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Item No. 6
Halifax Regional Council
July 21, 2020

TO: Mayor Savage and Members of Halifax Regional Council

Original Signed by

SUBMITTED BY:

Dave Reage, Director Halifax Transit

Original Signed by

Jacques Dubé, Chief Administrative Officer

DATE: May 20, 2020

SUBJECT: **2019/20 Q4 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 69(1) of the Halifax Regional Municipality Charter provides the legislative authority for the municipality to provide a public transportation service.

BACKGROUND

This report provides a summary of activities in the fourth quarter and includes reporting on both annual and fourth quarter key performance measures. These include measures of revenue, ridership, boardings, overloads, on-time performance, loss of service, 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."*

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

Q4 Highlights – The Department of Community Services (DCS) Transit Pilot Pass Program enrollment continued to grow until March 2020. As of March 2020, approximately 10,797 passes have been issued to DCS clients.

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

As of March 2020, approximately 1,975 residents had been approved to purchase monthly transit passes at the 50% discounted fare. During the fourth quarter, an average of 64% of the participants purchased a discounted monthly pass.

Month	Passes purchased	Approved applicants	Inactive participants removed	Approved applicants on waitlist
January 2020	1,220	1,906	n/a	n/a
February 2020	1,279	1,975	n/a	n/a
March 2020	1,312	1,975	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."

Q4 Highlights – In the fourth 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 be ready for presentation to the Regional Council 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, that had previously been issued will be reposted in early 2020 with updated requirements.

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

Q4 Highlights – The Rapid Transit Strategy was substantially completed in 2019/20. The Strategy was informed by a streamlined public engagement program that produced significant feedback on the proposed Rapid Transit Network. Two workshops were conducted with external stakeholders and nine pop-up sessions held around the municipality engaged 939 residents. An online survey deployed on HRM's Shape Your City platform received 6,125 responses. The Strategy includes four Bus Rapid Transit (BRT) lines which will provide fast, frequent and reliable service to over 120,000 people and 100,000 jobs and three new ferry routes that will provide direct connections between downtown Halifax and new terminals at Mill Cove, Larry Uteck and Shannon Park. The final Strategy was presented to Regional Council and received approval in May 2020. External funding sources are now being pursued.

Detailed design work for the Bayers Road, Young Street and Robie Street transit priority corridor projects was completed in 2019/20 and construction will begin 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

Q4 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 completion is anticipated by summer 2020. The design for Phase 2 has been finalized and was tendered in early 2020/21. Construction is anticipated to begin in summer 2020.

The Electric Bus Proposal was brought forward to Regional Council and adopted in May 2020. The Electric Bus Proposal is a plan to transform the conventional bus fleet to low-carbon or zero emission vehicles by purchasing battery electric buses and renovating the Transit Centres to accommodate charging and maintenance. The goal is to electrify over half of Halifax Transit's conventional fleet by 2028. External funding is now being pursued to support the implementation of this plan.

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 – Review activities on hold
Accessible Information and Communication	Complete

Q4 Highlights – Halifax Transit Bus Maintenance recruitment advertising was scheduled to end February 28, 2020 in advance of updating the marketing plan for 2020 with the start of the new Staffing Coordinator position. With the COVID-19 situation, recruitment efforts regarding student/international placements from ISANS, Women Unlimited, NSCC, and Nova Scotia Works were cancelled until further notice. The photographer/videographer was put on hold. Updated maintenance marketing material reflecting Halifax's diversity and inclusion initiative is anticipated to be ready late 2020. Collaboration discussions were placed on hold with NSCC regarding digital presentation requirements to present a live Q&A with students living within the Maritimes in fall 2020. This would replace the physical visit to the Dartmouth campus. Once this presentation is refined, opportunities to host this session across Canada will be investigated.

Halifax Transit completed orientation guides and videos for new users, in multiple languages, on "How to Use Halifax Transit". A community stakeholder distribution list and engagement plan has been developed to engage important community partners in the dissemination of materials. A Communications Strategy has been completed, and a post-pandemic implementation is planned.

A Halifax Transit Etiquette Communications Plan has been completed with the goal of creating awareness and mutual understanding of behaviours that ensure customers and Operators feel safe, respected, and welcome. Creative development is well underway, and the campaign will be deployed when service levels return to normal following COVID-19 service reductions.

Q4 Performance Measures Highlights –
The onset of the COVID-19 pandemic mid March 2020 resulted in the need to rapidly change the weekday schedules during the end of the fourth quarter. Consequently, data reporting tied to the weekday schedules was impacted between March 23rd and May 4th. During this period boardings data was unavailable and was estimated, based on March 20th boarding data. Fare collection ceased on March 18th, tickets and passes were no longer required to board. Schedule adherence data for weekdays during this period was also unavailable and instead covers January through to March 23rd.

Please see attachment B, Q4 Performance Measures Report, covering January, February and March and attachment C, Year End Performance Report, for additional performance measures and detailed route level statistics. As large-scale adjustments took effect mid quarter, on November 25, 2019, some routes have since been discontinued. Instances where route numbers have been re-used post implementation, will be labelled 'old versus 'new'.

Q4 Highlights:

- System wide On-Time Performance this quarter was 82%, an improvement of 2% from last year.
- The average daily bus and ferry boardings this quarter were 91,978 on weekdays, 49,631 on Saturdays and 33,103 on Sundays.
- The Departures Line received over 3900 passenger calls on a typical weekday this quarter.
- Overall revenue increased 9.7% this quarter compared to this quarter last year.
- Overall boardings decreased 4.5% this quarter from last year. Prior to the impacts of COVID-19, System wide boardings in Q4 were on pace to increase by 9.9%.
- Access-A-Bus operated trips decreased 9.2% this quarter from last year.
- This quarter 93% of customer feedback was resolved within service standards.
- The mean distance between failures for conventional transit services this quarter was 11,399 km, an improvement of 41.5% compared to Q4 of the previous year.
- The mean distance between service calls (MDBS) for conventional was 4,226 kms, an improvement of 13% compared to Q4 of the previous year, the MDBS for Access-A-Bus was 97,879 kms.
- The maximum daily number of buses that could not complete their scheduled service due to a mechanical defect was 13, while the daily average was 4.6.
- Maintenance cost per kilometer was $1.31/km, two cents over the budget cost of $1.29/km for the quarter.

Annual Highlights

- The impact of COVID-19 on overall On-Time Performance for part of March did not affect the overall annual average for 2019/20. On-Time Performance remained consistent with last year at 78%.
- In 2019/20 overall boardings increased 5.2% from the previous year. Prior to the impacts of COVID-19, Overall annual boardings were on pace to increase by 8.8%.
- In 2019/20 revenue increased 8.9% overall, compared to the previous year. Prior to the impacts of COVID-19, annual revenue was on pace to increase by 9.4%.
- Boardings are reported for weekdays, Saturdays, and Sundays. The average daily boardings in 2019/20 were 99,320, 56,643, 39,307 respectively.
- Trips provided by Access-A-Bus in 2019/20 decreased 2.2% from last year. The trips that were not provided increased 12.7%, compared to the previous year. Prior to the impacts of COVID-19, trips operated were on pace to increase 0.4% and trips not provided were on pace to increase 27%.
- The average fuel price in 2019/20 was 74 cents/litre, 6 cents lower than the budgeted cost per litre.
- The annual mean distance between failures for 2019/20 was 9,698, an improvement of 37% compared to 2018/19.
- The Maintenance cost per kilometer in 2019/20 was $1.25/km, three 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 Q4 Performance Measures Report

Attachment C: Halifax Transit 2019/20 Year End Performance Measures Report

Attachment D: Talk Transit Demographics and Infographic Report

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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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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. Efforts are currently underway to re-issue the RFP.
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]	2020/21 Work for concrete and shelter installations has been planned and is pending. Sites eligible for upgrade in 2020/21 have been identified. Work will begin in early summer 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.

Moving Forward Together Plan Implementation - Year 3	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]	Complete
Transit Priority Measures	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]	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 further in 2020/21.
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.	The project is separated into two phases. Phase 1 construction (the elevator shaft and elevator install) has begun and is anticipated to be completed by summer 2020. The design for Phase 2 was tendered in early 2020/21. Construction is anticipated to begin in late summer or early fall 2020.
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]	In Progress. Review activities are on hold, due to COVID-19 and will resume once the new normal is established.
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. Orientation guides and videos for new users, have been completed in multiple languages, on “How to Use Halifax Transit”. A community stakeholder distribution list and engagement plan has been developed to engage important community partners in the dissemination of materials. A Communications Strategy has been completed, and a post-pandemic implementation is planned.

2019/20 – Q4
Performance Measures Report

HALIFAX
TRANSIT

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COVID-19 Pandemic Data Impacts

The onset of the COVID-19 pandemic in early 2020 resulted in the need to rapidly implement emergency service adjustments to the weekday schedules. Consequently, data reporting tied to the weekday schedules was impacted between March 23rd and May 4th. During this period boardings data was unavailable and was estimated, based on March 20th boarding data. Fare collection ceased on March 18th, tickets and passes were no longer required to board. Schedule adherence data for weekdays during this period was also unavailable and instead covers January through to March 20th.

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.

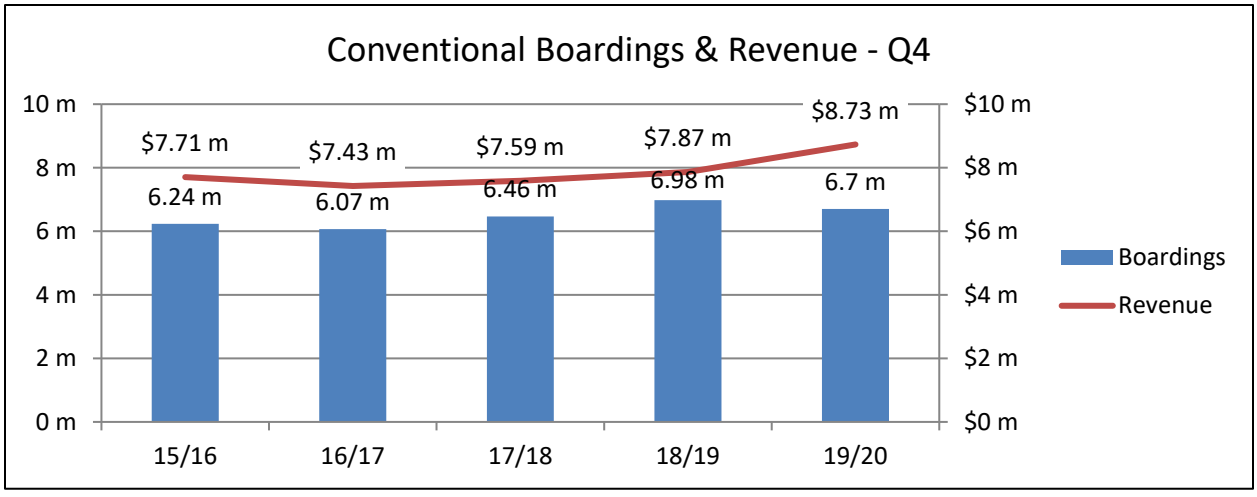
Automatic Passenger Counter (APC) systems installed throughout the network in 2017/18 enable Halifax Transit to track the number of boardings by counting passengers entering the bus at each stop, instead of estimating boardings from revenue. Therefore, the data source for boardings in the chart below 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.

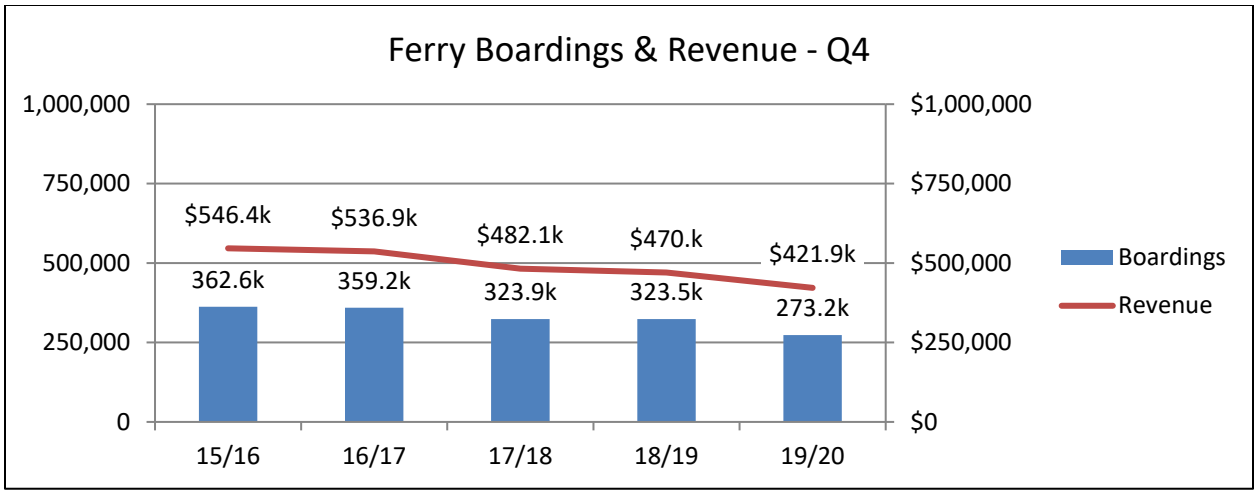
In the fourth quarter, conventional boardings decreased 4% from this quarter last year, ferry boardings decreased 15.5% and Access-A-Bus boardings decreased 10.1%. Overall, system wide boardings decreased 4.5% compared to fourth quarter last year.

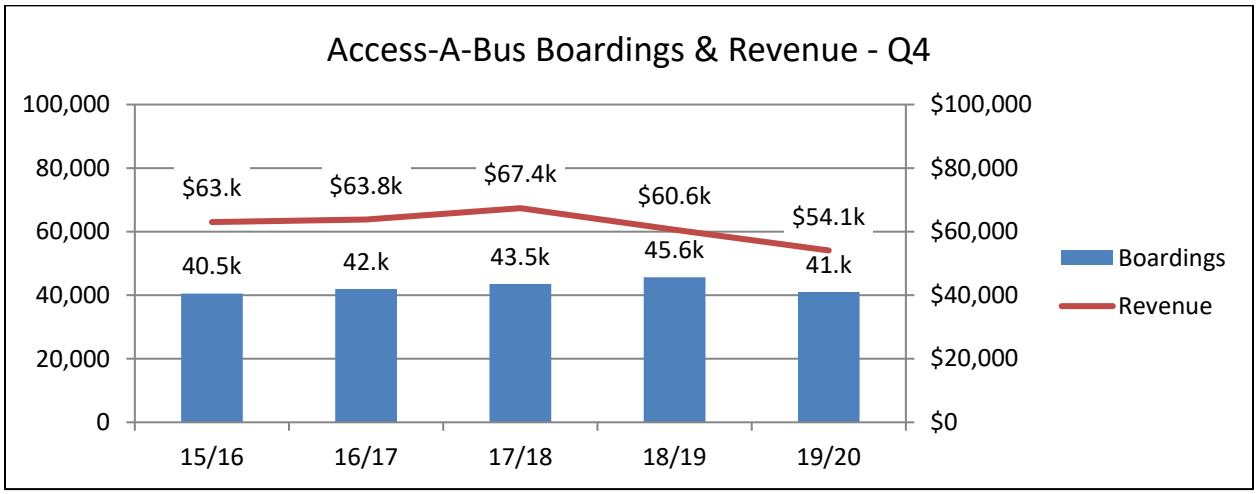
Decreases in boardings are attributable to COVID-19, prior to the pandemic, conventional boardings were on pase to increase 10.1%, ferry boardings were on pace to increase 6.7%, and Access-A-Bus boardings were on pace to increase 1.1%. Overall boardings were on pace to increase 9.9%.

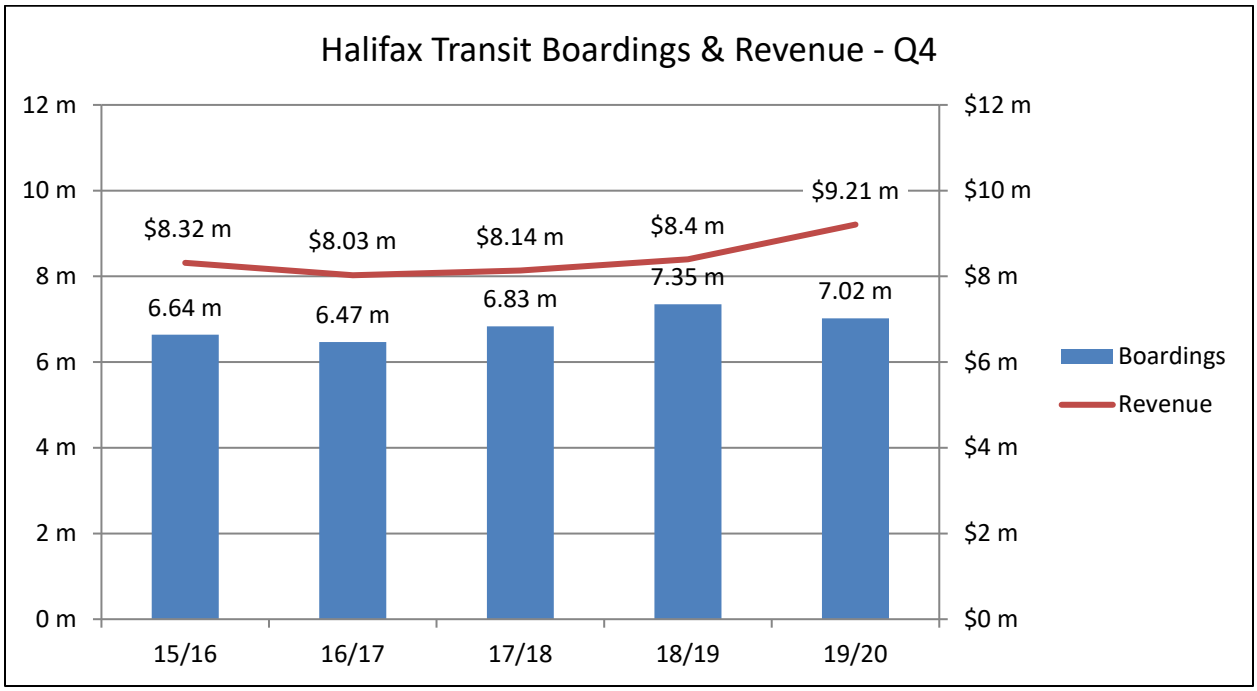
Revenue in March was largely unaffected by the pandemic. Prior to the month of March, overall revenue was on pace to increase 13.2% from this quarter last year. Overall revenue in the fourth quarter increased 9.7% from this quarter last year.

Historical Boardings & Revenue




Ferry Boardings & Revenue - Q4
1,000,000
750,000
500,000
250,000
0
$1,000,000
$750,000
$500,000
$250,000
$0
$546.4k
$536.9k
$482.1k
$470.k
$421.9k
362.6k
359.2k
323.9k
323.5k
273.2k
15/16
16/17
17/18
18/19
19/20
Boardings
Revenue

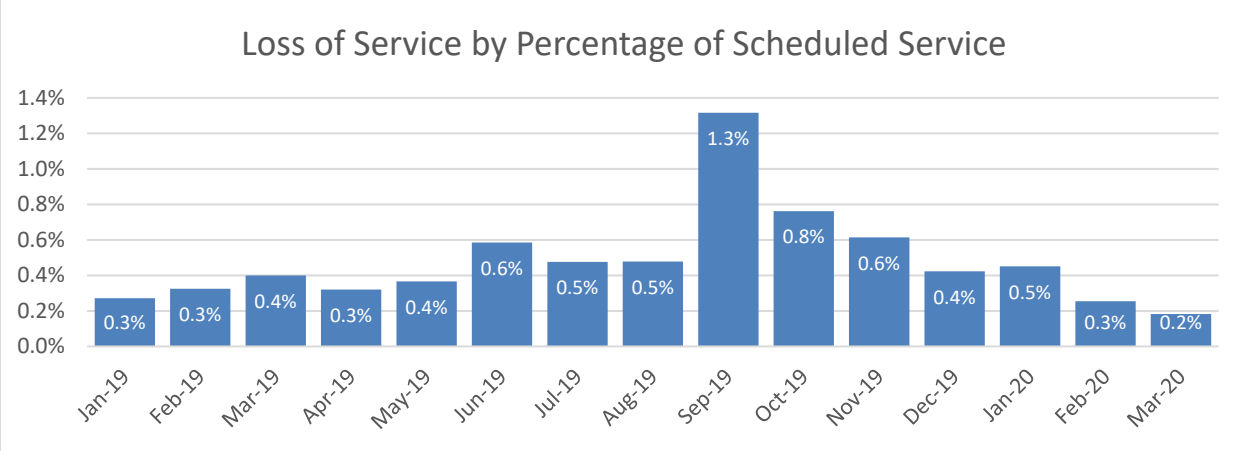

Access-A-Bus Boardings & Revenue - Q4
100,000
80,000
60,000
40,000
20,000
0
$100,000
$80,000
$60,000
$40,000
$20,000
$0
$63.k
$63.8k
$67.4k
$60.6k
$54.1k
40.5k
42.k
43.5k
45.6k
41.k
15/16
16/17
17/18
18/19
19/20
Boardings
Revenue


Halifax Transit Boardings & Revenue - Q4
12 m
10 m
8 m
6 m
4 m
2 m
0 m
$12 m
$10 m
$8 m
$6 m
$4 m
$2 m
$0 m
$8.32 m
$8.03 m
$8.14 m
$8.4 m
$9.21 m
6.64 m
6.47 m
6.83 m
7.35 m
7.02 m
15/16
16/17
17/18
18/19
19/20
Boardings
Revenue

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 fourth quarter, the total loss of service was 609 hours, which is 0.3% 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.

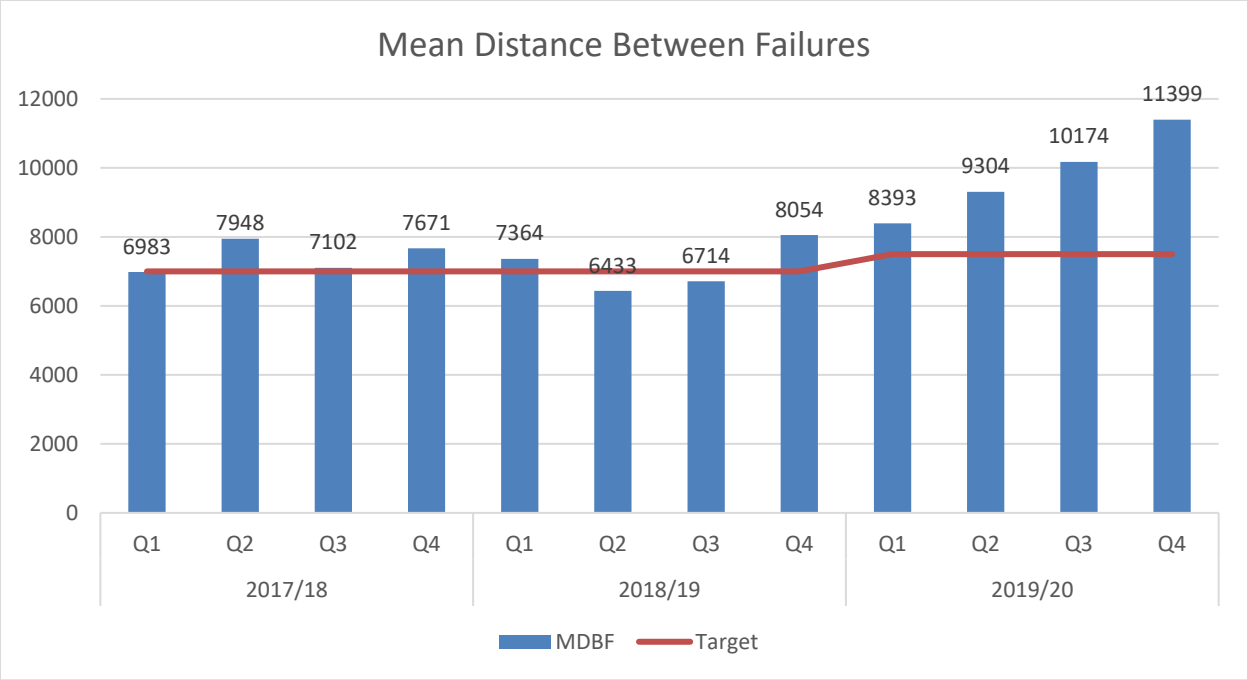


Mean Distance Between Failures

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 fourth quarter of 2019, the MDBF for conventional transit was 11,399 kms. This is equivalent to a 41.5% improvement from the fourth quarter of the previous year (2018/19). Bus Maintenance will continue to monitor this KPI and has implemented new preventative maintenance measures to reduce aftertreatment and cooling system defects.

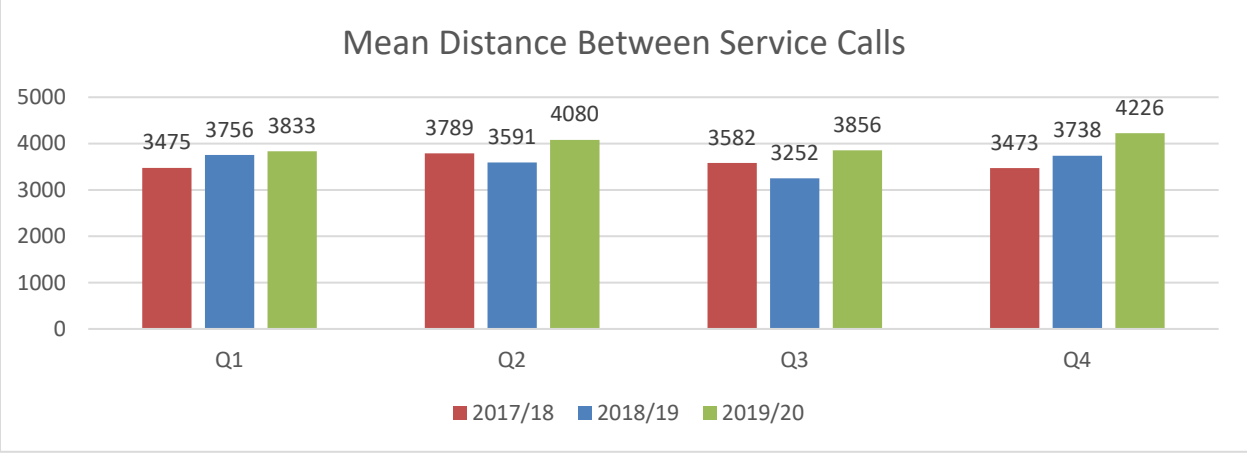


Mean Distance Between Service Calls

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.

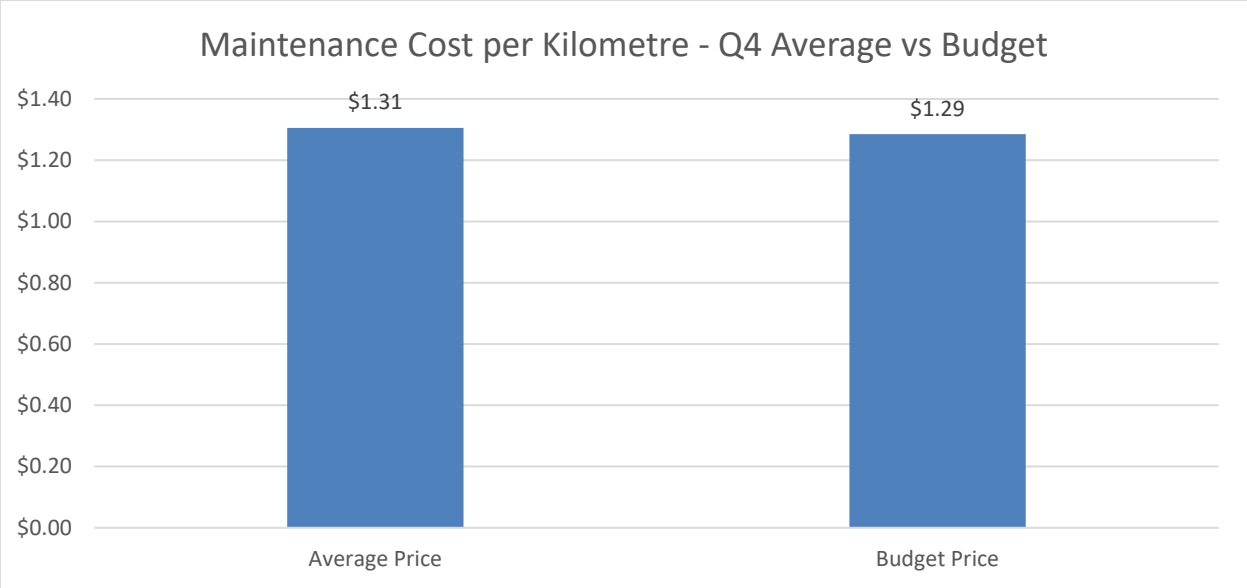
For the fourth quarter of 2019/20, the MDBS for conventional transit was 4,226 kms. In comparison to the fourth quarter of 2018/19 (3,738), this is an improvement of 13%. Overall, the Mean Distance Between Service Calls has improved by 12% in 2019/20 over 2018/19. Therefore, bus reliability for conventional transit continues to improve significantly.

For the fourth quarter of 2019/20, the MDBS for Access-A-Bus service was 97,879 kms. Bus Maintenance will continue to monitor this metric in order to reduce service calls.



Bus Maintenance Cost – Quarter Average vs Budget

In the fourth quarter maintenance costs were $1.31/km, while the budgeted maintenance cost was $1.29/km. Therefore, in the fourth quarter the average cost per km was over budget by $0.02/km. The overage is mostly attributed to seasonal fluctuations and is typical during the winter season. Bus Maintenance will continue to strengthen the budgeting process to improve accuracy of future budgets.



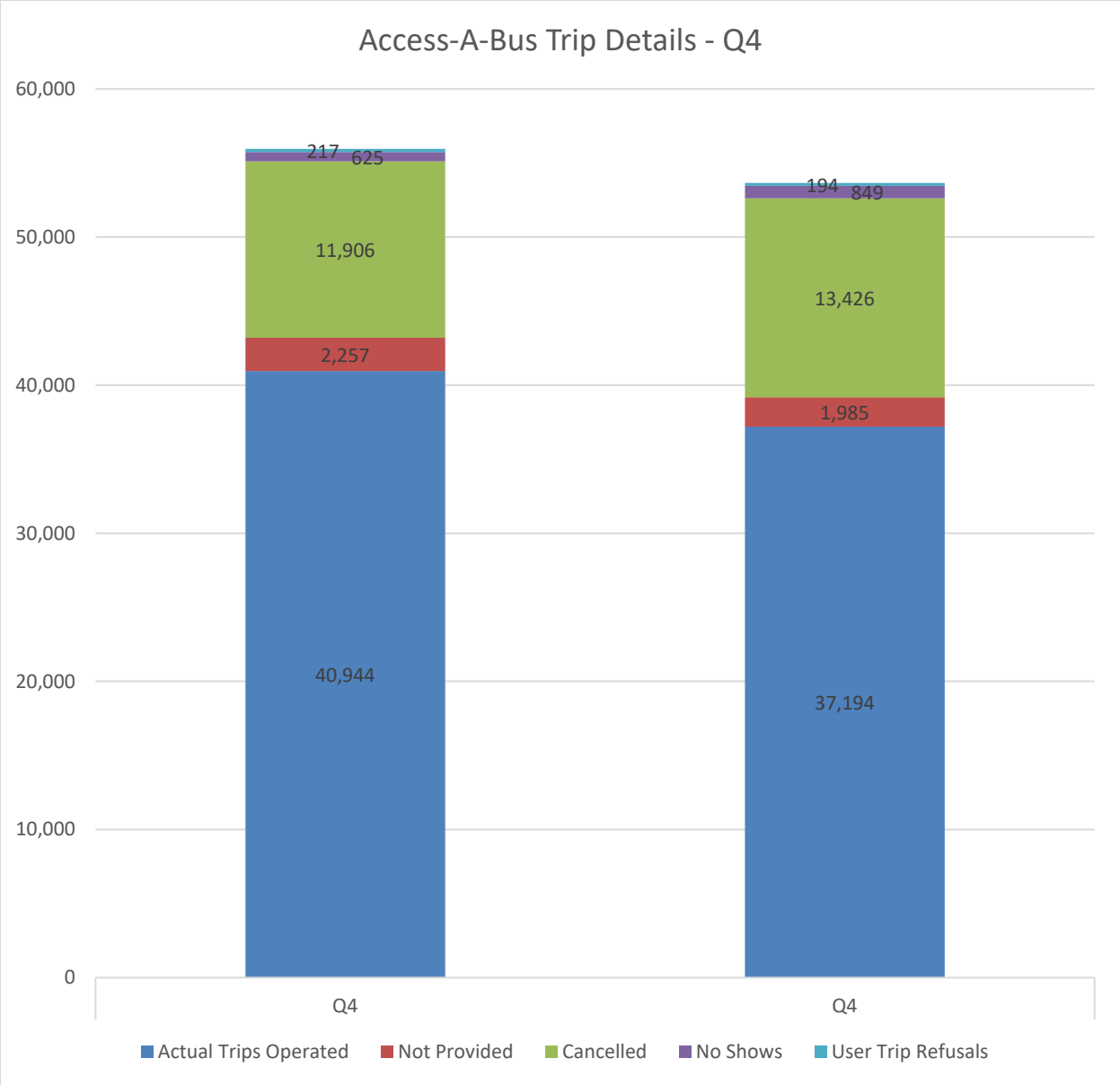
Access-A-Bus Trip Details

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 fourth quarter of 2019/20, 3,740 fewer trips were operated compared to this quarter last year, a decrease of 9.2%. The trips that were not provided decreased by 12%, compared to this quarter last year.

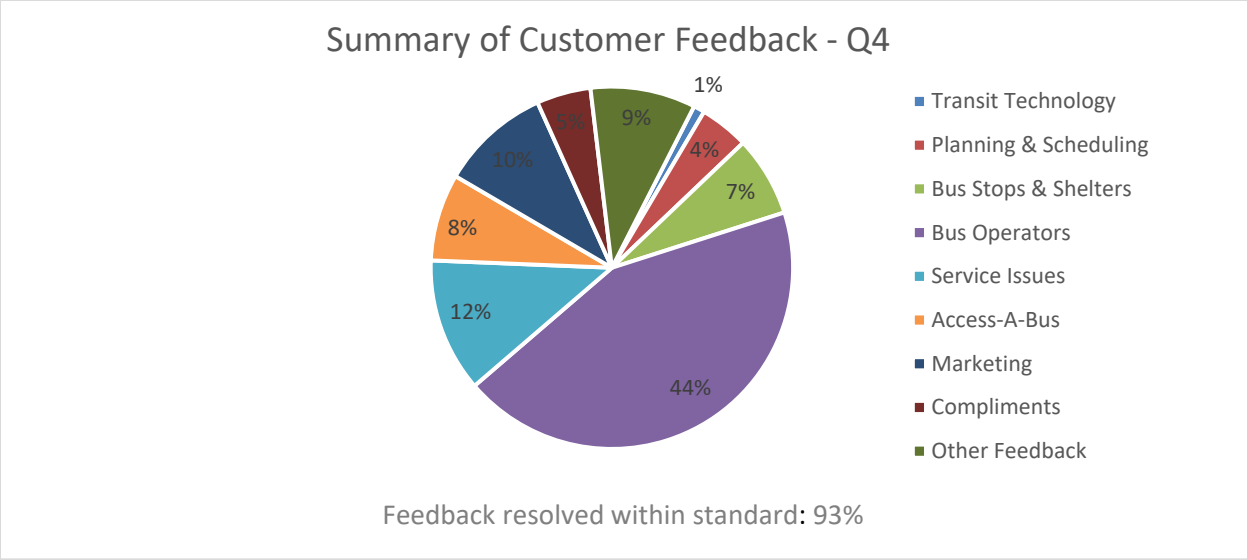
Prior to COVID-19, trips operated were on pace to increase 2.1%, while trips not provided were on pace to decrease 14.3%

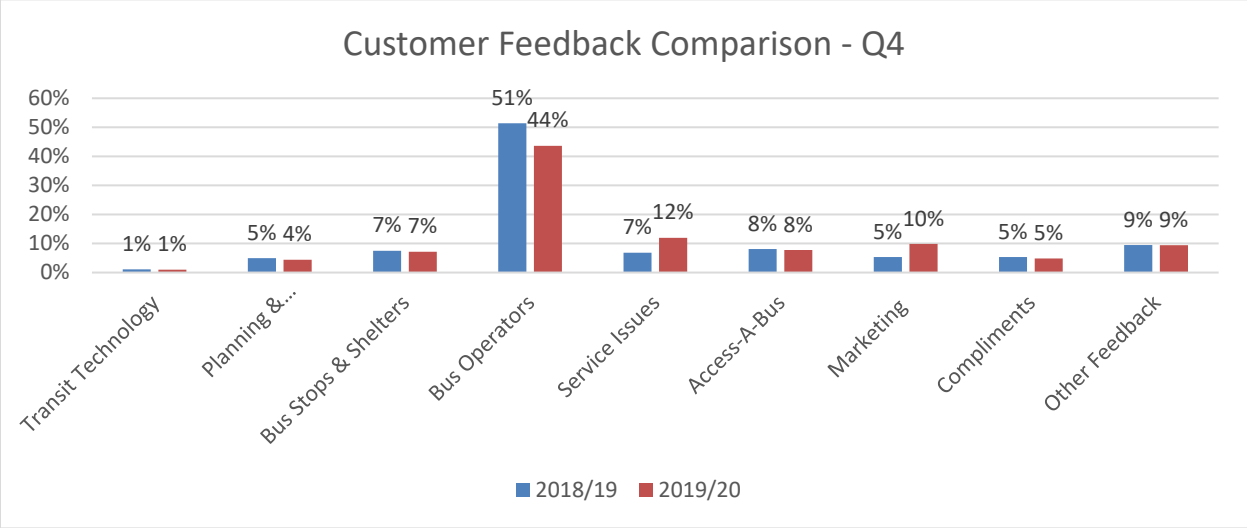


Customer Service – All Services

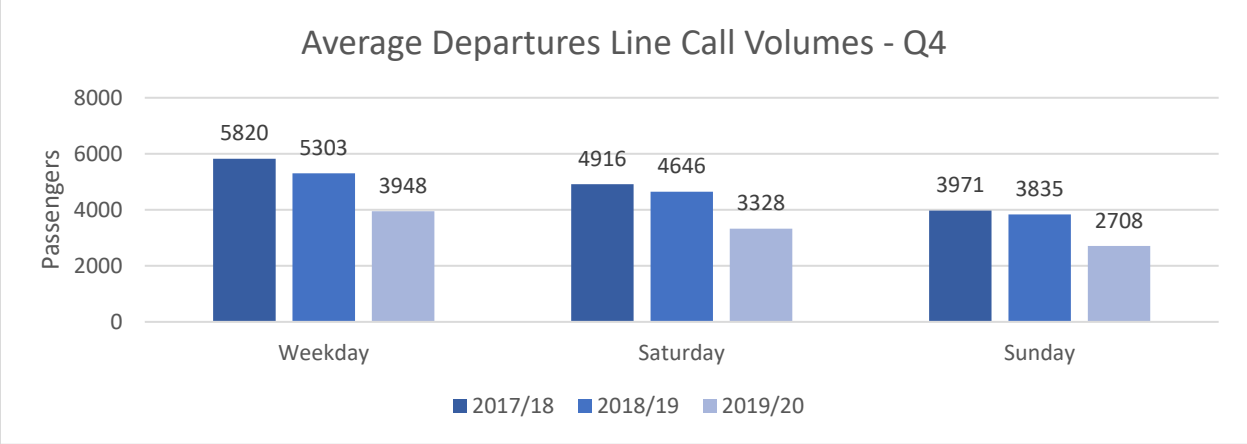
Customer service statistics are measured monthly using the Hansen Customer Relationship Management software along with Crystal Reports. Feedback is first categorized by subject matter and then divided into two categories: feedback resolved within service standard and feedback resolved outside service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

In the fourth quarter, 44% of feedback received was related to bus Operators. The remaining 56% 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 93% 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 fourth quarter of 2019/20, average call volumes were lower than this time last year for weekdays as well as for Saturdays and Sundays.



Service Utilization

Automatic Passenger Counter (APC) data is now being been used to report bus passenger boardings. The APCs provide data within a 90% degree of accuracy. Boardings by Route demonstrate passenger usage during the 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.

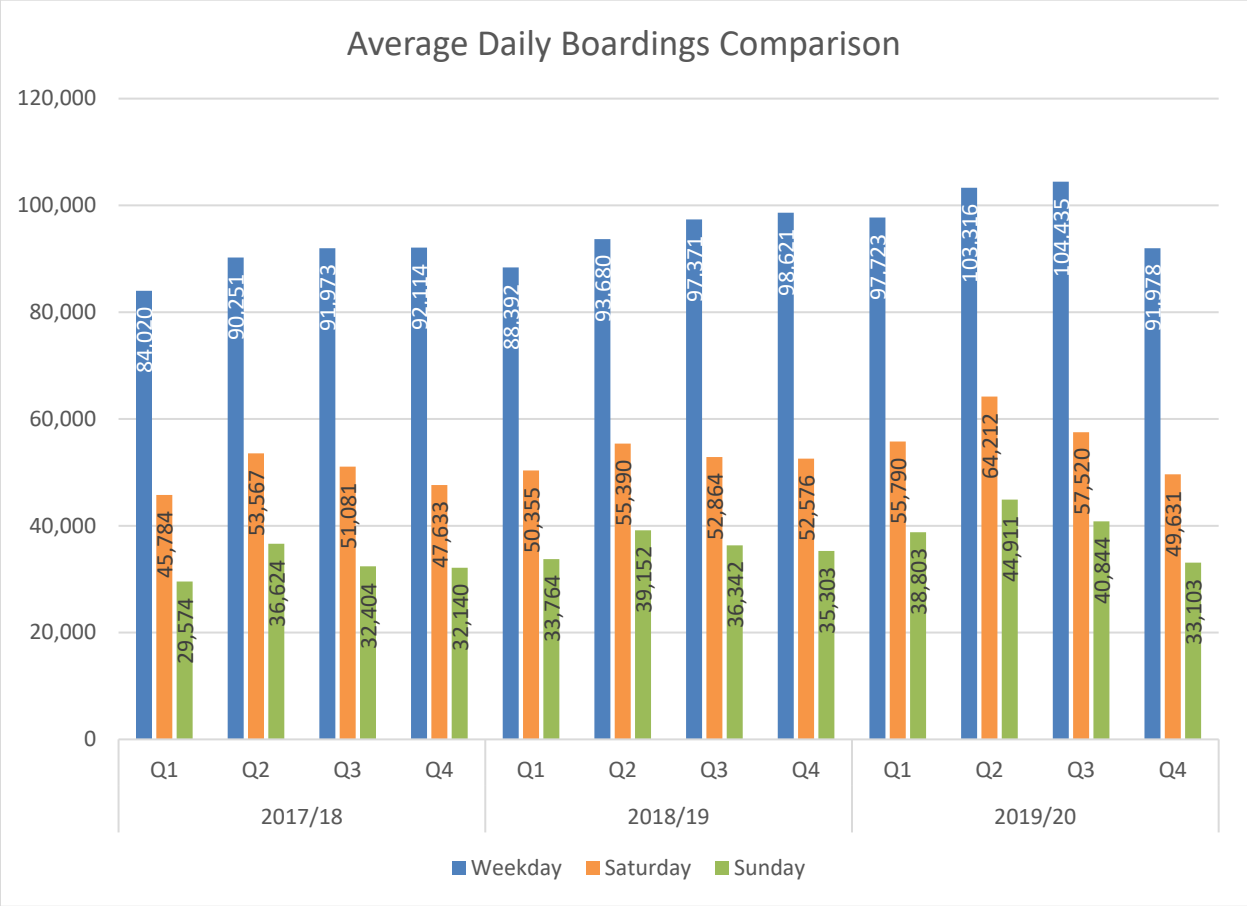
As large-scale service adjustments were implemented mid third quarter, on November 25, some routes have since been discontinued. Instances were route numbers have been reused post implementation are labelled 'old versus 'new'.

Boardings

Average weekday boardings in the fourth quarter were 91,978 ± 28,885 (31.4% variance). Average Saturday boardings this quarter were 49,631 ± 13,689 (27.6% variance). Average Sunday boardings this quarter were 33,103 ± 9,922 (30% variance).

These figures are impacted by COVID-19; prior to the pandemic average weekday boardings in the fourth quarter were 104,030 ± 15,716 (15.1% variance). Average Saturday boardings this quarter were 55,104 ± 3,956 (7.2% variance). Average Sunday boardings this quarter were 36,627 ± 5,562 (15.2% variance).

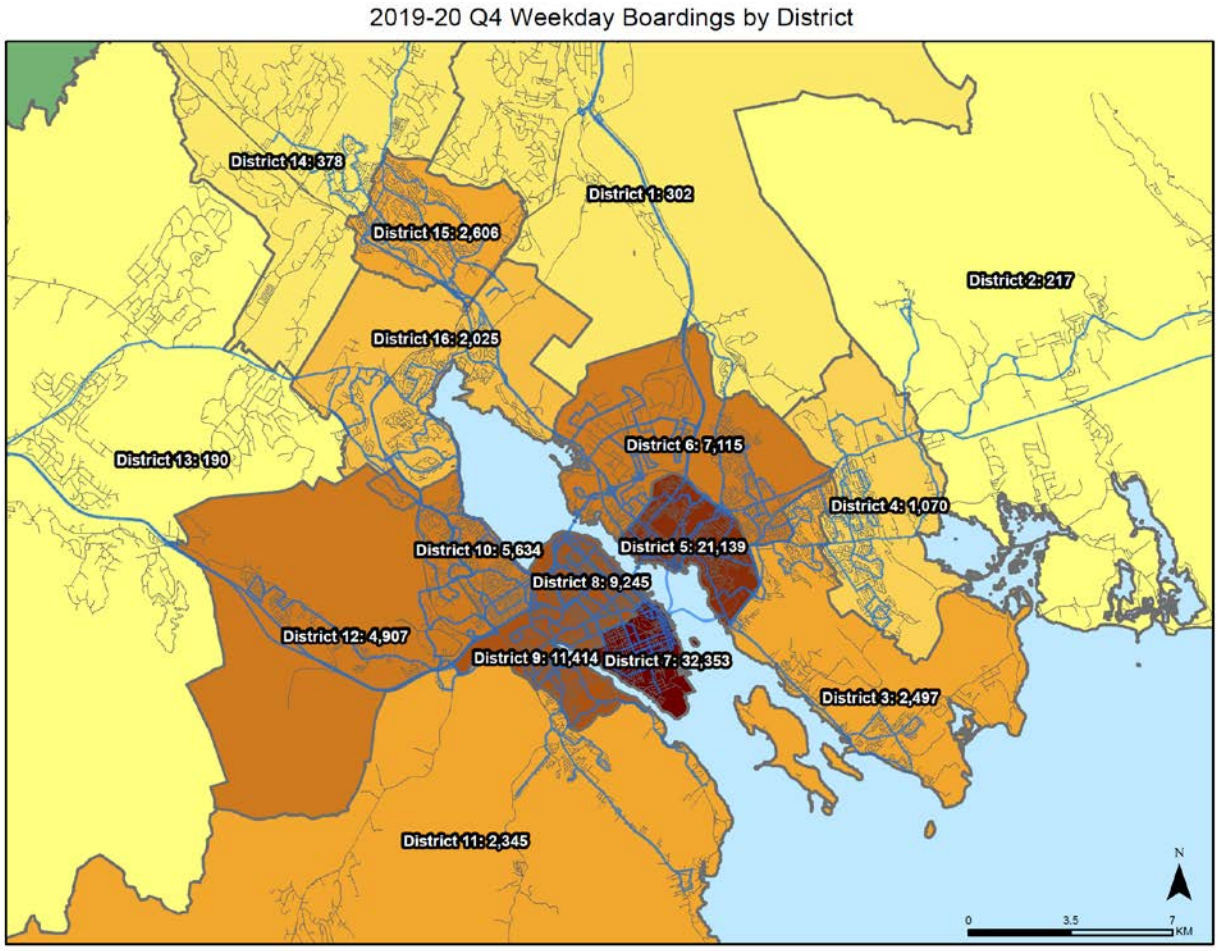
Average Daily Boardings by Service Day



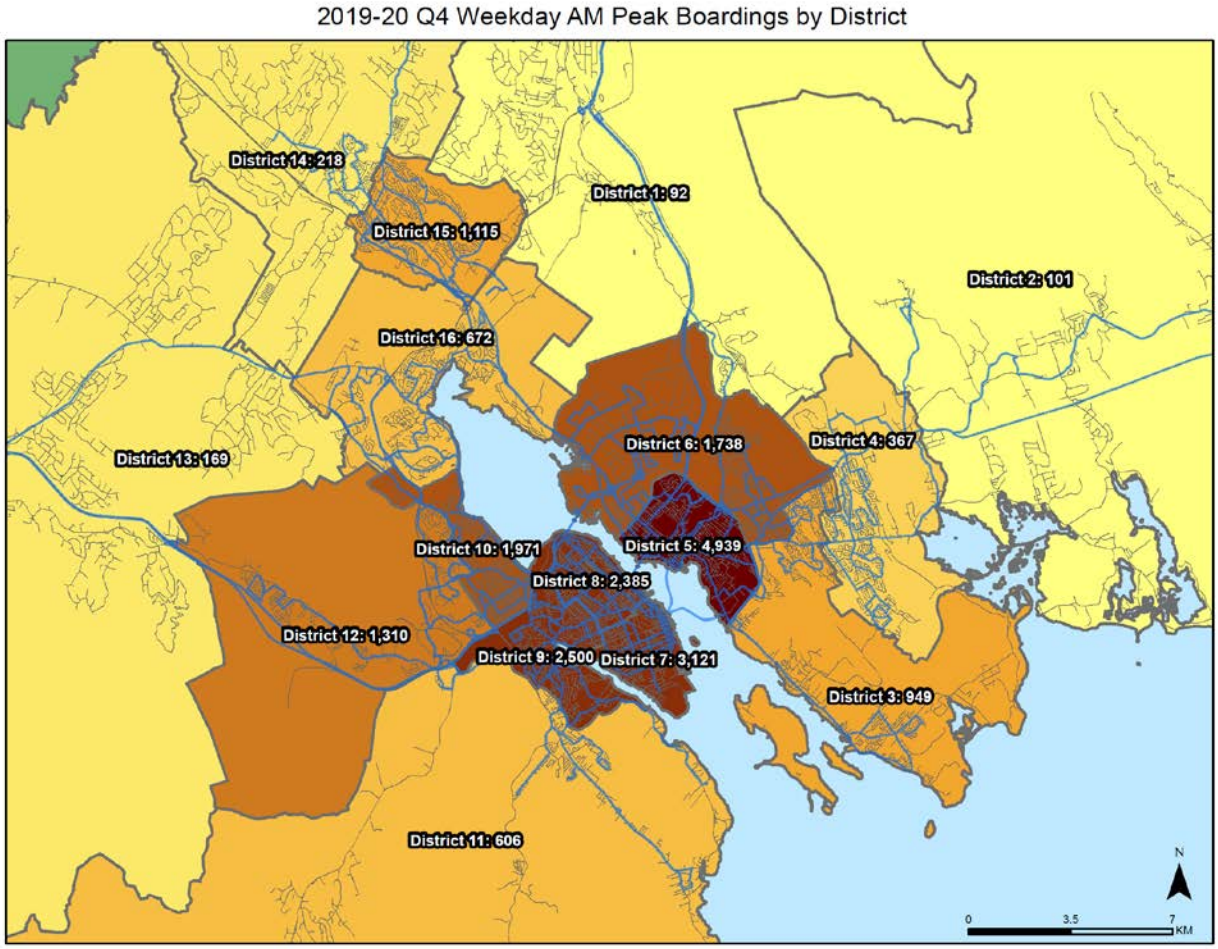
Boardings by District

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



Weekday Boardings by District – AM Peak Period



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.

All weekday data for Q4 represents January to March 20th, following March 20th weekday data for boardings and hours was unavailable due to emergency schedule adjustments.

Boardings & Passengers per Hour

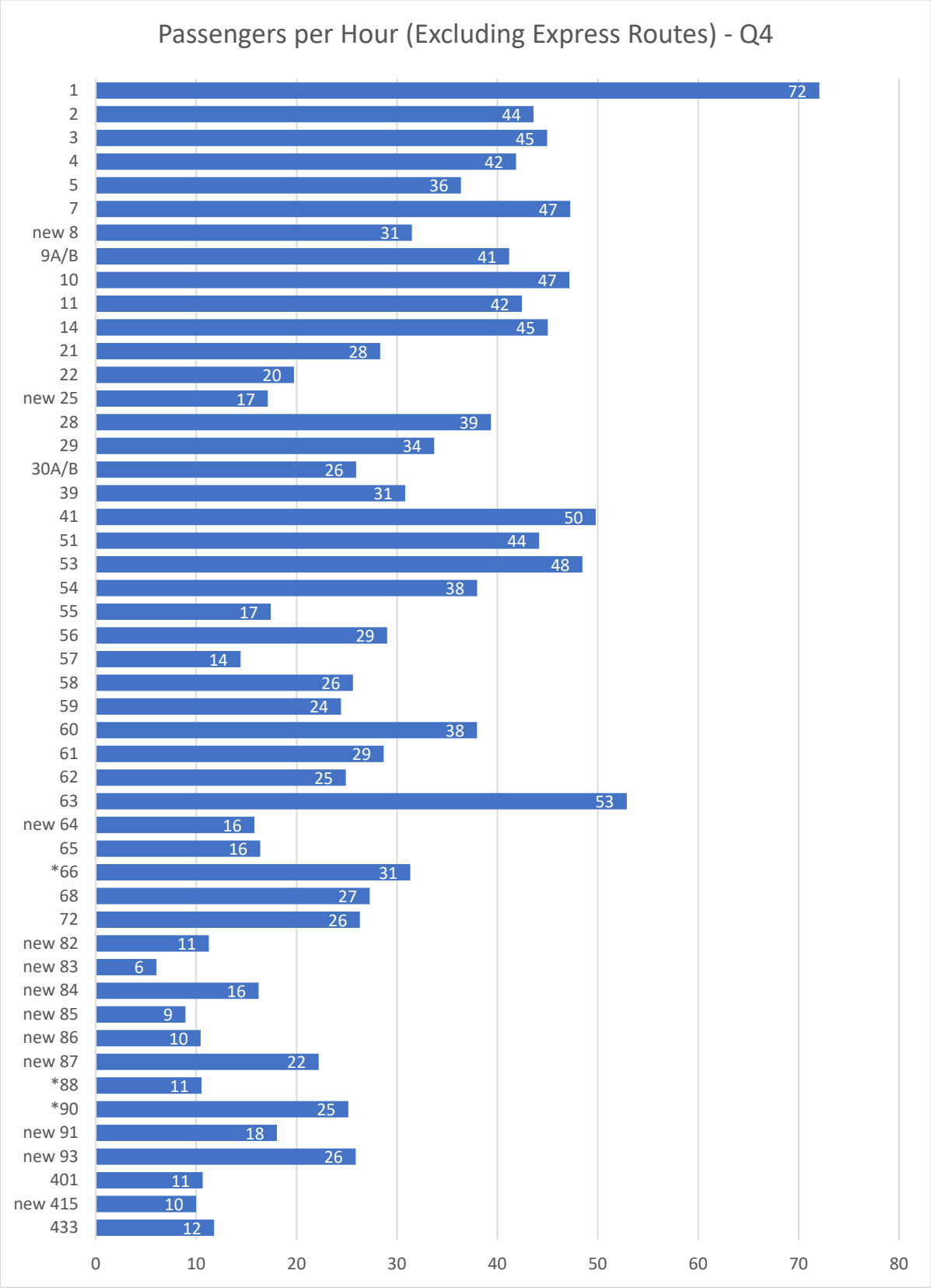
Q4 Comparison - Average Daily Boardings by Route												
Route	Weekday				Saturday				Sunday			
	18/19		19/20		18/19		19/20		18/19		19/20	
	Boardings	Pass/Hr	Boardings	Pass/Hr	Boardings	Pass/Hr	Boardings	Pass/Hr	Boardings	Pass/Hr	Boardings	Pass/Hr
1	11,339	72	11,247	72	8,703	77	7,842	70	5,490	64	4,753	56
2	4,372	41	4,710	44	3,649	36	3,497	35	2,236	30	2,091	30
3	6,154	41	6,801	45	3,208	37	3,231	38	3,350	35	3,043	32
4	5,318	42	5,380	42	2,092	42	1,890	38	1,833	41	1,483	33
5	129	32	139	36								
7	5,423	47	5,380	47	3,667	39	3,364	36	1,929	36	1,867	36
***8**	4,231	34	4,400	31	3,299	31	2,804	26	2,502	28	2,100	19
9A/B	6,649	39	6,962	41	3,493	48	3,318	46	2,749	39	2,554	35
9A	4,543	41	4,730	43	1,652	47	1,560	44	1,244	36	1,130	32
9B	2,106	36	2,232	38	1,841	49	1,757	48	1,505	41	1,424	38
10	5,322	49	5,152	47	3,391	46	3,139	43	2,056	42	1,839	38
11	132	57	117	42								
14	2,940	46	2,890	45	1,445	43	1,235	37	1,102	37	1,082	37
21	897	30	876	28	765	22	721	21	472	26	469	26
22	627	20	647	20	387	12	436	13	347	10	341	10
new 25			389	17			183	11			175	16
28	1,260	34	1,470	39	1,189	29	1,198	27	581	32	543	26
29	3,190	35	3,139	34	1,760	28	1,562	25	1,250	21	1,113	19
30A/B	840	23	924	26	510	15	508	15	294	15	313	17
30A	454	24	495	28	282	16	276	16	128	11	140	15
30B	386	21	429	24	228	13	233	13	166	20	174	20
39	1,200	26	1,386	31	796	16	963	20	371	18	361	16
41	1,686	51	1,700	50								
51	1,054	44	1,059	44	554	33	503	31	298	33	252	25
53	1,226	47	1,284	48	734	49	680	45	328	40	294	35
54	793	37	815	38	460	29	450	29	240	24	230	23
55	384	18	384	17	219	14	207	13	169	11	139	9
56	853	26	925	29	912	26	957	27	583	18	490	15
57	519	13	586	14	221	7	246	8	118	7	146	8
58	698	25	707	26	415	22	365	20	329	19	304	17

Q4 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	1,884	24	1,897	24	747	32	685	30	505	21	440	19
60	2,746	36	2,905	38	1,695	43	1,605	39	1,098	39	1,136	41
61	2,188	29	2,229	29	1,052	27	996	26	804	21	833	22
62	766	24	796	25	494	22	455	21	245	15	233	15
63	821	46	858	53								
***64**	547	29	632	16								
65	256	15	272	16	87	7	83	6	51	8	43	7
***66**	1,380	22	964	31	502	31	419	26	299	19	265	16
68	1,303	27	1,308	27	779	27	680	23	488	18	455	15
72	1,337	29	1,217	26	931	20	896	20	482	18	391	14
new 82			226	11			136	9			96	6
new 83			82	6			60	6			42	4
new 84			964	16			307	9			227	8
new 85			122	9			84	9			52	7
new 86			165	10			106	6			80	6
***87**	1,167	26	1,245	22	972	20	682	13	450	15	356	12
***88**	82	14	142	11	49	9	107	7	22	9	65	5
***90**	1,416	30	1,776	25	761	16	930	15	407	16	423	12
new 91			694	18			255	11			237	9
new 93			280	26								
401	131	11	133	11								
***415**	197	13	58	10	93	9			122	10		
433	50	9	62	12								
Alderney	2,455	82	2,097	70	1,870	107	1,475	84	1,268	72	790	45
Woodside	2,115	101	1,877	89								

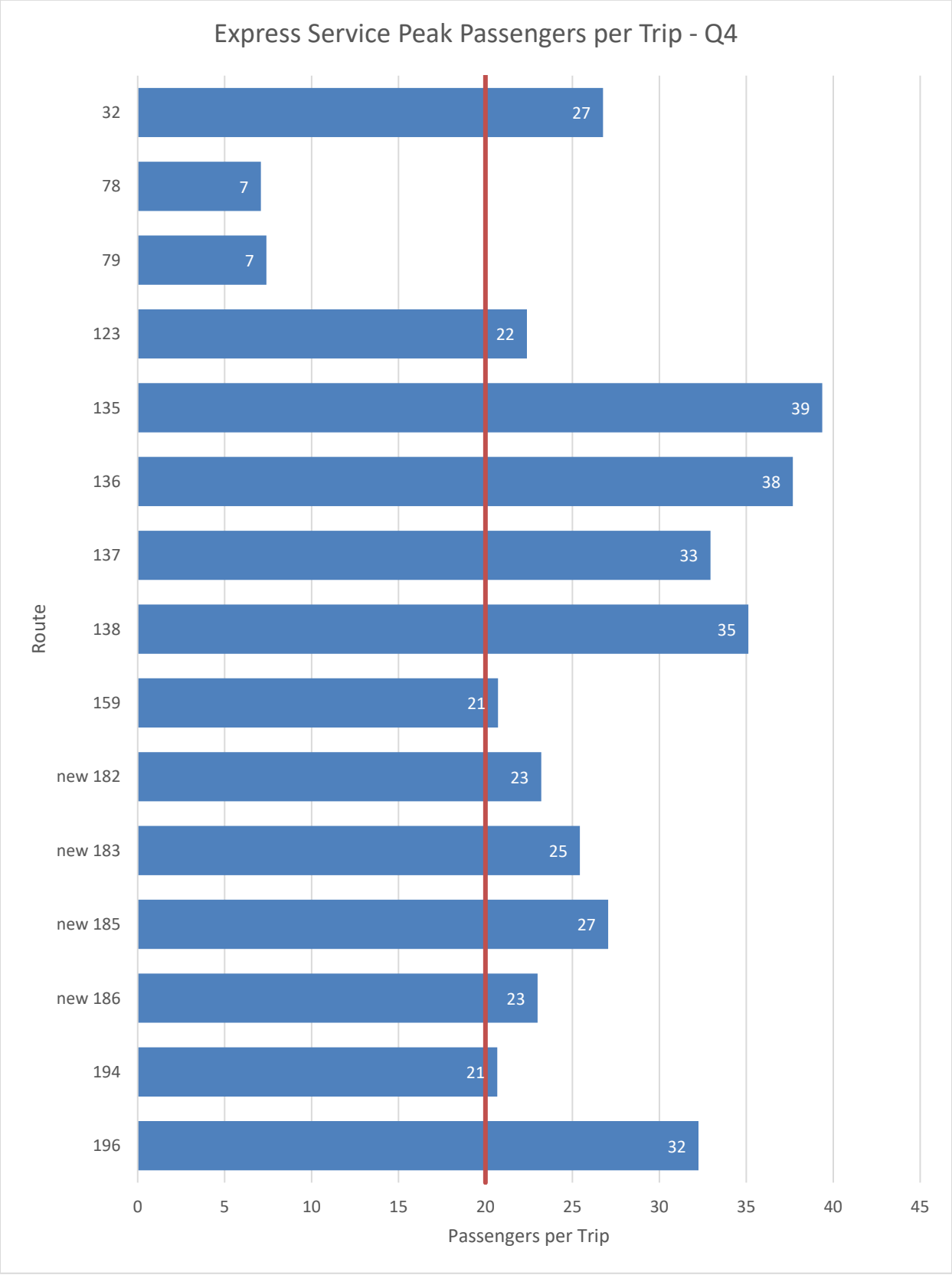
Express Service Peak Boardings and Passengers per Trip

Q4 Comparison - Average Daily Peak Boardings by Express Route				
Route	Weekday			
	18/19		19/20	
	Boardings	Pass/Trip	Boardings	Pass/Trip
32	473	27	481	27
78	98	7	115	7
79	94	8	94	7
123	278	19	330	22
135	508	36	551	39
136	557	35	603	38
137	386	32	395	33
138	507	36	491	35
159	587	20	620	21
new 182			557	23
new 183			329	25
new 185			676	27
new 186			276	23
194	153	19	166	21
196	121	30	129	32
320	215	18	164	16
330	388	18	363	17
370	128	10	117	11

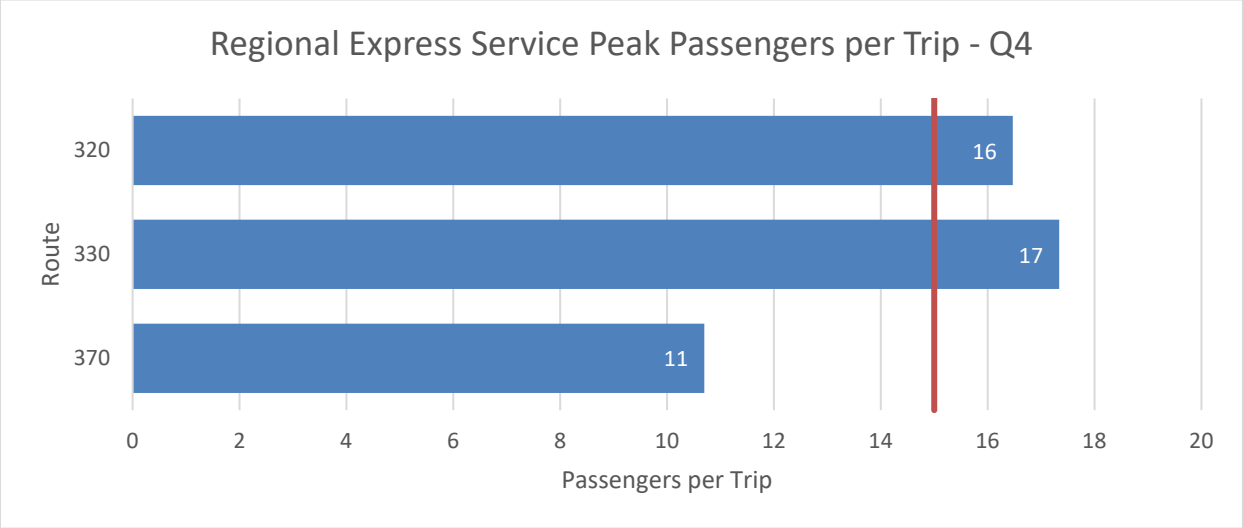
Passengers per Hour by Route



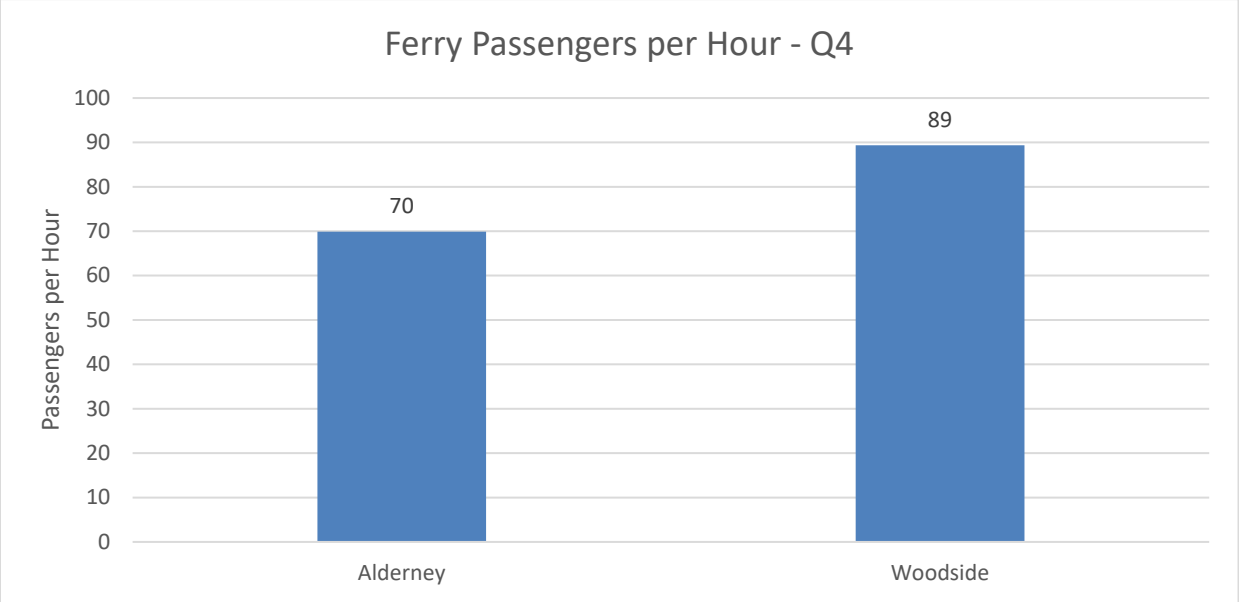
Express Service Peak Passengers per Trip by Route



Regional Express Peak Passengers per Trip by Route



Ferry Passengers per Hour

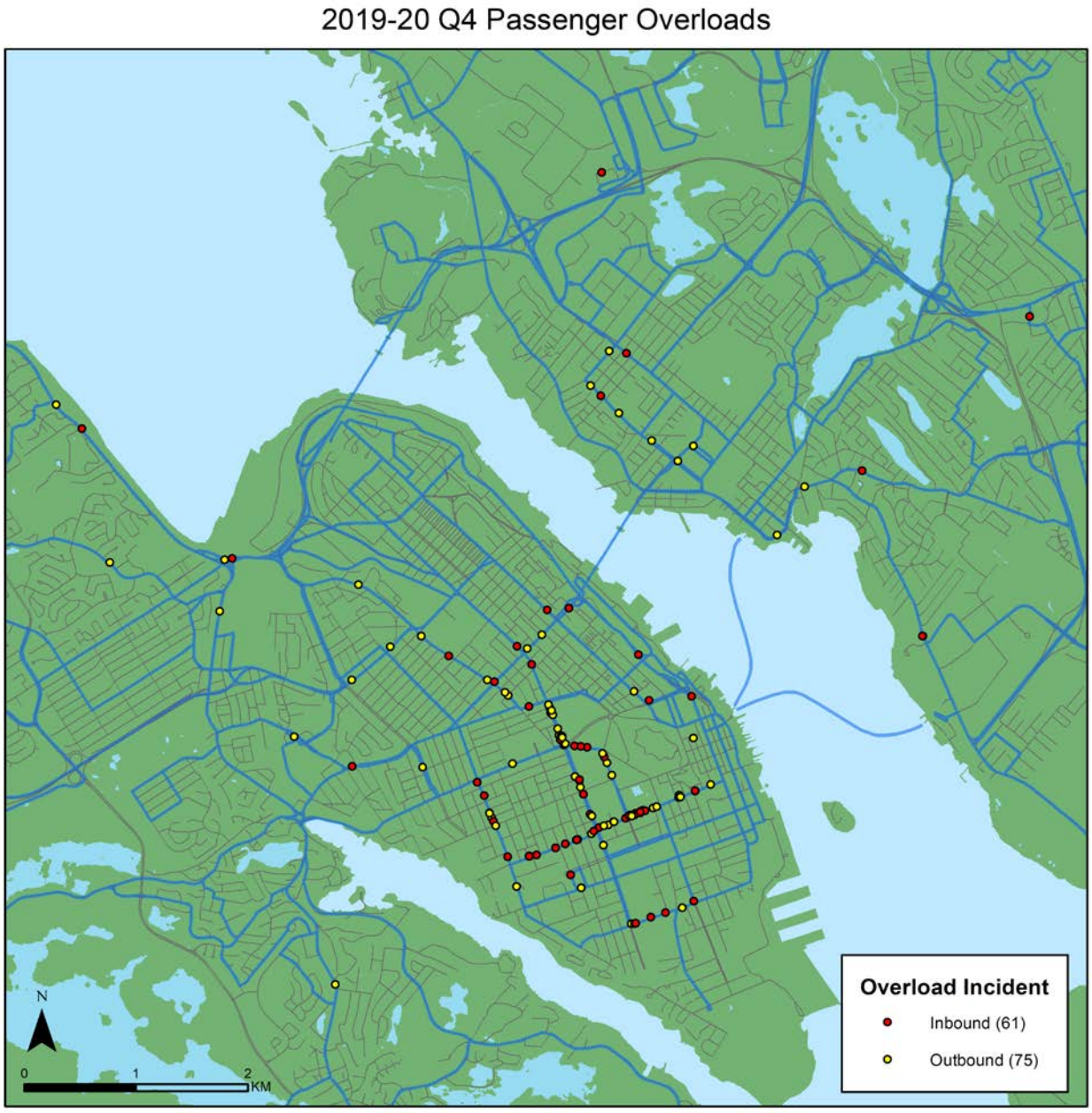


Passenger Overloads

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.

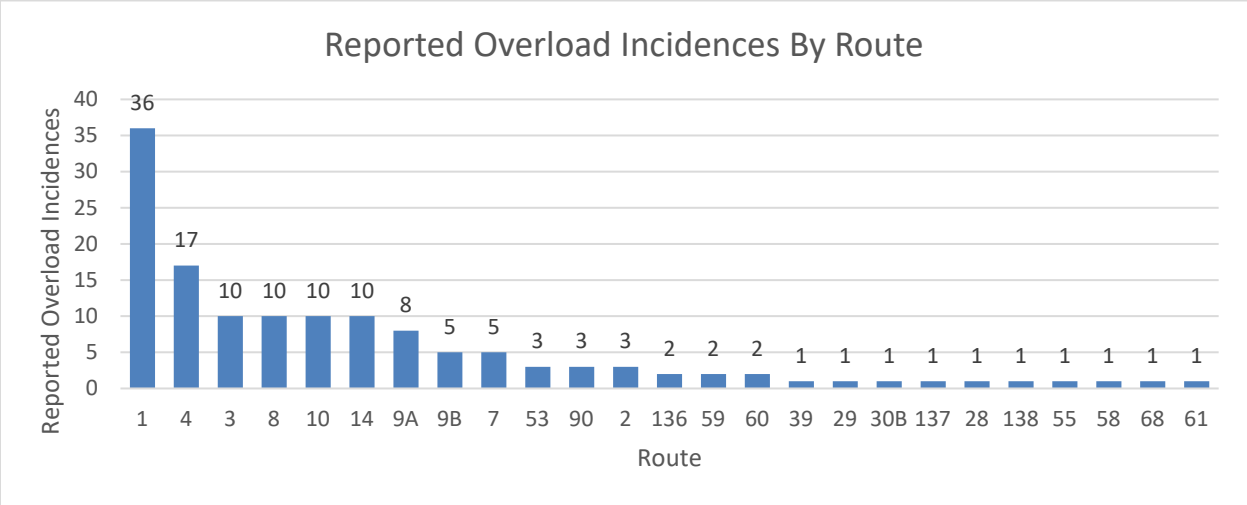
Passenger Overloads by Area

The figure below shows the locations of all reported overloads during Q4.



Passenger Overloads by Route

The following graph shows overloaded routes during the quarter.



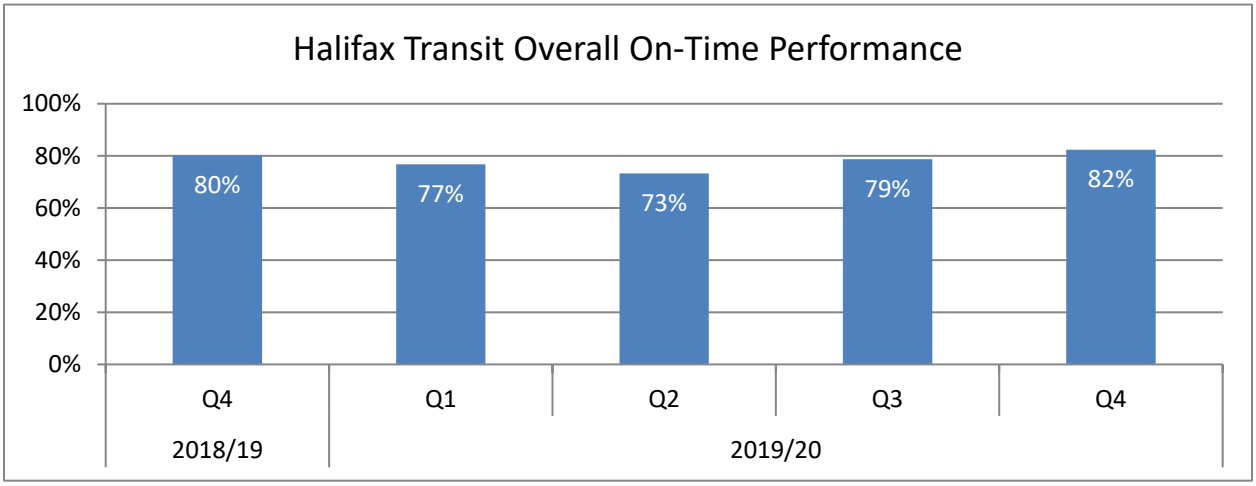
On-Time Performance

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.

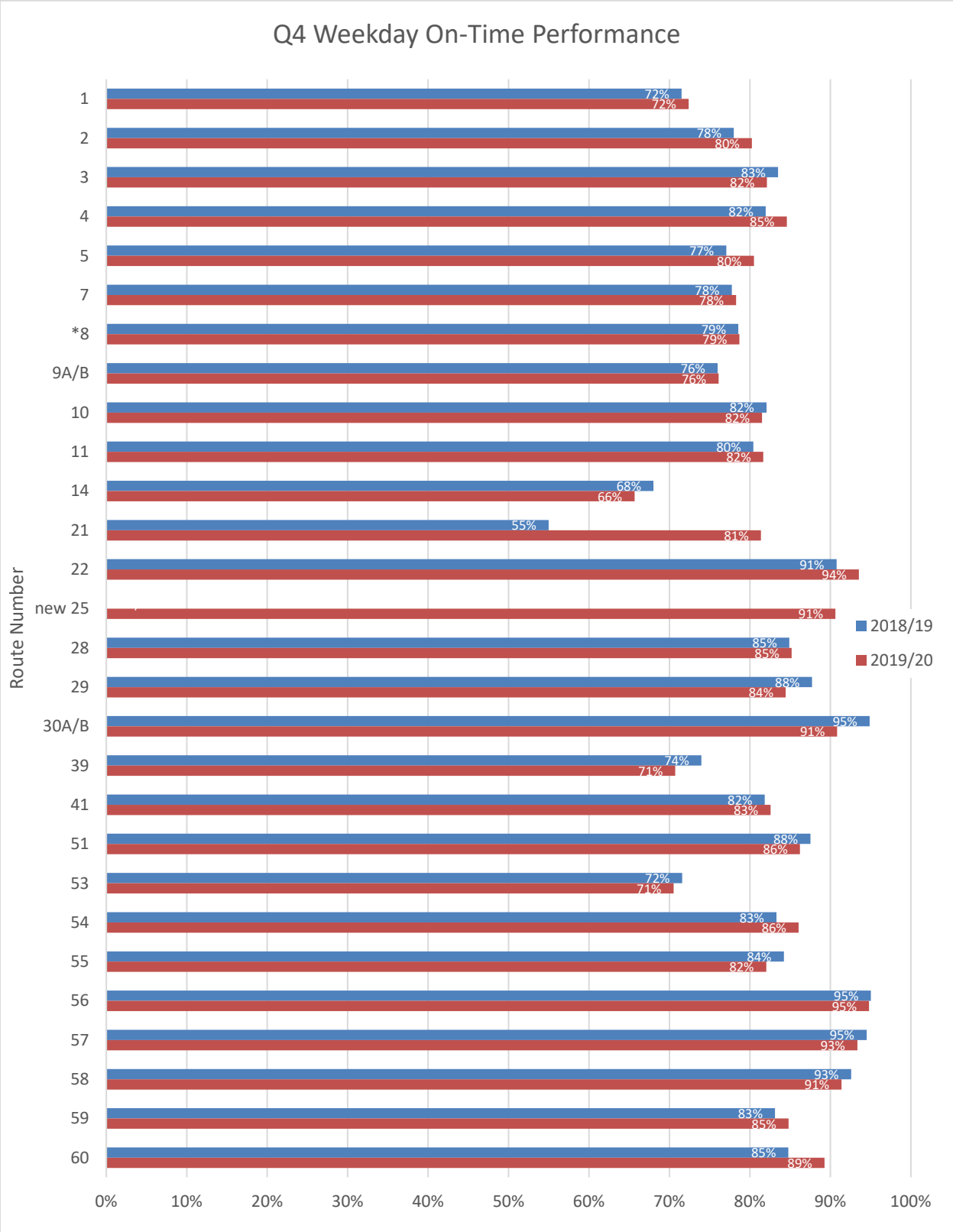
Transit industry standard targets for on-time performance tend to range between 85% and 90%, although service types are not always comparably grouped, nor are schedule adherence definitions consistent between agencies. Halifax Transit will analyze on-time performance across the network in order to establish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

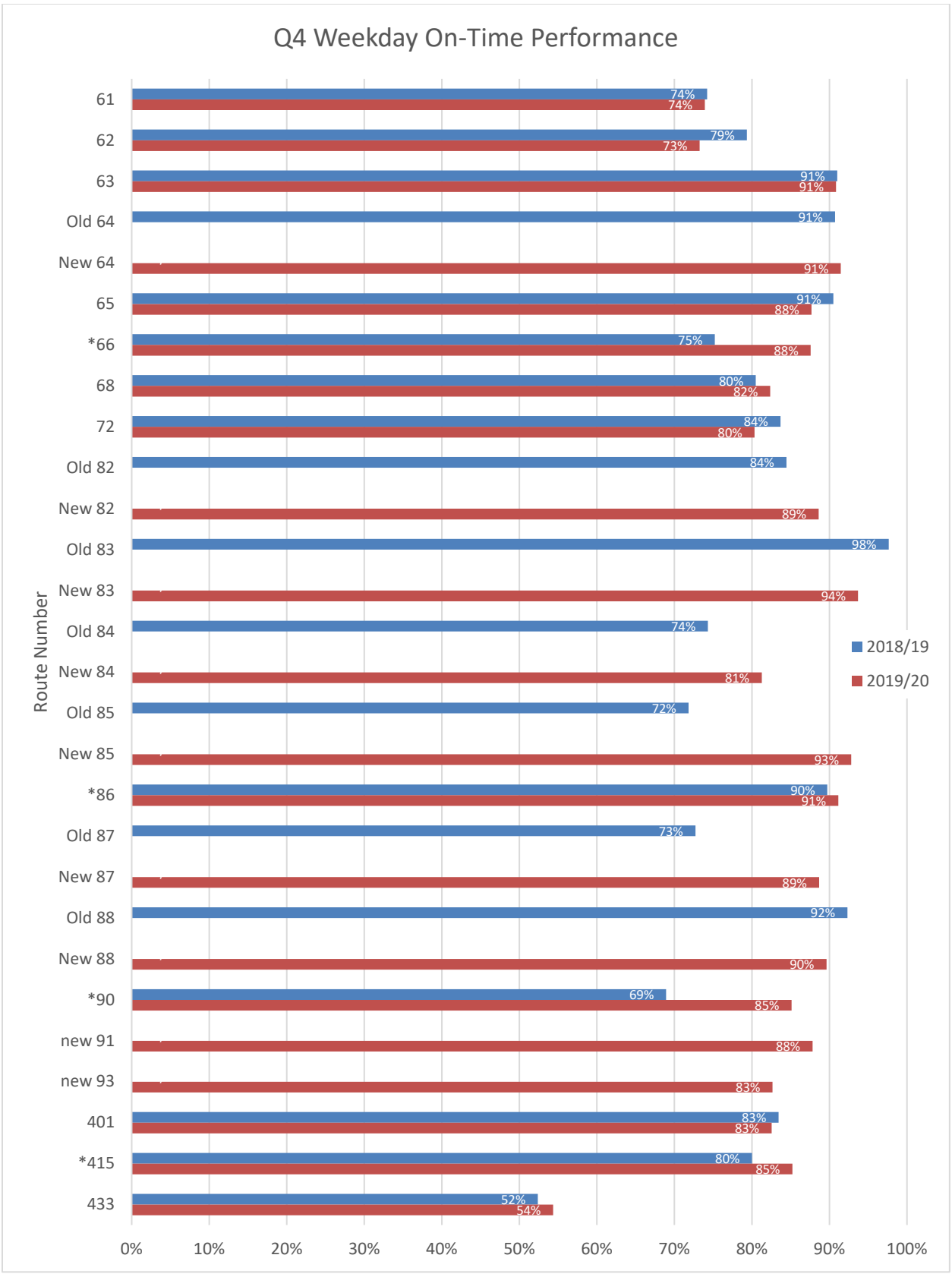
Compared to the fourth quarter last year, on-time performance improved from 80% to 82%. Prior to impacts of COVID-19 on-time performance was on pace for 81% in the fourth quarter.

Overall Network On-Time Performance

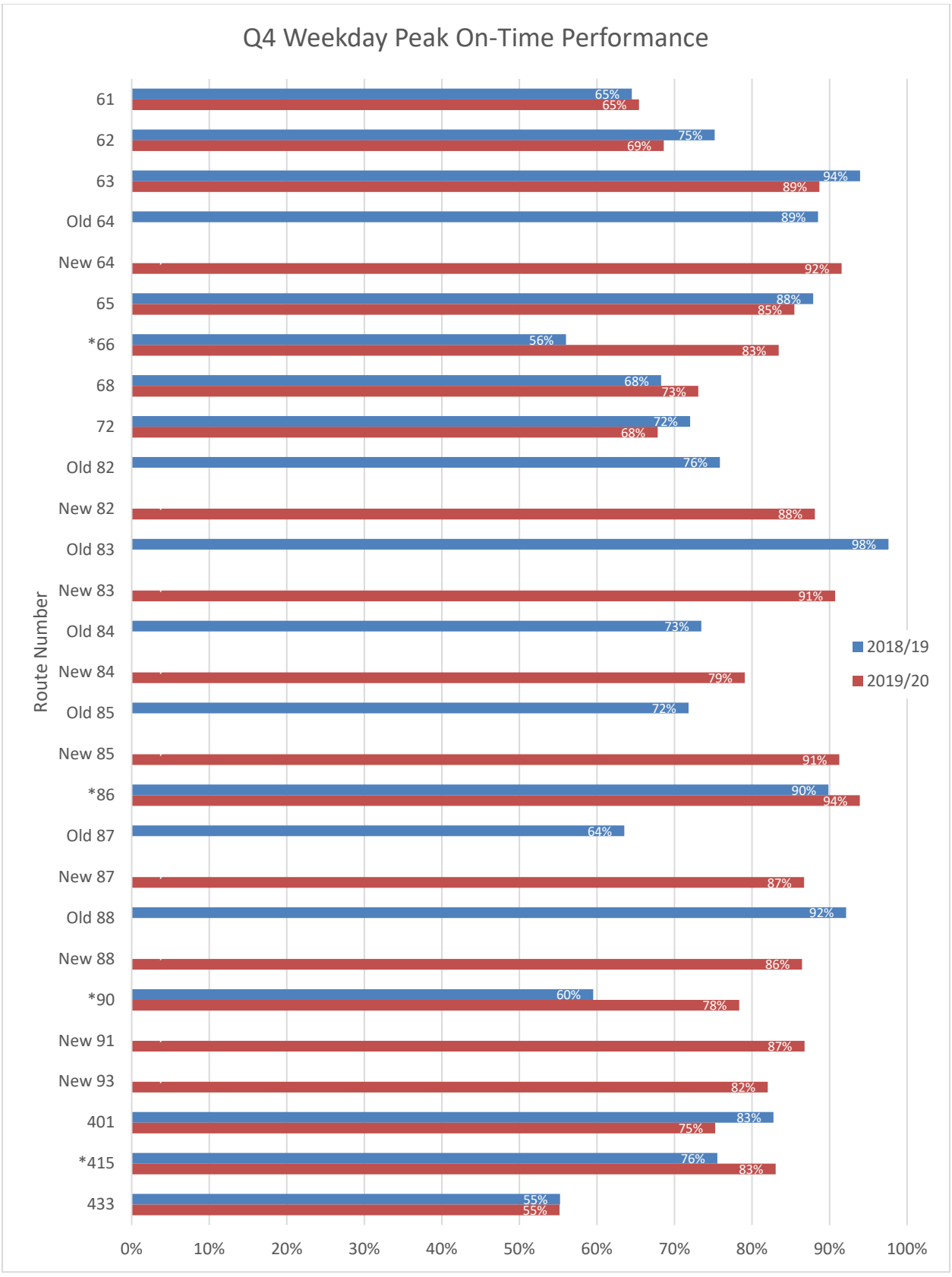


Weekday On-Time Performance




Q4 Weekday On-Time Performance
Route Number
61
62
63
Old 64
New 64
65
*66
68
72
Old 82
New 82
Old 83
New 83
Old 84
New 84
Old 85
New 85
*86
Old 87
New 87
Old 88
New 88
*90
new 91
new 93
401
*415
433
74%
74%
79%
73%
91%
91%
91%
91%
91%
88%
75%
88%
80%
82%
84%
80%
84%
89%
98%
94%
74%
81%
72%
93%
90%
91%
73%
89%
92%
90%
69%
85%
88%
83%
83%
83%
80%
85%
52%
54%
2018/19
2019/20
0%
10%
20%
30%
40%
50%
60%
70%
80%
90%
100%

Weekday Peak Period On-Time Performance

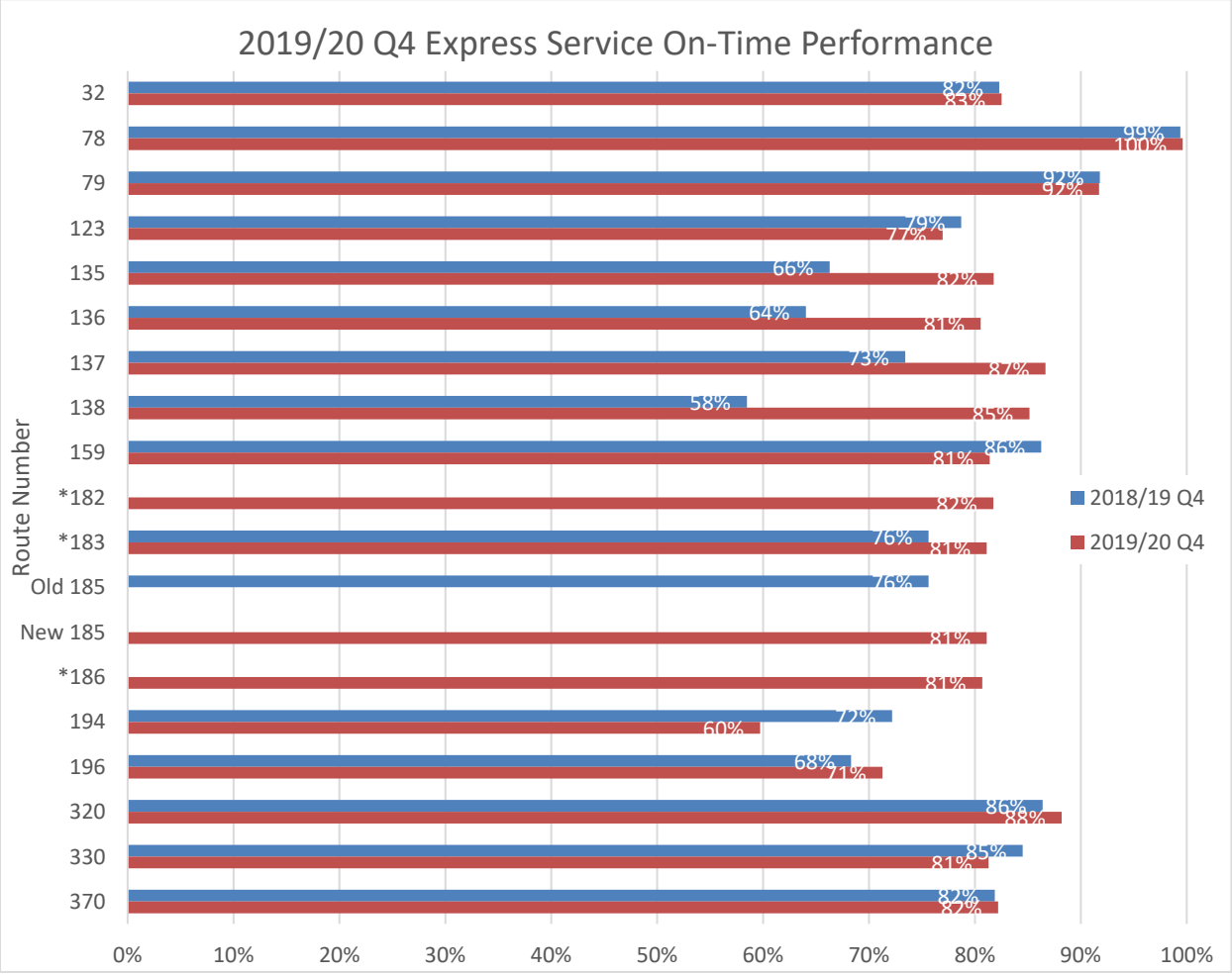

Q4 Weekday Peak On-Time Performance
Route Number
61
62
63
Old 64
New 64
65
*66
68
72
Old 82
New 82
Old 83
New 83
Old 84
New 84
Old 85
New 85
*86
Old 87
New 87
Old 88
New 88
*90
New 91
New 93
401
*415
433
65%
65%
75%
69%
94%
89%
89%
92%
88%
85%
56%
83%
68%
73%
72%
68%
76%
88%
98%
91%
73%
79%
72%
91%
90%
94%
64%
87%
92%
86%
60%
78%
87%
82%
83%
75%
76%
83%
55%
55%
0%
10%
20%
30%
40%
50%
60%
70%
80%
90%
100%
2018/19
2019/20

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, major destinations and park and rides. This includes Scotia Square, Summer Street, and the future Wrights Cove Terminal location on Marketplace Drive but does not include some other on-street timepoints.

Due to a rapid schedule adjustment implemented in response to COVID-19, schedule adherence data was not available after March 20th. Average weekday On-Time Performance for the fourth quarter is averaged over the period January through March 20, 2020. Reductions in traffic congestion resulted from COVID-19 and is anticipated to be more evident in future quarters.



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2019/20 – Year End Performance Measures Report

HALIFAX TRANSIT

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COVID-19 Pandemic Data Impacts

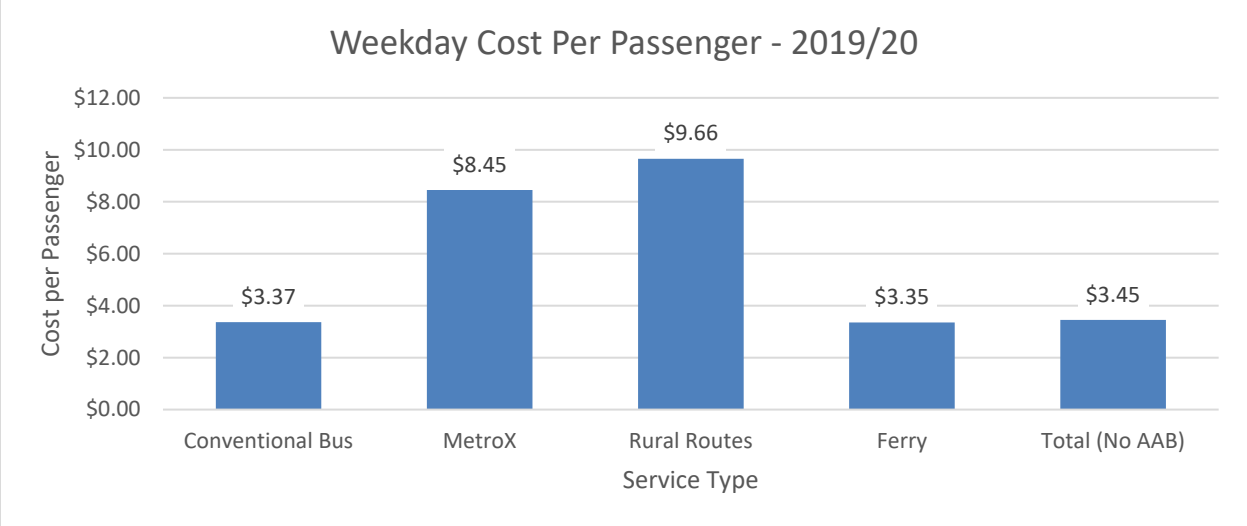
The onset of the COVID-19 pandemic in early 2020 resulted in the need to rapidly implement emergency service adjustments to the weekday schedules. Consequently, data reporting tied to the weekday schedules was impacted between March 23rd and May 4th. During this period boardings data was unavailable and was estimated, based on March 20th boarding data. Fare collection ceased on March 18th, tickets and passes were no longer required to board. Schedule adherence data for weekdays during this period was also unavailable and instead spans January through to March 20th.

Annual Key Performance Indicators (KPIs)

The following KPIs are measured on an annual basis to track changes and growth. Bus & Ferry figures do not include Access-A-Bus. Halifax Transit ridership overall has increased from last year. Scheduled fixed route service hours increased due to service improvements implemented in 2019/20. Despite this increase, a significant increase in the Municipal population in 2019/20 has resulted in negative per capita metrics. Customer service requests continue to be addressed well within the target of 90% within service standard, remaining at 93% this year.

KPI	Division	2018/19	2019/20	% Change
Service Utilization (Passengers per Capita)	Bus & Ferry	59.83	59.51	-0.5%
Service Utilization (Passengers per Service Hour)	Bus & Ferry	23.68	24.27	+2.5%
Amount of Service (Service Hours per Capita)	Bus & Ferry	2.53	2.45	-3.0%
Cost Effectiveness (Operating Expense per Passenger)	Bus & Ferry	$4.99	$5.11	+2.4%
Average Fare (Passenger Revenue per Passenger)	Bus & Ferry	$1.75	$1.84	+4.9%
Financial (Cost Recovery)	Bus & Ferry	35%	36%	+2.5%
Financial (Cost Recovery)	All	33%	34%	+2.0%
Customer Service (Requests addressed within standard)	All	95%	93%	-2.6%

Weekday Cost per Passenger



Boardings & Revenue

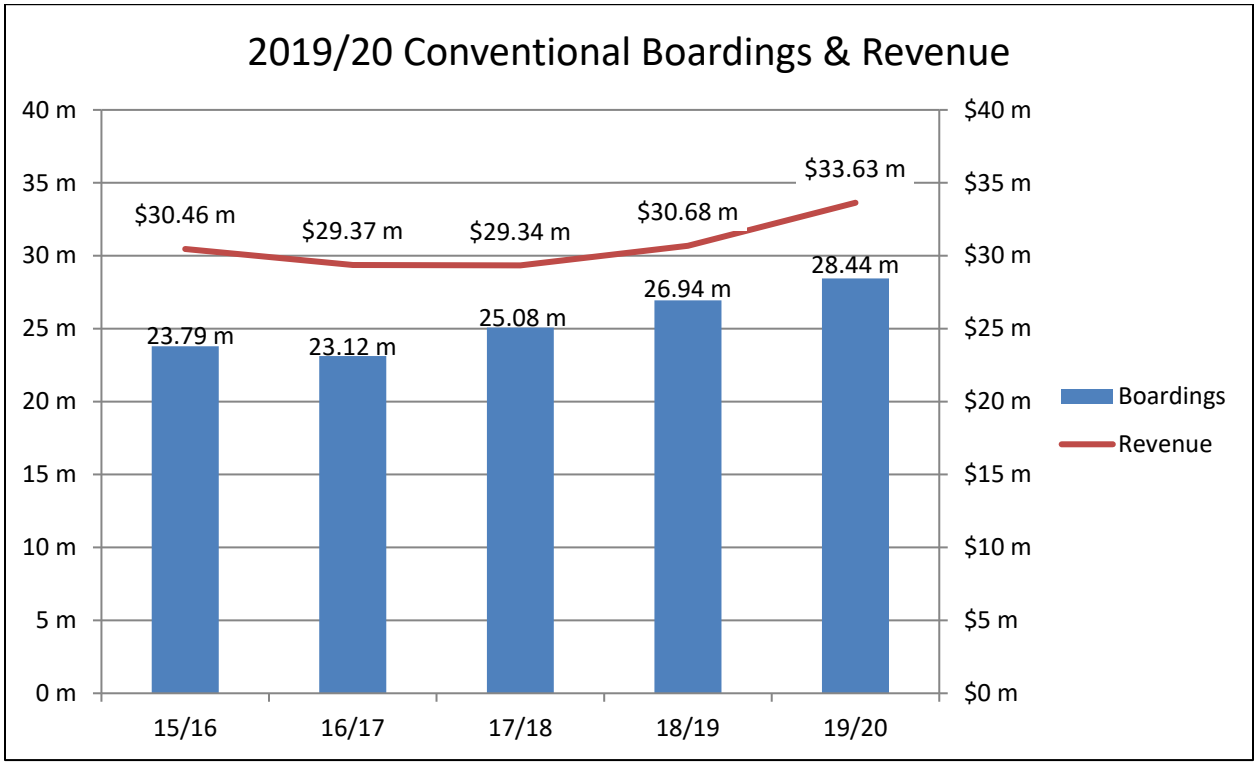
Revenue and boardings are reported to demonstrate how well transit services were used over the year, in comparison to the previous year. Fare changes were implemented in September 2019, which accounts for some of the increases in revenue seen this year.

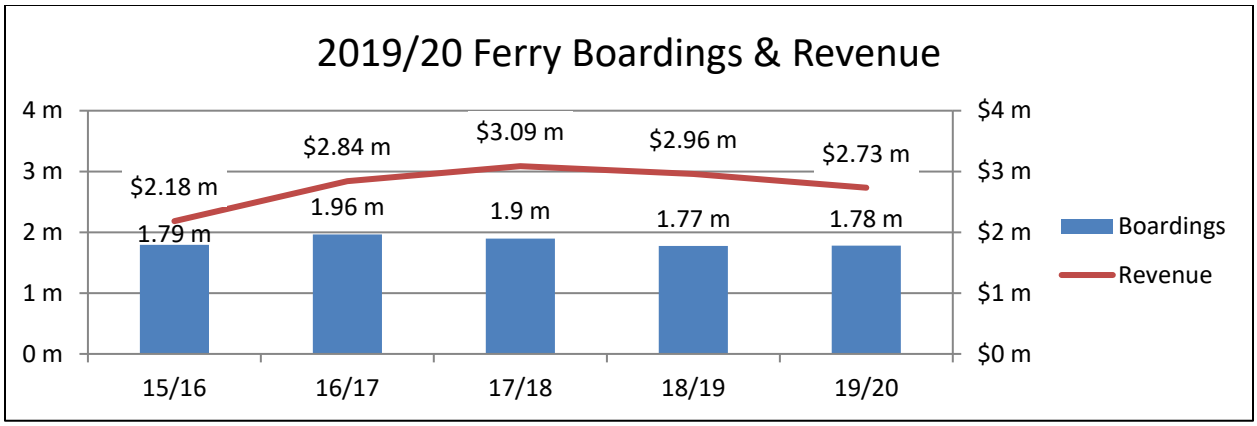
Automatic Passenger Counter (APC) systems installed throughout the network in 2017/18 enable Halifax Transit to track the number of boardings by counting passengers entering the bus at each stop, instead of estimating boardings from revenue. Therefore, the data source for boardings in the chart below 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.

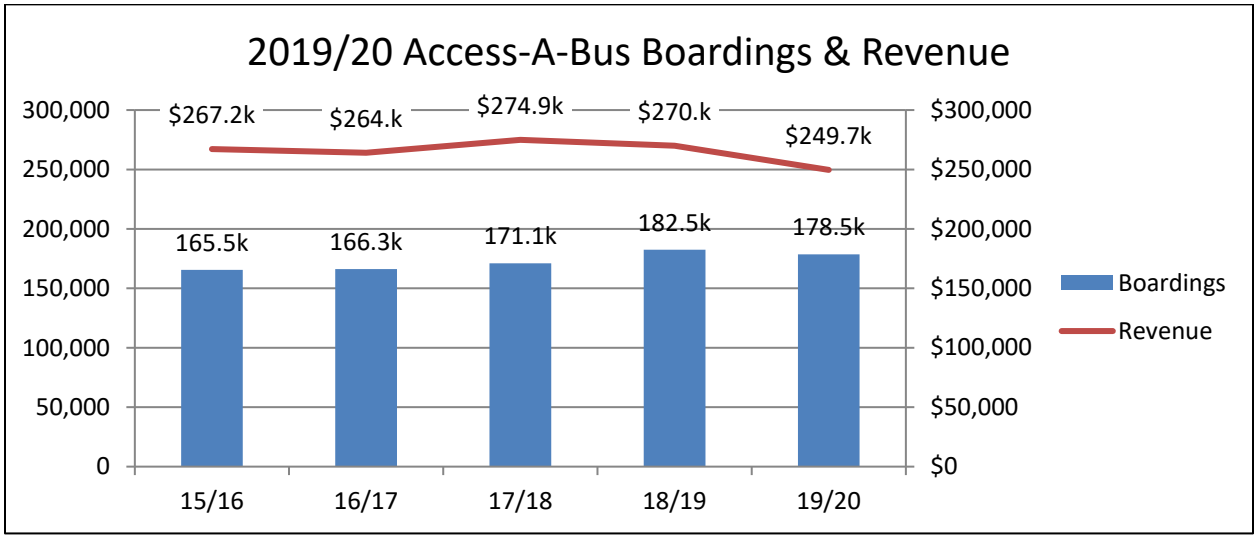
In 2019/20 conventional boardings increased 5.6% over 2018/19, ferry boardings increased 0.3% and Access-A-Bus boardings decreased 2.2%. Overall, system wide boardings increased 5.2% compared to last year. Overall revenue in 2019/20 increased 8.9% from last year.

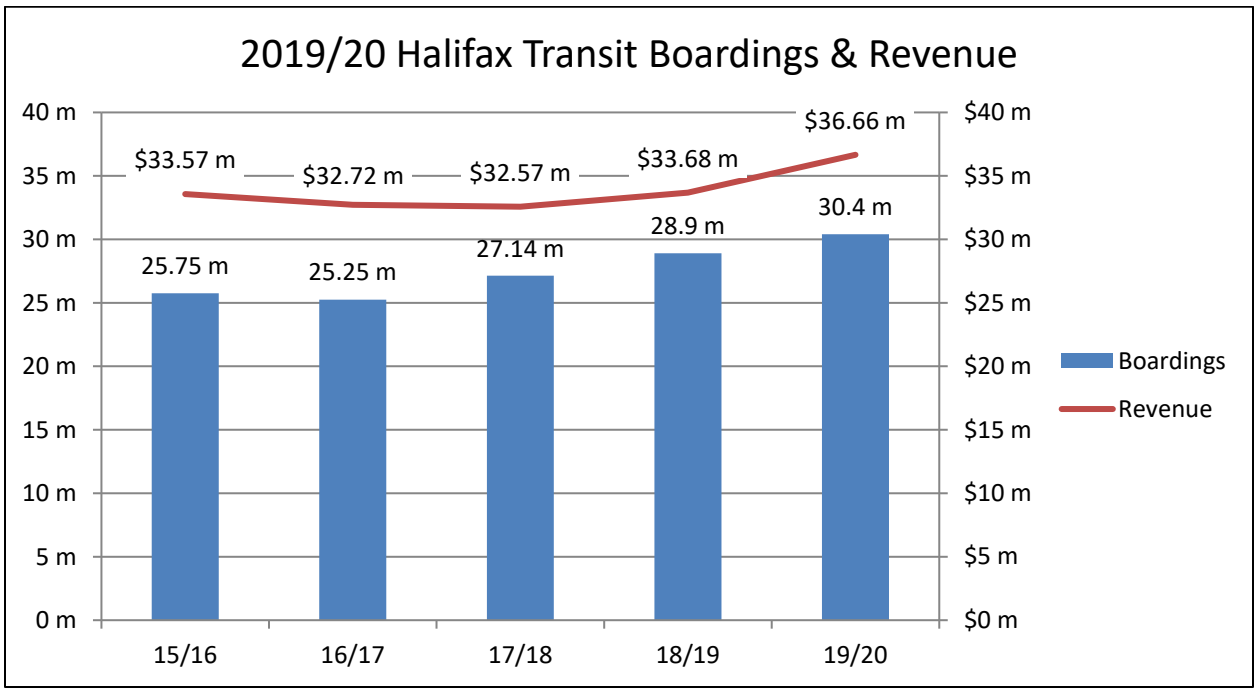
Prior to the impacts of COVID-19 conventional boardings were on pace to increase 9.2% over 2018/19, ferry boardings were on pace to increase 4.3%, and Access-A-Bus boardings were on pace to increase 0.6%. Overall system wide boardings were on pace to increase 8.8%, while overall revenue was on pace to increase 9.4%.

Historical Boardings & Revenue




2019/20 Ferry Boardings & Revenue
4 m
3 m
2 m
1 m
0 m
$4 m
$3 m
$2 m
$1 m
$0 m
$2.18 m
$2.84 m
$3.09 m
$2.96 m
$2.73 m
1.79 m
1.96 m
1.9 m
1.77 m
1.78 m
15/16
16/17
17/18
18/19
19/20
Boardings
Revenue

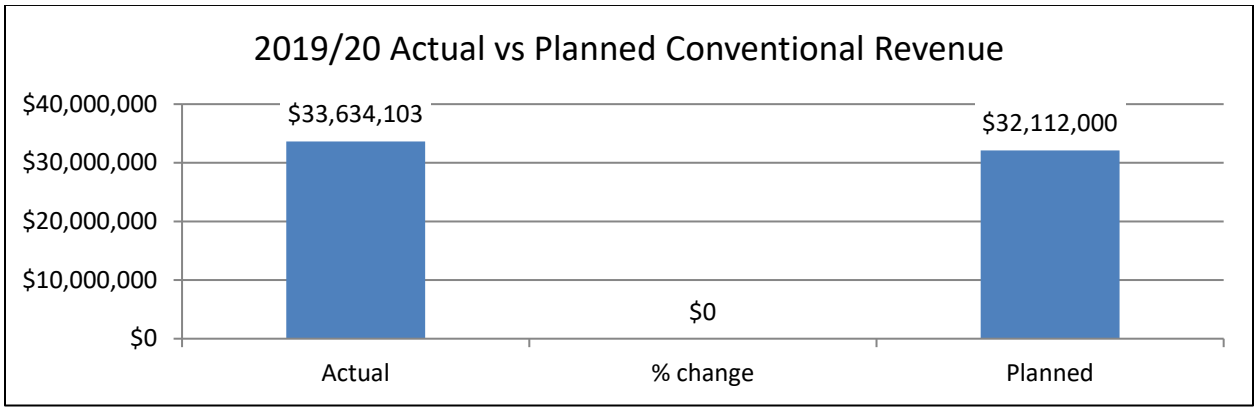

2019/20 Access-A-Bus Boardings & Revenue
300,000
250,000
200,000
150,000
100,000
50,000
0
$300,000
$250,000
$200,000
$150,000
$100,000
$50,000
$0
$267.2k
$264.k
$274.9k
$270.k
$249.7k
165.5k
166.3k
171.1k
182.5k
178.5k
15/16
16/17
17/18
18/19
19/20
Boardings
Revenue

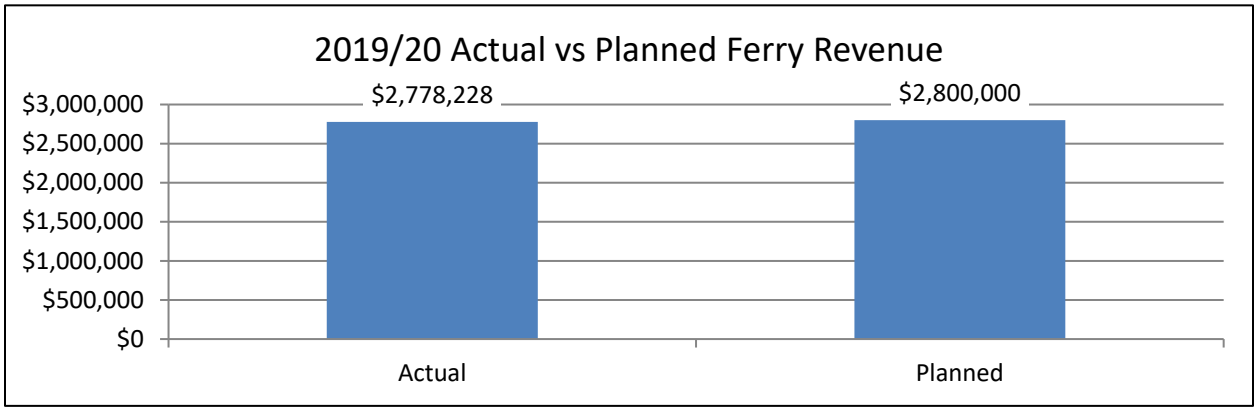

2019/20 Halifax Transit Boardings & Revenue
40 m
35 m
30 m
25 m
20 m
15 m
10 m
5 m
0 m
$40 m
$35 m
$30 m
$25 m
$20 m
$15 m
$10 m
$5 m
$0 m
$33.57 m
$32.72 m
$32.57 m
$33.68 m
$36.66 m
25.75 m
25.25 m
27.14 m
28.9 m
30.4 m
15/16
16/17
17/18
18/19
19/20
Boardings
Revenue

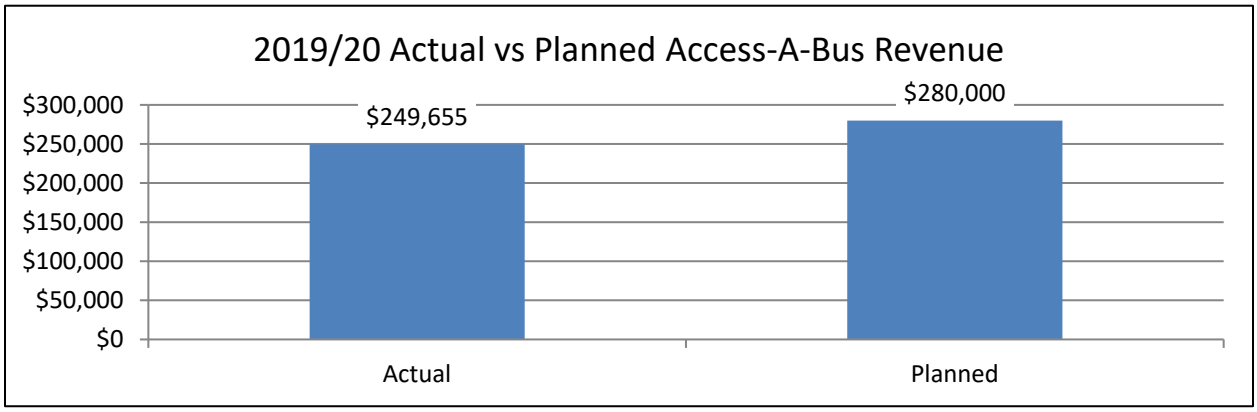
Revenue – Actual vs. Planned

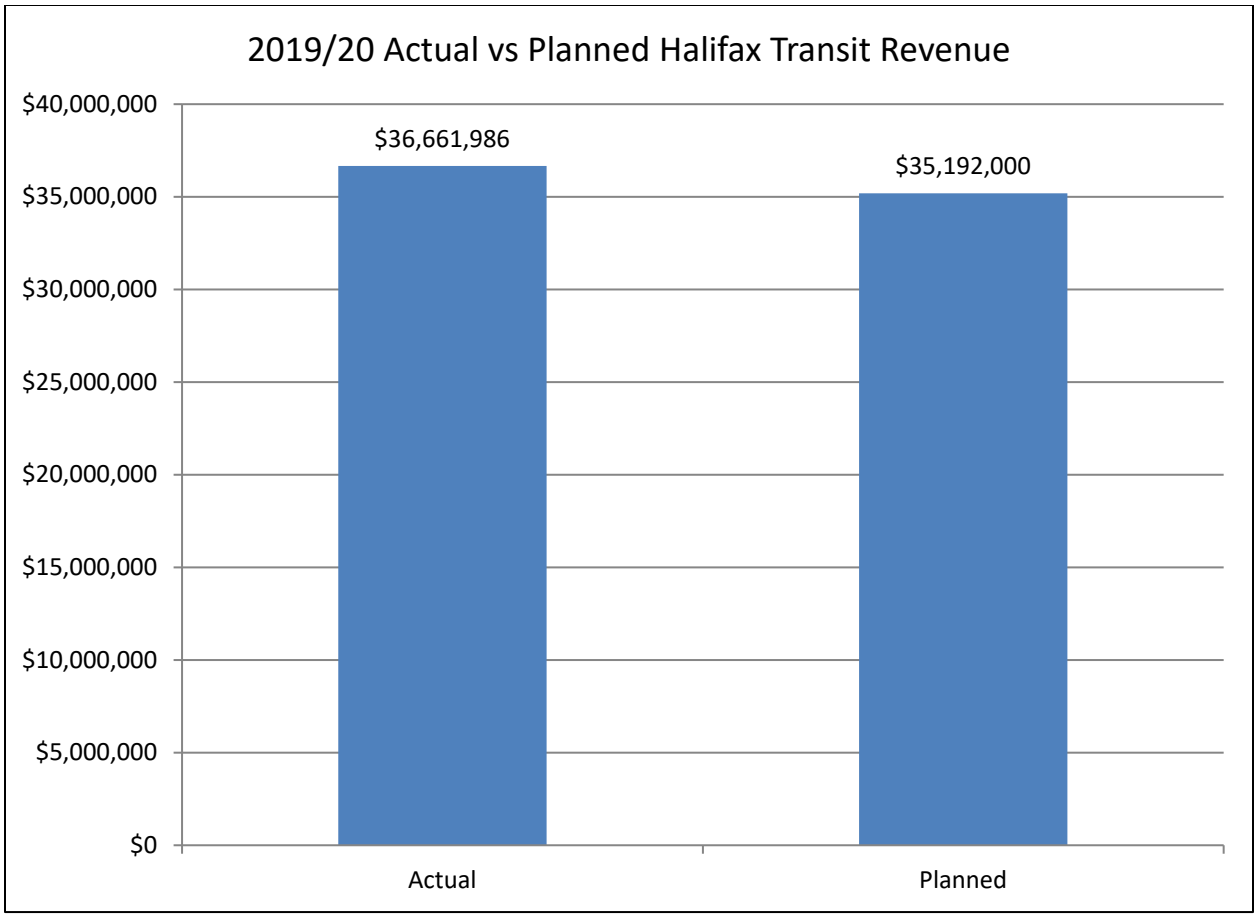
The following charts provide an indication of how much revenue has been generated by each service type and by Halifax Transit in comparison to the planned budget revenue. In 2019/20 conventional revenue increased 9.6% over last year and was 4.7% above the planned amount. Ferry revenue this year increased 1.6% and was 0.8% below the planned amount. Access-A-Bus revenue decreased 7.5% over last year and was 10.8% below the planned amount. Overall revenue in 2019/20 has increased 8.9% from the previous year, standing 4.2% higher than the planned amount.

Prior to the impacts of COVID-19 conventional revenue was on pace to increase 9.9% over last year and be 5% above the planned amount. Ferry revenue was on pace to increase 5.1% and be 4.3% above the planned amount. Access-A-Bus revenue was on pace to decrease 4.5% and be 7.3% below the planned amount. Overall revenue in 2019/20 was on pace to increase 9.4% from the previous year and 4.9% higher than the planned amount.







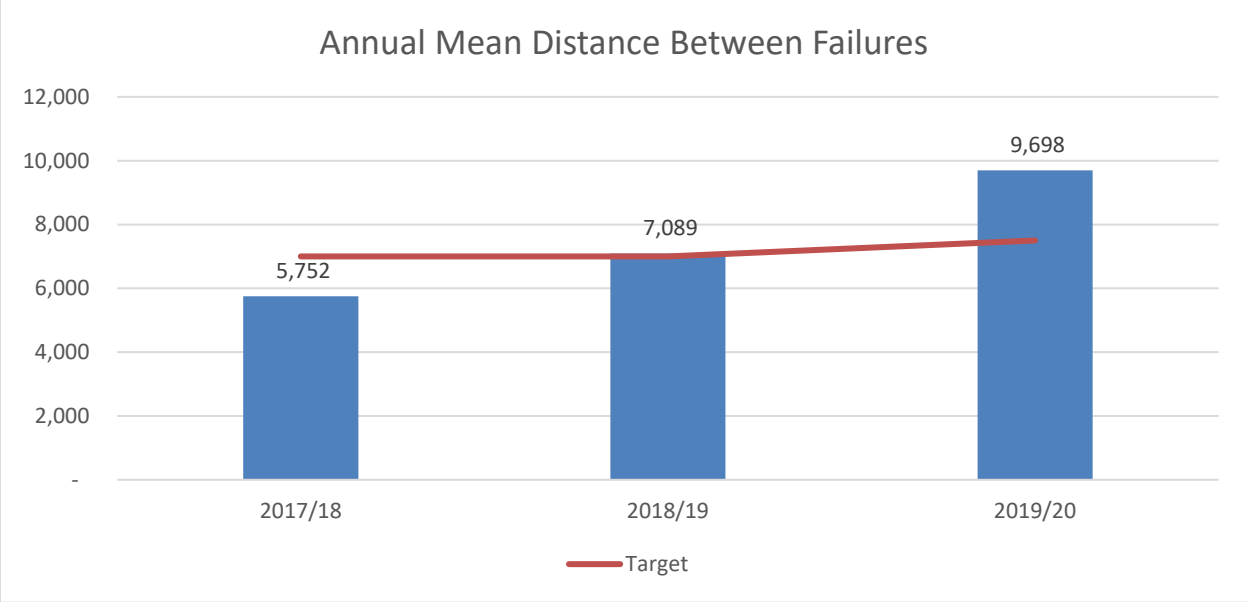


Mean Distance Between Failures

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.

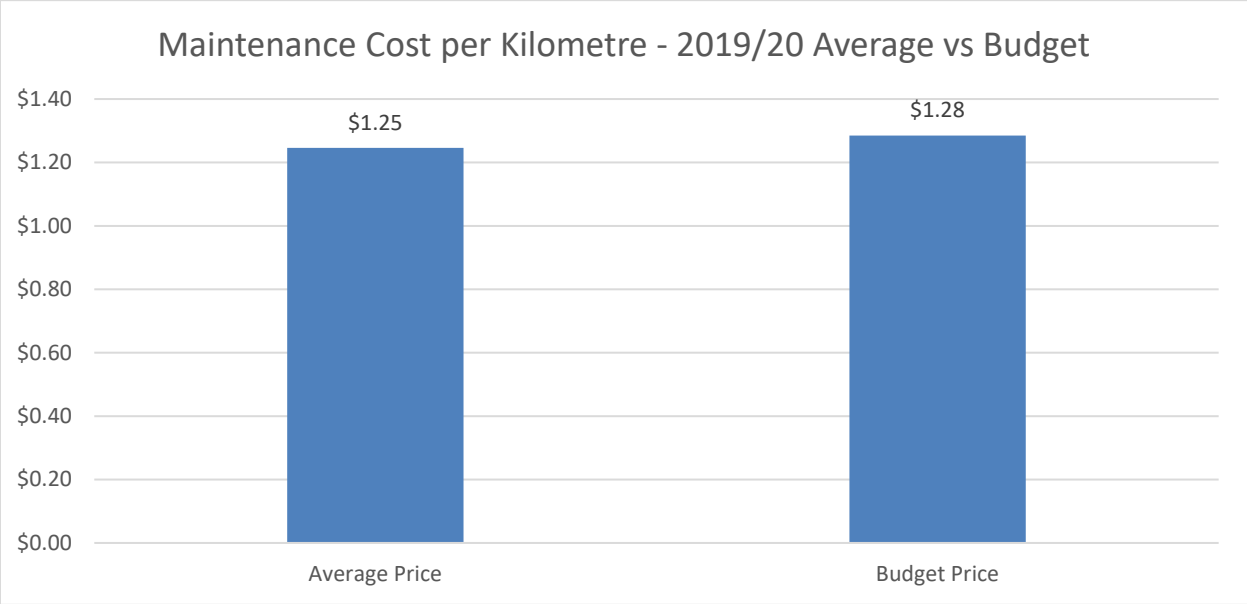
Bus Maintenance had set a target of 7,500 kms for 2019/20. The target for this KPI shall be revisited on annual basis to promote continuous improvement, which may be achieved by implementation and support of quality and preventative maintenance initiatives.

For the 2019/20 fiscal year, the MDBF for conventional transit was 9,698 kms. This is equivalent to a 37% improvement from the previous year 2018/19 (7,089). Bus Maintenance will continue to monitor this KPI and further develop quality initiatives to decrease common on-the-road defects such as aftertreatment issues and engine lights. The improvement is attributed mostly to the implementation of added preventative measures and the replacement of old buses.



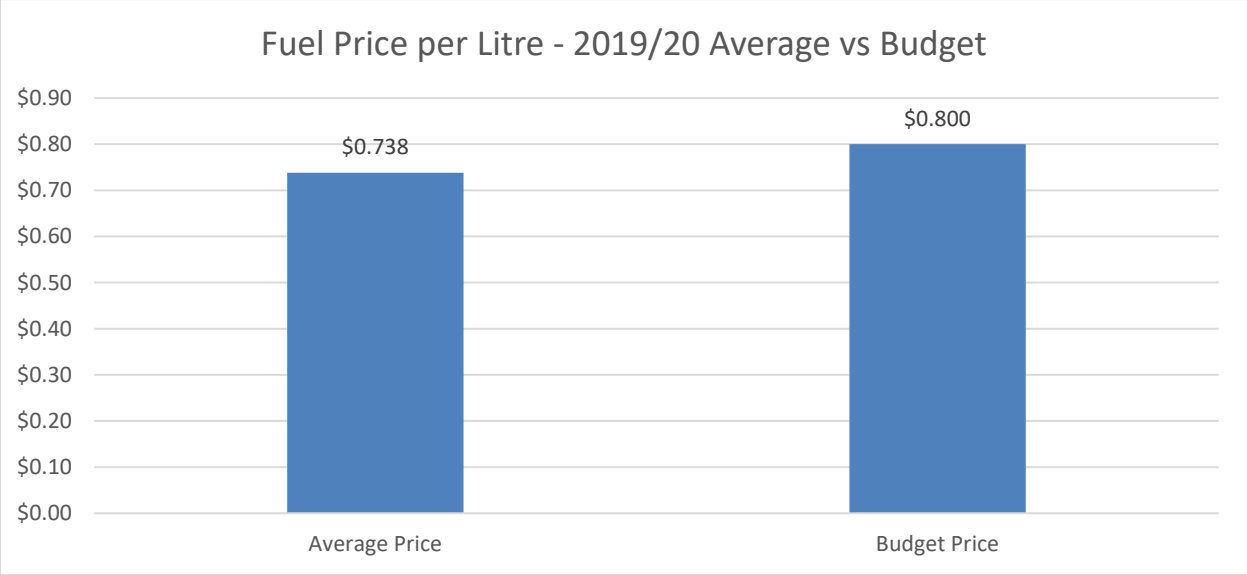
Bus Maintenance Cost –Average vs Budget

For the 2019/20 fiscal year maintenance costs were under budget by $0.03/km. The average cost was $1.25/km, while the budgeted maintenance cost was $1.28/km. Bus Maintenance will continue to strengthen budgeting processes to improve accuracy of future budgets.



Fuel Price – Annual Average vs Budget

The budgeted fuel price for 2019/20 was set at 80 cents/litre. The average fuel price in 2019/20 was 74 cents/litre, 6 cents lower than the budgeted cost per litre.



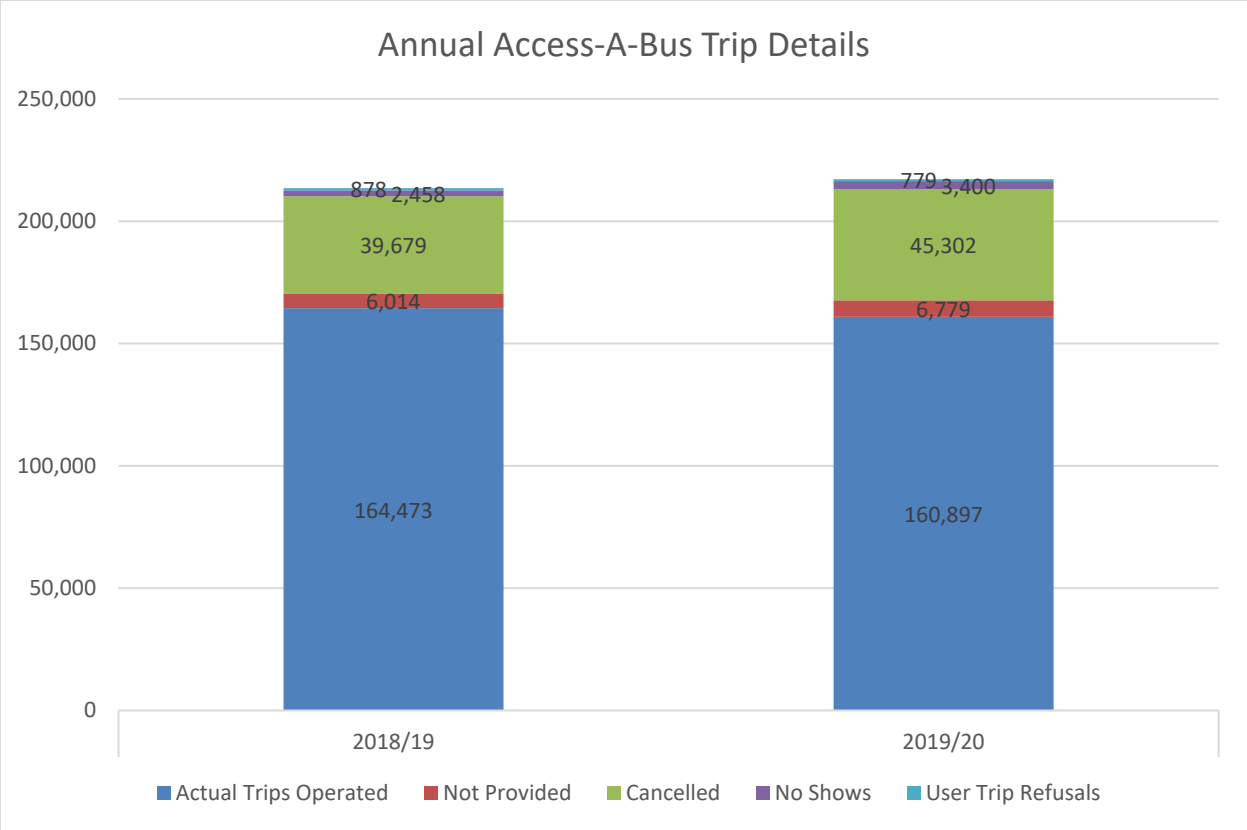
Access-A-Bus Trip Details

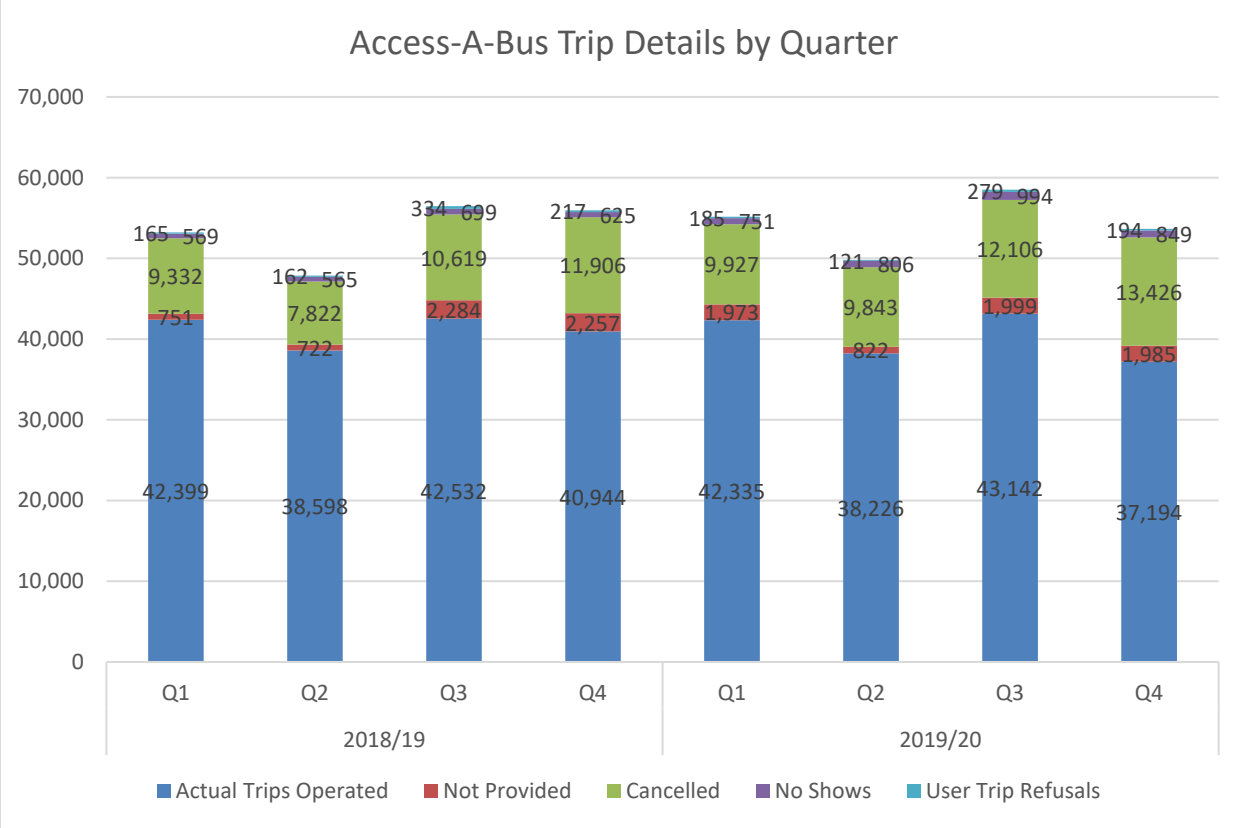
Access-A-Bus trip details are tracked monthly to provide an indication of efficiency in Access-A-Bus usage and booking. In April 2018 Access-A-Bus completed a scheduling software upgrade and process improvement review. After introducing these new, standardized processes, scheduling effectiveness has 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 over the year. 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 2019/20, 3576 fewer trips were operated than in 2018/19, a decrease of 2.2%. The trips that were not provided increased 12.7%, compared to the previous year.

Prior to the impacts of COVID-19 Access-A-Bus trips operated were on pace to increase by 0.4%.


Annual Access-A-Bus Trip Details
250,000
200,000
150,000
100,000
50,000
0
878
2,458
39,679
6,014
164,473
779
3,400
45,302
6,779
160,897
2018/19
2019/20
Actual Trips Operated
Not Provided
Cancelled
No Shows
User Trip Refusals


Access-A-Bus Trip Details by Quarter
70,000
60,000
50,000
40,000
30,000
20,000
10,000
0
165
569
9,332
751
42,399
162
565
7,822
722
38,598
334
699
10,619
2,284
42,532
217
625
11,906
2,257
40,944
185
751
9,927
1,973
42,335
121
806
9,843
822
38,226
279
994
12,106
1,999
43,142
194
849
13,426
1,985
37,194
Q1
Q2
Q3
Q4
Q1
Q2
Q3
Q4
2018/19
2019/20
Actual Trips Operated
Not Provided
Cancelled
No Shows
User Trip Refusals

Bus Stop Accessibility

During 2019/20, 158 bus stops underwent infrastructure changes or improvements.

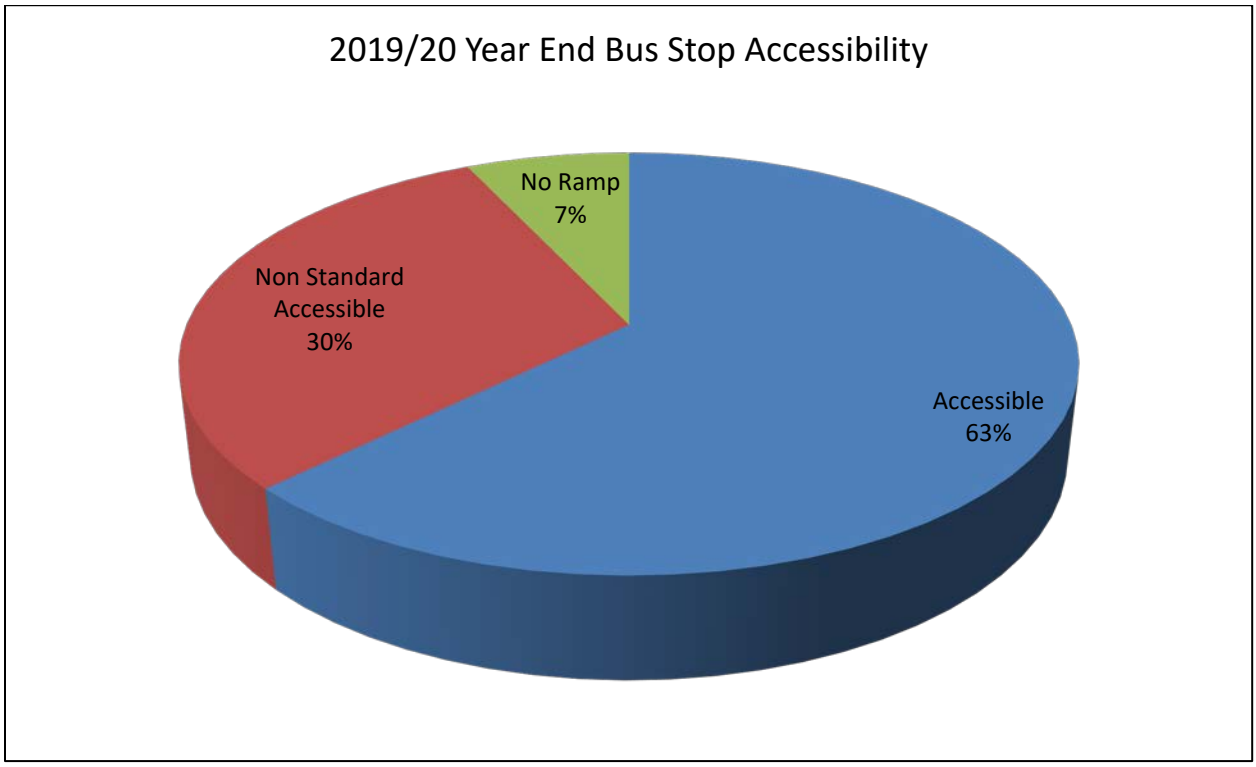
4 existing stops were upgraded or improved

- 2 were upgraded from ‘non-standard’ to ‘accessible’
- 1 ‘accessible‘ stop underwent improvements and remained ‘accessible’
- 1 ‘non-standard’ stop underwent improvements and remained ‘non-standard’

154 new stops were installed

- 42 ‘accessible’ stops were installed
- 7 ‘non-standard accessible’ stops were installed
- 105 ‘non-accessible’ stops were installed

70 existing stops were removed as a result of service changes
The graph below depicts the current state of accessibility for all stops in the network.



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

Service Utilization

Automatic Passenger Counter (APC) data is now being been used to report bus passenger boardings. The APCs provide data within a 90% degree of accuracy. Boardings by Route demonstrate passenger usage over the past year. 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, 2019, some routes have since been discontinued. Instances where route numbers have been reused post implementation are labelled 'old' versus 'new'.

Boardings

In 2019/20 average weekday boardings were 99,320 ± 17,512 (17.6% variance). Average Saturday boardings were 56,643 ± 9,986 (17.6% % variance). Average Sunday boardings were 39,307 ± 7,334 (18.7% variance).

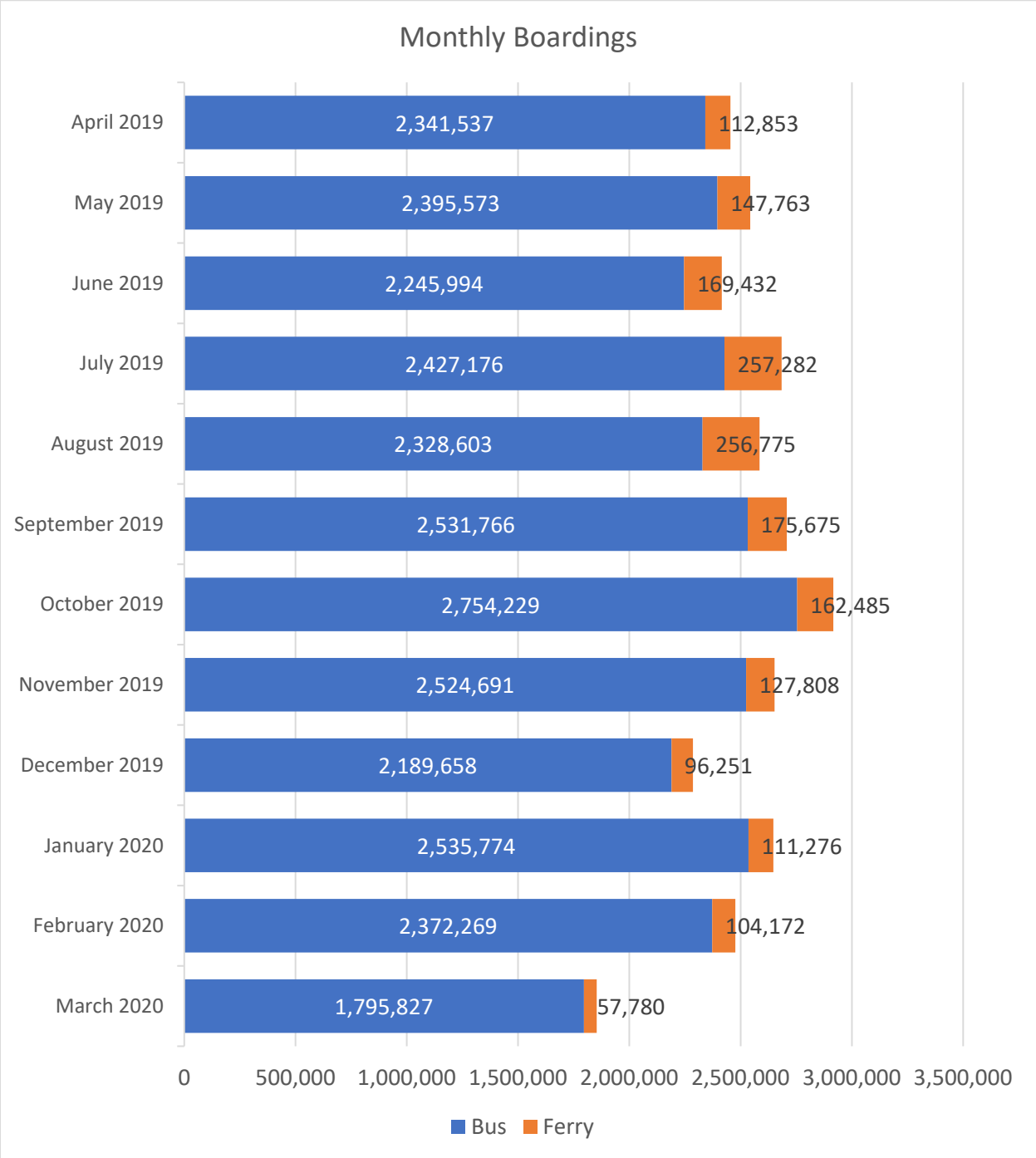
Prior to the impacts of COVID-19 average weekday boardings were on pace to be 102,303 ± 11,623 (11.4% variance). Average Saturday boardings were on pace for 58,221 ± 6,753 (11.6% variance). Average Sunday boardings were on pace for 40,429 ± 5,254 (13% variance).

Average Daily Bus Terminal Activity

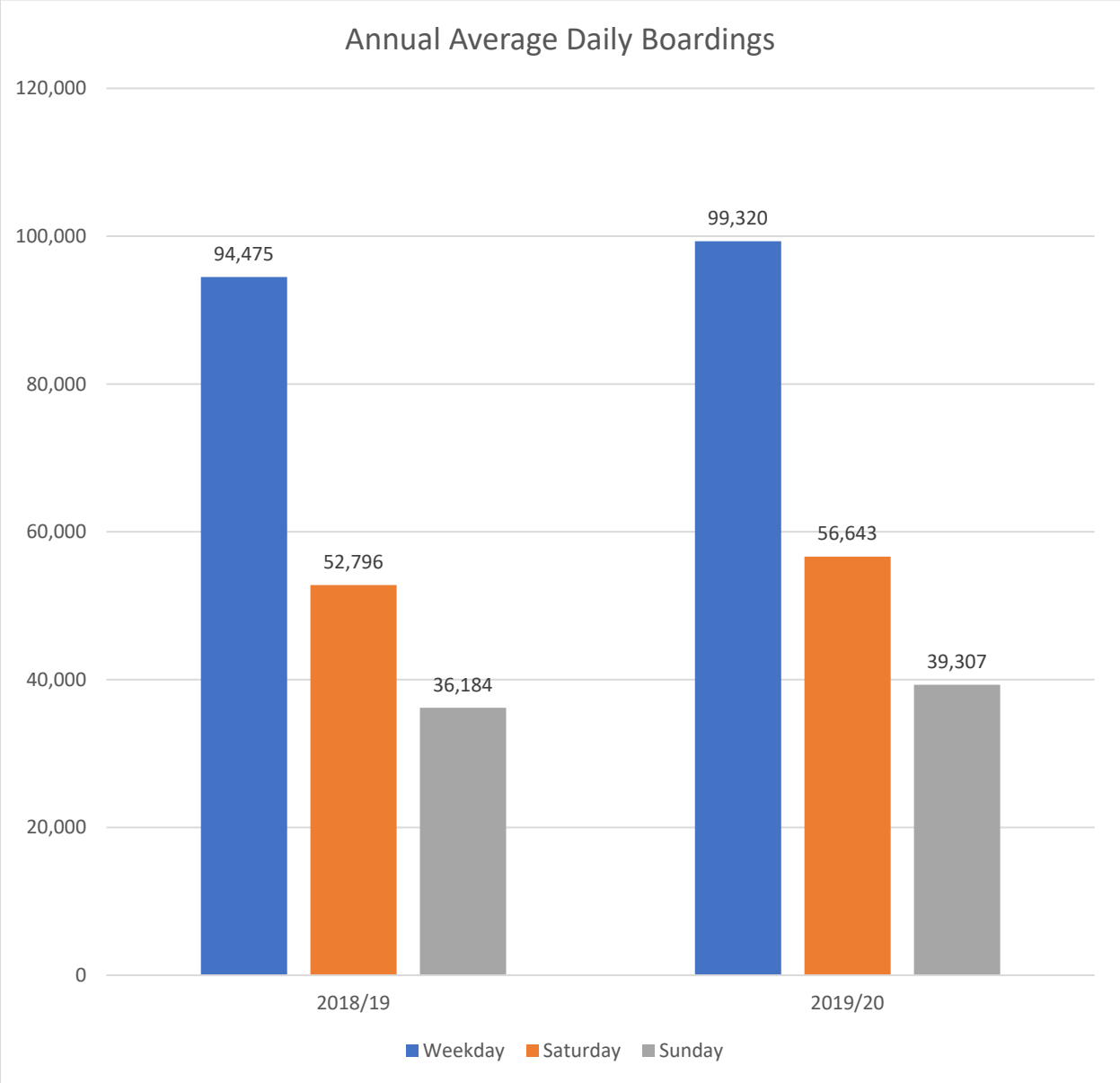
2019/20 Average Daily Bus Terminal Activity									
Terminal	Weekday			Saturday			Sunday		
	On	Off	Total	On	Off	Total	On	Off	Total
Bridge	9,921	9,605	19,526	5,899	5,763	11,662	4,080	3,953	8,033
Scotia Square	5,772	5,579	11,351	2,536	2,250	4,786	1,671	1,428	3,099
Mumford	5,202	4,921	10,124	4,060	3,699	7,759	2,722	2,536	5,258
Halifax Ferry	2,874	2,833	5,706	1,887	2,048	3,935	1,126	1,163	2,289
Lacewood	2,873	2,690	5,563	1,809	1,740	3,549	1,201	1,168	2,369
Alderney Ferry	1,708	1,744	3,452	2,048	1,887	3,935	1,163	1,126	2,289
Woodside Ferry	1,125	1,125	2,250	0	0	0	0	0	0
Highfield	1,463	1,165	2,628	789	583	1,372	468	313	781
Portland Hills	1,309	1,280	2,589	413	425	837	260	273	533
Alderney (Bus)	1,477	1,065	2,542	907	648	1,555	509	348	857
Micmac	1,124	1,112	2,236	1,074	1,017	2,091	492	462	954
Sackville	875	846	1,721	248	276	524	190	184	374
Cobequid	838	776	1,614	348	317	665	216	197	412
Penhorn	812	779	1,591	395	374	769	246	231	477
Water Street (Bus)	784	524	1,308	541	406	946	352	253	606
Woodside (Bus)	244	198	442	17	15	32	12	10	22

Monthly Boardings

In March 2020 rapid service reductions were implemented in response to the COVID-19 pandemic. Significant declines in ridership were observed as well as reduced Bus Operator availability. Passenger boarding data by route became unavailable after March 23rd, due to technological constraints and therefore boardings from this date, until the end of March have been estimated based on March 20 boarding data.



Annual Average Daily Boardings



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. 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.

Weekday boardings and hours data was not available after March 20th, averages below for 2019/20 are based on data up to March 20th. Saturday and Sunday averages include data up to March 31st.

Annual Boardings & Passengers per Hour Comparison

	Weekday				Saturday				Sunday			
	18/19		19/20		18/19		19/20		18/19		19/20	
Route	Boardings	Pass/Hr	Boardings	Pass/Hr	Boardings	Pass/Hr	Boardings	Pass/Hr	Boardings	Pass/Hr	Boardings	Pass/Hr
1	10,090	64	10,306	66	7,985	69	7,900	155	5,125	59	5,405	93
2	4,350	41	4,814	45	3,764	37	4,113	81	2,227	30	2,621	45
3	6,175	41	6,787	45	3,173	37	3,518	69	3,288	35	3,843	66
4	5,045	40	4,922	39	2,038	41	2,039	40	1,728	38	1,797	31
5	121	31	126	32								
7	4,925	43	5,165	45	3,392	36	3,490	68	1,858	35	2,150	37
8 (New)			4,396	31			2,616	145			2,219	106
9A/B	6,416	38	7,023	42	3,597	48	3,816	37	2,734	38	3,101	27
9A	4,339	39	4,755	43	1,720	48	1,810	35	1,207	35	1,337	23
9B	2,077	35	2,268	39	1,877	48	2,006	39	1,527	42	1,764	30
10	4,841	44	4,928	45	3,142	42	3,308	65	1,905	39	2,139	37
11	106	46	118	47								
14	2,670	42	2,716	42	1,314	38	1,353	27	1,066	36	1,176	20
15 (Removed)	209	14	227	15	112	10	149	5	136	11	185	5
21	1,052	30	976	32	745	21	792	16	444	25	560	10
22	613	19	640	20	444	13	469	9	366	11	406	7
25 (New)			375	16			178	10			182	9
28	1,322	34	1,512	40	1,265	31	1,377	27	617	33	697	12
29	2,934	32	3,221	35	1,724	27	1,864	37	1,263	21	1,455	25
30A/B	831	23	869	24	521	15	549	5	316	16	376	3
30A	451	24	469	26	278	16	288	6	142	13	167	3
30B	380	21	401	22	243	14	261	5	174	20	210	4
32	463	33	470	34								
39	1,215	27	1,304	29	820	16	945	19	376	18	433	7
41	1,388	44	1,455	43								
51	1,057	44	1,094	46	569	34	553	11	316	36	329	6
53	1,256	48	1,281	49	751	49	754	15	352	44	372	6
54	782	36	853	40	482	30	512	10	248	25	282	5
55	396	18	410	19	225	14	260	5	170	11	201	3
56	902	27	1,010	31	1,002	28	1,045	20	628	20	675	12
57	551	13	581	14	263	9	267	5	132	7	163	3
58	706	25	721	25	442	23	464	9	352	20	390	7
59	1,932	25	1,967	25	768	32	768	15	508	21	555	10
60	2,660	35	2,842	37	1,791	44	1,846	36	1,194	42	1,396	24
61	2,212	29	2,254	29	1,080	27	1,178	23	872	23	1,033	18
62	791	25	809	26	543	23	526	10	265	16	290	5
63	771	43	827	48								
64 (New)			616	15								
64 (Removed)	468	30	592	32								
65	243	15	268	16	89	7	94	2	47	8	58	1
*66	1,444	23	1,367	27	515	32	482	9	322	20	349	6
68	1,298	27	1,347	28	790	27	776	15	501	18	567	10
72	1,353	29	1,366	30	983	20	1,029	20	490	18	517	9

	Weekday				Saturday				Sunday			
	18/19		19/20		18/19		19/20		18/19		19/20	
Route	Boardings	Pass/Hr	Boardings	Pass/Hr	Boardings	Pass/Hr	Boardings	Pass/Hr	Boardings	Pass/Hr	Boardings	Pass/Hr
78	91	12	95	13								
79	92	12	85	12								
80 (Removed)	4,192	34	4,445	36	3,471	33	3,733	113	2,607	28	3,078	83
81 (Removed)	1,394	26	1,462	28								
82 (Removed)	937	20	975	21	213	9	234	7	91	8	112	3
82 (New)			220	11			139	8			102	5
83 (Removed)	150	11	156	12	82	9	94	3	40	9	48	1
83 (New)			81	6			62	3			45	2
84 (Removed)	883	29	885	30								
84 (New)			936	16			310	17			233	11
85 (Removed)	111	26	115	27								
85 (New)			123	9			88	5			58	3
86 (New)	116	24	162	11			109	22			80	13
87 (Removed)	1,242	28	1,268	28	1,069	21	1,188	36	488	16	600	16
87 (New)			1,252	22			712	40			385	18
88 (Removed)	86	15	102	17	59	11	70	2	21	9	23	1
88 (New)			140	10			110	6			68	3
89 (Removed)	457	21	562	26								
90 (Removed)	1,300	27	1,412	30	786	17	986	30	429	17	532	14
90 (New)			1,697	24			953	53			437	21
91 (New)			664	17			257	14			244	12
93 (New)			271	25								
123	259	21	299	23								
135	487	40	531	44								
136	543	37	597	42								
137	355	34	377	35								
138	488	40	513	41								
159	720	18	765	19								
182 (New)			565	18								
183 (New)			309	23								
185 (Removed)	1,076	22	1,079	22								
185 (New)			654	25								
186 (New)			262	20								
194	136	18	161	21								
196	116	24	118	24								
320	649	13	704	14	467	12	520	10	407	11	538	9
330	381	17	415	18								
370	132	10	126	9								
400 (Removed)	206	16	192	15	78	11	77	2	61	8	65	2
401	143	11	146	12								
415 (New)			59	10								
433	52	10	58	11								
Alderney	3,463	115	3,492	116	3,786	212	4,008	229	2,110	121	2,412	138
Woodside	2,254	107	2,260	108								

Express Service Peak Boardings and Passengers per Trip Comparison

Average Weekday Daily Express Route Peak Boardings				
Route	2018/19		2019/20	
	Boardings	Peak Pass/Trip	Boardings	Peak Pass/Trip
32	454	25.9	478	26.8
78	86	6.8	105	7.0
79	91	7.7	90	7.3
123	245	19.1	306	21.1
135	484	35.1	540	38.8
136	540	34.2	606	38.2
137	353	29.9	383	32.1
138	485	35.1	522	37.6
159	528	17.8	570	19.1
182 (New)			523	22.0
183 (New)			302	24.4
185 (Removed)	726	23.1	691	23.5
185 (New)			302	26.4
186 (New)			260	22.5
194	135	17.1	164	20.7
196	115	29.1	120	30.2
320	208	16.8	198	18.0
330	342	15.1	366	17.6
370	119	9.5	105	9.7

Average Weekday Boardings Comparison by Quarter

Average Weekday Boardings Comparison by Quarter										
	Quarter 1		Quarter 2		Quarter 3		Quarter 4		Total	
Route	2018/19	2019/20	2018/19	2019/20	2018/19	2019/20	2018/19	2019/20	2018/19	2019/20
1	9,265	9,610	9,419	9,903	10,361	10,907	11,339	11,247	10,090	10,306
2	-	4,717	4,379	5,005	4,315	4,966	4,372	4,710	4,350	4,814
3	-	6,587	6,149	6,998	6,208	6,980	6,154	6,801	6,175	6,787
4	-	4,468	4,669	4,672	4,950	5,383	5,318	5,380	5,045	4,922
5	114	114	110	113	130	143	129	139	121	126
7	4,569	5,026	4,498	4,972	5,216	5,469	5,423	5,380	4,925	5,165
8 (New)	-	-	-	-	-	4,385	-	-	-	4,396
9A/B	5,882	6,864	6,406	7,097	6,740	7,391	6,649	6,962	6,416	7,023
9A	3,946	4,644	4,311	4,775	4,567	5,024	4,543	4,730	4,339	4,755
9B	1,936	2,220	2,095	2,322	2,173	2,367	2,106	2,232	2,077	2,268
10	4,467	4,681	4,529	4,728	5,056	5,340	5,322	5,152	4,841	4,928
11	93	128	87	113	111	115	132	117	106	118
14	2,327	2,484	2,501	2,609	2,919	2,988	2,940	2,890	2,670	2,716
15 (Removed)	208	215	237	252	196	217	197	-	209	227
21	1,180	1,002	1,156	1,087	972	958	897	876	1,052	976
22	555	648	619	638	651	649	627	647	613	640
25 (New)	-	-	-	-	-	343	-	-	-	375
28	-	1,429	1,346	1,606	1,373	1,589	1,260	1,470	1,322	1,512
29	2,608	3,154	2,894	3,340	3,053	3,346	3,190	3,139	2,934	3,221
30A/B	-	852	824	807	825	929	840	924	831	869
30A	-	469	454	429	446	501	454	495	451	469
30B	-	383	370	378	378	428	386	429	380	401
32	451	451	450	469	489	501	460	475	463	470
39	-	1,194	1,279	1,314	1,199	1,374	1,200	1,386	1,215	1,304
41	1,128	1,264	1,240	1,341	1,505	1,590	1,686	1,700	1,388	1,455
51	1,024	1,108	1,056	1,135	1,095	1,103	1,054	1,059	1,057	1,094
53	1,304	1,271	1,258	1,266	1,235	1,344	1,226	1,284	1,256	1,281
54	744	847	775	869	816	907	793	815	782	853
55	393	401	415	437	393	429	384	384	396	410
56	851	953	919	1,121	985	1,063	853	925	902	1,010
57	556	535	583	612	546	612	519	586	551	581
58	692	719	687	726	744	753	698	707	706	721
59	1,967	1,955	1,939	2,059	1,936	2,013	1,884	1,897	1,932	1,967
60	2,490	2,743	2,698	2,850	2,710	2,967	2,746	2,905	2,660	2,842
61	2,185	2,229	2,249	2,321	2,228	2,307	2,188	2,229	2,212	2,254
62	800	830	781	812	818	823	766	796	791	809
63	711	781	742	807	810	894	821	858	771	827
64 (New)	-	-	-	-	-	582	-	-	-	616
64 (Removed)	323	587	438	605	567	608	547	-	468	592
65	241	258	225	258	248	294	256	272	243	268
*66	1,448	1,547	1,525	1,614	1,424	-	1,380	-	1,444	1,367
68	1,269	1,389	1,295	1,378	1,326	1,350	1,303	1,308	1,298	1,347
72	1,340	1,382	1,324	1,458	1,409	1,433	1,337	1,217	1,353	1,366

Average Weekday Boardings Comparison by Quarter										
	Quarter 1		Quarter 2		Quarter 3		Quarter 4		Total	
Route	2018/19	2019/20	2018/19	2019/20	2018/19	2019/20	2018/19	2019/20	2018/19	2019/20
78	91	87	83	91	94	112	96	94	91	95
79	95	85	90	84	91	90	92	85	92	85
80 (Removed)	4,031	4,251	4,291	4,572	4,218	4,798	4,231	-	4,192	4,445
81 (Removed)	1,264	1,414	1,350	1,472	1,433	1,608	1,534	-	1,394	1,462
82 (Removed)	962	980	915	962	937	1,041	931	-	937	975
82 (New)	-	-	-	-	-	206	-	-	-	220
83 (Removed)	154	149	153	158	149	172	143	-	150	156
83 (New)	-	-	-	-	-	78	-	-	-	81
84 (Removed)	892	901	836	862	901	944	903	-	883	885
84 (New)	-	-	-	-	-	874	-	-	-	936
85 (Removed)	114	118	102	112	111	123	116	-	111	115
85 (New)	-	-	-	-	-	127	-	-	-	123
86 (New)	-	-	-	-	-	154	-	-	-	162
87 (Removed)	1,324	1,256	1,265	1,311	1,210	1,284	1,167	-	1,242	1,268
87 (New)	-	-	-	-	-	1,266	-	-	-	1,252
88 (Removed)	80	94	90	111	92	107	82	-	86	102
88 (New)	-	-	-	-	-	136	-	-	-	140
89 (Removed)	436	529	468	607	461	571	463	-	457	562
90 (Removed)	1,148	1,280	1,290	1,440	1,351	1,665	1,416	-	1,300	1,412
90 (New)	-	-	-	-	-	1,521	-	-	-	1,697
91 (New)	-	-	-	-	-	597	-	-	-	664
93 (New)	-	-	-	-	-	251	-	-	-	271
123	-	285	239	285	253	318	274	322	259	299
135	-	531	482	514	480	555	496	543	487	531
136	-	596	565	591	531	631	546	589	543	597
137	-	365	339	374	340	392	378	391	355	377
138	-	538	463	514	487	530	499	485	488	513
159	710	736	681	697	719	810	768	851	720	765
182 (New)	-	-	-	-	-	511	-	-	-	565
183 (New)	-	-	-	-	-	274	-	-	-	309
185 (Removed)	1,053	1,074	1,032	1,065	1,103	1,171	1,118	-	1,076	1,079
185 (New)	-	-	-	-	-	622	-	-	-	654
186 (New)	-	-	-	-	-	244	-	-	-	262
194	125	152	127	155	142	182	150	162	136	161
196	116	113	114	113	116	125	118	127	116	118
320	601	728	732	865	656	670	607	559	649	704
330	333	435	342	403	416	427	434	409	381	415
370	132	125	126	119	136	128	135	138	132	126
400	234	197	194	197	200	184	193	-	206	192
401	139	154	165	164	137	136	131	133	143	146
415 (New)	-	-	-	-	-	60	-	-	-	59
433	-	51	60	56	51	64	50	62	52	58
Alderney	3,427	3,350	5,318	5,423	2,667	2,935	2,455	2,097	3,463	3,492
Woodside	2,207	2,139	2,465	2,582	2,232	2,401	2,115	1,877	2,254	2,260

Annual On-Time Performance

On-time performance is a measure of route reliability and is tracked monthly to demonstrate schedule adherence across the network of routes. Terminals and select bus stops along each route are classified as 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.

Improvements to On-Time Performance have resulted from reduced traffic congestion due to COVD-19. Impact to the overall annual average On-Time Performance however, is minimal, due to the late onset in the last few weeks of the fiscal year. Prior to the onset of COVID-19, On-Time Performance was on pace for 77% for the year. The annual average for 2019/20 remained consistent at 78% compared to 2018/19. This included the implementation of new routes in November 2019, some of which were on new streets where previous transit data was unavailable.

Talk Transit Demographic Information & Results

Halifax Transit Ferry Services Survey – February 2020

The Halifax Transit Ferry Services survey yielded 551 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	7	1%
Disabled	34	6%
Visible Minority	9	2%
Male	75	14%
Female	98	18%
Other Gender	2	0%

Table 1 Self-Identification of Respondents

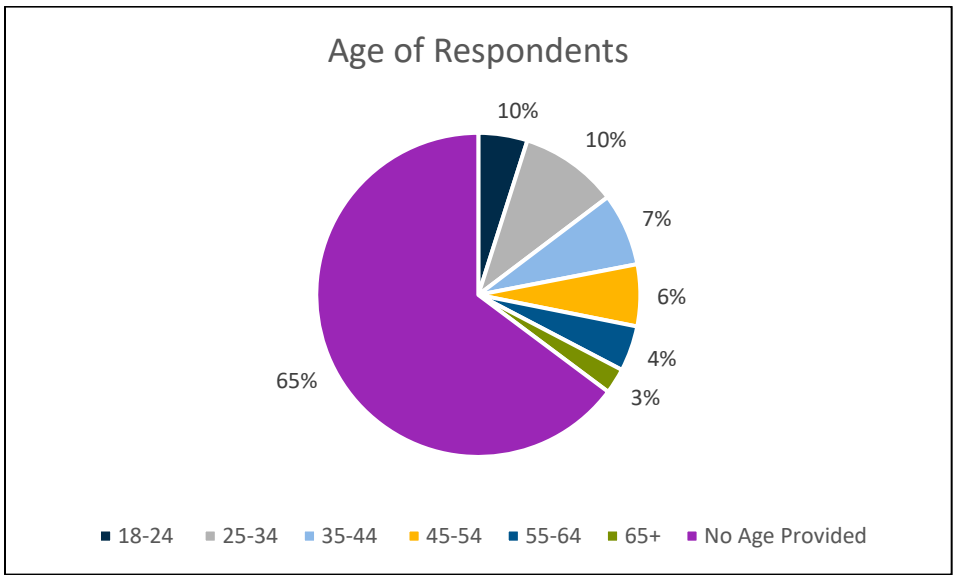
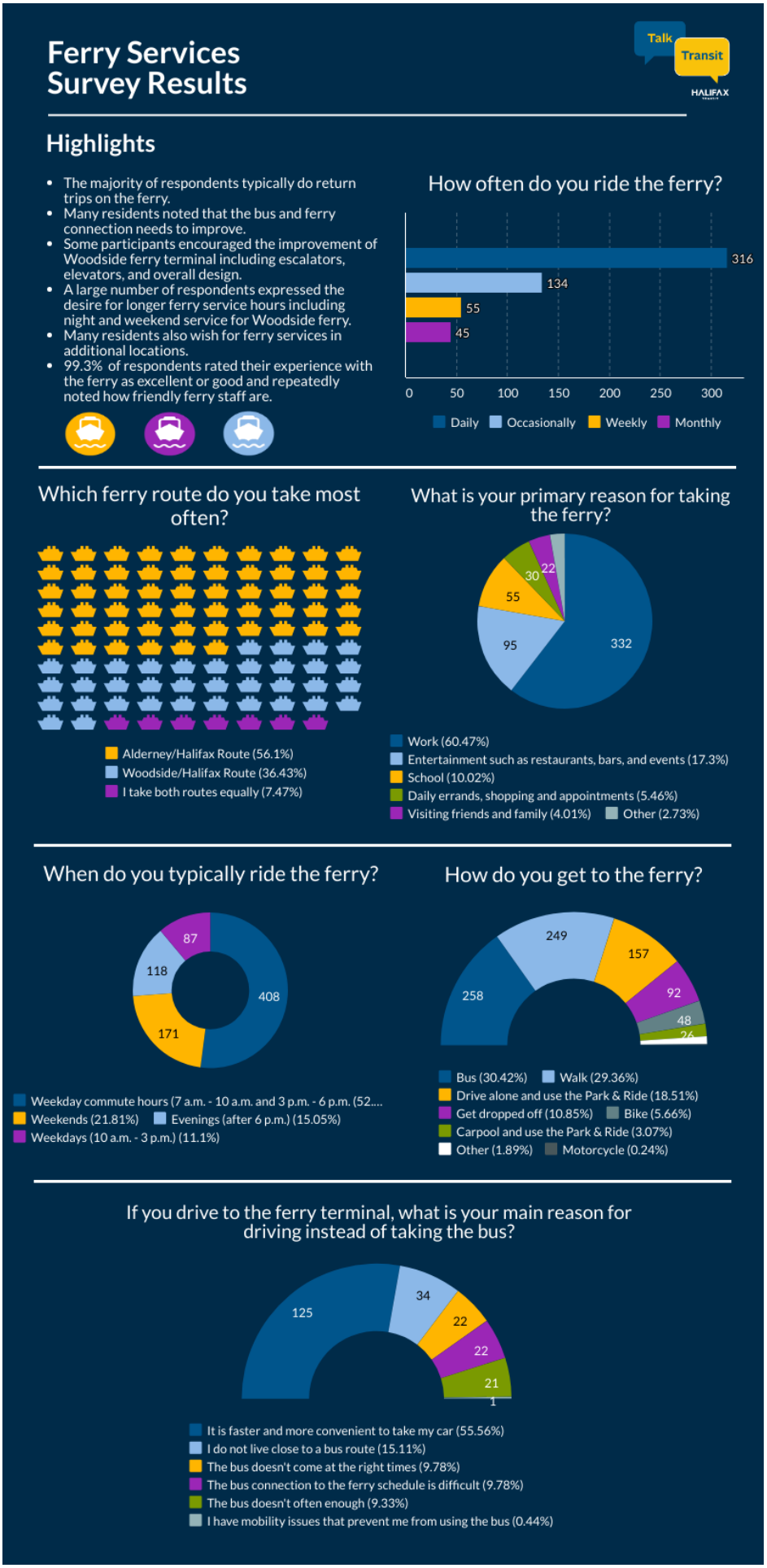


Figure 2 Ages of Respondents

A total of 27 respondents (5%) are in the age range of 18-24
A total of 54 respondents (10%) are in the age range of 25-34
A total of 40 respondents (7%) are in the age range of 35-44
A total of 34 respondents (6%) are in the age range of 45-54
A total of 25 respondents (5%) are in the age range of 55-64
A total of 14 respondents (3%) are in the age range of 65+

A total of 357 respondents (65%) did not provide an age

Attachment D: Talk Transit Demographics and Infographic Report



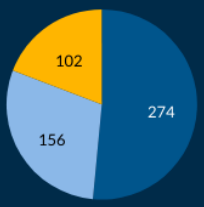
Attachment D: Talk Transit Demographics and Infographic Report

Ferry Services Survey Results: Park & Ride

Highlights

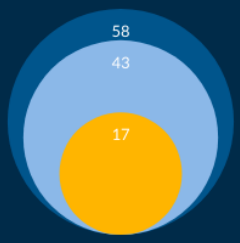
- The majority of respondents commented on the lack of availability at both Alderney and Woodside Park & Ride lots and desired consistent guaranteed parking availability.
- Many respondents noted that the Woodside Park & Ride lot is full before 8 a.m. and the majority of the lot is used by non-ferry users. Snow removal was also noted as an issue for space in the winter.
- Some felt that Alderney Park & Ride was too far from the actual ferry terminal.
- Overall, residents are in favour of a free Park & Ride system.

Are you aware of how ferry terminal Park & Ride facilities work?



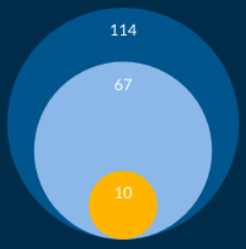
Yes, I am aware (51.5%)
No, I am not aware (29.32%)
I am somewhat aware, but could use more information (19.17%)

Based on your experience or knowledge of the Alderney ferry terminal Park & Ride facility, please rate the availability of parking.



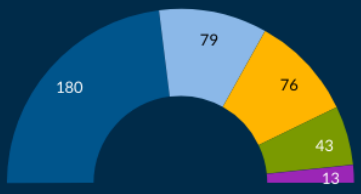
I am not able to easily find parking at the Alderney ferry Park & Ride (49.15%)
I am able to easily find parking at Alderney ferry Park & Ride (36.44%)
I have never found parking at the Alderney ferry Park & Ride (14.41%)

Based on your experience or knowledge of the Woodside ferry terminal Park & Ride facility, please rate the availability of parking.



I am able to easily find parking at Woodside ferry Park & Ride (59.69%)
I am not able to easily find parking at the Woodside ferry Park & Ride (35.08%)
I have never found parking at the Woodside ferry Park & Ride (5.24%)

How could a ferry terminal Park & Ride encourage you to incorporate transit or ferries as part of your trips?



Consistent availability of parking spaces (46.04%)
Better communication about how Park & Rides work (20.2%)
Pre-paid passes with guaranteed parking availability (19.44%)
Daily or weekly parking rates instead of monthly passes (11%)
Parking spaces closer to the ferry terminal (3.32%)

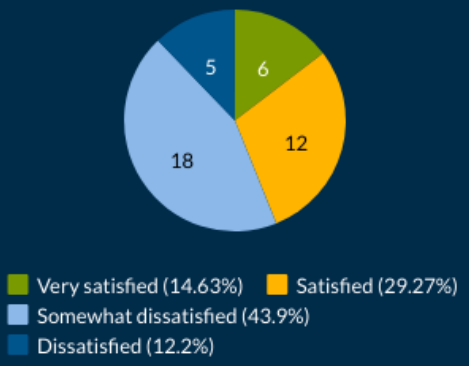
Ferry Services Survey Results: Cyclists Satisfaction

Talk Transit HALIFAX

Highlights

- The overwhelming majority of respondents felt that increased security and surveillance for bike racks were needed to prevent bicycle theft.
- Some participants suggested an indoor, secure bike lock-up room within terminals.
- A few respondents felt that additional and better bike rack designs would also assist cyclists and provide more room for bike parking.
- One respondent suggested a change room for cyclist commuters.
- The lack of bike lanes to Woodside Terminal discouraged some respondents from cycling to the ferry due to safety concerns.

Rate your satisfaction with bike parking at ferry terminals



Travelling by bicycle to the ferry terminal:

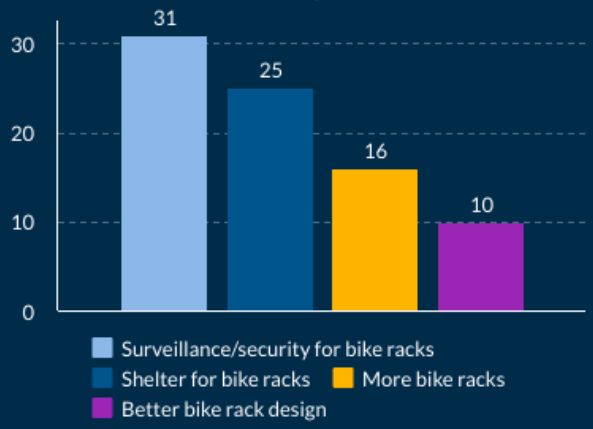
61.7% Bring their bike on the ferry and keep biking on the other side

17% Take their bike on the ferry and park on the other side

12.8% Park their bike at the terminal before getting on the ferry

8.5% Don't take their bike

From the list below, which two changes to bike parking at ferry terminals would you like to see?



Thank you for responding to the Talk Transit Ferry Services survey! The answers you provided will help improve our Ferry and Park & Ride services.

www.shapeyourcityhalifax.ca/talktransit