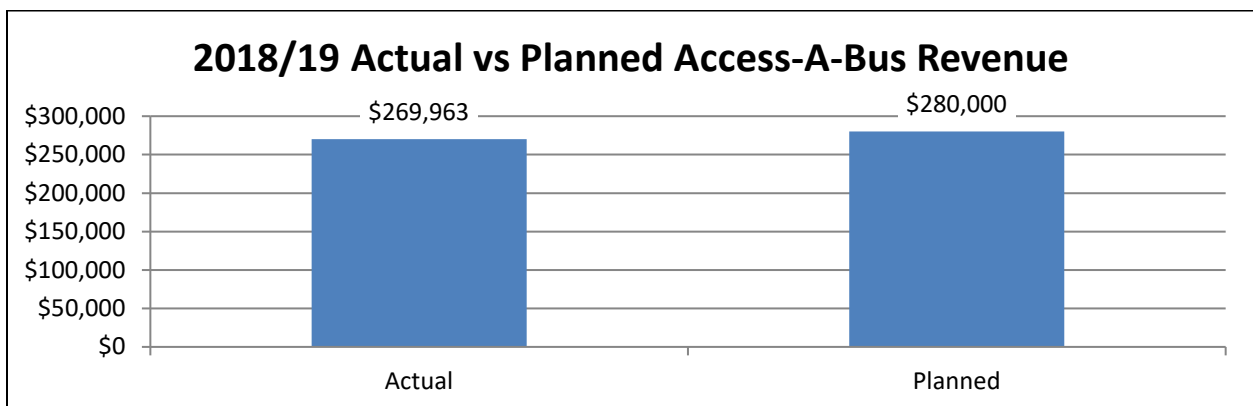
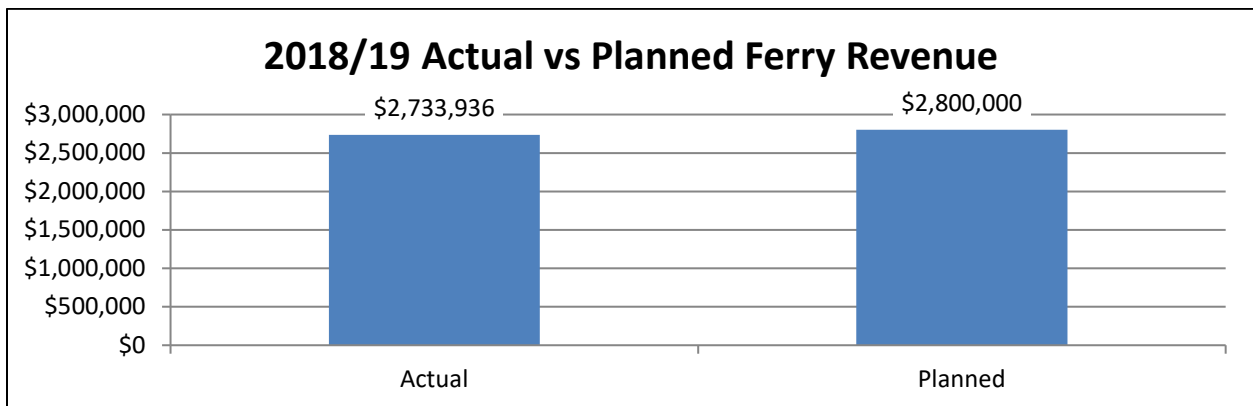
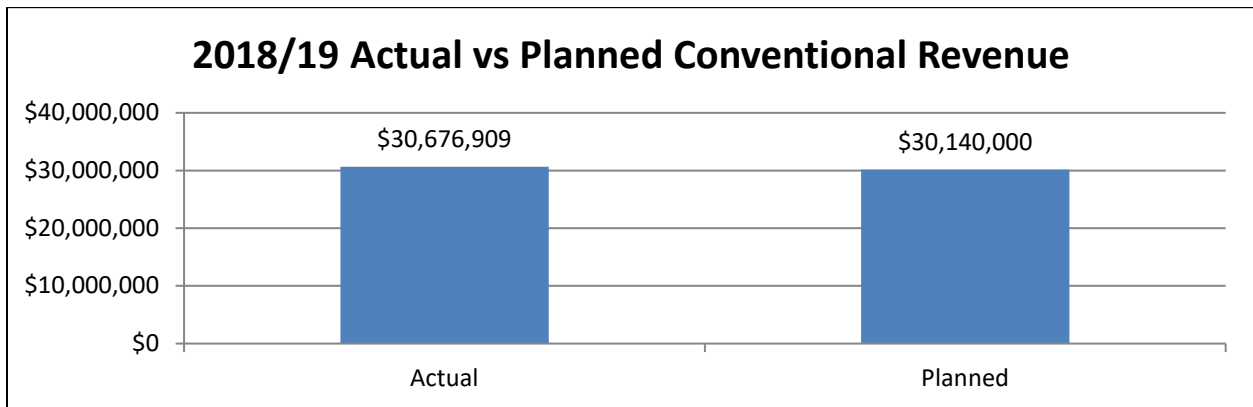


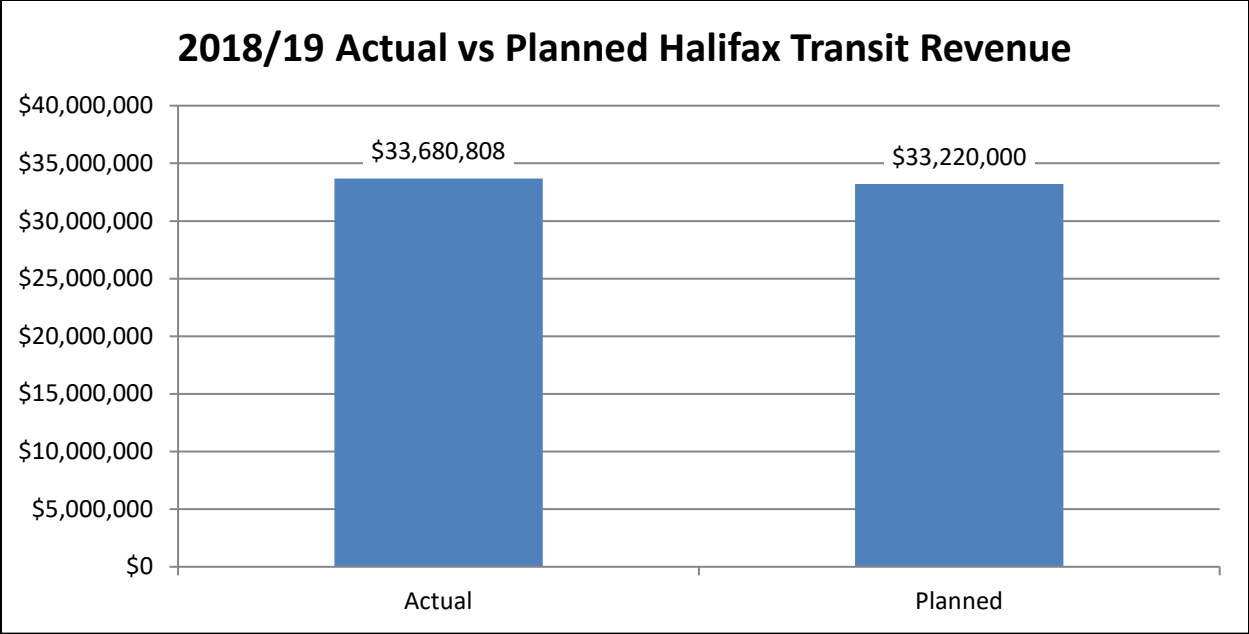


## Revenue – Actual vs. Planned

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 for the year increased 4.6% from last year and was 1.8% above the planned amount. Ferry revenue decreased 7.6% from last year and was 2.4% below the planned revenue amount. Access-A-Bus revenue has decreased nearly 1.8% this year and was 3.7% below the planned amount.

Overall revenue for the year has increased 3.4% and was 1.4% higher than the planned amount, which can be attributed to a 6.5% increase in boardings, resulting in part from the success of the *Moving Forward Together Plan* in attracting new riders to Halifax Transit.





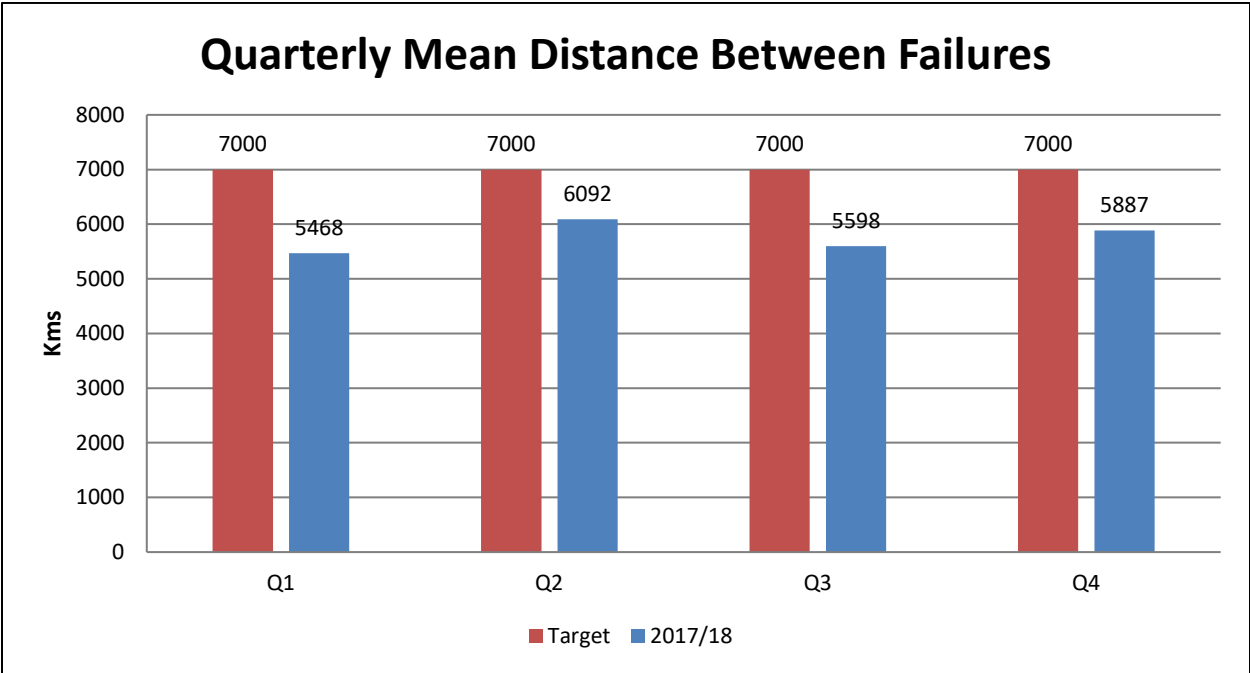
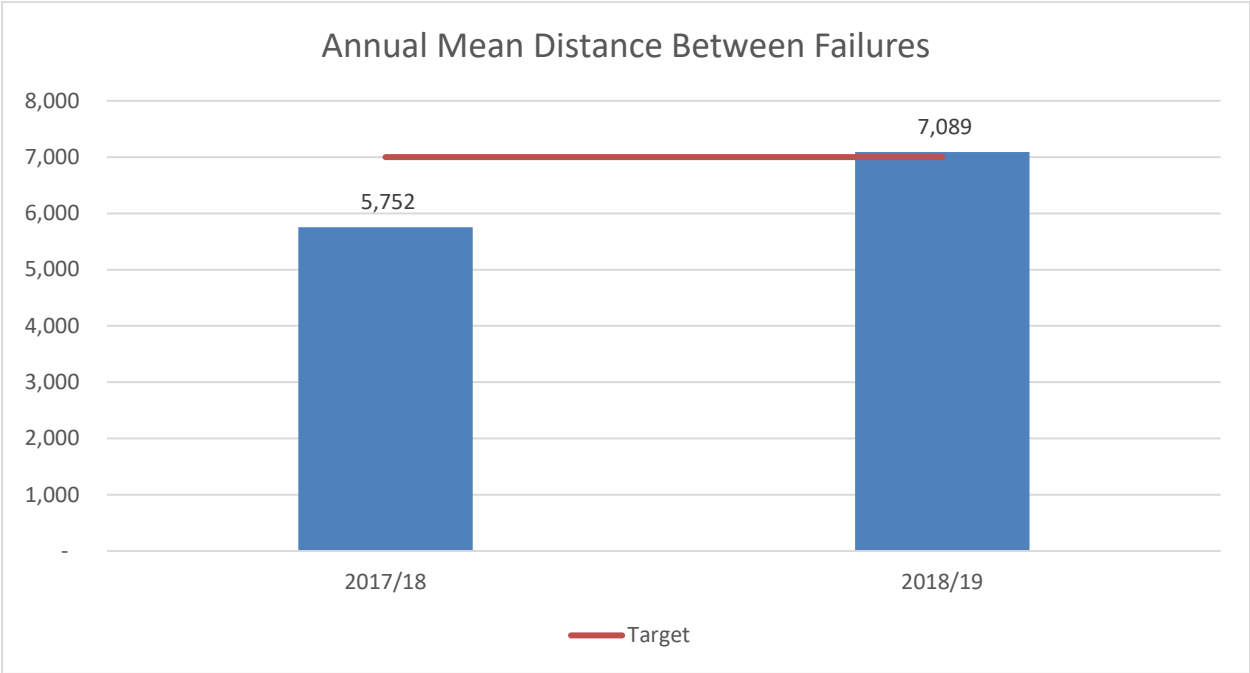
### Mean Distance Between Failures

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.

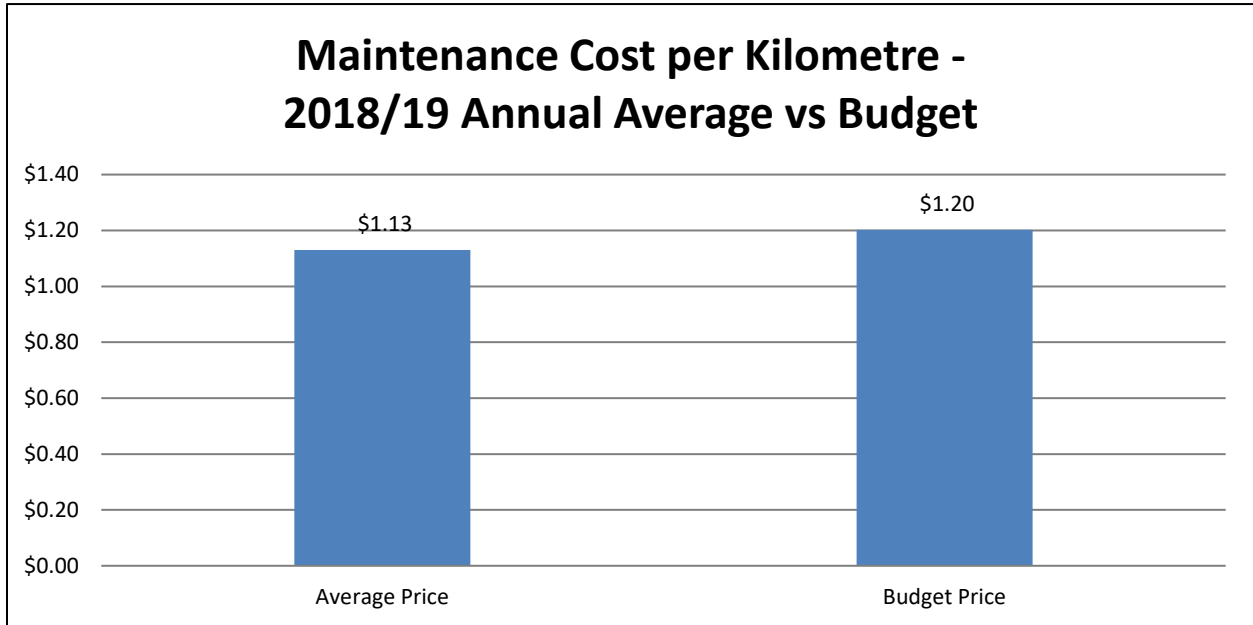
On Average for the year of 2018/19 the MDBF was 7,089 kms, achieving our target of 7,000 kms and increasing 23% from the 5,751 km in 2017/18. Bus Maintenance will continue to monitor this KPI and further develop quality initiatives to decrease aftertreatment and cooling system defects.





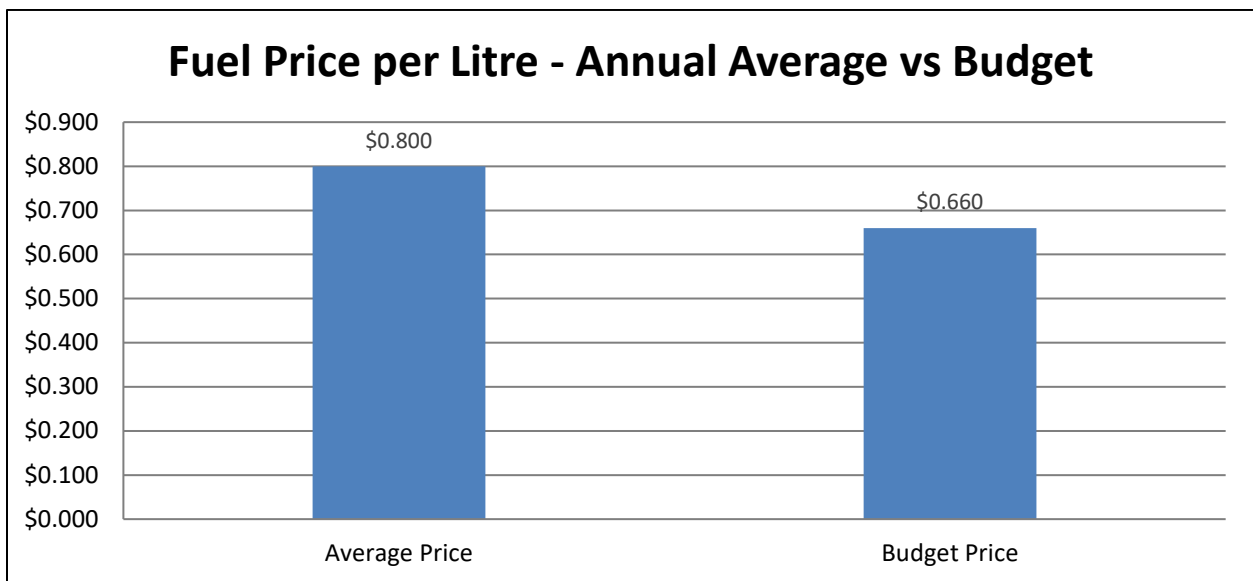
## Bus Maintenance Cost – Average vs Budget

Maintenance costs may fluctuate from budgeted costs due to environmental factors and unpredictability of the business. In 2018/19, the average Bus Maintenance cost was \$1.13/km, \$0.07/km under the budgeted Bus Maintenance cost of \$1.20/km over the year. Bus Maintenance will continue to strengthen budgeting processes to improve accuracy of future budgets.



## Fuel Price – Annual Average vs Budget

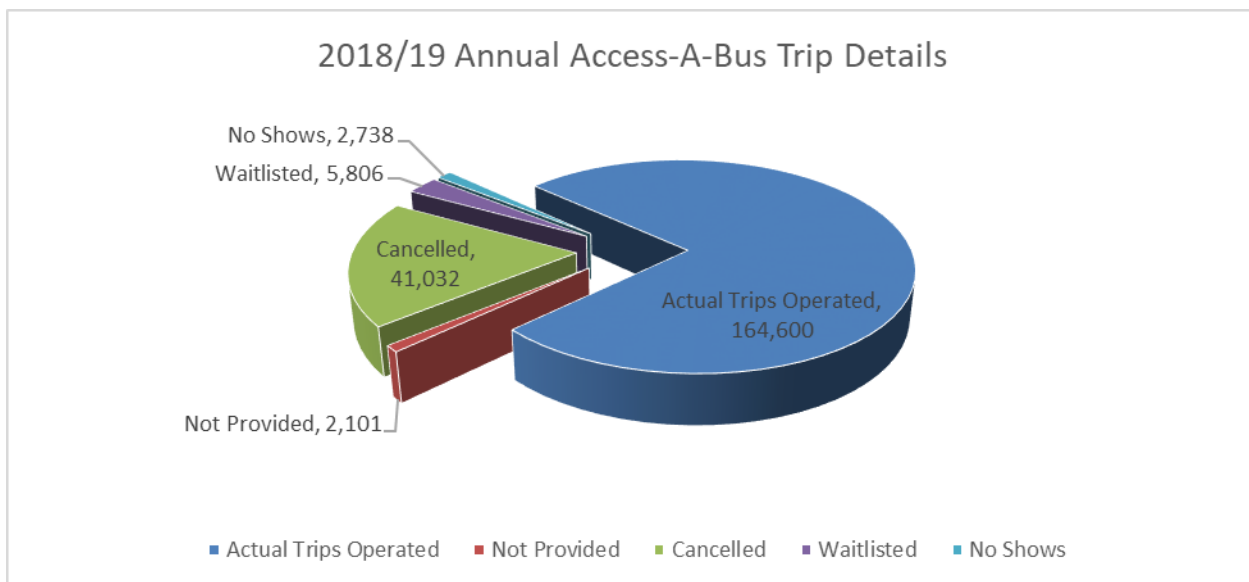
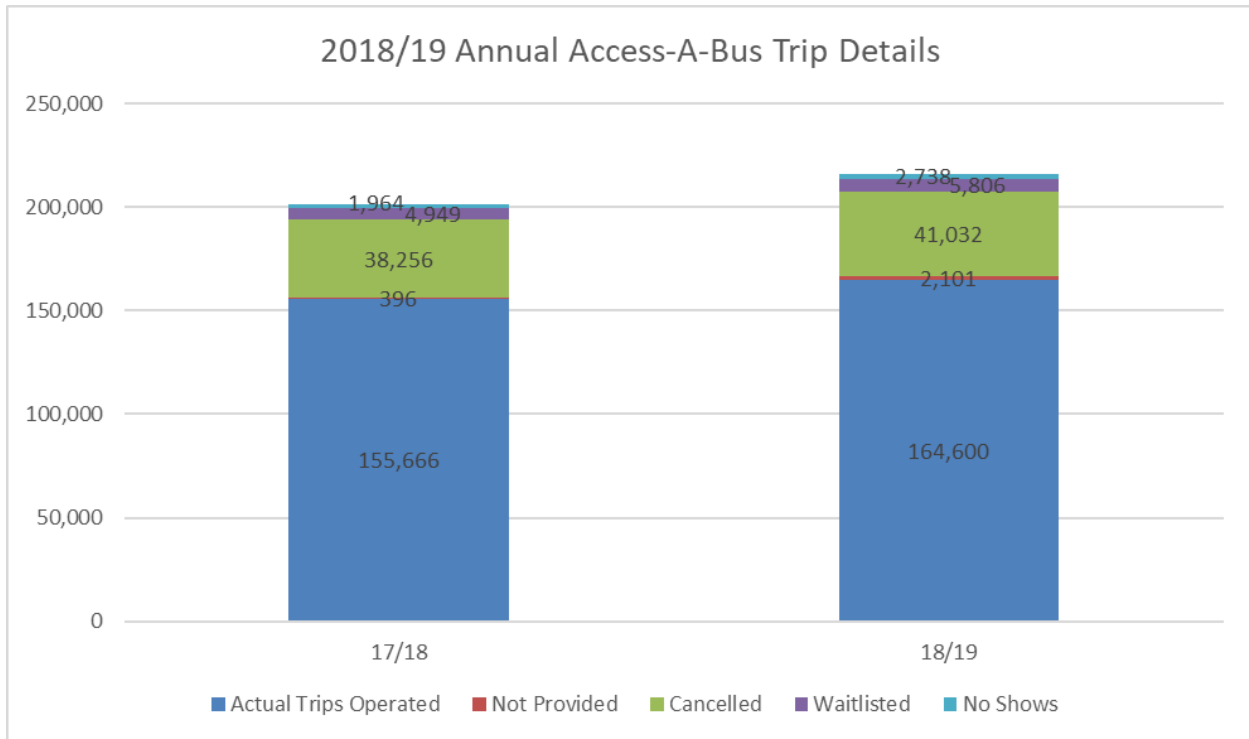
The budgeted fuel price for 2018/19 was set at \$0.66 per litre. The average price of fuel in 2018/19 was \$0.80 per litre, 14 cents higher than the budgeted cost per litre.



## 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. Access-A-Bus service has experienced a positive growth due to the adjustments in run-cuts and schedule optimization. Trips per hour are have increased slightly as part of the ridership growth. Client growth is expected to continue.

In 2018/19 the number of trips provided by Access-A-Bus increased 5.7% compared to the previous year. The number of waitlisted clients this year increased 17%.



## Bus Stop Accessibility

The graph below depicts the current state of accessibility for all stops in the network.

During 2018/19, 50 bus stops underwent infrastructure changes or improvements:

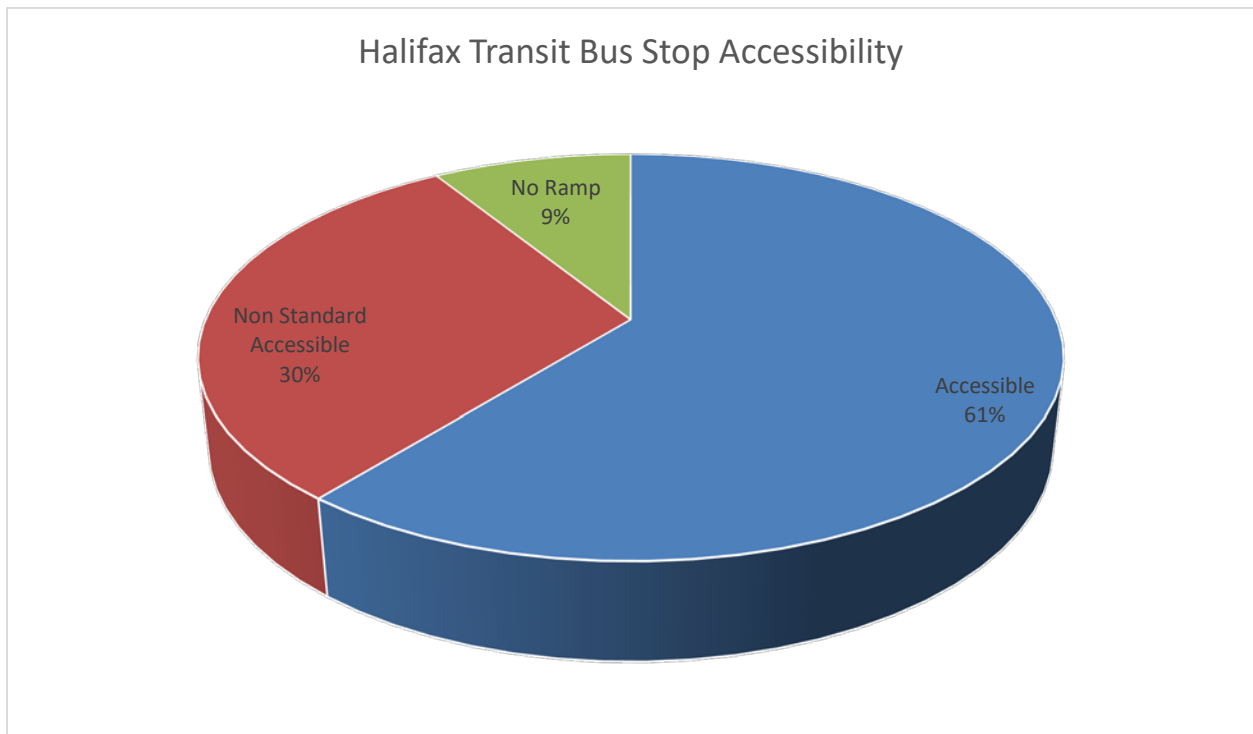
20 existing stops were upgraded or improved

- 10 were upgraded from 'no ramp' to 'accessible'
- 1 was upgraded from 'non-standard' to 'accessible'
- 3 were upgraded from 'no ramp' to 'non-standard accessible'
- 3 were upgraded from 'non-standard accessible' to 'non-standard accessible with ramp'
- 3 'accessible' stops underwent improvements and remained 'accessible'

26 new stops were installed

- 14 'accessible' stops were installed
- 6 'non-standard accessible' stops were installed
- 6 'non-accessible' stops were installed

4 existing stops were removed as a result of service changes



*Note: Non-Standard Accessible stops do not meet Halifax Transit's accessibility standard; the ramp can be deployed and used at the customer's risk. The majority of the No Ramp stops are located in areas without sidewalks and with narrow shoulders.*

## Boardings

Automatic Passenger Counter (APC) data is now being used to report bus ridership statistics. The APCs provide data within a 90% degree of accuracy. 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, shown below, did not run for the entire year.

### Affected Routes:

- Local Routes:
  - 2 Wedgewood
  - 4 Rosedale
  - 16 Parkland
  - 17 Saint Mary's
  - 18 Universities
  - 21 Lakeside-Timberlea
  - 23 Timberlea-Mumford
  - 42 Lacewood-Dalhousie
  - 52 Crosstown
- Express Routes:
  - 31 Main Express
  - 33 Tantallon Express
  - 34 Glenbourne Express
  - 35 Parkland Express

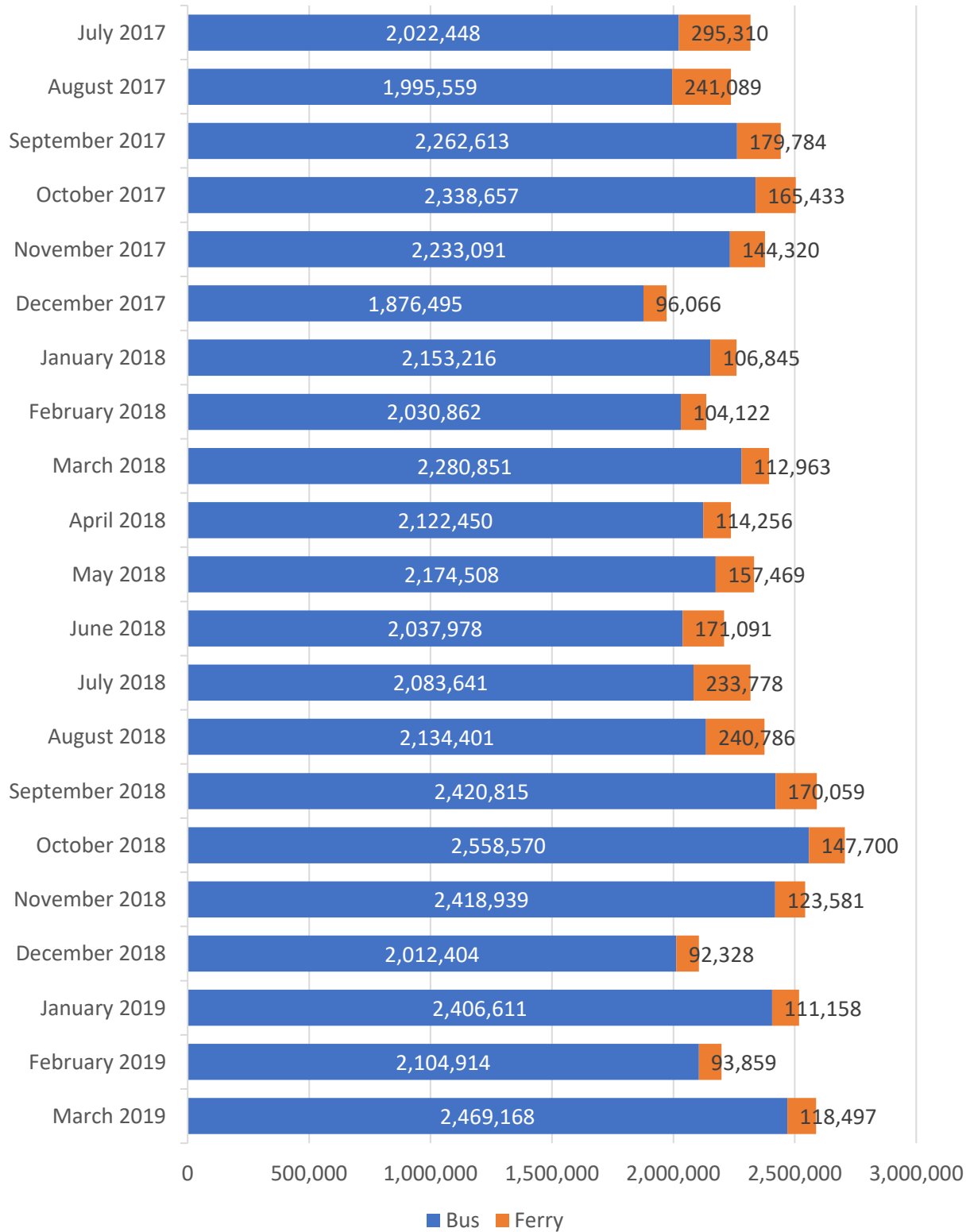
### New Routes:

- 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

Average daily boardings on these new routes implemented in August 2018 have increased 8% since replacing the former routes.

The average weekday boardings in 2018/19 were 94,475 ± 11,537 (12.2% variance), which is an increase of 5% when compared to the 2017/18 average weekday boardings. Average Saturday boardings this year were 52,796 ± 5,863 (11.1% variance) and average Sunday boardings were 36,184 ± 4,133 (11.4% variance) which is an increase of 7% and 11% respectively over the previous year.

### Halifax Transit Monthly Boardings



## Boardings by Route by Service Day

| 2018/19 Average Daily Boardings by Route |           |         |           |         |           |         |
|--|-----------|---------|-----------|---------|-----------|---------|
| Route                                    | Weekday   |         | Saturday  |         | Sunday    |         |
|  | Boardings | Pass/Hr | Boardings | Pass/Hr | Boardings | Pass/Hr |
| 1  | 10,090    | 64      | 7,985     | 69      | 5,125     | 59      |
| 2 (New)                                  | 4,350     | 41      | 3,764     | 37      | 2,227     | 30      |
| 2 (Removed)                              | 2,606     | 43      | 1,278     | 38      | 1,030     | 34      |
| 3 (New)                                  | 6,175     | 41      | 3,173     | 37      | 3,288     | 35      |
| 4 (New)                                  | 5,045     | 40      | 2,038     | 41      | 1,728     | 38      |
| 4 (Removed)                              | 2,287     | 38      | 1,138     | 32      | 1,142     | 36      |
| 5  | 121       | 31      | -         | -       | -         | -       |
| 7  | 4,925     | 43      | 3,392     | 36      | 1,858     | 35      |
| 9A/B                                     | 6,416     | 38      | 3,597     | 48      | 2,734     | 38      |
| 9A                                       | 4,339     | 39      | 1,720     | 48      | 1,207     | 35      |
| 9B                                       | 2,077     | 35      | 1,877     | 48      | 1,527     | 42      |
| 10                                       | 4,841     | 44      | 3,142     | 42      | 1,905     | 39      |
| 11                                       | 106       | 46      | -         | -       | -         | -       |
| 14                                       | 2,670     | 42      | 1,314     | 38      | 1,066     | 36      |
| 15                                       | 209       | 14      | 112       | 10      | 136       | 11      |
| 16 (Removed)                             | 1,069     | 23      | 403       | 15      | -         | -       |
| 17 (Removed)                             | 1,114     | 28      | -         | -       | -         | -       |
| 18 (Removed)                             | 1,589     | 27      | 784       | 25      | 666       | 25      |
| 21                                       | 1,052     | 30      | 745       | 21      | 444       | 25      |
| 22                                       | 613       | 19      | 444       | 13      | 366       | 11      |
| 23 (Removed)                             | 351       | 19      | -         | -       | -         | -       |
| 28 (New)                                 | 1,322     | 34      | 1,265     | 31      | 617       | 33      |
| 29                                       | 2,934     | 32      | 1,724     | 27      | 1,263     | 21      |
| 30A/B (New)                              | 831       | 23      | 521       | 15      | 316       | 16      |
| 30A (New)                                | 451       | 24      | 278       | 16      | 142       | 13      |
| 30B (New)                                | 380       | 21      | 243       | 14      | 174       | 20      |
| 31 (Removed)                             | 270       | 34      | -         | -       | -         | -       |
| 32                                       | 463       | 33      | -         | -       | -         | -       |
| 33 (Removed)                             | 163       | 22      | -         | -       | -         | -       |
| 34 (Removed)                             | 665       | 40      | -         | -       | -         | -       |
| 35 (Removed)                             | 258       | 32      | -         | -       | -         | -       |
| 39 (New)                                 | 1,215     | 27      | 820       | 16      | 376       | 18      |
| 41                                       | 1,388     | 44      | -         | -       | -         | -       |
| 42 (Removed)                             | 1,089     | 30      | -         | -       | -         | -       |
| 51                                       | 1,057     | 44      | 569       | 34      | 316       | 36      |

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

| 2018/19 Average Daily Boardings by Route |           |         |           |         |           |         |
|--|-----------|---------|-----------|---------|-----------|---------|
| Route                                    | Weekday   |         | Saturday  |         | Sunday    |         |
|  | Boardings | Pass/Hr | Boardings | Pass/Hr | Boardings | Pass/Hr |
| 52 (Removed)                             | 5,823     | 49      | 2,474     | 42      | 3,690     | 42      |
| 53                                       | 1,256     | 48      | 751       | 49      | 352       | 44      |
| 54                                       | 782       | 36      | 482       | 30      | 248       | 25      |
| 55                                       | 396       | 18      | 225       | 14      | 170       | 11      |
| 56                                       | 902       | 27      | 1,002     | 28      | 628       | 20      |
| 57                                       | 551       | 13      | 263       | 9       | 132       | 7       |
| 58                                       | 706       | 25      | 442       | 23      | 352       | 20      |
| 59                                       | 1,932     | 25      | 768       | 32      | 508       | 21      |
| 60                                       | 2,660     | 35      | 1,791     | 44      | 1,194     | 42      |
| 61                                       | 2,212     | 29      | 1,080     | 27      | 872       | 23      |
| 62                                       | 791       | 25      | 543       | 23      | 265       | 16      |
| 63                                       | 771       | 43      | -         | -       | -         | -       |
| 64                                       | 468       | 30      | -         | -       | -         | -       |
| 65                                       | 243       | 15      | 89        | 7       | 47        | 8       |
| 66                                       | 1,444     | 23      | 515       | 32      | 322       | 20      |
| 68                                       | 1,298     | 27      | 790       | 27      | 501       | 18      |
| 72                                       | 1,353     | 29      | 983       | 20      | 490       | 18      |
| 78                                       | 91        | 12      | -         | -       | -         | -       |
| 79                                       | 92        | 12      | -         | -       | -         | -       |
| 80                                       | 4,192     | 34      | 3,471     | 33      | 2,607     | 28      |
| 81                                       | 1,394     | 26      | -         | -       | -         | -       |
| 82                                       | 937       | 20      | 213       | 9       | 91        | 8       |
| 83                                       | 150       | 11      | 82        | 9       | 40        | 9       |
| 84                                       | 883       | 29      | -         | -       |           |         |
| 85                                       | 111       | 26      | -         | -       |           |         |
| 86                                       | 116       | 24      | -         | -       |           |         |
| 87                                       | 1,242     | 28      | 1,069     | 21      | 488       | 16      |
| 88                                       | 86        | 15      | 59        | 11      | 21        | 9       |
| 89                                       | 457       | 21      | -         | -       | -         | -       |
| 90                                       | 1,300     | 27      | 786       | 17      | 429       | 17      |
| 123 (New)                                | 259       | 21      | -         | -       | -         | -       |
| 135 (New)                                | 487       | 40      | -         | -       | -         | -       |
| 136 (New)                                | 543       | 37      | -         | -       | -         | -       |
| 137 (New)                                | 355       | 34      | -         | -       | -         | -       |
| 138 (New)                                | 488       | 40      | -         | -       | -         | -       |

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

| 2018/19 Average Daily Boardings by Route |           |         |           |         |           |         |
|--|-----------|---------|-----------|---------|-----------|---------|
| Route                                    | Weekday   |         | Saturday  |         | Sunday    |         |
|  | Boardings | Pass/Hr | Boardings | Pass/Hr | Boardings | Pass/Hr |
| 159                                      | 720       | 18      | -         | -       | -         | -       |
| 185                                      | 1,076     | 22      | -         | -       | -         | -       |
| 194                                      | 136       | 18      | -         | -       | -         | -       |
| 320                                      | 649       | 13      | 467       | 12      | 407       | 11      |
| 330                                      | 381       | 17      | -         | -       | -         | -       |
| 370                                      | 132       | 10      | -         | -       | -         | -       |
| 400                                      | 206       | 16      | 78        | 11      | 61        | 8       |
| 401                                      | 143       | 11      | -         | -       | -         | -       |
| 433 (New)                                | 52        | 10      | -         | -       | -         | -       |
| Alderney                                 | 3,463     | 115     | 3,786     | 212     | 2,110     | 121     |
| Woodside                                 | 2,254     | 107     | -         | -       | -         | -       |

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

### Express Service Peak Boardings by Route

| 2018/19 Average Weekday Daily Express Route Peak Boardings |           |                |
|--|-----------|----------------|
| Route  | Boardings | Peak Pass/Trip |
| 31 (Removed)   | 267       | 30             |
| 32   | 454       | 26             |
| 33 (Removed)   | 152       | 38             |
| 34 (Removed)   | 659       | 39             |
| 35 (Removed)   | 255       | 28             |
| 78   | 86        | 7              |
| 79   | 91        | 8              |
| 84   | 851       | 31             |
| 85   | 110       | 28             |
| 86   | 115       | 29             |
| 123 (New)  | 245       | 19             |
| 135 (New)  | 484       | 35             |
| 136 (New)  | 540       | 34             |
| 137 (New)  | 353       | 30             |
| 138 (New)  | 485       | 35             |
| 159  | 528       | 18             |
| 185  | 726       | 23             |
| 194  | 135       | 17             |
| 320  | 208       | 17             |
| 330  | 342       | 15             |
| 370  | 119       | 9              |



## Average Weekday Boardings Comparison

| Average Weekday Boardings Comparison by Quarter |           |       |           |       |           |        |           |        |              |               |
|---|-----------|-------|-----------|-------|-----------|--------|-----------|--------|--------------|---------------|
| Route   | Quarter 1 |       | Quarter 2 |       | Quarter 3 |        | Quarter 4 |        | Annual       |               |
|   | 17/18     | 18/19 | 17/18     | 18/19 | 17/18     | 18/19  | 17/18     | 18/19  | 17/18        | 18/19         |
| <b>1</b>  | 8,529     | 9,265 | 8,741     | 9,419 | 10,347    | 10,361 | 11,334    | 11,339 | <b>9,732</b> | <b>10,090</b> |
| <b>2 (New)</b>                                  | -         | -     | -         | 4,379 | -         | 4,315  | -         | 4,372  | -            | <b>4,350</b>  |
| <b>2 (Removed)</b>                              | 2,625     | 2,600 | 2,748     | 2,618 | 2,693     | -      | 2,528     | -      | <b>2,648</b> | <b>2,606</b>  |
| <b>3 (New)</b>                                  | -         | -     | -         | 6,149 | -         | 6,208  | -         | 6,154  | -            | <b>6,175</b>  |
| <b>4 (New)</b>                                  | -         | -     | -         | 4,669 | -         | 4,950  | -         | 5,318  | -            | <b>5,045</b>  |
| <b>4 (Removed)</b>                              | 2,421     | 2,296 | 2,497     | 2,271 | 2,474     | -      | 2,263     | -      | <b>2,414</b> | <b>2,287</b>  |
| <b>5</b>  | 113       | 114   | 105       | 110   | 142       | 130    | 126       | 129    | <b>121</b>   | <b>121</b>    |
| <b>7</b>  | 4,235     | 4,569 | 4,684     | 4,498 | 5,315     | 5,216  | 5,422     | 5,423  | <b>4,911</b> | <b>4,925</b>  |
| <b>9 (Removed)</b>                              | 2,087     | -     | 2,242     | -     | 2,340     | -      | -         | -      | <b>2,206</b> | -             |
| <b>9A/B</b>                                     | -         | 5,882 | -         | 6,406 | 5,291     | 6,740  | 5,598     | 6,649  | <b>5,516</b> | <b>6,416</b>  |
| <b>9A</b>                                       | -         | 3,946 | -         | 4,311 | 3,538     | 4,567  | 3,773     | 4,543  | <b>3,710</b> | <b>4,339</b>  |
| <b>9B</b>                                       | -         | 1,936 | -         | 2,095 | 1,753     | 2,173  | 1,825     | 2,106  | <b>1,806</b> | <b>2,077</b>  |
| <b>10</b>                                       | 4,249     | 4,467 | 4,331     | 4,529 | 5,167     | 5,056  | 5,510     | 5,322  | <b>4,812</b> | <b>4,841</b>  |
| <b>11</b>                                       | 123       | 93    | 105       | 87    | 101       | 111    | 103       | 132    | <b>108</b>   | <b>106</b>    |
| <b>14</b>                                       | 2,301     | 2,327 | 2,498     | 2,501 | 2,898     | 2,919  | 3,022     | 2,940  | <b>2,678</b> | <b>2,670</b>  |
| <b>15</b>                                       | 209       | 208   | 237       | 237   | 214       | 196    | 194       | 197    | <b>214</b>   | <b>209</b>    |
| <b>16 (Removed)</b>                             | 1,080     | 1,091 | 1,066     | 1,026 | 1,206     | -      | 1,176     | -      | <b>1,132</b> | <b>1,069</b>  |
| <b>17 (Removed)</b>                             | 1,124     | 1,139 | 1,142     | 1,065 | 1,307     | -      | 1,363     | -      | <b>1,234</b> | <b>1,114</b>  |
| <b>18 (Removed)</b>                             | 1,597     | 1,625 | 1,707     | 1,520 | 2,031     | -      | 2,106     | -      | <b>1,859</b> | <b>1,589</b>  |
| <b>21</b>                                       | 1,203     | 1,180 | 1,263     | 1,156 | 1,265     | 972    | 1,173     | 897    | <b>1,226</b> | <b>1,052</b>  |
| <b>22</b>                                       | 493       | 555   | 442       | 619   | 436       | 651    | 537       | 627    | <b>477</b>   | <b>613</b>    |
| <b>23 (Removed)</b>                             | 396       | 361   | 342       | 333   | 370       | -      | 383       | -      | <b>373</b>   | <b>351</b>    |
| <b>28 (New)</b>                                 | -         | -     | -         | 1,346 | -         | 1,373  | -         | 1,260  | -            | <b>1,322</b>  |
| <b>29</b>                                       | -         | 2,608 | -         | 2,894 | 2,430     | 3,053  | 2,712     | 3,190  | <b>2,636</b> | <b>2,934</b>  |
| <b>30A/B (New)</b>                              | -         | -     | -         | 824   | -         | 825    | -         | 840    | -            | <b>831</b>    |
| <b>30A (New)</b>                                | -         | -     | -         | 454   | -         | 446    | -         | 454    | -            | <b>451</b>    |
| <b>30B (New)</b>                                | -         | -     | -         | 370   | -         | 378    | -         | 386    | -            | <b>380</b>    |
| <b>31 (Removed)</b>                             | 256       | 276   | 259       | 258   | 290       | -      | 279       | -      | <b>271</b>   | <b>270</b>    |
| <b>32</b>                                       | 453       | 451   | 459       | 450   | 519       | 489    | 481       | 460    | <b>478</b>   | <b>463</b>    |
| <b>33 (Removed)</b>                             | 166       | 168   | 173       | 154   | 176       | -      | 175       | -      | <b>173</b>   | <b>163</b>    |
| <b>34 (Removed)</b>                             | 643       | 680   | 659       | 636   | 722       | -      | 702       | -      | <b>681</b>   | <b>665</b>    |
| <b>35 (Removed)</b>                             | 256       | 260   | 258       | 254   | 279       | -      | 280       | -      | <b>268</b>   | <b>258</b>    |
| <b>39 (New)</b>                                 | -         | -     | -         | 1,279 | -         | 1,199  | -         | 1,200  | -            | <b>1,215</b>  |
| <b>41</b>                                       | 1,001     | 1,128 | 1,098     | 1,240 | 1,399     | 1,505  | 1,552     | 1,686  | <b>1,261</b> | <b>1,388</b>  |
| <b>42 (Removed)</b>                             | 1,050     | 1,136 | 1,142     | 996   | 1,422     | -      | 1,442     | -      | <b>1,263</b> | <b>1,089</b>  |
| <b>51</b>                                       | 1,016     | 1,024 | 1,028     | 1,056 | 1,046     | 1,095  | 1,023     | 1,054  | <b>1,028</b> | <b>1,057</b>  |
| <b>52 (Removed)</b>                             | 5,520     | 5,841 | 5,800     | 5,789 | 5,775     | -      | 5,538     | -      | <b>5,658</b> | <b>5,823</b>  |
| <b>53</b>                                       | 1,307     | 1,304 | 1,313     | 1,258 | 1,381     | 1,235  | 1,339     | 1,226  | <b>1,335</b> | <b>1,256</b>  |

| Average Weekday Boardings Comparison by Quarter |           |       |           |       |           |       |           |       |        |       |
|---|-----------|-------|-----------|-------|-----------|-------|-----------|-------|--------|-------|
| Route   | Quarter 1 |       | Quarter 2 |       | Quarter 3 |       | Quarter 4 |       | Annual |       |
|   | 17/18     | 18/19 | 17/18     | 18/19 | 17/18     | 18/19 | 17/18     | 18/19 | 17/18  | 18/19 |
| 54  | 797       | 744   | 826       | 775   | 830       | 816   | 756       | 793   | 802    | 782   |
| 55  | 397       | 393   | 436       | 415   | 411       | 393   | 400       | 384   | 411    | 396   |
| 56  | 693       | 851   | 825       | 919   | 882       | 985   | 802       | 853   | 800    | 902   |
| 57  | 519       | 556   | 556       | 583   | 605       | 546   | 584       | 519   | 566    | 551   |
| 58  | 679       | 692   | 702       | 687   | 701       | 744   | 688       | 698   | 692    | 706   |
| 59  | 1,959     | 1,967 | 2,027     | 1,939 | 2,019     | 1,936 | 1,926     | 1,884 | 1,982  | 1,932 |
| 60  | 2,483     | 2,490 | 2,738     | 2,698 | 2,857     | 2,710 | 2,691     | 2,746 | 2,691  | 2,660 |
| 61  | 2,078     | 2,185 | 2,218     | 2,249 | 2,247     | 2,228 | 2,210     | 2,188 | 2,188  | 2,212 |
| 62  | 781       | 800   | 788       | 781   | 826       | 818   | 793       | 766   | 797    | 791   |
| 63  | 723       | 711   | 719       | 742   | 810       | 810   | 814       | 821   | 766    | 771   |
| 64  | 318       | 323   | 320       | 438   | 326       | 567   | 296       | 547   | 315    | 468   |
| 65  | 229       | 241   | 244       | 225   | 253       | 248   | 240       | 256   | 241    | 243   |
| 66  | 1,437     | 1,448 | 1,483     | 1,525 | 1,446     | 1,424 | 1,361     | 1,380 | 1,432  | 1,444 |
| 68  | 1,319     | 1,269 | 1,352     | 1,295 | 1,343     | 1,326 | 1,271     | 1,303 | 1,321  | 1,298 |
| 72  | 1,225     | 1,340 | 1,344     | 1,324 | 1,423     | 1,409 | 1,329     | 1,337 | 1,330  | 1,353 |
| 78  | 93        | 91    | 85        | 83    | 110       | 94    | 104       | 96    | 98     | 91    |
| 79  | 101       | 95    | 97        | 90    | 124       | 91    | 107       | 92    | 107    | 92    |
| 80  | 3,845     | 4,031 | 4,120     | 4,291 | 4,215     | 4,218 | 4,147     | 4,231 | 4,081  | 4,192 |
| 81  | 1,204     | 1,264 | 1,271     | 1,350 | 1,357     | 1,433 | 1,362     | 1,534 | 1,298  | 1,394 |
| 82  | 932       | 962   | 893       | 915   | 996       | 937   | 962       | 931   | 946    | 937   |
| 83  | 156       | 154   | 156       | 153   | 147       | 149   | 154       | 143   | 153    | 150   |
| 84  | 897       | 892   | 824       | 836   | 951       | 901   | 929       | 903   | 900    | 883   |
| 85  | 127       | 114   | 115       | 102   | 132       | 111   | 122       | 116   | 124    | 111   |
| 86  | 112       | 116   | 111       | 114   | 131       | 116   | 132       | 118   | 121    | 116   |
| 87  | 1,254     | 1,324 | 1,315     | 1,265 | 1,310     | 1,210 | 1,270     | 1,167 | 1,287  | 1,242 |
| 88  | 77        | 80    | 86        | 90    | 90        | 92    | 69        | 82    | 81     | 86    |
| 89  | 420       | 436   | 459       | 468   | 423       | 461   | 380       | 463   | 420    | 457   |
| 90  | 1,108     | 1,148 | 1,223     | 1,290 | 1,254     | 1,351 | 1,295     | 1,416 | 1,220  | 1,300 |
| 123 (New)                                       | -         | -     | -         | 239   | -         | 253   | -         | 274   | -      | 259   |
| 135 (New)                                       | -         | -     | -         | 482   | -         | 480   | -         | 496   | -      | 487   |
| 136 (New)                                       | -         | -     | -         | 565   | -         | 531   | -         | 546   | -      | 543   |
| 137 (New)                                       | -         | -     | -         | 339   | -         | 340   | -         | 378   | -      | 355   |
| 138 (New)                                       | -         | -     | -         | 463   | -         | 487   | -         | 499   | -      | 488   |
| 159   | 722       | 710   | 714       | 681   | 797       | 719   | 776       | 768   | 752    | 720   |
| 185   | 1,022     | 1,053 | 1,053     | 1,032 | 1,150     | 1,103 | 1,127     | 1,118 | 1,088  | 1,076 |
| 194   | -         | 125   | 95        | 127   | 109       | 142   | 119       | 150   | 111    | 136   |
| 320   | 583       | 601   | 671       | 732   | 529       | 656   | 518       | 607   | 575    | 649   |
| 330   | 342       | 333   | 368       | 342   | 427       | 416   | 390       | 434   | 381    | 381   |
| 370   | 124       | 132   | 131       | 126   | 143       | 136   | 148       | 135   | 137    | 132   |
| 400   | 187       | 234   | 204       | 194   | 234       | 200   | 219       | 193   | 211    | 206   |

| Average Weekday Boardings Comparison |           |       |           |       |           |       |           |       |              |              |
|--------------------------------------|-----------|-------|-----------|-------|-----------|-------|-----------|-------|--------------|--------------|
| Route                                | Quarter 1 |       | Quarter 2 |       | Quarter 3 |       | Quarter 4 |       | Annual       |              |
|                                      | 17/18     | 18/19 | 17/18     | 18/19 | 17/18     | 18/19 | 17/18     | 18/19 | 17/18        | 18/19        |
| <b>401</b>                           | 144       | 139   | 168       | 165   | 131       | 137   | 133       | 131   | <b>144</b>   | <b>143</b>   |
| <b>433 (New)</b>                     | -         | -     | -         | 60    | -         | 51    | -         | 50    | -            | <b>52</b>    |
| <b>Alderney</b>                      | 3,875     | 3,427 | 5,827     | 5,318 | 3,166     | 2,667 | 2,901     | 2,455 | <b>3,942</b> | <b>3,463</b> |
| <b>Woodside</b>                      | 2,249     | 2,207 | 2,654     | 2,465 | 2,562     | 2,232 | 2,290     | 2,115 | <b>2,438</b> | <b>2,254</b> |

*\* Quarterly averaging began with the introduction of Automatic Passenger Counters in Q3, 2016*

## Daily Bus Terminal Activity

| 2018/19 Average Daily Bus Terminal Activity |         |       |               |          |       |              |        |       |              |
|---|---------|-------|---------------|----------|-------|--------------|--------|-------|--------------|
| Terminal                                    | Weekday |       |               | Saturday |       |              | Sunday |       |              |
|   | On      | Off   | Total         | On       | Off   | Total        | On     | Off   | Total        |
| <b>Bridge</b>                               | 9,395   | 9,003 | <b>18,398</b> | 4,770    | 4,492 | <b>9,262</b> | 4,211  | 4,052 | <b>8,263</b> |
| <b>Scotia Square</b>                        | 4,892   | 4,835 | <b>9,726</b>  | 1,711    | 2,679 | <b>4,390</b> | 1,454  | 1,280 | <b>2,734</b> |
| <b>Mumford</b>                              | 4,887   | 4,542 | <b>9,429</b>  | 3,050    | 2,725 | <b>5,775</b> | 2,912  | 2,598 | <b>5,511</b> |
| <b>Lacewood</b>                             | 2,643   | 2,466 | <b>5,109</b>  | 1,492    | 1,356 | <b>2,848</b> | 1,160  | 1,147 | <b>2,307</b> |
| <b>Portland Hills</b>                       | 1,294   | 1,253 | <b>2,547</b>  | 654      | 399   | <b>1,052</b> | 289    | 296   | <b>585</b>   |
| <b>Alderney</b>                             | 1,382   | 962   | <b>2,344</b>  | 639      | 490   | <b>1,129</b> | 542    | 375   | <b>916</b>   |
| <b>Highfield</b>                            | 1,287   | 1,020 | <b>2,307</b>  | 603      | 439   | <b>1,043</b> | 495    | 342   | <b>837</b>   |
| <b>Micmac</b>                               | 1,095   | 1,081 | <b>2,175</b>  | 813      | 762   | <b>1,575</b> | 620    | 573   | <b>1,192</b> |
| <b>Sackville</b>                            | 912     | 883   | <b>1,794</b>  | 590      | 190   | <b>780</b>   | 169    | 159   | <b>328</b>   |
| <b>Cobequid</b>                             | 915     | 838   | <b>1,754</b>  | 359      | 283   | <b>642</b>   | 258    | 239   | <b>497</b>   |
| <b>Penhorn</b>                              | 787     | 748   | <b>1,534</b>  | 374      | 321   | <b>695</b>   | 282    | 266   | <b>548</b>   |
| <b>Water St (bus only)</b>                  | 737     | 493   | <b>1,230</b>  | 383      | 309   | <b>692</b>   | 359    | 253   | <b>611</b>   |
| <b>Woodside (bus only)</b>                  | 243     | 187   | <b>430</b>    | 35       | 103   | <b>137</b>   | 13     | 11    | <b>24</b>    |

## Annual On-Time Performance

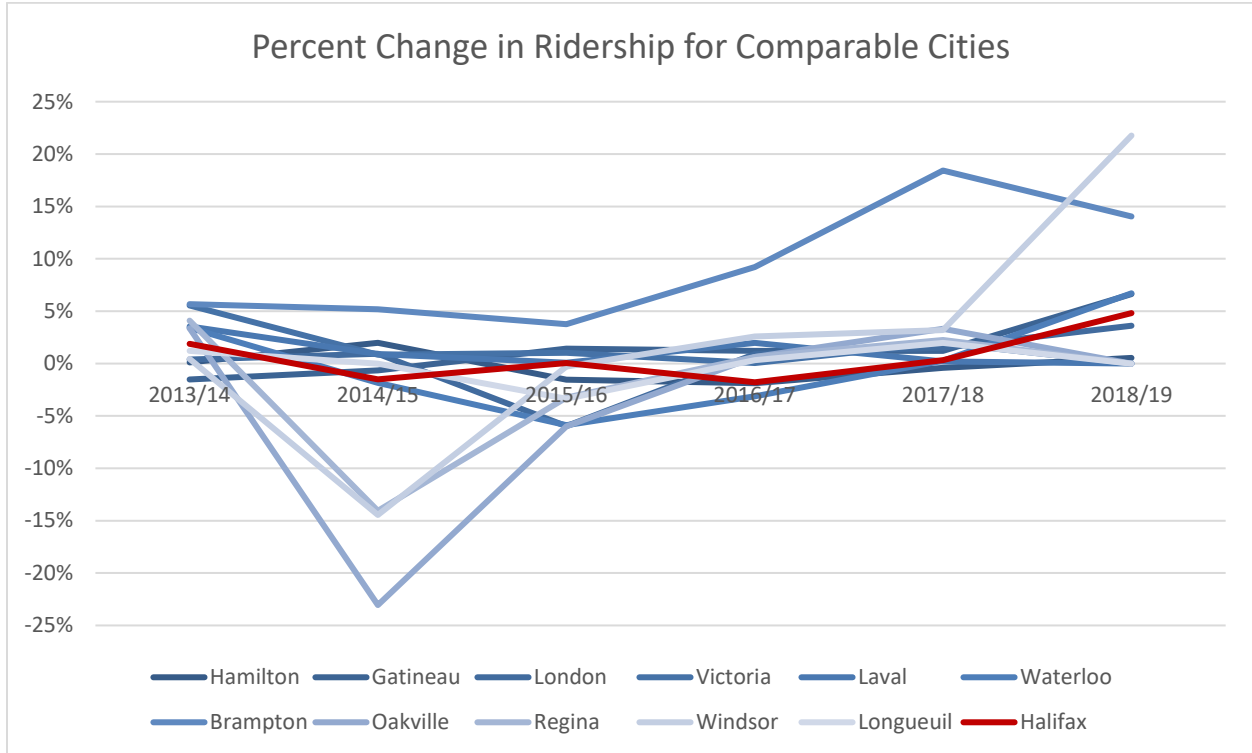
On-time performance is a measure of route reliability and is tracked monthly to demonstrate schedule adherence across the network of routes. Terminals and select bus stops along each route are classified as time-points and have assigned and publicized scheduled arrival times. On-time performance demonstrates 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 on-time performance

The average on-time performance over 2018/19 was 78%, this was a 1% increase over 2017/18.

## Ridership Increase Comparison

During the Q3 presentation of the KPI Report to TSC, it was requested that Halifax Transit include a measure in the year end report which shows the ridership increases for Halifax as well as other comparable cities. The year over year ridership increase is shown below as reported to CUTA for the last six years.



|           | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2017/18 | 2018/19 |
|-----------|---------|---------|---------|---------|---------|---------|
| Halifax   | 2%      | -1%     | 0%      | -2%     | 0%      | 5%      |
| Hamilton  | 0%      | 2%      | -2%     | -2%     | 0%      | 1%      |
| Gatineau  | -2%     | -1%     | 1%      | 1%      | 1%      | 7%      |
| London    | 0%      | 1%      | -6%     | 1%      | 2%      | 4%      |
| Victoria  | 6%      | 1%      | 1%      | 0%      | 2%      | -       |
| Laval     | 4%      | 1%      | 0%      | 2%      | 0%      | -       |
| Waterloo  | 3%      | -2%     | -6%     | -3%     | 0%      | 7%      |
| Brampton  | 6%      | 5%      | 4%      | 9%      | 18%     | 14%     |
| Oakville  | 3%      | -23%    | -6%     | 1%      | 3%      | -       |
| Regina    | 4%      | -14%    | -3%     | 1%      | 2%      | -       |
| Windsor   | 0%      | -14%    | 0%      | 3%      | 3%      | 22%     |
| Longueuil | 1%      | 0%      | -3%     | 0%      | 2%      | -       |