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**Item No. 12.1.1**  
**Transportation Standing Committee**  
**November 26, 2020**

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

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

*-Original Signed-*  
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Jacques Dubé, Chief Administrative Officer

**DATE:** September 15, 2020

**SUBJECT:** **2020/21 Q1 Halifax Transit KPI Report**

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**INFORMATION REPORT**

**ORIGIN**

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

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

**LEGISLATIVE AUTHORITY**

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

**BACKGROUND**

This report provides a summary of activities in the first quarter of the year and includes reporting on key performance measures. These include measures of revenue, ridership, boardings, overloads, on-time performance, 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) A Safe and Accessible Transportation Network
- b) Interconnected and Strategic Growth
- c) A Well-maintained Transportation Network

To assist in achieving these priority outcomes, multi year initiatives were identified in the 2020/21 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) 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.”*

**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.”*

<b>A Safe and Accessible Transportation Network</b>	
<b>Business Plan Deliverables</b>	<b>Status</b>
Access-A-Bus Continuous Service Improvement Plan	In Progress – behind schedule
Bus Stop Accessibility & Improvement	In Progress
Fare Management Phase 2	In Progress
Fixed Route Planning, Scheduling, & Operations Software Solution	In Progress – behind schedule

**Q1 Highlights**

The Department of Community Services (DCS) Transit Pilot Pass Program enrollment remained stable, as a result of COVID-19. As of June 2020, approximately 10,764 passes have been issued to DCS clients a slight decrease of 33 from the previous quarter.

Due to the suspension of fares between March 2020 and July 2020, no Low Income Transit Passes (LITP) were sold. Reporting on this metric will resume in the 2020/21 Q2 KPI Report.

In the first quarter of 2020/21, the Halifax Transit Technology Program continued to prioritize the delivery of three projects: Fixed Route Planning, Scheduling, & Operations; Fare Management; and Paratransit.

- The Fixed Route Planning, Scheduling & Operations project team focused on system testing, subject matter expert training sessions, and other testing deliverables for the implementation of Phase 1, the replacement of HASTUS. The volume of planning, the complexity of the solution, and development required from the vendor have resulted in the planned go-live date being delayed.
- 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 was presented to the Regional Council in July 2020. Regional

Council approved the approach recommended by Halifax Transit, therefore, the procurement process for the first alternative fare payment method has begun.

- The Paratransit project team continued work on the second phase of the Paratransit project – the addition of mobile data terminals (MDTs) to all Access-A-Bus vehicles. The previously posted RFP was removed as an alternative solution has been identified. Halifax Transit Technical Services is in the process of planning to outfit all Access-A-Bus vehicles with similar technology currently deployed to the conventional fleet.

### **b) 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.”*

<b>Interconnected and Strategic Growth</b>	
<b>Business Plan Deliverables</b>	<b>Status</b>
Transit Priority Measures - Bayers Road, Young Street/Robie Street	In Progress
West Bedford Park & Ride - Design	In Progress
Ragged Lake Transit Centre Expansion – Begin Construction	In Progress
Electric Bus Pilot - Establish a project management office	In Progress

### **Q1 Highlights**

Implementation of the Moving Forward Together Plan service changes for 2020/21 have been deferred to 2021/22 due to the impact of COVID-19 on the municipal budget.

Construction tenders for two major transit priority corridor projects on Bayers Road, and Young Street/Robie Street were released in Q1. Construction was initiated on both projects in July 2020. Phase 1 of the Young Street/Robie Street corridor was completed in October 2020. Phase 1 of the Bayers Road corridor will continue into 2021/22.

Detailed design and stakeholder engagement for the planned West Bedford Park and Ride will be undertaken this fiscal year with the anticipated construction tender in 2021/22.

The conceptual plan and analysis of designing the Ragged Lake Transit Centre Expansion to accommodate electric buses was on-going through Q3. The tender for this design-bid-build project is anticipated in Q3.

The bus maintenance team has engaged with manufacturers to organize a short term lease of the bus and charger for a better understanding of the impact to our planning and scheduling of routes, operator training, bus maintenance program, and to collect data towards the useful life of the equipment.

### **c) 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.”*

<b>A Well Maintained Transportation Network</b>	
<b>Business Plan Deliverables</b>	<b>Status</b>
Woodside Ferry Terminal Renovation – Phase 2 Construction	In Progress

## Q1 Highlights

Phase 1 of the Woodside Ferry Terminal Renovation was completed in July 2020. The tender for Phase 2 construction, including new escalators and a comprehensive renovation to the remainder of the facility was also awarded in July 2020. Phase 2 construction began in October 2020 and will continue into 21/22.

## Q1 Performance Measures Highlights

The onset of the COVID-19 pandemic in early 2020 resulted in the need to rapidly implement emergency service adjustments to the weekday schedules. Data collection was temporarily disrupted due to these emergency service reductions, while bus schedules were unable to be synchronized with technology solutions. Consequently, data reporting tied to the weekday schedules was impacted between March 23<sup>rd</sup> and May 4<sup>th</sup>. During this period boardings data was unavailable and was estimated based on March 20<sup>th</sup> boarding data. Schedule adherence data for weekdays during this period was also unavailable and instead covers May 4<sup>th</sup> through June 30<sup>th</sup>. Fare collection ceased March 18<sup>th</sup> and resumed August 1<sup>st</sup>. Full service bus schedules resumed August 31<sup>st</sup>. Ferry service increased September 8<sup>th</sup>, and again October 26<sup>th</sup>, but continued to run at a reduced schedule.

Please see Attachment B, *Halifax Transit 2020/21 Q1 Performance Measures Report* for additional performance measures and detailed route level statistics.

- Overall boardings decreased 71.5% this quarter from last year, while revenue decreased 82.5%.
- Average daily boardings in Q1 were 26,159 (weekday), 19,870 (Saturday) and 14,917 (Sundays).
- System wide on-time performance was 90%, an improvement of 13% from Q1 last year.
- The Departures Line received over 1500 passenger calls on a typical weekday this quarter.
- Access-A-Bus operated 19% fewer trips this quarter when compared to the previous year.
- This quarter 99% of customer feedback was resolved within service standards.
- The average fuel cost this quarter was 44 cents/litre, 5 cents lower than the budgeted cost.
- The Mean Distance Between Failures (MDBF) for conventional service was 9,447 km, a 13% improvement from Q1 last year.
- The Mean Distance Between Service Calls (MDBS) for conventional service was 5,775 kms, an improvement of 51% from Q1 last year.
- The MDBS for Access-A-Bus was 29,138 kms.
- The maximum daily number of buses that could not complete their scheduled service due to a mechanical defect was 12, while the daily average was 4.
- Maintenance cost was \$1.45/km, 26 cents lower than the budget cost of \$1.71/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 2020/21 Business Plan Deliverables

Attachment B: Halifax Transit 2020/21 Q1 Performance Measures Report

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

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Attachment A Halifax Transit 2020/21 Business Plan Deliverables

Halifax Transit 2020/21 Business Plan & Director Deliverables		
Deliverable	Description	Status
Access-A-Bus Continuous Service Improvement Plan	To improve booking times, increase ridership and revenue, Halifax Transit will review the registration criteria and cancellation/no-show policies. – Target completion date is March 31, 2021	In Progress. The implementation of the Mobile Data terminals is currently behind schedule. The original RFP was canceled and, instead, options are being considered for using existing hardware from the conventional fleet which will speed up implementation timelines.
Fare Management Phase 2	Implementation of alternative electronic fare payment options, beginning with a mobile fare payment application. – Target completion date is Jan 31, 2021	In Progress. A report outlining Halifax Transit's strategy for electronic fare payment was approved by Regional Council in July 2020. Planning for the implementation of the first phase of this electronic strategy has begun.
Fixed Route Planning, Scheduling & Operations Software Solution	Implementation, including planning, system testing, training, and environment setup, of a new software solution, enabling Halifax Transit to operate more efficiently. – Target completion date is Jan 31, 2021	In Progress. Phase 1, the replacement of HASTUS is currently behind schedule due to design challenges with the vendor. System testing is currently in progress.
Transit Priority Measures – Bayers Road, Young Street/Robie Street	Halifax Transit will continue to pursue the implementation of transit priority measures on major strategic multi-modal corridors. The first phase of a project to include transit lanes on Bayers Road will commence and continue into 2021/22. Construction will also occur on the first phase of the Young Street/Robie Street corridor.	Construction tenders for two major Transit Priority corridor projects on Bayers Road, Young Street and Robie Street were released in Q1 20/21. Construction was initiated on both projects in July 2020. Phase 1 of the Young Street/Robie Street corridor was completed in October 2020. Construction on Phase 1 of the Bayers Road corridor will continue into 21/22.
West Bedford Park & Ride - Design	In 2015, Halifax Transit purchased land on Innovation Drive for the purposes of building a Park & Ride facility to accommodate a 350-400 car Park & Ride, and a four-bay bus platform. In 20/21, the design of this facility will be completed, in preparation for construction.	Design on the West Bedford Park & Ride is progressing. Detailed design and stakeholder engagement to be undertaken this fiscal year to facilitate the release of a construction tender in 21/22.
Ragged Lake Transit Centre Expansion – Begin Construction	The Burnside Transit Centre is at capacity and the Ragged Lake facility is nearing capacity. Expansion of the Ragged Lake Transit Facility is required to allow for the growth associated with the Moving Forward Together Plan (MFTP) as well as accommodating electric buses	The conceptual plan and analysis of designing the Ragged Lake Transit Centre Expansion to accommodate electric buses was on-going through Q3 The tender for this design-bid-build project is anticipated during Q3.

Attachment A Halifax Transit 2020/21 Business Plan Deliverables

<p>Woodside Ferry Terminal Renovation – Phase 2 Construction</p>	<p>The Woodside Ferry Terminal requires significant rehabilitation to all aspects of the building, including exterior structure and finishes, mechanical and electrical systems, and customer waiting areas. In 20/21, construction will continue.</p>	<p>Phase 1 of the Woodside Ferry Terminal Renovation was completed in July 2020. The tender for Phase 2 construction, including new escalators and a comprehensive renovation to the remainder of the facility was also awarded in July 2020. Phase 2 construction began in October 2020 and will continue into 21/22.</p>
<p>Electric Bus Pilot – Establish a project management office</p>	<p>To support an electric bus pilot project, Halifax Transit will establish a project management office and begin to develop a procurement plan, implement necessary infrastructure and support efforts to reduce GHG emissions.</p>	<p>A bus and charger will be leased from the manufacturer to gain a better understanding of the impact to our planning and scheduling of route, operator training, bus maintenance program, and to collect data towards the useful life of the equipment.</p>

Attachment B: 2020/21 Halifax Transit Q1 Performance Measures Report

# 2020/21 – Q1 Performance Measures Report

**HALIFAX**  
TRANSIT

## Contents

COVID-19 Pandemic Data Impacts.....	1
Boardings & Revenue.....	1
Historical Boardings & Revenue.....	1
Loss of Service.....	3
Mean Distance Between Failures .....	3
Mean Distance Between Service Calls .....	4
Bus Maintenance Cost – Quarter Average vs Budget.....	5
Fuel Price – Year to Date Average vs Budget.....	6
Access-A-Bus Trip Details.....	6
Customer Service – All Services .....	9
Service Utilization .....	11
Boardings .....	11
Average Daily Boardings by Service Day.....	11
Boardings by District .....	12
Weekday Boardings by District – All Day .....	12
Weekday Boardings by District – AM Peak Period .....	13
Passengers per Hour .....	14
Boardings & Passengers per Hour.....	15
Passengers per Hour by Route.....	17
Express Service Peak Boardings and Passengers per Trip.....	18
Express Service Peak Passengers per Trip by Route .....	18
Regional Express Peak Passengers per Trip by Route.....	18
Ferry Passengers per Hour.....	19
Passenger Overloads.....	20
Passenger Overloads by Area .....	20
Passenger Overloads by Route .....	20
On-Time Performance.....	21
Overall Network On-Time Performance .....	21
Weekday On-Time Performance.....	22
Weekday Peak Period On-Time Performance .....	24
Express Service On-Time Performance .....	26

## 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. Data collection was temporarily disrupted due to these emergency service reductions, while bus schedules were unable to be synchronized with technology solutions. 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. Schedule adherence data for weekdays during this period was also unavailable and instead covers May 4th through June 30th. Fare collection ceased on March 18th and resumed August 1st. Full service bus schedules resumed August 31st. Ferry service increased September 8th, and again October 26<sup>th</sup>, but continued to run at a reduced schedule.

## Boardings & Revenue

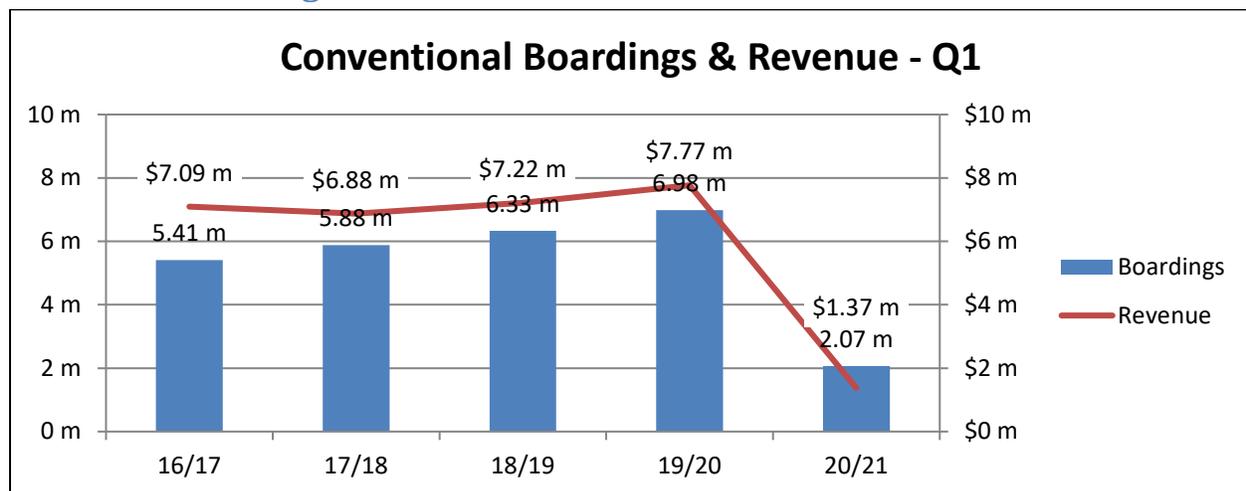
Revenue and boardings are reported to demonstrate how well transit services were used over the quarter, in comparison to the same quarter the previous year.

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.

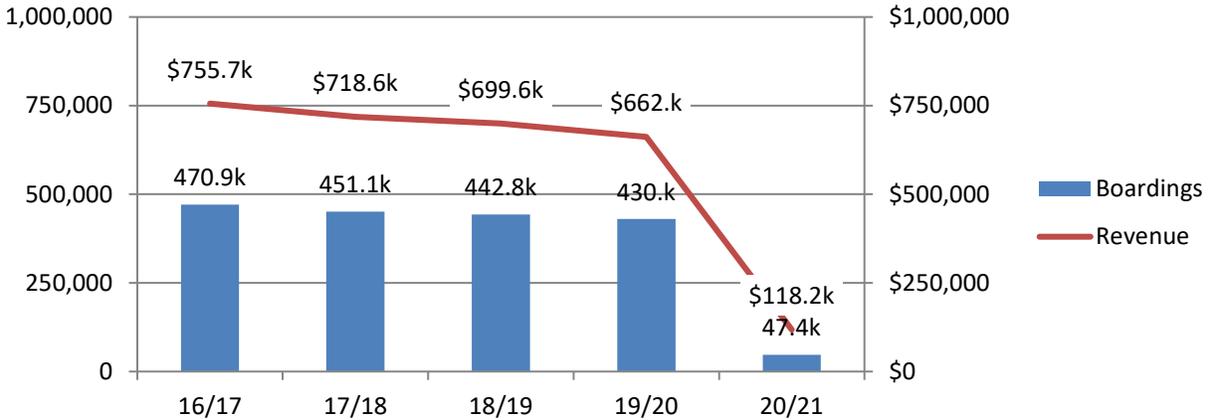
COVID-19 had a significant impact in the first quarter of 2020/21. Fare collection resumed mid second quarter on August 1, 2020. Revenue in the first quarter is attributable to the Department of Community Services Passes and UPasses for April and May.

Conventional boardings decreased 70.4% from this quarter last year, Ferry boardings decreased 89% and Access-A-Bus boardings decreased 74.4%. Overall, system wide boardings decreased this quarter by 71.5% compared to last year. Overall revenue this quarter decreased 82.5% from last year. Decreases in boardings are attributable to COVID-19.

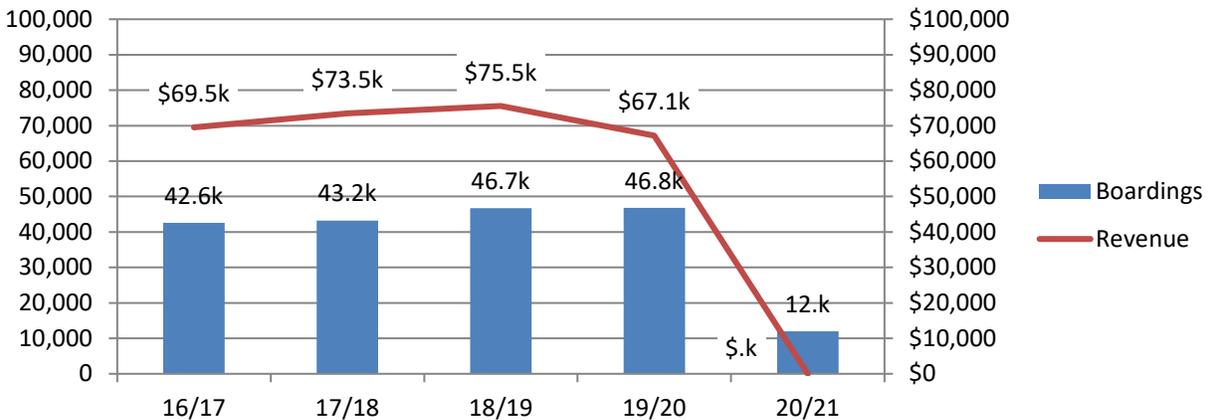
## Historical Boardings & Revenue



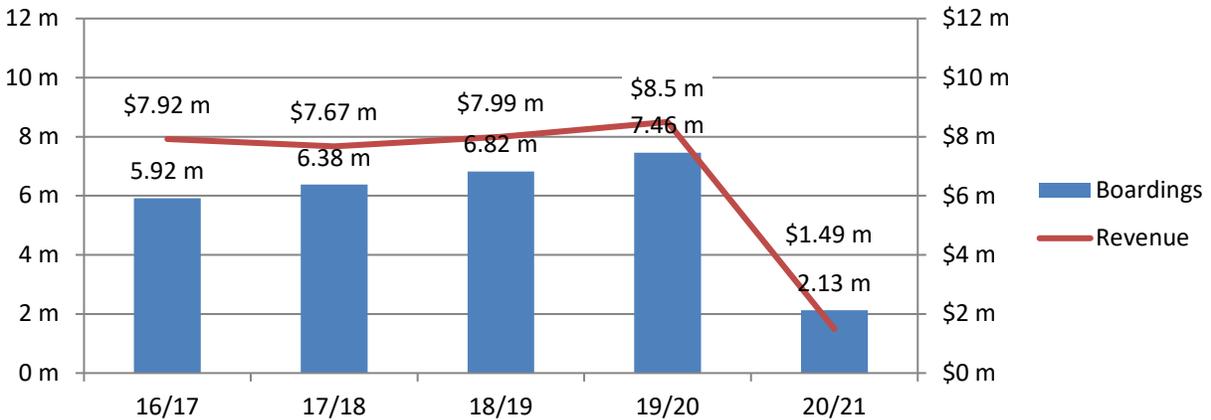
### Ferry Boardings & Revenue - Q1



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



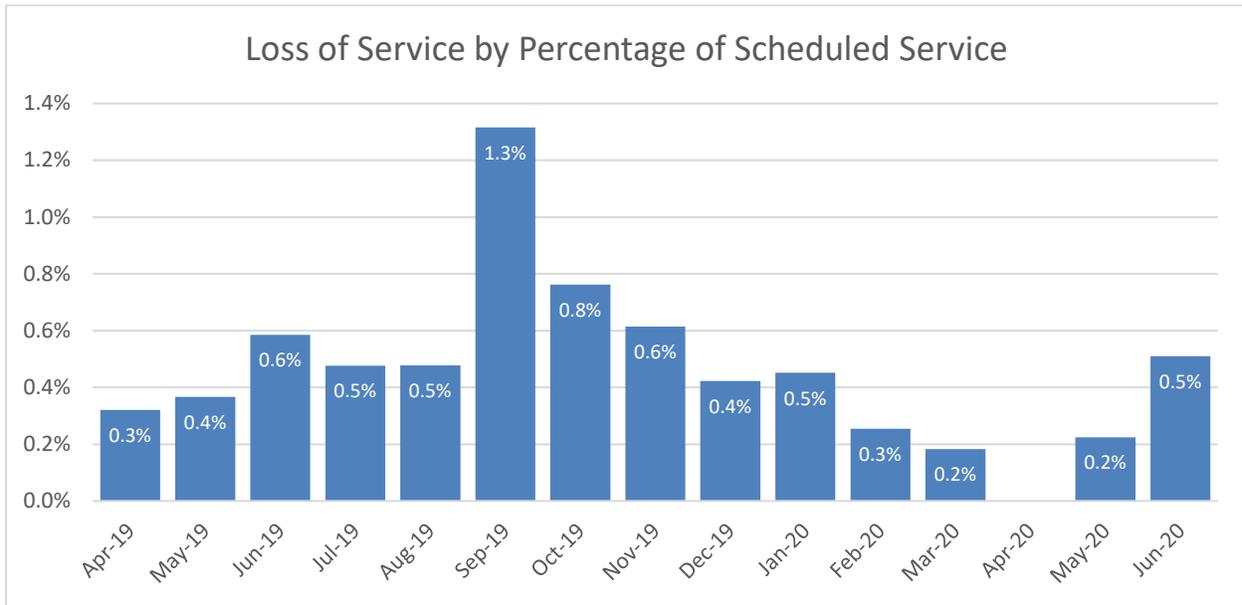
### Halifax Transit Boardings & Revenue - Q1



## 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 first quarter, the total loss of service was 474 hours and 36 minutes, which is 0.44% of the quarterly revenue hours. The table below shows the total loss of service for each month.

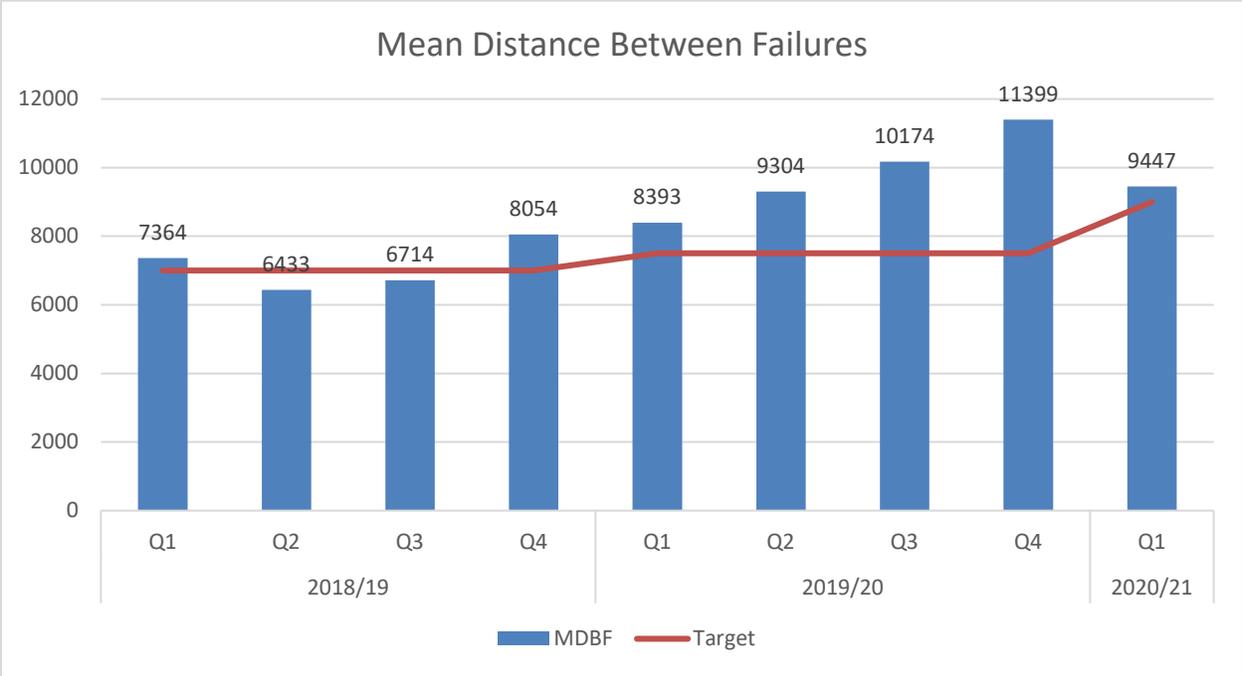


## Mean Distance Between Failures

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 has set a target of 9,000 kms for 2020/21, an improvement of 20% from the prior year. The target for this KPI shall be revisited on annual basis to promote continuous improvement, which may be achieved by implementation and support of quality and preventative maintenance initiatives.

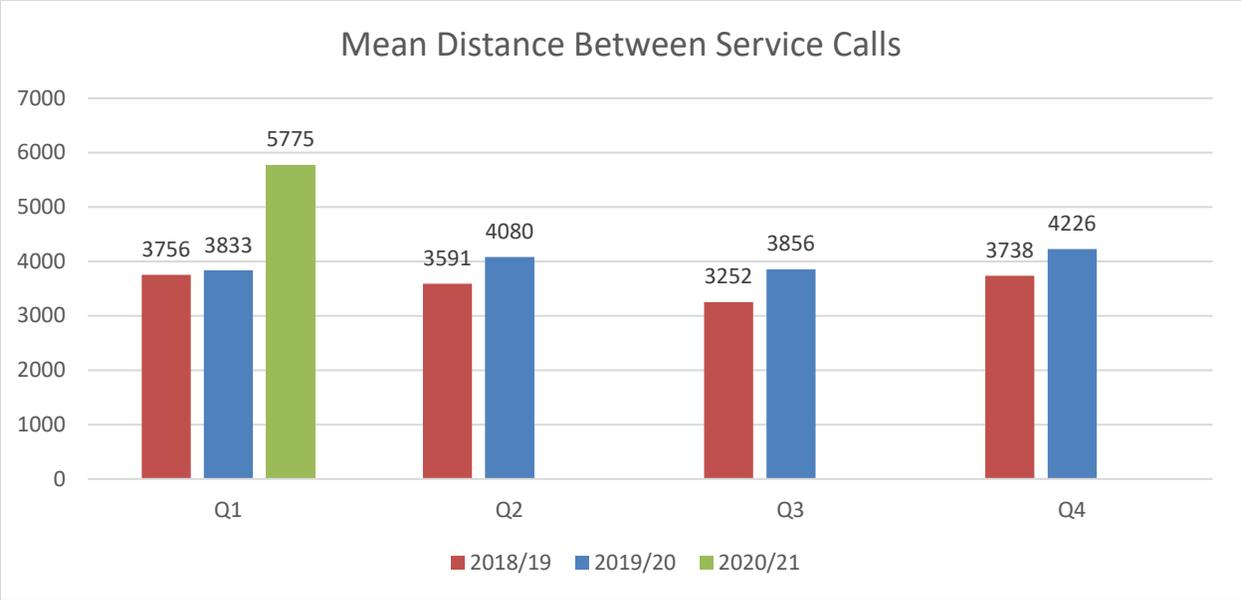
For the first quarter of 2020/21, the MDBF for conventional transit was 9,447 kms. This is equivalent to a 13% improvement from the first quarter of the previous year (2019/20). Bus Maintenance will continue to monitor this KPI and has implemented new preventative maintenance measures to reduce aftertreatment and cooling system defects.



### Mean Distance Between Service Calls

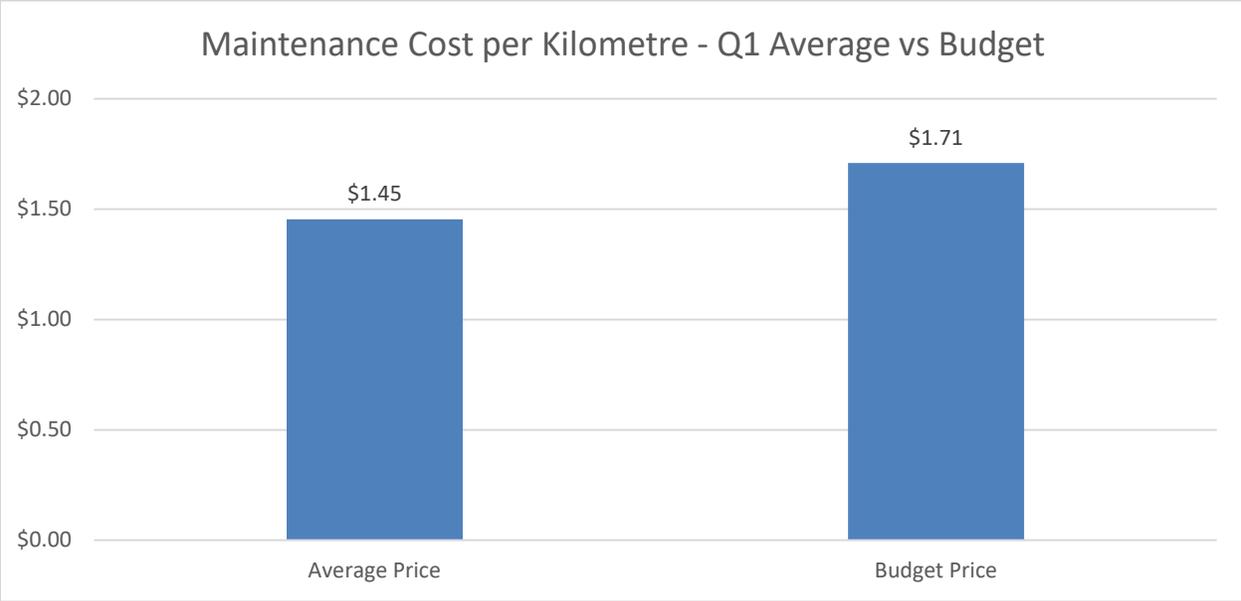
Mean Distance Between Service Calls (MDBS) reflects the average distance in kilometres covered between maintenance service calls. This metric includes all instances of service calls, including issues with secondary equipment, passenger-related events and damages to the bus resulting from minor accidents.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

For the first quarter of 2020/21, the MDBS for conventional transit was 5,775 kms. In comparison to the first quarter of 2019/20 (3,833), this is an improvement of 51%. Overall, the Mean Distance Between Service Calls has improved by 45% in 2020/21 over 2019/20. Therefore, bus reliability for conventional transit continues to improve significantly. The MDBS for Access-A-Bus service was 29,138 kms. Bus Maintenance will continue to monitor this metric in order to reduce service calls.



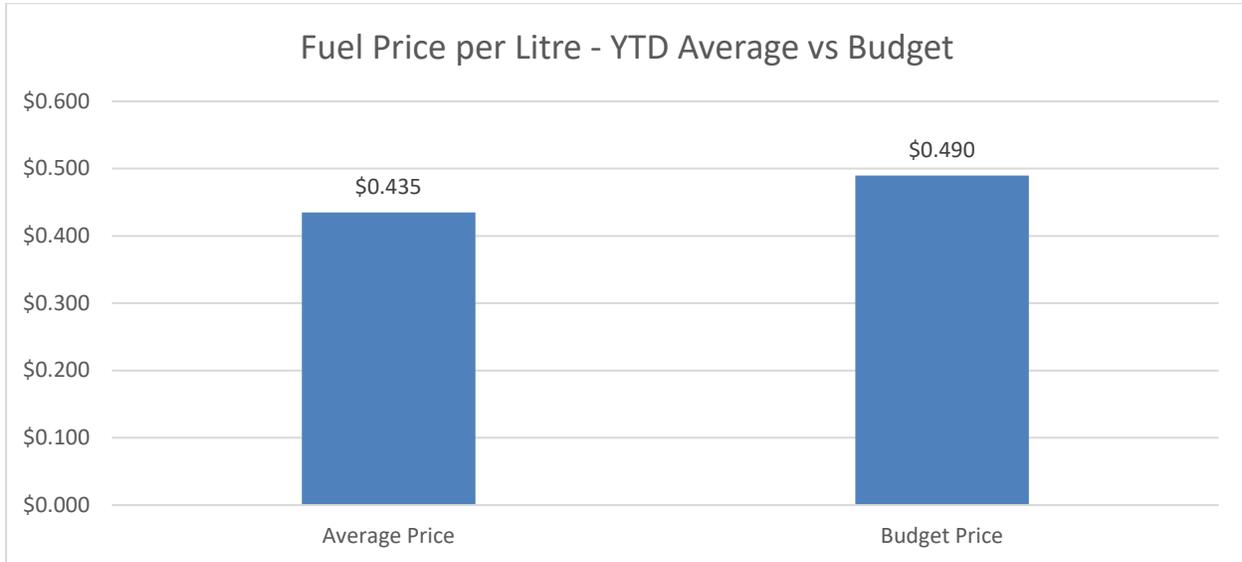
### Bus Maintenance Cost – Quarter Average vs Budget

In the first quarter maintenance costs were \$1.45/km, while the budgeted maintenance cost was \$1.71/km. The first quarter maintenance costs do not include the cost of daily disinfecting activities of buses (outsourced services and most materials). These were applied to the COVID-19 cost centre M381. Therefore, in the first quarter the average cost per km was under budget by \$0.26/km. The surplus is mostly attributed to vacant positions within Bus Maintenance and inaccuracies presented by unknowns due to COVID-19. In addition, the number of kilometres actually travelled was greater than the budgeted kilometres accounting for a portion of the gap as well as seasonal fluctuations which typically render lower maintenance costs during the spring. Bus Maintenance will continue to strengthen the budgeting process to improve accuracy of future budgets.



## Fuel Price – Year to Date Average vs Budget

The budgeted fuel price for 2020/21 was set at 49 cents/litre. In the first quarter, the average fuel price was 44 cents/litre, 5 cents lower than the budgeted cost per litre.

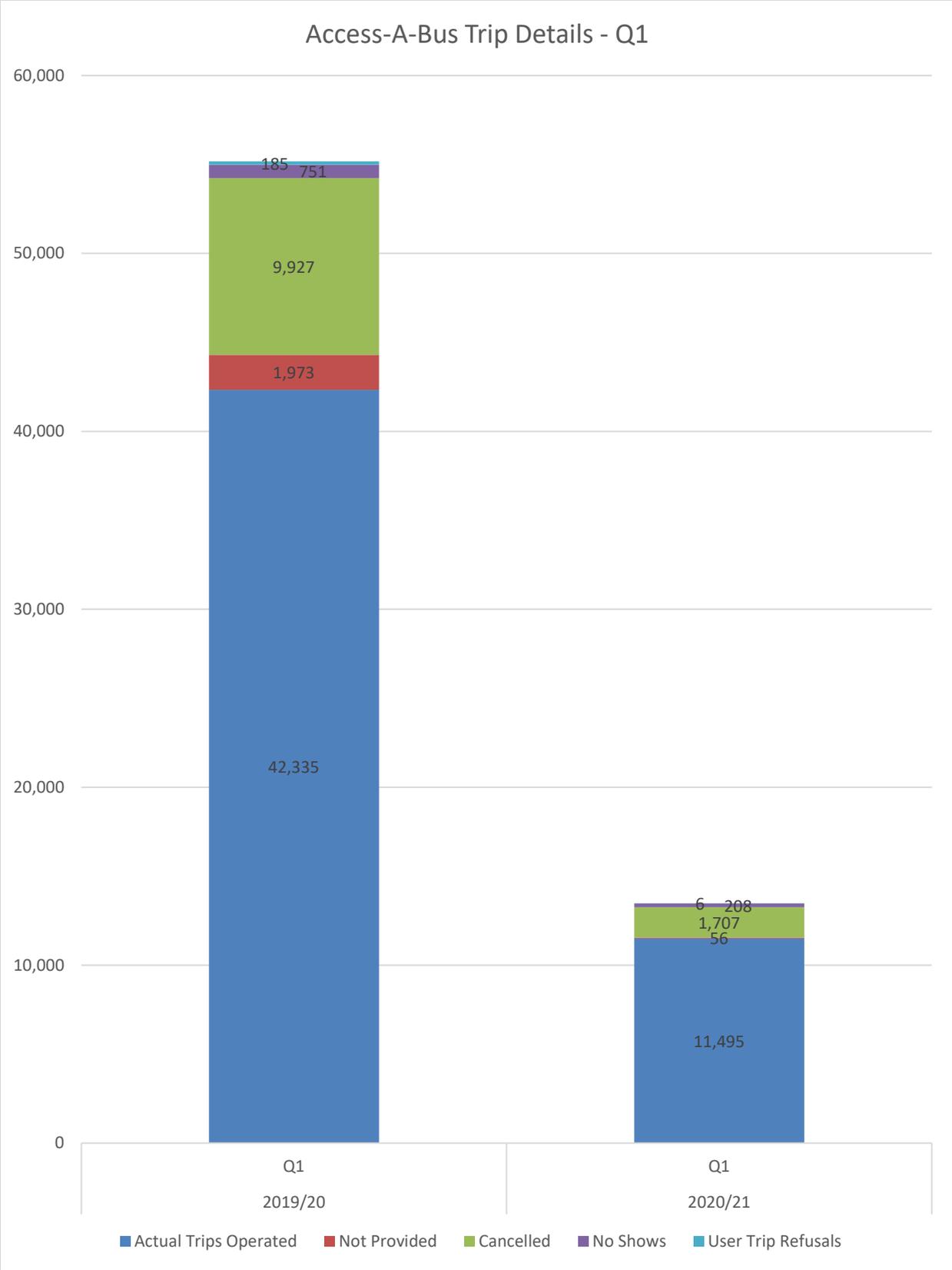


## Access-A-Bus Trip Details

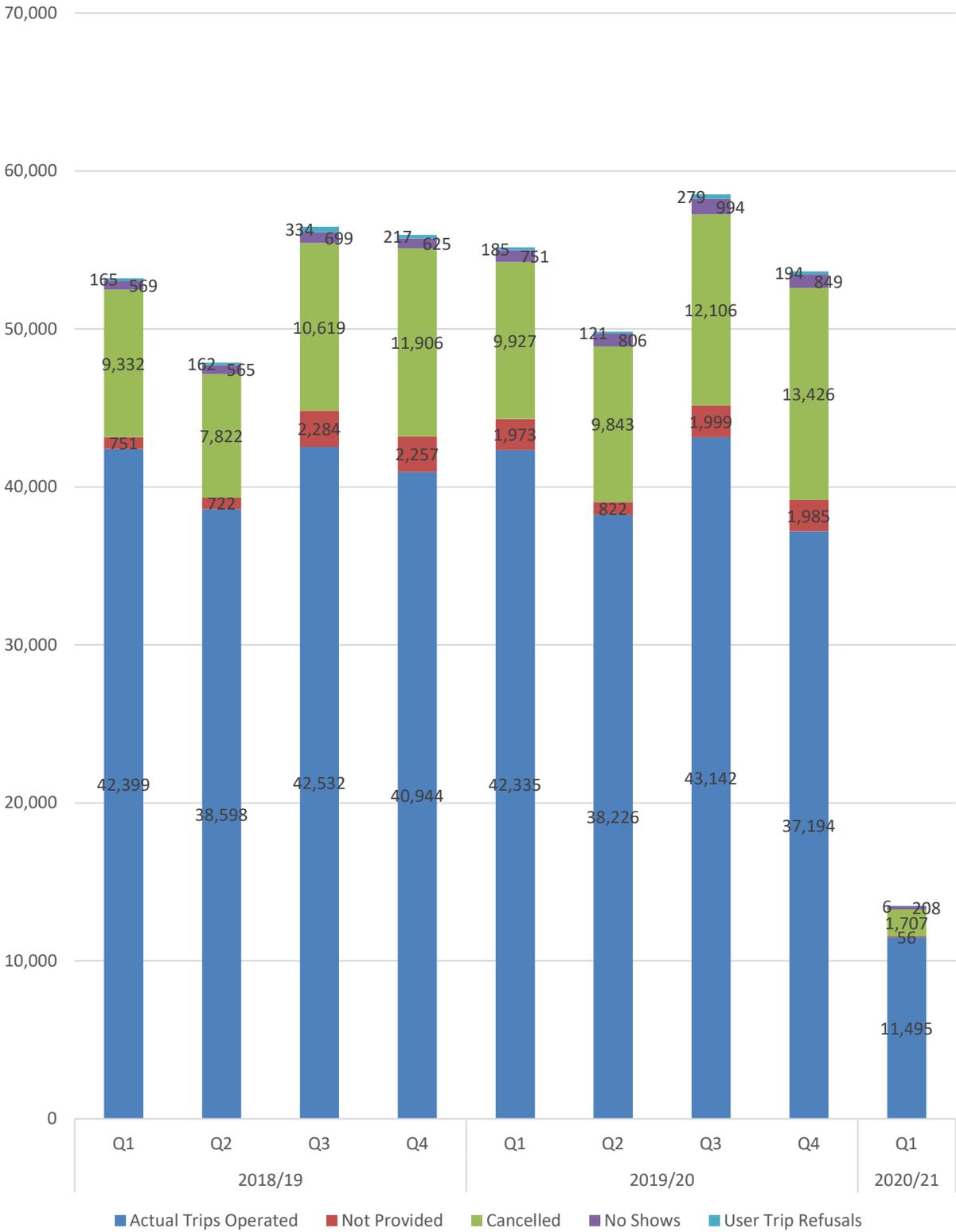
Access-A-Bus trip details are tracked monthly to provide an indication of efficiency in Access-A-Bus usage and booking. In April 2018 Access-A-Bus completed a scheduling software upgrade and process improvement review. After introducing these new, standardized processes, scheduling effectiveness has 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 first quarter of 2020/21 the COVID-19 pandemic continued to affect ridership significantly. 30,840 fewer trips were operated compared to the first quarter last year, a decrease of 19%. The trips that were not provided decreased by 32%, compared to this quarter last year.



### Access-A-Bus Trip Details

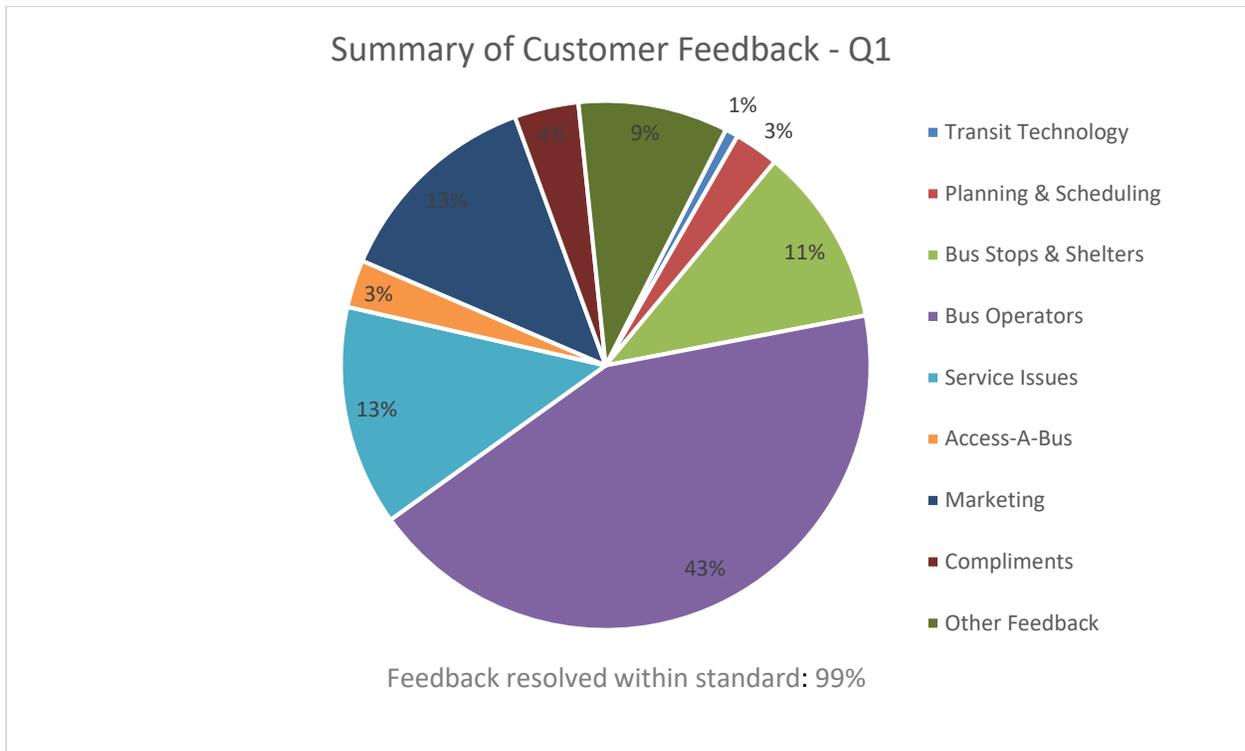


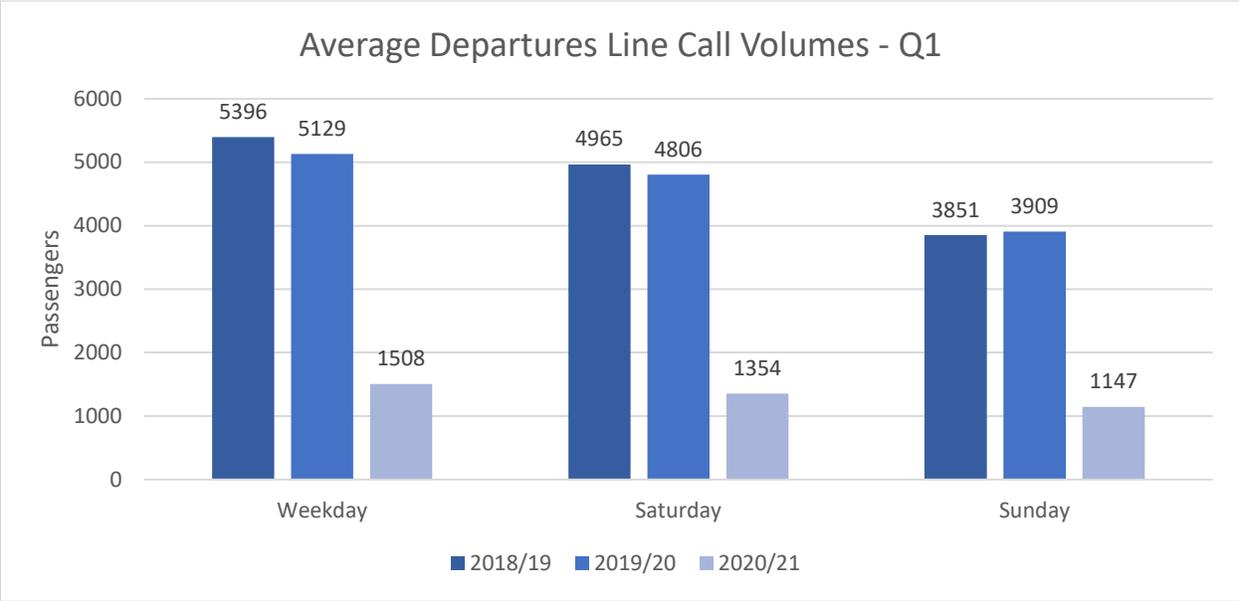
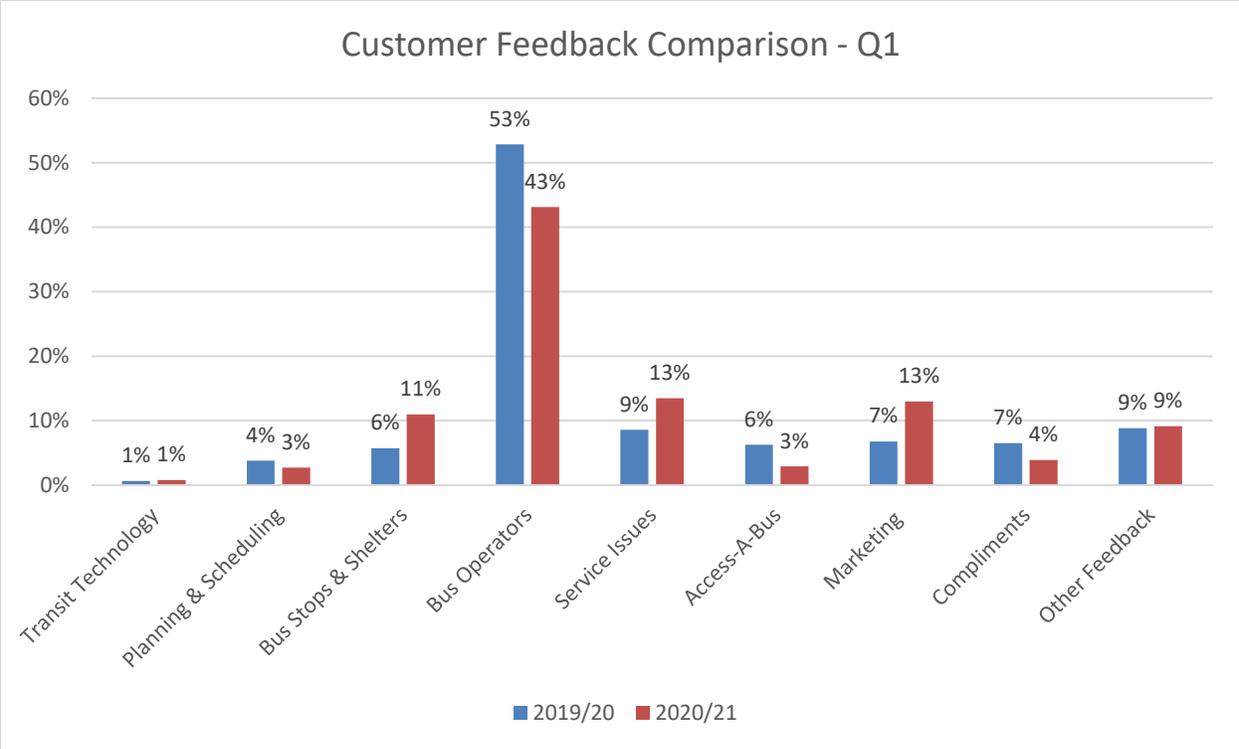
## Customer Service – All Services

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 first quarter, 43% of feedback received was related to bus Operators. The remaining 57% 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 99% of customer feedback was resolved within standard.

Call volumes to the Departures Line (902-480-8000) are displayed by day of the week. In the first quarter of 2020/21, average call volumes were significantly lower than this time last year for weekdays as well as for Saturdays and Sundays, due to reduced ridership resulting from the COVID-19 pandemic.





## Service Utilization

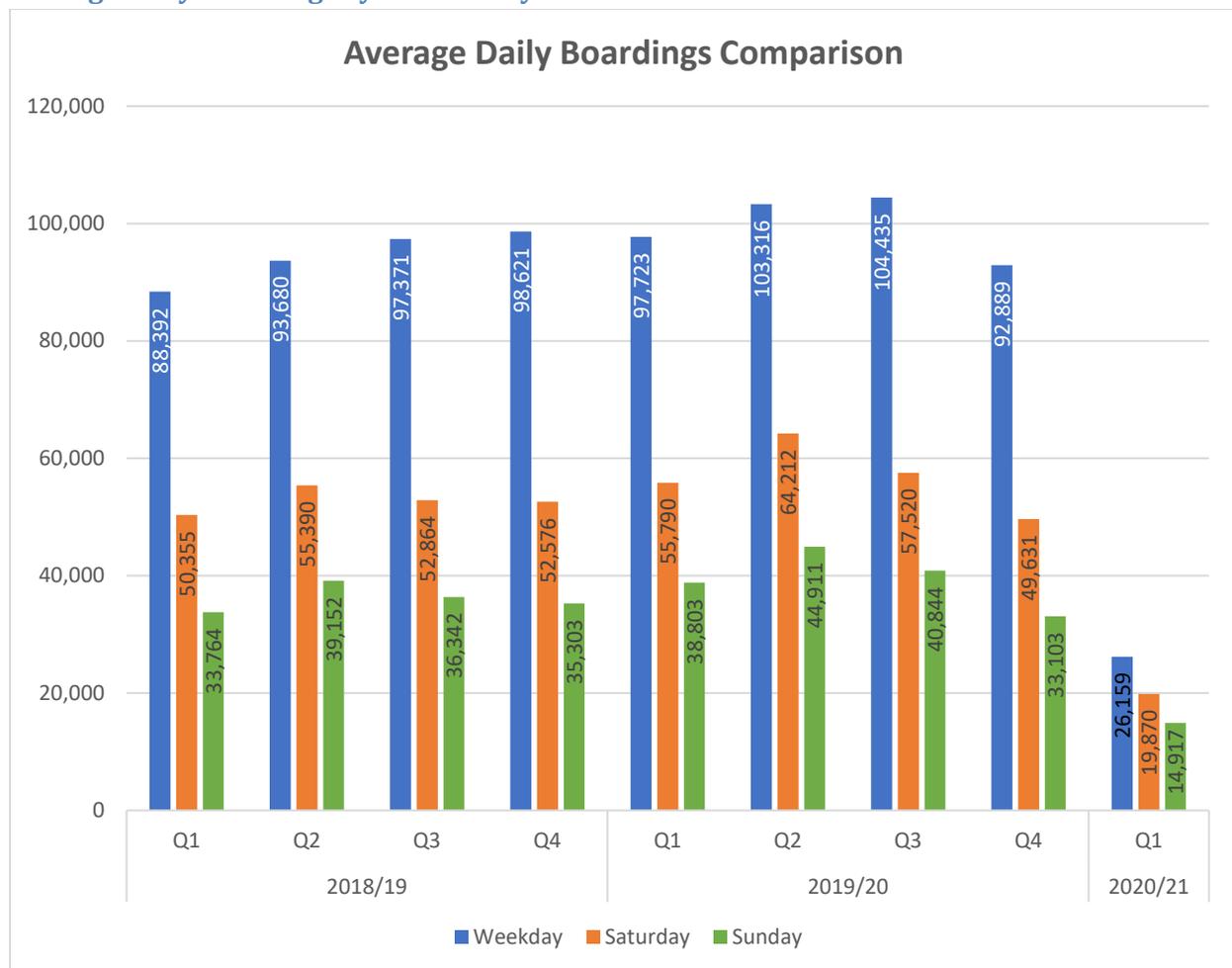
Automatic Passenger Counter (APC) data is now being used to report bus ridership statistics. The APCs provide data within a 90% degree of accuracy. Boardings by Route demonstrate passenger usage during the past quarter. APC data has been collected since September 2016. The standard deviation is included to demonstrate the degree of variance in boardings from the daily average passenger count.

The onset of the COVID-19 pandemic in early 2020 resulted in the need to rapidly implement emergency service adjustments to the weekday schedules. Data collection was temporarily disrupted due to these emergency service reductions, while bus schedules were unable to be synchronized with technology solutions. 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.

## Boardings

Average weekday boardings in the third quarter were 26,159 ± 7,596 (29% variance). Average Saturday boardings this quarter were 19,870 ± 7,191 (36.2% variance). Average Sunday boardings this quarter were 14,917 ± 3,841 (25.8% variance).

### Average Daily Boardings by Service Day

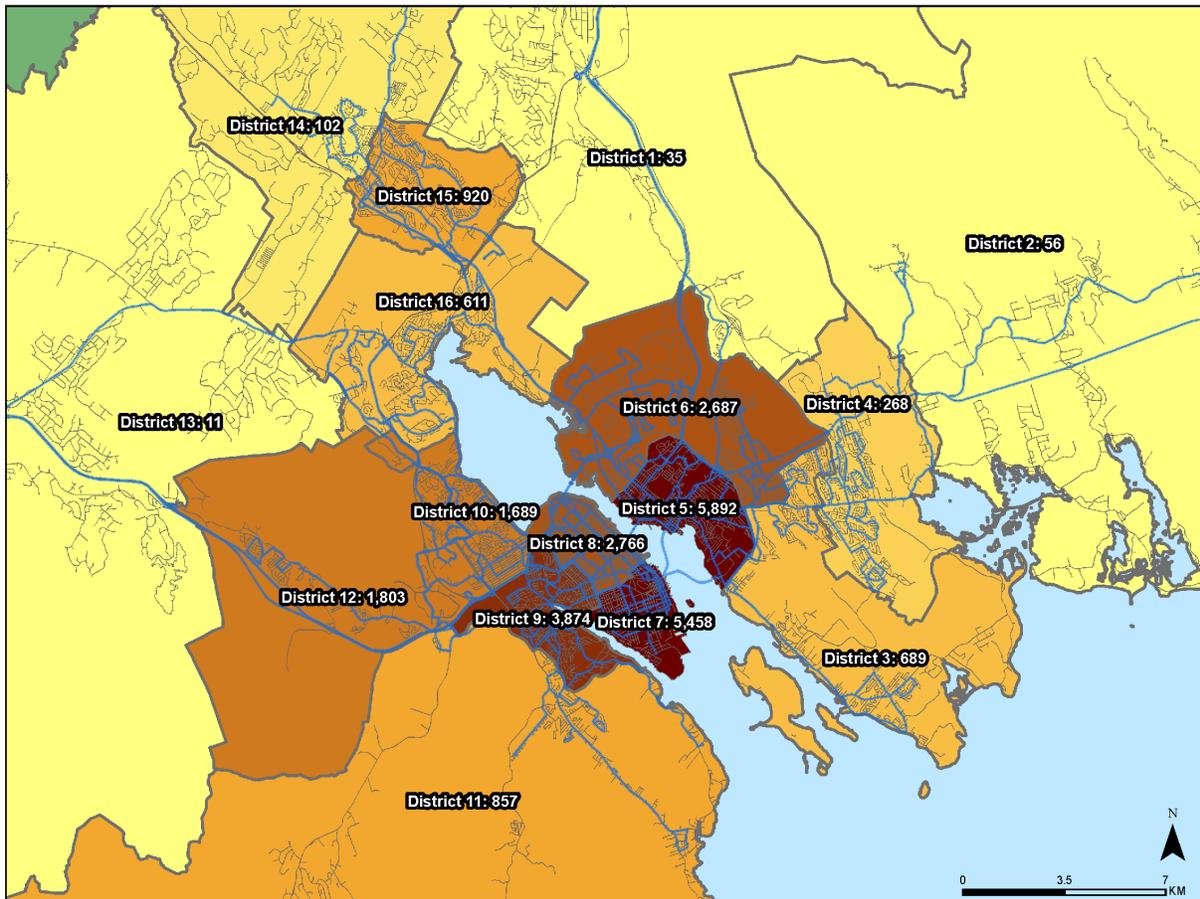


## Boardings by District

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.

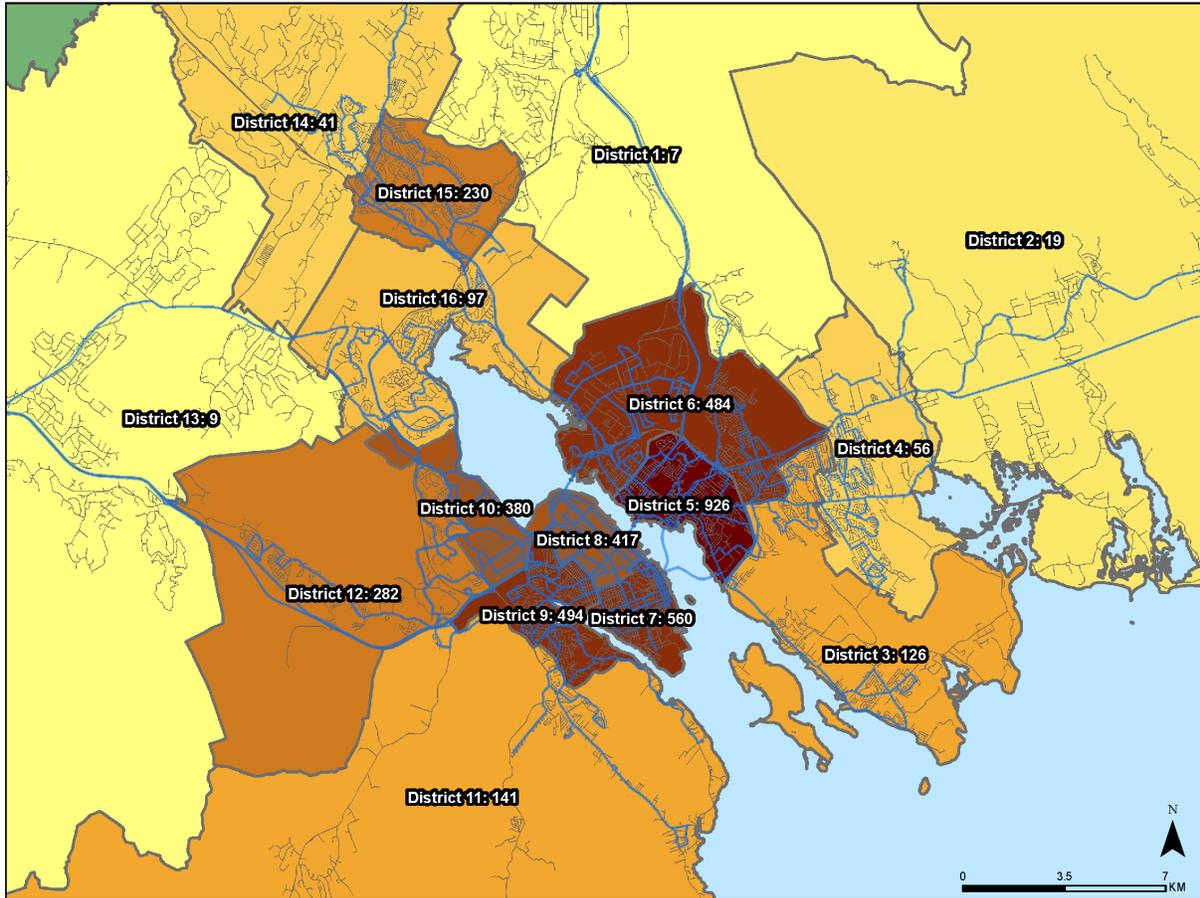
### Weekday Boardings by District - All Day

2020-21 Q1 Weekday Boardings by District



## Weekday Boardings by District – AM Peak Period

2020-21 Q1 Weekday AM Peak Boardings by District



## 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.

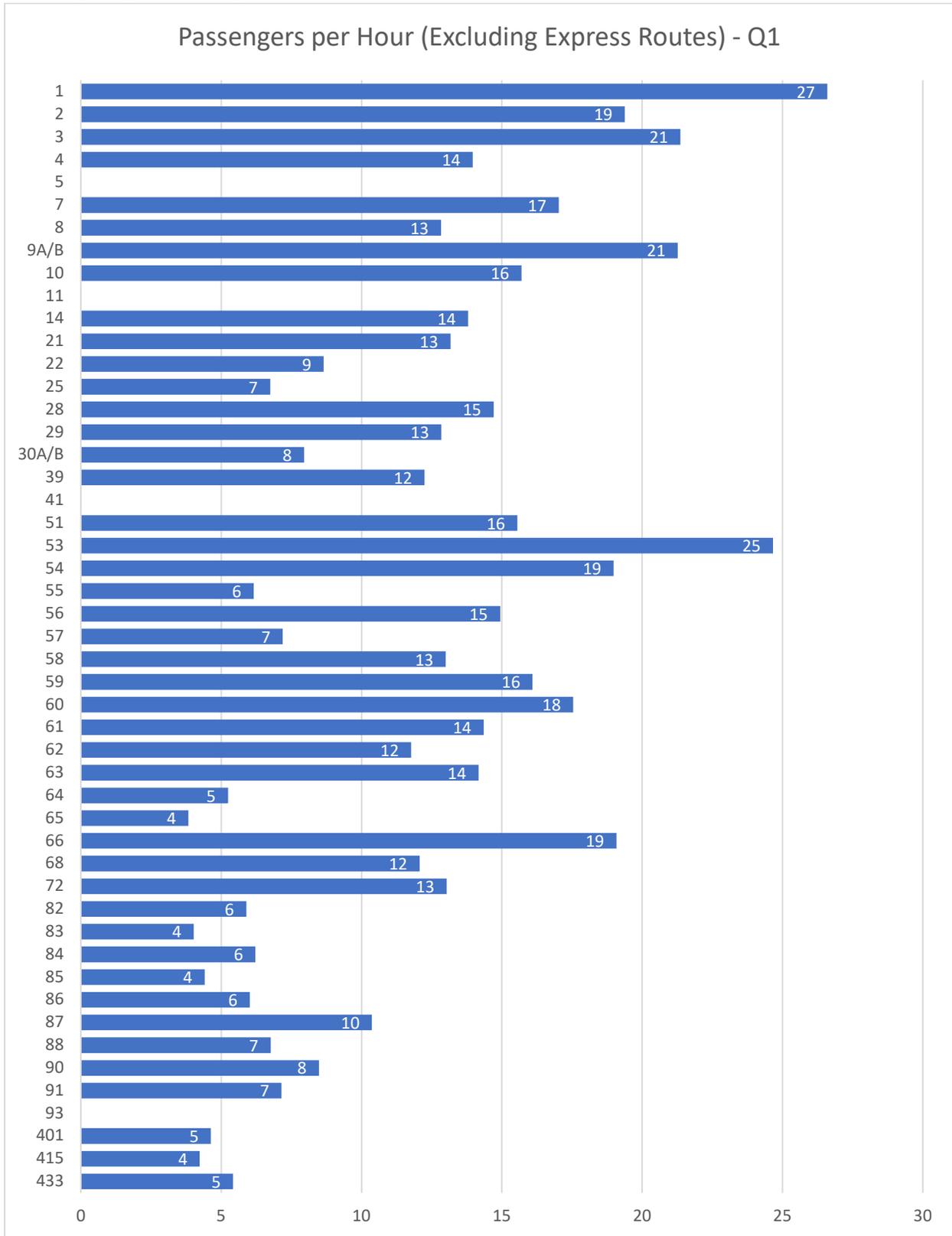
All weekday data for Q1 represents May 4<sup>th</sup> to June 30<sup>th</sup>. Following March 20<sup>th</sup>, 2020, weekday data for boardings and hours was unavailable due to emergency schedule adjustments.

## Boardings & Passengers per Hour

Q1 Comparison - Average Daily Boardings by Route												
Route	Weekday				Saturday				Sunday			
	19/20		20/21		19/20		20/21		19/20		20/21	
	Boardings	Pass/Hr										
1	9,610	62	3,165	27	8,044	70	2,221	20	4,595	53	1,753	21
2	4,717	44	2,054	19	4,535	45	1,736	17	2,303	30	1,190	17
3	6,587	44	2,120	21	3,767	44	1,585	18	3,412	36	1,909	20
4	4,468	36	903	14	2,117	42	615	13	1,549	34	604	13
7	5,026	45	1,645	17	3,741	40	1,186	13	1,870	35	825	16
8	4,251	34	1,516	13	3,798	36	1,171	10	2,514	28	989	9
9A/B	6,864	41	2,018	21	4,085	56	1,468	20	2,710	38	1,303	18
9A	4,644	43	1,074	21	1,944	55	723	20	1,152	33	573	16
9B	2,220	38	945	21	2,141	56	746	20	1,558	42	730	20
10	4,681	44	1,126	16	3,487	47	931	13	1,913	39	822	17
11	128	53										
14	2,484	39	544	14	1,367	40	386	12	935	31	356	13
21	1,002	34	477	13	869	25	354	10	475	26	248	14
22	648	20	300	9	488	15	236	7	365	11	215	6
25			102	7			73	5			79	7
28	1,429	39	649	15	1,445	35	507	12	575	31	328	16
29	3,154	35	867	13	1,974	32	630	10	1,268	21	545	9
30A/B	852	24	269	8	580	17	229	7	299	15	148	8
30A	469	25	135	8	304	18	118	7	129	11	65	7
30B	383	22	135	8	276	16	111	6	170	20	83	10
39	1,194	26	595	12	937	19	459	9	384	18	208	10
41	1,264	38										
51	1,108	47	330	16	618	37	242	15	305	34	145	14
53	1,271	50	447	25	837	55	375	25	333	40	188	23
54	847	40	289	19	591	38	231	15	249	25	134	14
55	401	19	96	6	273	18	75	5	182	12	70	5
56	953	29	533	15	1,141	32	472	13	582	18	434	13
57	535	13	218	7	284	9	158	5	138	8	100	6
58	719	26	260	13	507	27	163	9	325	19	170	10

Q1 Comparison - Average Daily Boardings by Route												
Route	Weekday				Saturday				Sunday			
	19/20		20/21		19/20		20/21		19/20		20/21	
	Boardings	Pass/Hr										
59	1,955	25	360	16	809	35	310	13	487	21	277	11
60	2,743	37	775	18	1,971	49	619	15	1,193	42	542	19
61	2,229	29	675	14	1,233	32	451	11	876	23	449	12
62	830	27	242	12	569	25	203	9	268	17	111	7
63	781	44	300	14								
64	587	32	238	5								
65	258	16	53	4	105	8	43	3	51	8	29	5
66	1,547	26	351	19	517	32	222	15	284	18	184	12
68	1,389	29	408	12	848	29	299	10	504	18	245	8
72	1,382	30	588	13	1,090	23	474	11	468	17	276	10
82			93	6			69	4			60	4
83			48	4			39	4			29	3
84	901	31	341	6			151	4			126	4
85			64	4			45	5			43	6
86			89	6			63	4			55	4
87	1,256	28	541	10	1,237	25	384	7	523	18	241	8
88	94	16	92	7	75	14	70	5	22	9	61	5
89	197	16			81	11			55	7		
90	1,280	27	524	8	957	21	334	5	418	16	194	6
91			186	7			126	6			146	5
93												
401	154	13	58	5								
415	215	14	29	4	162	16			148	12		
433	51	10	27	5								
Alderney	3,350	112	462	36	4,049	231	355	24	2,879	165	154	11
Woodside	2,139	102	188	20								

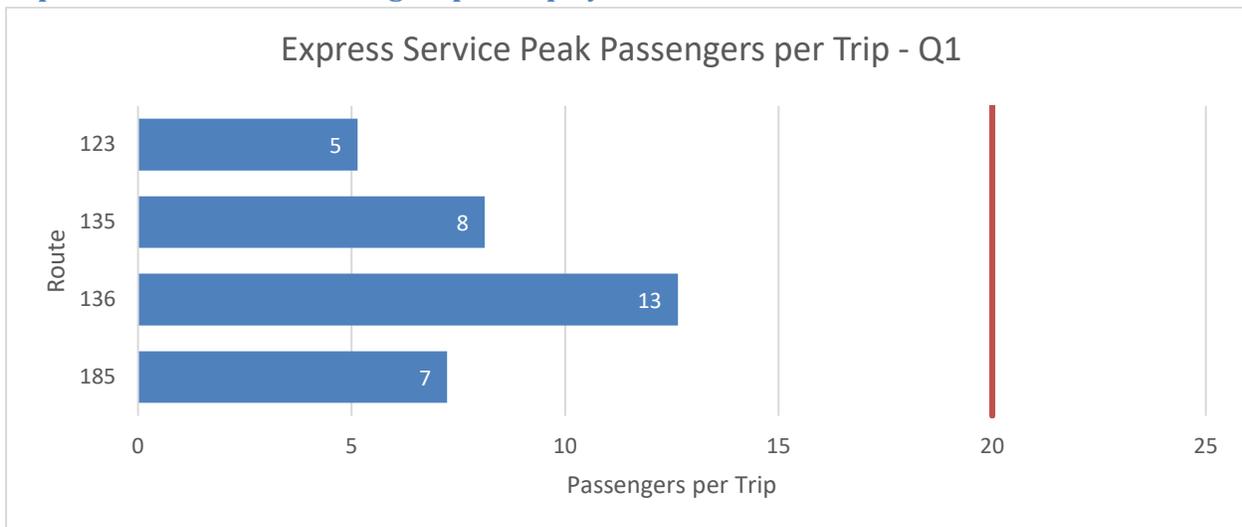
## Passengers per Hour by Route



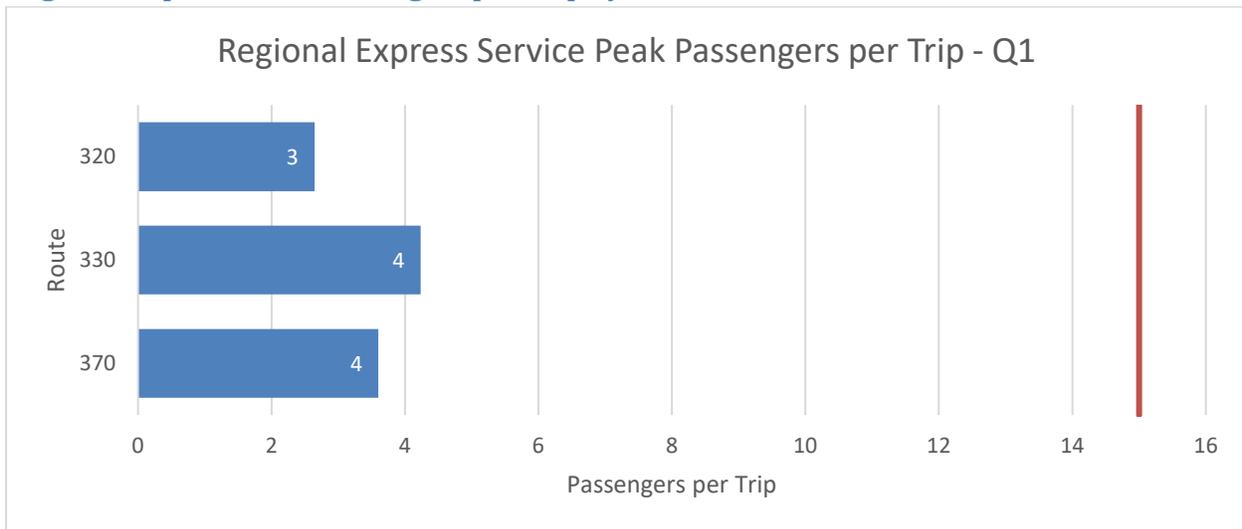
### Express Service Peak Boardings and Passengers per Trip

Q1 Comparison - Average Daily Peak Boardings by Express Route				
Route	Weekday			
	19/20		20/21	
	Boardings	Pass/Trip	Boardings	Pass/Trip
123	285	20	72	5
135	531	38	114	8
136	596	37	202	13
185			188	7
320	216	18	19	3
330	376	18	40	4
370	103	9	37	4

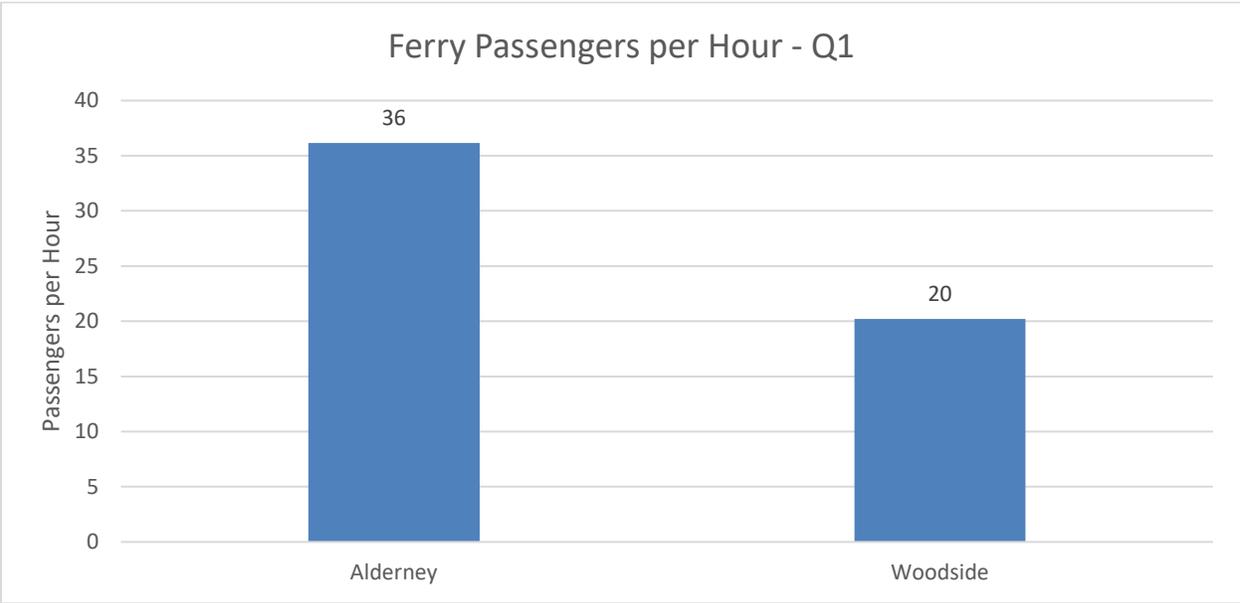
### Express Service Peak Passengers per Trip by Route



### Regional Express Peak Passengers per Trip by Route



**Ferry Passengers per Hour**



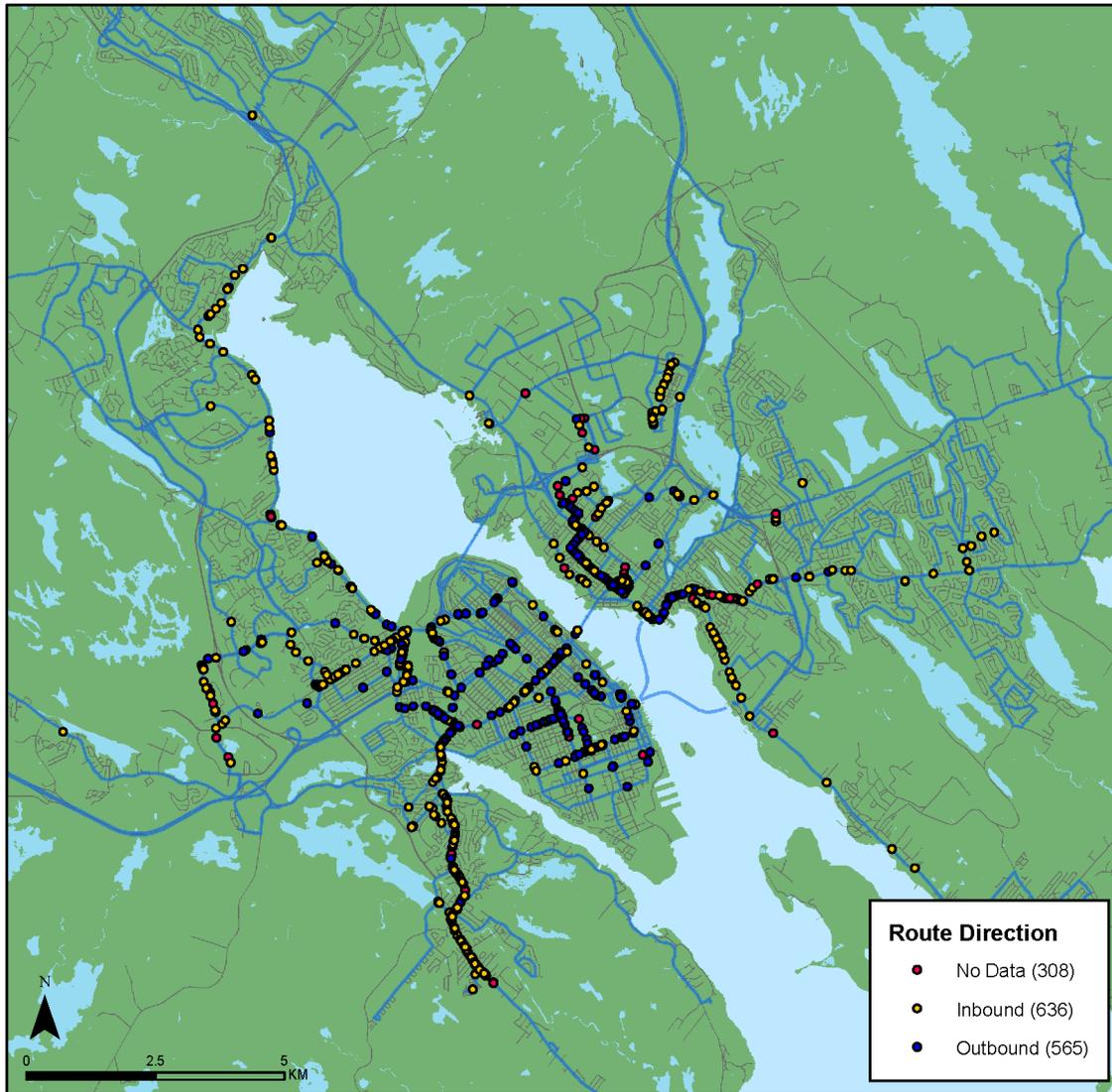
## Passenger Overloads

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

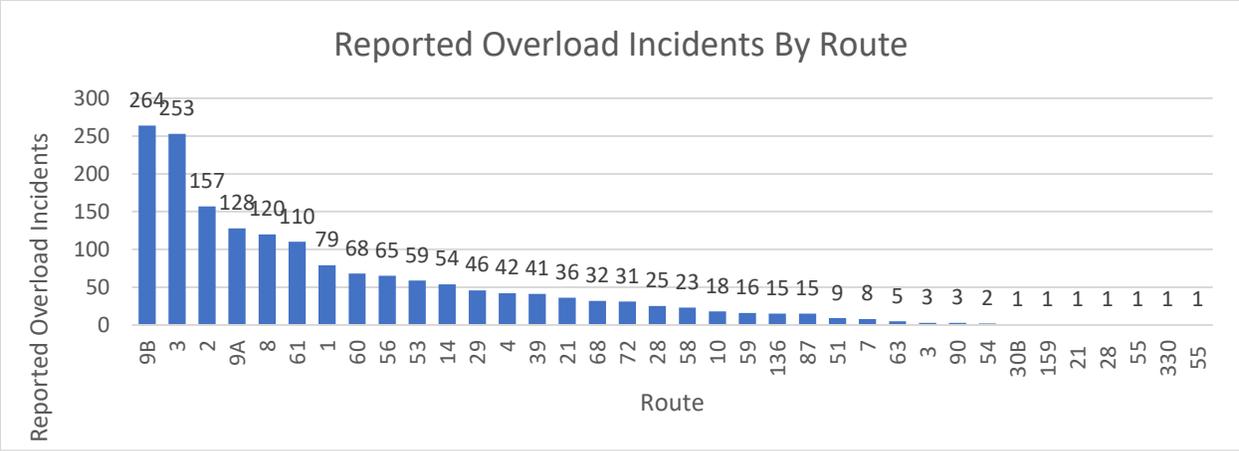
The figure below shows the locations of reported overloads during the first quarter.

2020-21 Q1 Passenger Overloads



### Passenger Overloads by Route

The following graph shows overloaded routes during the first quarter. 1734 overload incidents were reported during the first quarter of 2020/21. This increase resulted from significantly reduced capacity available aboard buses with the temporary physical distancing requirements during the COVID-19 pandemic, including limits on standees and seating.



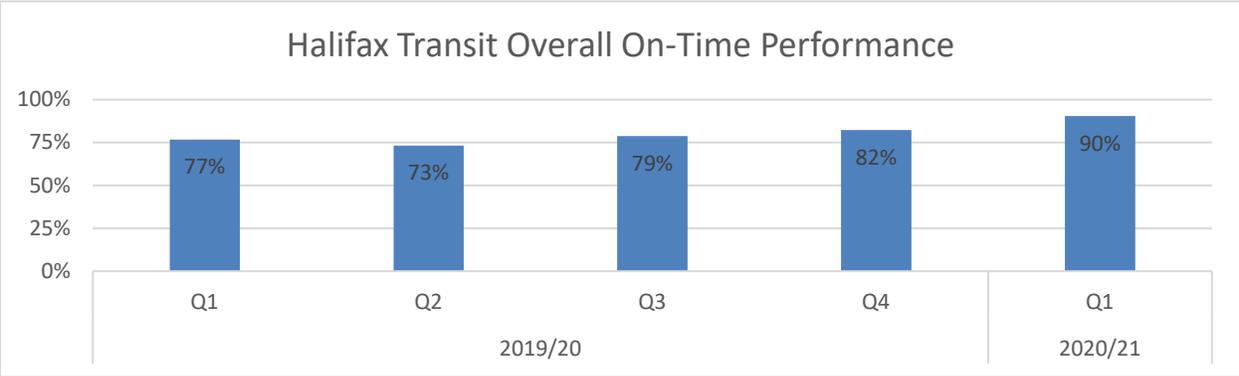
### On-Time Performance

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.

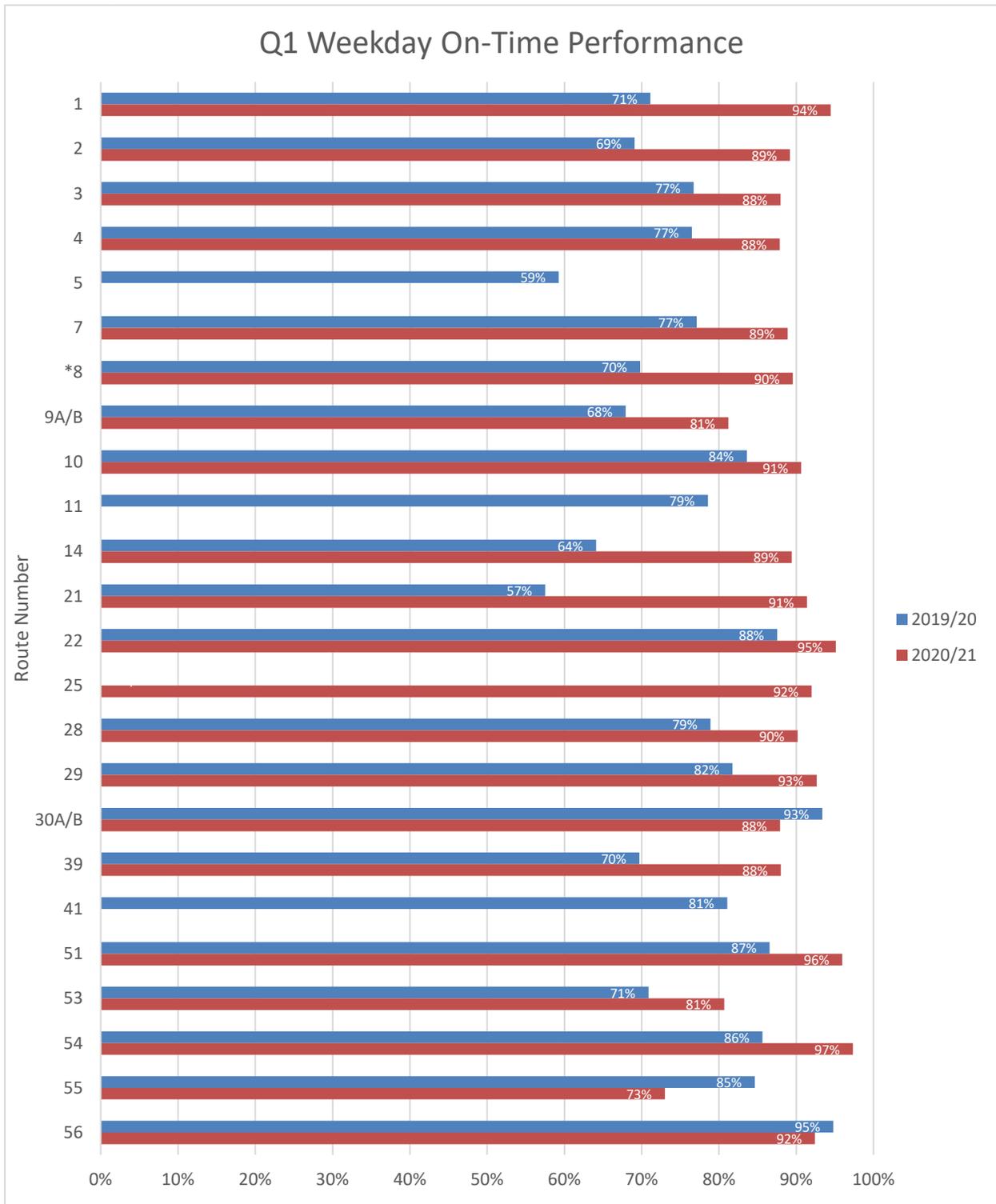
Transit industry standard targets for on-time performance tend to range between 85% and 90%, although service types are not always comparably grouped, nor are schedule adherence definitions consistent between agencies. Halifax Transit will analyze on-time performance across the network in order to establish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

The onset of the COVID-19 pandemic in early 2020 resulted in the need to rapidly implement emergency service adjustments to the weekday schedules. Data collection was temporarily disrupted due to these emergency service reductions, while bus schedules were unable to be synchronized with technology solutions. Consequently, data reporting tied to the weekday schedules was impacted between March 23rd and May 4th. Schedule adherence data for weekdays during this period was unavailable and instead covers May 4th through June 30th. Compared to the first quarter last year, on-time performance improved 13%, from 77% to 90%. This included the implementation of new routes in November 2019, some of which were on new streets where previous transit data was unavailable.

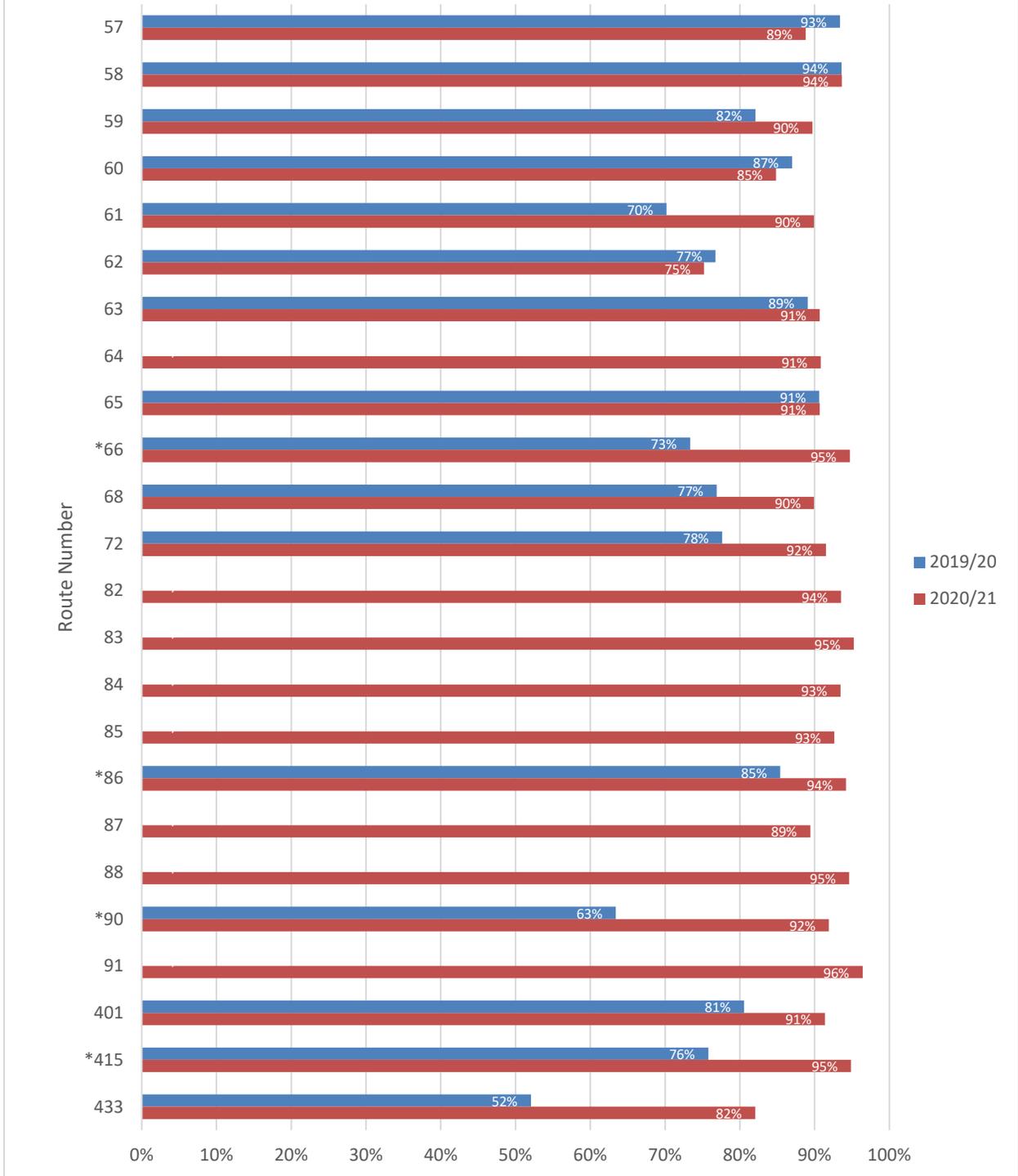
### Overall Network On-Time Performance



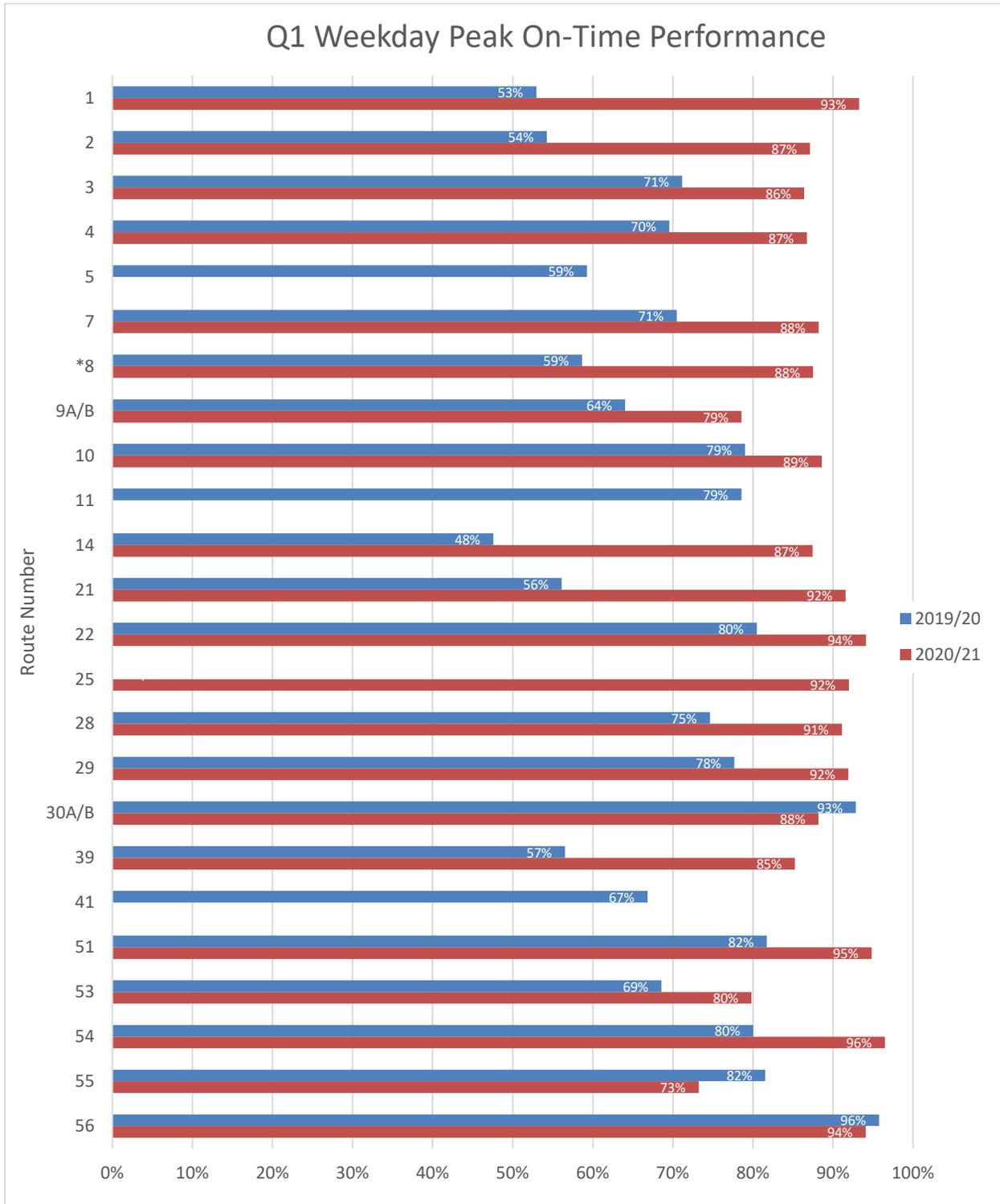
## Weekday On-Time Performance



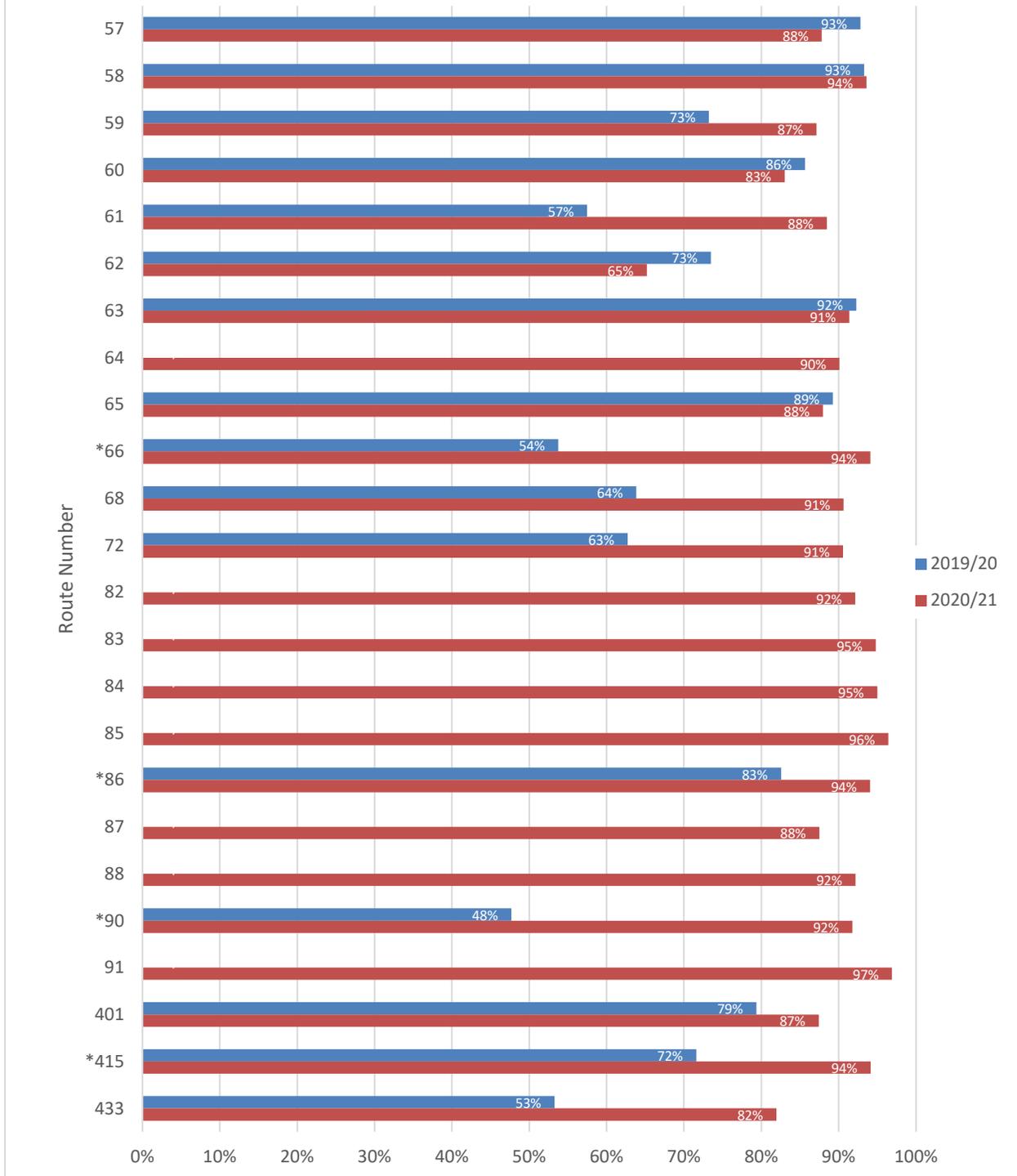
## Q1 Weekday On-Time Performance



## Weekday Peak Period On-Time Performance



## Q1 Weekday Peak On-Time Performance



## Express Service On-Time Performance

On-time performance demonstrates the percentage of 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.

