F

2019/20 – Year End Performance Measures Report

HALIFAX TRANSIT

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COVID-19 Pandemic Data Impacts

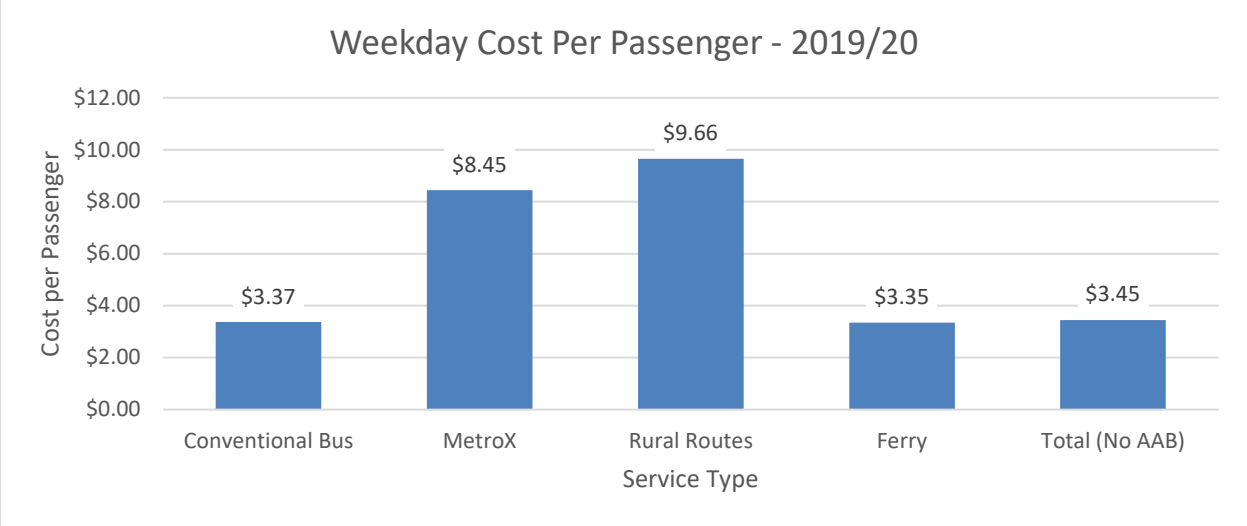
The onset of the COVID-19 pandemic in early 2020 resulted in the need to rapidly implement emergency service adjustments to the weekday schedules. Consequently, data reporting tied to the weekday schedules was impacted between March 23rd and May 4th. During this period boardings data was unavailable 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

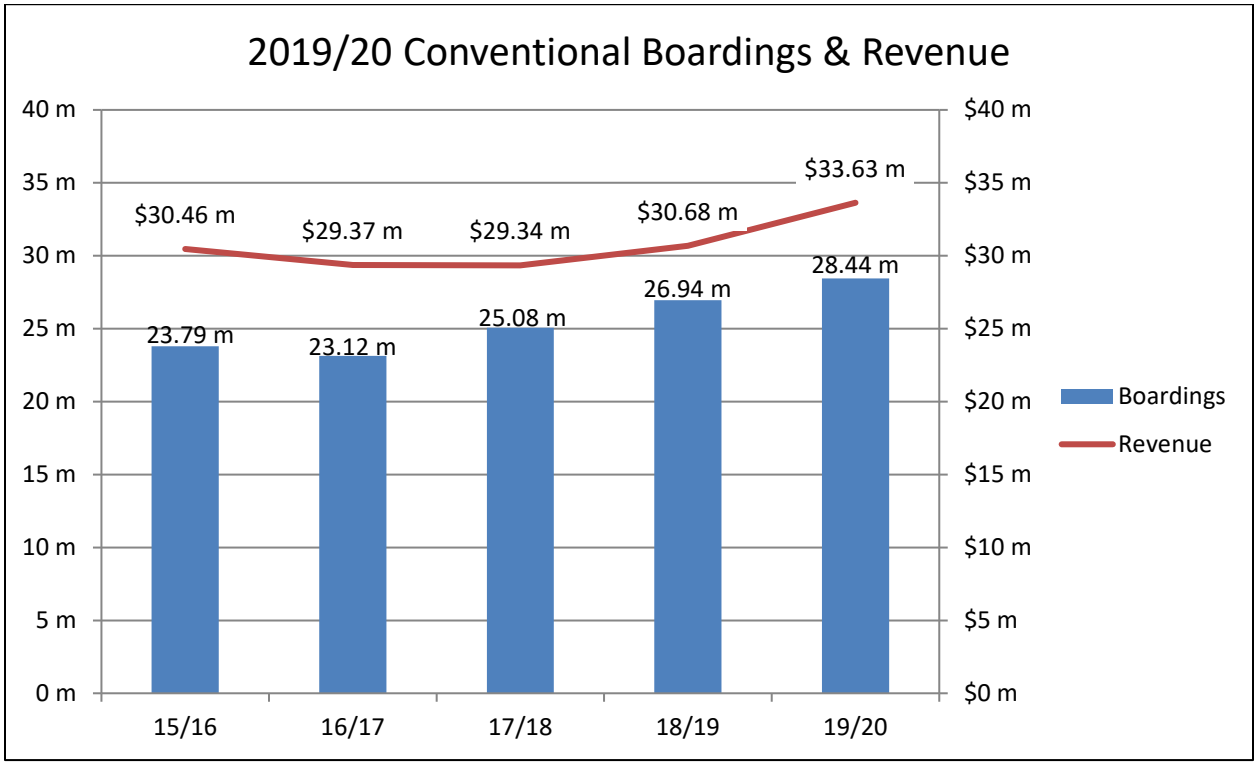
Revenue and boardings are reported to demonstrate how well transit services were used over the year, in comparison to the previous year. Fare changes were implemented in September 2019, which accounts for some of the increases in revenue seen this year.

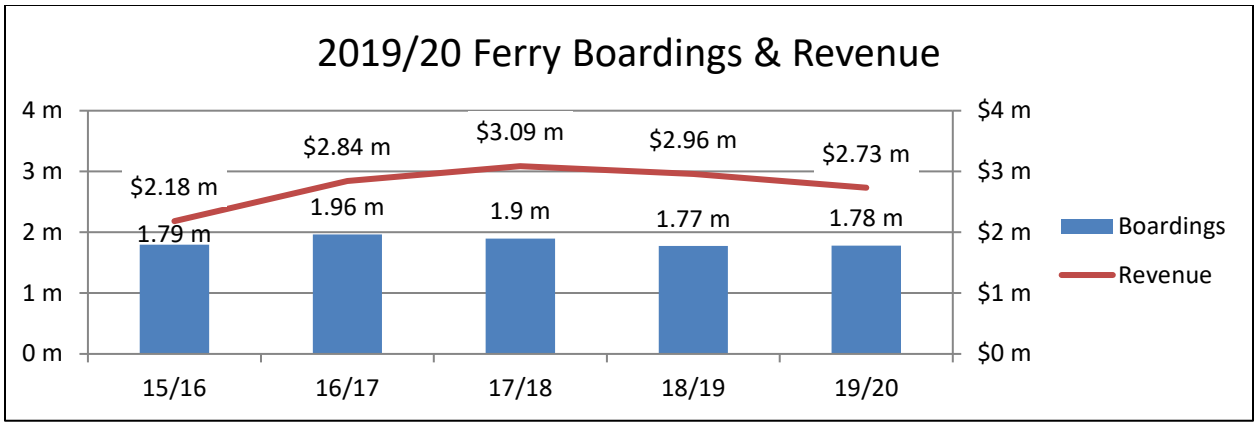
Automatic Passenger Counter (APC) systems installed throughout the network in 2017/18 enable Halifax Transit to track the number of boardings by counting passengers entering the bus at each stop, instead of estimating boardings from revenue. Therefore, the data source for boardings in the chart below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

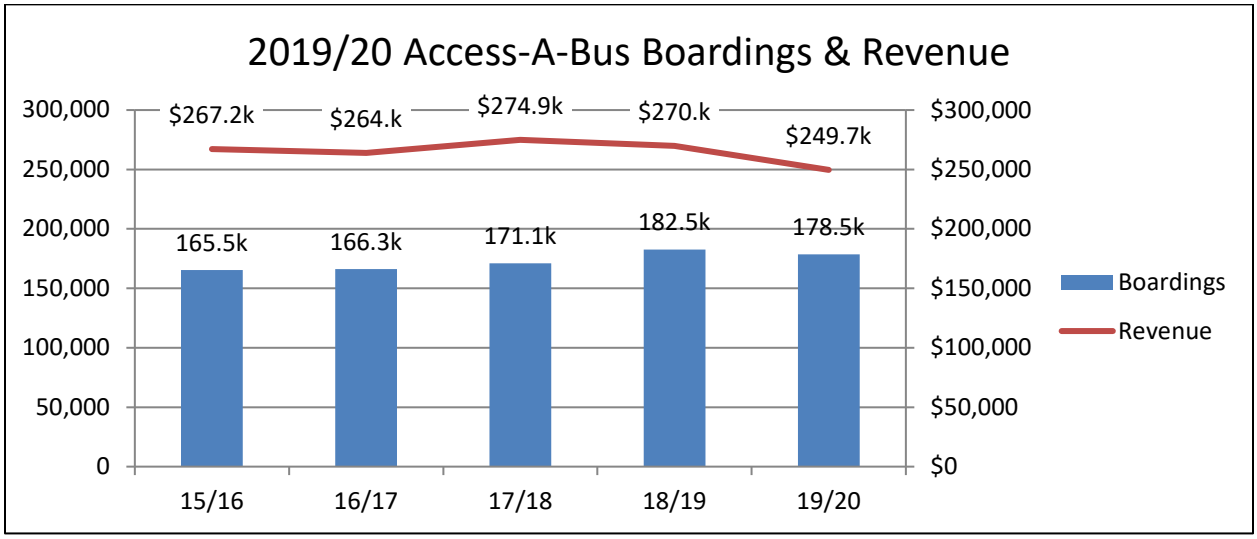
In 2019/20 conventional boardings increased 5.6% over 2018/19, ferry boardings increased 0.3% and Access-A-Bus boardings decreased 2.2%. Overall, system wide boardings increased 5.2% compared to last year. Overall revenue in 2019/20 increased 8.9% from last year.

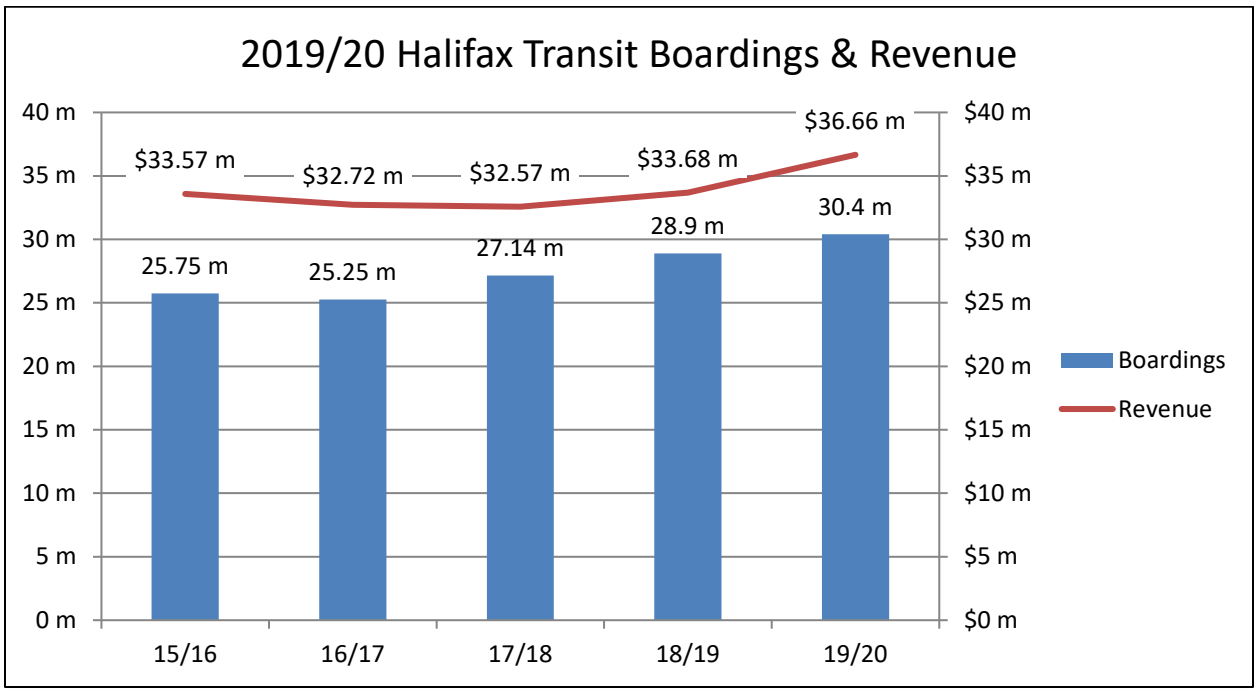
Prior to the impacts of COVID-19 conventional boardings were on pace to increase 9.2% over 2018/19, ferry boardings were on pace to increase 4.3%, and Access-A-Bus boardings were on pace to increase 0.6%. Overall system wide boardings were on pace to increase 9.4%, while overall revenue was on pace to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

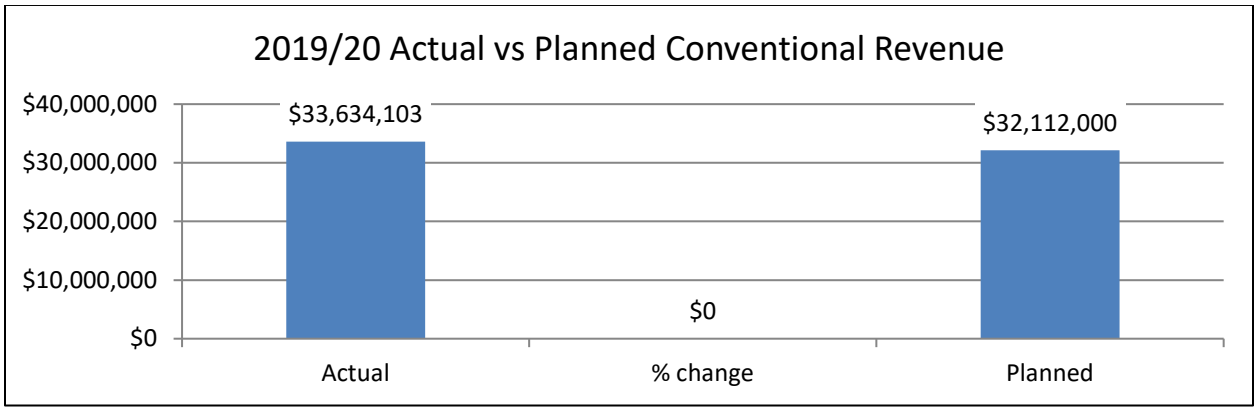

2019/20 Access-A-Bus Boardings & Revenue
300,000
250,000
200,000
150,000
100,000
50,000
0
$300,000
$250,000
$200,000
$150,000
$100,000
$50,000
$0
$267.2k
$264.k
$274.9k
$270.k
$249.7k
165.5k
166.3k
171.1k
182.5k
178.5k
15/16
16/17
17/18
18/19
19/20
Boardings
Revenue

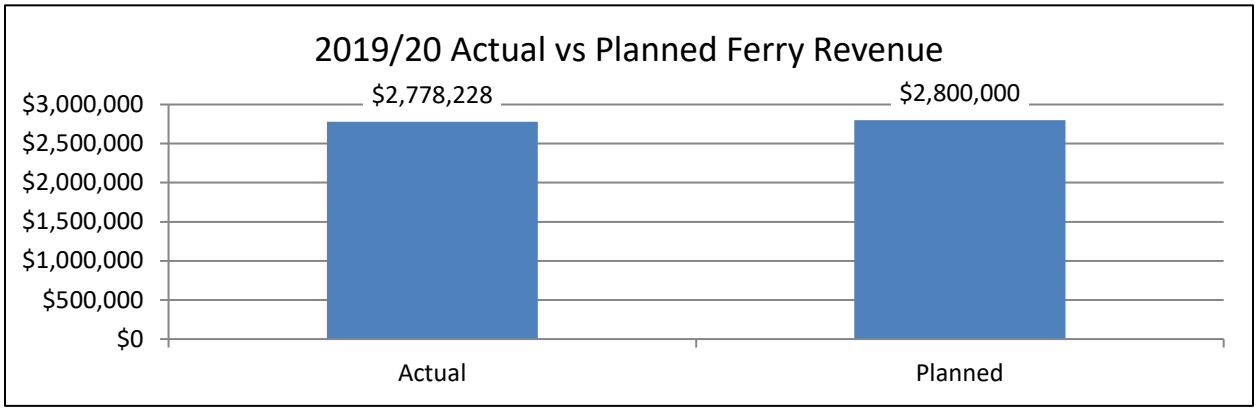

2019/20 Halifax Transit Boardings & Revenue
40 m
35 m
30 m
25 m
20 m
15 m
10 m
5 m
0 m
$40 m
$35 m
$30 m
$25 m
$20 m
$15 m
$10 m
$5 m
$0 m
$33.57 m
$32.72 m
$32.57 m
$33.68 m
$36.66 m
25.75 m
25.25 m
27.14 m
28.9 m
30.4 m
15/16
16/17
17/18
18/19
19/20
Boardings
Revenue

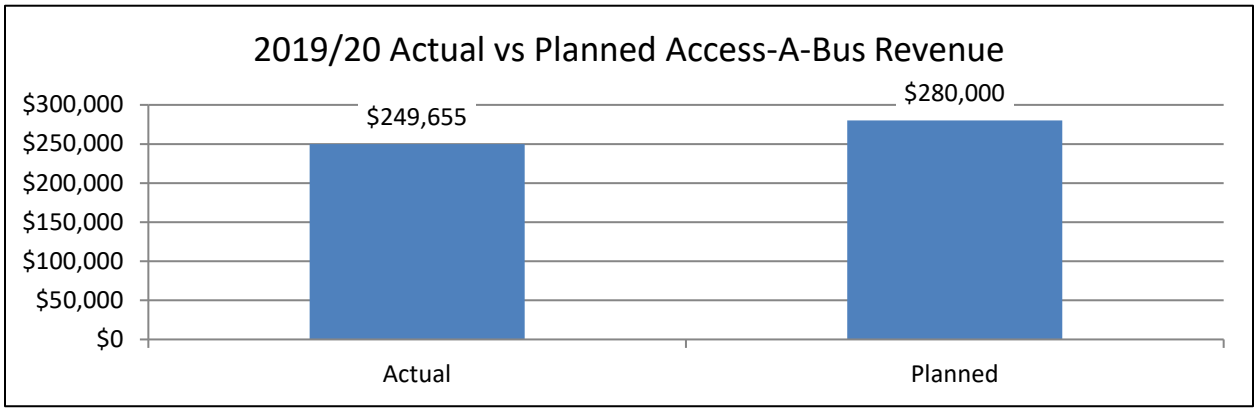
Revenue – Actual vs. Planned

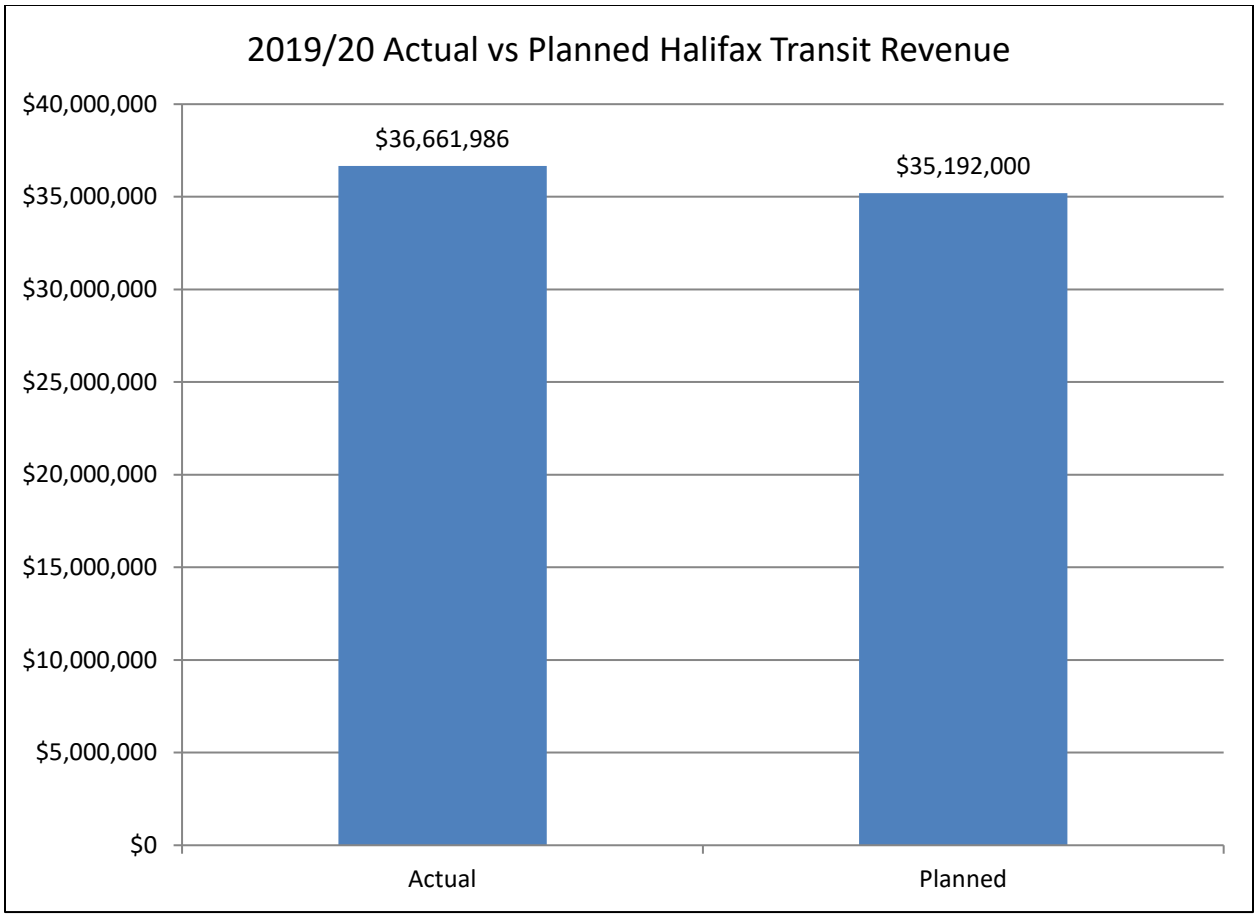
The following charts provide an indication of how much revenue has been generated by each service type and by Halifax Transit in comparison to the planned budget revenue. In 2019/20 conventional revenue increased 9.6% over last year and was 4.7% above the planned amount. Ferry revenue this year increased 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.







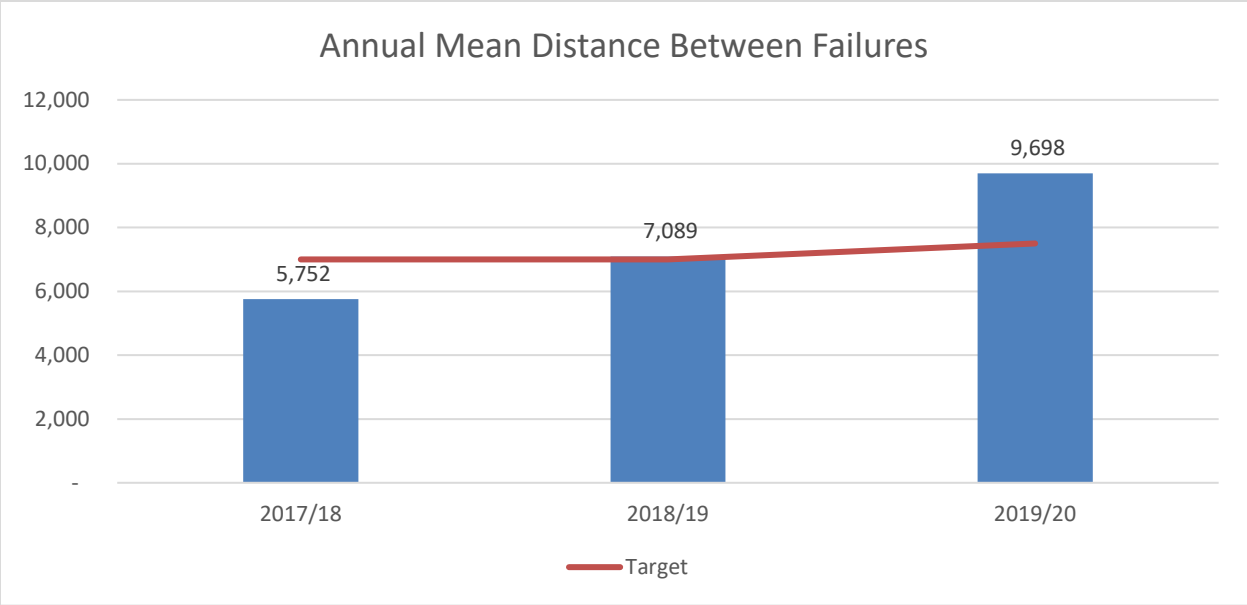


Mean Distance Between Failures

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.

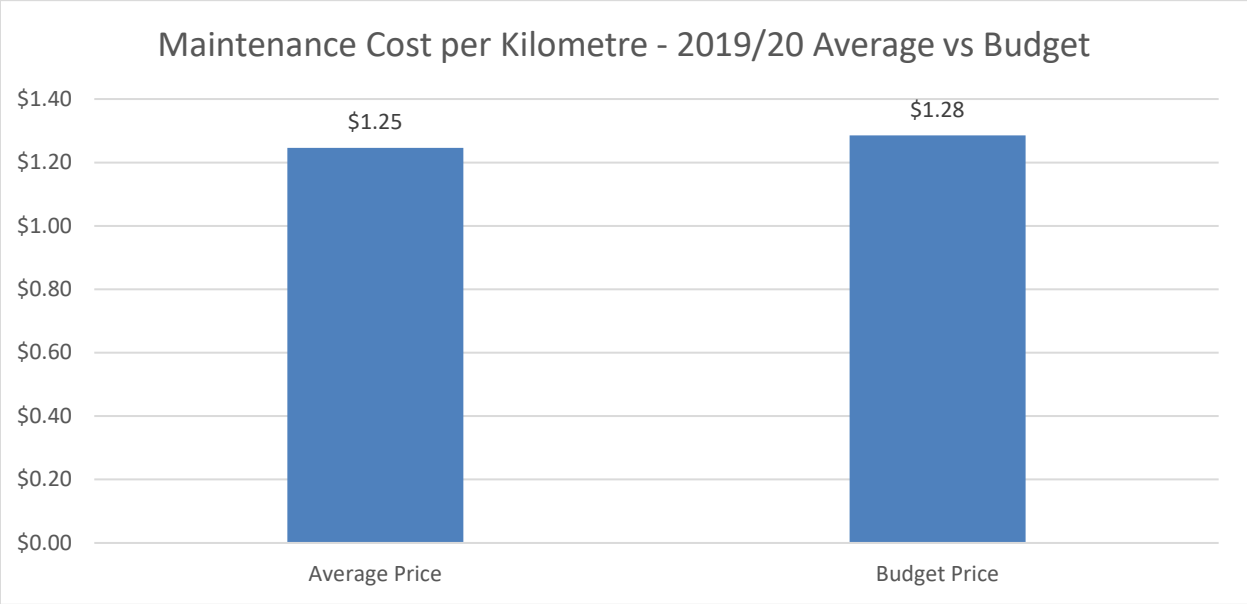
Bus Maintenance had set a target of 7,500 kms for 2019/20. The target for this KPI shall be revisited on annual basis to promote continuous improvement, which may be achieved by implementation and support of quality and preventative maintenance initiatives.

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.



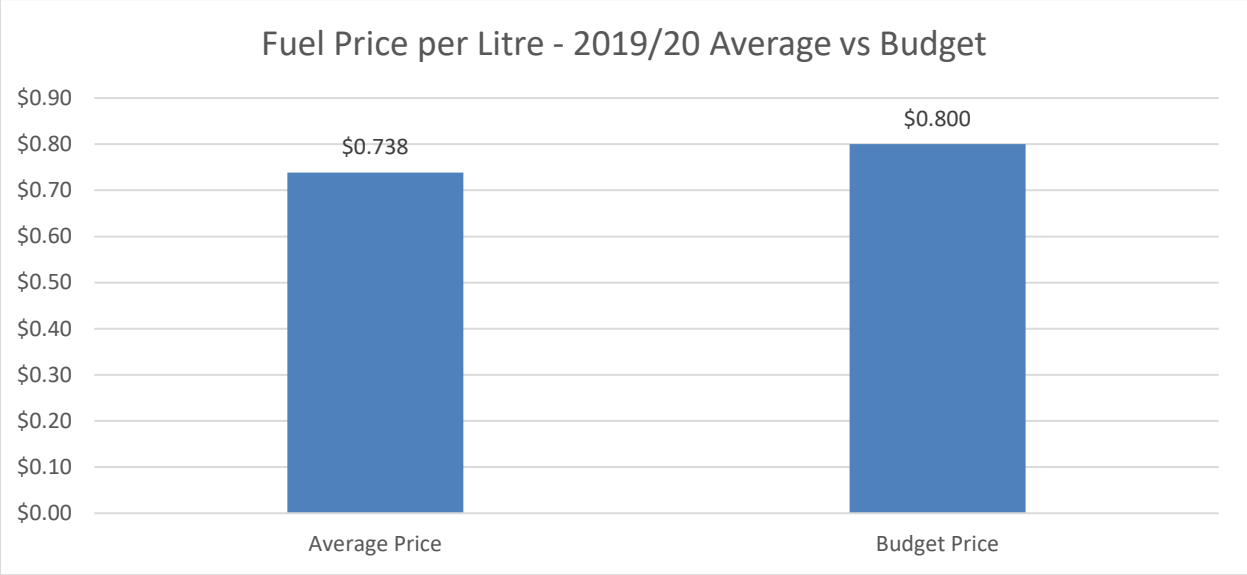
Bus Maintenance Cost –Average vs Budget

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.



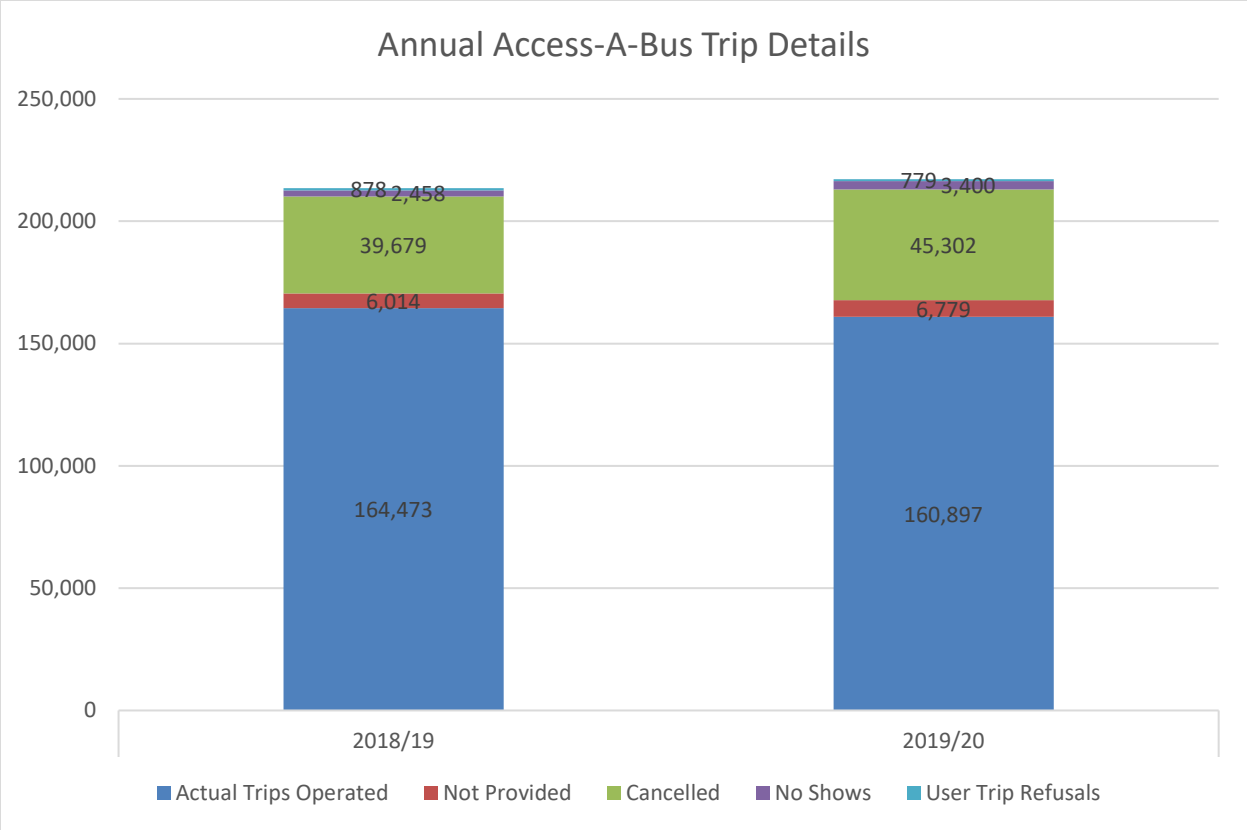
Access-A-Bus Trip Details

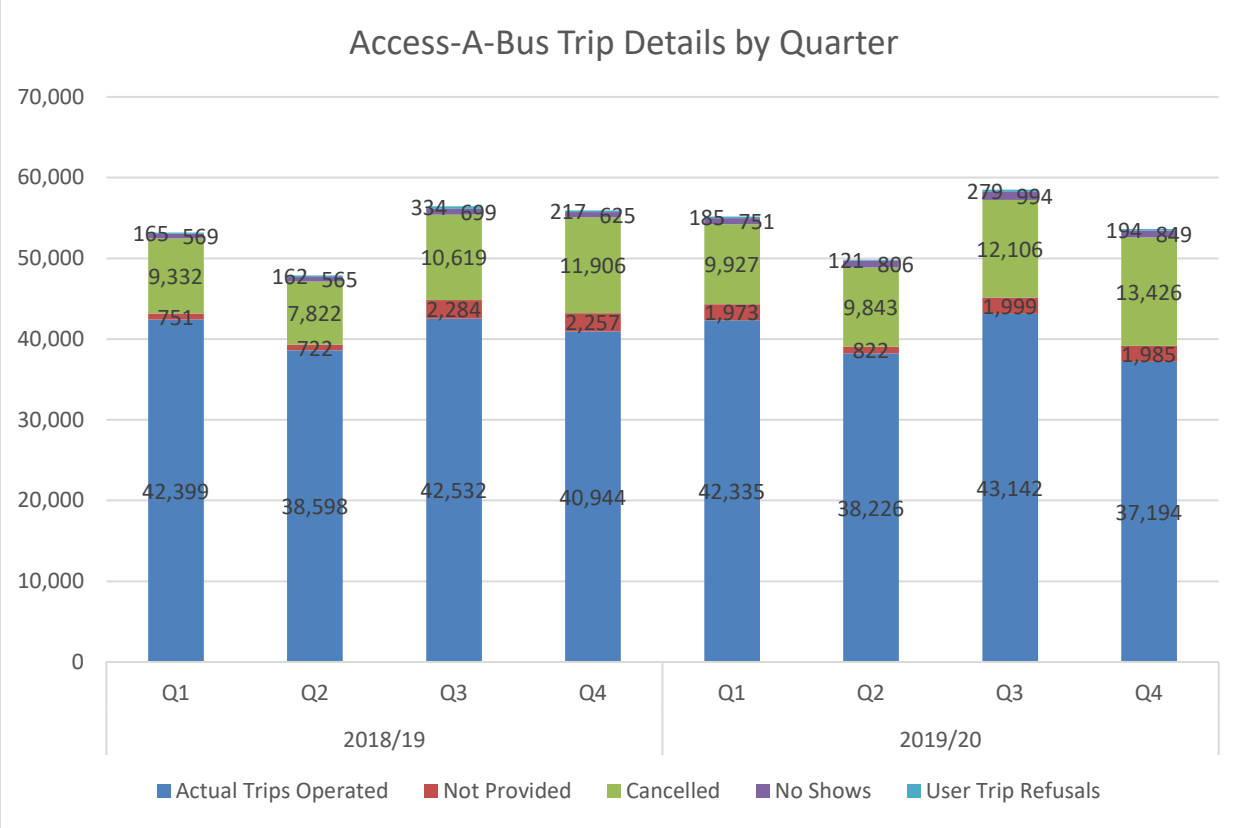
Access-A-Bus trip details are tracked monthly to provide an indication of efficiency in Access-A-Bus usage and booking. In April 2018 Access-A-Bus completed a scheduling software upgrade and process improvement review. After introducing these new, standardized processes, scheduling effectiveness has 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.

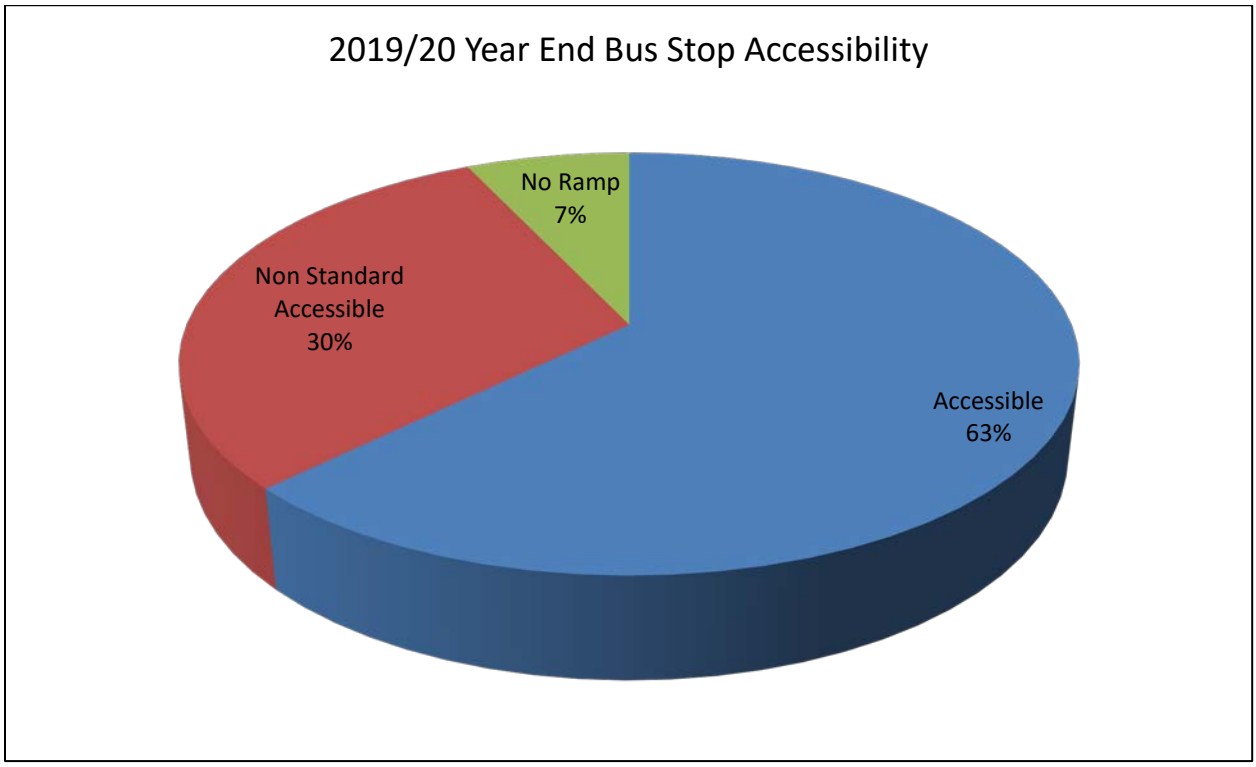
4 existing stops were upgraded or improved

- 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).

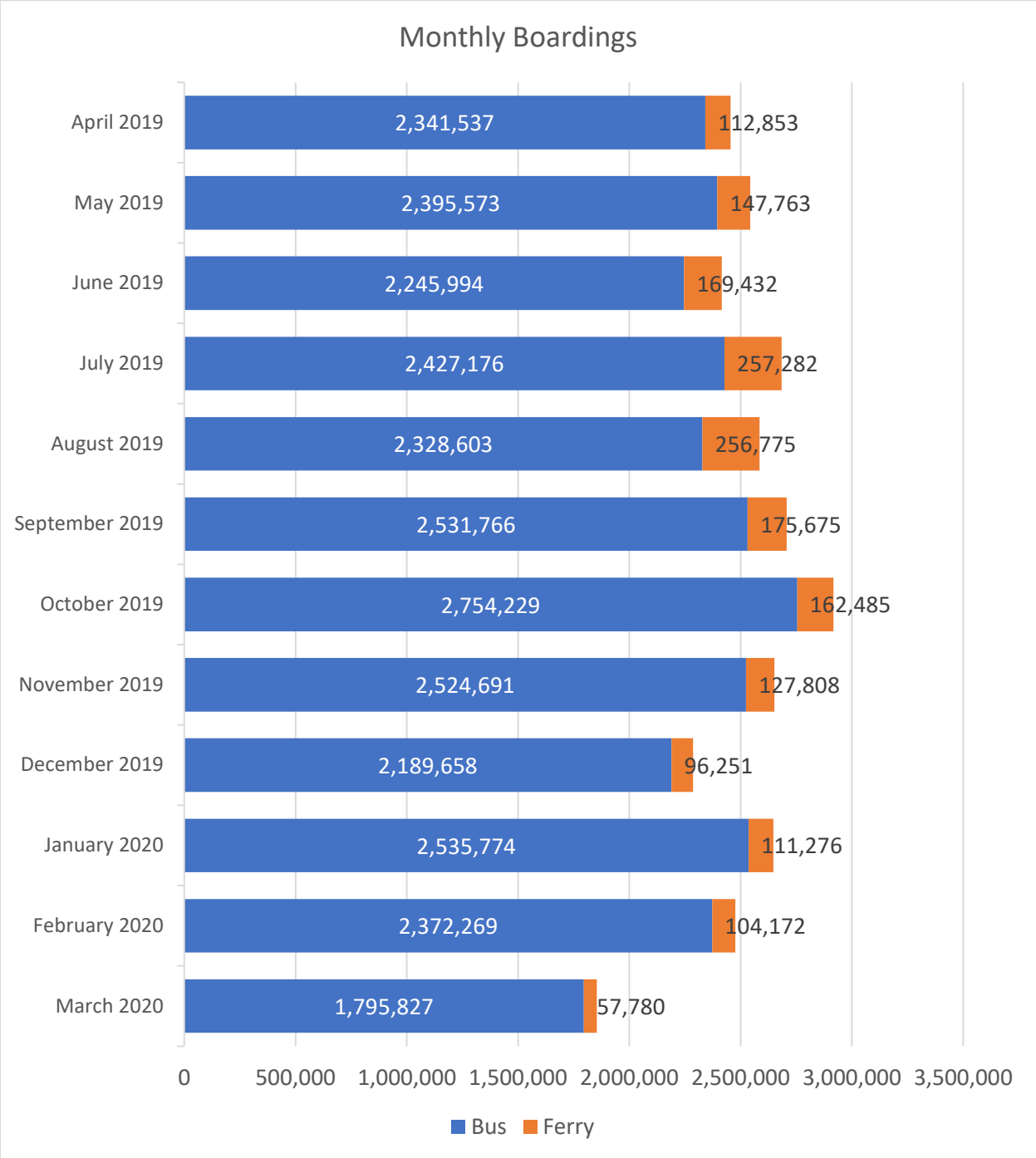
Prior to the impacts of COVID-19 average weekday boardings were on pace to be 102,303 ± 11,623 (11.4% variance). Average Saturday boardings were on pace for 58,221 ± 6,753 (11.6% variance). Average Sunday boardings were on pace for 40,429 ± 5,254 (13% variance).

Average Daily Bus Terminal Activity

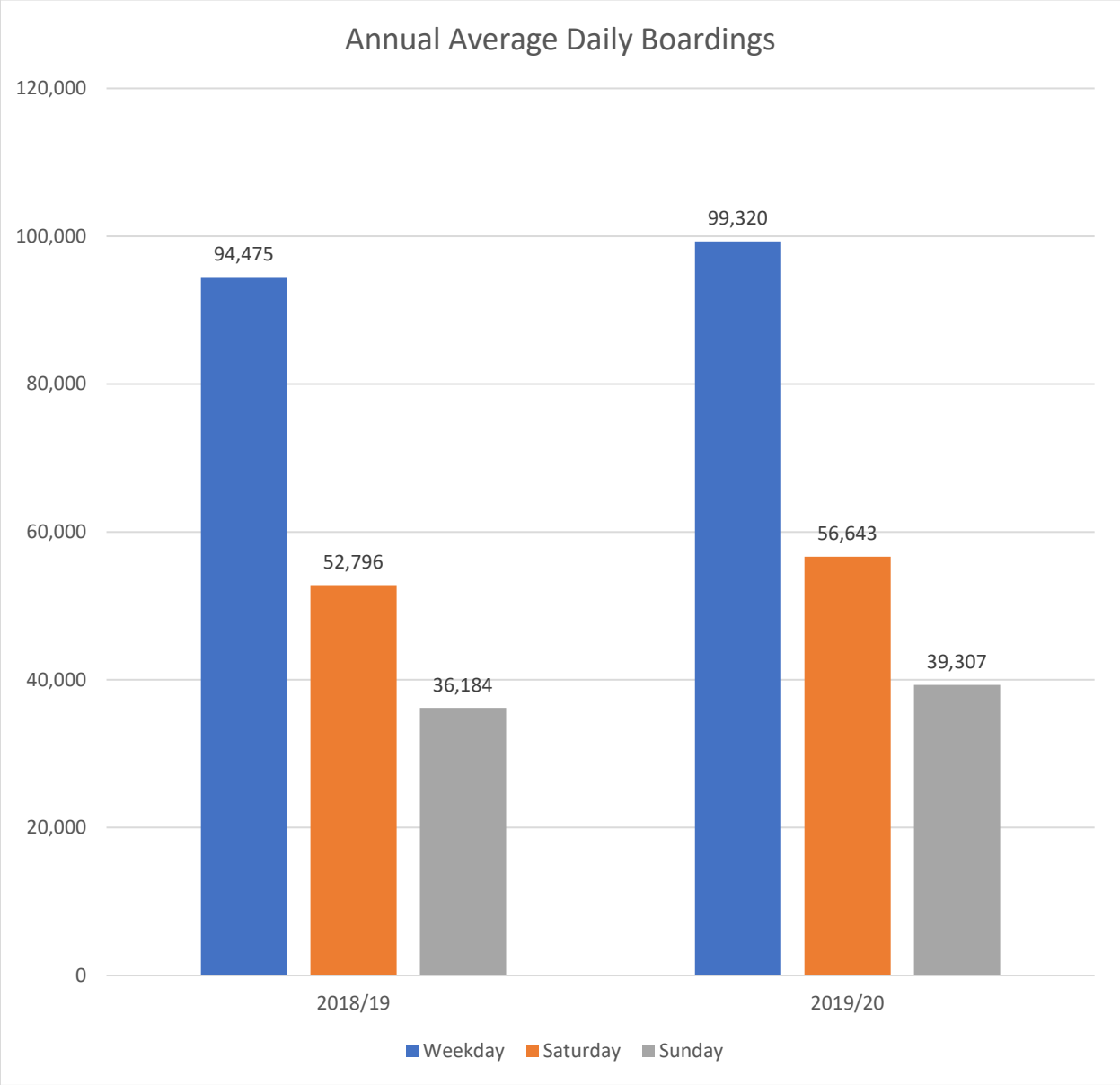
2019/20 Average Daily Bus Terminal Activity									
Terminal	Weekday			Saturday			Sunday		
	On	Off	Total	On	Off	Total	On	Off	Total
Bridge	9,921	9,605	19,526	5,899	5,763	11,662	4,080	3,953	8,033
Scotia Square	5,772	5,579	11,351	2,536	2,250	4,786	1,671	1,428	3,099
Mumford	5,202	4,921	10,124	4,060	3,699	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.