



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

Item No. 4
Halifax Regional Council
February 11, 2020

TO: Mayor Savage and Members of Halifax Regional Council

SUBMITTED BY: Original Signed
Councillor Lorelei Nicoll, Chair, Transportation Standing Committee

DATE: January 24, 2020

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

INFORMATION REPORT

ORIGIN

January 23, 2020 meeting of the Transportation Standing Committee, Item No. 12.1.2.

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 January 23, 2020 and a staff information report dated November 6, 2019, pertaining to the 2019/20 Second Quarter Halifax Transit Key Performance Indicator (KPI) Report, were before the Transportation Standing Committee for consideration at its January 23, 2020 meeting.

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

DISCUSSION

The Transportation Standing Committee reviewed the November 6, 2019 staff report at its meeting held on January 23, 2020 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 November 6, 2019.
2. Staff presentation dated January 23, 2020.

A copy of this report can be obtained online at halifax.ca or by contacting the Office of the Municipal Clerk at 902.490.4210.

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



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

Item No. 12.1.2
Transportation Standing Committee
January 23, 2020

TO: Chair and Members of Transportation Standing Committee

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

- Original Signed -
Jacques Dubé, Chief Administrative Officer

DATE: November 6, 2019

SUBJECT: 2019/20 Q2 Halifax Transit KPI Report

INFORMATION REPORT

ORIGIN

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

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

LEGISLATIVE AUTHORITY

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

BACKGROUND

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

Q2 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 September 2019, over 9,600 passes have been issued to DCS clients.

Low Income Transit Pass Program (LITP)

In July 2019, the LITP Program participant cap was increased from 1000 to 2000 participants and therefore, there are no waitlisted applicants, as the program is able to accept all approved applicants. As of October 2019, approximately 1700 residents are eligible to participate to purchase monthly transit passes at the 50% discounted fare.

Month	Passes purchased	Inactive Participants Removed	Applicants on waitlist
July 2019	930	n/a	n/a
August 2019	1,074	n/a	n/a
September 2019	1,119	n/a	n/a

The Affordable Access Program allows qualified individuals to apply for municipal subsidized programs. This new intake process allows residents to apply for three municipal programs at one time (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 Spring Garden Road bus stoplet and guide dogs & service dogs.

As of the closing of the second quarter, 1,698 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.”*

Q2 Highlights – In the second 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 focused on test plan setup, environment configuration 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 Fare Management project team also continued work on a recommendation to Regional Council regarding the second phase of the fare management project, the introduction of electronic payment methods. The recommendation will likely be ready for presentation to Regional Council in early 2020.

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. An RFP has been issued and proposals will be evaluated to project team members.

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.”*

Q2 Highlights – On November 25, 2019, Halifax Transit implemented large-scale service changes in Sackville, Bedford, Dartmouth, and Halifax Mainland South as part of the *Moving Forward Together Plan*. This latest round of service changes brings the total routes implemented under the *Moving Forward Together Plan (MFTP)* to 39 or 51% of the total MFTP network.

A Transit Priority Measure was completed on Main Street Dartmouth in October 2019. An inbound transit priority lane was also completed on Barrington Street between Glebe Street to Devonshire Avenue, which introduced an additional 1.3km of transit priority lanes.

Staff continue to prepare for construction of the Transit Priority lanes on Bayers Road, Young Street and Robie Street in 2020/21 as directed by Regional Council.

Work is progressing on the Higher Order Transit Strategy.

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

Q2 Highlights – The Woodside Ferry Terminal Renovation is proceeding in two phases. Phase 1 prioritizes the installation of two new elevators to address significant issues with the existing vertical lift systems. Construction for Phase 1 for the Woodside Ferry Terminal Renovation is underway and anticipated for completion by March 2020. The design for Phase 2, which includes the remainder of the facility, was completed in Fall 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

Q2 Highlights - Work is ongoing to develop a plan to increase diversity and inclusion in the recruitment process.

Information booklets outlining the routing changes for the November 25th, 2019 *Moving Forward Together Plan* implementation were printed in 10 languages and distributed to community organizations and HRM libraries in the areas affected by the service changes.

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.

Please see Attachment B, *Halifax Transit 2019/20 Q2 Performance Measures Report* for additional performance measures and detailed route level statistics.

Q2 Highlights:

- System wide On-Time Performance this quarter was 73%, dropping 3% from last year.
- The average daily passenger counts this quarter were 103,316 on weekdays, 64,212 on Saturdays and 44,911 on Sundays.
- The Departures Line received over 5,400 passenger calls on a typical weekday this quarter.
- Overall boardings increased 9.8% this quarter from last year, while revenue increased 6.5%.
- Access-A-Bus operated 1% fewer trips this quarter when compared to the previous year.
- This quarter 96% of customer feedback was resolved within service standards.
- The average fuel cost this quarter was 76 cents/litre, 4 cents lower than the budgeted cost.
- The mean distance between failures for conventional transit services this quarter was 9,304 km, a 45% improvement compared to the previous year.
- The mean distance between service calls (MDBS) for conventional was 4,080 kms, an improvement of 14% compared to the previous year, the MDBS for Access-A-Bus was 34,920 kms.
- The maximum daily number of buses that could not complete their scheduled service due to a mechanical defect was 22, while the daily average was 5.6.
- Maintenance cost per kilometer was \$1.21/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 Q2 Performance Measures Report

Attachment C: Talk Transit Survey Results Infographic

A copy of this report can be obtained online at halifax.ca or by contacting the Office of the Municipal Clerk at 902.490.4210.

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

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]	An Operational review of AAB was completed, resulting in identified improvement actions prioritized by ease of implementation and expected benefit. Initial actions included a review of all runs, with changes made to start and finish times, to better meet client trip demands and also a review of repeater clients' scheduled trips, with the objective of increasing capacity, to better service demand requests. Trip Reservationists are working more closely with clients, to better match their travel needs with what times are available, asking more probing questions and ensuring that all pertinent information is captured. Client wait lists are actively monitored by the Schedulers to ensure as many clients are receiving service as possible as capacity allows.
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]	<p>Work continued on the installation of concrete bus pads associated with the upcoming MFTP service changes for November 25, 2019. Challenges in procuring a contractor had delayed work. Consequently only critical bus stops received concrete pads this construction season. Approximately 38 new bus stops were 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 and non-standard accessible bus stops.</p> <p>Expansion shelters were installed at Wyse Rd. after Jamieson St. in front of the Sobeys, University Ave. after Robie St., and Marketplace Dr. after Bancroft Ln. Replacement shelters were installed at Windmill Rd. before Fernhill Dr., Robie St. after Cunard St., Main St. after Titus St., Robie St. after Charles St., and Barrington St. before North St.</p>

Attachment A Halifax Transit 2019/20 Business Plan Deliverables

<p>Fare Management Project – Phase 1</p>	<p>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]</p>	<p>Delayed due to design and planning issues.</p>
<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>A comprehensive marketing and communications campaign launched in fall 2019 to support the implementation of the November 25, 2019 service changes. Methods of engagement included print and digital materials and one-on-one communication at key terminals and on select bus routes.</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>The Main Street transit priority measure was completed in October 2019. The transit priority measure for Portland Street requires additional design and will be explored for construction in 20/21. An inbound transit lane on Barrington Street between Glebe St. and Devonshire Ave. was completed.</p>

Attachment A Halifax Transit 2019/20 Business Plan Deliverables

Woodside Ferry Terminal Renovation	The Woodside Ferry Terminal requires significant rehabilitation to all aspects of the building, including envelope, mechanical and electrical systems, and customer waiting areas. In 19/20, detailed design work will be completed and construction will begin. In 20/21, construction will complete.	Project is separated into two phases. Phase 1 construction (the elevator shaft and elevator install) has begun and is anticipated to be completed by March 2020. The detailed design for the remainder of the facility was completed in fall 2019. Phase 2 is anticipated to be completed in 21/22.
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 were translated in ten languages and distributed to community organizations and HRM Libraries in the areas affected by the service changes. 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 Q2 Performance Measures Report

2019/20 – Q2

Performance Measures Report

HALIFAX
TRANSIT

Contents

- Boardings & Revenue..... 1
 - Historical Boardings & Revenue..... 1
 - Revenue – Actual vs. Planned 3
- Mean Distance Between Failures 4
- Mean Distance Between Service Calls 5
- Bus Maintenance Cost – Quarter Average vs Budget 6
- Fuel Price – Year to Date Average vs Budget 6
- Access-A-Bus Trip Details 7
- Passenger Overloads..... 10
 - Passenger Overloads by Area 10
 - Passenger Overloads by Route 11
- Customer Service – All Services 11
- Passenger Boardings & Utilization 13
 - Average Daily Boardings by Service Day 13
 - Boardings by District 14
 - Weekday Boardings by District – All Day 14
 - Weekday Boardings by District – AM Peak Period 15
 - Weekday Boardings by Terminal 16
 - Passengers per Hour 16
 - Boardings & Passengers per Hour..... 17
 - Express Service Peak Boardings and Passengers per Trip..... 19
 - Passengers per Hour by Route 20
 - Express Service Peak Passengers per Trip by Route 21
 - Regional Express Peak Passengers per Trip by Route 22
 - Ferry Passengers per Hour 22
- On-Time Performance..... 22
 - Overall Network On-Time Performance 23
 - Weekday On-Time Performance..... 24
 - Weekday Peak Period On-Time Performance 26
- Loss Of Service 29

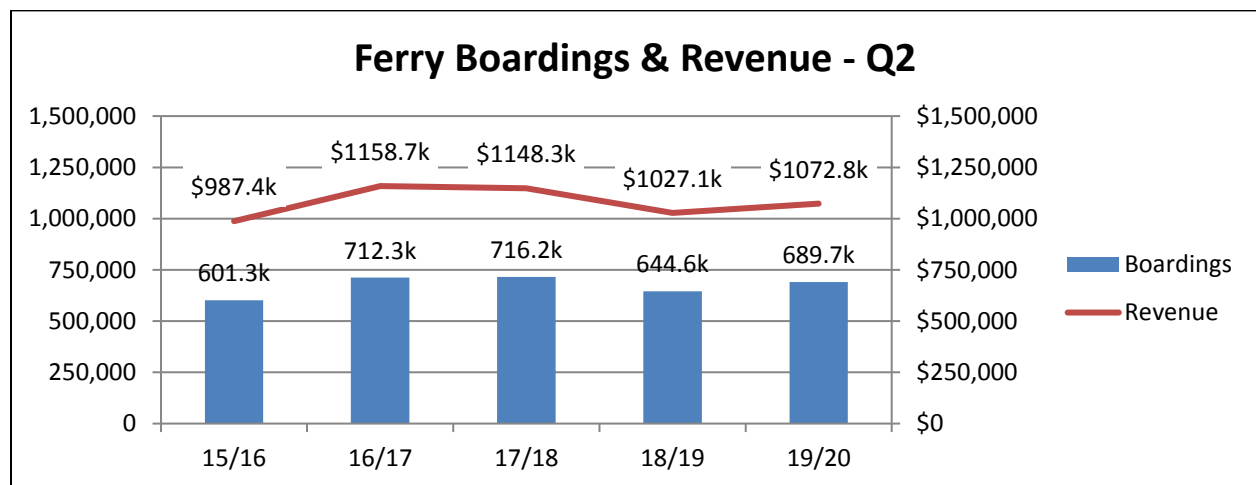
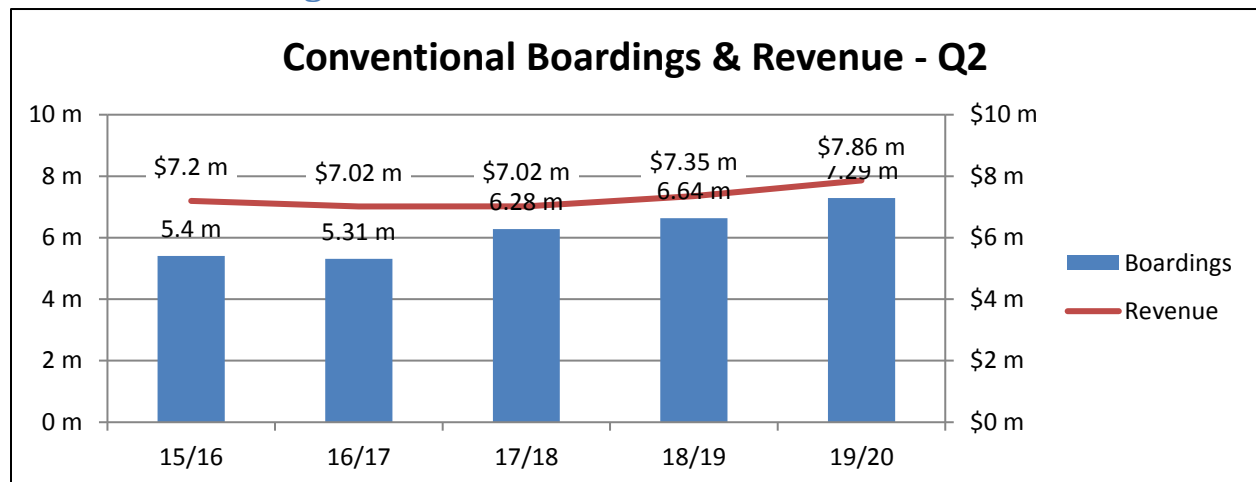
Boardings & Revenue

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.

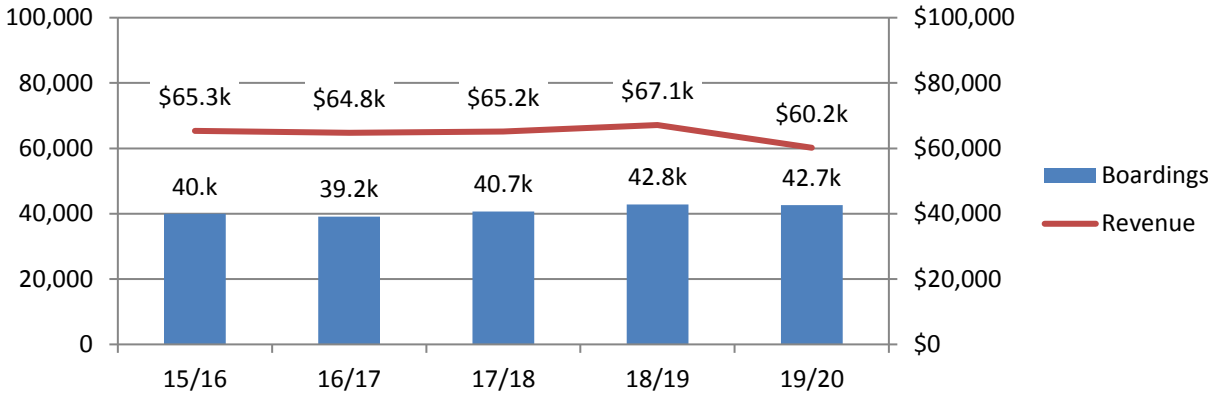
By installing Automatic Passenger Counter (APC) systems throughout the network in the 2017/18 fiscal year, Halifax Transit is now able to track the number of boardings by counting passengers entering the bus at each stop, instead of estimating boardings from revenue. Therefore, the data source for boardings 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 second quarter, Conventional boardings increased 9.8% from this quarter last year, Ferry boardings increased by 7.0% and Access-A-Bus boardings dropped slightly by 0.4%. Overall, system wide boardings increased this quarter by 9.5% compared to last year. Overall revenue this quarter increased 6.5% 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 - Q2

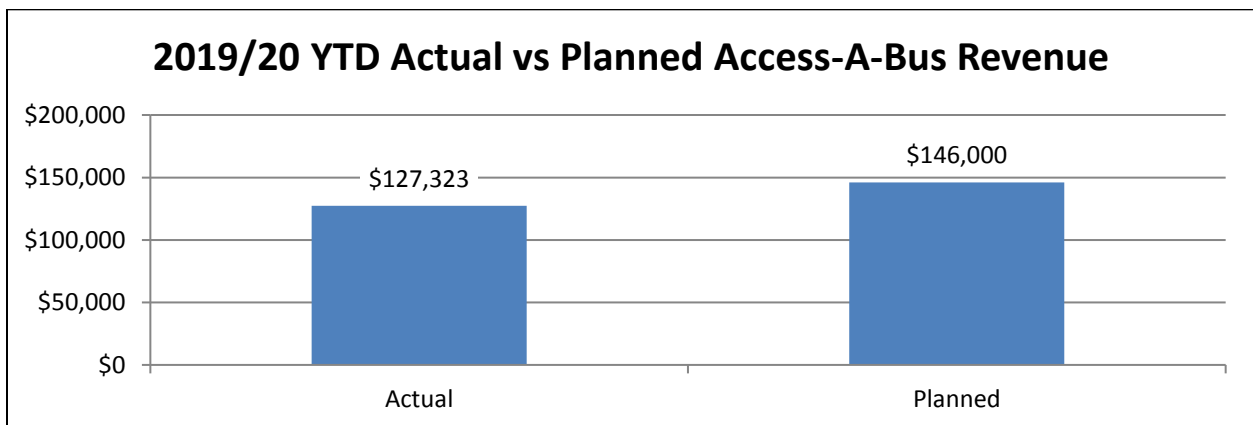
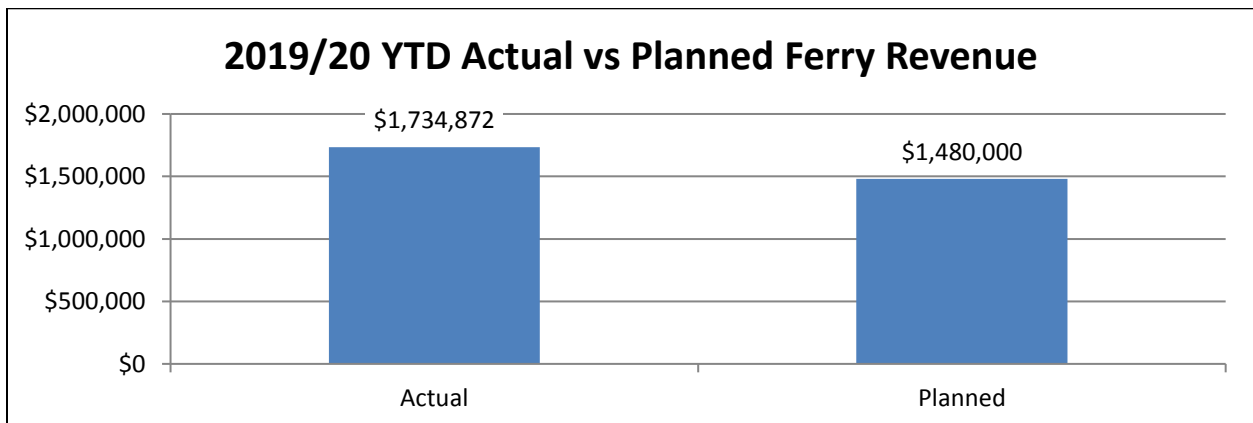
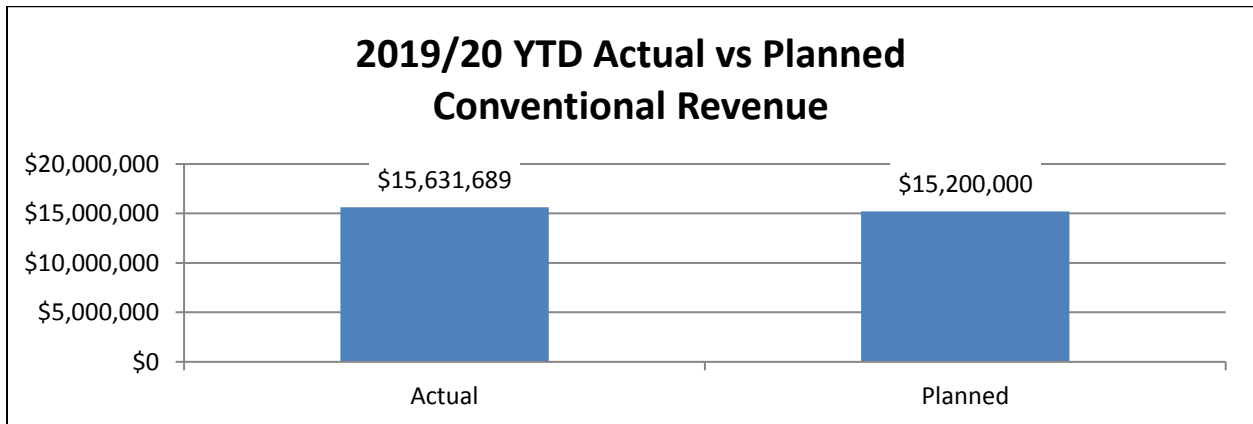


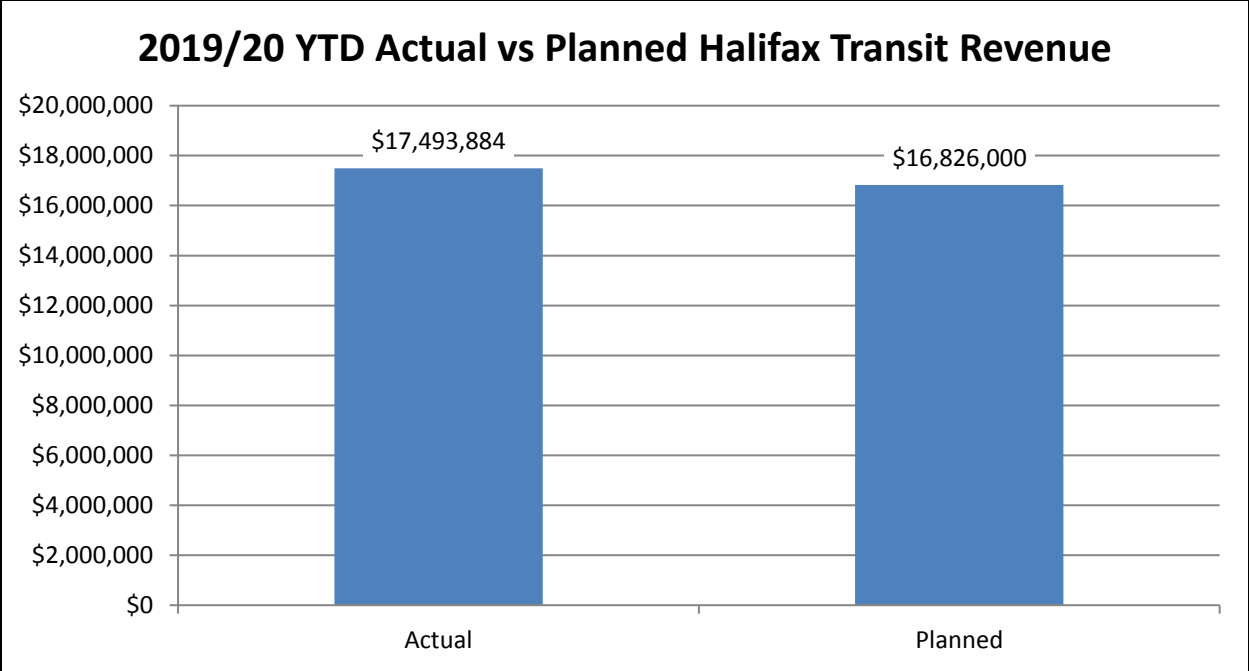
Halifax Transit Boardings & Revenue - Q2



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 second quarter increased 6.9% from this time last year and is trending 0.5% below the planned amount. Ferry revenue to date decreased 4.5% from last year and is trending 24.5% above the planned amount. Access-A-Bus revenue to date has decreased 10.4% and is trending 26.3% below the planned amount. Overall revenue to date has increased 6.4% from this time last year and stands at 3.8% higher than the planned amount.





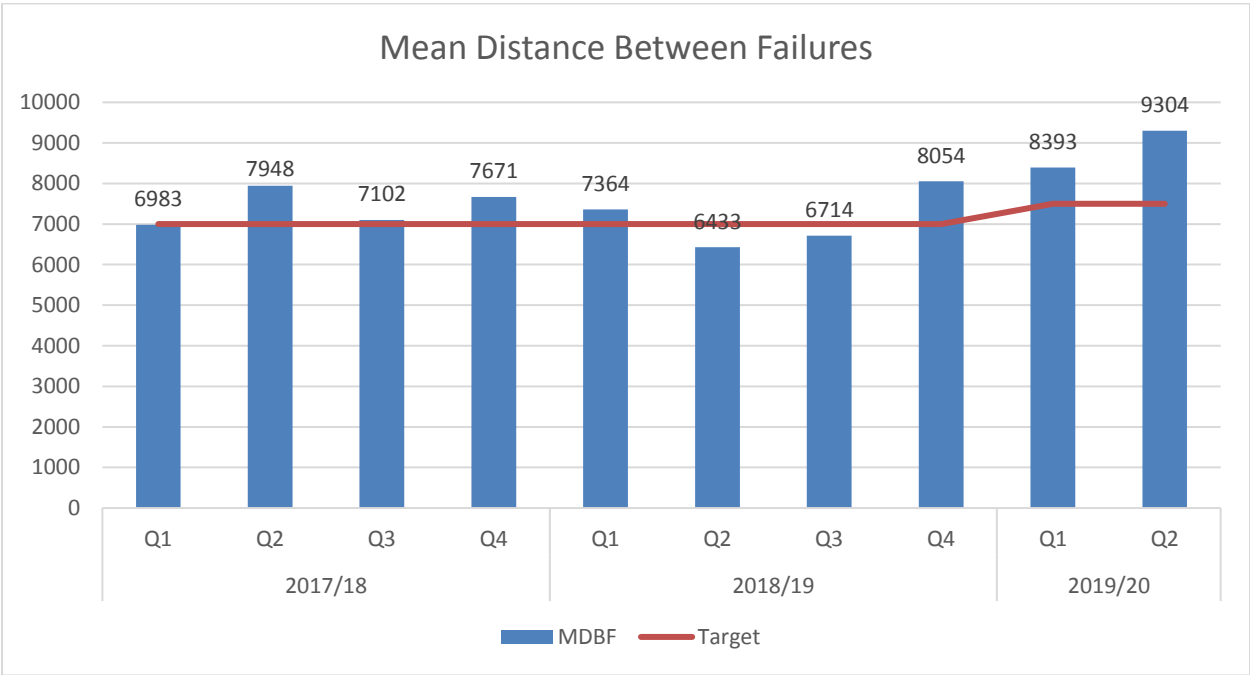
Mean Distance Between Failures

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

Halifax Transit’s Mean Distance Between Failures (MDBF) is the distance in kms covered between failures. CUTA references the Federal Transit Administration’s definition of failures which states that there are two classes of failures. The first being major mechanical system failures, which is the “failure of some mechanical element of the revenue vehicle that prevents the vehicle from completing a scheduled revenue trip or from starting the next scheduled revenue trip because actual movement is limited or because of safety concerns.” The second type is other mechanical system failures which is the “failure of some other mechanical element of the revenue vehicle that, because of local agency policy, prevents the revenue vehicle from completing a scheduled revenue trip or from starting the next scheduled revenue trip even though the vehicle is physically able to continue in revenue service”. Therefore, the MDBF is equal to the number of instances whereby a failure resulted in a change-off of the bus or service being lost. This metric does not consider failures resulting from passenger-related events (i.e. sickness on the bus), farebox defects or accident damages as they do not impede the scheduled revenue trips, which aligns with other transit authorities surveyed. Due to the nature of the data sources, Halifax Transit is looking to improve the accuracy of this number by removing failures that were logged, but resulted in “no fault found”. Currently, the reported number does include these items.

Bus Maintenance had set a target of 7,000 kms between failures in 2018. As this target had been successfully met in 2018, the target has increased 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.

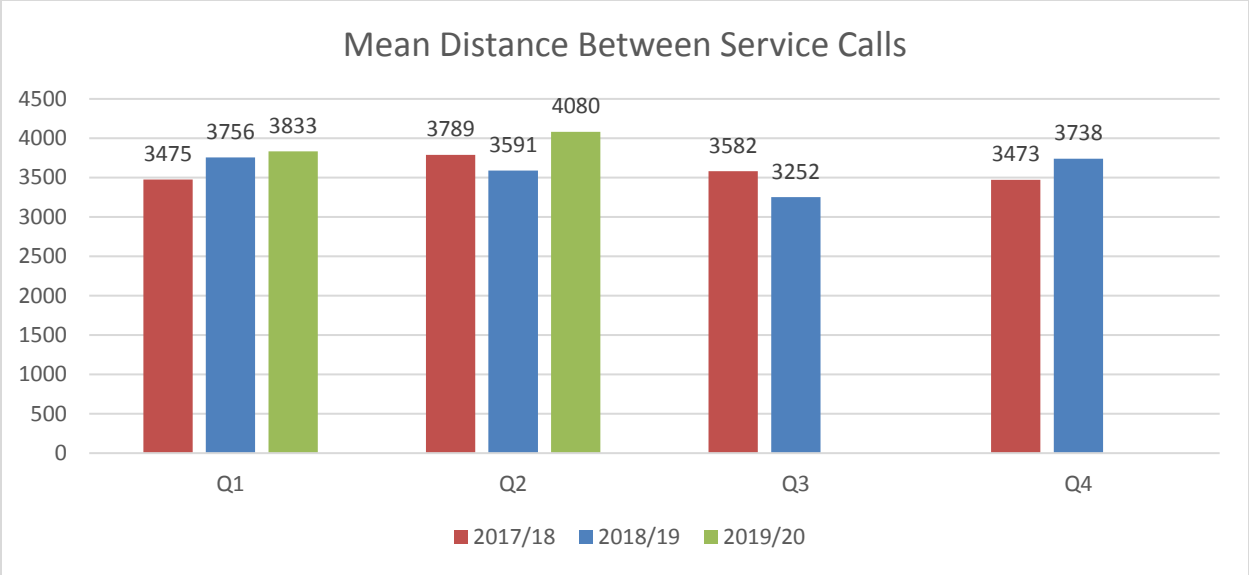
For the second quarter of 2019, the MDBF for conventional transit was 9,304 kms. This is equivalent to a 45% improvement from the second quarter of previous year (2018). Bus Maintenance will continue to monitor this KPI and further develop quality initiatives to decrease aftertreatment and cooling system defects.



Mean Distance Between Service Calls

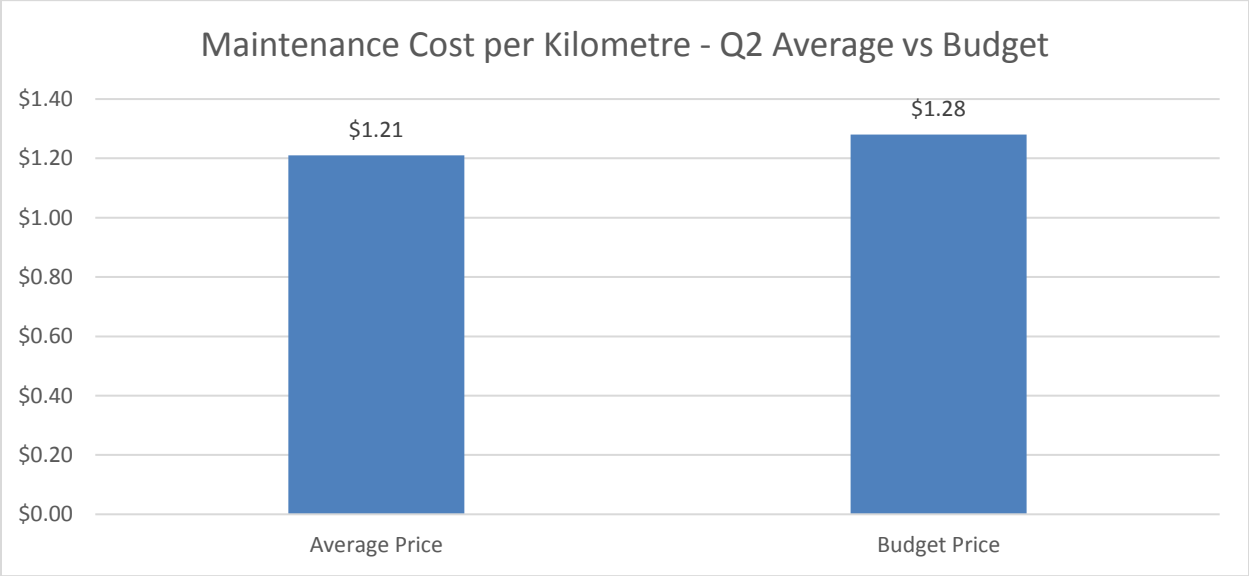
In order to continue monitoring the number of maintenance service calls, this will be reflected as a separate metric; Mean Distance Between Service Calls (MDBS). This number will reflect the distance in kilometres covered on average between maintenance service calls. This number includes all instances 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 second quarter of 2019, the MDBS for conventional transit was 4,080 kms. In comparison to the second quarter of 2018/19 (3,591 kms), this is an improvement of 14%. For the second quarter of 2019, the MDBS for Access-A-Bus service was 34,920 kms. Bus Maintenance will continue to monitor this metric in order to reduce service calls.



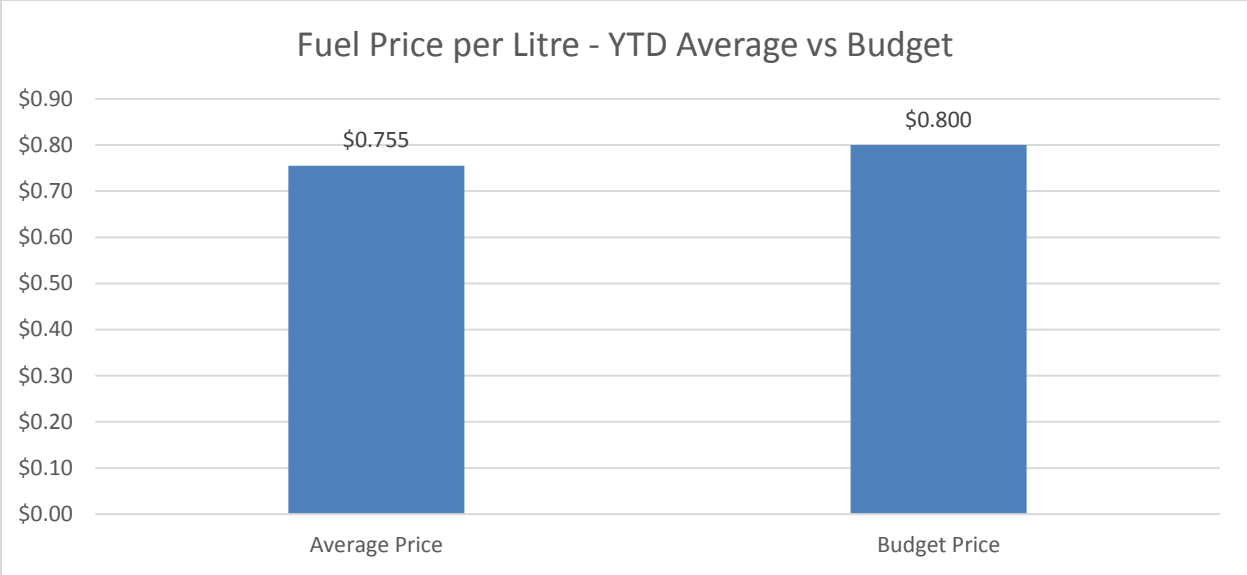
Bus Maintenance Cost – Quarter Average vs Budget

In the second quarter maintenance costs were \$1.21/km, while the budgeted maintenance cost was \$1.28/km. Therefore, the average cost per km was under budget by \$0.07/km or 5.5%. Bus Maintenance will continue to strengthen budgeting processes to improve accuracy of future budgets.



Fuel Price – Year to Date Average vs Budget

The budgeted fuel price for 2019/20 was set at 80 cents/litre. In the second quarter, the average fuel price to date was 76 cents/litre, 4 cents lower than the budgeted cost per litre.



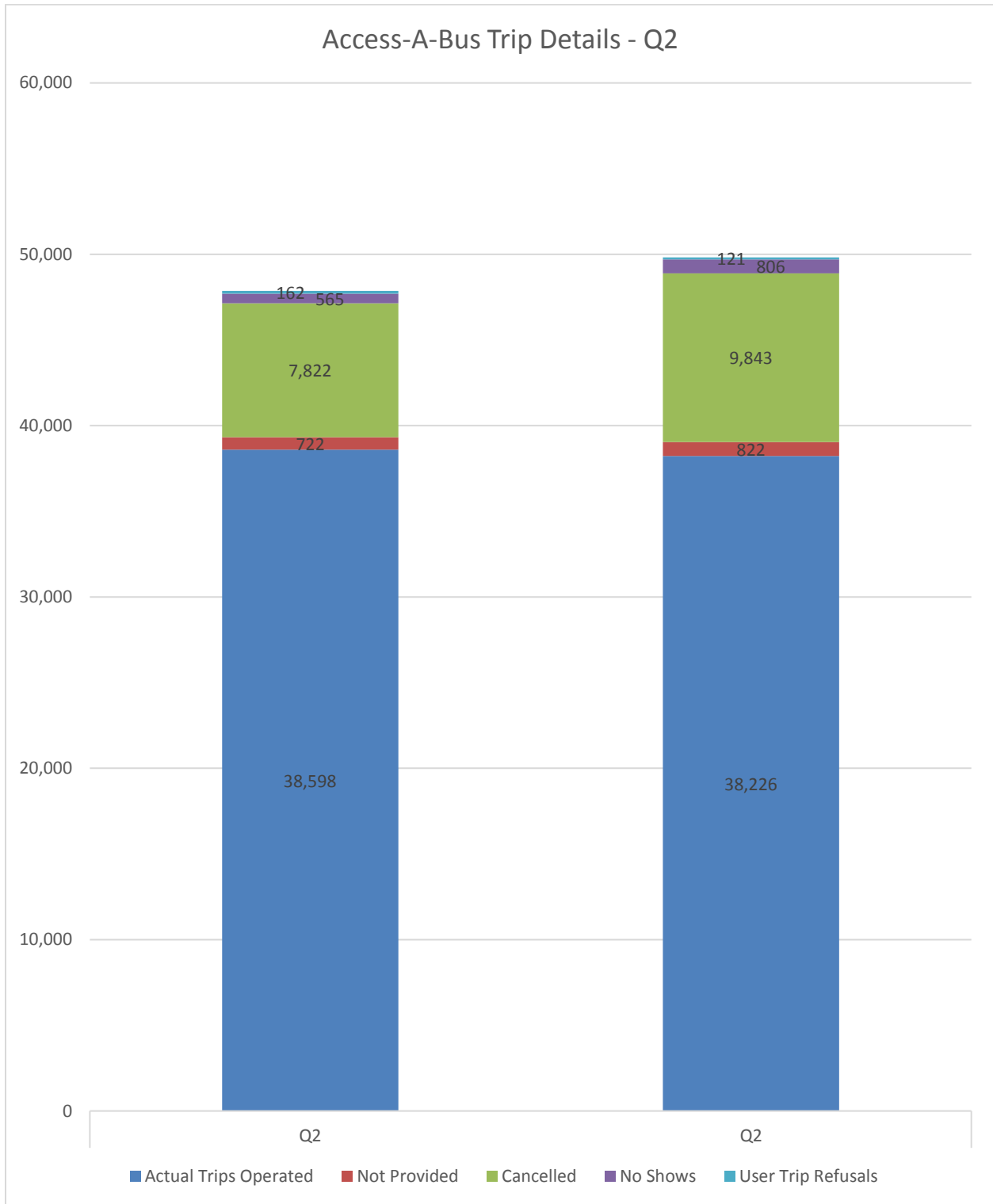
Access-A-Bus Trip Details

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.

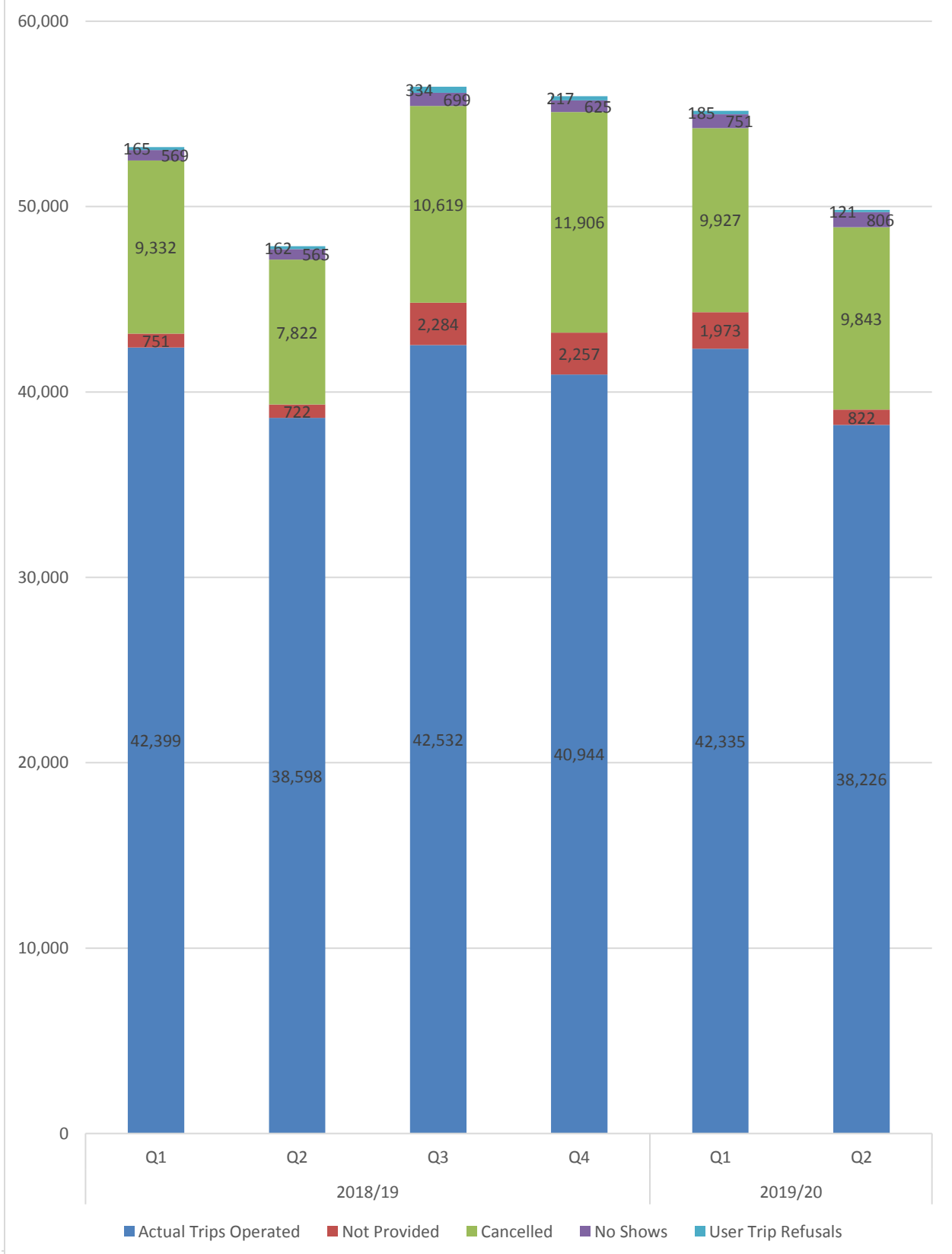
During a more recent review of the reporting processes for Access-A-Bus it was determined that a revision to the reporting categories would provide information more reflective of the performance drivers. The category that was previously reported as “Waitlisted” will be reported as “Not Provided”. “Not Provided” includes any requested trip that could not be provided within the quarter. Those trips that were previously reported as “Not Provided” were reporting errors and are now removed from the total requested trips. A new category has been included which is “User Trip Refusals”, this category includes any trips where the customer has been given the option of a trip within a half hour of their desired trip time and the customer has declined the given trip. Efforts continue to progress related to understanding the data set available from the 2018 software upgrade. Partnership with the vendor continues and may result in future reporting changes, all in an effort to convey the most accurate and meaningful performance statistics possible.

	Q2 - Previously Used Method	Q2 - New Method
Total Requested Trips	49,965	49,818
Actual Trips Operated	38,237	38,226
Not Provided	106	822
Cancelled	9,997	9,843
Waitlisted	804	
No Shows	821	806
User Trip Refusals		121

In the second quarter of 2019/20, 372 fewer trips were operated compared to second quarter last year, a decrease of 1%. The trips that were not provided increased by 14% this quarter, compared to this quarter last year.



Access-A-Bus Trip Details

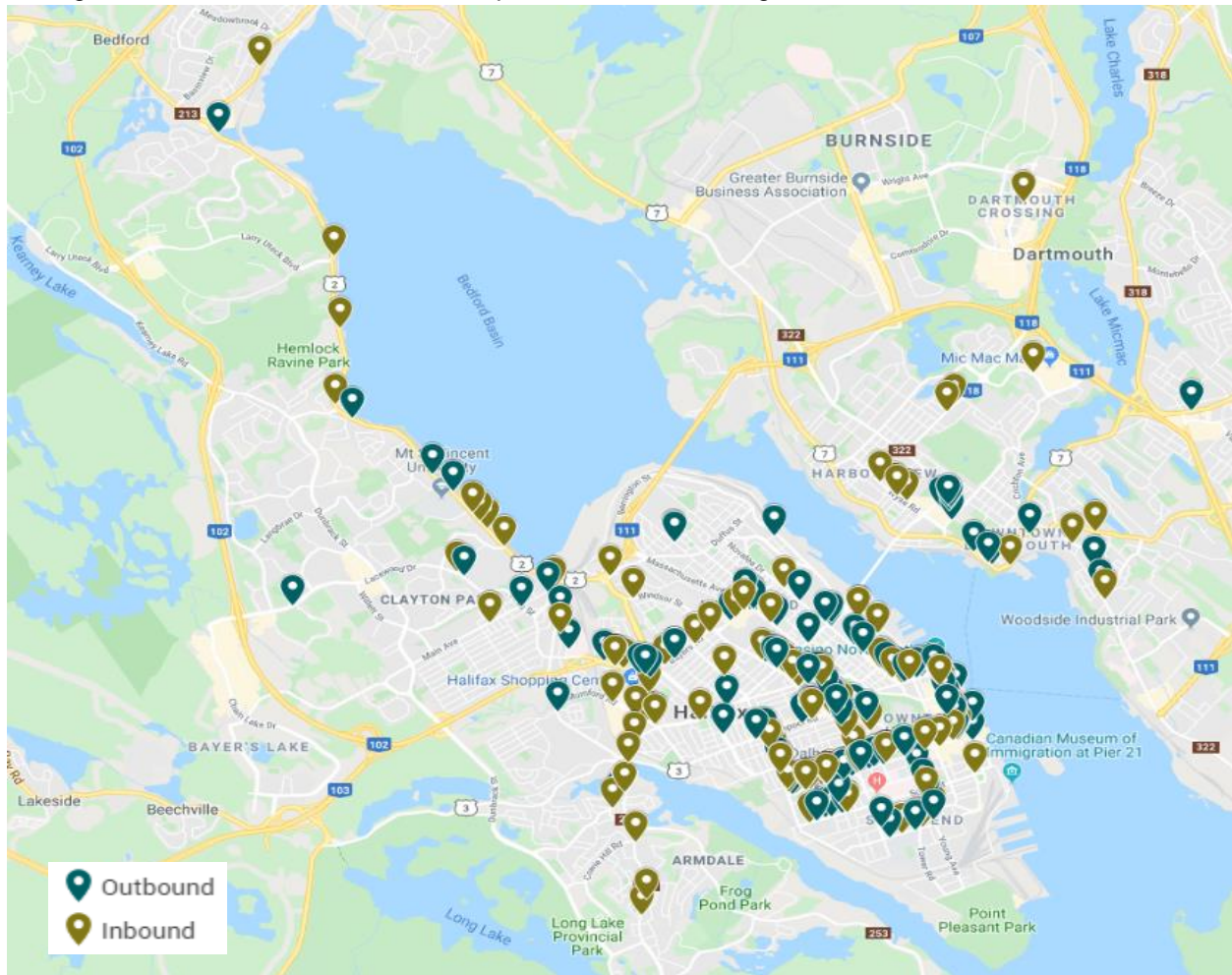


Passenger Overloads

Halifax Transit tracks overloads that are reported to help match scheduling requirements to passenger demands. Work is underway to improve the reporting process to ensure the data provides a more accurate reflection of actual conditions. All overloads may not be included, as many go unreported for a number of reasons.

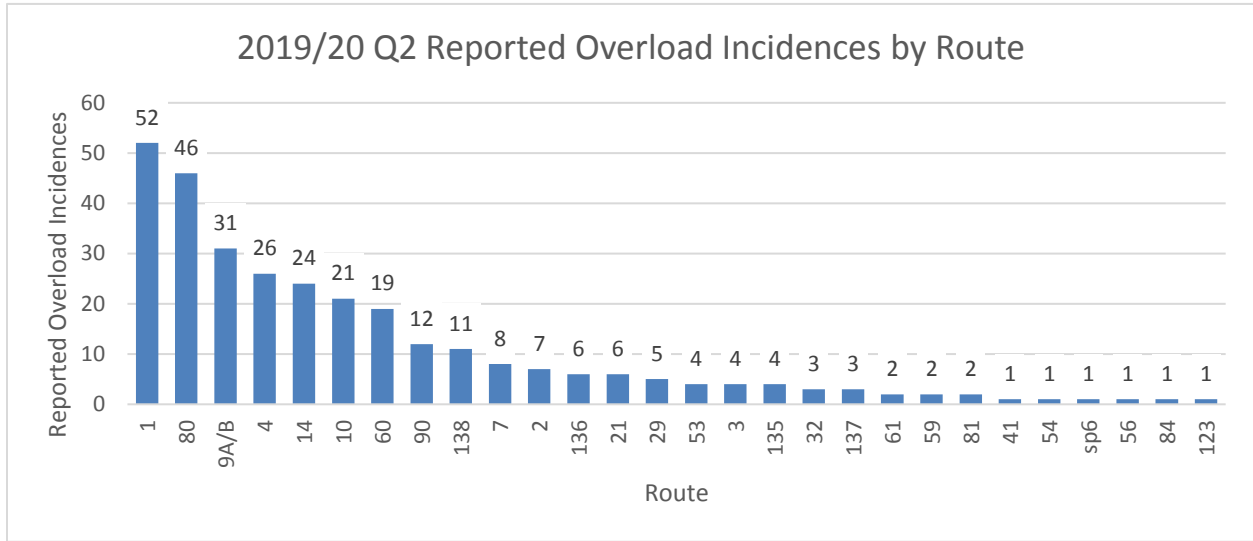
Passenger Overloads by Area

The figure below shows the locations of reported overloads during Q2.



Passenger Overloads by Route

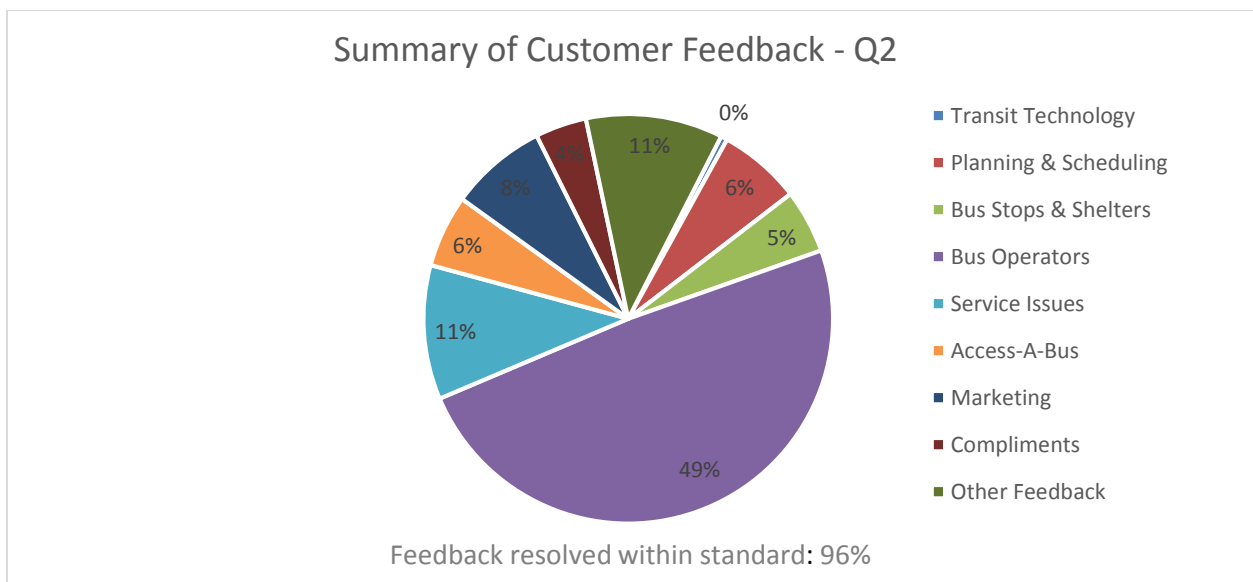
The following graph shows the most commonly overloaded routes during the quarter.

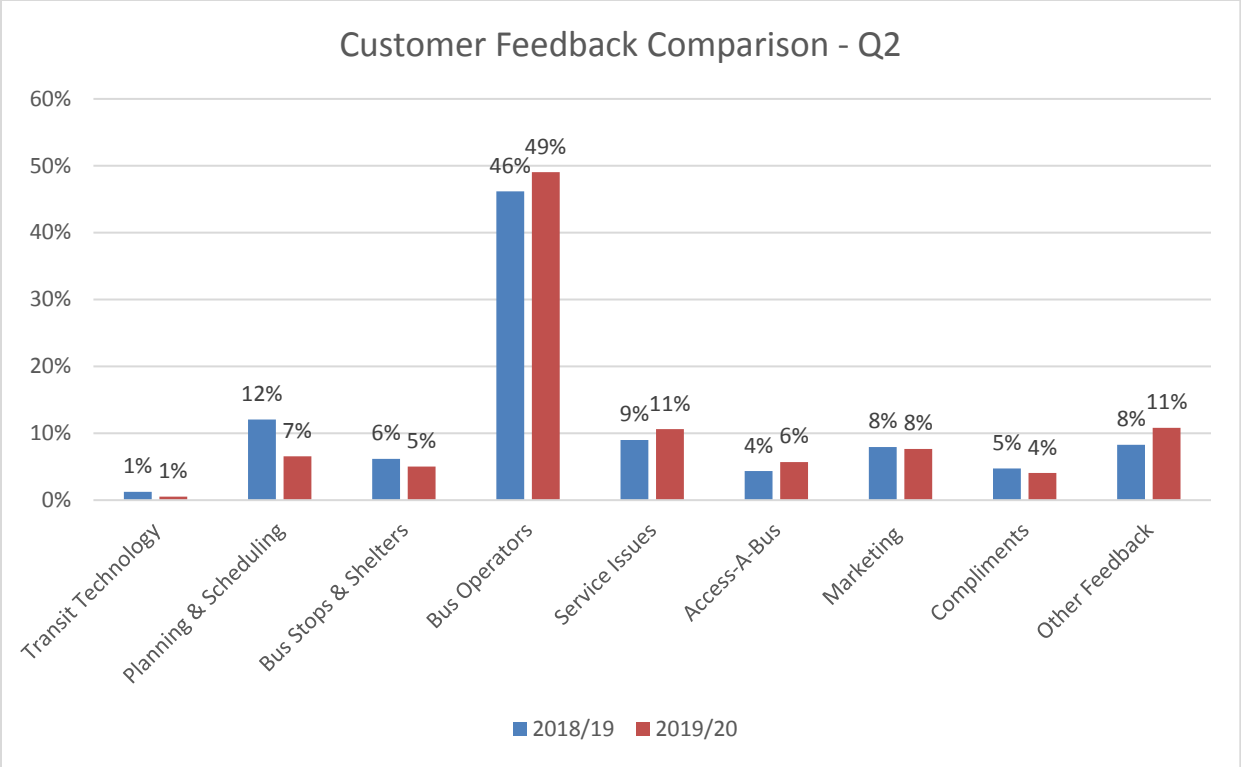


Customer Service – All Services

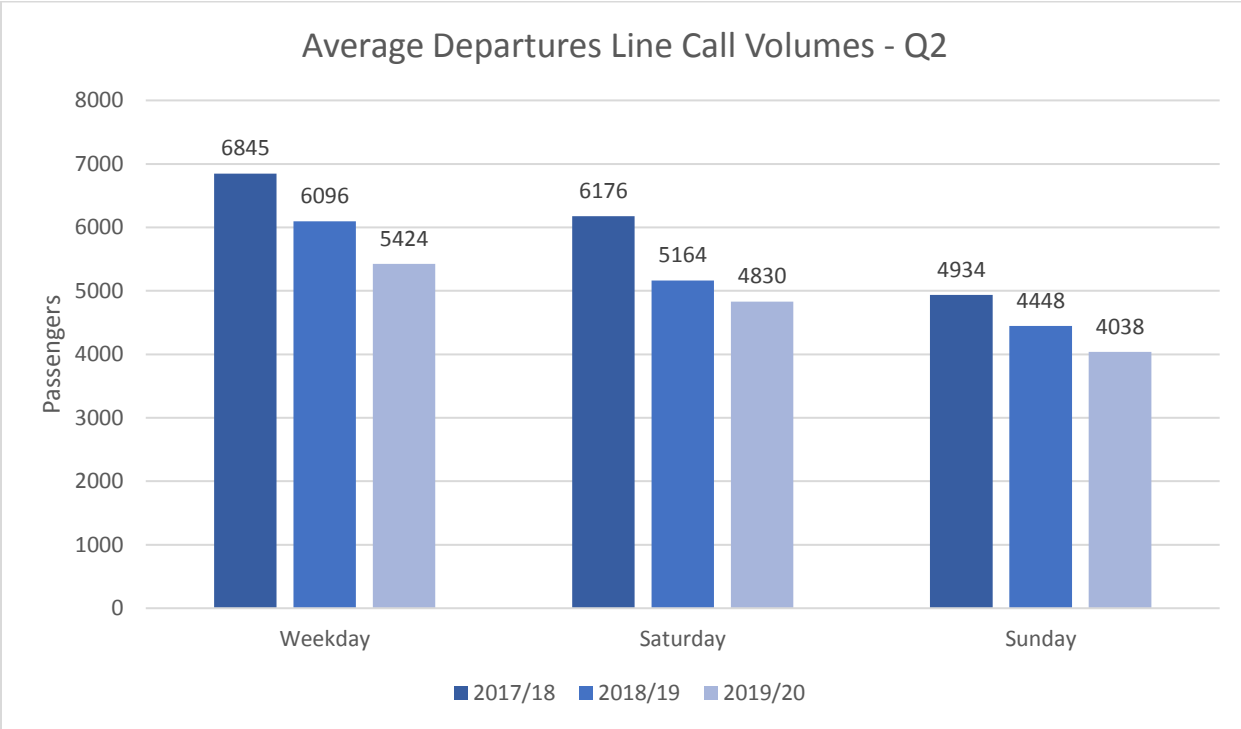
Customer service statistics are measured monthly using the Hansen Customer Relationship Management software along with Crystal Reports. Feedback is first categorized by subject matter and then divided into two categories: feedback resolved within service standard and feedback resolved outside service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

This quarter, 49% of feedback received was related to bus operators, the remaining 51% 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 96% of customer feedback was resolved within standard.





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

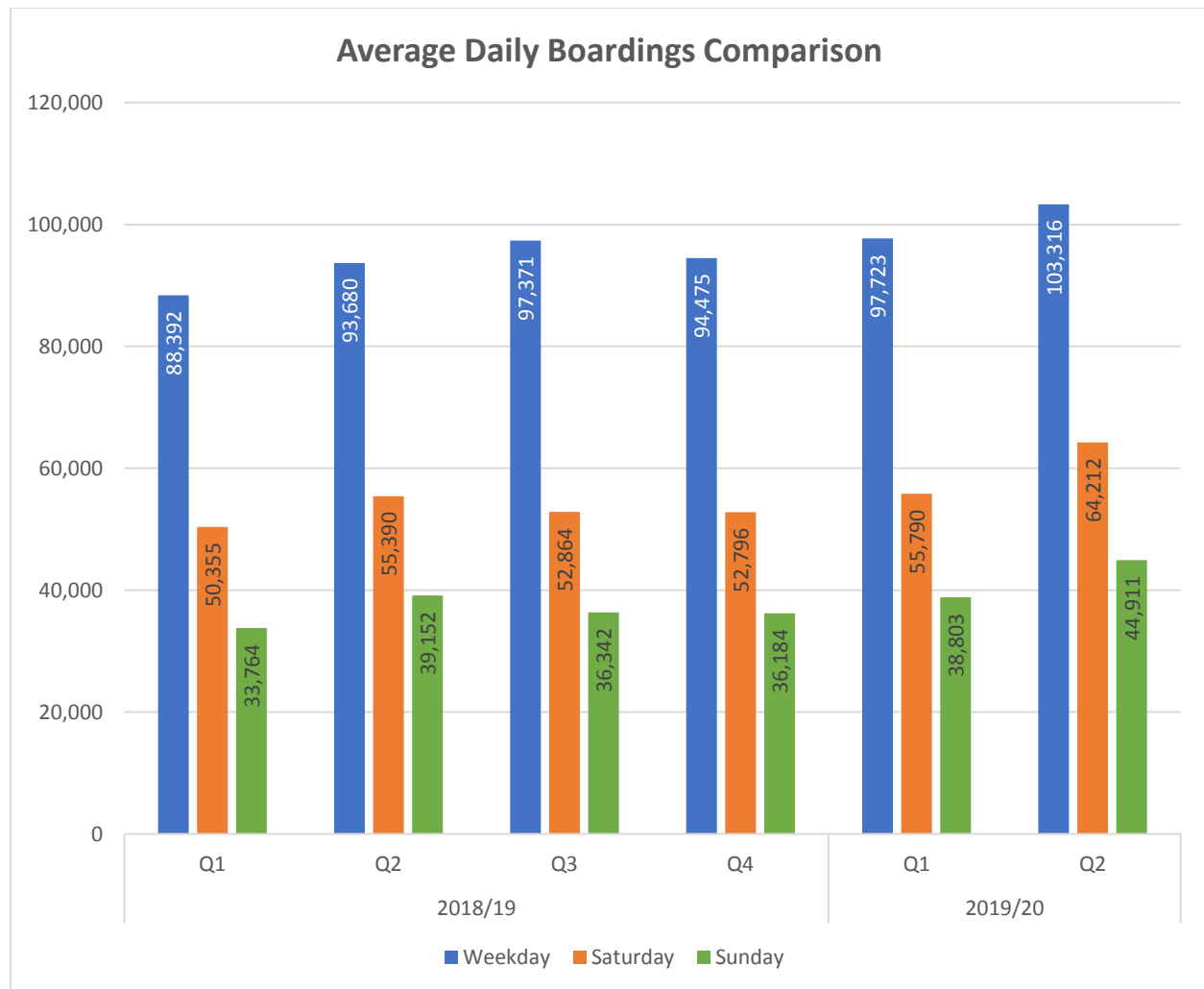


Passenger Boardings & Utilization

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 second quarter were 103,316 ± 9,152 (8.9% variance). Average Saturday boardings this quarter were 64,212 ± 5,911 (9.2% variance). Average Sunday boardings this quarter were 44,911 ± 3,340 (7.4% variance).

Average Daily Boardings by Service Day

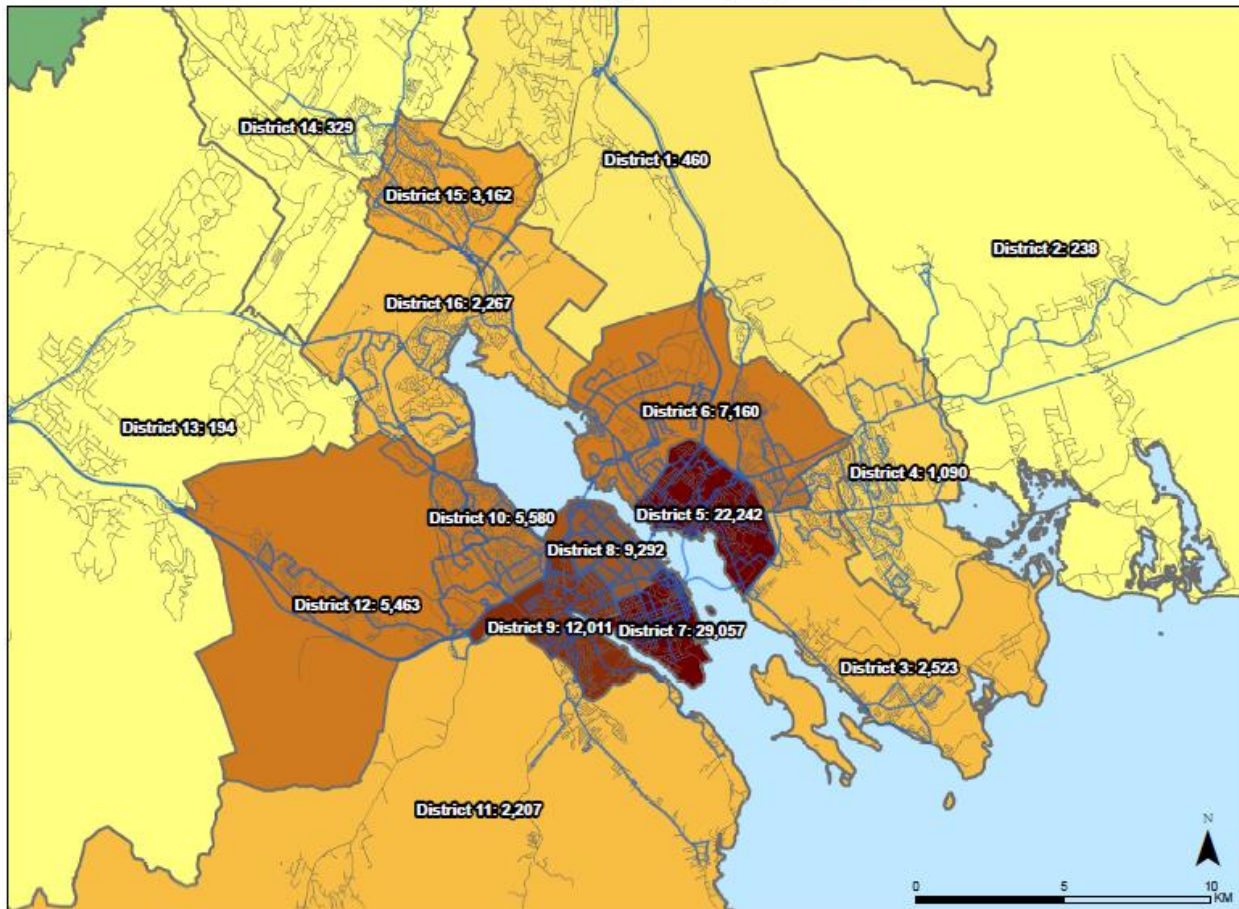


Boardings by District

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.

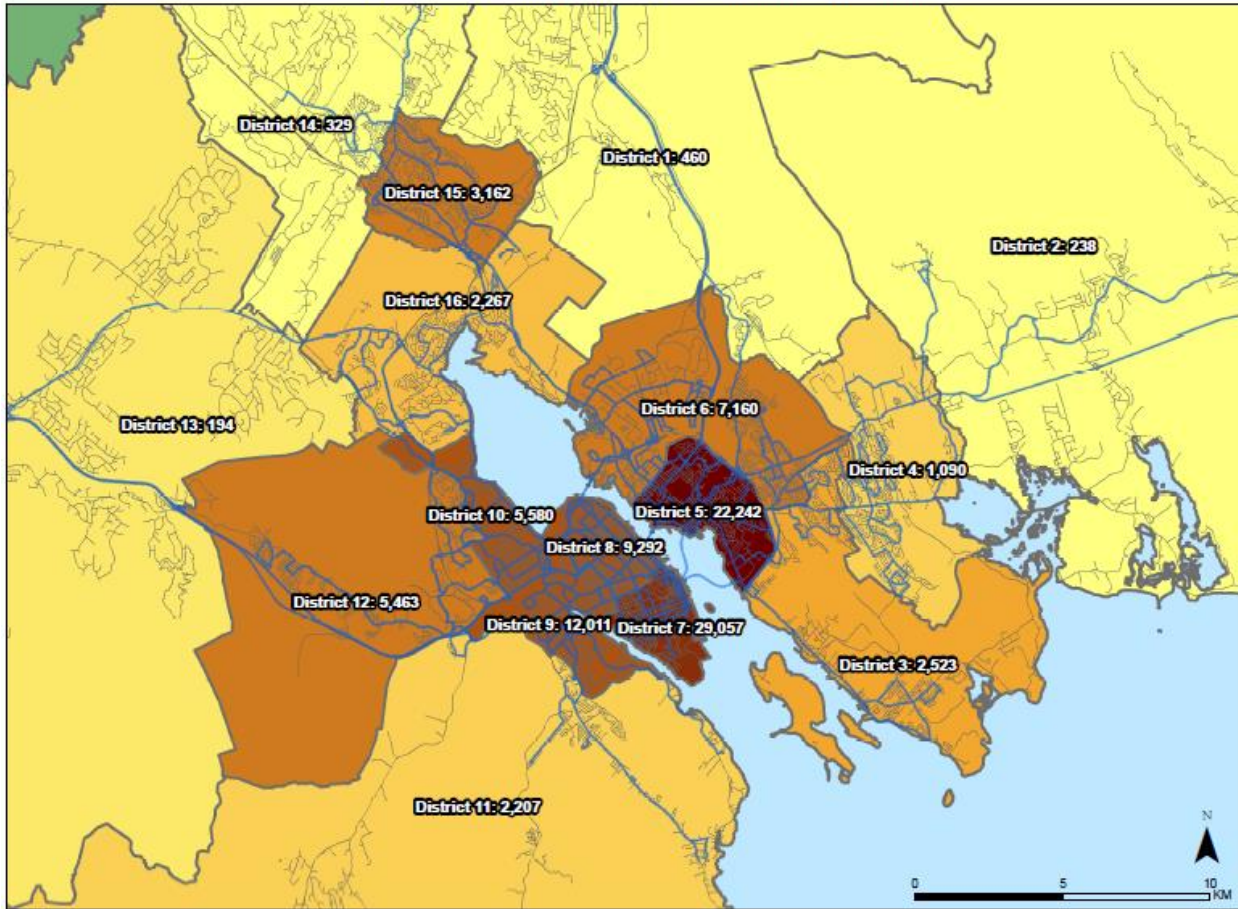
Weekday Boardings by District - All Day

2019-20 Q2 Weekday Boardings by District



Weekday Boardings by District – AM Peak Period

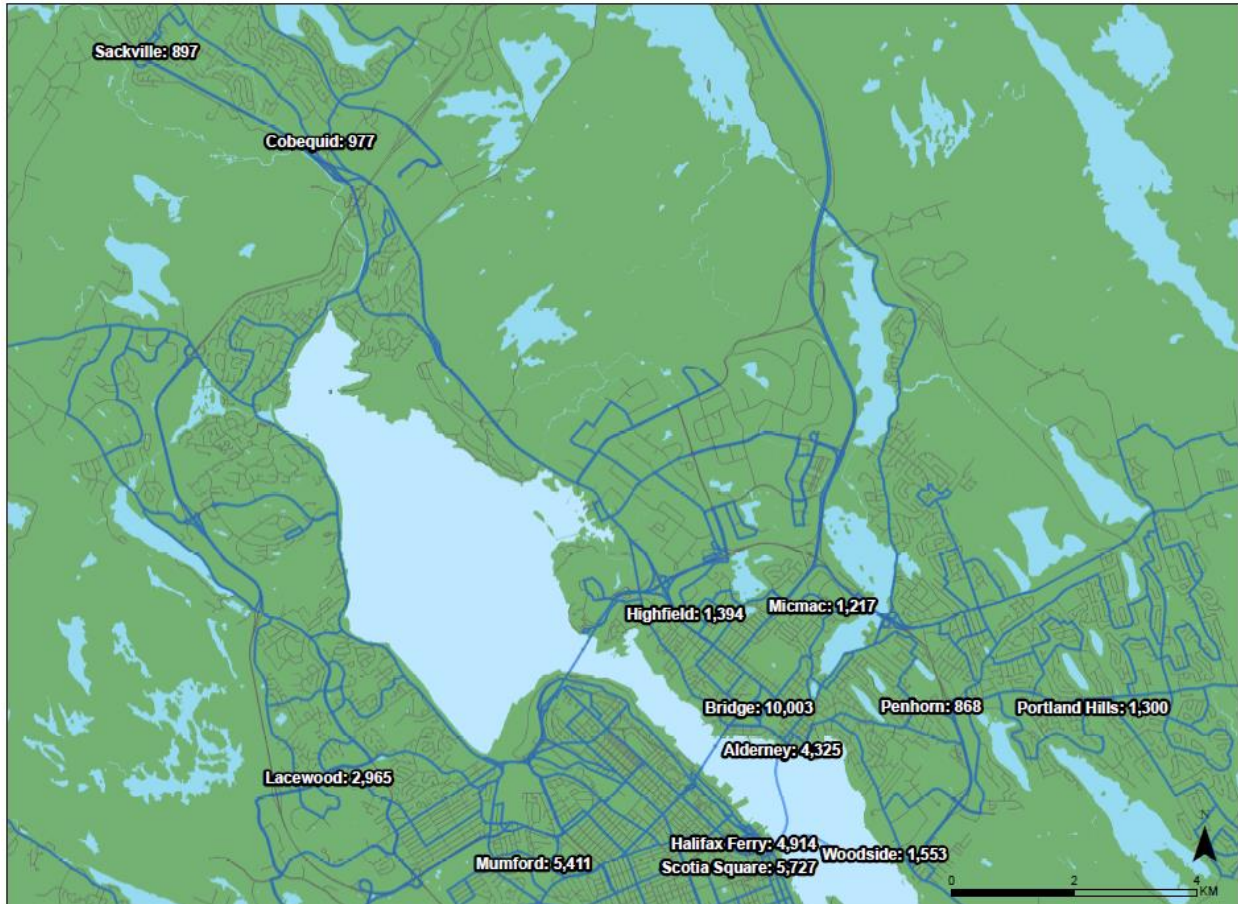
2019-20 Q2 Weekday AM Peak Boardings by District



Weekday Boardings by Terminal

The following map shows average weekday boardings by terminal across the network. This accounts for approximately 40% of total weekday boardings.

2019-20 Q2 Weekday Boardings by Terminal



Passengers per Hour

Passengers per hour measures the volume of passengers carried per service hour by route. Due to differences in service model/design, Express Routes are measured instead by passengers per trip. Ridership fluctuates significantly by season and therefore figures are compared to the same quarter in the previous year. Conventional route targets vary by time of day and are not illustrated at this time as data is being presented over the entire service day only. Express routes have a ridership target of 20 passengers per trip, while Regional Express Routes have a target of 15 passengers per trip.

Boardings & Passengers per Hour

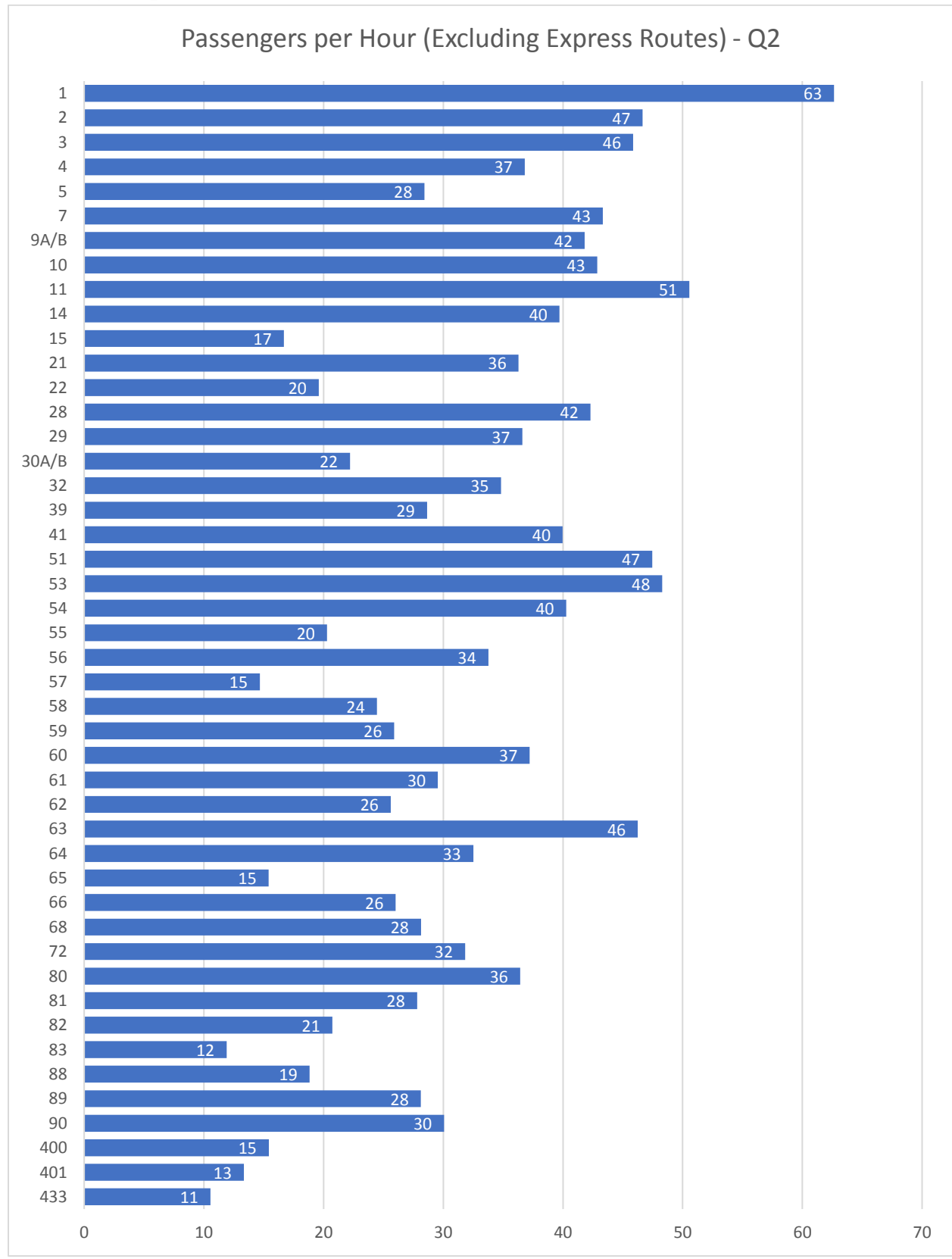
Q2 Comparison - Average Daily Boardings by Route												
Route	Weekday				Saturday				Sunday			
	18/19		19/20		18/19		19/20		18/19		19/20	
	Boardings	Pass/Hr	Boardings	Pass/Hr	Boardings	Pass/Hr	Boardings	Pass/Hr	Boardings	Pass/Hr	Boardings	Pass/Hr
1	9,419	60	9,903	63	7,475	66	7,844	68	4,807	55	5,484	63
2	4,379	41	5,005	47	4,130	41	4,555	45	2,070	28	2,817	37
3	6,149	40	6,998	46	3,223	37	3,751	43	3,013	32	4,043	42
4	4,669	37	4,672	37	1,895	38	2,101	42	1,436	32	1,875	41
5	110	29	113	28								
7	4,498	39	4,972	43	3,220	34	3,503	37	1,863	35	2,104	40
9A/B	6,406	38	7,097	42	3,703	50	4,258	57	2,775	39	3,301	46
9A	4,311	39	4,775	43	1,748	49	1,963	55	1,206	35	1,371	40
9B	2,095	35	2,322	39	1,955	50	2,294	58	1,569	43	1,930	52
10	4,529	41	4,728	43	2,937	40	3,104	41	1,757	36	2,042	42
11	87	38	113	51								
14	2,501	39	2,609	40	1,278	38	1,334	40	1,011	34	1,121	38
15	237	16	252	17	116	11	165	16	159	13	185	15
21	1,156	31	1,087	36	720	20	831	24	413	23	564	32
22	619	18	638	20	466	14	521	16	390	11	421	12
28	1,346	35	1,606	42	1,362	34	1,517	37	565	30	734	40
29	2,894	31	3,340	37	1,729	28	2,045	33	1,234	21	1,614	27
30A/B	824	22	807	22	599	17	572	17	336	17	391	20
30A	454	24	429	23	316	18	303	17	158	14	177	16
30B	370	21	378	21	284	16	269	16	179	20	214	24
39	1,279	28	1,314	29	882	17	975	19	360	17	450	21
41	1,240	39	1,341	40								
51	1,056	44	1,135	47	565	35	622	38	339	39	366	42
53	1,258	48	1,266	48	727	49	836	54	360	46	388	48
54	775	36	869	40	465	30	597	38	222	22	318	31
55	415	19	437	20	211	14	300	19	167	11	245	16
56	919	27	1,121	34	1,046	29	1,104	31	648	20	719	22
57	583	14	612	15	302	10	293	10	134	8	168	9
58	687	25	726	24	429	23	542	29	351	20	452	25

Q2 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	Boardings	Pass/Hr	Boardings	Pass/Hr	Boardings	Pass/Hr	Boardings	Pass/Hr	Boardings	Pass/Hr
59	1,939	25	2,059	26	772	33	887	38	509	22	610	26
60	2,698	35	2,850	37	1,861	46	2,147	53	1,264	44	1,471	50
61	2,249	29	2,321	30	1,123	29	1,305	33	896	23	1,129	30
62	781	25	812	26	580	25	596	26	269	17	296	18
63	742	41	807	46								
64	438	30	605	33								
65	225	14	258	15	93	7	100	8	46	7	64	10
66	1,525	25	1,614	26	503	32	529	33	284	18	403	25
68	1,295	26	1,378	28	775	27	885	31	496	18	619	22
72	1,324	28	1,458	32	971	20	1,148	24	462	17	564	21
80	4,291	34	4,572	36	3,542	34	3,844	36	2,606	28	3,010	33
81	1,350	26	1,472	28								
82	915	20	962	21	230	10	238	11	88	8	105	9
83	153	12	158	12	89	9	99	11	34	7	47	10
87	1,265	28	1,311	29	1,137	23	1,241	25	487	16	598	20
88	90	16	111	19	64	12	69	13	21	9	21	9
89	468	21	607	28								
90	1,290	27	1,440	30	833	18	1,060	23	459	18	539	21
400	194	15	197	15	82	12	76	11	64	9	63	8
401	165	13	164	13								
433	60	11	56	11								
Alderney	5,152	172	5,423	181	6,091	348	7,953	454	3,989	228	4,942	282
Woodside	2,388	114	2,582	123								

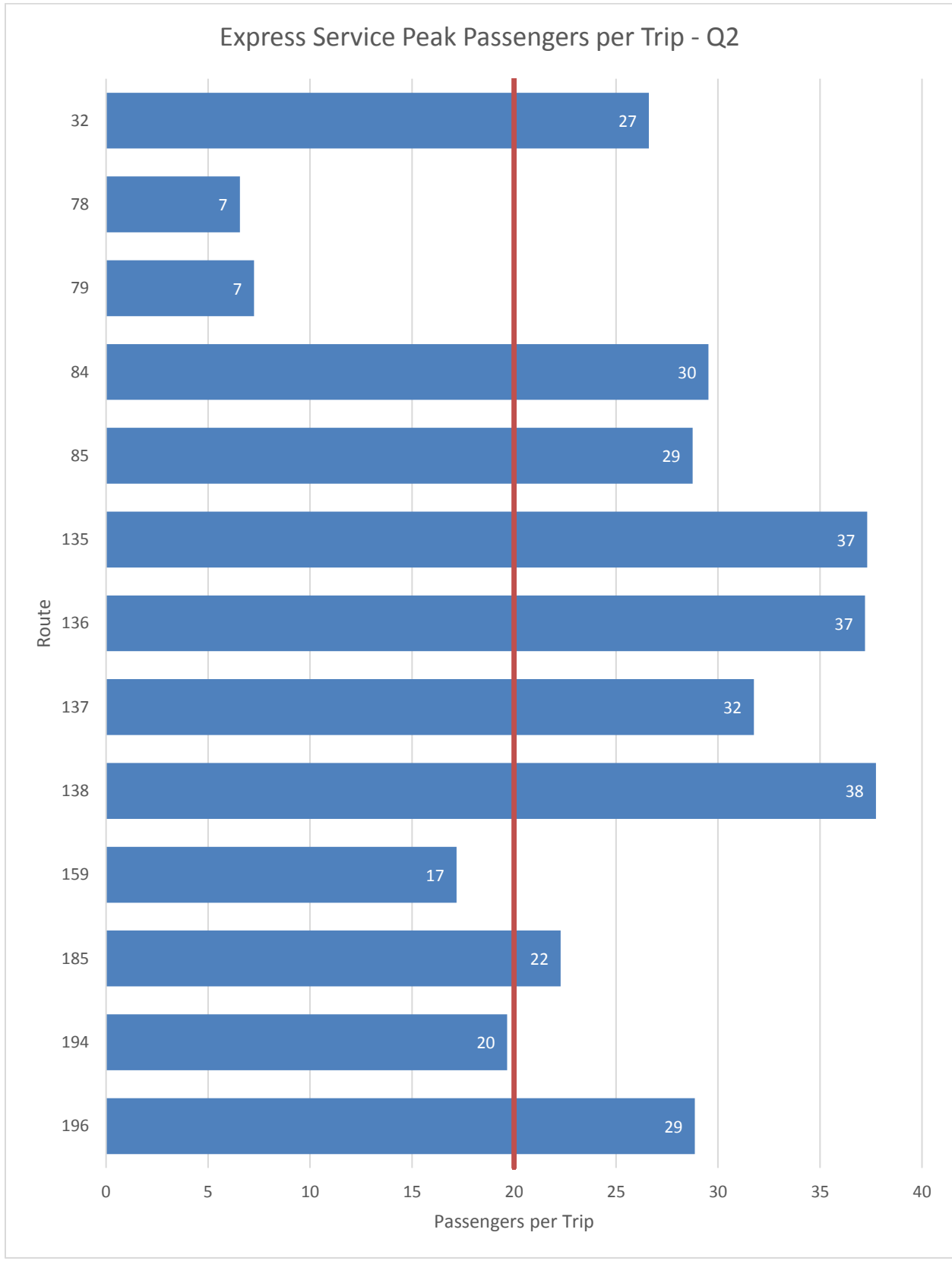
Express Service Peak Boardings and Passengers per Trip

Q2 Comparison - Average Daily Peak Boardings by Route				
Route	Weekday			
	18/19		19/20	
	Boardings	Pass/Trip	Boardings	Pass/Trip
32	436	24	481	27
78	81	6	105	7
79	87	7	93	7
84	810	28	827	30
85	99	25	115	29
123	231	18	291	20
135	466	33	524	37
136	546	34	595	37
137	327	27	381	32
138	447	32	529	38
159	481	16	515	17
185	657	21	715	22
194	123	15	158	20
196	110	28	115	29
320	210	16	227	19
330	325	13	358	17
370	117	8	98	9

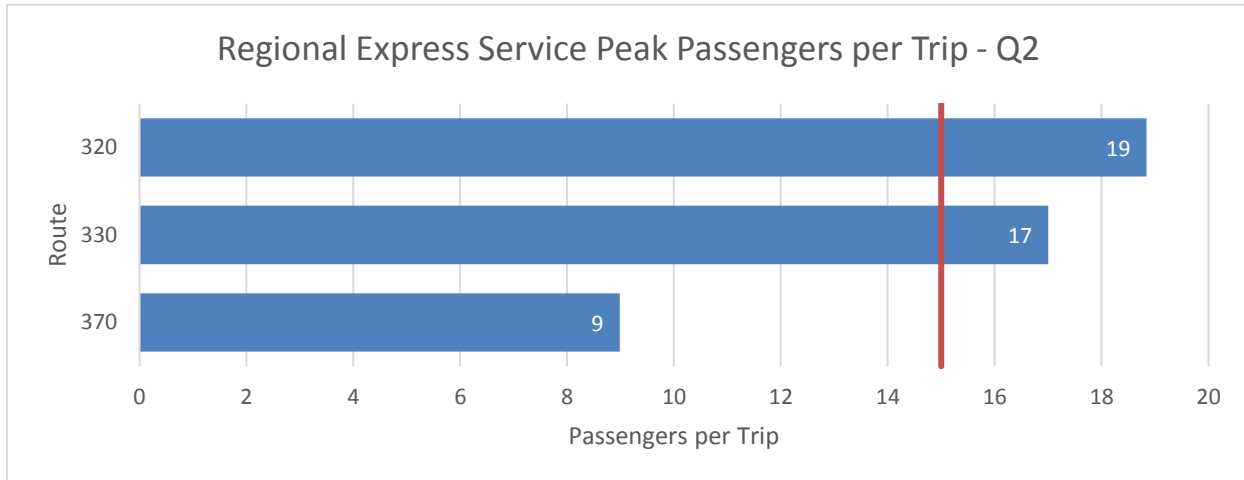
Passengers per Hour by Route



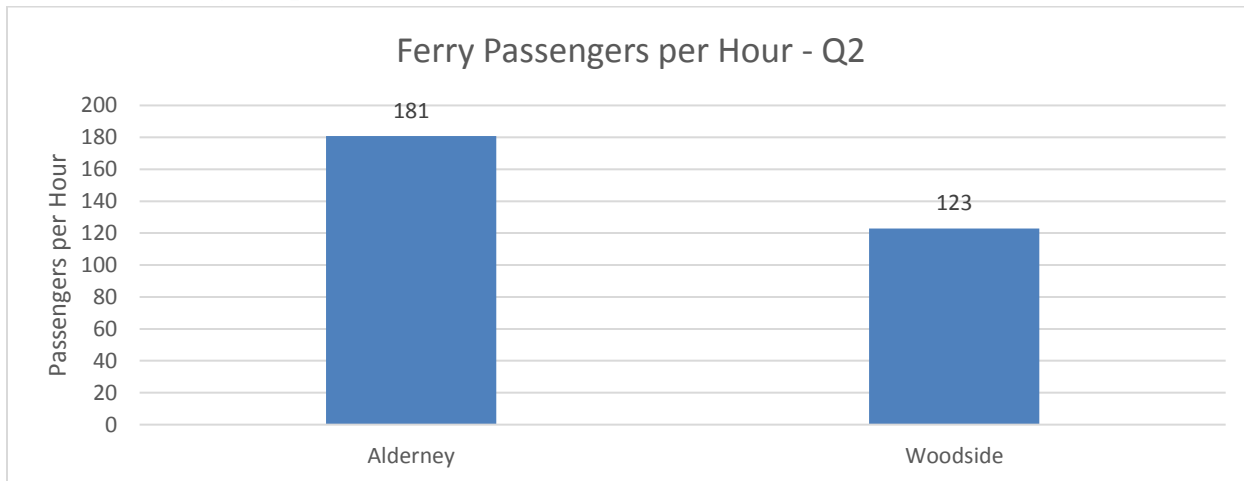
Express Service Peak Passengers per Trip by Route



Regional Express Peak Passengers per Trip by Route



Ferry Passengers per Hour



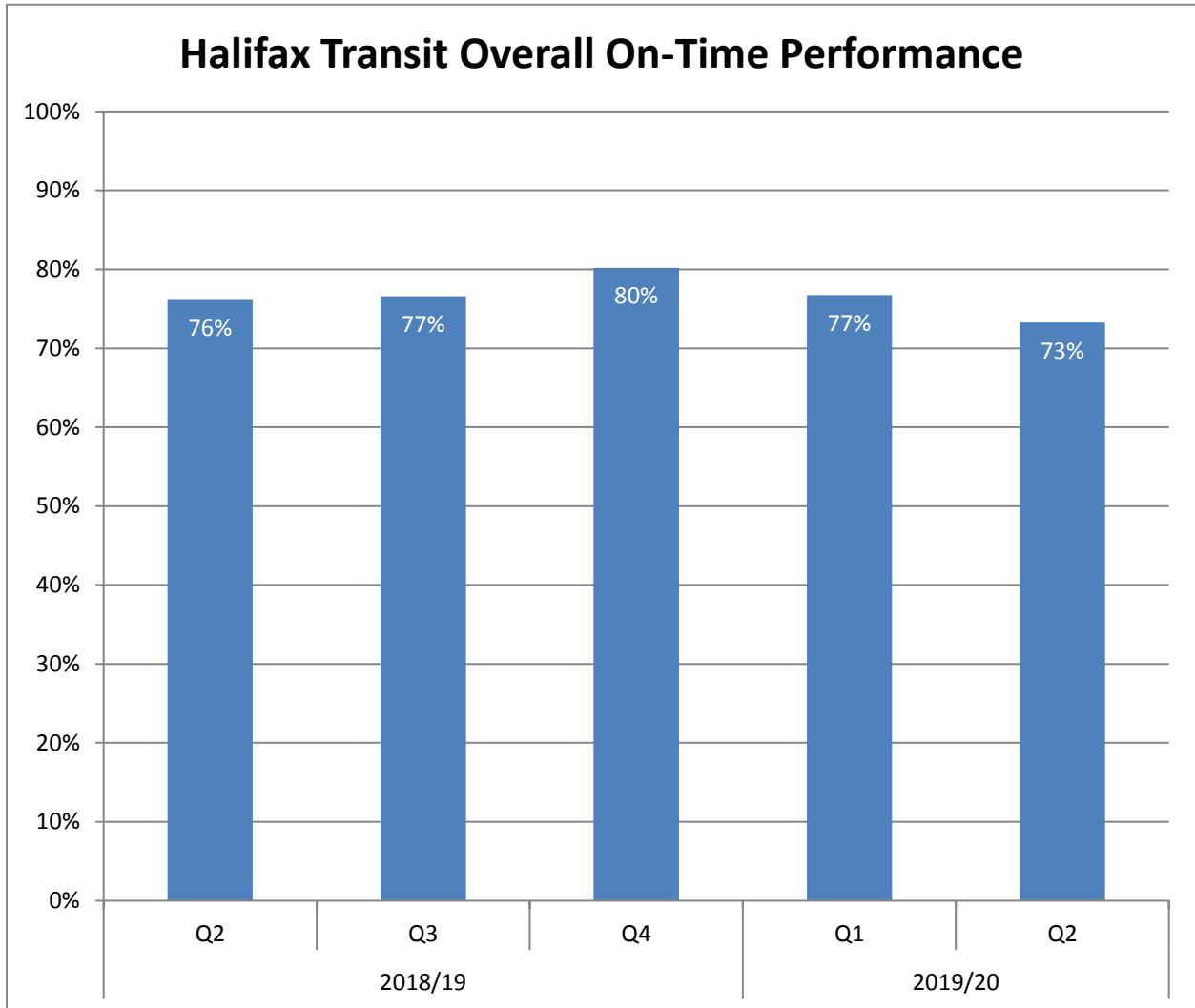
On-Time Performance

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.

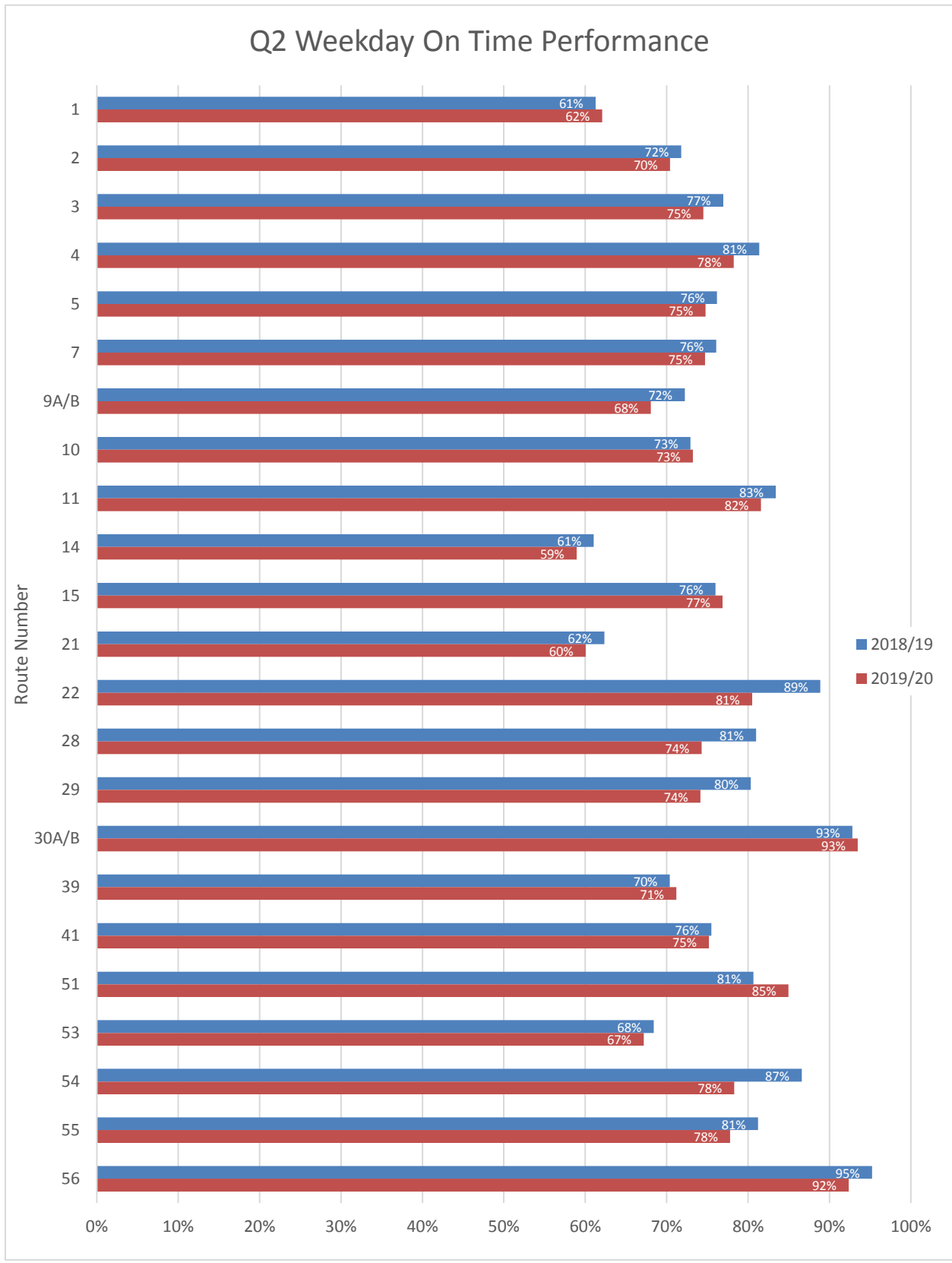
Transit industry standard targets for on-time performance tend to range between 85% and 90%, although service types are not always comparably grouped, nor are schedule adherence definitions consistent between agencies. Halifax Transit will analyze on-time performance across the network in order to establish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

Compared to the second quarter last year, on-time performance dropped from 76% to 73%. 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.

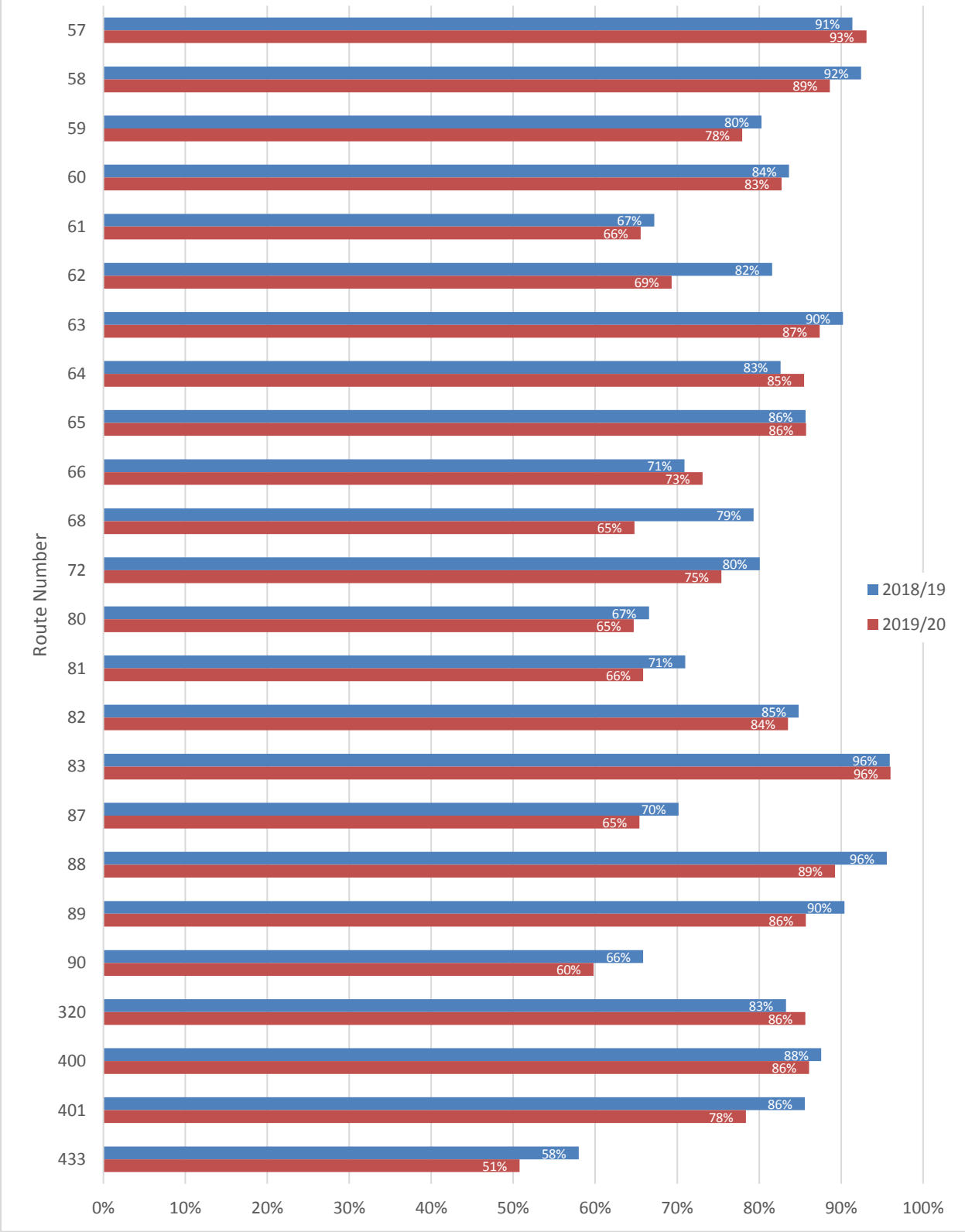
Overall Network On-Time Performance



Weekday On-Time Performance



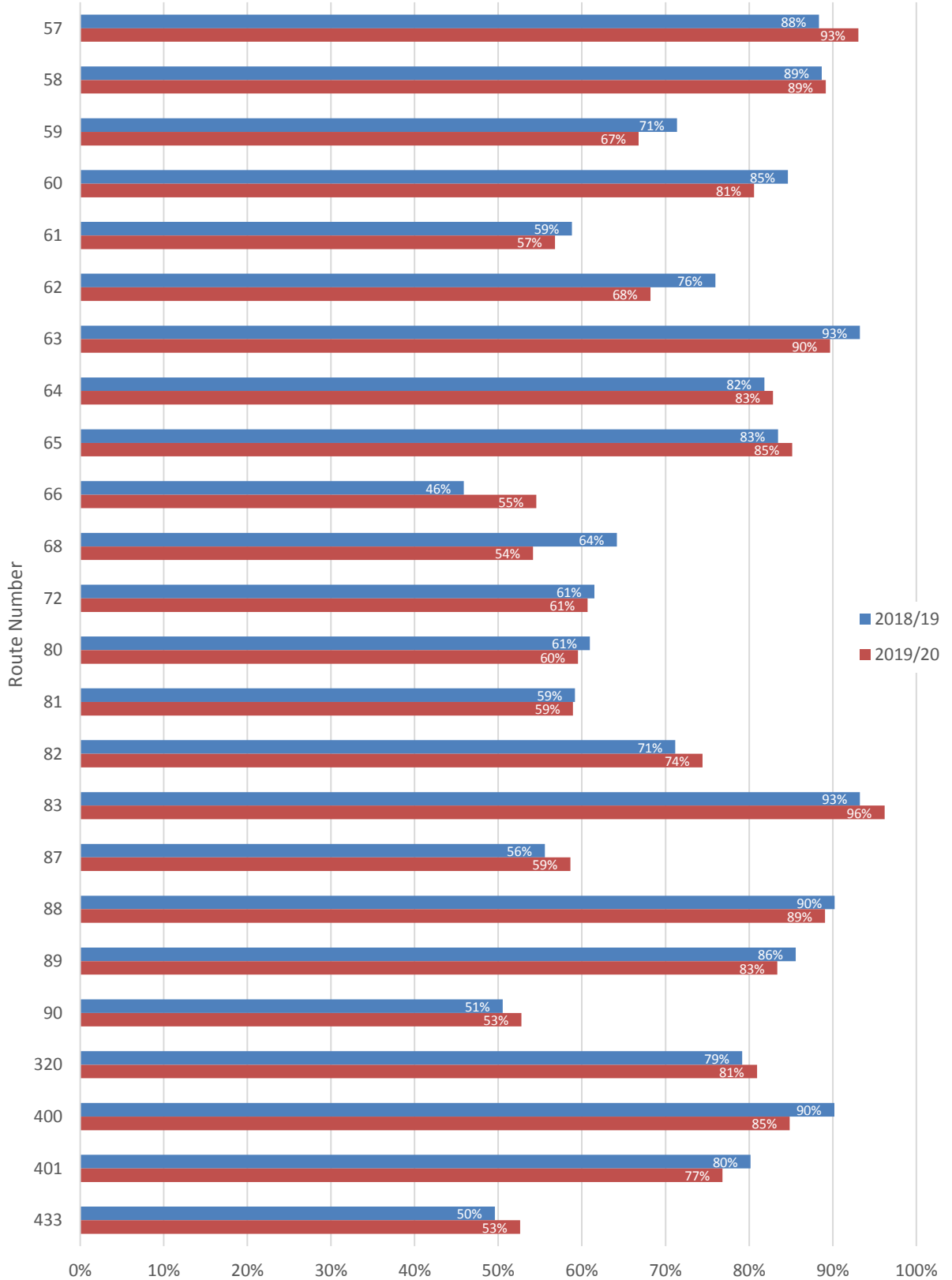
Q2 Weekday On Time Performance



Weekday Peak Period On-Time Performance



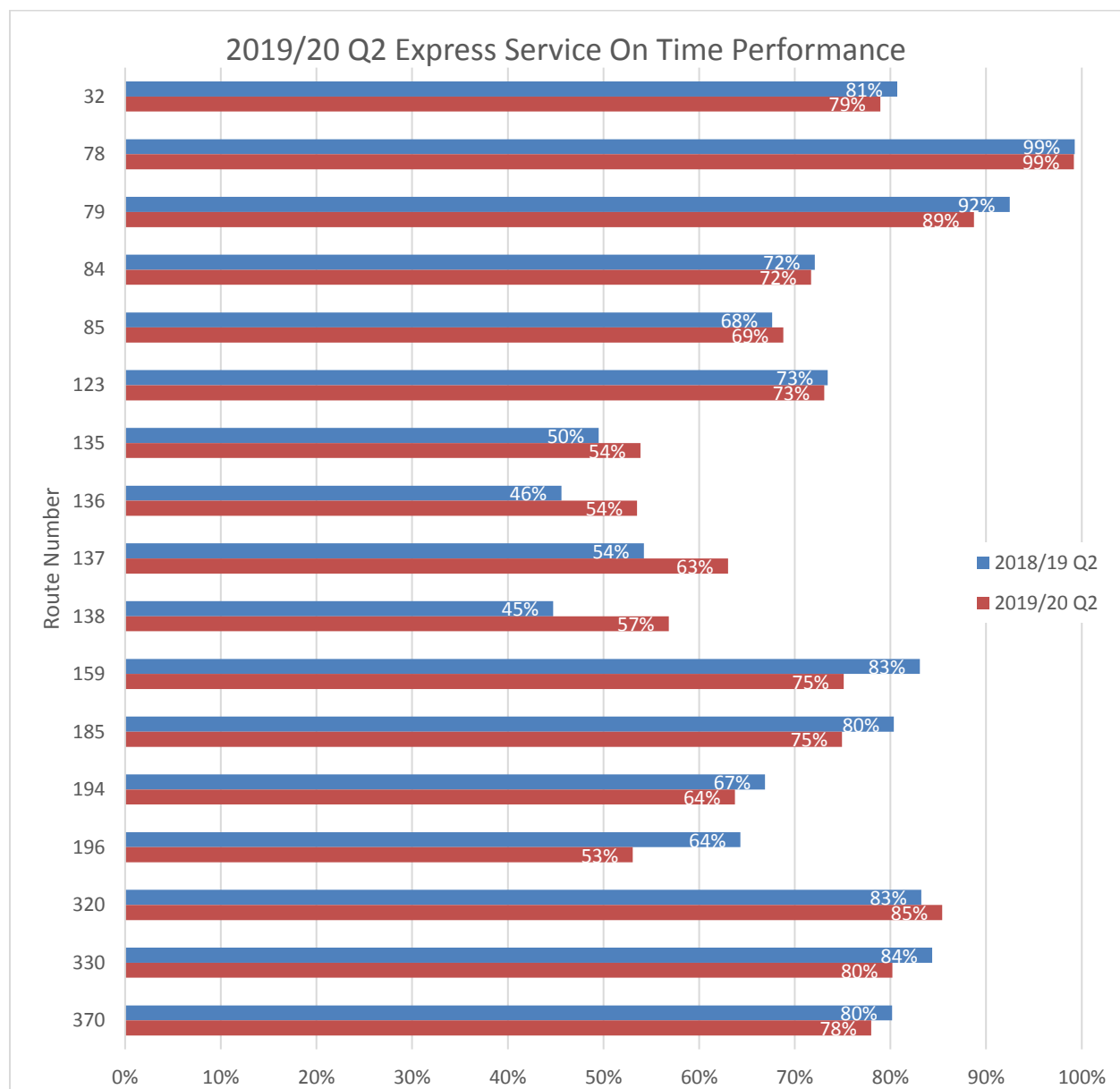
Q2 Weekday Peak On-Time Performance



Express Service On-Time Performance

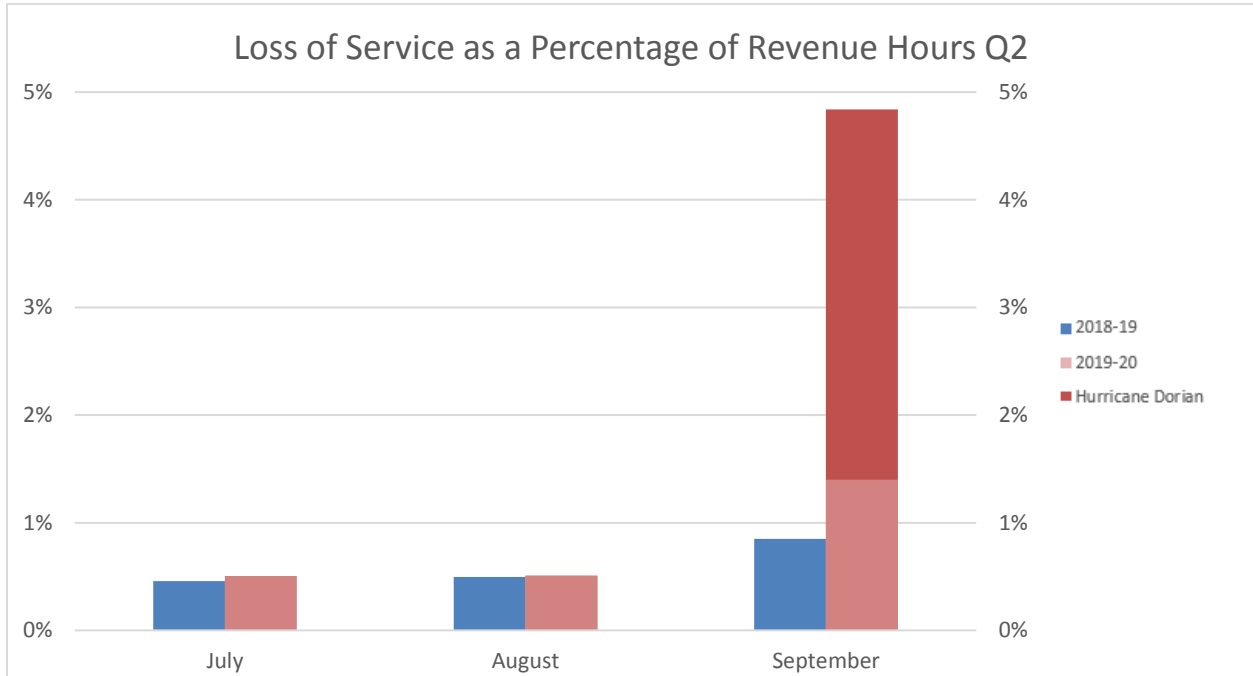
On-time performance demonstrates the percentage of time-point arrivals that are between one minute early and three minutes late. When route schedules are created, the variability of travel times between timepoints is taken into account. Generally, routes are scheduled at the higher end of observed travel 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 graph below 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 second quarter, the total loss of service was 3675 hours and 25 minutes, this equates to 1.77% of the revenue hours for the quarter. Halifax Transit cancelled service in response to Hurricane Dorian September 7th and 8th, when this data is removed, the loss of service total for the quarter is 2739 hours and 45 minutes which is 1.32% of the quarterly revenue hours. The table below shows the total loss of service for each month in the light red with the impact of Hurricane Dorian in the dark red.



Talk Transit Demographic Information & Results

Spring Garden Road Stoplet – August 2019

The Halifax Transit Stoplet survey yielded 182 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	8	4%
Disabled	34	19%
Visible Minority	14	8%
Male	57	31%
Female	87	48%
Other Gender	2	1%

Table 1 Self-Identification of Respondents

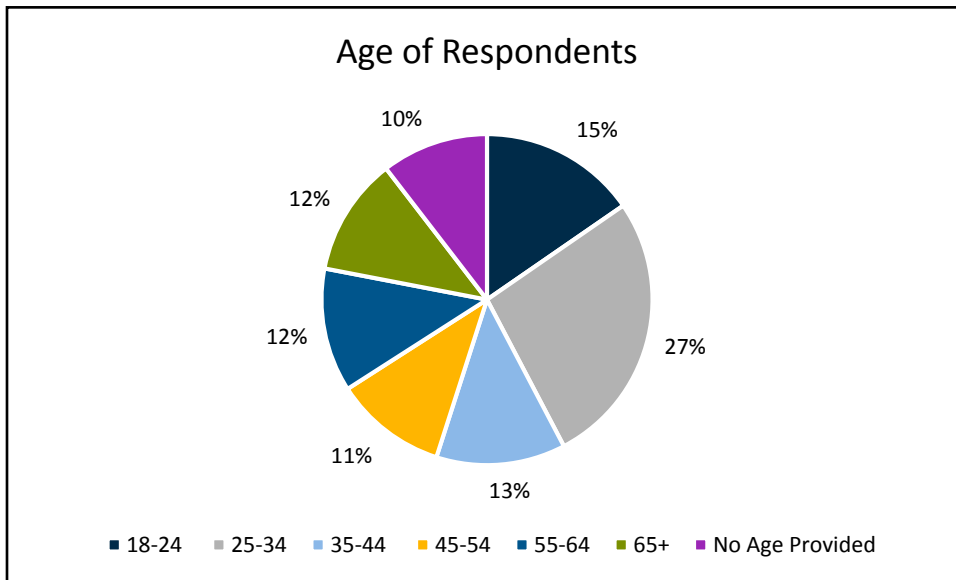


Figure 2 Ages of Respondents

- A total of 28 respondents (15%) are in the age range of 18-24
- A total of 49 respondents (27%) are in the age range of 25-34
- A total of 23 respondents (13%) are in the age range of 35-44
- A total of 20 respondents (11%) are in the age range of 45-54
- A total of 22 respondents (12%) are in the age range of 55-64
- A total of 21 respondents (12%) are in the age range of 65+
- A total of 19 respondents (10%) did not provide an age

Spring Garden Road Stoplet Survey Results

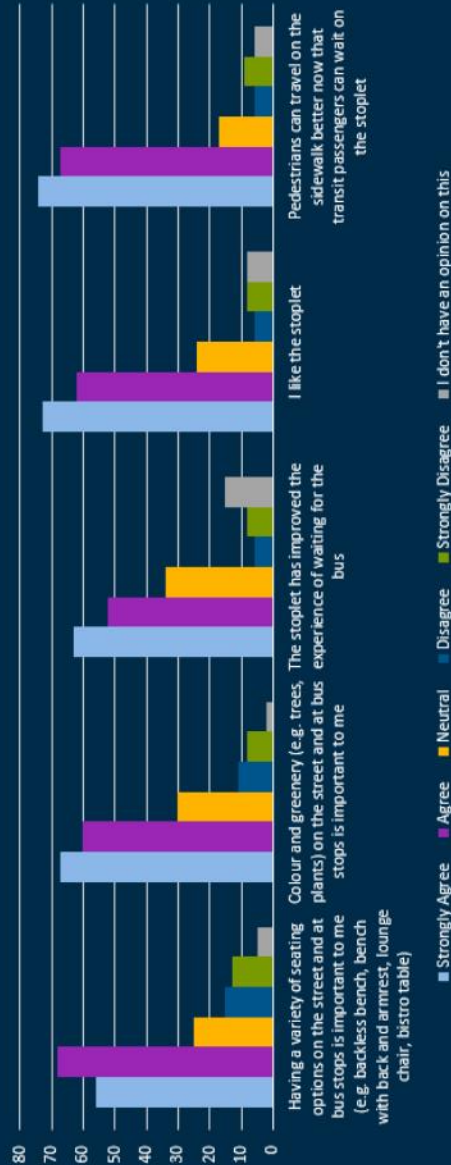
Talk

Transit

HALIFAX
TRANSIT

Highlights

- Many respondents suggested that additional stoplets should be introduced throughout the city.
- It was noted that traffic seems to be moving slower and perhaps causing congestion.
- Many respondents would like to see additional shade and weather protection as well as greenery.
- Passengers feel deterred at this particular location due to panhandling and smoking happening here.
- Garbage receptacles were suggested to maintain the cleanliness of the location.
- The temporary nature of the stoplet is off-putting to some passengers as the wood is perceived to be slippery and the paint does not withstand the season however many suggest that by making the stoplet permanent improvements could be made in this regard to make it more comfortable for all.
- Some riders felt that the individual seats should be replaced with more benches so that more people could sit due to the high pedestrian volumes at this stop.



What's Next?



Thank you for responding to the Talk Transit Spring Garden Road Stoplet survey! Your responses to this survey can be used to evaluate the pilot and further inform streetscaping projects on Spring Garden Road and in other locations

Be sure to check out our latest Talk Transit survey about guide dogs and service dogs.

Guide Dog and Service Dog Survey – September 2019

The Communications survey yielded 189 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	9	5%
Disabled	51	27%
Visible Minority	10	5%
Male	43	23%
Female	104	55%
Other Gender	4	2%

Table 1 Self-Identification of Respondents

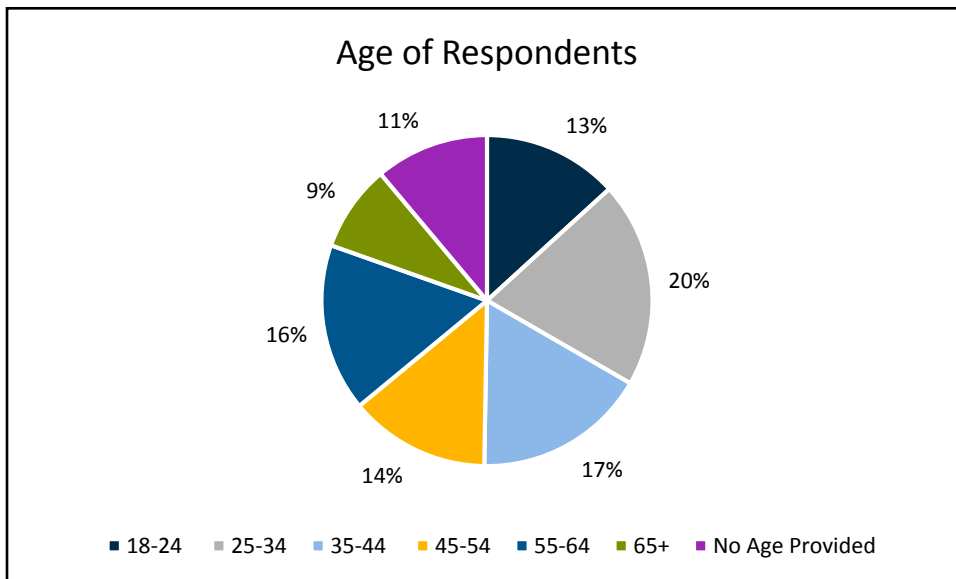


Figure 2 Ages of Respondents

- A total of 25 respondents (13%) are in the age range of 18-24
- A total of 38 respondents (20%) are in the age range of 25-34
- A total of 32 respondents (17%) are in the age range of 35-44
- A total of 26 respondents (14%) are in the age range of 45-54
- A total of 31 respondents (16%) are in the age range of 55-64
- A total of 16 respondents (8%) are in the age range of 65+
- A total of 21 respondents (11%) did not provide an age

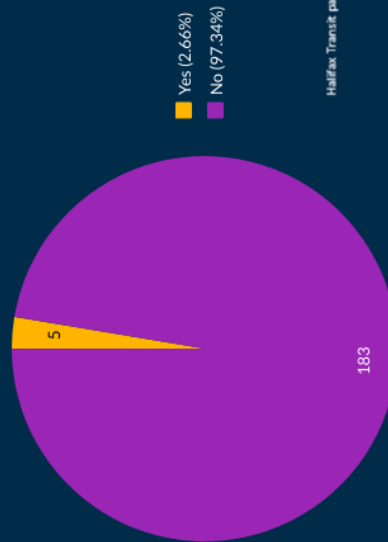
Guide Dog and Service Dog Survey Results



Highlights

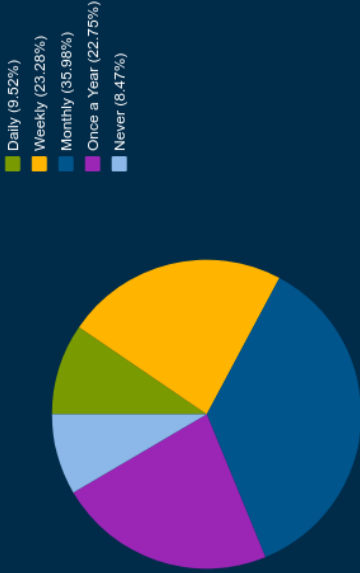
- Many respondents would like to see a space for dogs to be able to lay down near their owner where they are not in the aisle and additional braille signage at bus stops and terminals.
- It was noted that the auditory systems are very helpful and should be implemented in additional ways throughout the transit system.

Do you have a guide dog or service dog?



The Nova Scotia Service Dog Act protects the rights and responsibilities of service dog users. The Nova Scotia Blind Person's Rights Act protects people who are blind or partially sighted accompanied by a guide dog.

How often do you see people with guide dogs or service dogs using Halifax Transit?



Did you know:

Passengers are expected to treat guide dog and service dog handlers with dignity by respecting their privacy and not asking questions about their disability.

You can offer to help a guide dog or service dog team, but don't insist. If the handler says "no", please respect their wishes.

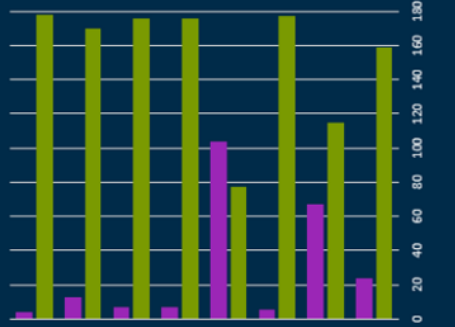
You should never offer food to a guide dog or service dog.

You should never distract a guide dog or service dog, like petting the dog, making eye contact or calling to the dog.

Transit Operators may deny access to a guide dog or service dog if the Operator has reasonable grounds to believe they pose a risk of injury to other passengers.

Halifax Transit: passengers who require the support of a guide dog or certified service dog are allowed to bring them into all Halifax Transit facilities and on all vehicles and vessels.

The Service Dog Act does not protect pets, emotional support animals or therapy animals.



What's Next?



Thank you for responding to the Talk Transit survey about Guide Dogs and Service Dogs on Transit! Your responses to this survey will help to inform future communications and policies regarding guide dogs and service dogs.



TSC Q2 2019/20 Report

January 23, 2020

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

Diversity & Inclusion

- Equitable Employment
- Accessible Information & Communication

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 Software	In Progress

Q2 Highlights - Technology

- In the second 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 Fare Management project team presented a fare strategy report at Transportation Standing Committee July 25, 2019. Fare bylaw changes were approved by council September 17, 2019 and went in effect September 30, 2019.



Interconnected and Strategic Growth

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

Q2 Highlights

- On November 25, 2019, Halifax Transit implemented large-scale service changes in Sackville, Bedford, Dartmouth, and Halifax Mainland South as part of the Moving Forward Together Plan. This latest round of service changes brings the total routes implemented under the Moving Forward Together Plan (MFTP) to 39 or 51% of the total MFTP network.
- A Transit Priority Measure was completed on Main Street, Dartmouth in October 2019. An inbound transit priority lane was also completed on Barrington Street, between Glebe Street and Devonshire Avenue, which introduced an additional 1.3km of transit priority lanes.
- Staff continue to prepare for construction of the Transit Priority lanes on Bayers Road, Young Street and Robie Street in 2020/21 as directed by Regional Council.
- Work is progressing on the Higher Order Transit Strategy.

A Well-maintained Transportation Network

Business Plan Deliverable	Status
Woodside Ferry Terminal Renovation	In Progress

Q2 Highlights

The Woodside Ferry Terminal Renovation is proceeding in two phases.

- Phase 1 prioritizes the installation of two new elevators to address significant issues with the existing vertical lift systems. Construction for Phase 1 for the Woodside Ferry Terminal Renovation is underway and anticipated for completion by March 2020.
- The design for Phase 2, which includes the remainder of the facility, was completed in Fall 2019.

Diversity & Inclusion

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

Q2 Highlights

- Information booklets outlining the routing changes for the November 25th, 2019 Moving Forward Together Plan implementation were printed in 10 languages and distributed to community organizations and HRM libraries in the areas affected by the service changes.
- 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.

Performance Measures

Q2 Highlights

- System wide On-Time Performance this quarter was 73%, dropping 3% from last year.
- The average daily passenger counts this quarter were 103,316 on weekdays, 64,212 on Saturdays and 44,911 on Sundays.
- The Departures Line received over 5,400 passenger calls on a typical weekday this quarter.
- Overall boardings increased 9.5% this quarter from last year, while revenue increased 6.5%.
- Access-A-Bus trips decreased 1% this quarter.
- This quarter 96% of customer feedback was resolved within service standards.

Performance Measures

Q2 Highlights

- The average fuel cost this quarter was 73 cents/litre, seven cents/litre higher than the budgeted cost.
- The mean distance between failures for conventional transit services this quarter was 9,304 km.
- The mean distance between service calls (MDBS) for conventional was 4,080 kms, increasing 14% compared to the previous year; the MDBS for Access-A-Bus was 34,920 kms.
- The maximum daily number of buses that could not complete their scheduled service due to a mechanical defect was 22, while the daily average was 5.6.
- Maintenance cost per kilometer was \$1.26/km, two cents lower than the budget cost of \$1.28/km.