

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.”*

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

Q3 Highlights – The Department of Community Services Transit Pilot Pass Program enrollment continues to grow. 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 January 2020, approximately 10,429 passes have been issued to DCS clients.

Affordable Access Program*: Low Income Transit Pass Program (LITP)

As of December 31, 2019, approximately 1,900 residents have been approved to purchase monthly transit passes at the 50% discounted fare. Of these, approximately 31% have not purchased a monthly pass since July 2019 and therefore, may be removed to allow approved applicants to participate, if necessary.

During the third quarter, an average of 69% of the participants purchased a discounted monthly pass.

Month	Passes purchased	Approved applicants	Inactive participants removed	Approved applicants on waitlist
October 2019	1,217	1,708	n/a	n/a
November 2019	1,203	1,681	n/a	n/a
December 2019	1,213	1,845	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).

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.”*

Q3 Highlights – In the third 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 environment configuration, subject matter expert demo sessions, and training deliverables for the implementation of Phase 1, the replacement of HASTUS.

The Fare Management project team 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 the Transportation Standing Committee in the first quarter of 2020/21.

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 had been issued; however, the RFP was cancelled to include additional requirements and will be reposted in early 2020.

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.”*

Interconnected and Strategic Growth	
Business Plan Deliverable	Status
Moving Forward Together Plan Implementation - Year 3	Complete
Transit Priority Measures	In Progress

Q3 Highlights – On November 25, 2019, Halifax Transit implemented large-scale service changes in Sackville, Bedford, Dartmouth, and Halifax Mainland South. This marks the third phase of the *Moving Forward Together Plan (MFTP)* 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. This latest round of service changes brings the total routes implemented under the MFTP to 39 or 51% of the total MFTP network.

Significant progress was achieved on the Rapid Transit Strategy (previously Higher Order Transit Strategy). A draft rapid transit network was developed, and public engagement began on February 24, 2020.

Work continues to prepare for the construction of two major Transit Priority corridor projects on Bayers Road, Young Street and Robie Street in 2020/21.

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.”*

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

Q3 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. Phase 1 construction is progressing and is anticipated for completion by spring 2020. Preparation for Phase 2 construction, including new escalators and a comprehensive renovation to the remainder of the facility continues. Phase 2 construction is anticipated to begin in summer 2020.

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

Q3 Highlights – The Bus Maintenance division is continuing to foster relationships with the external agencies of ISANS, Women Unlimited, and the Nova Scotia Apprenticeship Agency. An ISANS Truck and Transport candidate completed the first 12 week evaluation pilot project to be facilitated through Halifax Transit. This pilot helped to conduct on site skill review regarding the out of country mechanic experience in comparison to the Canadian standards in the transit facility. A permanent hire was the result of the pilot project. Halifax Transit will be working with the Nova Scotia Apprenticeship Agency for review of the new employees work credit hours to determine if any would apply to the apprenticeship mechanic certification. Women Unlimited participated in a tour of our Ragged Lake Transit Centre which included first and second year Truck and Transport students. Meetings with their workforce development coordinator have produced female work-term placements for the second year in a row.

Halifax Transit recently launched orientation guides and videos for new users, in multiple languages, on “How to Use Halifax Transit”.

Q3 Performance Measures Highlights - Please see Attachment B, *Halifax Transit 2019/20 Q3 Performance Measures Report* for additional performance measures and detailed route level statistics. As large-scale adjustments took effect on November 25, 2019, mid quarter, some routes have since been discontinued. Instances where route numbers have been re-used post implementation, will be labelled ‘old versus ‘new’.

- Overall boardings increased 6.8% this quarter from last year, while revenue increased 12.6%.
- Average daily boardings in Q3 were 104,435 weekdays, 57,520 Saturdays and 40,844 Sundays.
- System wide on-time performance was 79%, an improvement of 3% from Q3 last year.
- The Departures Line received over 4800 passenger calls on a typical weekday this quarter.
- Access-A-Bus operated 11.4% more trips this quarter when compared to the previous year.
- This quarter 90% 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 MDBF for conventional service was 10,174 km, a 52% improvement from Q3 last year.
- The MDBS for conventional was 3,856 kms, an improvement of 19% from Q3 last year.
- The MDBS for Access-A-Bus was 36,436 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 5.
- Maintenance cost was \$1.28/km, 1 cent lower than the budget cost of \$1.29/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 Q3 Performance Measures Report

Attachment C: Talk Transit Survey Results Infographic

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

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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]	In Progress- Behind Schedule. New Technology in terms of Mobile Data Computers (MDCs) will be instrumental in achieving the vision of same day service, and guaranteed accessible transit. The RFP for the MDCs had been issued, however was cancelled to include additional requirements. It will be reposted in early 2020.
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]	Pending work for concrete and shelter installations has completed. Sites eligible for upgrade in 2020/21 have been identified. Work will begin in spring 2020.
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.
Fare Management Project – Phase 2	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]	On Target
Fixed Route Planning, Scheduling and Operations	The primary objective of the Fixed Route Planning, Scheduling and Operations project is to implement a Planning, Scheduling and Operations software solution that enables Halifax Transit to operate more efficiently. The existing 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.	Delayed due to vendor development challenges.

Attachment A Halifax Transit 2019/20 Business Plan Deliverables

<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>Complete</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>Two transit priority measures were completed in 2019/20 (Main Street and Barrington Street). The transit priority measure for Portland Street requires additional design and will be explored for construction in 20/21.</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. Phase 1 construction (the elevator shaft and elevator install) has begun and is anticipated to be completed by spring 2020. Preparation for Phase 2 construction, which includes new escalators and a comprehensive renovation to the remainder of the facility continues. Phase 2 construction is anticipated to begin in summer 2020.</p>
<p>Equitable Employment</p>	<p>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]</p>	<p>On Target</p>
<p>Accessible Information and Communication</p>	<p>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]</p>	<p>Complete</p>

Attachment B: 2019/20 Halifax Transit Q3 Performance Measures Report

2019/20 – Q3

Performance Measures Report

HALIFAX
TRANSIT

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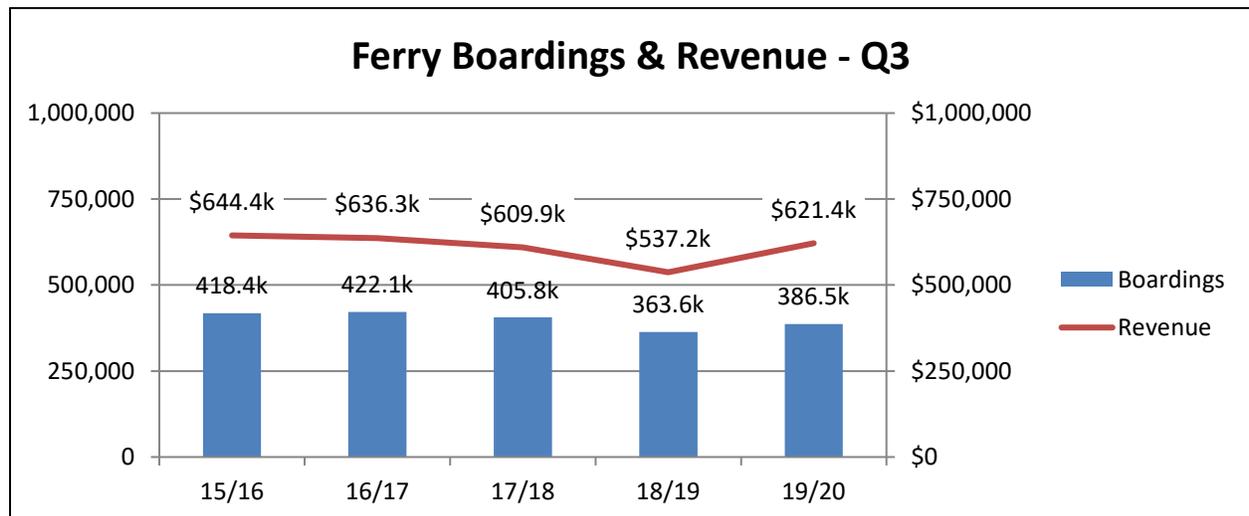
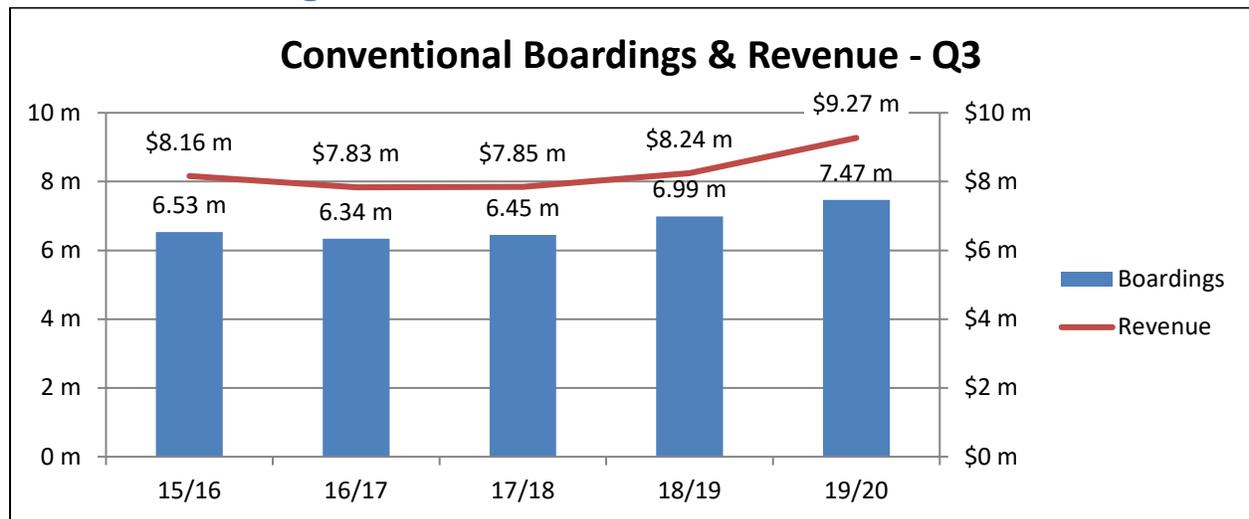
Boardings & Revenue

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.

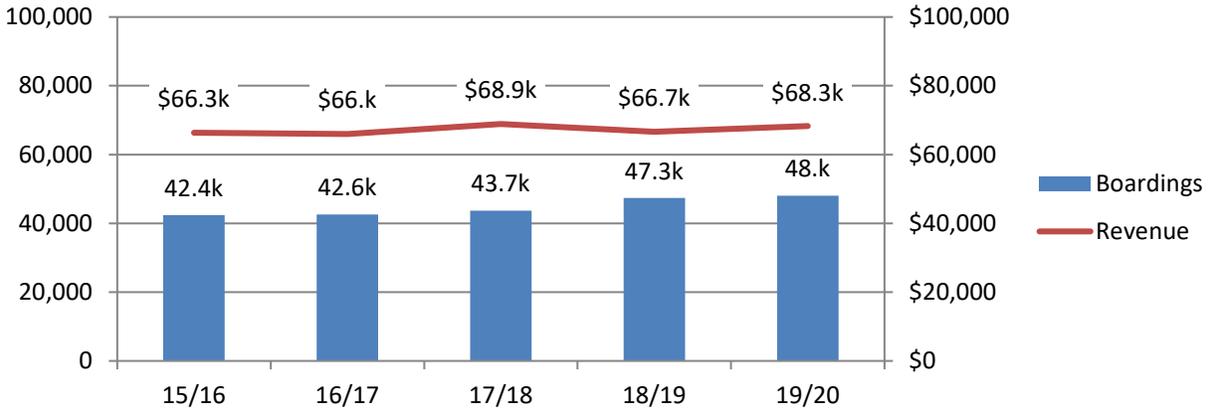
By installing Automatic Passenger Counter (APC) systems throughout the network in the 2017/18 fiscal year, Halifax Transit is now able to track the number of boardings by counting passengers entering the bus at each stop, instead of estimating boardings from revenue. Therefore, the data source for boardings 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 third quarter, Conventional boardings increased 6.8% from this quarter last year, Ferry boardings increased by 6.3% and Access-A-Bus boardings increased 1.5%. Overall, system wide boardings increased this quarter by 6.8% compared to last year. Overall revenue this quarter increased 12.6% from last year. It is estimated that 8.7% of the 12.6% increase in revenue can be attributed to the fare increase.

Historical Boardings & Revenue



Access-A-Bus Boardings & Revenue - Q3

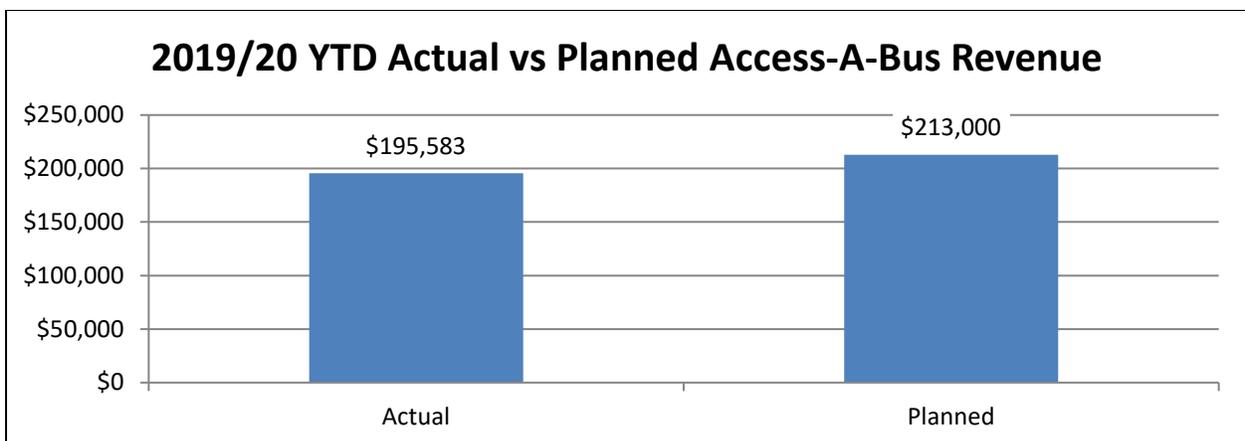
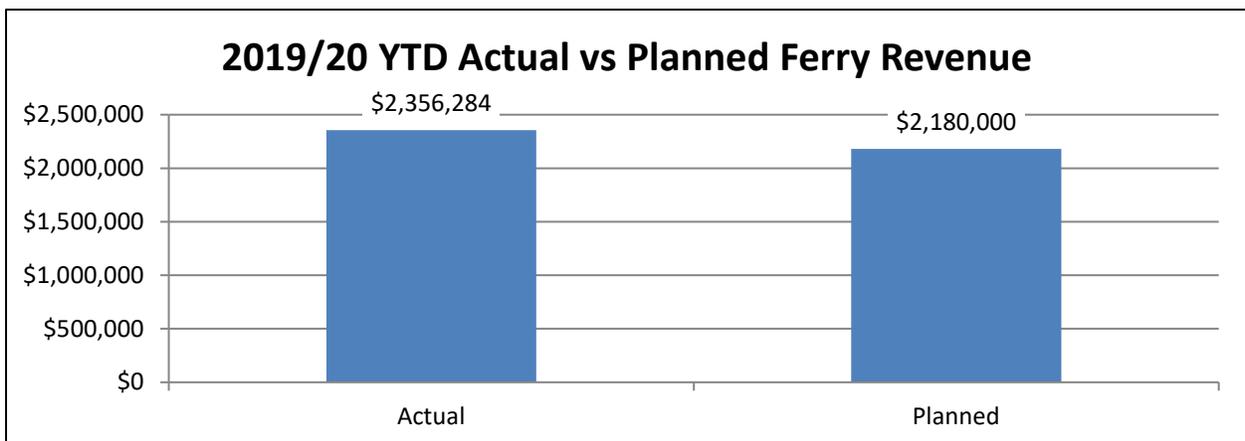
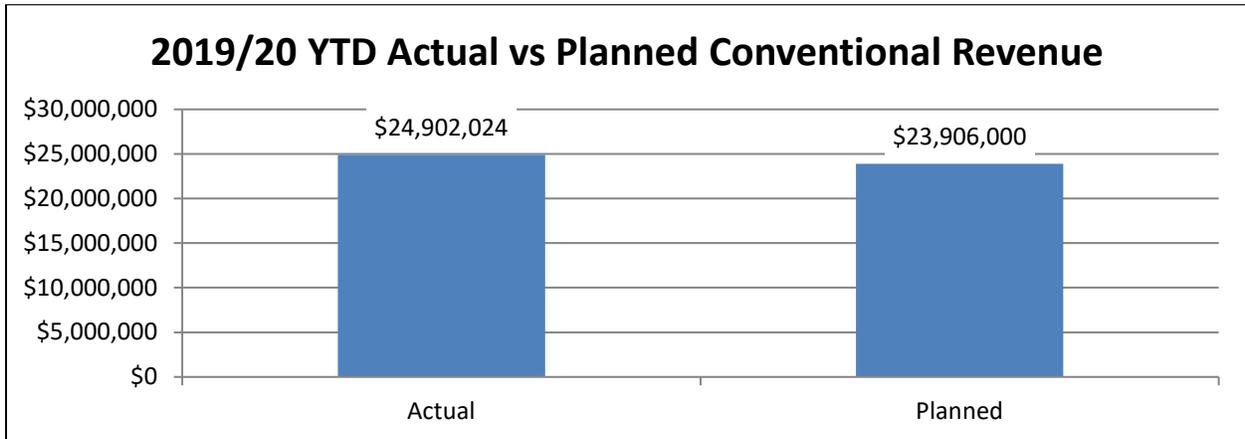


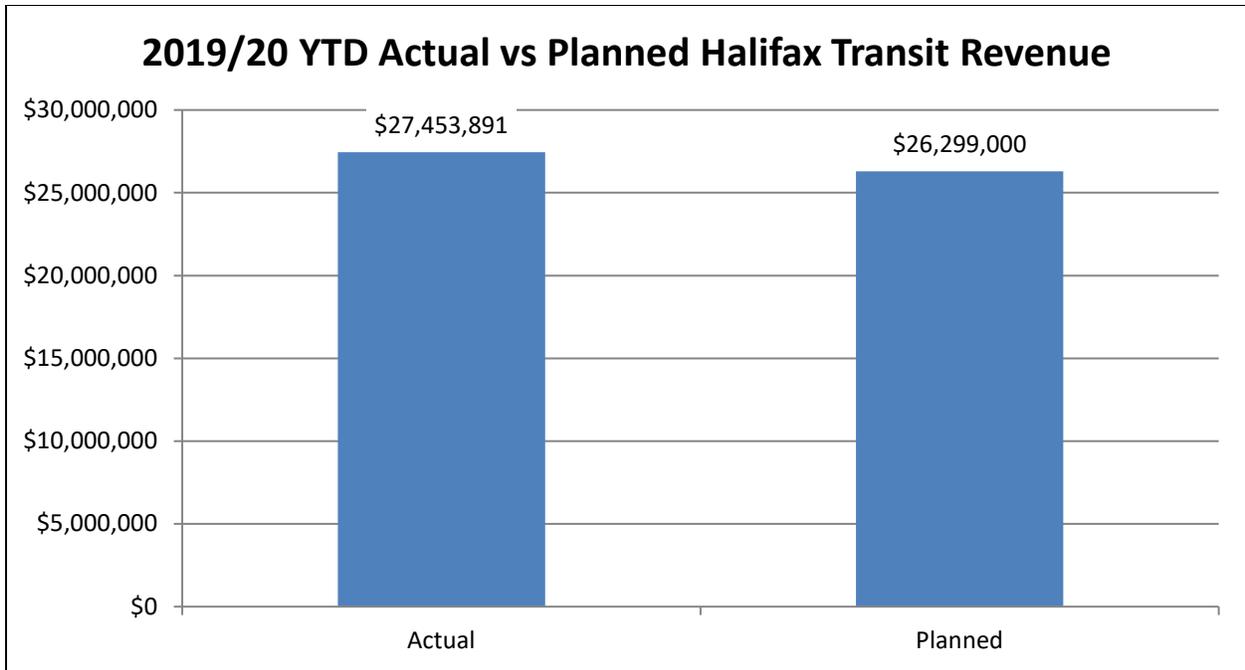
Halifax Transit Boardings & Revenue - Q3



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. Year to date Conventional revenue in the third quarter increased 9.2% from this time last year and is trending 4.2% above the planned amount. Ferry revenue to date increased 4.1% and is trending 8.1% above the planned amount. Access-A-Bus revenue to date has decreased 6.6% and is trending 8.2% below the planned amount. Overall revenue to date has increased 8.6% from this time last year and stands 4.4% higher than the planned amount.

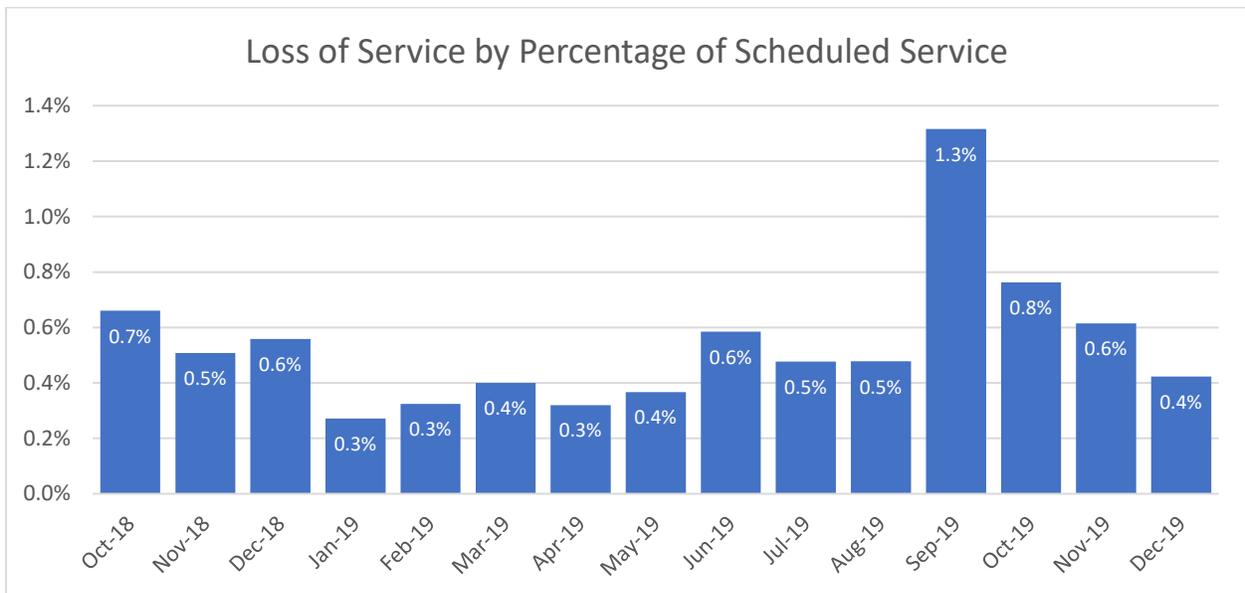




Loss of Service

Loss of service represents the total number of scheduled bus 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 third quarter, the total loss of service was 1272 hours and 28 minutes, which is 0.6% of the quarterly revenue hours. The table below shows the total loss of service for each month. September 2019 figures do not include service lost due to Hurricane Dorian.

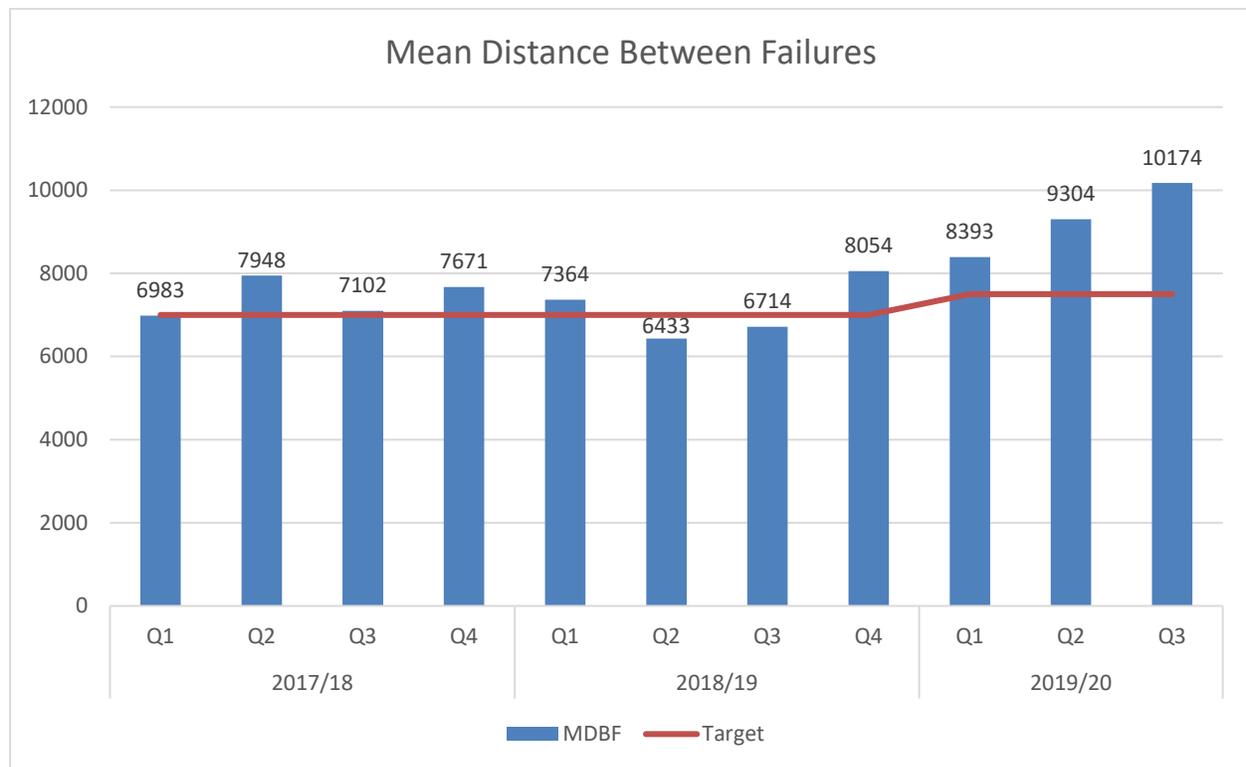


Mean Distance Between Failures

Halifax Transit’s Mean Distance Between Failures (MDBF) is the distance in kilometres 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 7,500 kms for 2019/20. The target for this KPI shall be revisited on annual basis to promote continuous improvement, which may be achieved by implementation and support of quality and preventative maintenance initiatives.

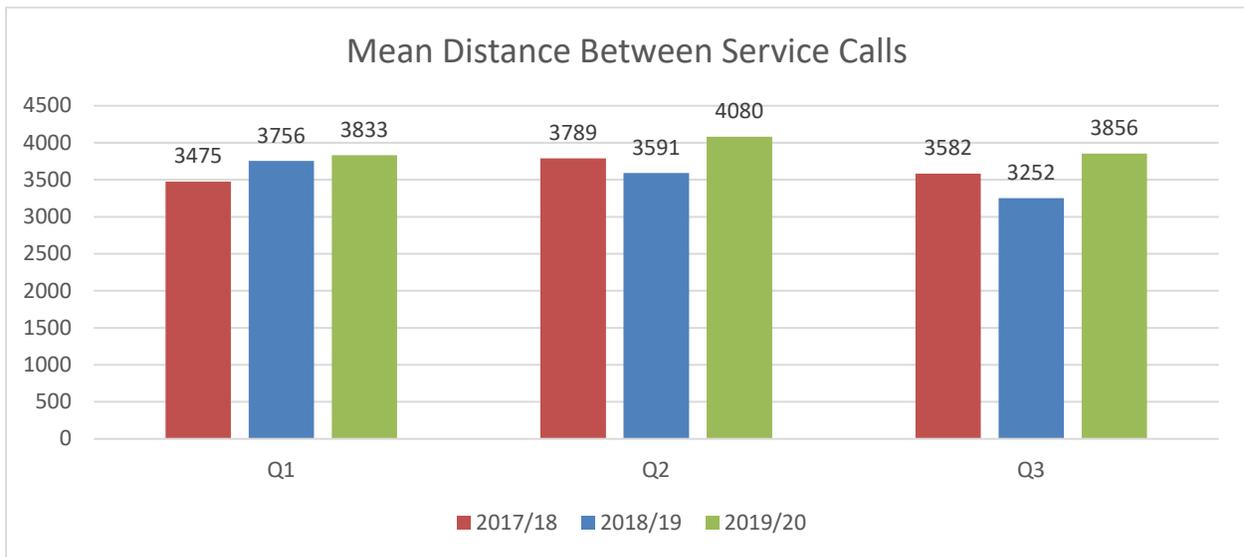
For the third quarter of 2019/20, the MDBF for Conventional transit is 10,174 kms. This is equivalent to a 52% improvement from the third quarter of the previous year. Bus Maintenance will continue to monitor this KPI and further develop quality initiatives to decrease aftertreatment and cooling system defects.



Mean Distance Between Service Calls

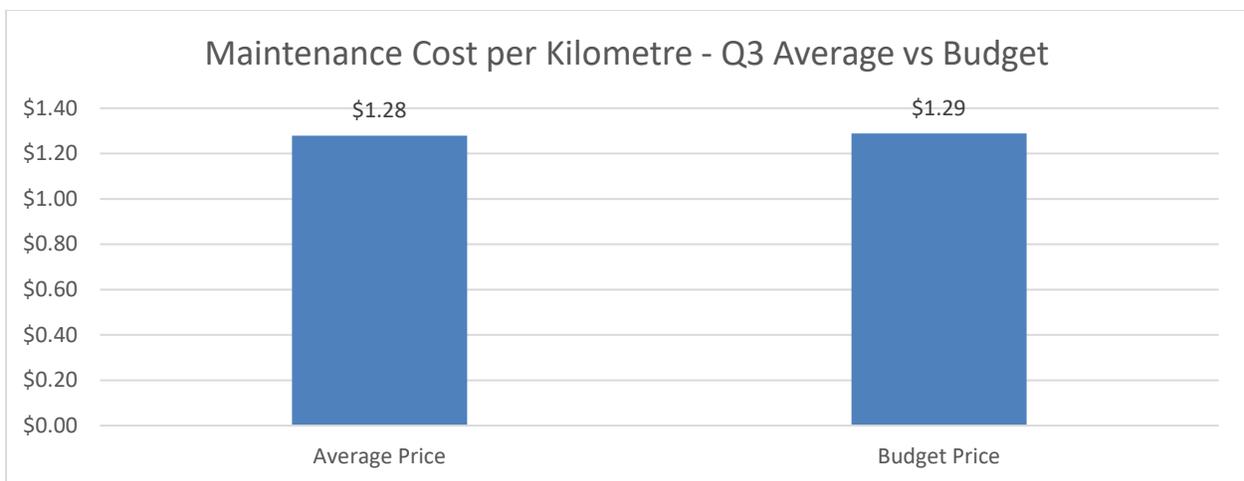
Mean Distance Between Service Calls (MDBS) reflects the average distance in kilometres covered between maintenance service calls. This metric includes all instances of service calls, including issues with secondary equipment, passenger-related events and damages to the bus resulting from minor accidents.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

For the third quarter of 2019, the MDBS for Conventional transit was 3,856 kms. In comparison to the third quarter of 2018/2019 (3,252), this is an improvement of 19%. For the third quarter of 2019, the MDBS for Access-A-Bus service was 36,436 kms. Bus Maintenance will continue to monitor this metric in order to reduce service calls.



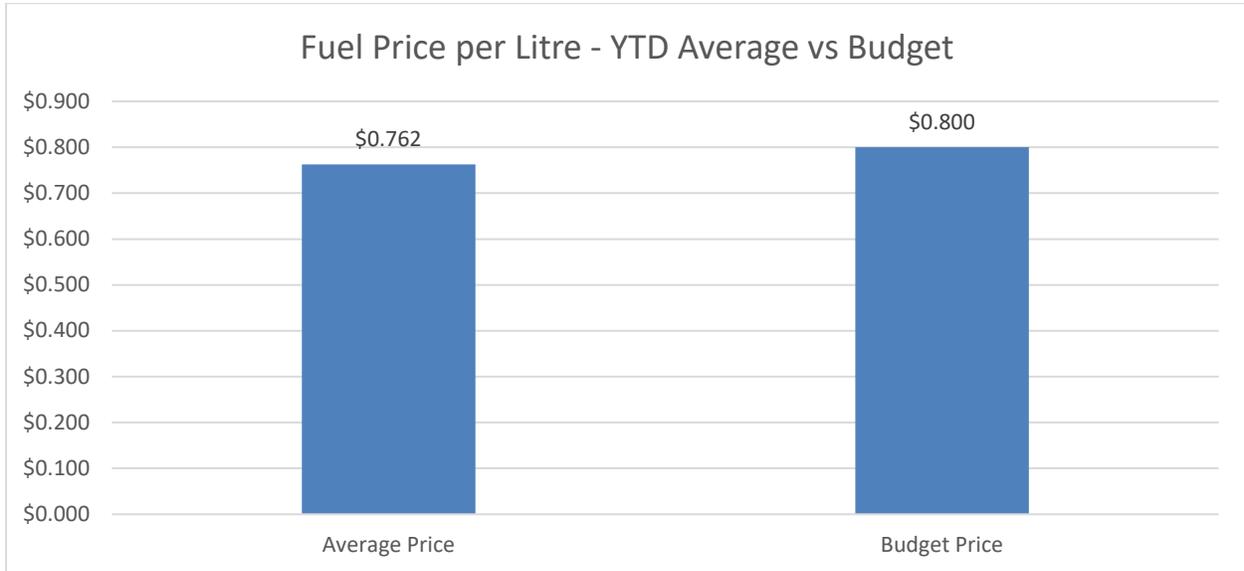
Bus Maintenance Cost – Quarter Average vs Budget

In the third quarter maintenance costs were \$1.28/km, while the budgeted maintenance cost was \$1.29/km. Therefore, in the third quarter the average cost per km was under budget by \$0.01/km. 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 third quarter, the average fuel price to date was 76 cents/litre, 4 cents lower than the budgeted cost per litre.

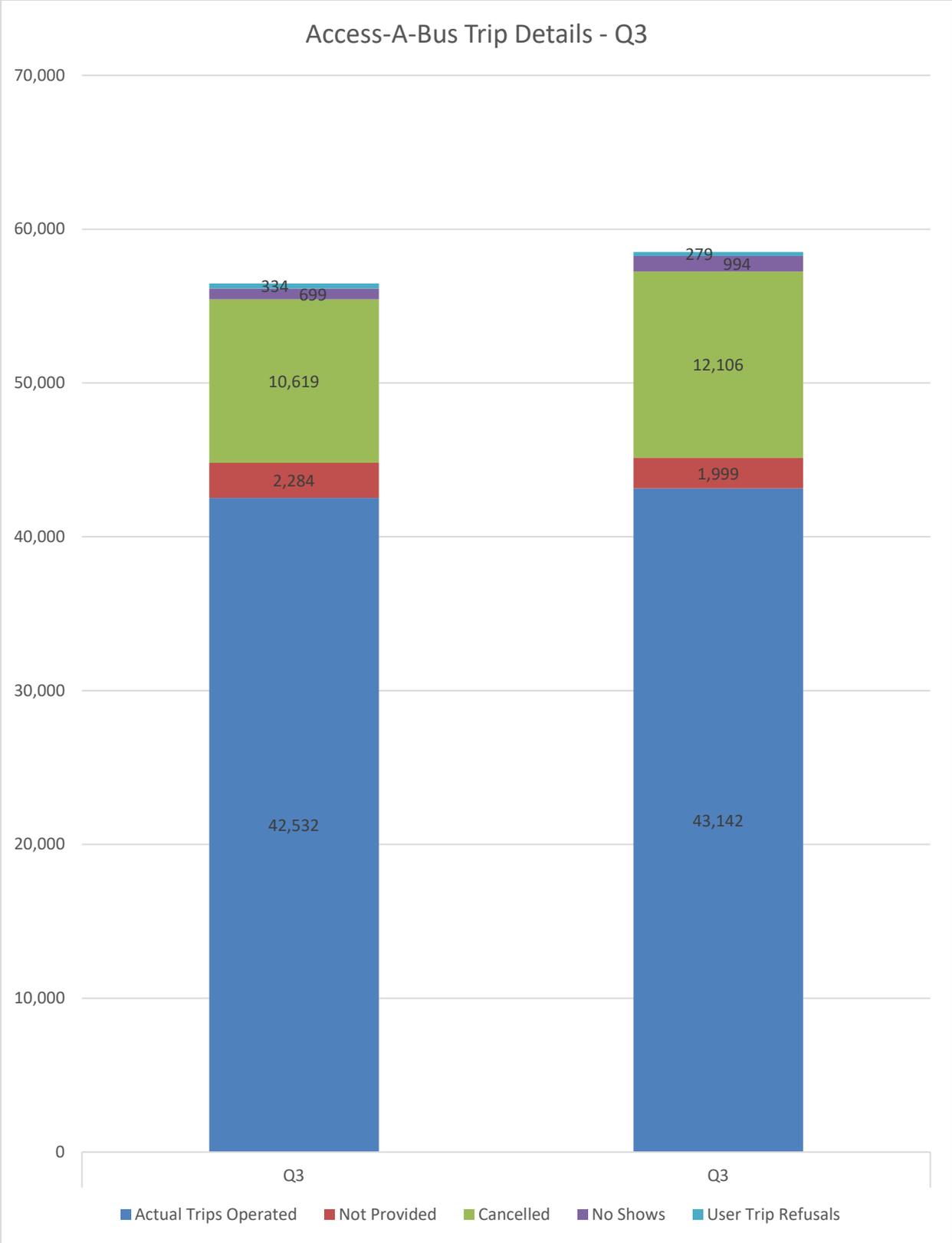


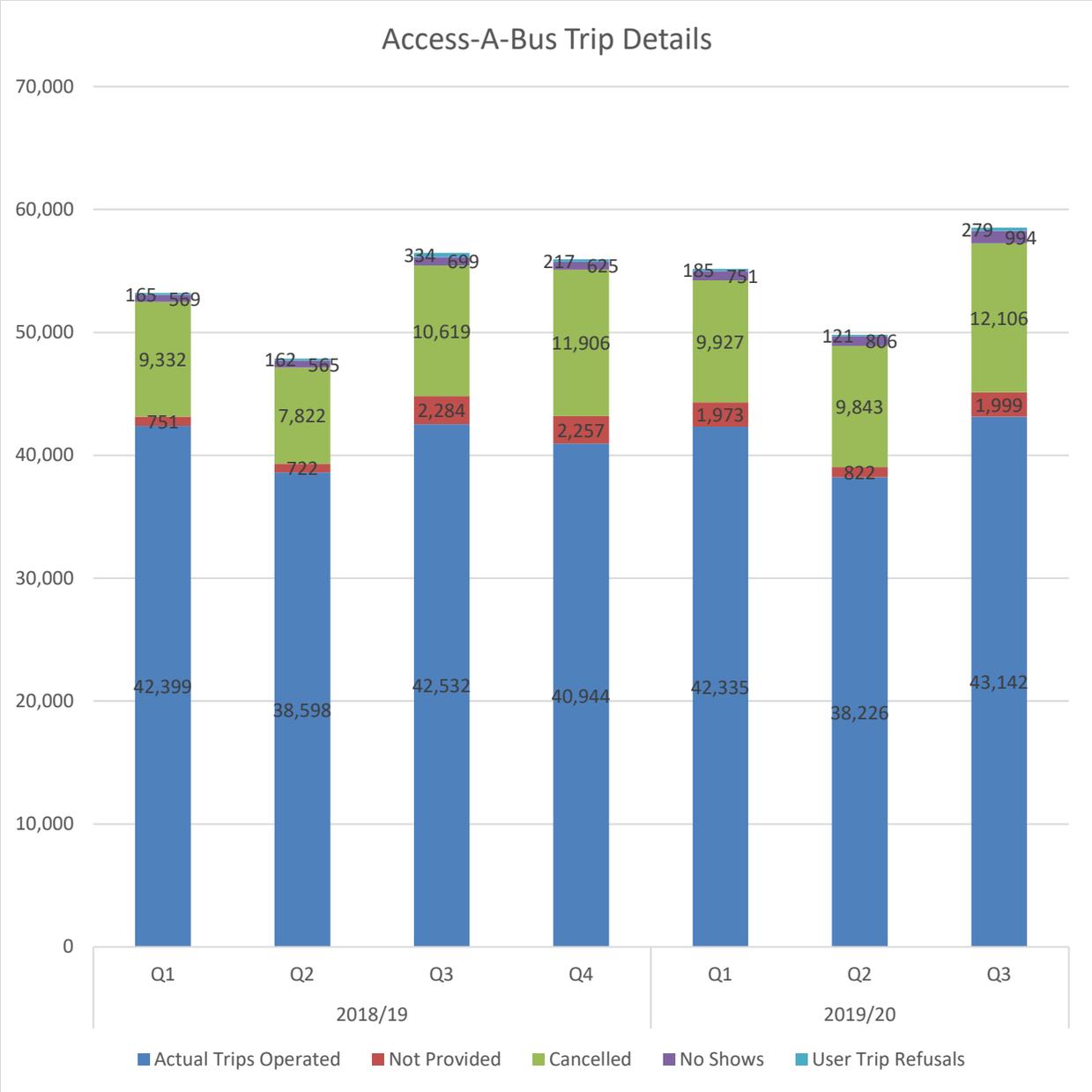
Access-A-Bus Trip Details

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 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 further revision to the reporting categories would more accurately reflect the service and passenger experience and would better align with the key performance indicators. The category previously reported as “Waitlisted” will be reported as “Not Provided” and includes requested trips that could not be provided within the quarter. Those trips that were previously reported as “Not Provided” were erroneous and are now removed from the requested trip totals. A new category has been included; “User Trip Refusals”, and includes any trips where the customer declined a booking that was offered within a half hour of their desired trip time. Analysis and interpretation of the new data set resulting from the 2018 software upgrade is ongoing. 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.

In the third quarter of 2019/20, 610 more trips were operated compared to third quarter last year, an increase of 1.4%. The trips that were not provided decreased by 12%, compared to this quarter last year.



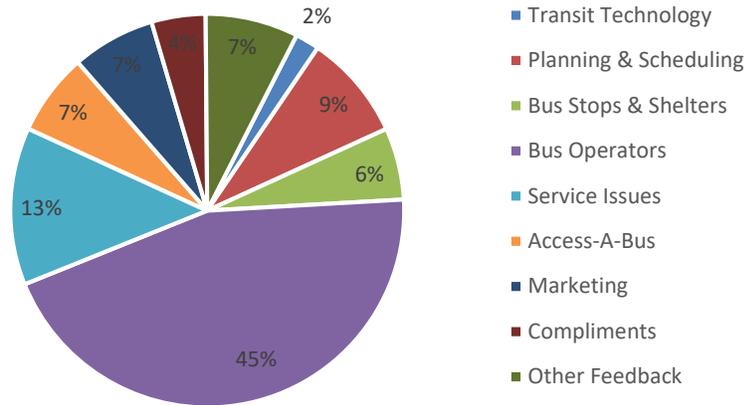


Customer Service – All Services

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

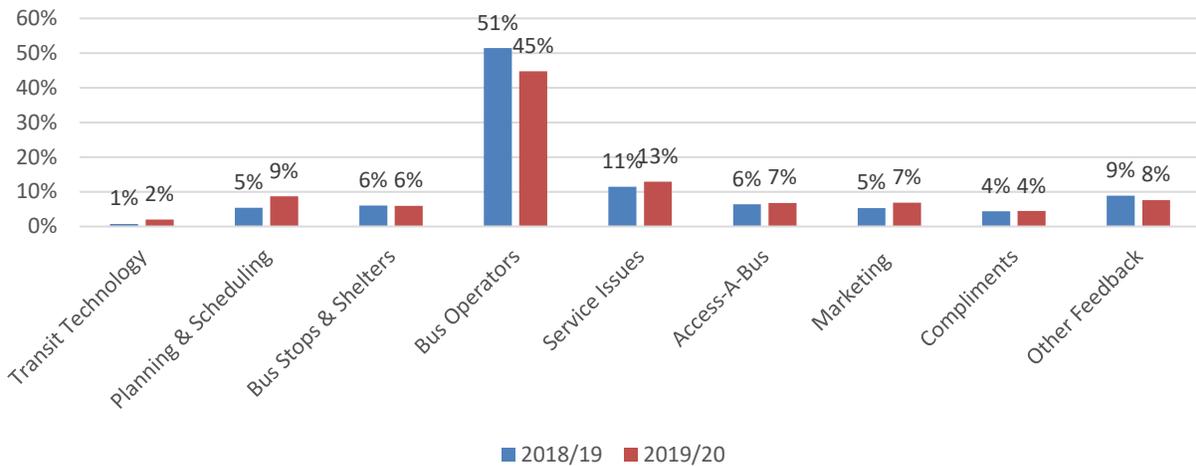
In the third quarter, 51% of feedback received was related to bus operators, the remaining 49% is comprised of feedback regarding service issues, planning and scheduling, bus stops and shelters, marketing, compliments and other miscellaneous comments. Halifax Transit aims to address 90% of feedback within service standard. This quarter 90% of customer feedback was resolved within standard.

Summary of Customer Feedback - Q3



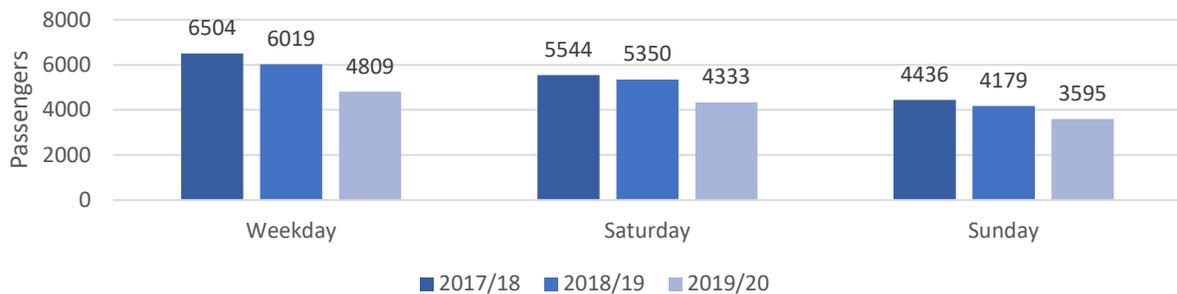
Feedback resolved within standard: 90%

Customer Feedback Comparison - Q3



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

Average Departures Line Call Volumes - Q3



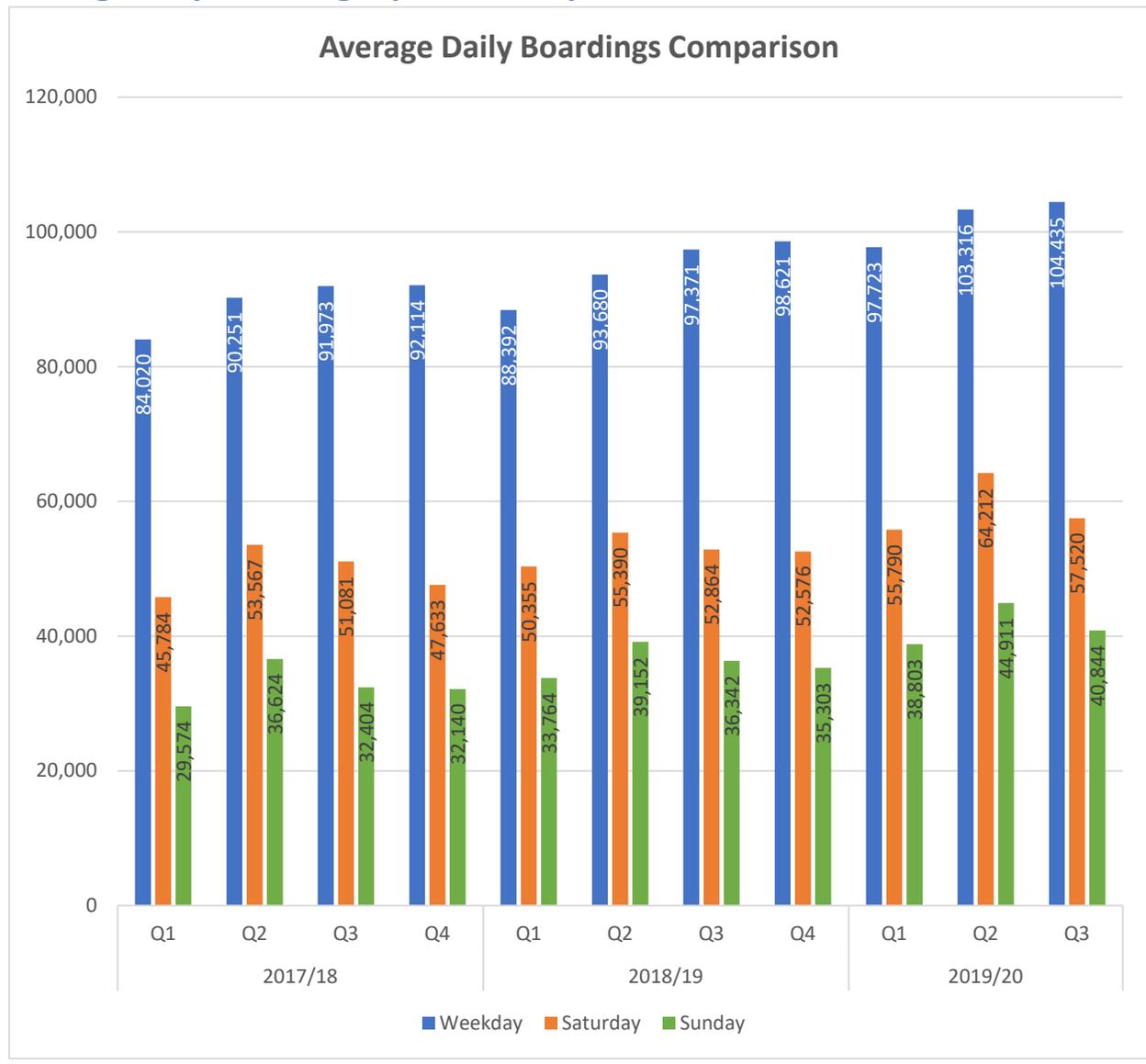
Passenger Boardings & Utilization

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.

As large-scale service adjustments were implemented mid third quarter, on November 25, some routes have since been discontinued. Instances where route numbers have been reused post implementation are labelled 'old versus 'new'.

Average weekday boardings in the third quarter were 104,435 ± 13,436 (12.9% variance). Average Saturday boardings this quarter were 57,520 ± 7,213 (12.52% variance). Average Sunday boardings this quarter were 40,844 ± 2,759 (6.8% variance).

Average Daily Boardings by Service Day

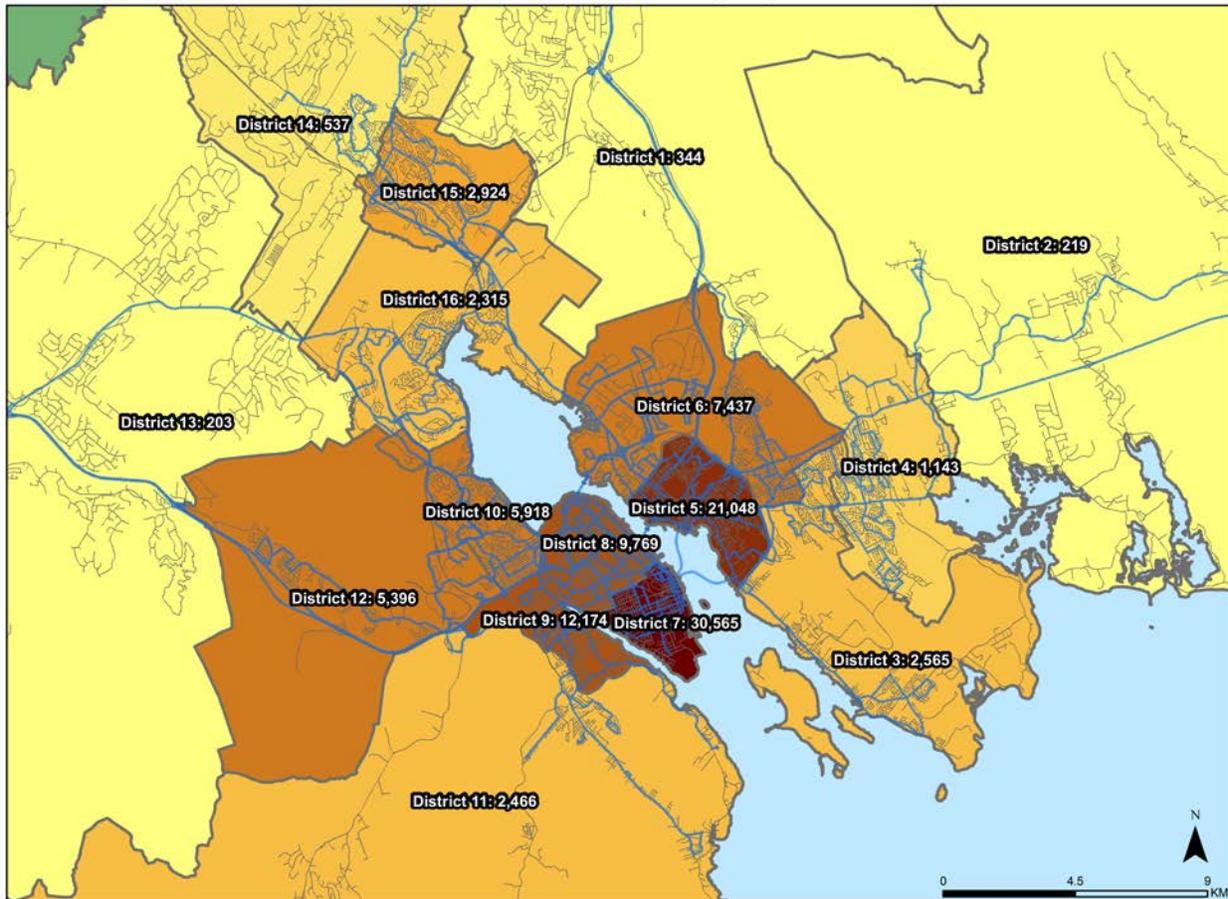


Boardings by District

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.

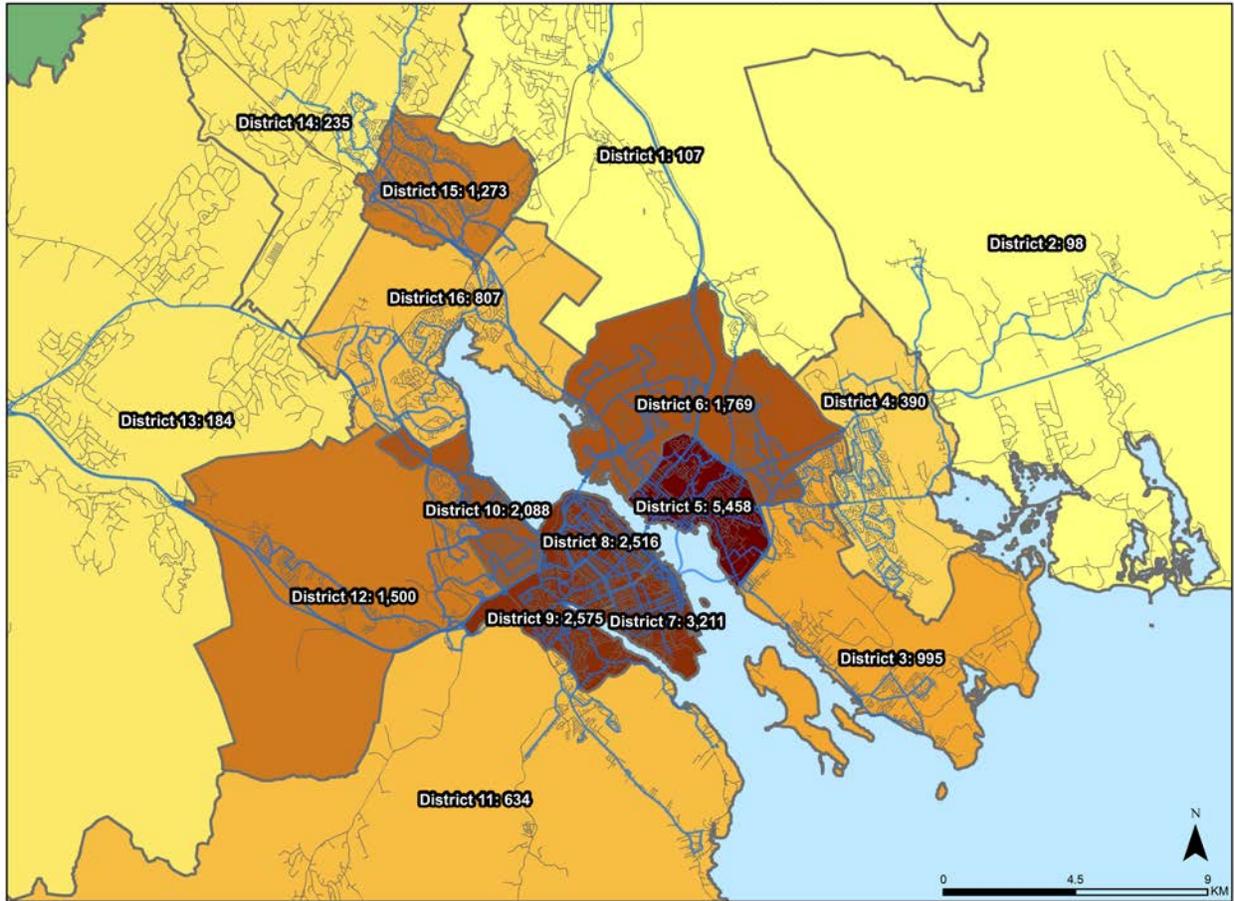
Weekday Boardings by District - All Day

2019-20 Q3 Weekday Boardings by District



Weekday Boardings by District – AM Peak Period

2019-20 Q3 Weekday AM Peak Boardings by District



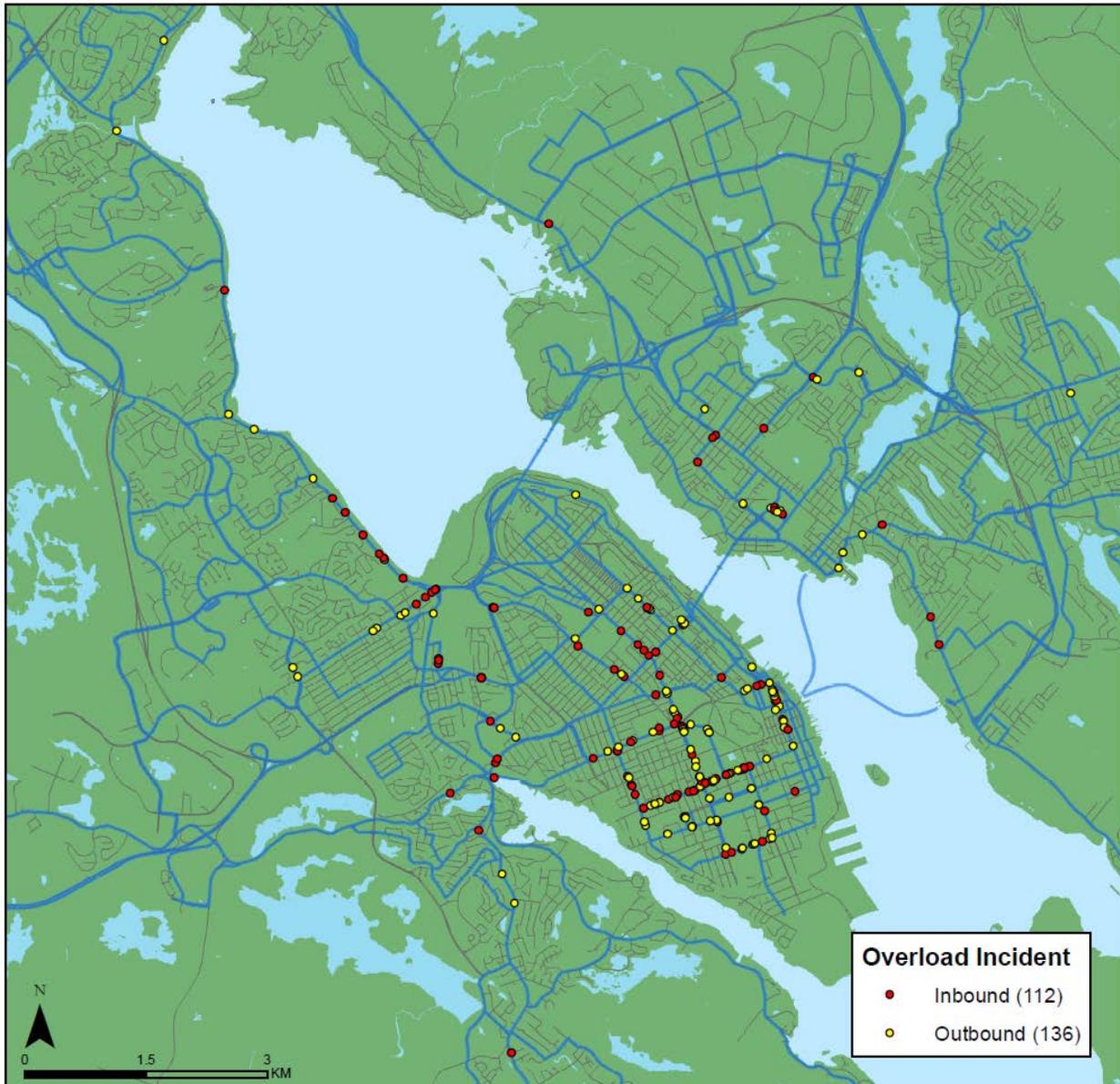
Passenger Overloads

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

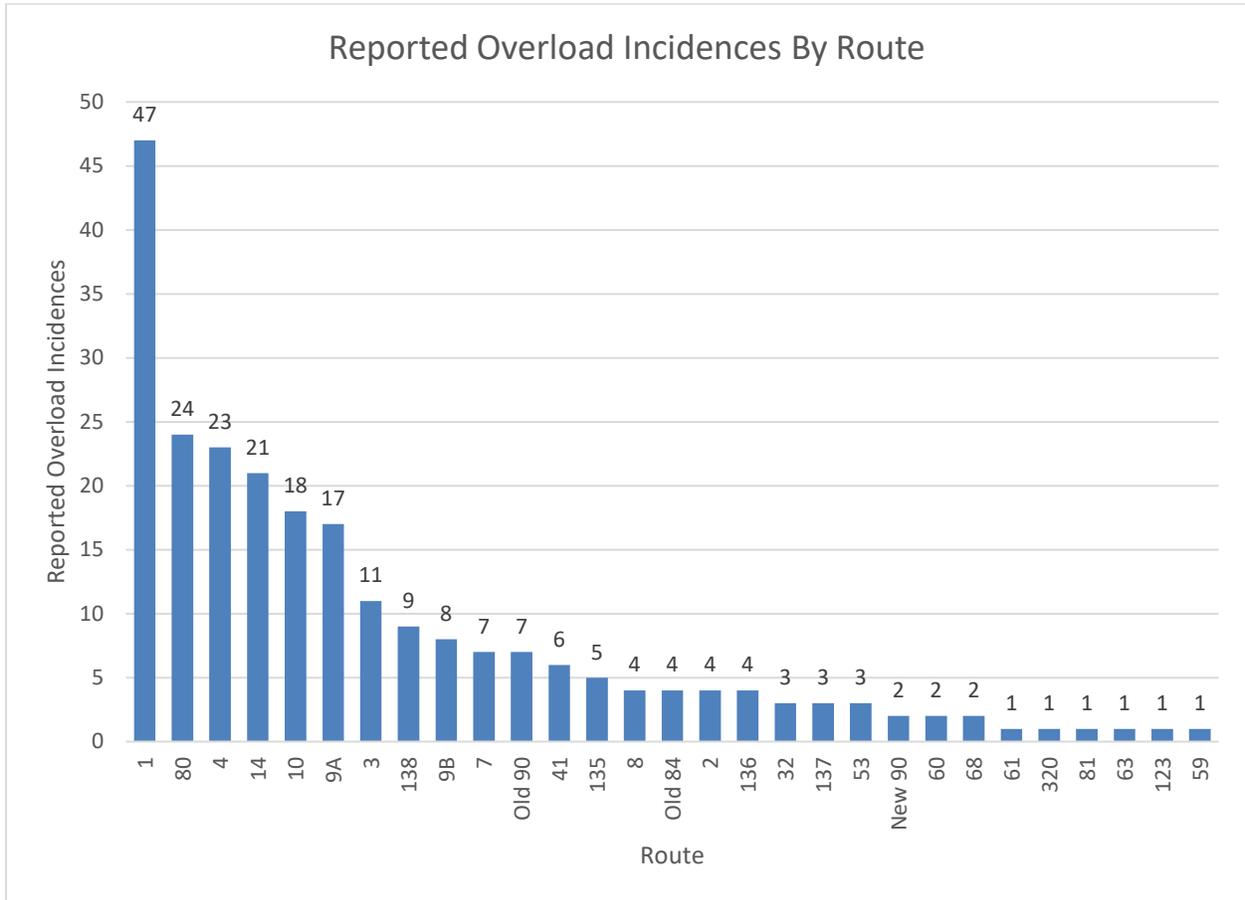
The figure below shows the locations of reported overloads during Q3.

2019-20 Q3 Passenger Overloads



Passenger Overloads by Route

The following graph shows overloaded routes during the quarter.



Passengers per Hour

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

Boardings & Passengers per Hour

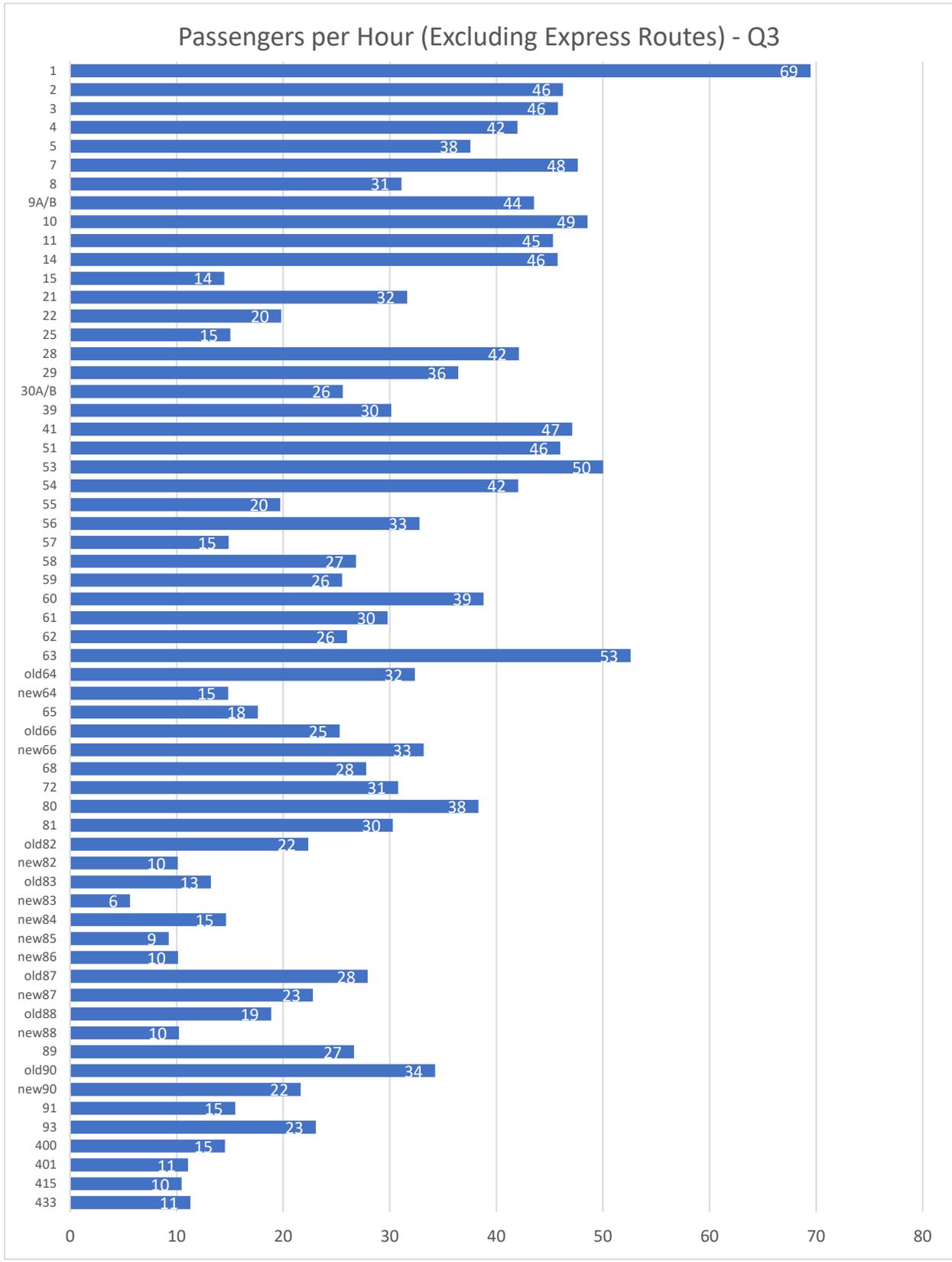
Q3 Comparison - Average Daily Boardings by Route													
Route	Weekday				Saturday				Sunday				
	18/19		19/20		18/19		19/20		18/19		19/20		
	Boardings	Pass/Hr											
1	10,361	66	10,907	69	7,978	70	8,398	75	5,283	61	5,400	51	
2	4,315	40	4,966	46	3,709	37	4,199	42	2,297	30	2,599	29	
3	6,208	41	6,980	46	3,114	36	3,590	41	3,360	36	3,876	33	
4	4,950	39	5,383	42	2,049	41	2,196	44	1,759	39	1,816	33	
5	130	32	143	38									
7	5,216	45	5,469	48	3,216	35	3,593	38	1,787	34	2,202	34	
8			4,385	31			2,126	40			2,518	19	
9A/B	6,740	39	7,391	44	3,580	49	3,902	53	2,886	41	3,041	35	
9A	4,567	41	5,024	45	1,704	49	1,907	54	1,254	37	1,350	32	
9B	2,173	36	2,367	40	1,876	50	1,994	53	1,632	45	1,691	37	
10	5,056	47	5,340	49	3,259	44	3,732	50	2,009	41	2,202	37	
11	111	50	115	45									
14	2,919	45	2,988	46	1,299	39	1,566	46	1,147	40	1,262	34	
15	196	13	217	14	100	10	122	13	137	11	169	11	
21	972	32	958	32	766	22	811	24	566	32	587	26	
22	651	21	649	20	432	13	466	14	397	12	391	9	
25			343	15			167	10			199	15	
28	1,373	34	1,589	42	1,296	32	1,461	35	682	37	753	32	
29	3,053	34	3,346	36	1,789	29	2,020	32	1,348	23	1,450	20	
30A/B	825	23	929	26	497	14	576	17	330	16	405	17	
30A	446	24	501	27	257	15	292	17	150	13	179	14	
30B	378	21	428	24	240	14	284	16	181	21	226	21	
39	1,199	27	1,374	30	815	16	967	19	389	18	426	16	
41	1,505	46	1,590	47									
51	1,095	45	1,103	46	532	32	515	32	312	34	309	27	
53	1,235	47	1,344	50	699	46	722	47	337	41	377	37	
54	816	38	907	42	508	32	452	29	279	28	260	21	
55	393	18	429	20	245	16	283	18	156	10	188	10	
56	985	30	1,063	33	1,099	31	1,061	30	697	22	731	19	
57	546	13	612	15	244	8	263	9	142	8	157	7	
58	744	26	753	27	468	25	483	26	377	22	368	17	

59	1,936	25	2,013	26	730	31	756	33	531	23	541	19
60	2,710	35	2,967	39	1,717	43	1,822	45	1,157	41	1,390	41
61	2,228	29	2,307	30	1,007	26	1,266	32	880	24	1,029	22
62	818	26	823	26	544	24	528	23	268	17	290	15
63	810	47	894	53								
Old 64	567	31	608	32								
New 64			582	15								
65	248	15	294	18	78	6	96	7	44	7	58	8
Old 66	1,424	23	1,562	25	531	33	527	33	365	23	363	18
New 66			1,016	33			465	29			337	18
68	1,326	27	1,350	28	759	26	756	26	530	19	546	15
72	1,409	31	1,433	31	1,003	21	1,064	23	509	19	512	15
80	4,218	33	4,798	38	3,351	32	3,872	37	2,605	29	2,852	25
81	1,433	27	1,608	30								
Old 82	937	20	1,041	22	201	9	234	11	90	8	102	7
New 82			206	10			147	9			118	6
Old 83	149	11	172	13	76	8	98	11	37	8	43	8
New 83			78	6			69	7			51	4
New 84			874	15			318	9			247	7
New 85			127	9			100	12			74	8
New 86			154	10			114	7			82	5
Old 87	1,210	26	1,284	28	1,050	21	1,159	24	478	16	486	13
New 87			1,266	23			790	15			457	13
Old 88	92	15	107	19	63	12	72	14	22	10	21	7
New 88			136	10			118	8			75	5
89	461	21	571	27								
Old 90	1,351	28	1,665	34	743	16	1,027	22	375	15	492	15
New 90			1,521	22			1,013	16			472	11
91			597	15			259	12			261	8
93			251	23								
400	200	16	184	15	68	10	80	11	57	7	57	6
401	137	11	136	11								
415			60	10								
433	51	9	64	11								
Alderney	2,667	89	2,935	98	2,776	159	2,863	164	1,272	73	1,093	62
Woodside	2,232	106	2,401	114								

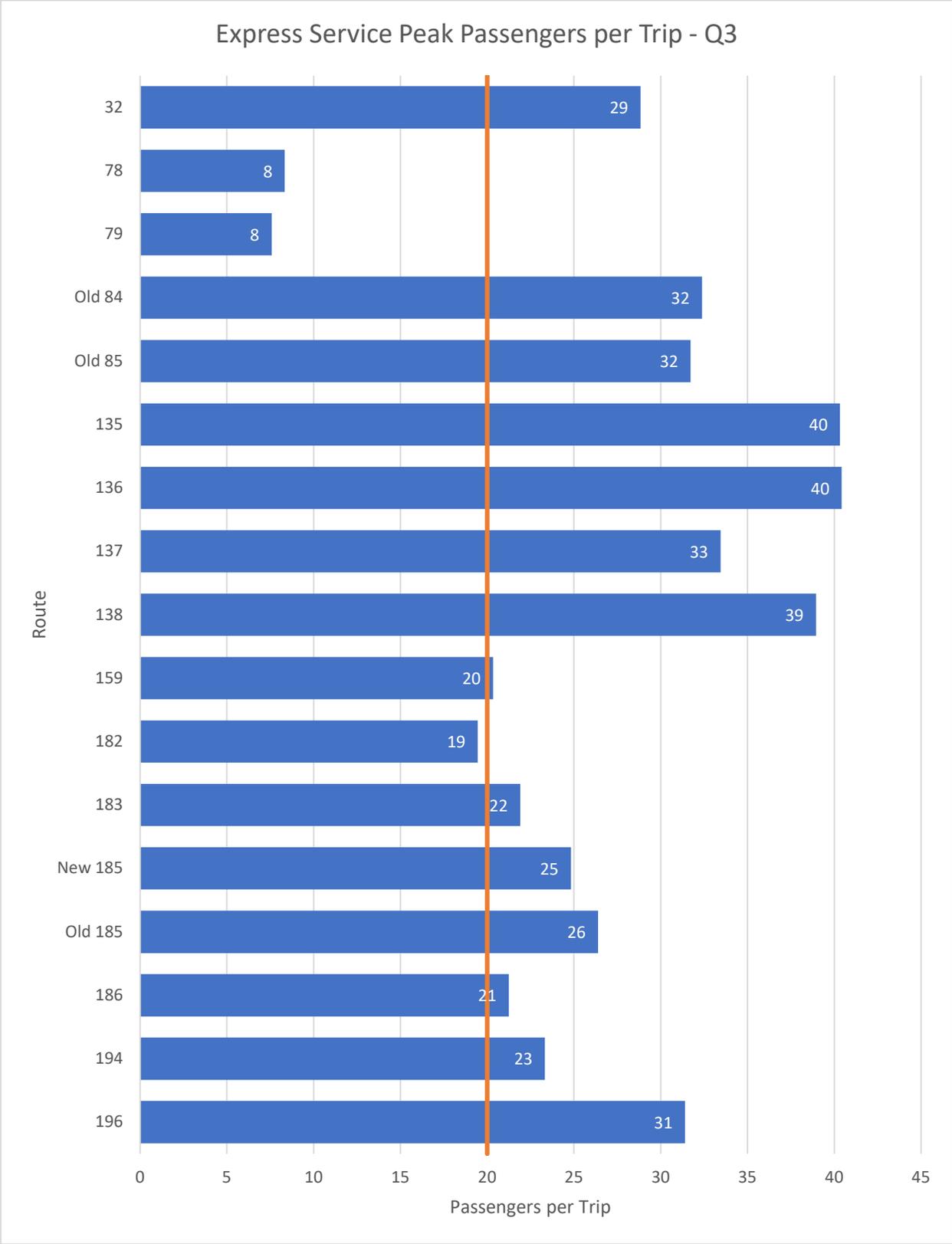
Express Service Peak Boardings and Passengers per Trip

Q3 Comparison - Average Daily Peak Boardings by Express Route				
Route	Weekday			
	18/19		19/20	
	Boardings	Pass/Trip	Boardings	Pass/Trip
32	489	28	501	29
78	94	8	112	8
79	91	8	90	8
Old 84	901	31		
Old 85	111	29		
123	253	20	318	23
135	480	35	555	40
136	531	34	631	40
137	340	29	392	33
138	487	35	530	39
159	719	18	591	20
182			489	19
183			274	22
New 185			802	25
Old 185	1,103	24	622	26
186			244	21
194	142	18	182	23
196	116	30	125	31
320	656	18	185	18
330	416	17	367	18
370	136	10	102	10

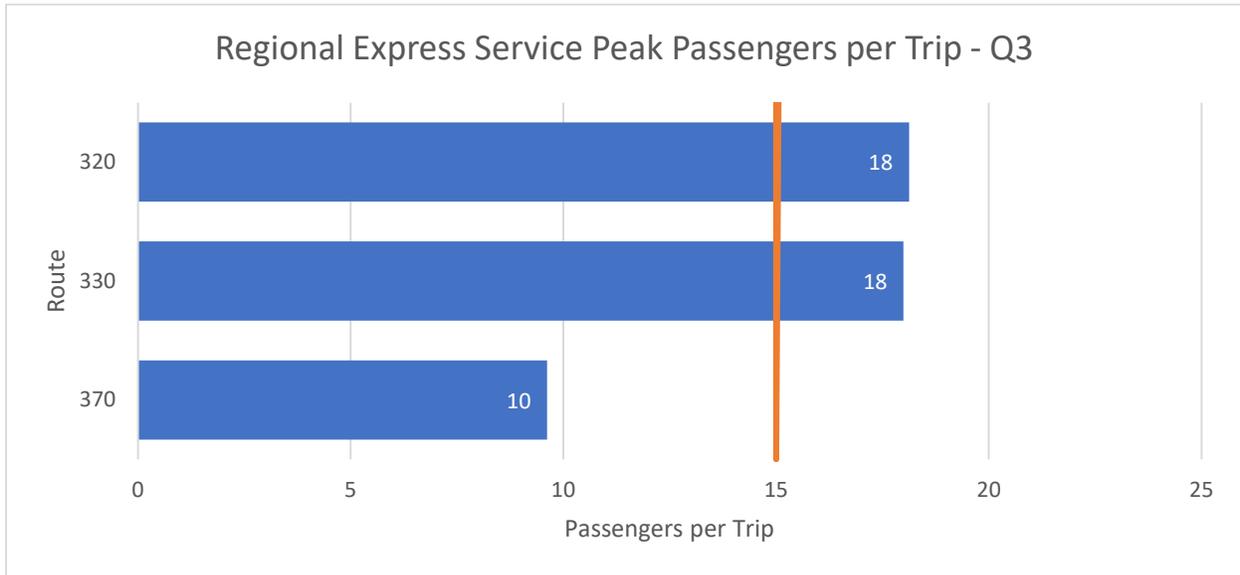
Passengers per Hour by Route



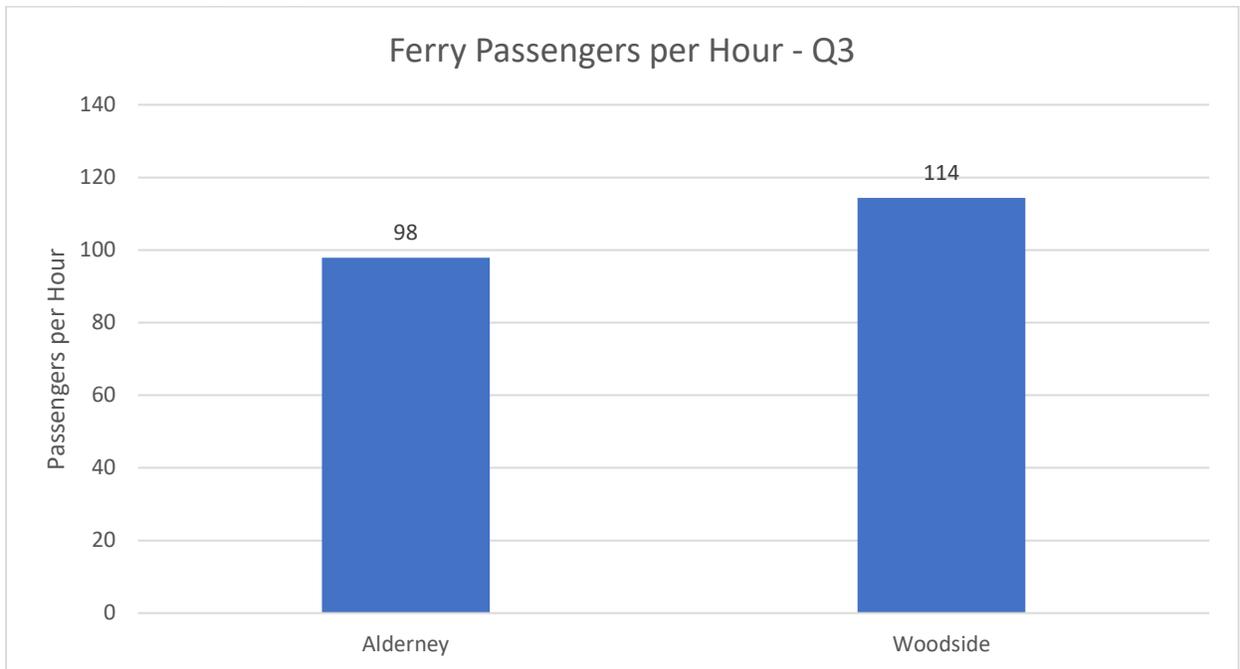
Express Service Peak Passengers per Trip by Route



Regional Express Peak Passengers per Trip by Route



Ferry Passengers per Hour



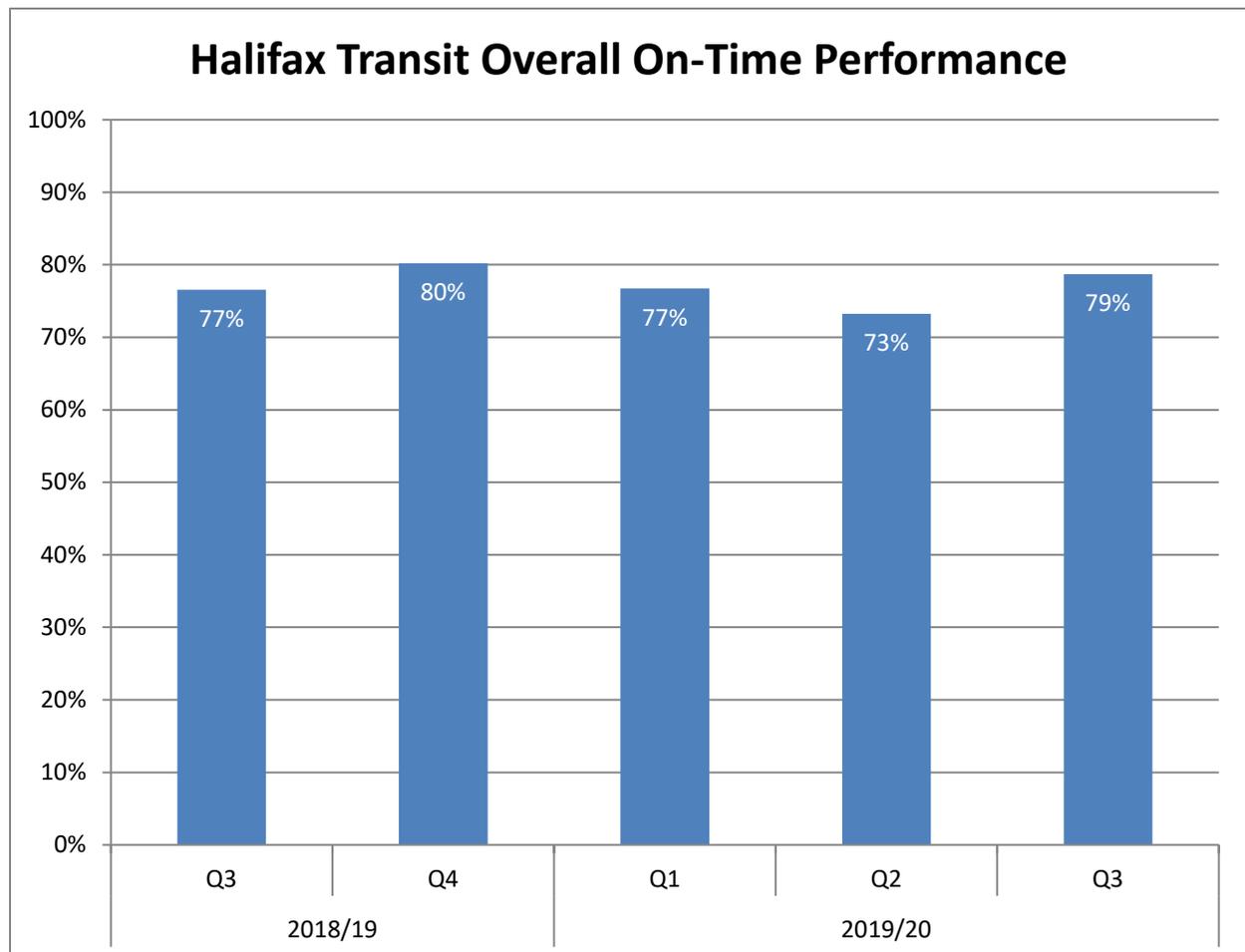
On-Time Performance

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 timepoints and have assigned and publicized scheduled arrival times. On-time performance demonstrates the percentage of observed timepoint arrivals that are between one minute early and three minutes late.

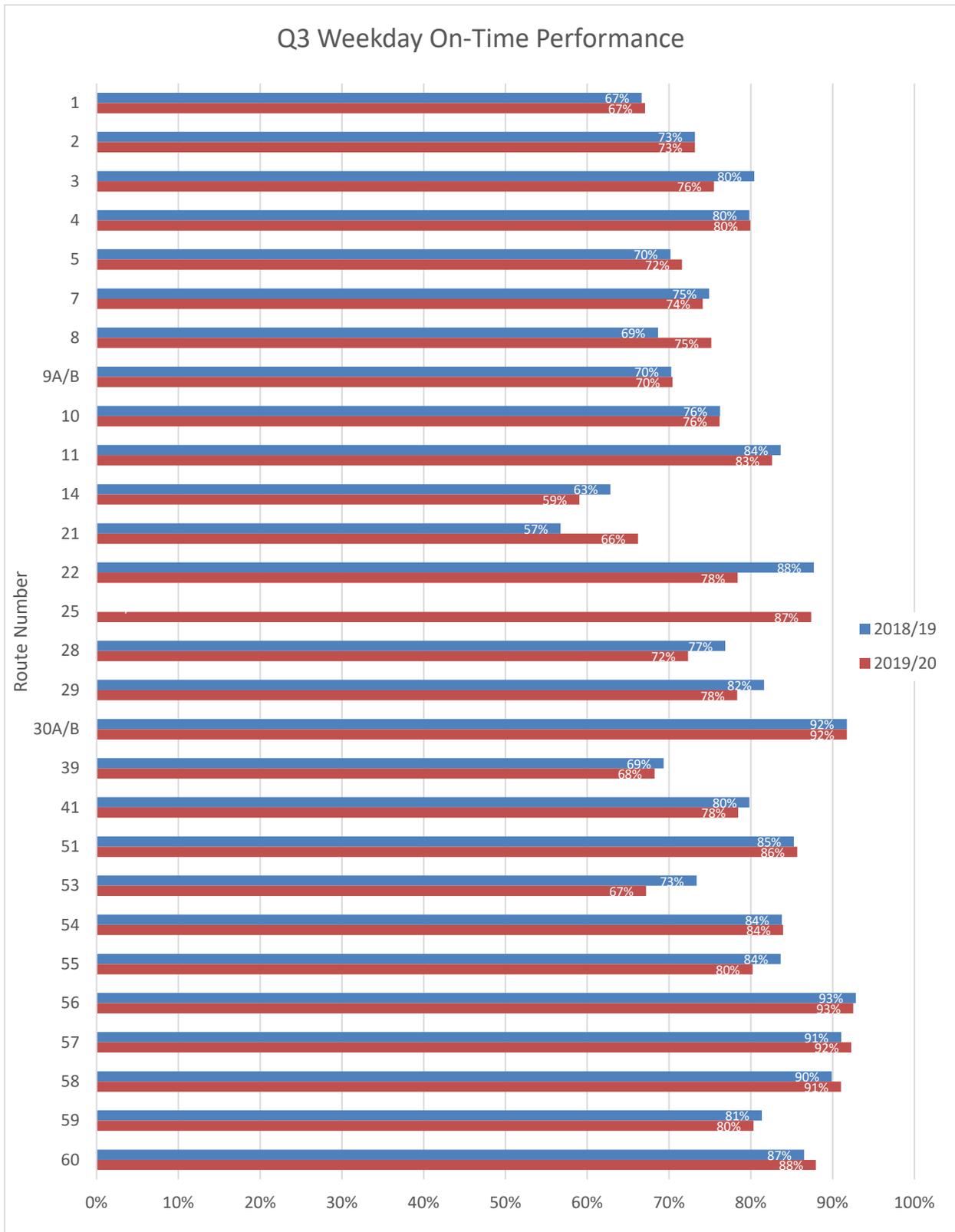
Transit industry standard targets for on-time performance tend to range between 85% and 90%, although service types are not always comparably grouped, nor are schedule adherence definitions consistent between agencies. Halifax Transit will analyze on-time performance across the network in order to establish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

Compared to the third quarter last year, on-time performance improved 2%, from 77% to 79%. This included the implementation of new routes in November 2019, some of which were on new streets where previous transit data was unavailable.

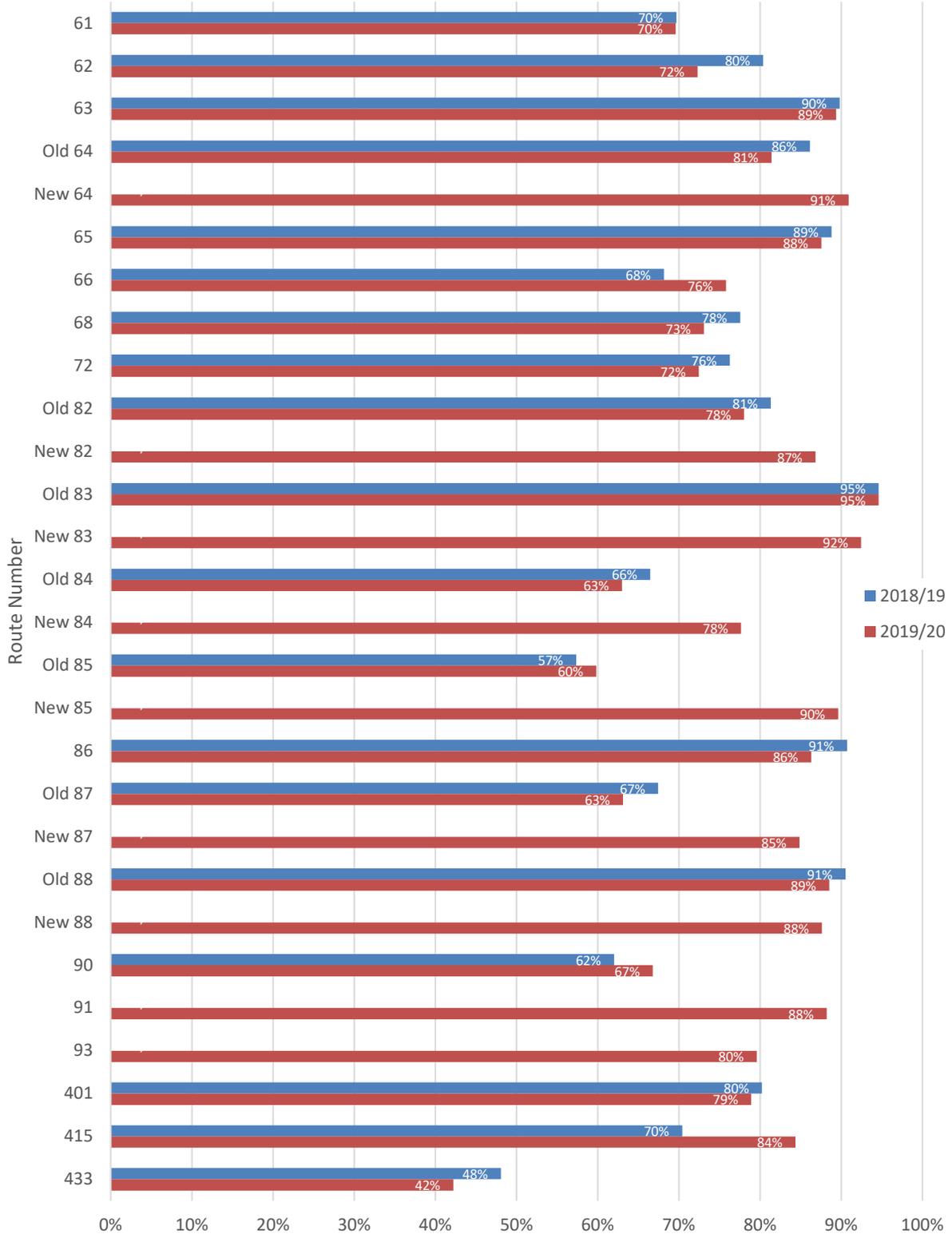
Overall Network On-Time Performance



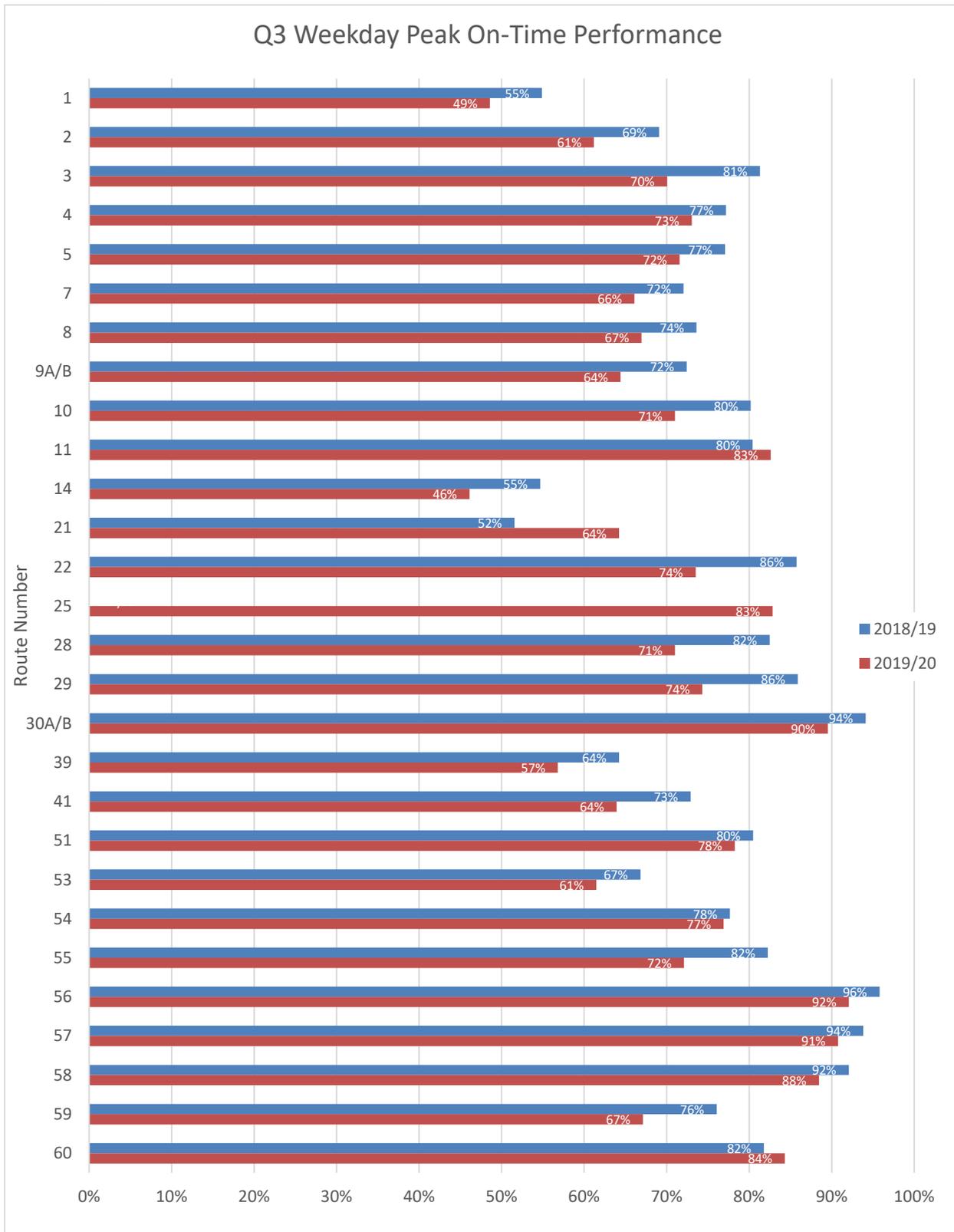
Weekday On-Time Performance



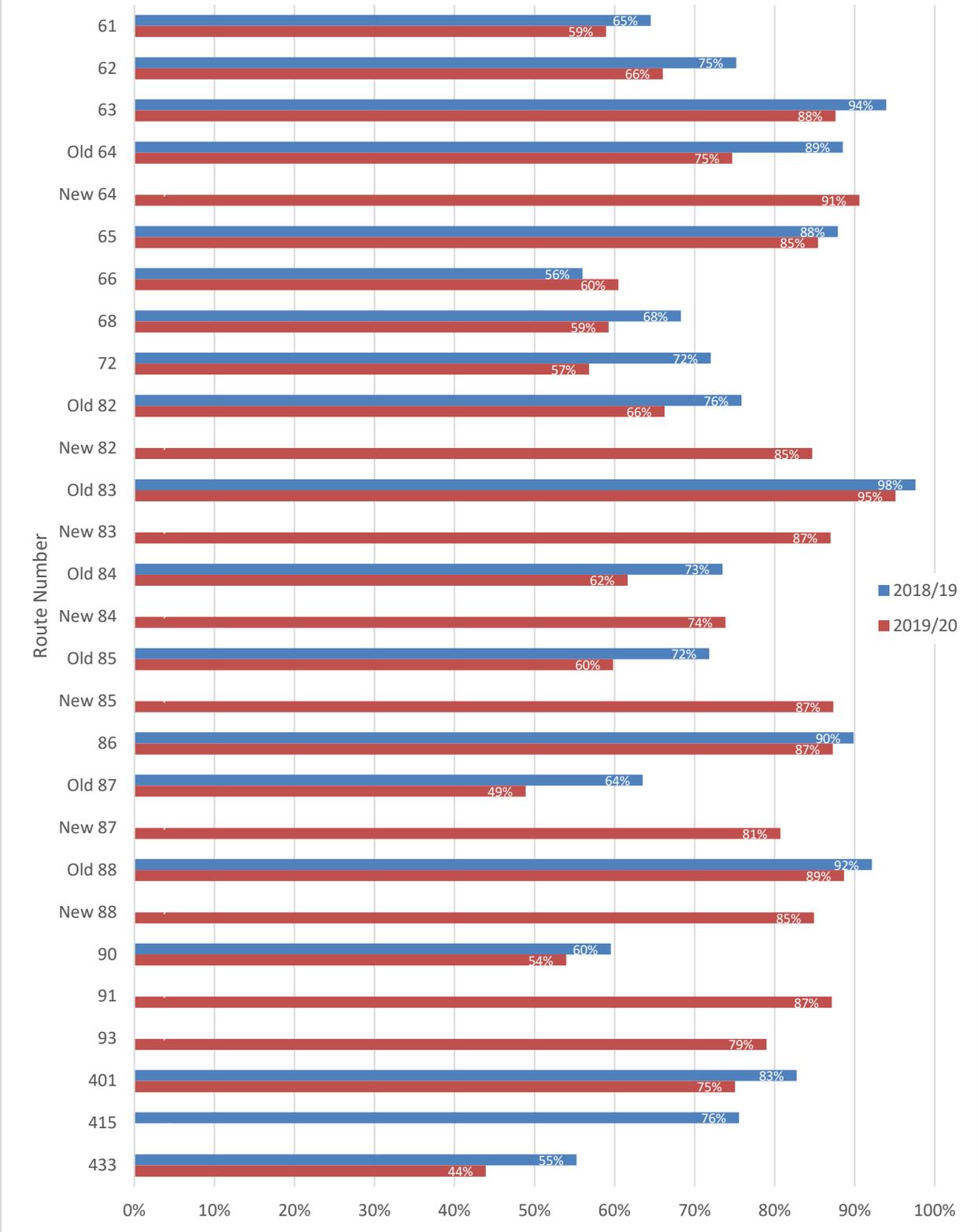
Q3 Weekday On-Time Performance



Weekday Peak Period On-Time Performance



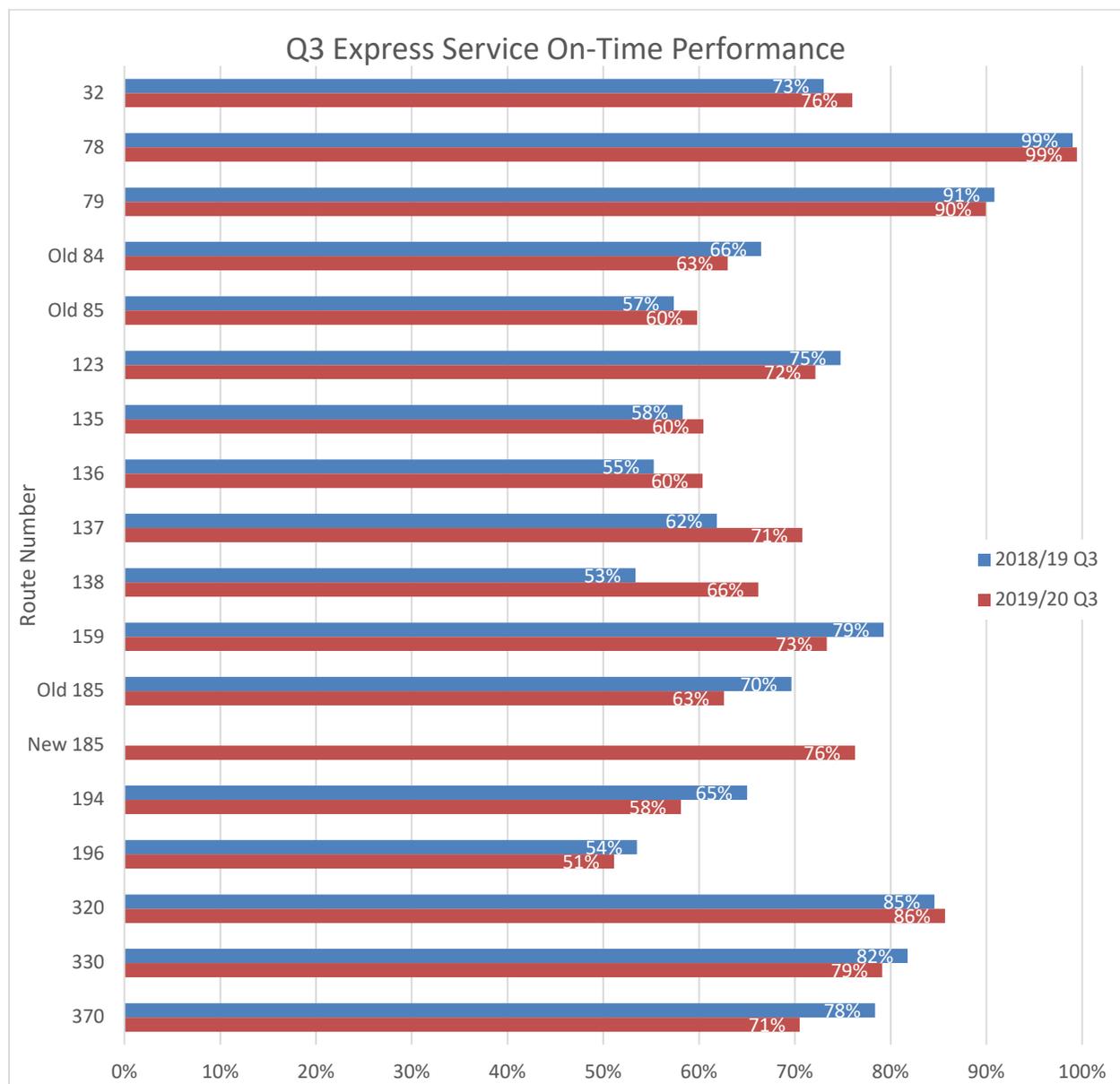
Q3 Weekday Peak On-Time Performance



Express Service On-Time Performance

On-time performance demonstrates the percentage of timepoint 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.



Talk Transit Demographic Information & Results

Children Ride Free Survey – January 2020

The Halifax Transit Children Ride Free survey yielded 335 responses total.

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	14	4%
Disabled	54	16%
Visible Minority	22	7%
Male	89	27%
Female	149	44%
Other Gender	12	4%

Table 1 Self-Identification of Respondents

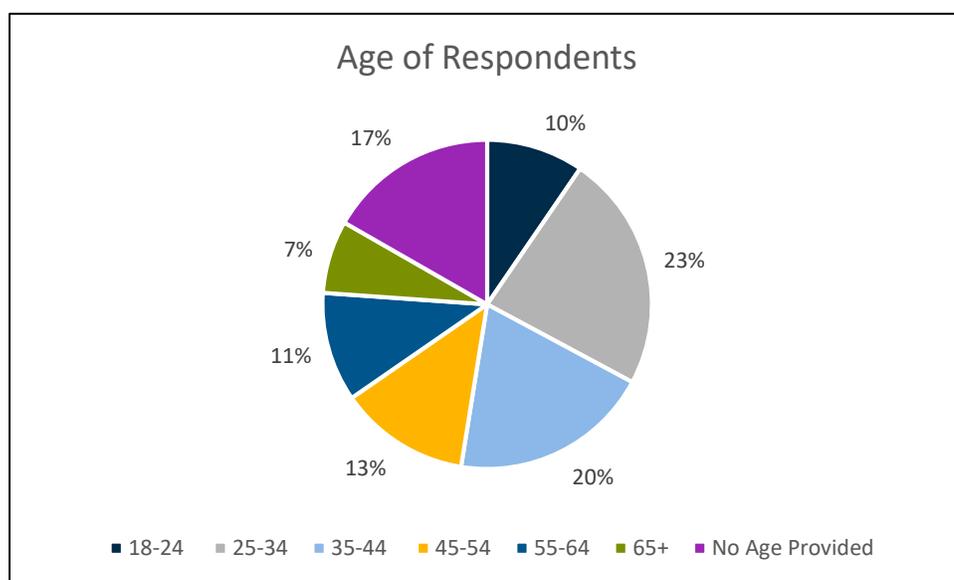


Figure 2 Ages of Respondents

- A total of 32 respondents (10%) are in the age range of 18-24
- A total of 78 respondents (23%) are in the age range of 25-34
- A total of 66 respondents (20%) are in the age range of 35-44
- A total of 43 respondents (13%) are in the age range of 45-54
- A total of 36 respondents (11%) are in the age range of 55-64
- A total of 24 respondents (7%) are in the age range of 65+
- A total of 56 respondents (17%) did not provide an age

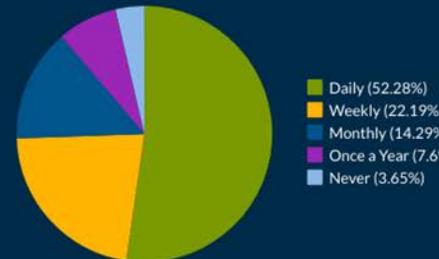
Children Ride Free Pilot Survey Results



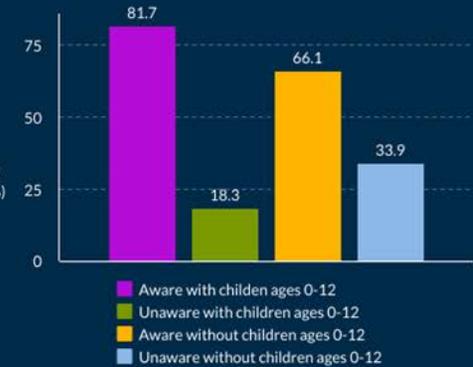
Highlights

- The majority of respondents agreed or strongly agreed with increasing the age range to provide free Halifax Transit services to children age 0-12.
- Many felt that free transit for children was a great help to their family budget, and their ability to plan family outings.
- Many felt that having free transit for children would encourage a habit of lifelong ridership.
- Many cited the pilot as their reason for choosing to take transit to special events over driving and parking, due to the cost savings.
- Some wished that transit would be free or discounted for youth aged 13-18, and seniors.

How often do you use Halifax Transit services?



Percentage of riders who were aware of the Children Ride Free Pilot



Has this pilot changed the way your family travels throughout the municipality?



Frequency of Use Change During Pilot



When reviewing the trends of each individual who responded, 33% increased their families' use due to the pilot, 3% decreased their use and 65% reported the same frequency of use during the pilot.

What's Next?



Thank you for responding to the Talk Transit survey about Halifax Transit Ferries and Park and Rides! Your responses to this survey will help to inform a report summarizing the results of the Children Ride Free Pilot which will provide Regional Council with information to support their decision of whether or not to maintain the free fare for children.

*Percentages are based on those who answered the specific question