



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

**Item No. 14.1**  
**Halifax Regional Council**  
**November 12, 2019**  
**November 26, 2019**

**TO:** Mayor Savage and Members of Halifax Regional Council

Original Signed

**SUBMITTED BY:** \_\_\_\_\_  
Councillor Lorelei Nicoll, Chair, Transportation Standing Committee

**DATE:** October 29, 2019

**SUBJECT:** 2019/20 First Quarter Halifax Transit Key Performance Indicator Report

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### **INFORMATION REPORT**

#### **ORIGIN**

October 24, 2019 meeting of the Transportation Standing Committee, Item No. 12.1.1.

#### **LEGISLATIVE AUTHORITY**

Administrative Order One – *the Procedure of the Council Administrative Order*, Schedule 7, Transportation Standing Committee Terms of Reference, section 6 (c) which states: “The Transportation Standing Committee shall promote and enable positive communication between communities, ridership, and the Council and Transit services to enable and support the Regional Transit service to the communities of the municipality”.

#### **BACKGROUND**

A presentation dated October 24, 2019 and a staff information report dated August 6, 2019, pertaining to the 2019/20 First Quarter Halifax Transit Key Performance Indicator (KPI) Report, were before the Transportation Standing Committee for consideration at its October 24, 2019 meeting.

For further information, please refer to the attached staff report dated August 6, 2019.

#### **DISCUSSION**

The Transportation Standing Committee reviewed the August 6, 2019 staff report at its meeting held on October 24, 2019 and received a presentation. The Transportation Standing Committee approved a motion to forward the staff report to Halifax Regional Council as an information item.

#### **FINANCIAL IMPLICATIONS**

None identified.

### **COMMUNITY ENGAGEMENT**

The Transportation Standing Committee meetings are open to public attendance, a live webcast is provided of the meeting, and members of the public are invited to address the Committee for up to five minutes during the Public Participation portion of the meeting. The agenda, reports, video, and minutes of the Transportation Standing Committee are posted on Halifax.ca.

### **ATTACHMENTS**

1. Staff information report dated August 6, 2019.
2. Staff presentation dated October 24, 2019.

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A copy of this report can be obtained online at [halifax.ca](http://halifax.ca) or by contacting the Office of the Municipal Clerk at 902.490.4210.

Report Prepared by: Judith Ng'ethe, Legislative Assistant, 902.490.6517

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

**Item No. 12.1.1 (ii)**  
**Transportation Standing Committee**  
**October 24, 2019**

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

**SUBMITTED BY:** Original Signed  
Dave Reage, MCIP, LPP, Director, Halifax Transit

Original Signed  
Jacques Dubé, Chief Administrative Officer

**DATE:** August 6, 2019

**SUBJECT:** 2019/20 Q1 Halifax Transit KPI Report

**INFORMATION REPORT**

**ORIGIN**

This report originates from the following motion passed at the July 3, 2013 Transportation Standing Committee meeting:

“That the Transportation Standing Committee receive a quarterly report and presentation regarding Metro Transit strategic planning and operations.”

**LEGISLATIVE AUTHORITY**

Section 4(a) of the Terms of Reference for the Transportation Standing Committee provides that the Transportation Standing Committee is responsible for “overseeing HRM’s Regional Transportation Objectives and Transportation outcome areas”.

**BACKGROUND**

This report provides a summary of activities in the first quarter of the year and includes reporting on key performance measures. These include measures of revenue, ridership, boardings, 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 2019/20 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.”*

**Q1 Highlights** – The Department of Community Services Transit Pilot Pass Program continues to see a moderate increase in enrolment. Up to 16,500 Nova Scotians are currently eligible to participate in the pilot project and Halifax Transit anticipates an increase in ridership as the program rolls out. As of June 2019, over 10,000 passes have been issued to DCS clients.

Low Income Transit Pass Program (LITP)

The 2019/20 LITP Program cap has been increased from 1000 to 2000 to ensure more qualified residents can benefit from this program. Program applications, now part of the Affordable Access Program, are currently being accepted at municipal Customer Service Centres, through email or Canada Post. As of June 2019, the program has 1370 approved participants.

Month	Passes purchased	Inactive Participants Removed	Applicants on waitlist
April 2019	709	95	30
May 2019	735	n/a	30
June 2019	722	n/a	n/a

The Affordable Access Program allows qualified individuals to apply for municipal subsidized programs. This new intake process will allow residents to apply only once for three municipal programs (LITP, Recreational Programs, and Property Tax Exemption).

Online Engagement Portal

Halifax Transit's online engagement hub, Talk Transit, officially launched in October 2018. Since the previous quarterly report, residents have given insightful feedback on the topics of passenger overloading, communications, and the Gottingen Street bus lane.

As of the completion of the Gottingen Street bus lane survey, 1,640 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. Promotion of a "mail-in" option for responses has begun, in attempts to remove the barrier of residents not having access to internet. The updated demographic information is included in Attachment C to the report.

The results of these surveys have been distributed as monthly infographics for the public. They have also been shared internally with more comprehensive detail to be used as part of upcoming and ongoing projects.

**Multi-Year Initiative** – *“Transit Technology - Through the implementation of improved transit technology including Electronic Fare Management Systems, Halifax Transit is transforming the way customers interact with the transit system. In addition to providing improved service reliability and enhanced customer experience, new technology will provide data and management opportunities to inform increased efficiency of the transit system.”*

**Q1 Highlights** – In the first quarter of 2019/20, the Halifax Transit Technology Program continued to focus on the delivery of three concurrent projects: Fixed Route Planning, Scheduling, & Operations; Fare Management; and Paratransit.

The Fixed Route Planning, Scheduling & Operations project team continued to focus on test preparation, environment setup and training deliverables for the implementation of Phase 1, the replacement of HASTUS.

The Fare Management project team presented a fare strategy report at Transportation Standing Committee July 25, 2019. The fare strategy included a recommendation from Halifax Transit staff for appropriate fare rates for each of Halifax Transit's fare products. Fare bylaw changes were approved by council September 17, 2019. The new fare structure began September 30, 2019.

The Paratransit project team continued work on the second phase of the Paratransit project – the addition of mobile data computers (MDCs) to all Access-A-Bus vehicles. Requirements gathering for an RFP has been initiated with all stakeholders.

A Safe and Accessible Transportation Network	
Business Plan Deliverable	Status
Access-A-Bus Continuous Service Improvement Plan	In Progress
Bus Stop Accessibility & Improvement	In Progress
Fare Management Project – Phase 1	In Progress
Fare Management Project – Phase 2	In Progress
Fixed Route Planning, Scheduling, and Operations	In Progress

**Interconnected and Strategic Growth**

**Multi Year Initiative** – *“Transit Service Plan - Halifax Transit intends to offer its residents a significantly improved transit service. Guided by principles of integrated mobility, high ridership opportunity, and future sustainability, Halifax Transit is undertaking a multi-year initiative that includes a holistic and comprehensive review of the transit system and implementation of approved recommendations.”*

**Q1 Highlights** – The Bus Rapid Transit Study was reviewed by Transportation Standing Committee in June 2019. Work is now underway on the Higher Order Transit Strategy.

Work is progressing on several small Transit Priority Measures and Regional Council directed staff to pursue the implementation of Transit Priority on Young Street and Robie Street in Halifax.

On November 25, 2019, Halifax Transit will implement large-scale service changes in Sackville, Bedford, Dartmouth, and Halifax Mainland South as part of the *Moving Forward Together Plan*. This marks the third phase of the *Moving Forward Together Plan* and is the largest round of service changes made to date, impacting 15 existing routes and involves the introduction of one new corridor route, 13 new local routes, four express routes and one rural route.

Interconnected and Strategic Growth	
Business Plan Deliverable	Status
Moving Forward Together Plan Implementation - Year 3	In Progress
Transit Priority Measures	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 and Access-A-Bus vehicles.”*

**Q1 Highlights** – Design for Phase 1 for the Woodside Ferry Terminal Renovation is now complete. The project is proceeding in two phases. Phase 1 prioritizes the installation of two new elevators to address significant issues with the existing vertical lift systems. Phase 2 design, which includes the remainder of the facility, is now anticipated for completion by Fall 2019.

Work on the fare management kiosk at Halifax Ferry Terminal as part of Phase 3 of the Halifax Ferry Terminal Refresh project is complete and went into service in August 2019.

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

### Diversity & Inclusion

All HRM business units are undertaking initiatives to advance diversity and inclusion to foster innovation and support an improved understanding of the community. Over the next two years, Halifax Transit will focus on equitable employment and accessible information and communication.

Diversity & Inclusion	
Business Plan Deliverable	Status
Equitable Employment	In Progress
Accessible Information and Communication	In Progress

**Q1 Highlights** - Halifax Transit is currently working to launch orientation guides and videos for new users on “How to Use Halifax Transit”. These information materials will be distributed in multiple languages.

Information booklets outlining the routing changes for the November 25th, 2019 *Moving Forward Together Plan* implementation will be printed in 10 languages.

Work is ongoing to develop a plan to increase diversity and inclusion in the recruitment process.

Please see Attachment B, *Halifax Transit 2019/20 Q1 Performance Measures Report* for additional performance measures and detailed route level statistics.

#### **Q1 Highlights:**

- System wide On-Time Performance this quarter was 77%, dropping 3% from last year.
- The average daily passenger counts this quarter were 97,169 on weekdays, 55,490 on Saturdays and 38,803 on Sundays.
- The Departures Line received over 5,100 passenger calls on a typical weekday this quarter.
- Overall boardings increased 9.3% this quarter from last year, while revenue increased 6.3%.
- Access-A-Bus operated 0.3% fewer trips this quarter when compared to the previous year.
- This quarter 92% of customer feedback was resolved within service standards.
- The average fuel cost this quarter was 78 cents/litre, 12 cents/litre higher than the budgeted cost.
- The mean distance between failures for conventional transit services this quarter was 8,393 km.
- The mean distance between service calls (MDBS) for conventional was 3,833 kms, an improvement of 2% compared to the previous year, the MDBS for Access-A-Bus was 38,879 kms.
- The maximum daily number of buses that could not complete their scheduled service due to a mechanical defect was 15, while the daily average was 6.1.
- Maintenance cost per kilometer was \$1.22/km, 7 cents lower than the budget cost of \$1.28/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 2019/20 Business Plan Deliverables

Attachment B: Halifax Transit 2019/20 Q1 Performance Measures Report

Attachment C: 2019/20 Q1 Talk Transit Survey Results

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A copy of this report can be obtained online at [halifax.ca](http://halifax.ca) or by contacting the Office of the Municipal Clerk at 902.490.4210.

Report Prepared by: Anthony Grace, Transit Planning Technician, 902.490.2006  
Colin Redding, Transit Planning Technician, 902.490.6632  
Morgan Cox, Transit Planning Technician, 902.490.6621

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Attachment A Halifax Transit 2019/20 Business Plan Deliverables

Halifax Transit 2019/20 Business Plan & Director Deliverables		
Deliverable	Description	Status
Access-A-Bus Continuous Service Improvement Plan	The continuous service review of AAB operations will address the implementation of service process changes that include improvement to booking times, increased ridership and revenue as well as overall improvement to processes and efficiencies. [Est. Compl. 20/21]	On Target
Bus Stop Accessibility & Improvement	To improve accessibility, as well as the customer experience, Halifax Transit will be installing accessible landing pads at a number of bus stops, replacing older bus shelters, and installing benches at bus stops. [Est. Compl. Q3 19/20]	Work is beginning on the installation of concrete bus pads for the upcoming November service changes. Work will focus on new bus stops, associated with the MFTP changes. However the work is behind schedule due to challenges in procuring a contractor and only critical bus stops are scheduled to receive concrete pads this construction season. Transit anticipates approximately 42 new bus stops will be made accessible this year. The remaining new bus stops will receive concrete pads in the 2020 construction season, these locations will be a combination of accessible bus stops and non-standard bus stops. A number of existing shelter sites will receive replacement shelters and 3 expansion shelters will be added this construction season. Expansion shelters will be installed at, Wyse Road after Jamieson Street in front of the Sobeys, University Avenue after Robie Street, and Marketplace Drive after Bancroft Lane. Replacement shelters will be installed at Windmill Road before Fernhill Drive, Robie Street after Cunard Street, Main Street after Titus Street, Robie Street after Charles Street and Barrington Street before North Street.
Fare Management Project – Phase 1	To increase revenues, increase operator safety, and provide timely data for management decisions, Halifax Transit will implement the first phase of a fare management solution. Validating fareboxes, automated transfers and management software will be installed. In 19/20 new fareboxes will be installed. [Est. Compl. Q2 19/20]	Delayed due to design and planning issues.

Attachment A Halifax Transit 2019/20 Business Plan Deliverables

<p>Fare Management Project – Phase 2</p>	<p>To improve the fare payment options available to riders, increase boarding efficiency, and reduce the reliance on currency and tickets, Halifax Transit will begin implementation of the second phase of a fare management solution. In 20/21, additional payment methods will be introduced. [Est. Compl. 20/21]</p>	<p>On Target</p>
<p>Fixed Route Planning, Scheduling and Operations</p>	<p>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 software is not capable of supporting the streamlined existing or new business processes required by Halifax Transit. In 19/20, the infrastructure will be set up, business rules will be configured within the system, and our schedule will be built within the system. Implementation will be completed in 20/21.</p>	<p>Delayed due to vendor development challenges.</p>
<p>Moving Forward Together Plan Implementation - Year 3</p>	<p>To improve the efficiency and effectiveness of the transit network, Halifax Transit will implement the 19/20 network design changes, including introduction of new service, changes to existing routes, and removal of service, as part of the implementation of the Moving Forward Together Plan. [Est. Compl. Q3 19/20]</p>	<p>Work continues to prepare for the implementation of service changes anticipated for November 25, 2019.  Communication efforts have begun and information is now available on the website. Passengers began to see on street notices in late August 2019.</p>
<p>Transit Priority Measures</p>	<p>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. This will include completing phase 2 of a transit priority measure on Main Street in Dartmouth, and implementing a measure on Portland Street. [Est. Compl. Q2 19/20]</p>	<p>Work continues on measures in both locations. The tender for the TPM on Main Street closed September 17, 2019 and it is anticipated that work will begin in October 2019. In conjunction with the extension of the Barrington Street Greenway, in September 2019, an inbound transit only lane was introduced to Barrington Street between Devonshire Ave and North Street.</p>
<p>Woodside Ferry Terminal Renovation</p>	<p>The Woodside Ferry Terminal requires significant rehabilitation to all aspects of the building, including envelope, mechanical and electrical systems, and customer waiting areas. In 19/20, detailed design work will be completed and construction will begin. In 20/21, construction will complete.</p>	<p>Project is separated into two phases. Tender for the elevators has been awarded under budget. Tender for Phase 1 construction (the elevator shaft and elevator install) has been awarded and it is anticipated that work will begin in fall 2019.</p>

Attachment A Halifax Transit 2019/20 Business Plan Deliverables

Equitable Employment	Halifax Transit will review recruitment processes to ensure an equitable approach and improve recruitment marketing and communication to remove barriers and provide equal opportunity to all. In 19/20 processes will be updated and marketing campaigns will be held. [Est. Compl. Q4 19/20]	On Target
Accessible Information and Communication	Halifax Transit will consider inclusivity when planning information and communication tactics related to transit route network changes. This will include developing a strategy to reduce language and access barriers, and working with immigration partners to ensure new Canadians are actively engaged. [Est. Compl. Q4 19/20]	Information booklets for the November 25th Moving Forward Together Plan service implementation will be printed in ten different languages. Halifax Transit will continue to work with HRM's Office of Diversity and Inclusion, along with ISANS, to improve our reach. Orientation material for new transit users on "How to use Halifax Transit" is being developed which will be translated into several languages.

Attachment B: 2019/20 Halifax Transit Q1 Performance Measures Report

# 2019/20 – Q1 Performance Measures Report

**HALIFAX**  
TRANSIT

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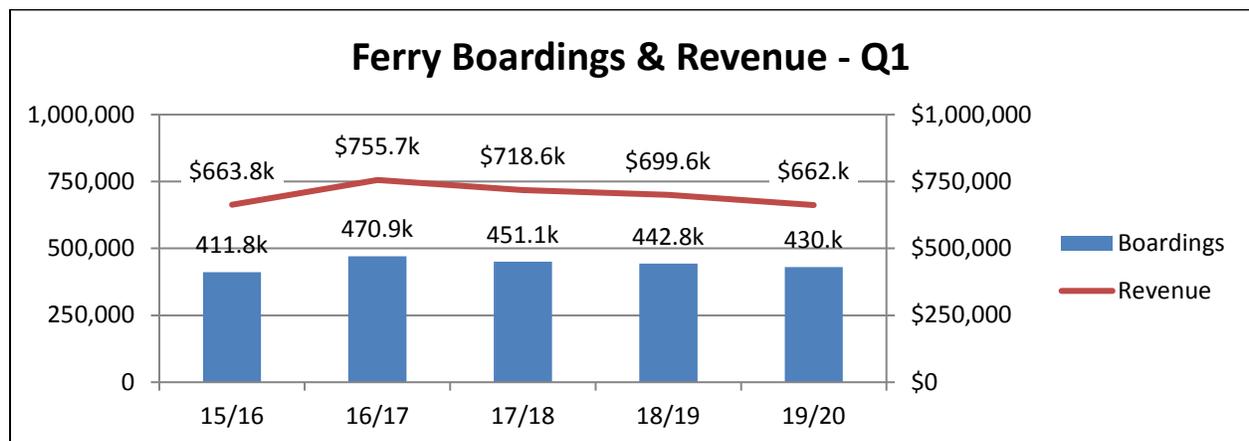
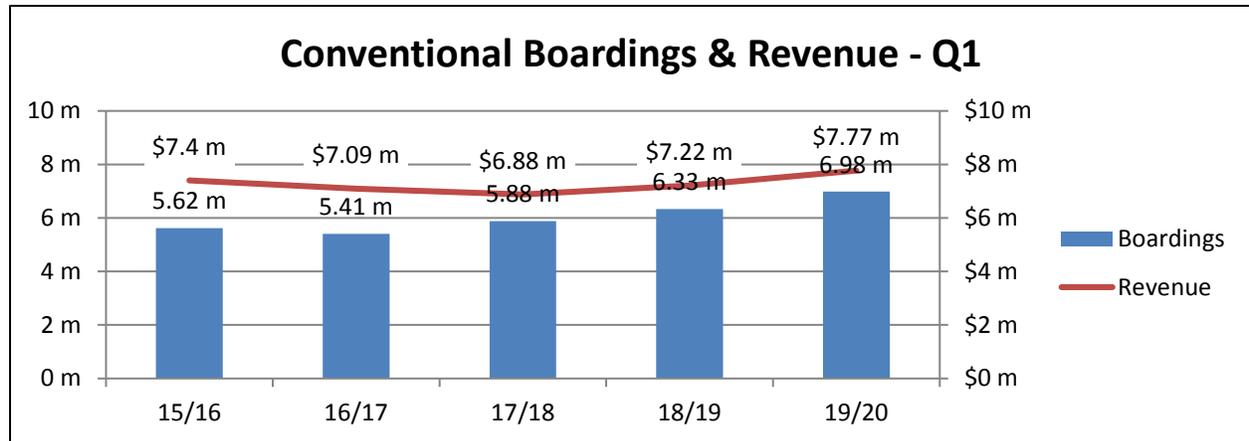
## Boardings & Revenue

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.

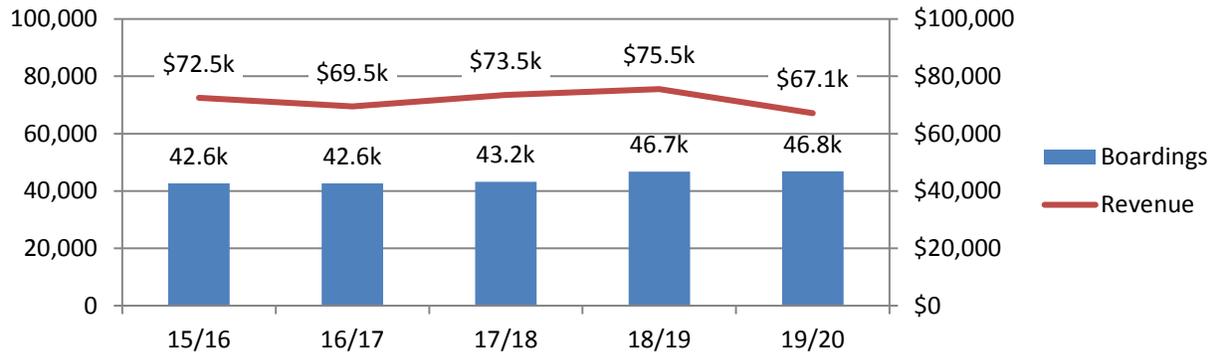
By installing Automatic Passenger Counter (APC) systems throughout the network in the 2017/18 fiscal year, Halifax Transit is now able to track the number of boardings by counting passengers entering the bus at each stop, instead of estimating boardings from revenue. Therefore, the data source for boardings 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 first quarter, Conventional boardings increased 10% from this quarter last year, Ferry boardings dropped 2.9% and Access-A-Bus boardings increased slightly by 0.2%. Overall, system wide boardings increased this quarter by 9.3% compared to last year. Overall revenue this quarter increased 6.3% 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 contributes to the increase in boardings, but is estimated to account for less than 1% of the overall network wide increase in boardings.

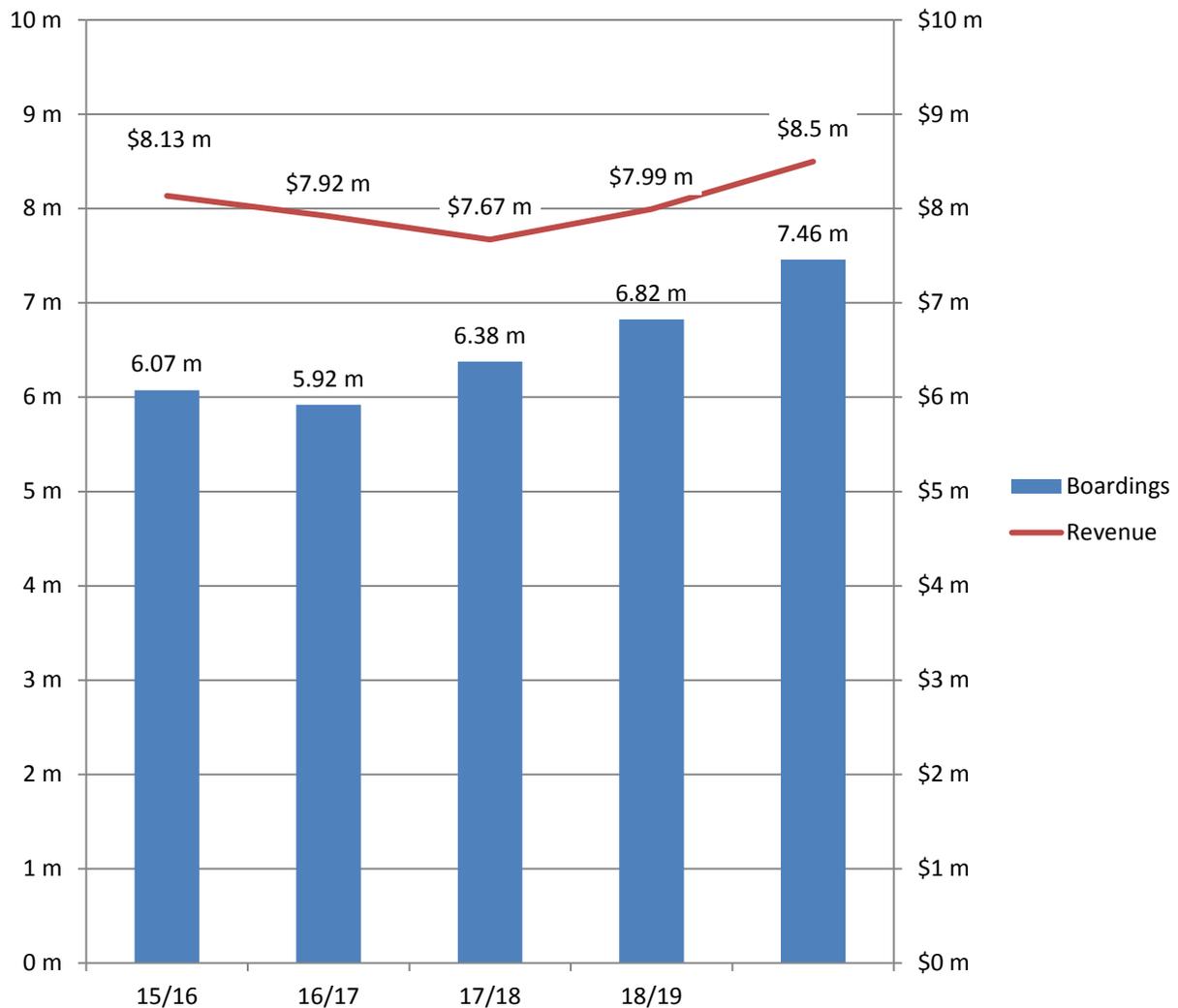
## Historical Boardings & Revenue



### Access-A-Bus Boardings & Revenue - Q1

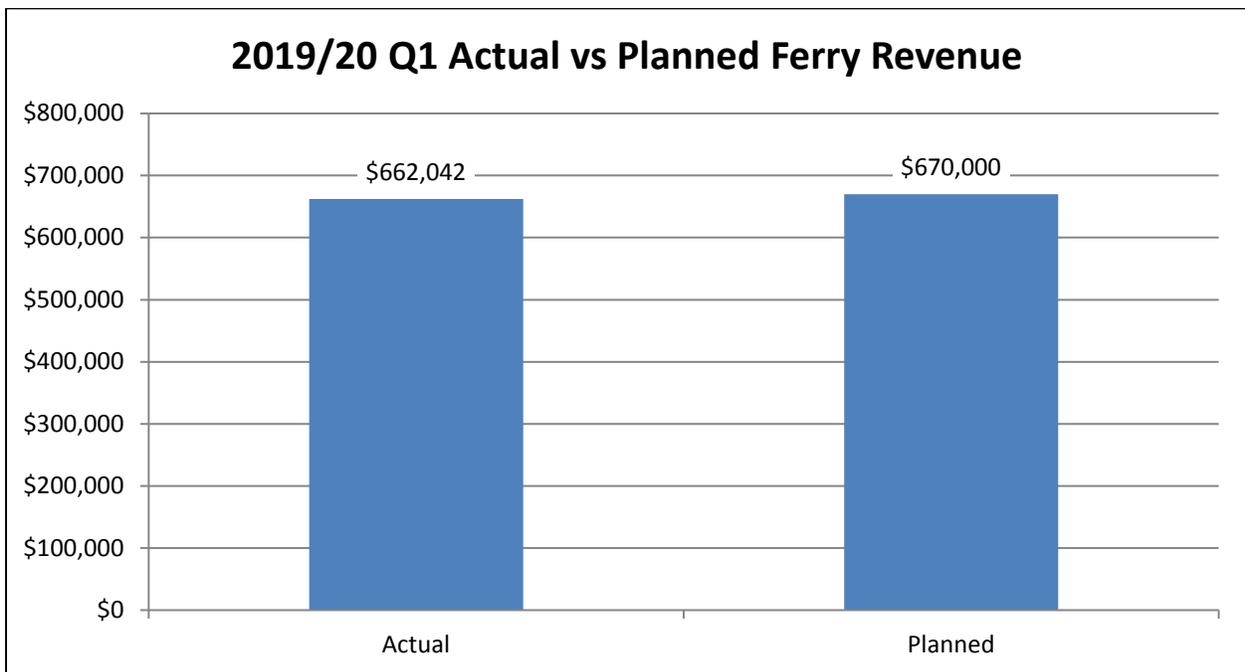
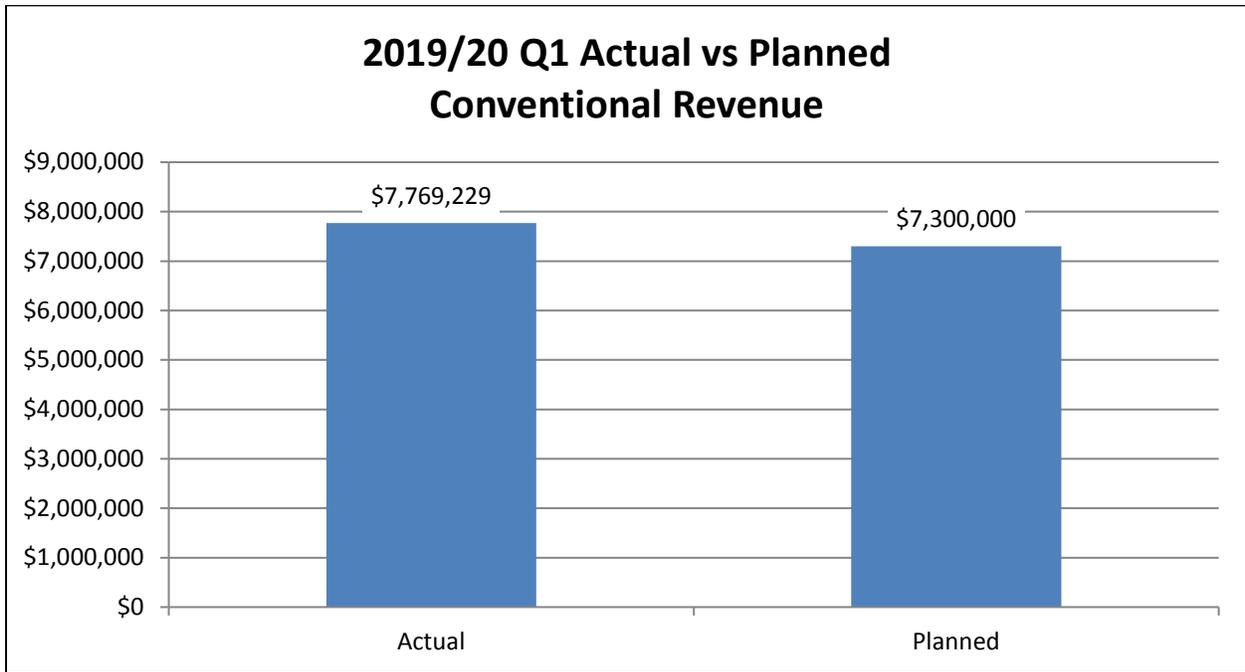


### Halifax Transit Boardings & Revenue - Q1

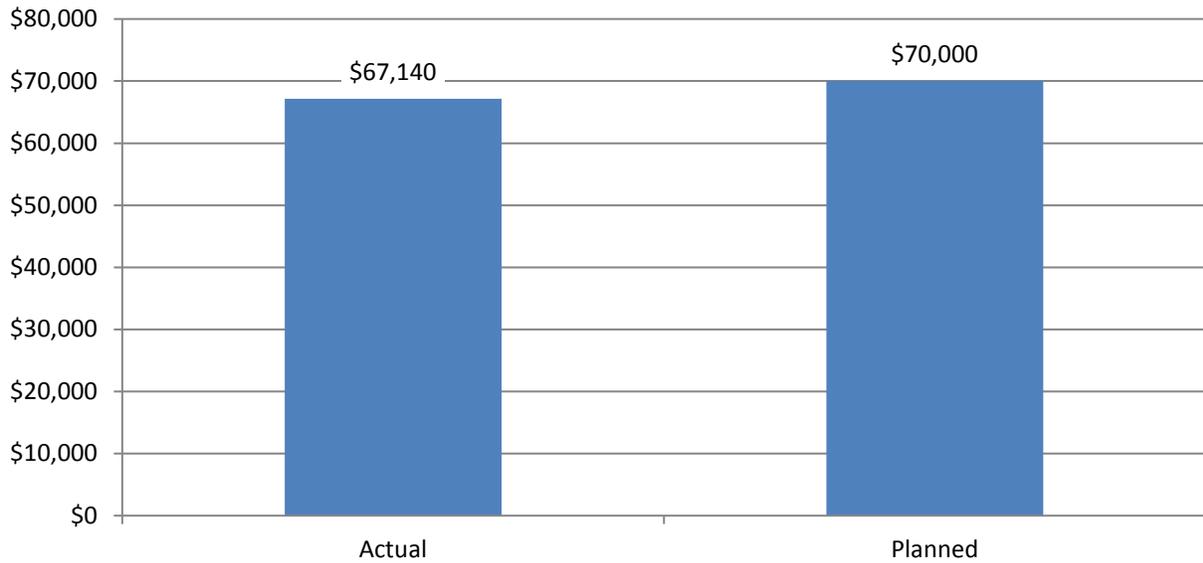


## Revenue – Actual vs. Planned

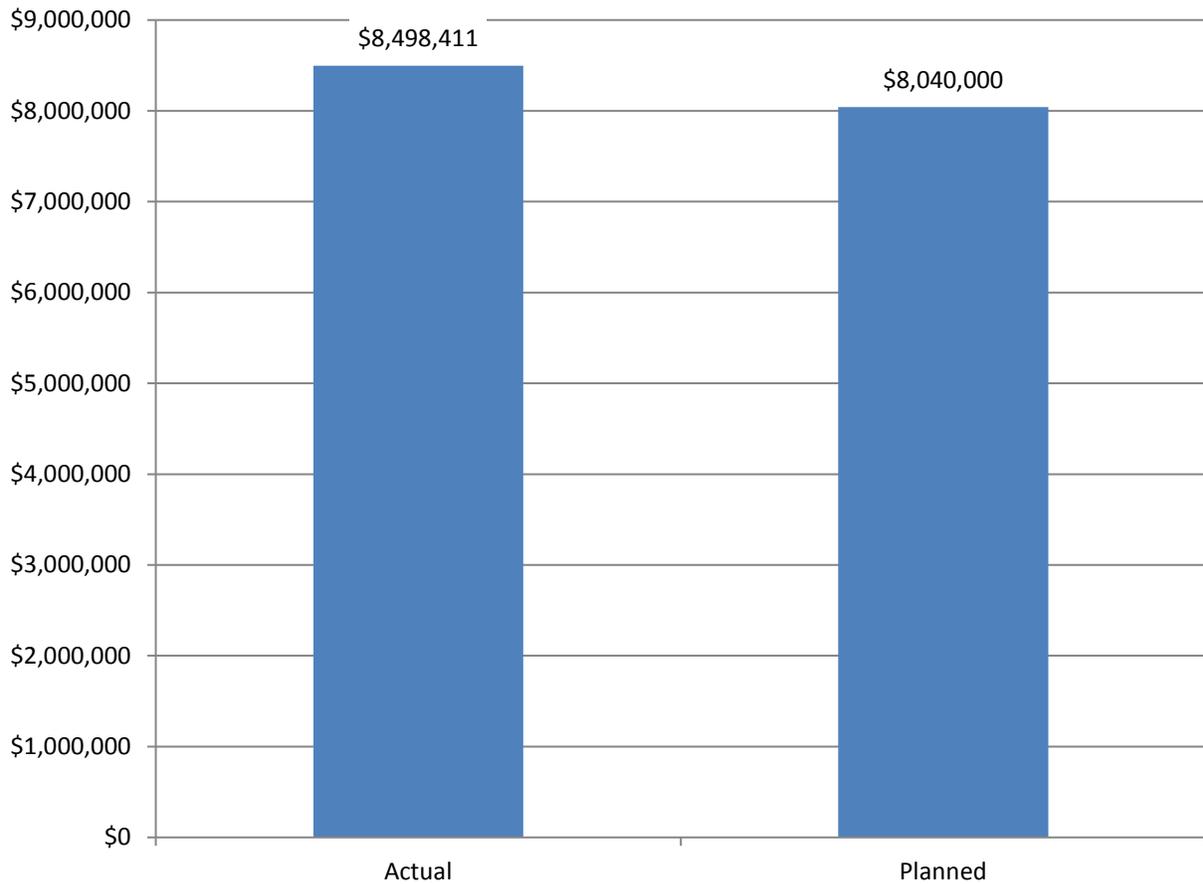
The following charts provide an indication of how much revenue has been generated by each service type and by Halifax Transit in comparison to the planned budget revenue. Conventional revenue in the first quarter increased 7.6% from this time last year and is trending 6% above the planned amount. Ferry revenue to date decreased 5.4% from last year and is trending 1.2% below the planned amount. Access-A-Bus revenue to date has decreased 11% and is trending 4.3% below the planned amount. Overall revenue to date has increased 6.3% from this time last year and stands at 5.4% higher than the planned amount.



### 2019/20 Q1 Actual vs Planned Access-A-Bus Revenue



### 2019/20 Q1 Actual vs Planned Halifax Transit Revenue



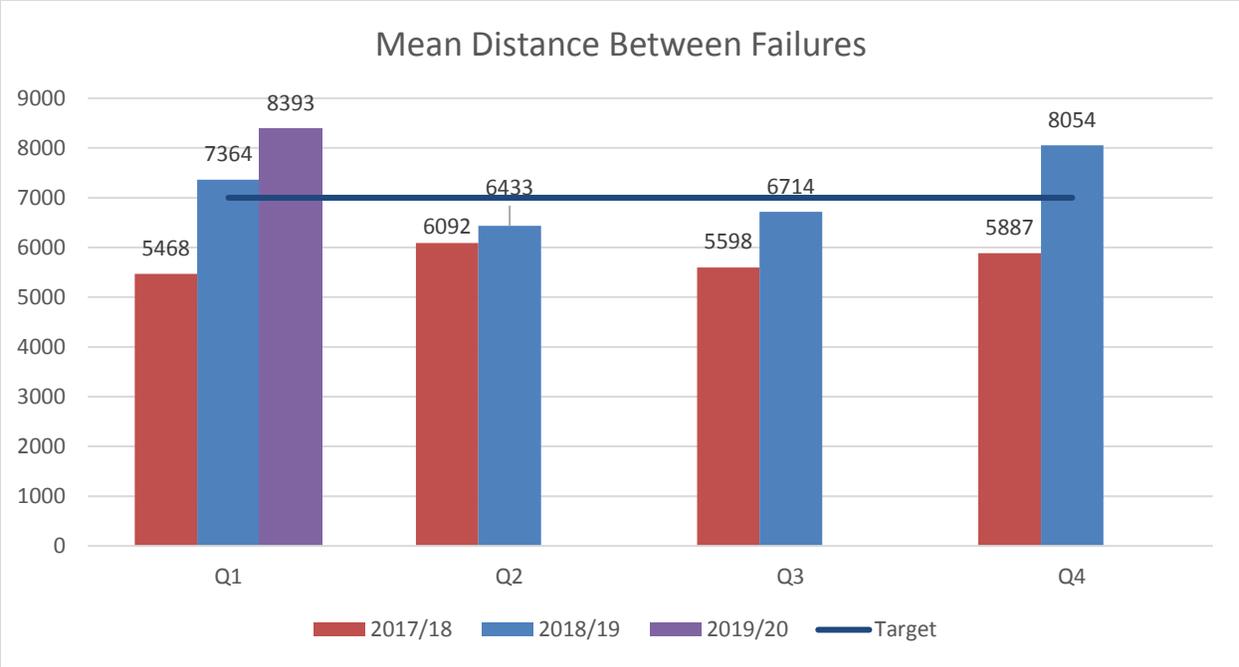
## Mean Distance Between Failures

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 had set a target of 7,000 kms between failures in 2018. As this target has been successfully met, the target in 2018, we will be increasing the target to 7,500 kms for 2019. 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.

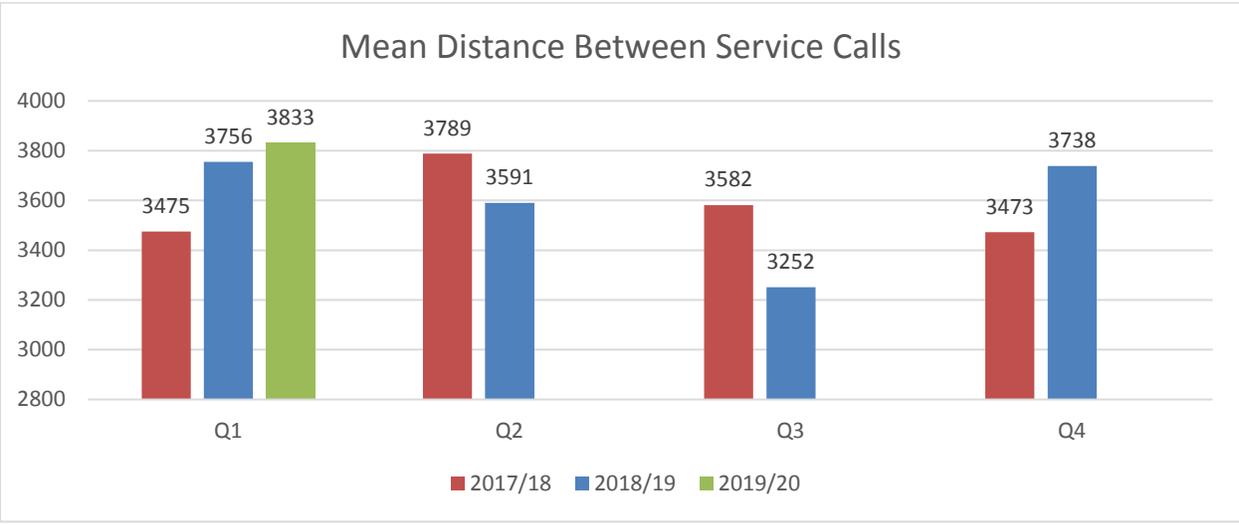
For the first quarter of 2019, the MDBF for conventional transit was 8,393 kms. This is equivalent to a 13.97% improvement from the first quarter of previous year (2018). Bus Maintenance will continue to monitor this KPI and further develop quality initiatives to decrease aftertreatment and cooling system defects.



### Mean Distance Between Service Calls

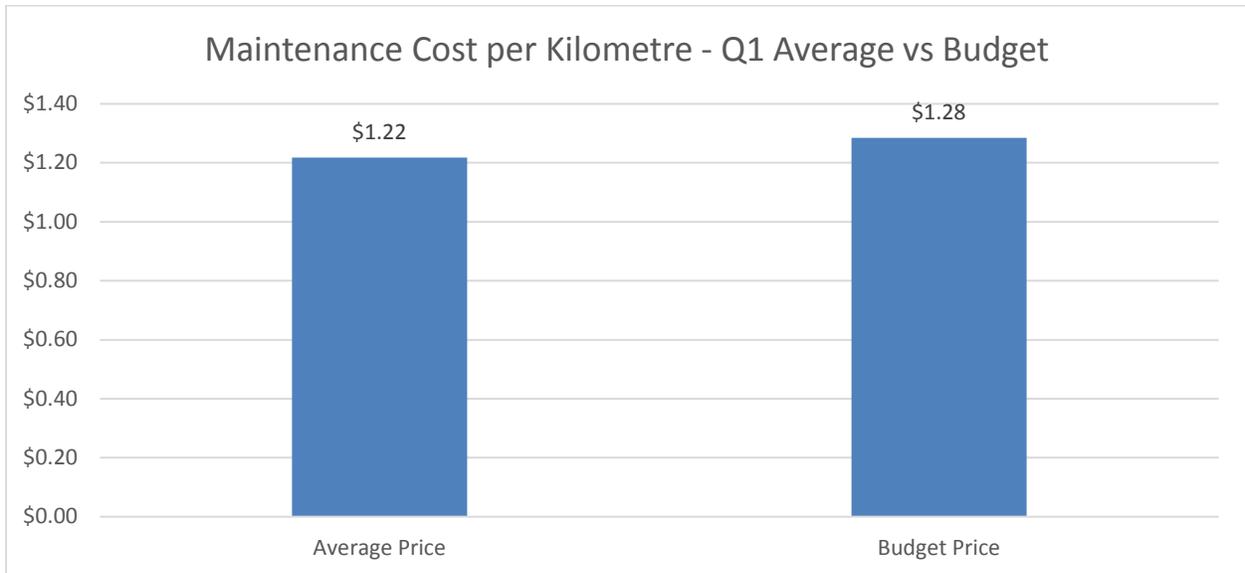
In order to continue monitoring the number of maintenance service calls, this will be reflected as a separate metric; Mean Distance Between Service Calls (MDBS). This number will reflect the distance in kilometres covered on average between maintenance service calls. This number includes all instances 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 first quarter of 2019, the MDBS for conventional transit was 3,833 kms. In comparison to the first quarter of 2018/19 (3,756 kms), this is an improvement of 2%. For the first quarter of 2019, the MDBS for Access-A-Bus service was 38,879 kms. Bus Maintenance will continue to monitor this metric in order to reduce service calls.



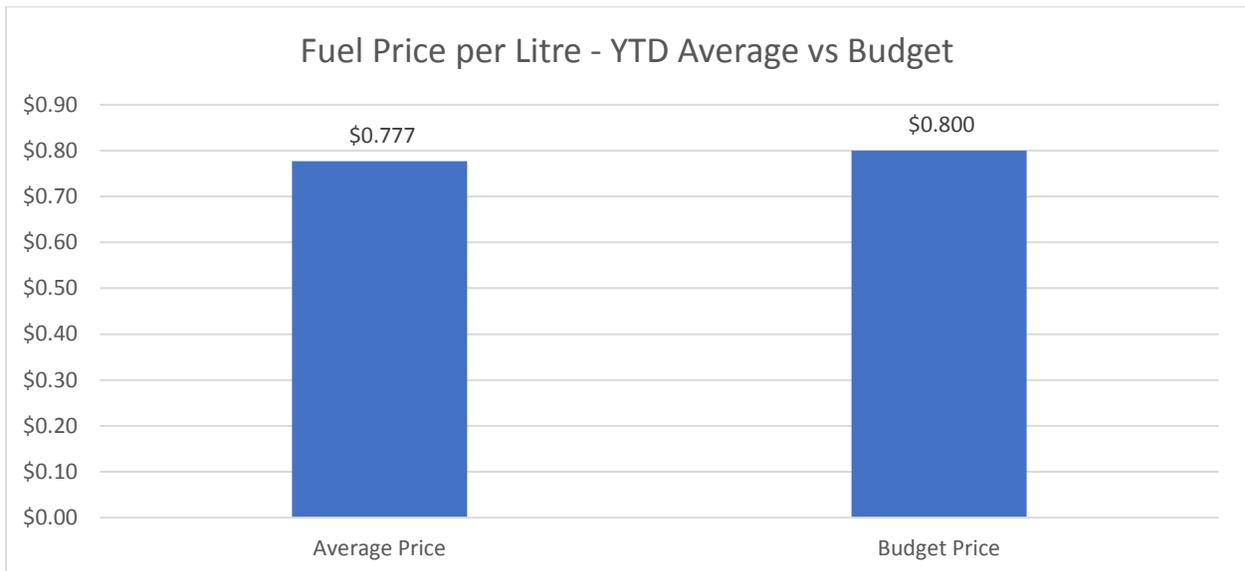
## Bus Maintenance Cost – Quarter Average vs Budget

In the first quarter maintenance costs were \$1.22/km, while the budgeted maintenance cost was \$1.28/km. Therefore, in the first quarter the average cost per km was under budget by \$0.07/km or 5.5%.



## Fuel Price – Year to Date Average vs Budget

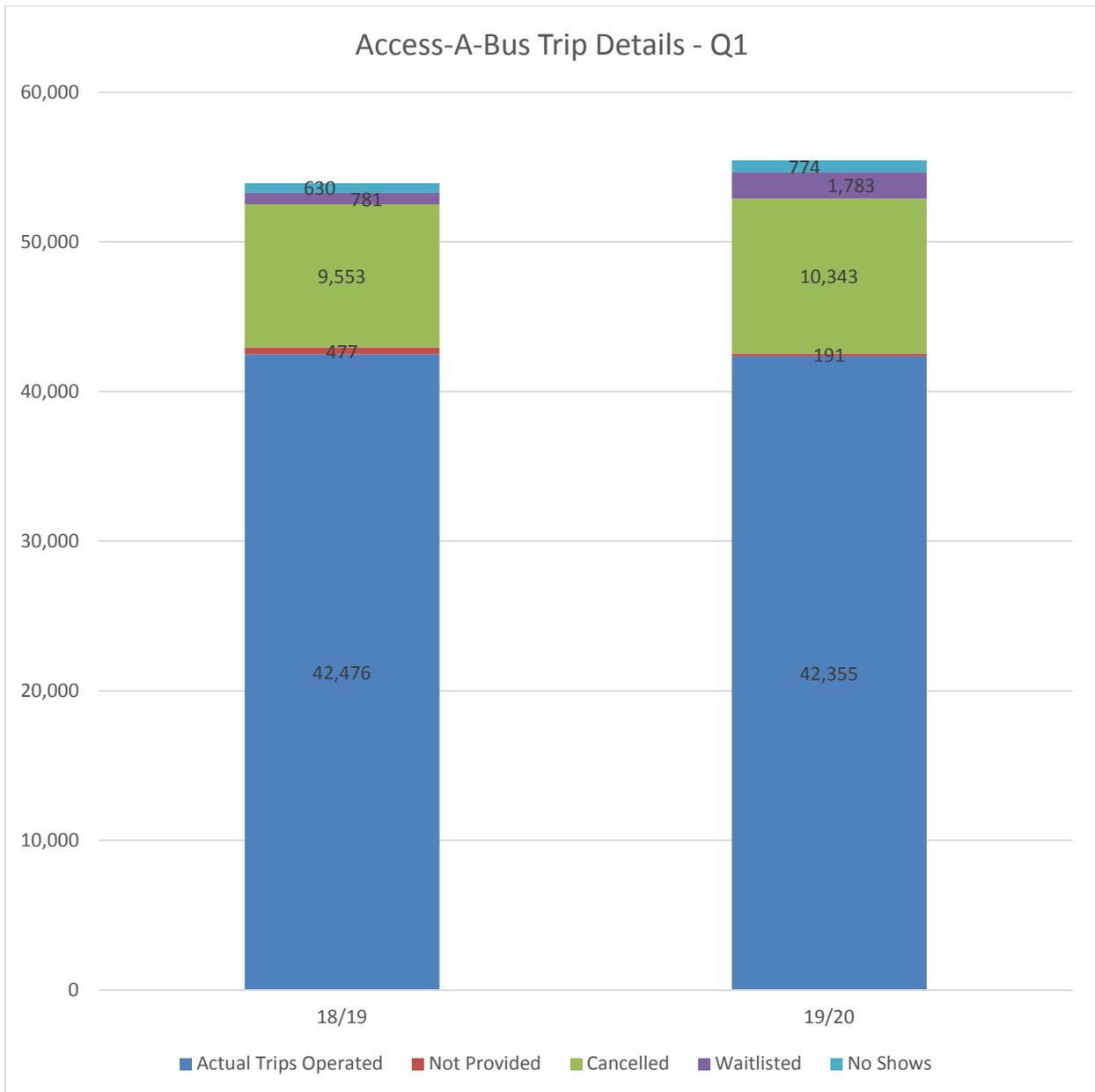
The budgeted fuel price for 2019/20 was set at 80 cents/litre. In the first quarter, the average fuel price to date was 78 cents/litre, 2 cents lower than the budgeted cost per litre.



## Access-A-Bus Trip Details

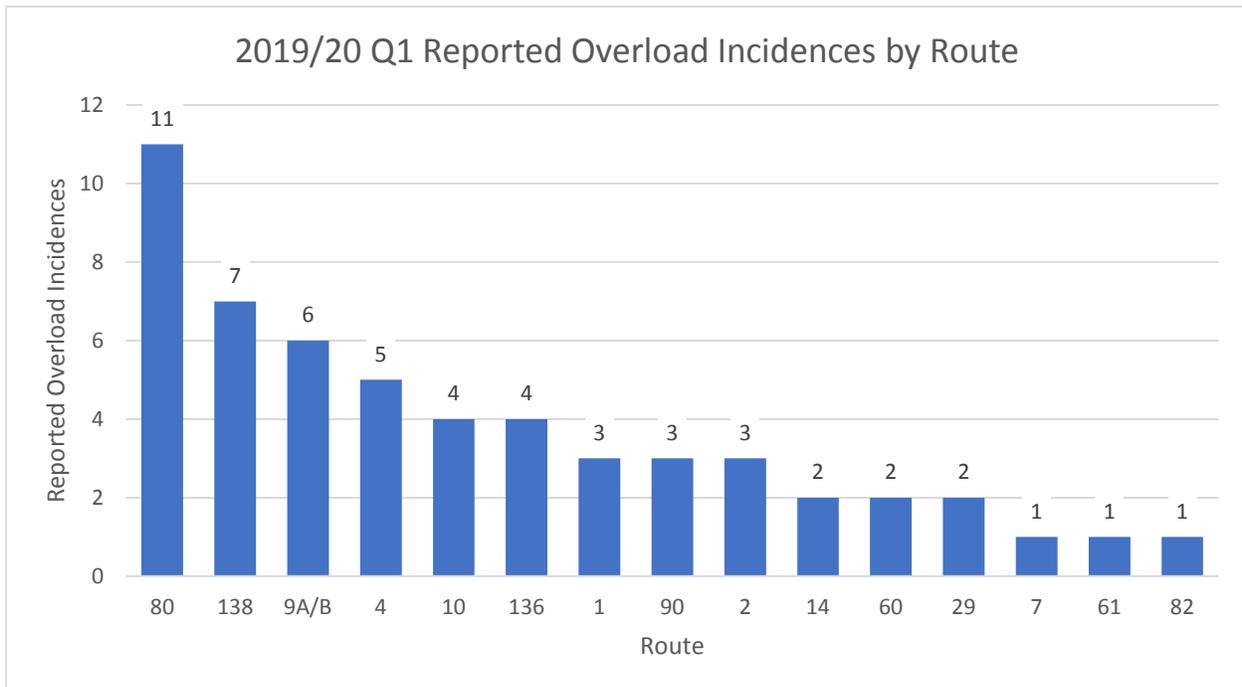
Access-A-Bus trip details are tracked monthly to provide an indication of efficiency in Access-A-Bus usage and booking. In April 2018 Access-A-Bus completed a scheduling software upgrade and process improvement review. After introducing these new, standardized processes, scheduling effectiveness has 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 first quarter of 2019/20, 121 fewer trips were operated compared to first quarter last year, a decrease of 0.3%. The waitlist increased by 128% 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.



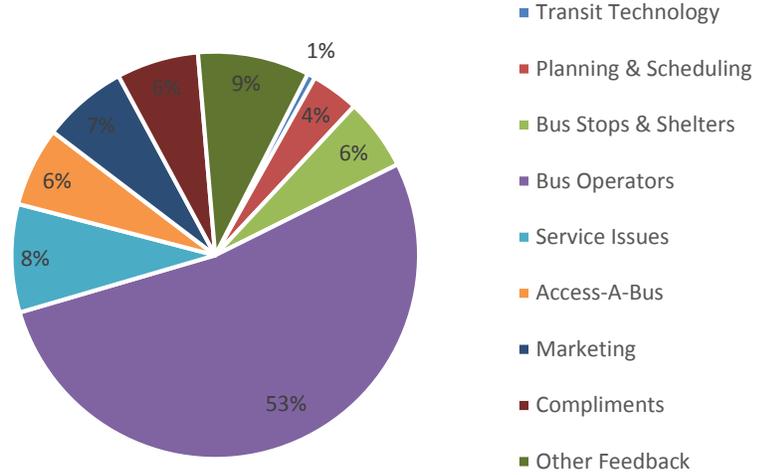
## Customer Service – All Services

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, 53% of feedback received was related to bus operators, the remaining 47% is comprised of feedback regarding service issues, 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.

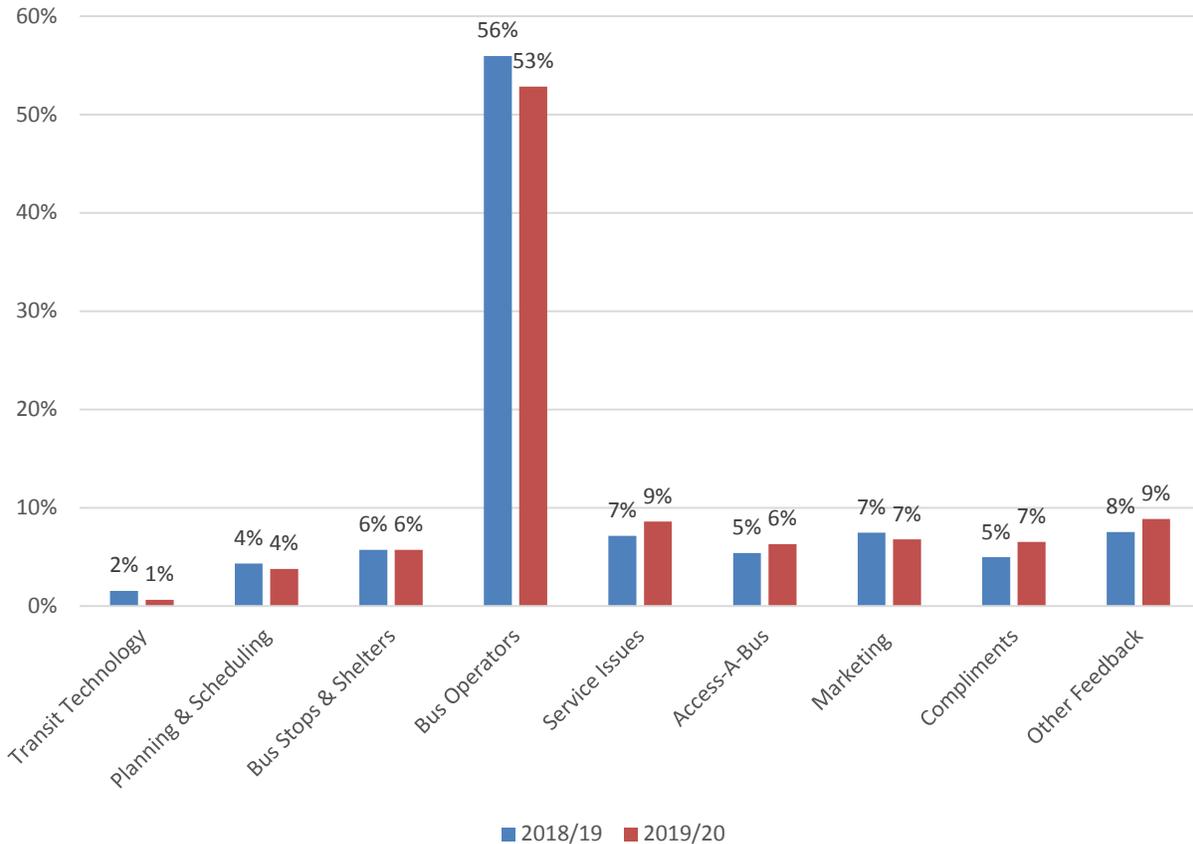
Call volumes to the Departures Line (902-480-8000) are displayed by day of the week. In the first quarter of 2019/20, average call volumes were lower than this time last year for both weekdays as well as for Saturdays and Sundays.

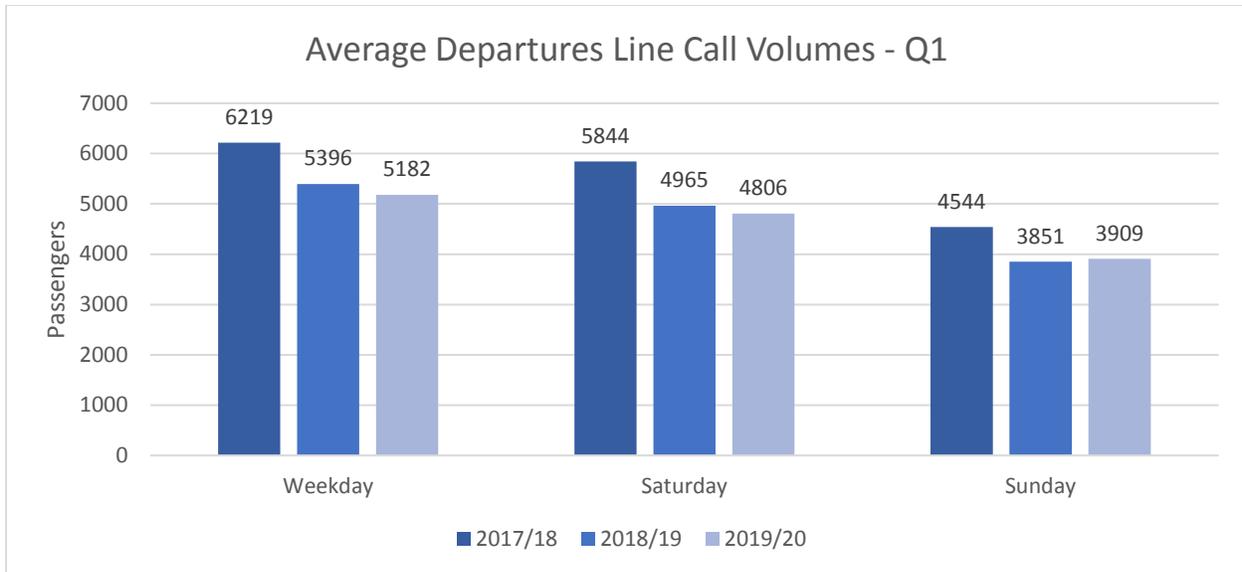
### Summary of Customer Feedback - Q1



Feedback resolved within standard: 92%

### Customer Feedback Comparison - Q1





## Boardings & Passengers per Hour

Automatic Passenger Counter (APC) data is now being 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 first quarter were 97,169 ± 6,790 (7.0% variance). Average Saturday boardings this quarter were 55,490 ± 5,791 (10.4% variance). Average Sunday boardings this quarter were 38,803 ± 5,648 (14.6% 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

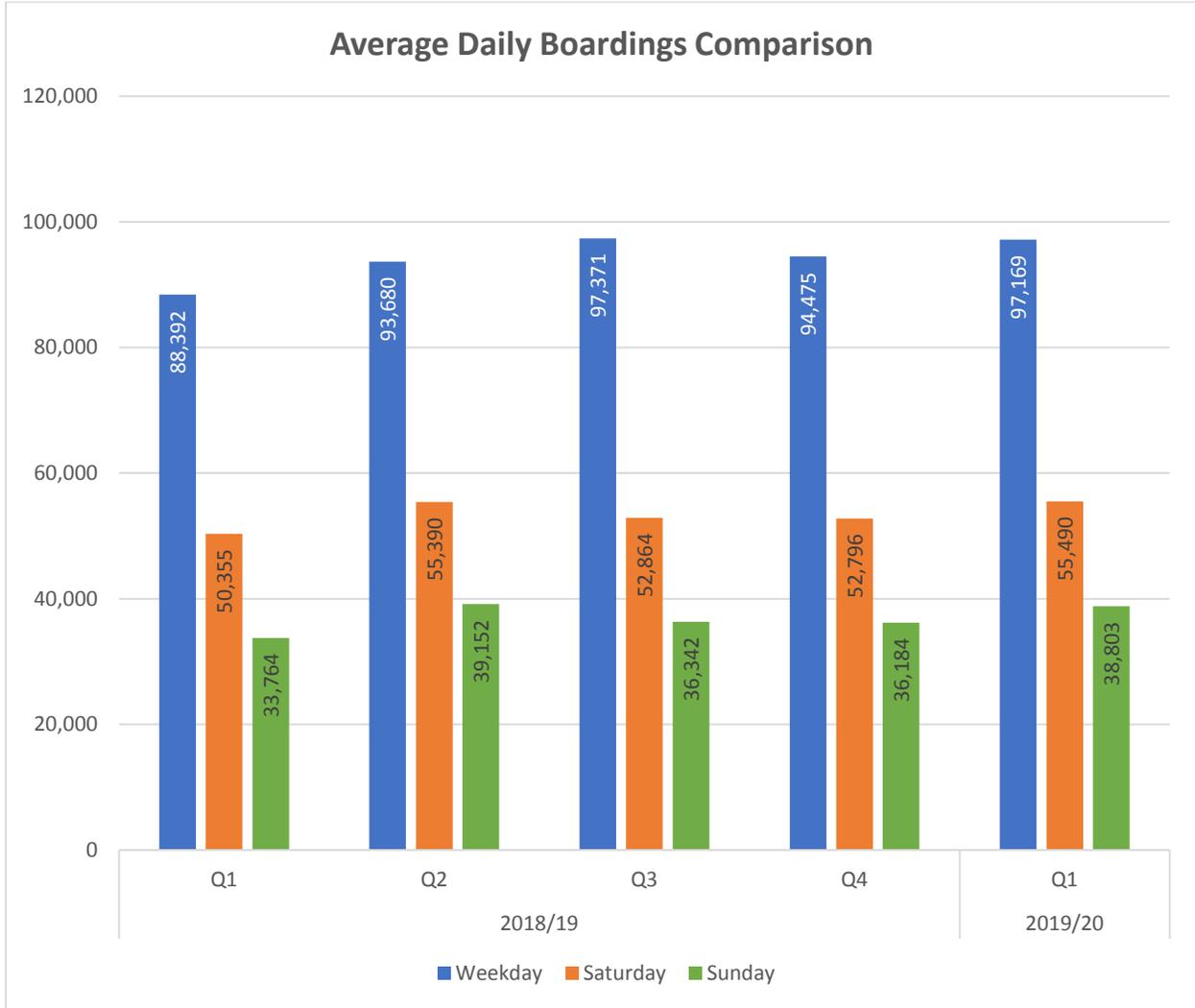
### Express Routes:

- 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

Q1 Comparison - Average Daily Boardings by Route												
Route	Weekday				Saturday				Sunday			
	18/19		19/20		18/19		19/20		18/19		19/20	
	Boardings	Pass/Hr										
1	9,265	59	9,610	62	7,169	64	8,044	70	4,914	58	4,595	53
2 (new)			4,717	44			4,535	45			2,303	30
2 (removed)	2,600	43			2,023	38			1,009	33		
3 (new)			6,587	44			3,767	44			3,412	36
4 (new)			4,468	36			2,117	42			1,549	34
4 (removed)	2,296	38			1,787	31			1,124	35		
5	114	31	114	27								
7	4,569	40	5,026	45	3,205	34	3,741	40	1,845	36	1,870	35
9A/B	5,882	34	6,864	41	3,335	45	4,085	56	2,521	35	2,710	38
9A	3,946	36	4,644	43	1,643	46	1,944	55	1,119	32	1,152	33
9B	1,936	31	2,220	38	1,692	44	2,141	56	1,402	38	1,558	42
10	4,467	41	4,681	44	2,739	37	3,487	47	1,799	37	1,913	39
11	93	40	128	53								
14	2,327	37	2,484	39	1,135	34	1,367	40	1,007	35	935	31
15	208	14	215	14	129	11	162	16	126	10	148	12
16 (removed)	1,091	23			659	15						
17 (removed)	1,139	29										
18 (removed)	1,625	27			1,287	26			694	27		
21	1,180	27	1,002	34	672	18	869	25	323	18	475	26
22	555	16	648	20	456	13	488	15	331	9	365	11
23 (removed)	361	20										
28 (new)			1,429	39			1,445	35			575	31
29	2,608	28	3,154	35	1,488	24	1,974	32	1,224	20	1,268	21
30A/B (new)			852	24			580	17			299	15
30A (new)			469	25			304	18			129	11
30B (new)			383	22			276	16			170	20
39 (new)			1,194	26			937	19			384	18
41	1,128	38	1,264	38								
42 (removed)	1,136	31										
51	1,024	43	1,108	47	584	35	618	37	315	37	305	34

Q1 Comparison - Average Daily Boardings by Route												
Route	Weekday				Saturday				Sunday			
	18/19		19/20		18/19		19/20		18/19		19/20	
	Boardings	Pass/Hr										
<b>52 (removed)</b>	5,841	49			4,092	43			3,781	43		
<b>53</b>	1,304	50	1,271	50	787	52	837	55	384	50	333	40
<b>54</b>	744	34	847	40	460	30	591	38	254	26	249	25
<b>55</b>	393	18	401	19	207	13	273	18	187	12	182	12
<b>56</b>	851	24	953	29	875	25	1,141	32	588	18	582	18
<b>57</b>	556	13	535	13	264	9	284	9	135	8	138	8
<b>58</b>	692	25	719	26	422	23	507	27	352	20	325	19
<b>59</b>	1,967	25	1,955	25	766	33	809	35	486	20	487	21
<b>60</b>	2,490	33	2,743	37	1,751	44	1,971	49	1,258	44	1,193	42
<b>61</b>	2,185	28	2,229	29	1,054	27	1,233	32	912	24	876	23
<b>62</b>	800	25	830	27	515	23	569	25	278	17	268	17
<b>63</b>	711	40	781	44								
<b>64</b>	323	30	587	32								
<b>65</b>	241	14	258	16	93	7	105	8	49	8	51	8
<b>66</b>	1,448	23	1,547	26	483	30	517	32	345	22	284	18
<b>68</b>	1,269	26	1,389	29	785	28	848	29	492	18	504	18
<b>72</b>	1,340	29	1,382	30	950	20	1,090	23	511	19	468	17
<b>80</b>	4,031	33	4,251	34	3,423	33	3,798	36	2,726	29	2,514	28
<b>81</b>	1,264	24	1,414	27								
<b>82</b>	962	21	980	21	228	10	248	11	101	9	98	9
<b>83</b>	154	12	149	11	85	9	92	10	45	10	40	9
<b>87</b>	1,324	30	1,256	28	1,034	21	1,237	25	543	18	523	18
<b>88</b>	80	14	94	16	57	11	75	14	20	9	22	9
<b>89</b>	436	19	529	25								
<b>90</b>	1,148	24	1,280	27	746	17	957	21	473	19	418	16
<b>400</b>	234	18	197	16	82	12	81	11	62	9	55	7
<b>401</b>	139	11	154	13								
<b>433 (new)</b>	168	23	51	10								
<b>Alderney</b>	3,427	114	3,350	112	4,114	235	4,049	231	2,170	124	2,879	165
<b>Woodside</b>	2,207	105	2,139	102								

## Express Service Peak Boardings and Passengers per Trip

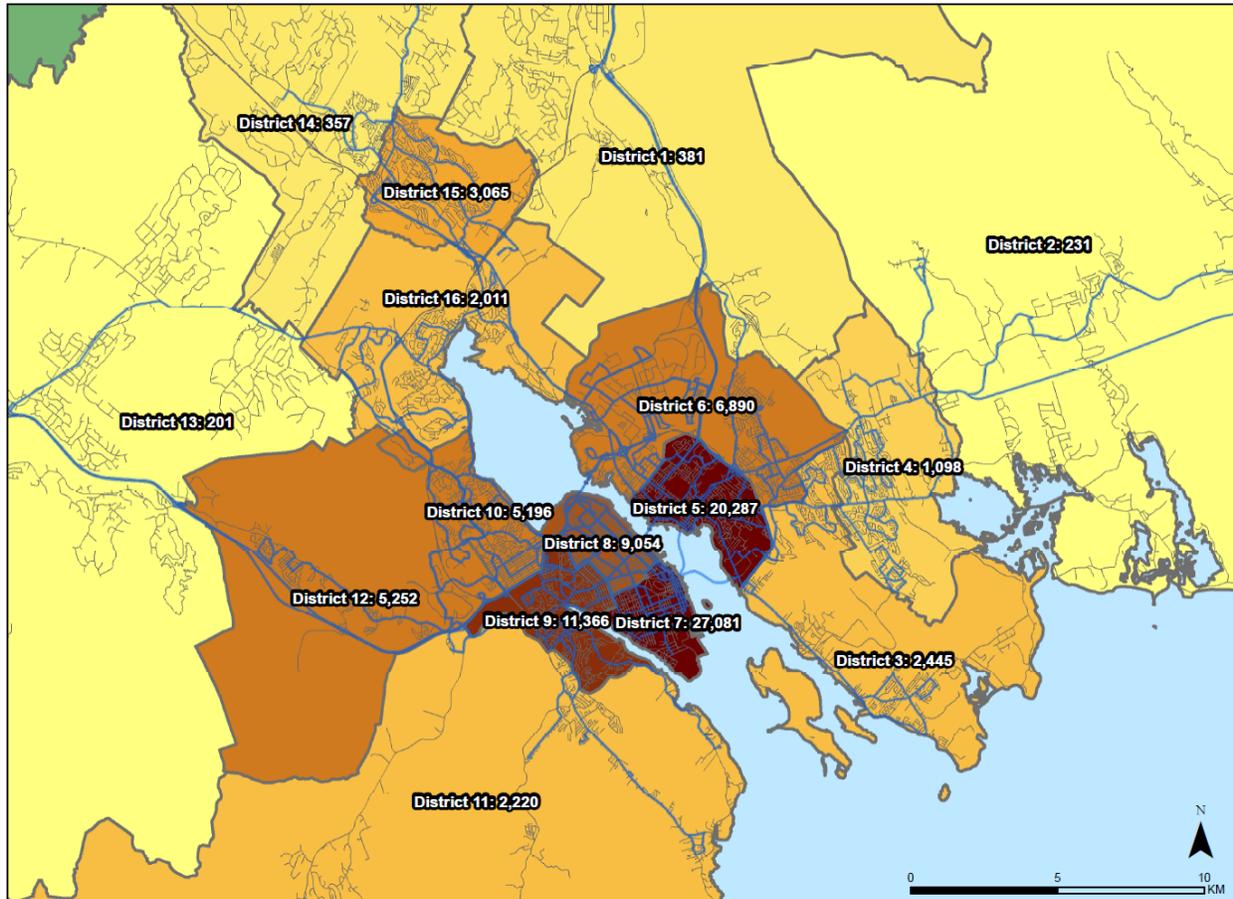
Q1 Comparison - Average Daily Peak Boardings by Route				
Route	Weekday			
	18/19		19/20	
	Boardings	Pass/Trip	Boardings	Pass/Trip
<b>31 (removed)</b>	275	31		
<b>32</b>	451	25	451	25
<b>33 (removed)</b>	153	38		
<b>34 (removed)</b>	680	40		
<b>35 (removed)</b>	260	29		
<b>78</b>	82	6	87	6
<b>79</b>	94	8	85	7
<b>84</b>	892	33	852	31
<b>85</b>	115	29	118	30
<b>123 (new)</b>			285	20
<b>135 (new)</b>			531	38
<b>136 (new)</b>			596	37
<b>137 (new)</b>			365	31
<b>138 (new)</b>			538	39
<b>159</b>	519	17	553	18
<b>185</b>	729	23	738	23
<b>194</b>	126	16	152	19
<b>196</b>	116	29	113	28
<b>320</b>	188	16	216	18
<b>330</b>	309	14	376	18
<b>370</b>	116	10	103	9

## 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.

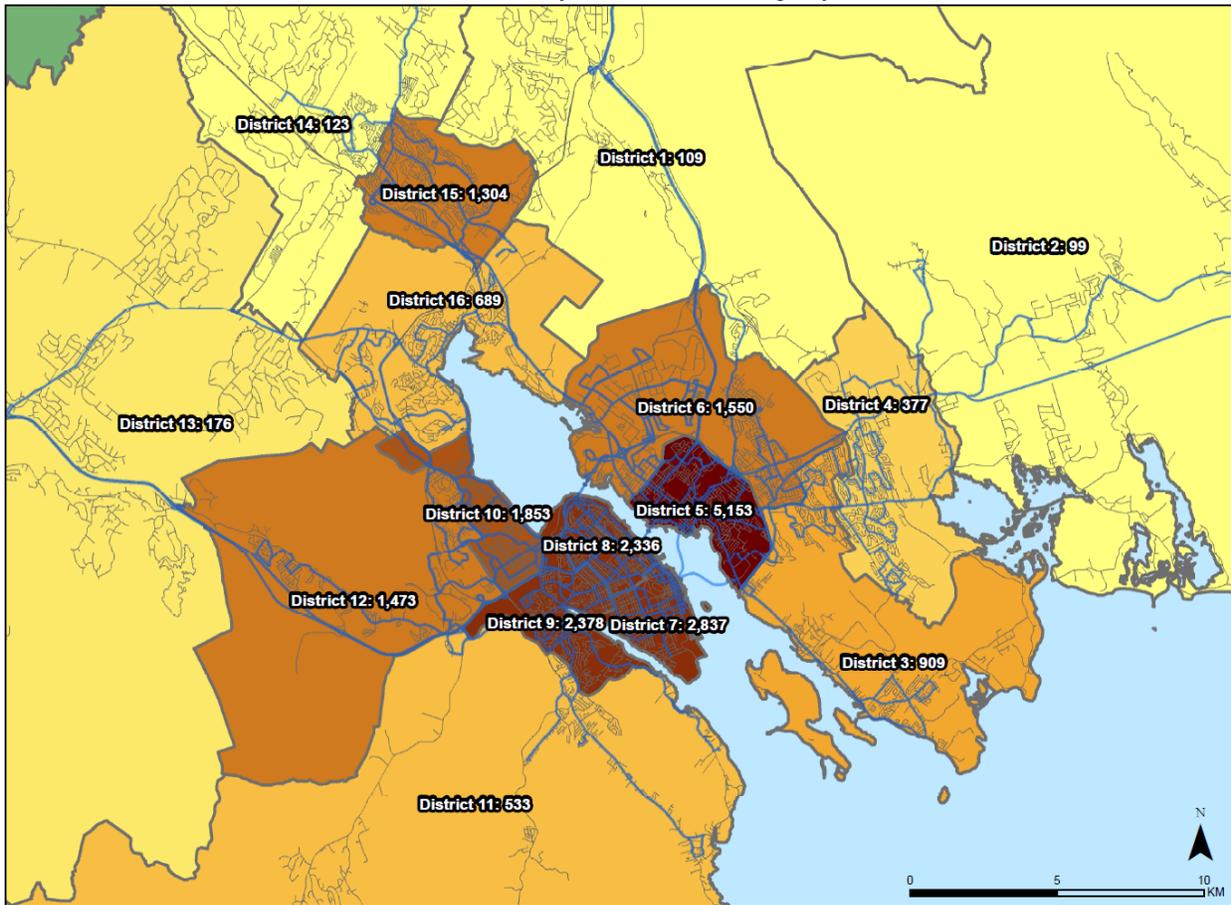
### Weekday Boardings by District - All Day

2019-20 Q1 Weekday Boardings by District

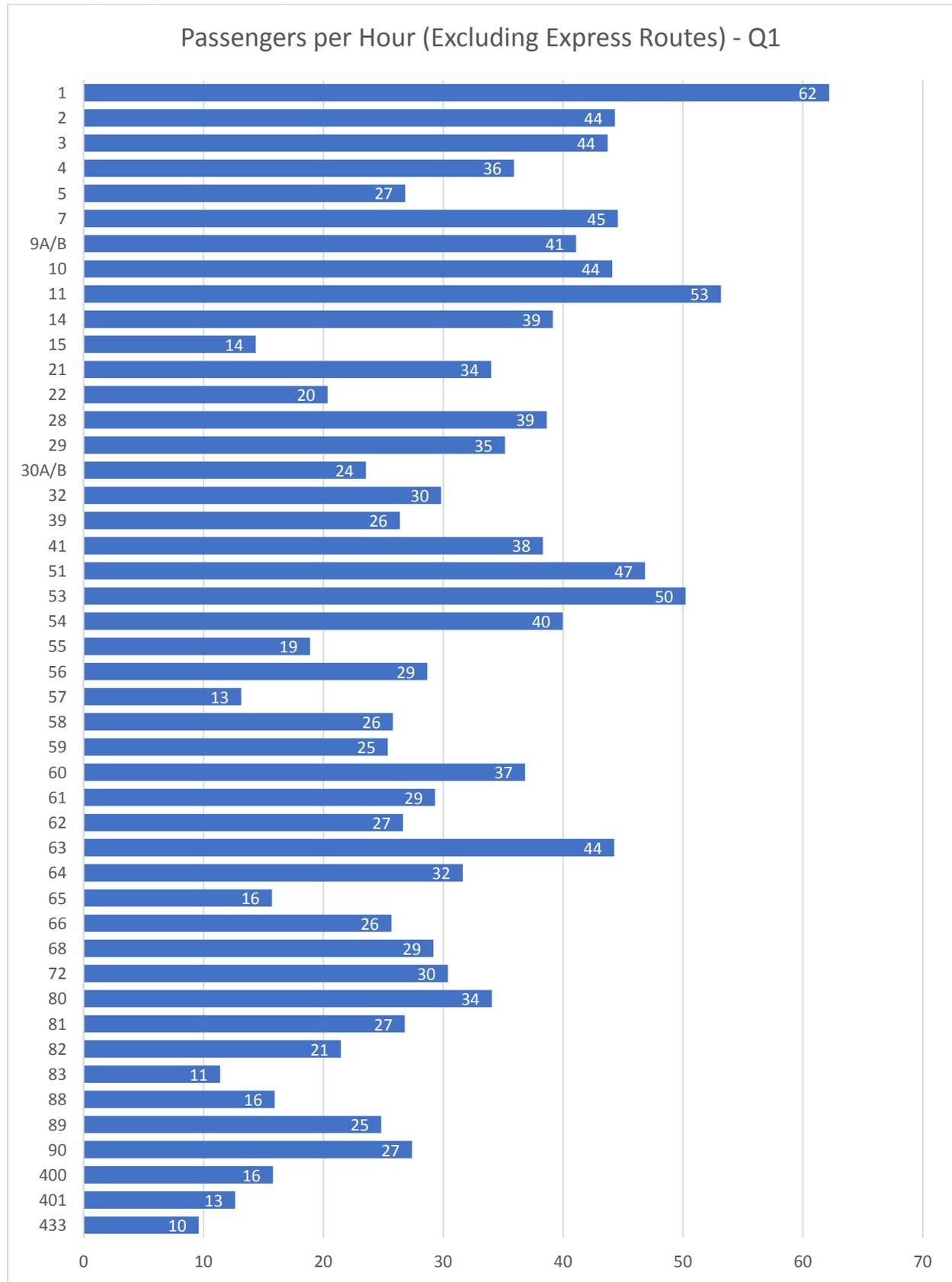


## Weekday Boardings by District – AM Peak Period

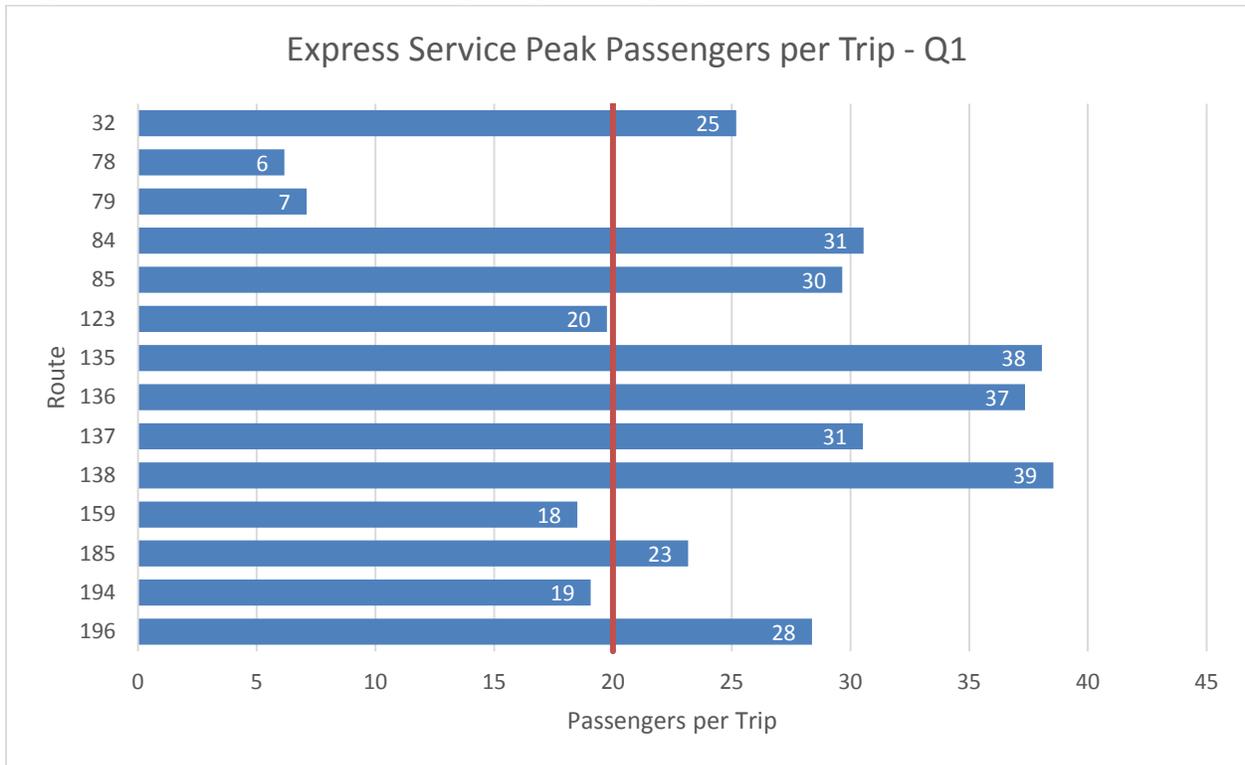
2019-20 Q1 Weekday AM Peak Boardings by District



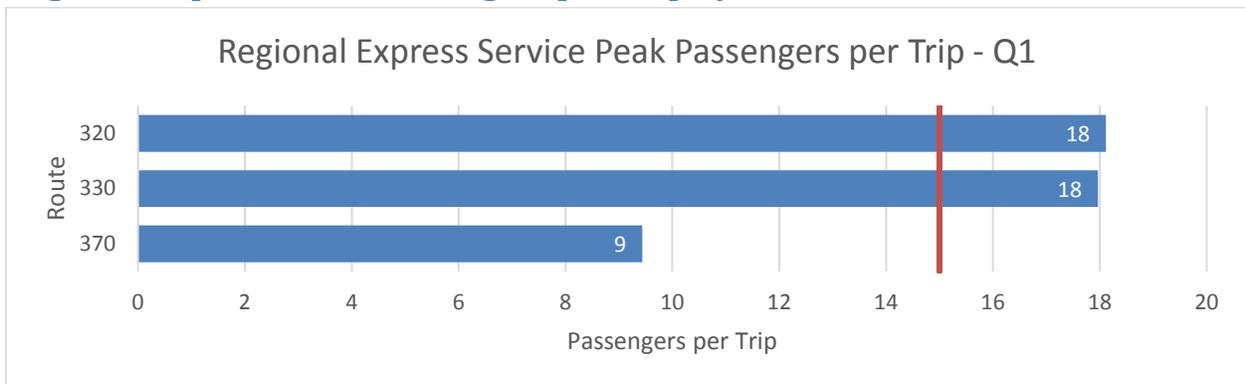
## Passengers per Hour by Route



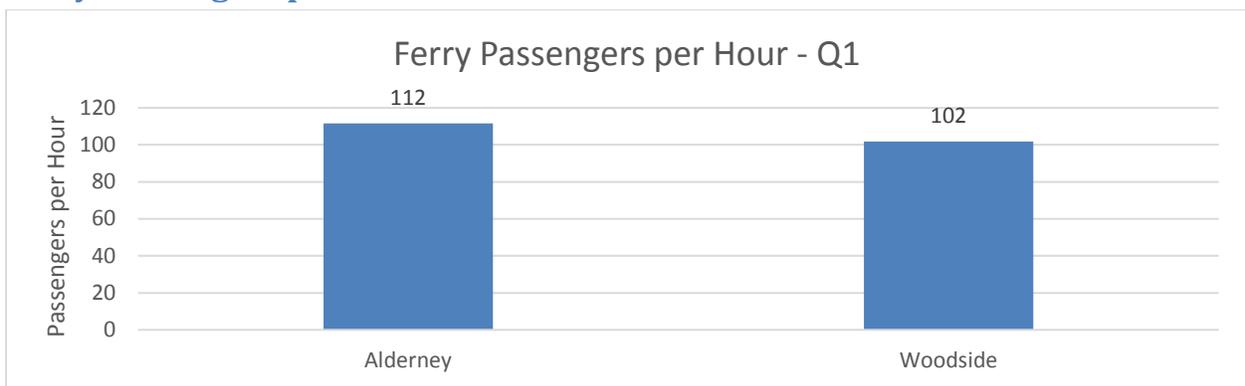
## Express Service Peak Passengers per Trip by Route



## Regional Express Peak Passengers per Trip by Route



## Ferry Passengers per Hour



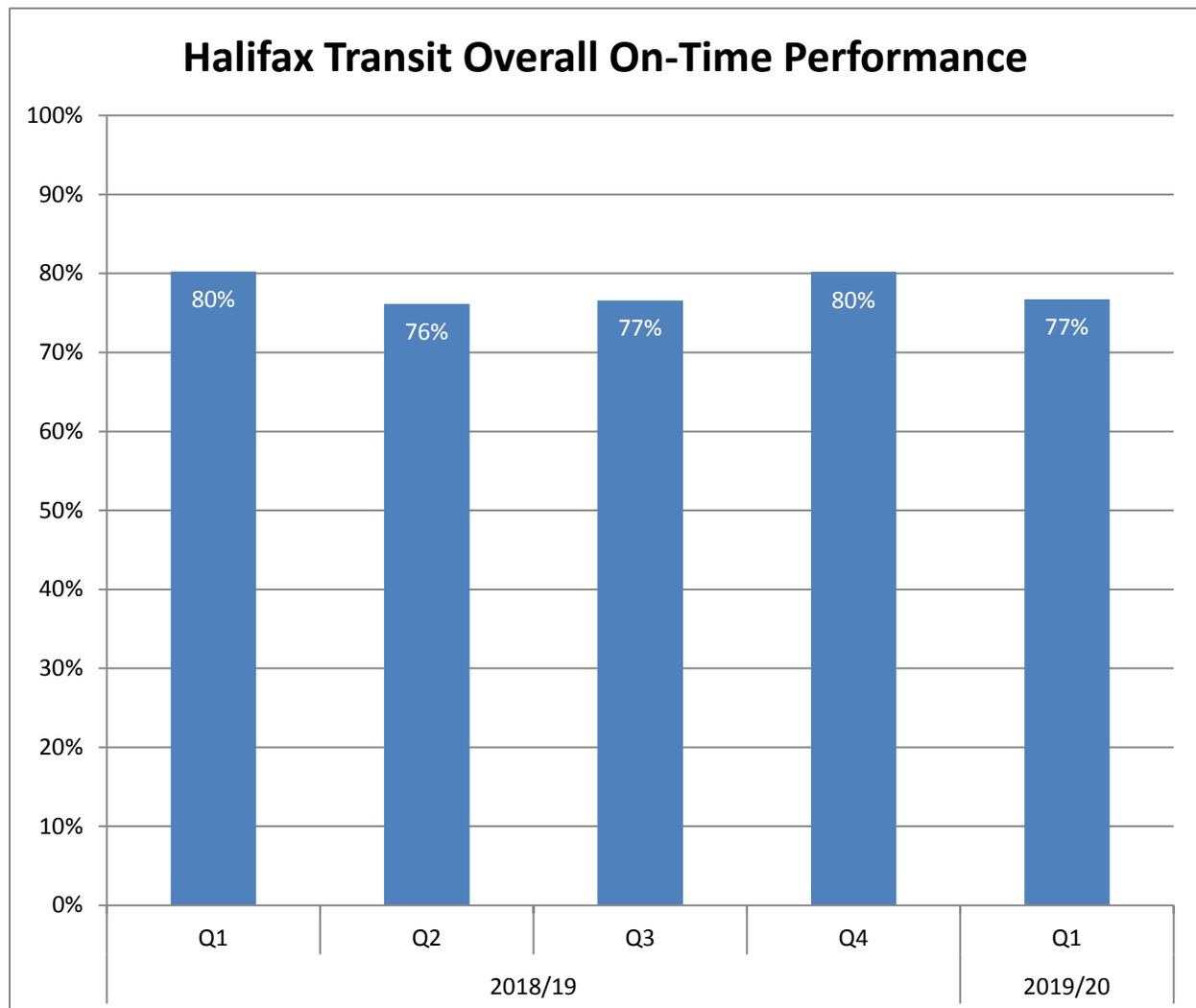
## On-Time Performance

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.

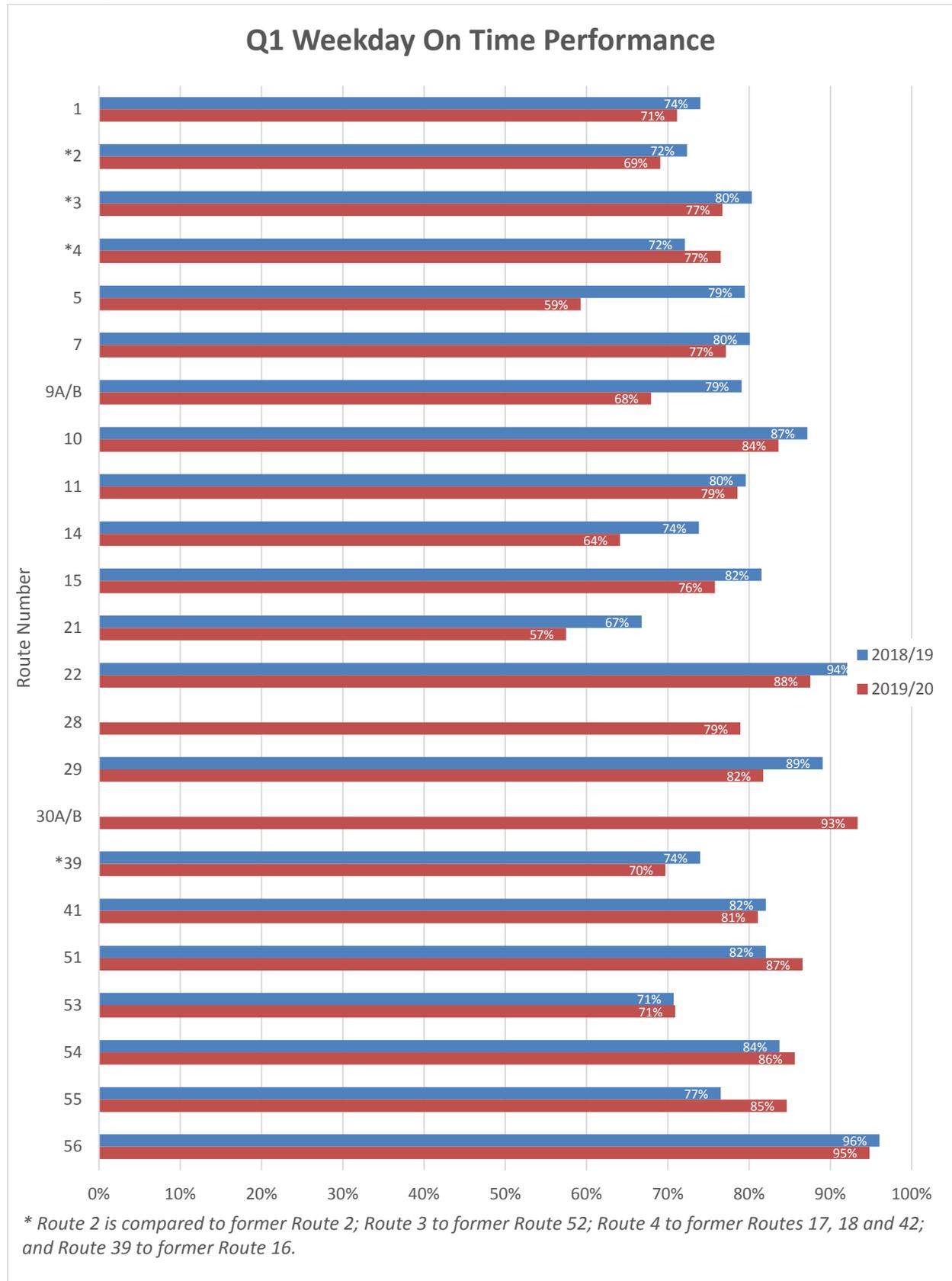
Transit industry standard targets for on-time performance tend to range between 85% and 90%, although service types are not always comparably grouped, nor are schedule adherence definitions consistent between agencies. Halifax Transit will analyze on-time performance across the network in order to establish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

Compared to the first quarter last year, on-time performance dropped from 80% to 77%. This included the implementation of new routes in August 2018, some of which were on new streets where previous transit data was unavailable. The schedule of some of these routes will be adjusted in November 2019 in order to improve the on time performance now that one year of data has been collected and analyzed.

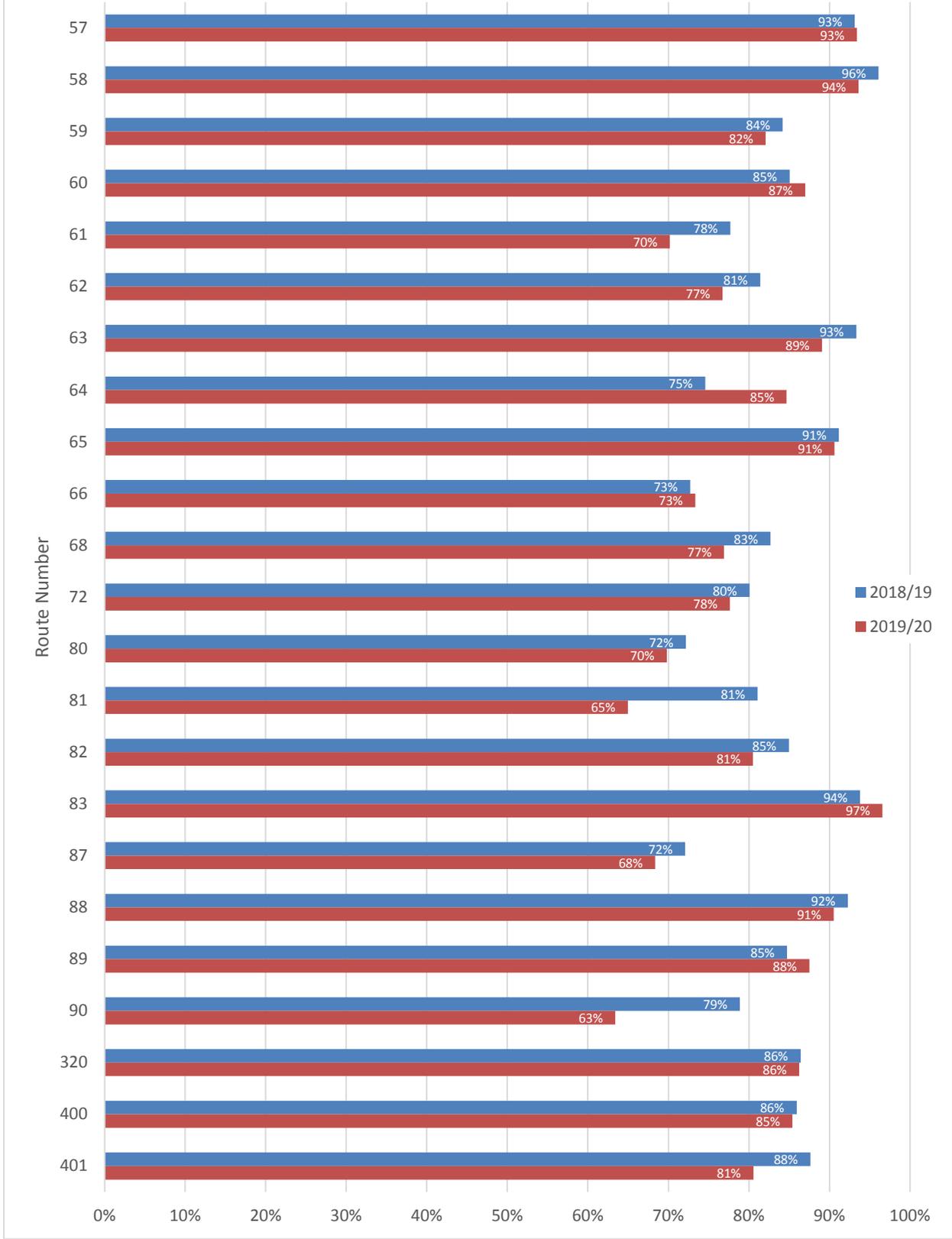
### Overall Network On-Time Performance



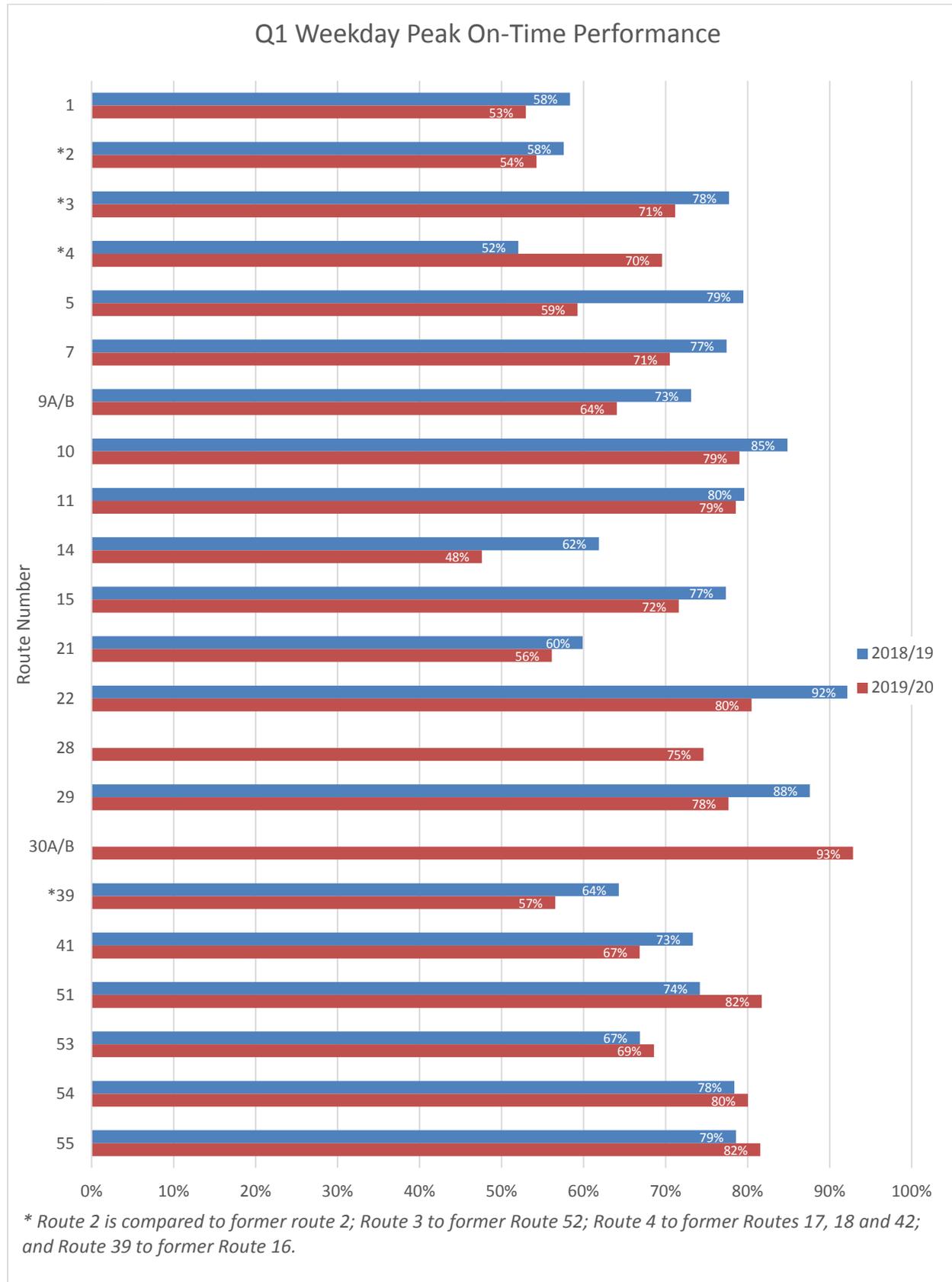
## Weekday On-Time Performance



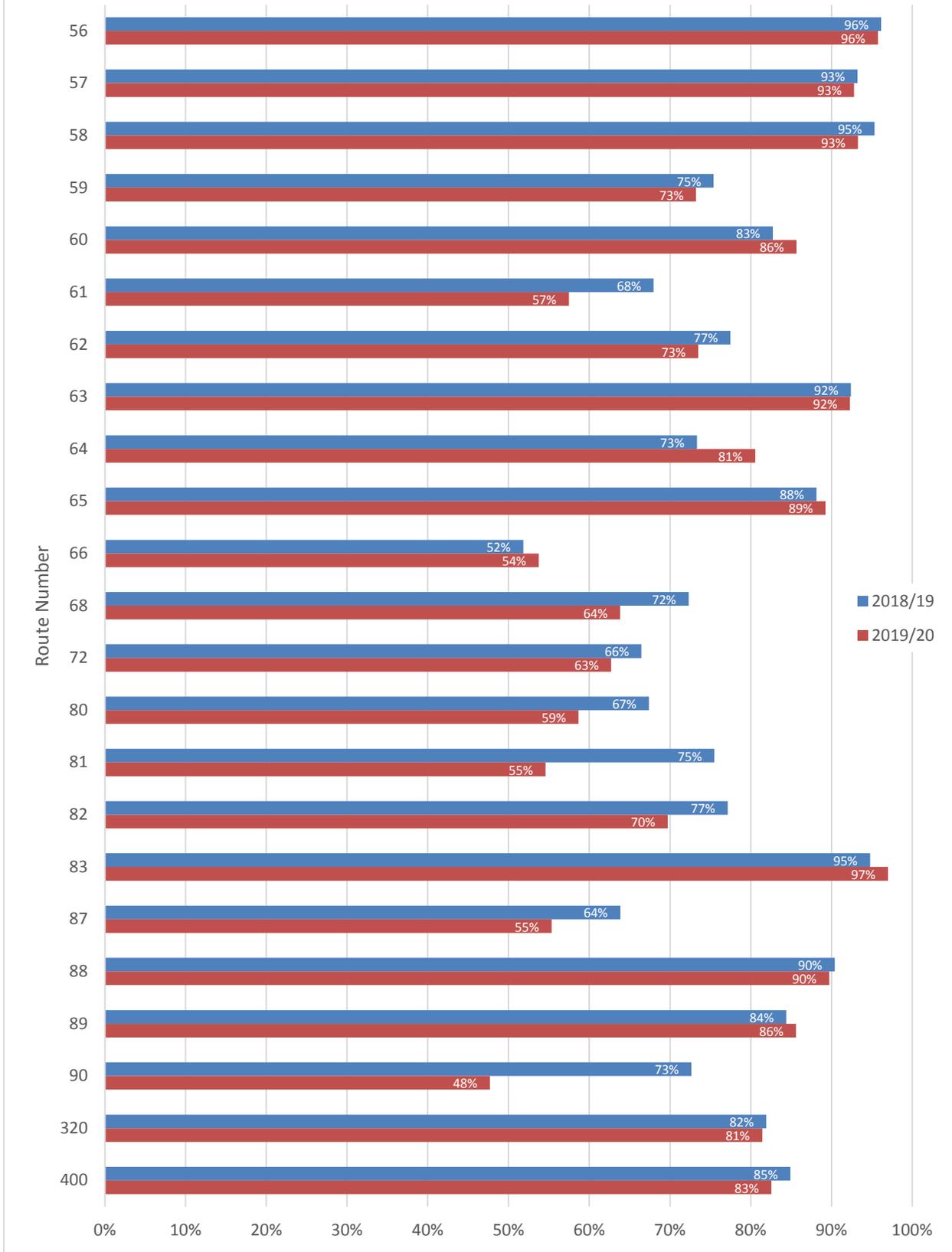
## Q1 Weekday On Time Performance



## Weekday Peak Period On-Time Performance



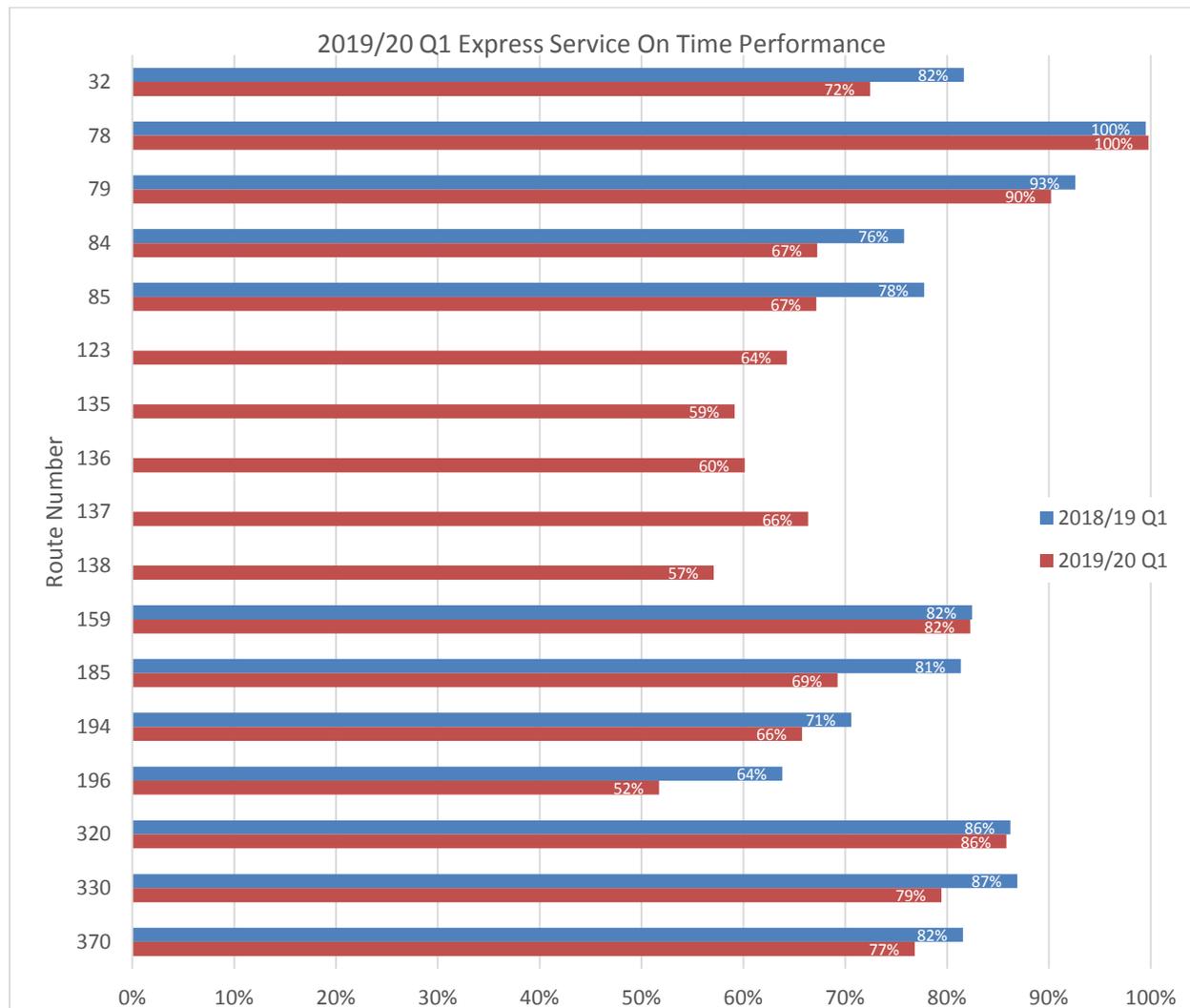
### Q1 Weekday Peak On-Time Performance



## Express Service On-Time Performance

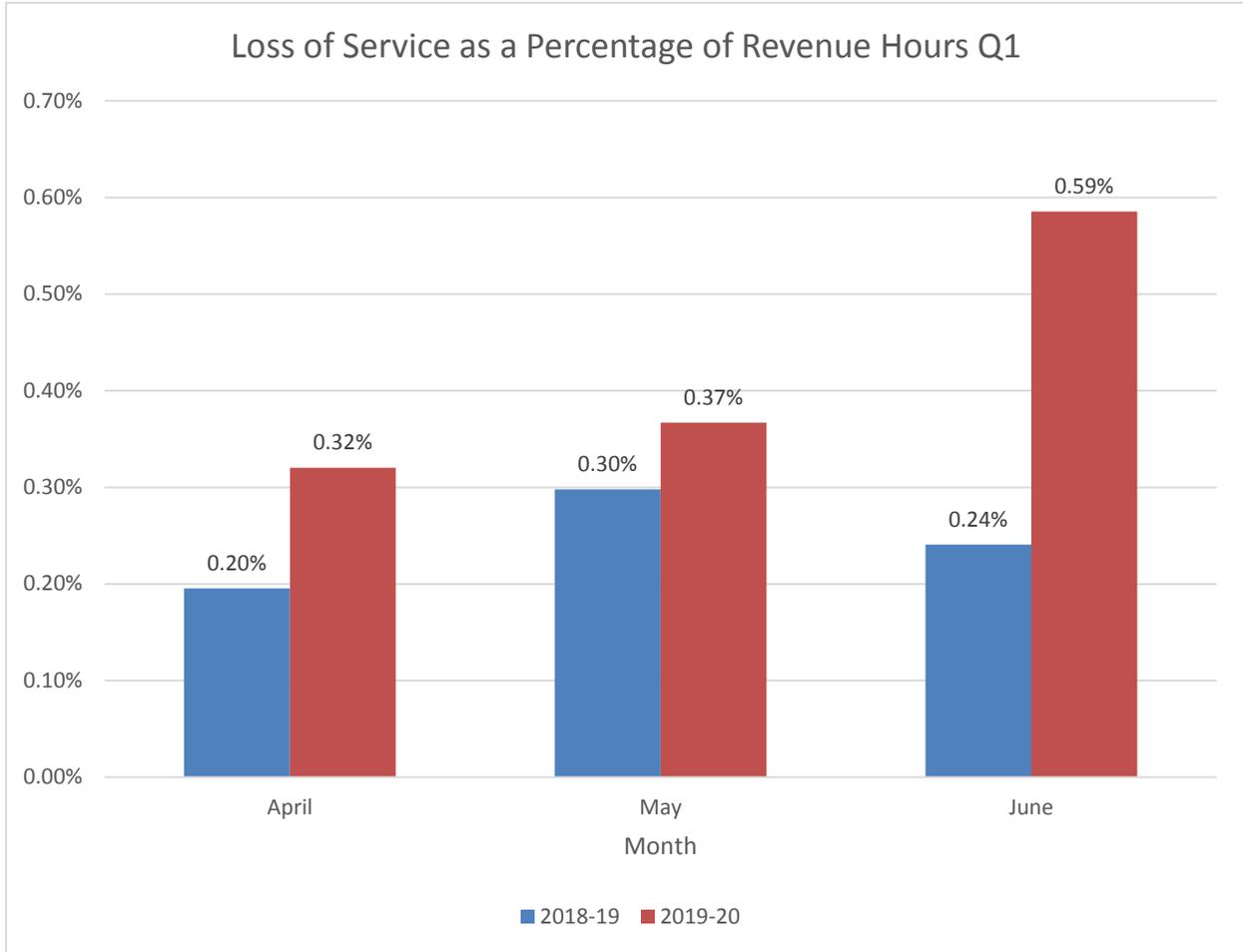
On-time performance demonstrates the percentage of time-point arrivals that are between one minute early and three minutes late. When route schedules are created, the variability of travel times between timepoints is taken into account. Generally, routes are scheduled at the higher end of observed travel times in order to be on time. This means that on some trips, buses will layover at timepoints to avoid departing early. Schedules for express routes were created based on shorter travel times to keep buses moving toward destinations and prevent them from laying over.

The below graph demonstrates on-time performance for express routes based on timepoints at the beginning and end of the routes, as well as any terminals and park and rides. This includes Scotia Square, Summer Street, and the future Wrights Cove Terminal location on Marketplace Drive, but does not include other on-street timepoints.



## Loss Of Service

Loss of service is the total number of scheduled service hours that were not completed. If a trip was able to be filled or partially filled by a standby bus, that time would not be included in this figure. In the first quarter, the total loss of service was 881 hours and 27 minutes, this equates to 0.42% of the revenue hours for the quarter.



# Talk Transit Demographic Information & Results

## Passenger Overloading Survey – May 2019

The Halifax Transit Passenger Overloading survey yielded 309 responses total. Participation has been high in urban areas, variable in suburban areas, and lower in rural areas.

See below 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	11	4%
Disabled	61	21%
Visible Minority	26	9%
Male	88	28%
Female	140	45%
Other Gender	6	2%

Table 1 Self-Identification of Respondents

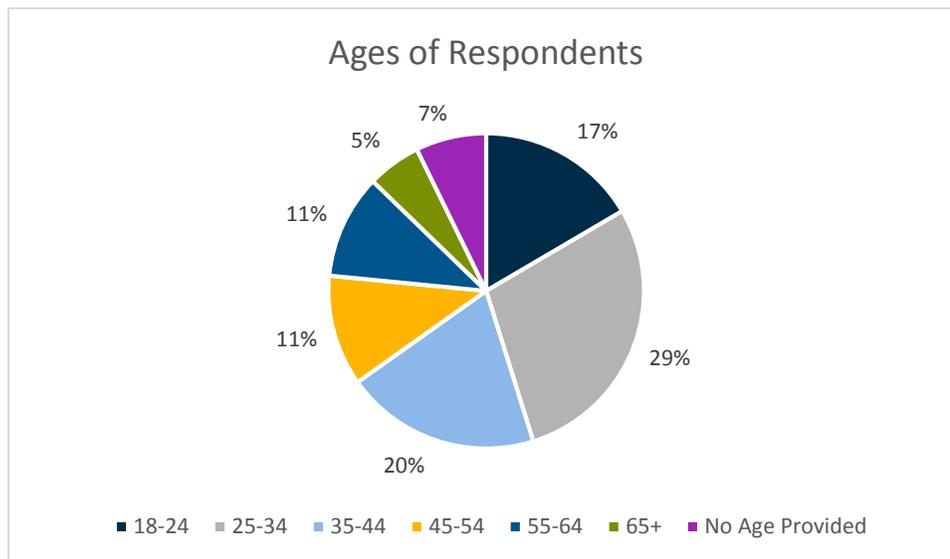


Figure 2 Ages of Respondents

- A total of 48 respondents (17%) are in the age range of 18-24
- A total of 83 respondents (29%) are in the age range of 25-34
- A total of 58 respondents (20%) are in the age range of 35-44
- A total of 33 respondents (11%) are in the age range of 45-54
- A total of 31 respondents (11%) are in the age range of 55-64
- A total of 16 respondents (5%) are in the age range of 65+
- A total of 21 respondents (7%) did not provide an age

# Overloading Survey Results

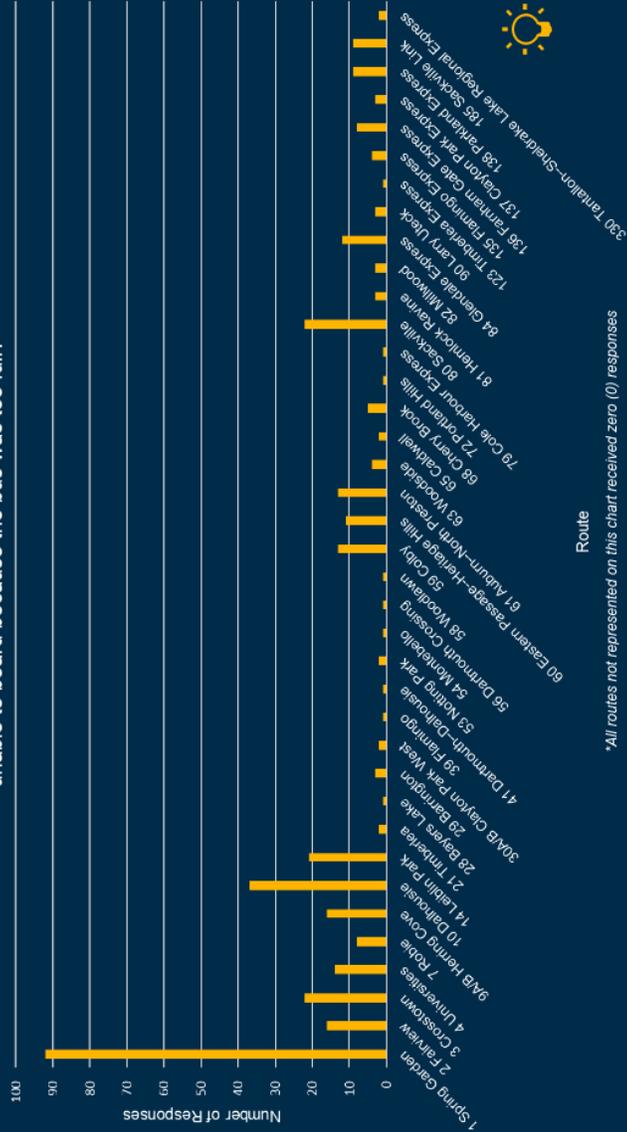


## Highlights

- Many passengers feel that others could benefit from reminders to move back on crowded buses.
- Passengers define overloaded in different ways depending on their experiences with other transit systems.
- Overall, passengers feel that putting articulated buses on busy routes combats overloading effectively.

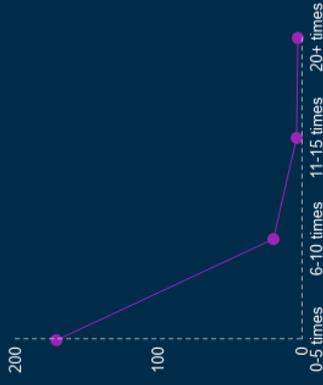


In the past month, which routes have you been unable to board because the bus was too full?

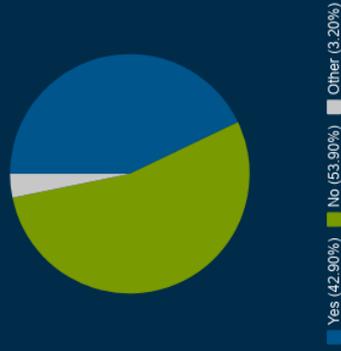


\*All routes not represented on this chart received zero (0) responses

In the past month, how often have you been unable to board a bus because it was too full?



Do crowded buses impact which routes you take on a regular basis?



## What's Next?

Thank you for responding to the Talk Transit Overloading survey! Your responses to this survey will assist us in route planning.



Be sure to check out our latest Talk Transit survey on the Gottingen Street bus lane.

# Communications Survey – June 2019

The Communications survey yielded 312 responses total. 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	14	4%
Disabled	59	19%
Visible Minority	19	6%
Male	90	29%
Female	144	46%
Other Gender	7	2%

Table 1 Self-Identification of Respondents

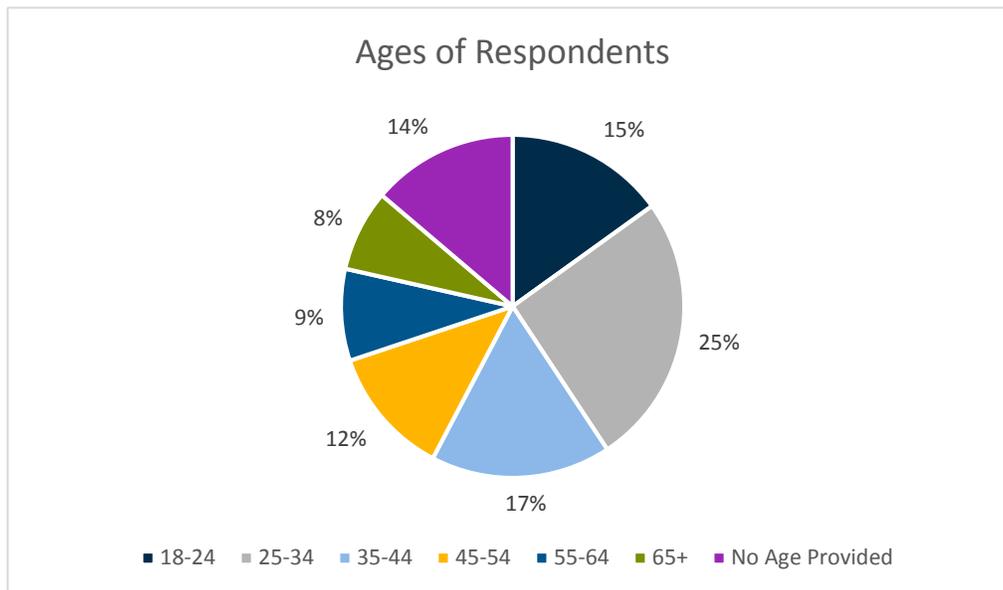


Figure 2 Ages of Respondents

- A total of 47 respondents (15%) are in the age range of 18-24
- A total of 80 respondents (25%) are in the age range of 25-34
- A total of 53 respondents (17%) are in the age range of 35-44
- A total of 38 respondents (12%) are in the age range of 45-54
- A total of 27 respondents (9%) are in the age range of 55-64
- A total of 24 respondents (8%) are in the age range of 65+
- A total of 43 respondents (14%) did not provide an age

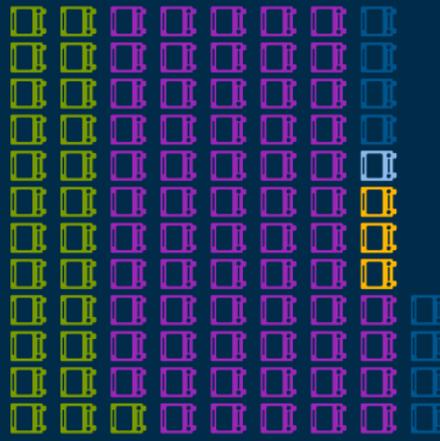
# Communications Survey Results



## Highlights

- Most respondents get information about service changes online (social media, Halifax Transit website, trip planning apps).
- More work needs to be done to communicate the Moving Forward Together Plan progress and route numbering methodology.
- Overall, passengers feel that information should be communicated well in advance of changes.

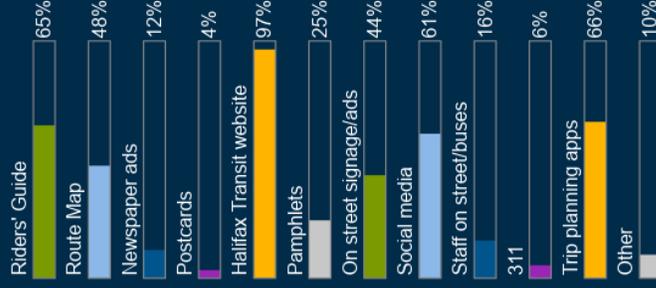
What is your preferred way to find out about bus route and schedule changes?



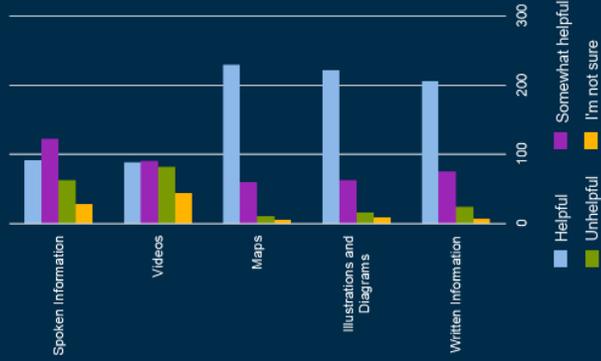
Where do you normally find out about bus route and schedule changes?



What types of materials do you use to get additional information on bus route and schedule changes?



How helpful do you find the following communication types?



Have you heard of Halifax Transit's Moving Forward Together Plan?



## What's Next?

Thank you for responding to the Talk Transit Communications survey! Your responses to this survey will assist us in communicating the November 2019 service changes.

Note that while results may disproportionately favour digital communications as the survey was conducted online, they are still considered to be generally representative.

Be sure to check out our latest Talk Transit survey on the Spring Garden Road Stoplet.

# Gottingen Street Bus Lane Survey – July 2019

The Gottingen Street Bus Lane survey yielded 249 responses total. 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	10	4%
Disabled	38	15%
Visible Minority	21	8%
Male	73	30%
Female	99	40%
Other Gender	5	2%

Table 1 Self-Identification of Respondents

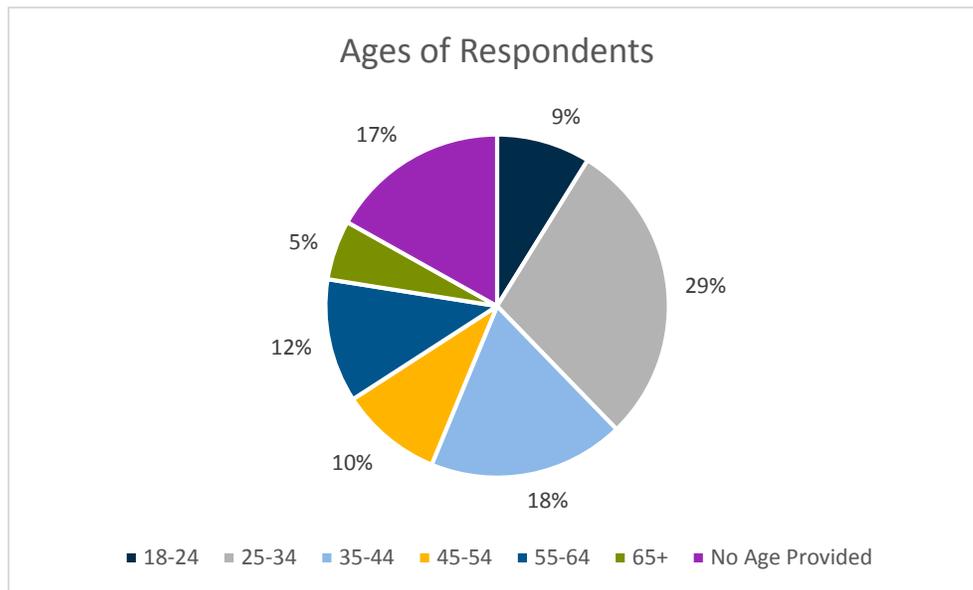


Figure 2 Ages of Respondents

- A total of 22 respondents (9%) are in the age range of 18-24
- A total of 72 respondents (29%) are in the age range of 25-34
- A total of 46 respondents (18%) 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 29 respondents (12%) are in the age range of 55-64
- A total of 14 respondents (5%) are in the age range of 65+
- A total of 42 respondents (17%) did not provide an age

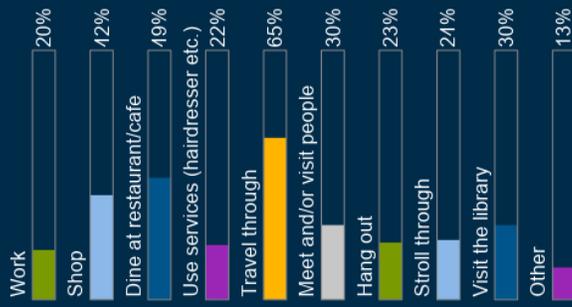
# Gottingen Street Survey Results



## Highlights

- Many respondents would like to see additional public features (trees, benches, etc.) on Gottingen Street.
- Illegally parked vehicles continue to pose a challenge for buses attempting to use the bus lane during peak.

Which of the following do you typically do on Gottingen Street?



How often do you visit Gottingen Street?



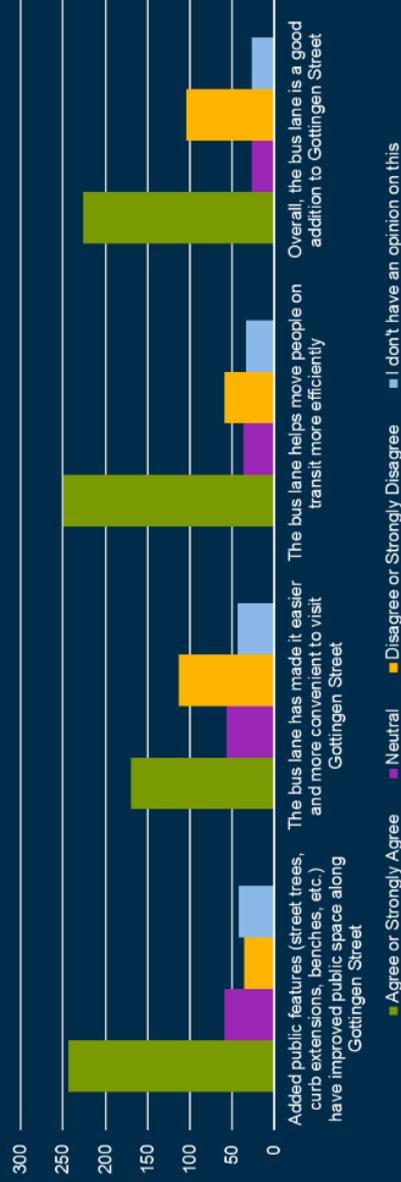
■ At least once a day  
■ At least once a month  
■ At least once a year

How much time did you spend on Gottingen Street on your last visit?



■ More than 120 minutes  
■ 10-29 minutes  
■ 30-59 minutes  
■ 60-89 minutes  
■ 90-120 minutes

Please give your level of agreement with the following statements related to the Gottingen Street bus lane and complete streets project.



## What's Next?



Thank you for responding to the Talk Transit Gottingen Street survey! Your responses to this survey will be used in the Gottingen Street Evaluation and Monitoring Report to Council.

Be sure to check out our latest Talk Transit survey about Guide Dogs and Service Dogs on Transit.



# **TSC Q1 2019/20 Report**

October 24, 2019

# Transportation Priority Outcomes

## **A Safe and Accessible Transportation Network**

- Transit Accessibility
- Transit Technology

## **Interconnected and Strategic Growth**

- Transit Service Plan

## **A Well Maintained Transportation Network**

- Transit Asset and Infrastructure Renewal

# A Safe and Accessible Transportation Network

<b>Business Plan Deliverable</b>	<b>Status</b>
Access-A-Bus Continuous Service Improvement Plan	In Progress
Bus Stop Accessibility & Improvement	In Progress
Fare Management Project – Phase 1	In Progress
Fare Management Project – Phase 2	In Progress
Fixed Route Planning, Scheduling, and Operations Software	In Progress

# Q1 Highlights – Talk Transit

- To date, 1,640 unique participants have filled out at least one Talk Transit survey
- Mail-in options have been distributed for those who don't have access to internet
- The August survey topic was on the Spring Garden Road stoplet. September's survey topic was Guide & Service Dogs



**HALIFAX**  
TRANSIT

## **Overloading Survey:**

- 54% of respondents said crowded buses do not impact which routes they take on a regular basis, 43% said they do

## **Communications Survey:**

- 31% of respondents have never heard of the Moving Forward Together Plan and 51% are somewhat familiar with it
- Most respondents prefer to find out about and get more information about service changes on the internet

## **Gottingen Survey:**

- 59% of respondents agree or strongly agree that the bus lane is a good additional to Gottingen Street, 29% disagree or strongly disagree

**HALIFAX**  
TRANSIT

# Interconnected and Strategic Growth

Business Plan Deliverable	Status
Moving Forward Together Plan Year 3 Implementation	In Progress
Transit Priority Measures	In Progress

# Q1 Highlights

- Bus Rapid Transit Report was Considered by Regional Council in June 2019.
- Work continues on the implementation on November service changes, impacting Sackville, Bedford, Mainland Halifax, and parts of Dartmouth
- Regional Council directed staff to undertake the implementation of Phase 1 of the Robie Street/Young Street Transit Priority Corridor.

# A Well-maintained Transportation Network

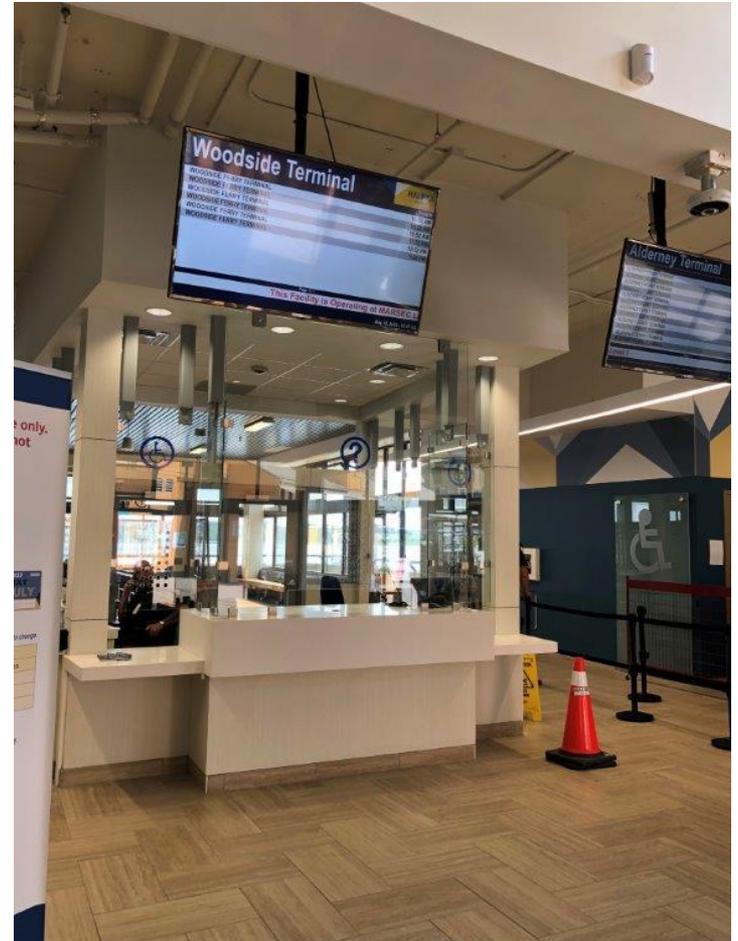
Business Plan Deliverable	Status
Woodside Ferry Terminal Renovation	In Progress

# Q1 Highlights

Work on the fare management kiosk at Halifax Ferry Terminal is complete and went into service in August 2019.

Design for Phase 1 for the Woodside Ferry Terminal Renovation is now complete. The project is proceeding in two phases.

- Phase 1 prioritizes the elevators with installation of two new vertical lift systems.
- Phase 2 design, which includes the remainder of the facility, is now anticipated for completion by fall 2019.



# Diversity & Inclusion

Business Plan Deliverable	Status
Equitable Employment	In Progress
Accessible Information and Communication	In Progress

# Q1 Highlights

Halifax Transit is currently working to launch user guides and videos in multiple languages.

Moving Forward Together Plan information booklets for the November 25th, 2019 implementation will be printed in 10 languages.

Work is ongoing to develop a plan to increase diversity and inclusion in the recruitment process.



من أين يمكنني الحصول على مزيد من المعلومات حول تغييرات خدمة النقل؟

- تتوفر الخرائط وجداول مواعيد الباصات، أوتارين على موقع [Halifax.ca/transit](http://Halifax.ca/transit)
- اتصل بالرقم 311 لطلب المزيد من التوضيحات، أو لمساعدتكم في تخطيط رحلاتكم. تتوافر خدمة 311 بأكثر من 150 لغة
- ابحث عن أعضاء الترويج والتواصل العاملين لدى ترا الموجودين عند المحطات الرئيسية أو الذين سيستقلون الحافلات خلال الأسابيع القادمة. مساعدتكم ستسعدهم!

HALIFAX TRANSIT

HALIFAX  
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# Performance Measures

## Q1 Highlights

- System wide On-Time Performance this quarter was 77%, dropping 3% over last year.
- The average daily passenger counts this quarter were 97,169 on weekdays, 55,490 on Saturdays and 38,803 on Sundays.
- The Departures Line received over 5100 passenger calls on a typical weekday this quarter.
- Overall boardings increased 9.3% this quarter from last year, while revenue increased 6.3%.
- Access-A-Bus trips decreased 0.3% this quarter.
- This quarter 92% of customer feedback was resolved within service standards.

# Performance Measures

## Q1 Highlights

- The average fuel cost this quarter was 78 cents/litre, 12 cents/litre higher than the budgeted cost.
- The mean distance between failures for conventional transit services this quarter was 8,393 km.
- The mean distance between service calls (MDBS) for conventional was 3,833 kms, increasing 2% compared to the previous year, the MDBS for Access-A-Bus was 38,879 kms.
- The maximum daily number of buses that could not complete their scheduled service due to a mechanical defect was 15, while the daily average was 6.1.
- Maintenance cost per kilometer was \$1.22/km, seven cents lower than the budget cost of \$1.28/km.