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Information Item No. 3
Transportation Standing Committee
Special Meeting
January 21, 2021

TO: Chair and Members of Transportation Standing Committee

SUBMITTED BY: ***-Original Signed-***

Dave Reage, MCIP, LPP, Executive Director, Halifax Transit

-Original Signed-

Jacques Dubé, Chief Administrative Officer

DATE: December 16, 2020

SUBJECT: **2020/21 Q2 Halifax Transit KPI Report**

INFORMATION REPORT

ORIGIN

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

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

LEGISLATIVE AUTHORITY

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

BACKGROUND

This report provides a summary of activities in the 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."*

A Safe and Accessible Transportation Network	
Business Plan Deliverables	**Status**
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

Q2 Highlights

As expected, the Department of Community Services (DCS) Transit Pass Program enrolments decreased in Q2, mostly due to temporary DSC office closures and in-person processing availability. As a result, a total of 8,034 of new or returning DCS passes were issued as of September 2020, a decrease of 2,730 from Q1. However, Community Services offices are now open and are processing passes for new and returning DCS clients. Monthly incremental gains in Q3 and Q4 are expected, foreseeing no additional COVID-19 office closures.

With a total of just over 1000 approved Low Income Transit Pass Program participants, approximately 697 were sold in November. This is an increase of 83 passes since September, demonstrating a rebound in sales since August when fare collection resumed.

In the second 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 continued to focus on system testing, subject matter expert training sessions, and other testing deliverables for the implementation of Phase 1, the replacement of HASTUS.

- The procurement process to implement the first phase of Halifax Transit's alternative fare payment strategy, a mobile app, has begun. An RFP is being prepared while input and feedback on requirements is being obtained from all stakeholder within the municipality.

- 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. Halifax Transit Technical

  Services is working with the vendor of the conventional fleet CAD/AVL system to develop a plan to implement the same MDTs in the Access-A-Bus 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."***

Interconnected and Strategic Growth	
Business Plan Deliverables	**Status**
Transit Priority Measures - Bayers Road, Young Street/Robie Street	Completed[1]
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

Q2 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 has been completed for the season and is in operation. Further work on Bayers Road will continue in 2021/22.

Detailed design and stakeholder engagement for the planned West Bedford Park & 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 was on-going through Q3. The tender for this design-bid-build project is anticipated in Q4.

The bus maintenance team has engaged with manufacturers to organize a short term lease of an electric 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. The RFP is currently in development.

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."*

A Well Maintained Transportation Network	
Business Plan Deliverables	**Status**
Woodside Ferry Terminal Renovation – Phase 2 Construction	In Progress

[1] Construction is complete on the Robie Street and Young Street corridors. Planned construction on Bayers Road is complete for the construction season and will continue in spring 2021.

Q2 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 2021/22.

Q2 Performance Measures Highlights

Please see Attachment B, *Halifax Transit 2020/21 Q2 Performance Measures Report* for additional performance measures and detailed route level statistics.

- Overall boardings decreased 50.8% this quarter from last year, while revenue decreased 58.1%.
- Average daily boardings in Q2 were 49,150 (weekday), 35,557 (Saturday) and 25,913 (Sundays).
- System wide on-time performance was 86%, an improvement of 13% from Q2 last year.
- The Departures Line received over 2250 passenger calls on a typical weekday this quarter.
- Access-A-Bus operated 12% fewer trips this quarter when compared to the previous year.
- This quarter 87% of customer feedback was resolved within service standards.
- The average fuel cost this quarter was 47 cents/litre, 2 cents lower than the budgeted cost.
- The Mean Distance Between Failures (MDBF) for conventional service was 9,447 km, a 13% improvement from Q2 last year.
- The Mean Distance Between Service Calls (MDBS) for conventional service was 4,468 kms, an improvement of 10% from Q2 last year.
- The MDBS for Access-A-Bus was 28,533 kms.
- The maximum daily number of buses that could not complete their scheduled service due to a mechanical defect was 16, while the daily average was 5.
- Maintenance cost was $1.29/km, 6 cents higher than the budgeted cost of $1.23/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 Q2 Performance Measures Report

Attachment C: Halifax Transit 2020/21 Q2 Talk Transit Survey Results Infographic

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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 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, Halifax Transit Technical Services are working with the vendor of the conventional fleet CAD/AVL system to develop a plan to implement the same MDTs in the Access-A-Bus fleet.
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. An RFP is being prepared to acquire the first phase of Halifax Transit's alternative fare payment strategy, a mobile app.
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. System testing, end-user training, and other testing activities are 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.	Phase 1 of the Young Street/Robie Street corridor was completed in October 2020 and is currently in operation. Construction on the first section of Phase 1 of the Bayers Road corridor is complete and is currently in operation (from Romans Avenue to approximately the Halifax Shopping Centre). Work on the second section of Phase 1 (to Connaught Avenue) will begin in the 2021/22 construction season.
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 nearing completion, and stakeholder engagement will take place in early 2021. It is anticipated that a construction tender will be issued in spring 2021.
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 Q4.

Woodside Ferry Terminal Renovation – Phase 2 Construction	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.	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 2021/22.
Electric Bus Pilot – Establish a project management office	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.	The Sustainable Fleet Analyst position posting closed in December 2020. The interview process for this position will be conducted in Q4 2020/21. This position will be responsible for developing the RFQ for a leased electric bus and charger inorder 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.

2020/21 – Q2
Performance Measures Report

HALIFAX
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Contents

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. 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 26th, but continued to run at a reduced schedule to accommodate extra cleaning requirements at the end of each day.

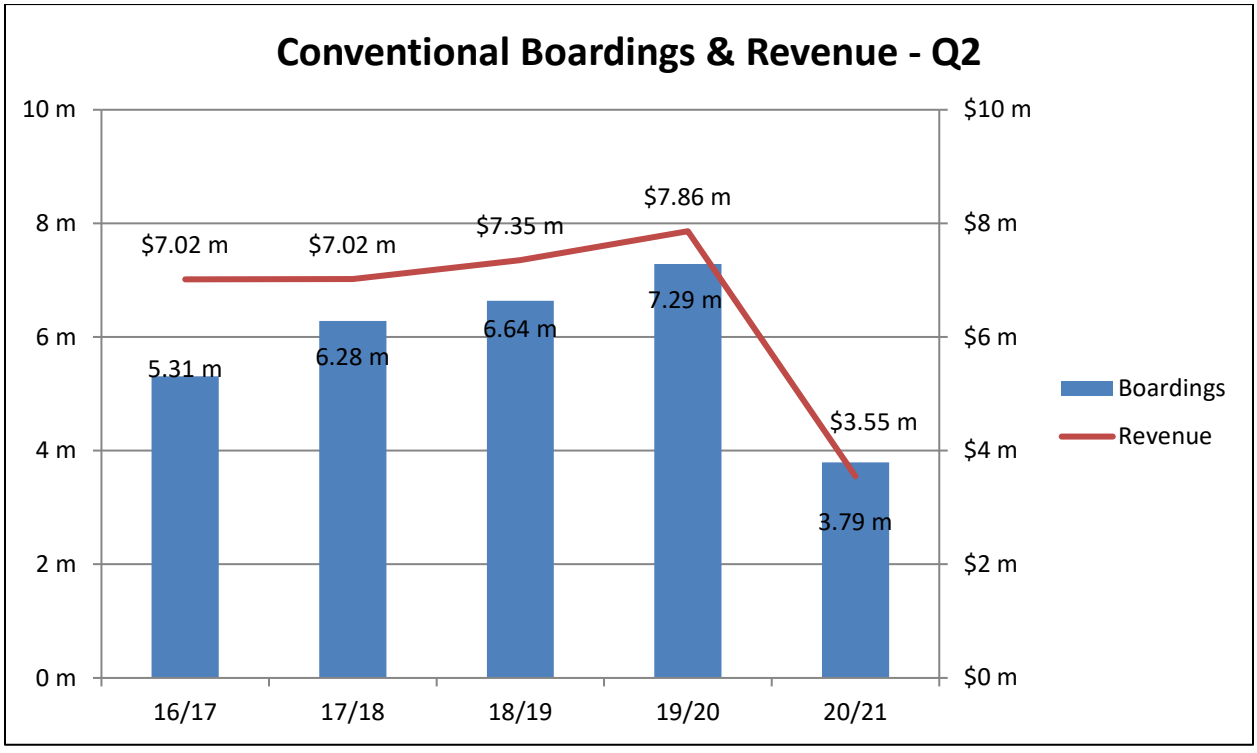
Boardings & Revenue

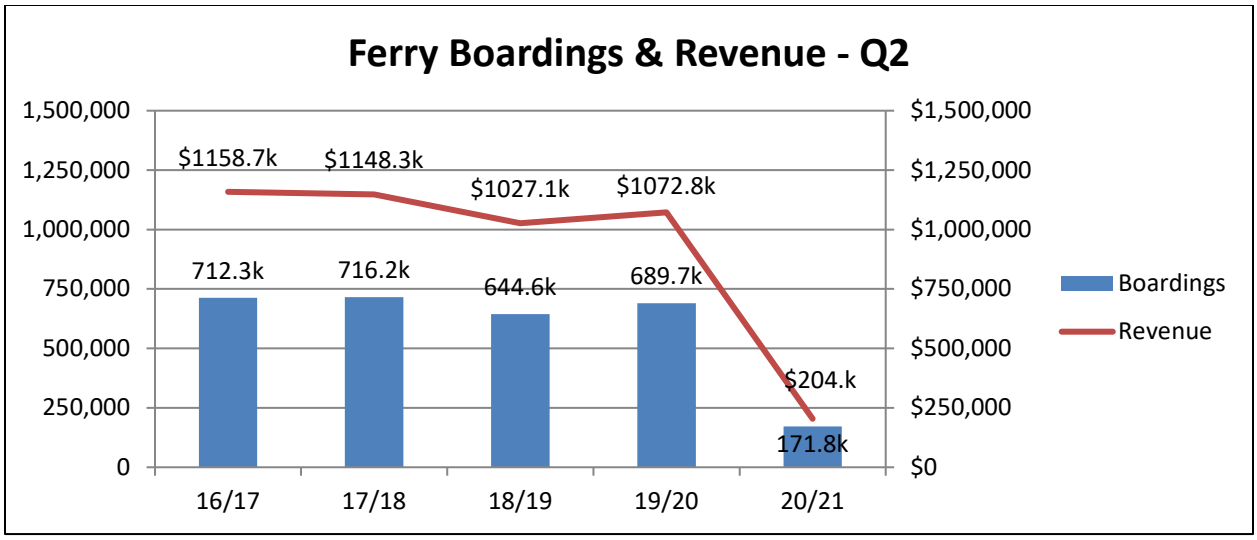
Revenue and boardings are reported to demonstrate how well transit services were used over the quarter, in comparison to the same quarter the previous year.

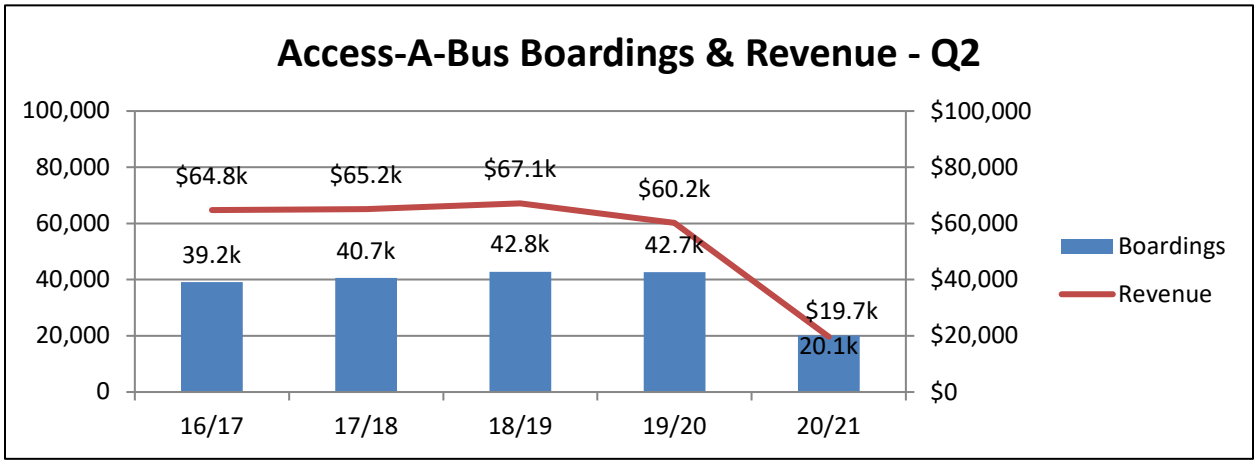
By installing Automatic Passenger Counter (APC) systems throughout the network in the 2017/18 fiscal year, Halifax Transit is now able to track the number of boardings by counting passengers entering the bus at each stop, instead of estimating boardings from revenue. Therefore, the data source for boardings 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.

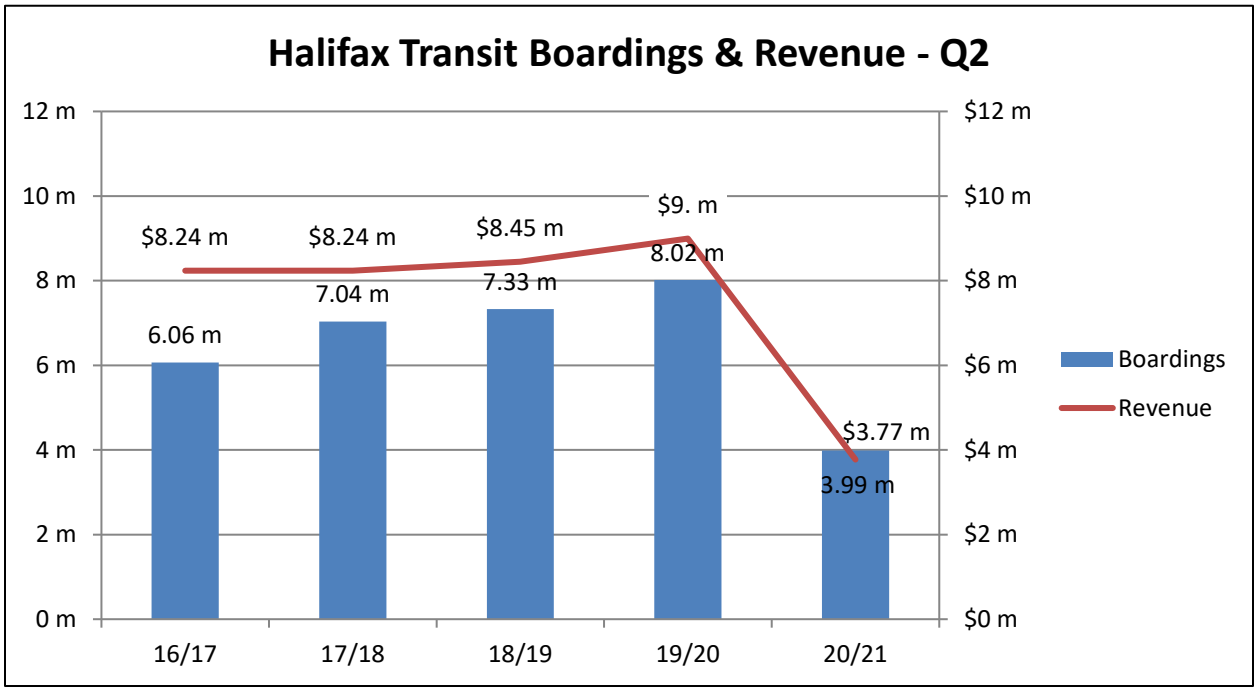
COVID-19 continued to have a significant impact during the second quarter of 2020/21.Conventional boardings decreased 47.9% from this quarter last year, Ferry boardings decreased 75.1% and Access-A-Bus boardings decreased 52.8%. Overall, system wide boardings decreased this quarter by 50.8% compared to last year. Fare collection resumed mid second quarter on August 1, 2020. Overall revenue this quarter decreased 58.1% from last year.

Historical Boardings & Revenue




Ferry Boardings & Revenue - Q2
1,500,000
1,250,000
1,000,000
750,000
500,000
250,000
0
$1,500,000
$1,250,000
$1,000,000
$750,000
$500,000
$250,000
$0
$1158.7k
$1148.3k
$1027.1k
$1072.8k
$204.k
171.8k
712.3k
716.2k
644.6k
689.7k
16/17
17/18
18/19
19/20
20/21
Boardings
Revenue

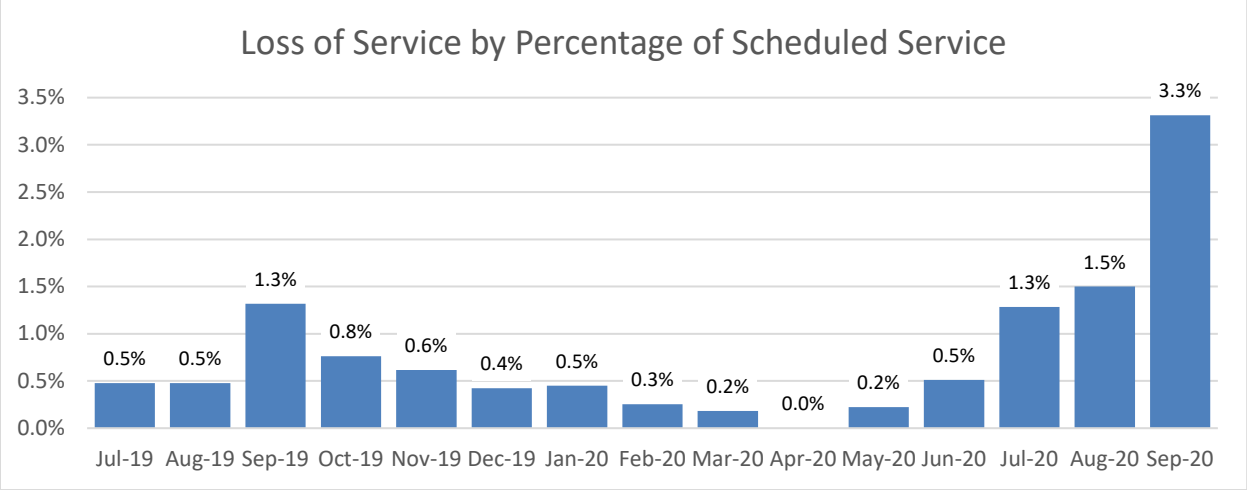

Access-A-Bus Boardings & Revenue - Q2
100,000
80,000
60,000
40,000
20,000
0
$100,000
$80,000
$60,000
$40,000
$20,000
$0
$64.8k
$65.2k
$67.1k
$60.2k
$19.7k
20.1k
39.2k
40.7k
42.8k
42.7k
16/17
17/18
18/19
19/20
20/21
Boardings
Revenue


Halifax Transit Boardings & Revenue - Q2
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
$8.24 m
$8.24 m
$8.45 m
$9. m
$3.77 m
3.99 m
6.06 m
7.04 m
7.33 m
8.02 m
16/17
17/18
18/19
19/20
20/21
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 second quarter, the total loss of service was 4131 hours and 48 minutes, which is 2.06% of the quarterly revenue hours. The table below shows the total loss of service for each month.

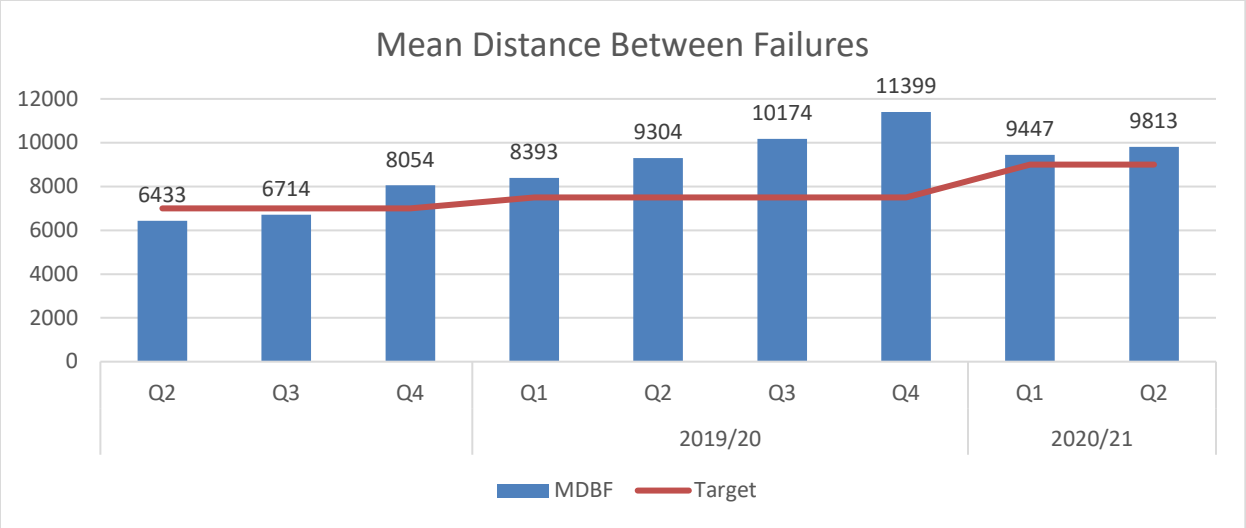


Mean Distance Between Failures

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.

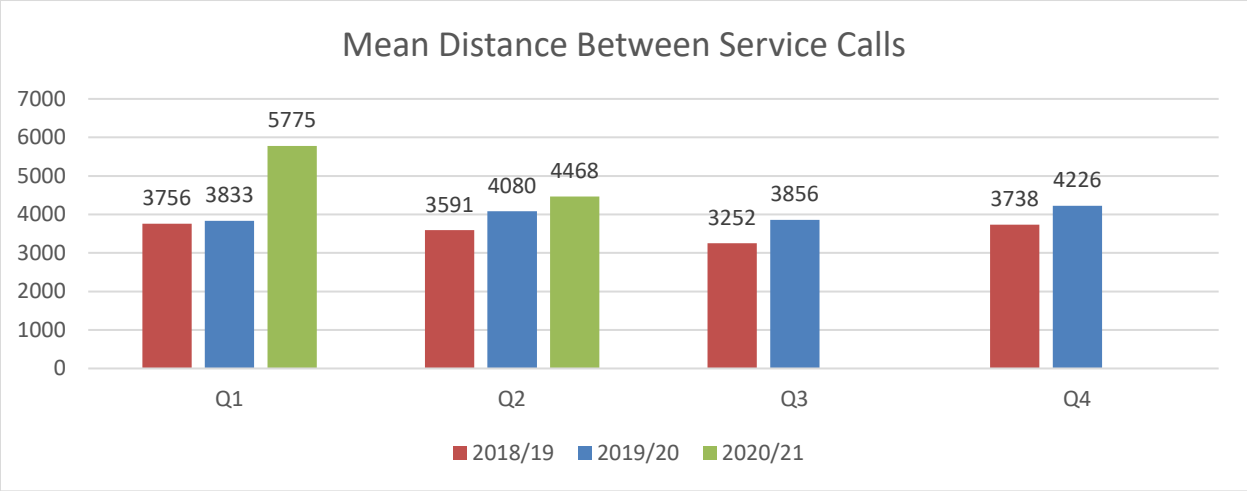
For the second quarter of 2020/21, the MDBF for conventional transit was 9,813 kms. This is equivalent to a 5% improvement from the second quarter of the previous year (2019/20). Bus Maintenance will continue to monitor this KPI and has implemented new preventative maintenance measures to reduce aftertreatment and cooling system defects.



Mean Distance Between Service Calls

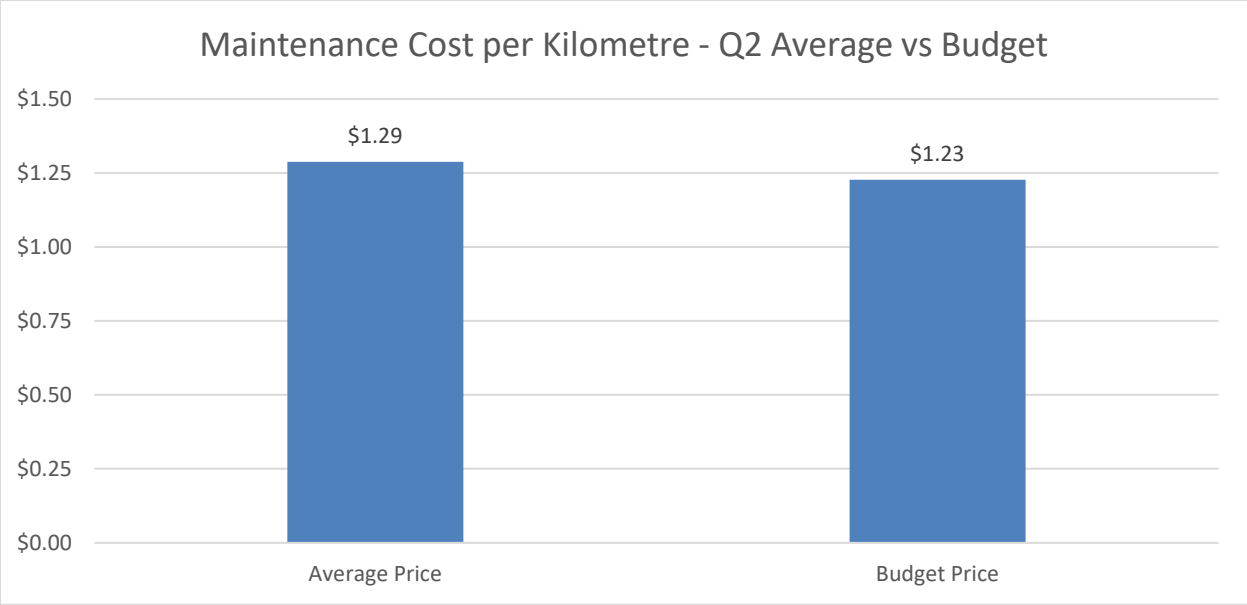
Mean Distance Between Service Calls (MDBS) reflects the average distance in kilometres covered between maintenance service calls. This metric includes all instances of service calls, including issues with secondary equipment, passenger-related events and damages to the bus resulting from minor accidents.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

For the second quarter of 2020/21, the MDBS for conventional transit was 4,468 kms. In comparison to the second quarter of 2019/20 (4,080), this is an improvement of 10%. Overall, the Mean Distance Between Service Calls has improved by 29% in 2020/21 over 2019/20. Therefore, bus reliability for conventional transit continues to improve significantly. The MDBS for Access-A-Bus service was 28,533 kms. Bus Maintenance will continue to monitor this metric in order to reduce service calls.



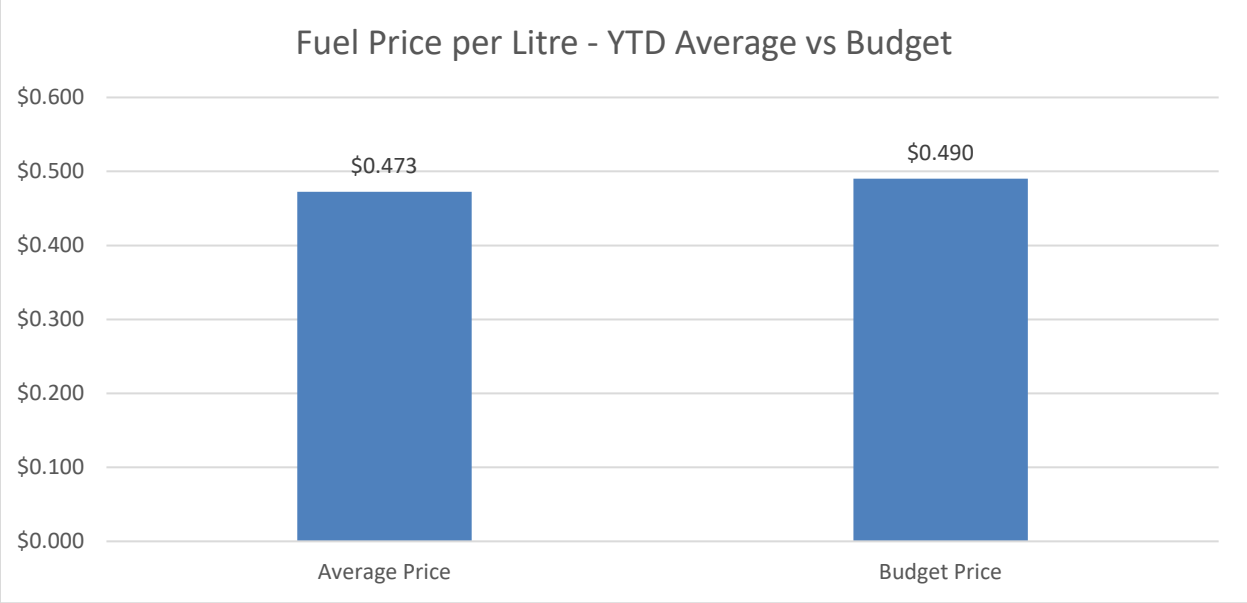
Bus Maintenance Cost – Quarter Average vs Budget

In the second quarter maintenance costs were $1.29/km, while the budgeted maintenance cost was $1.23/km. The largest contributors to the increase in this metric are overtime and commercial repairs. These are required because Bus Maintenance has seen an increase in absences. 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 second quarter, the average fuel price was 47 cents/litre, 2 cents lower than the budgeted cost per litre.

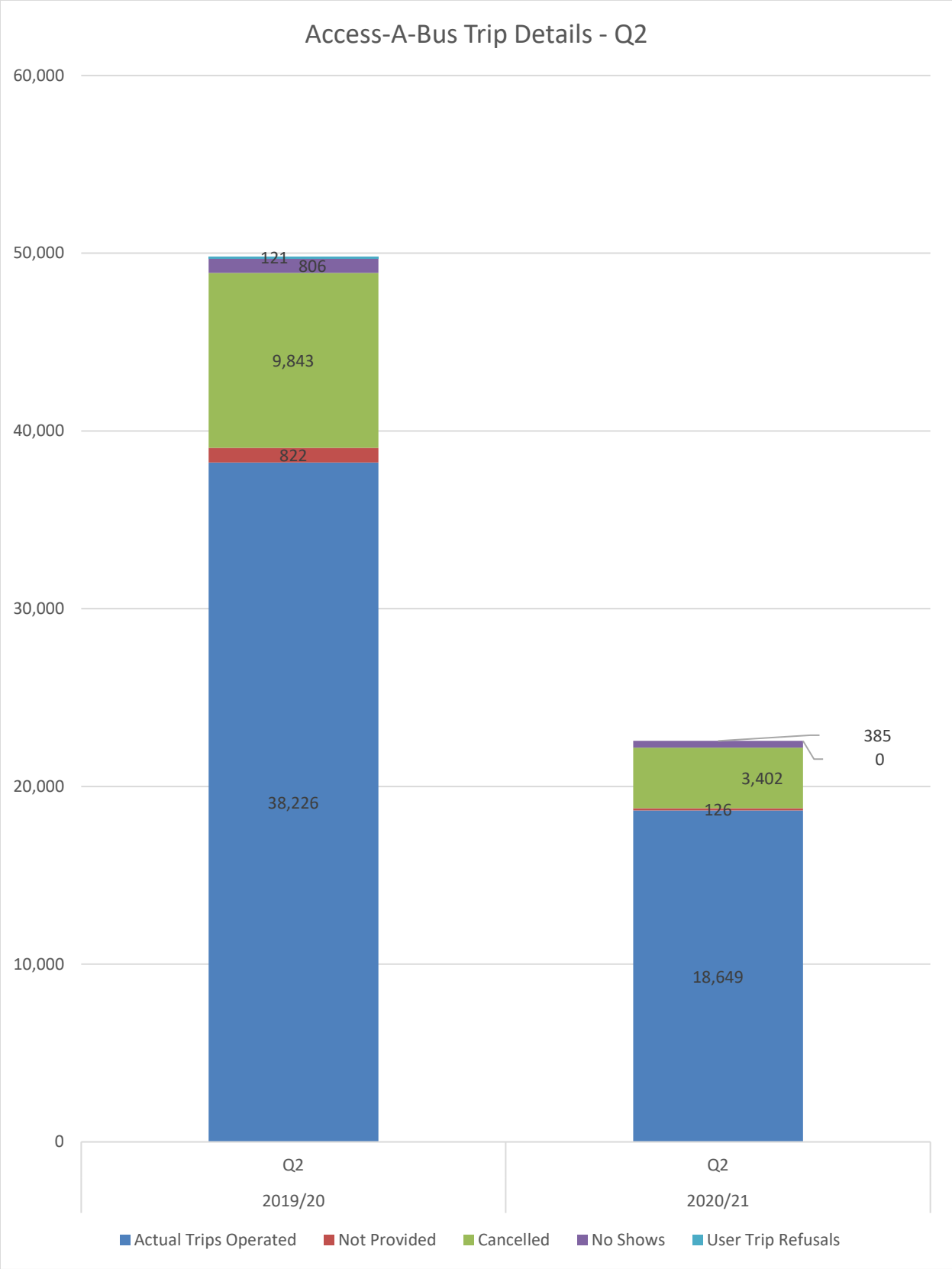


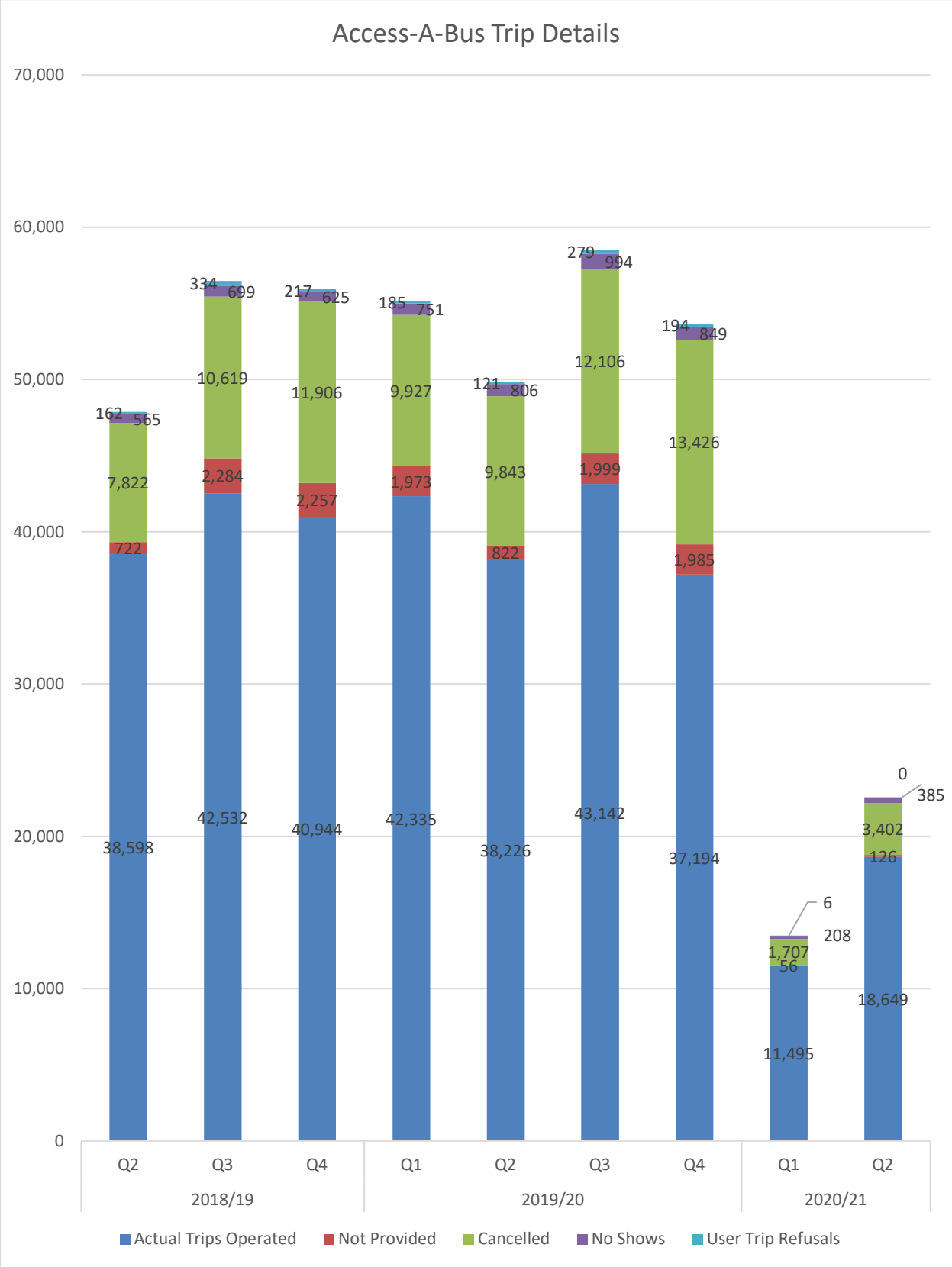
Access-A-Bus Trip Details

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 second quarter of 2020/21 the COVID-19 pandemic continued to affect ridership significantly. 19,577 fewer trips were operated compared to the second quarter last year, a decrease of 12%. The trips that were not provided decreased by 12%, compared to this quarter last year.


Access-A-Bus Trip Details - Q2
60,000
50,000
40,000
30,000
20,000
10,000
0
121
806
9,843
822
38,226
385
0
3,402
126
18,649
Q2
2019/20
Q2
2020/21
Actual Trips Operated
Not Provided
Cancelled
No Shows
User Trip Refusals

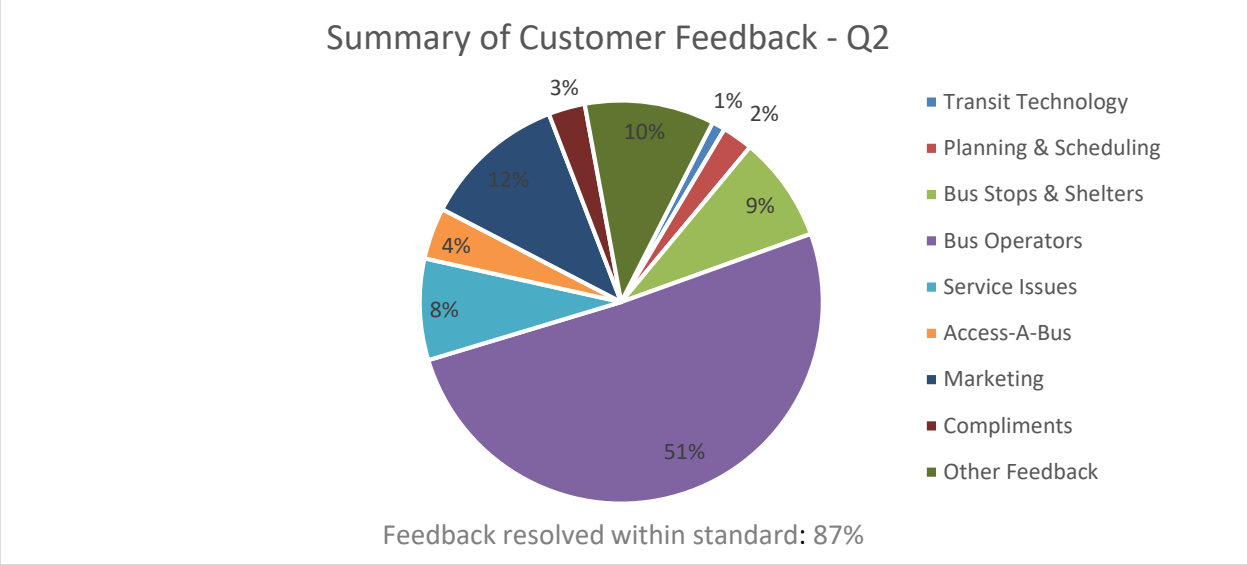

Access-A-Bus Trip Details
70,000
60,000
50,000
40,000
30,000
20,000
10,000
0
Q2
Q3
Q4
Q1
Q2
Q3
Q4
Q1
Q2
2018/19
2019/20
2020/21
162
565
7,822
722
38,598
334
699
10,619
2,284
42,532
217
625
11,906
2,257
40,944
185
751
9,927
1,973
42,335
121
806
9,843
822
38,226
279
994
12,106
1,999
43,142
194
849
13,426
1,985
37,194
6
208
1,707
56
11,495
0
385
3,402
126
18,649
Actual Trips Operated
Not Provided
Cancelled
No Shows
User Trip Refusals

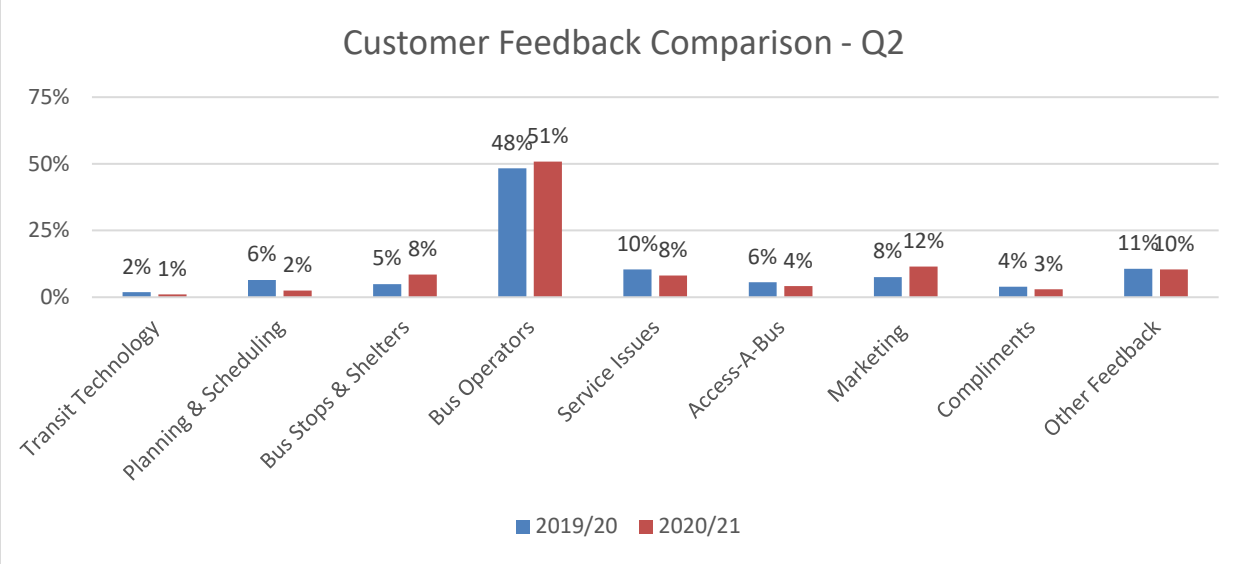
Customer Service – All Services

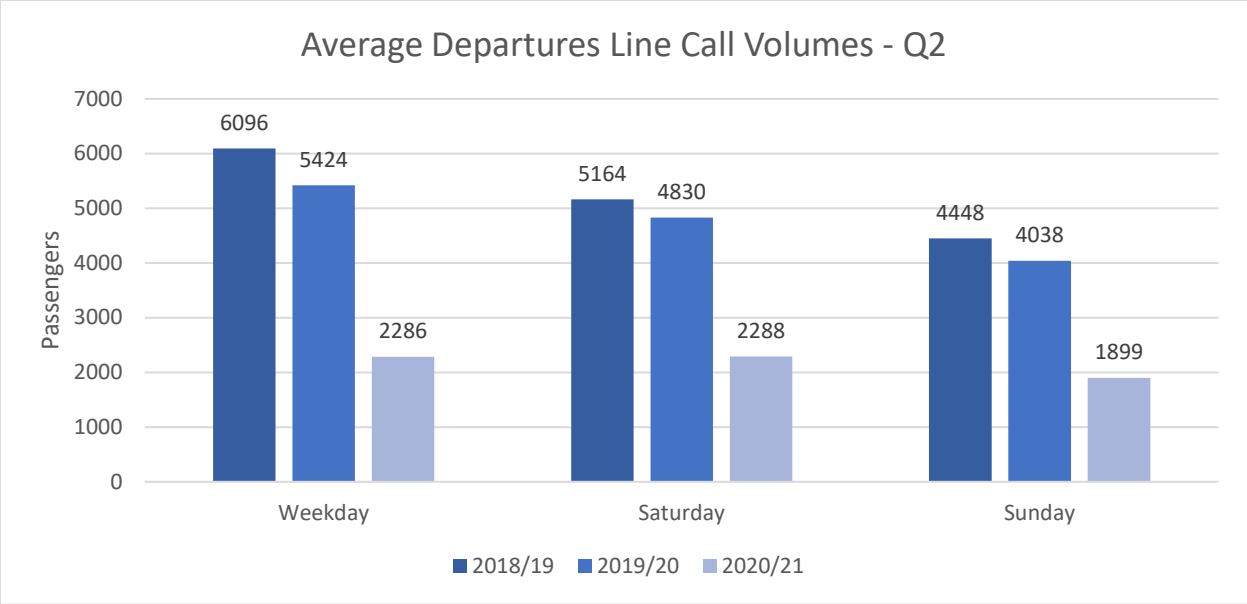
Customer service statistics are measured monthly using the Hansen Customer Relationship Management software along with Crystal Reports. Feedback is first categorized by subject matter and then divided into two categories: feedback resolved within service standard and feedback resolved outside service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

In the second quarter, 51% of feedback received was related to bus Operators. The remaining 49% is comprised of feedback regarding service issues, planning and scheduling, bus stops and shelters, marketing, compliments and other miscellaneous comments. Halifax Transit aims to address 90% of feedback within service standard. This quarter 87% of customer feedback was resolved within standard.

Call volumes to the Departures Line (902-480-8000) are displayed by day of the week. In the second quarter of 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.







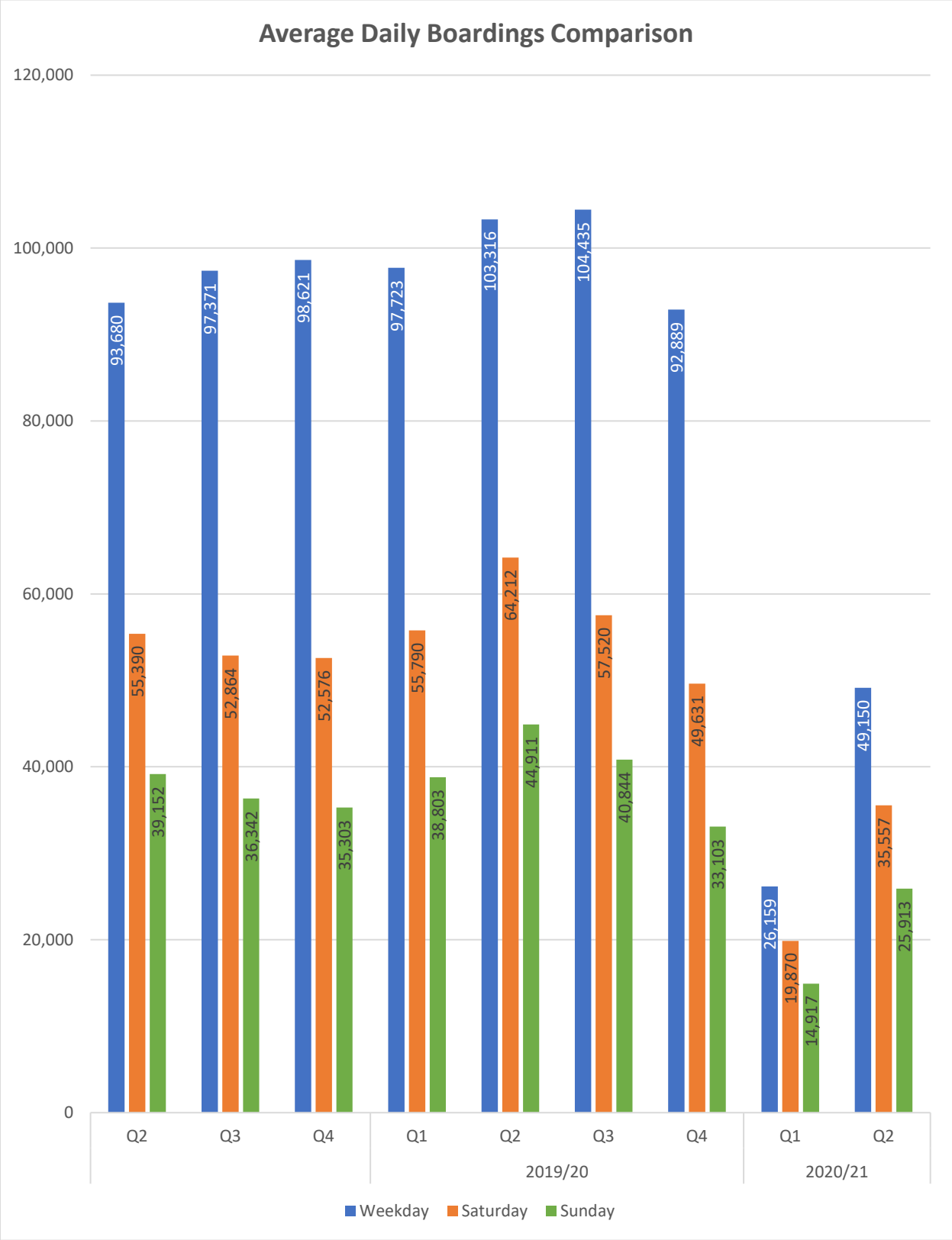
Service Utilization

Automatic Passenger Counter (APC) data is now being been 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.

Boardings

Average weekday boardings in the second quarter were 49,150 ± 5,753 (11.7% variance). Average Saturday boardings this quarter were 35,557 ± 2,304 (6.5% variance). Average Sunday boardings this quarter were 25,913 ± 1,522 (5.9% variance).

Average Daily Boardings by Service Day

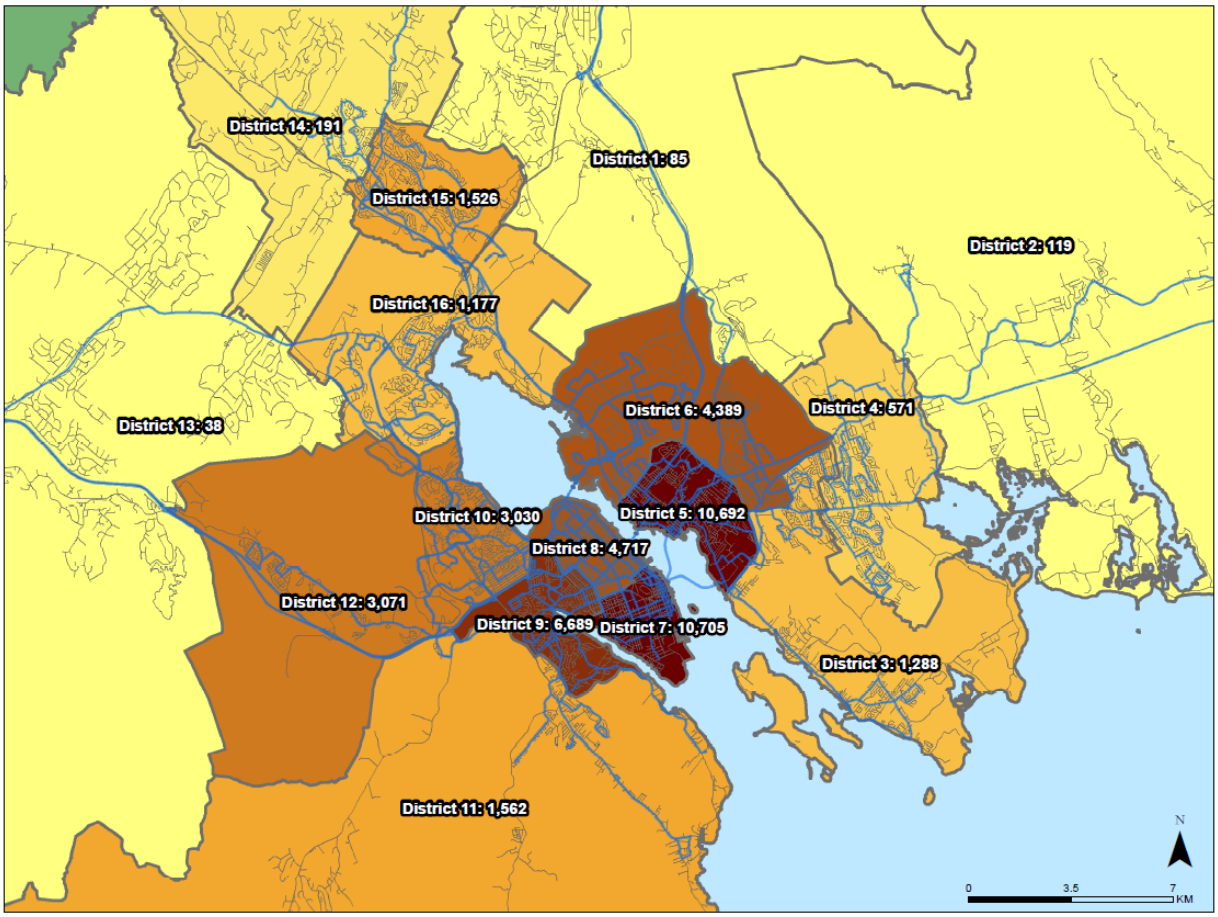


Boardings by District

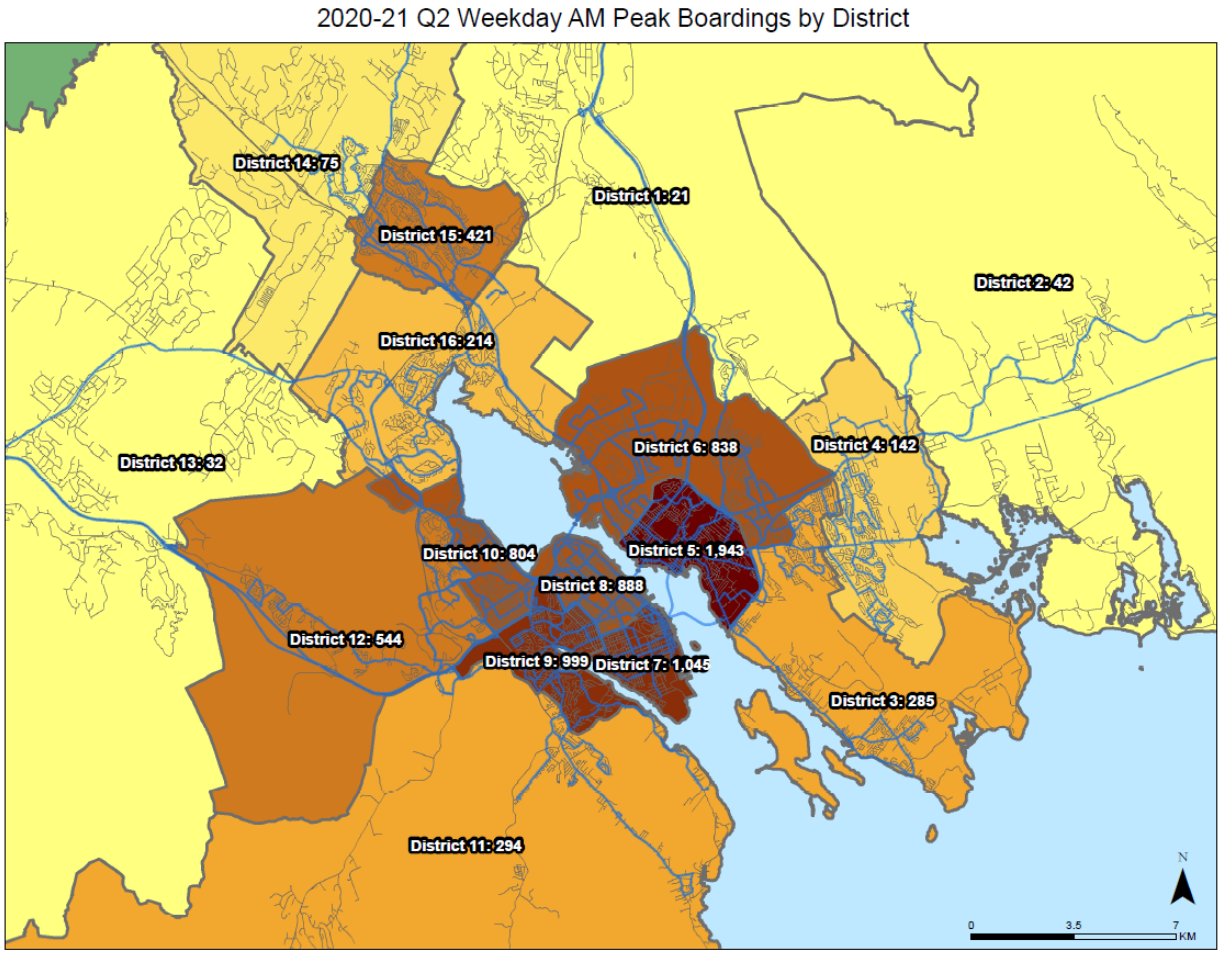
To assist in visualizing where ridership demands exist, boardings have been mapped by district. The all-day boardings map illustrates typical boardings over an entire service day, whereas the AM Peak Period map represents boardings during the morning peak period only and therefore generally illustrates passenger origins.

Weekday Boardings by District – All Day

2020-21 Q2 Weekday Boardings by District



Weekday Boardings by District – AM Peak Period



Passengers per Hour

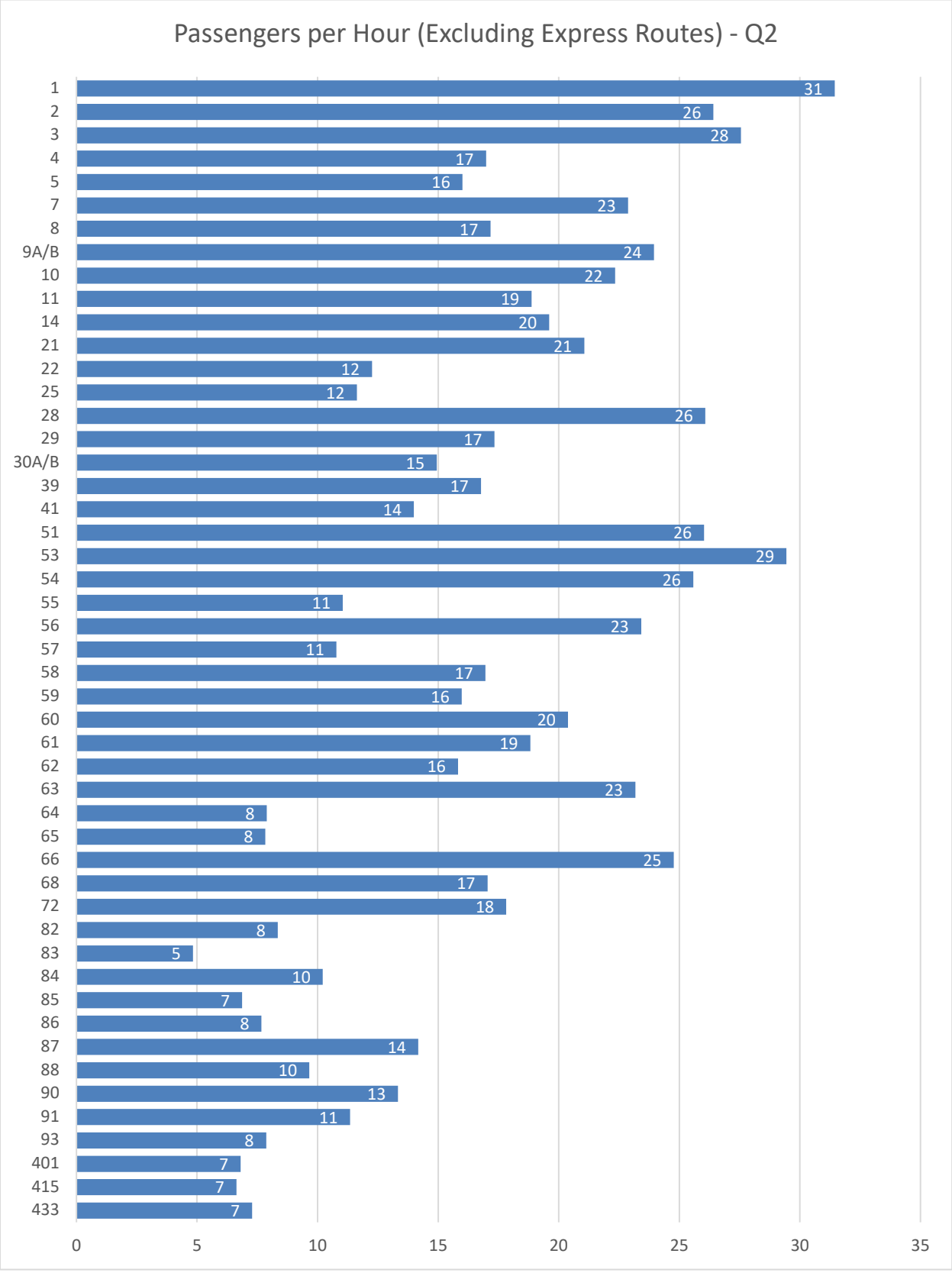
Passengers per hour measures the volume of passengers carried per service hour by route. Due to differences in service model/design, Express Routes are measured instead by passengers per trip. Ridership fluctuates significantly by season and therefore figures are compared to the same quarter in the previous 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.

Boardings & Passengers per Hour

Q2 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	Boardings	Pass/Hr	Boardings	Pass/Hr	Boardings	Pass/Hr	Boardings	Pass/Hr	Boardings	Pass/Hr
1	9,903	63	4,933	31	7,844	68	4,268	37	5,484	63	2,726	31
2	5,005	47	2,897	26	4,555	45	2,827	28	2,817	37	1,770	25
3	6,998	46	4,183	28	3,751	43	2,408	27	4,043	42	2,530	26
4	4,672	37	2,233	17	2,101	42	1,077	22	1,875	41	1,017	22
7	4,972	43	2,424	23	3,503	37	2,032	22	2,104	40	1,207	22
8	4,572	36	2,444	17	3,844	36	1,942	17	3,010	33	1,594	15
9A/B	7,097	42	4,097	24	4,258	57	2,459	34	3,301	46	2,063	28
9A	4,775	43	2,748	25	1,963	55	1,237	35	1,371	40	872	25
9B	2,322	39	1,349	23	2,294	58	1,222	33	1,930	52	1,191	32
10	4,728	43	1,897	22	3,104	41	1,722	23	2,042	42	1,211	25
11	113	51	50	19								
14	2,609	40	1,223	20	1,334	40	744	23	1,121	38	641	22
21	1,087	36	664	21	831	24	612	18	564	32	422	23
22	638	20	412	12	521	16	363	11	421	12	288	8
25			206	12			174	11			146	13
28	1,606	42	1,125	26	1,517	37	1,006	23	734	40	493	24
29	3,340	37	1,599	17	2,045	33	1,094	17	1,614	27	886	15
30A/B	807	22	522	15	572	17	422	12	391	20	262	15
30A	429	23	266	15	303	17	215	13	177	16	123	14
30B	378	21	257	15	269	16	206	12	214	24	139	15
39	1,314	29	752	17	975	19	717	14	450	21	306	14
41	1,341	40	471	14								
51	1,135	47	616	26	622	38	362	23	366	42	198	19
53	1,266	48	755	29	836	54	520	34	388	48	261	31
54	869	40	447	26	597	38	389	25	318	31	185	19
55	437	20	197	11	300	19	160	10	245	16	130	8
56	1,121	34	801	23	1,104	31	865	24	719	22	564	17
57	612	15	361	11	293	10	234	8	168	9	150	8
58	726	24	472	17	542	29	278	15	452	25	254	15

Q2 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	Boardings	Pass/Hr	Boardings	Pass/Hr	Boardings	Pass/Hr	Boardings	Pass/Hr	Boardings	Pass/Hr
59	2,059	26	644	16	887	38	541	23	610	26	390	16
60	2,850	37	1,560	20	2,147	53	1,250	31	1,471	50	905	31
61	2,321	30	1,459	19	1,305	33	773	19	1,129	30	673	17
62	812	26	401	16	596	26	369	16	296	18	183	11
63	807	46	447	23								
64	605	33	345	8								
65	258	15	117	8	100	8	72	5	64	10	39	6
66	1,614	26	772	25	529	33	417	26	403	25	253	16
68	1,378	28	820	17	885	31	499	17	619	22	379	12
72	1,458	32	836	18	1,148	24	807	18	564	21	376	14
82			149	8			104	7			86	5
83			70	5			56	6			45	4
84	862	29	576	10			226	6			181	6
85			91	7			68	7			49	6
86	197	15	119	8	76	11	86	5	63	8	71	5
87	1,311	29	811	14	1,241	25	562	11	598	20	355	12
88	111	19	137	10	69	13	111	7	21	9	67	5
90	1,440	30	874	13	1,060	23	677	11	539	21	363	10
91			355	11			239	11			220	8
93			86	8								
401	164	13	86	7								
415	252	17	43	7	165	16			185	15		
433	56	11	40	7								
Alderney	5,423	181	1,489	87	7,953	454	1,866	179	4,942	282	1,289	115
Woodside	2,582	123	553	56								

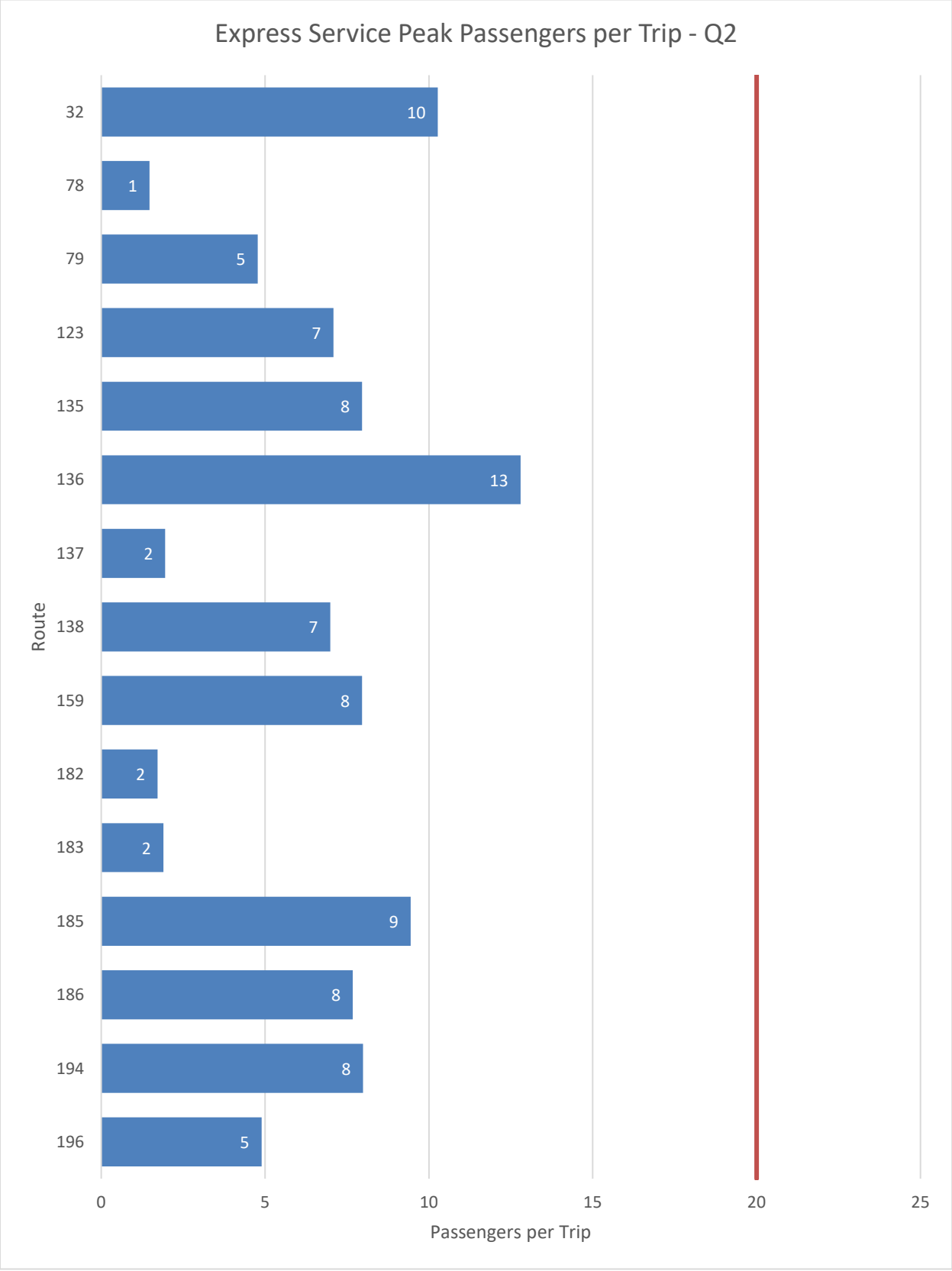
Passengers per Hour by Route



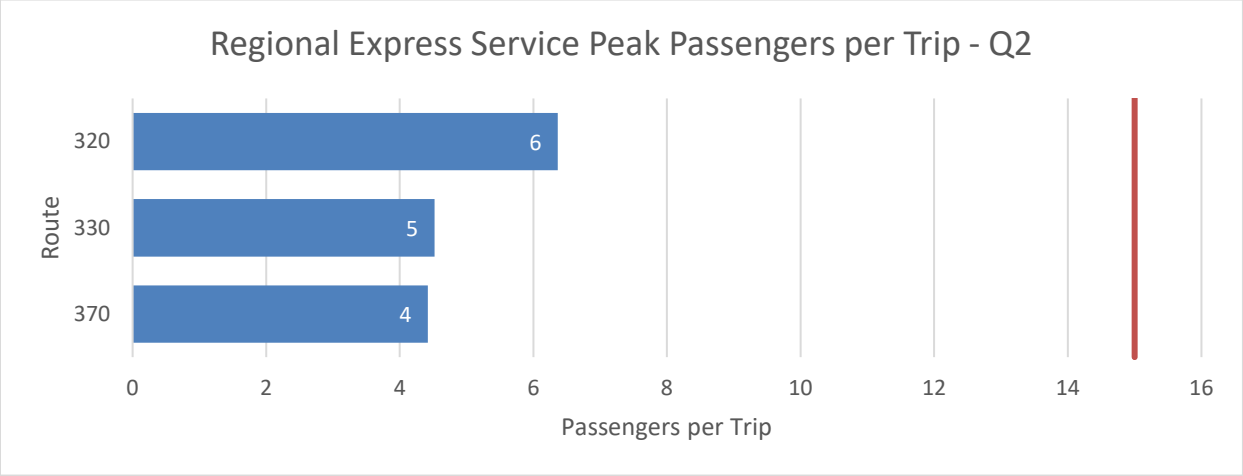
Express Service Peak Boardings and Passengers per Trip

Q2 Comparison - Average Daily Peak Boardings by Express Route				
Route	Weekday			
	19/20		20/21	
	Boardings	Pass/Trip	Boardings	Pass/Trip
78	53	7	31	1
79	41	7	65	5
123	156	20	119	7
135	300	37	111	8
136	308	37	205	13
137	186	32	20	2
138	279	38	98	7
182			41	2
183			25	2
185			246	9
186			92	8
194	81	20	64	8
196	67	29	20	5
320	110	19	108	6
330	196	17	114	5
370	54	9	65	4

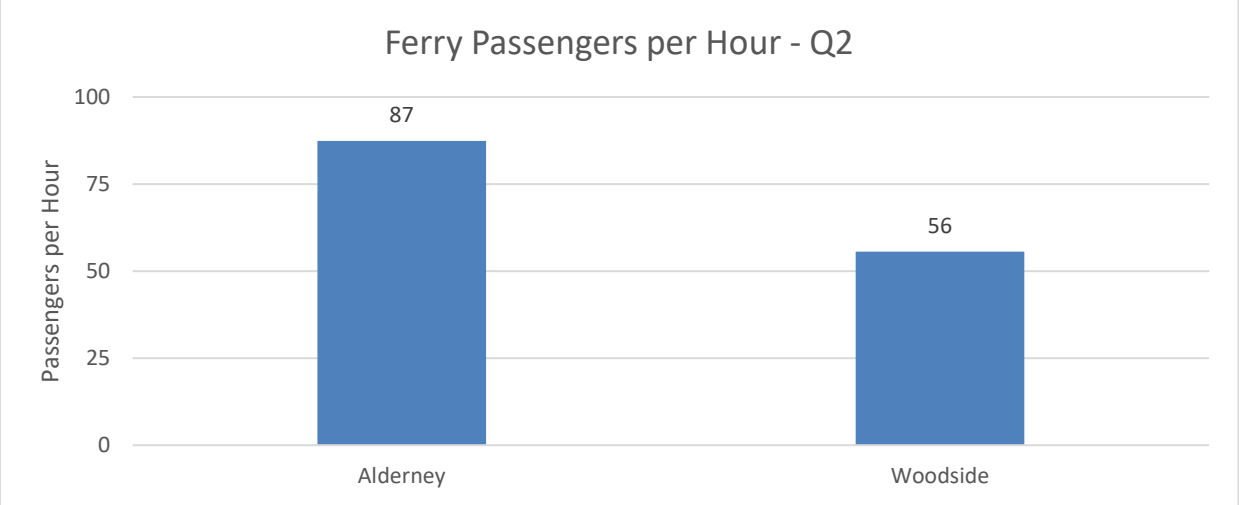
Express Service Peak Passengers per Trip by Route



Regional Express Peak Passengers per Trip by Route



Ferry Passengers per Hour

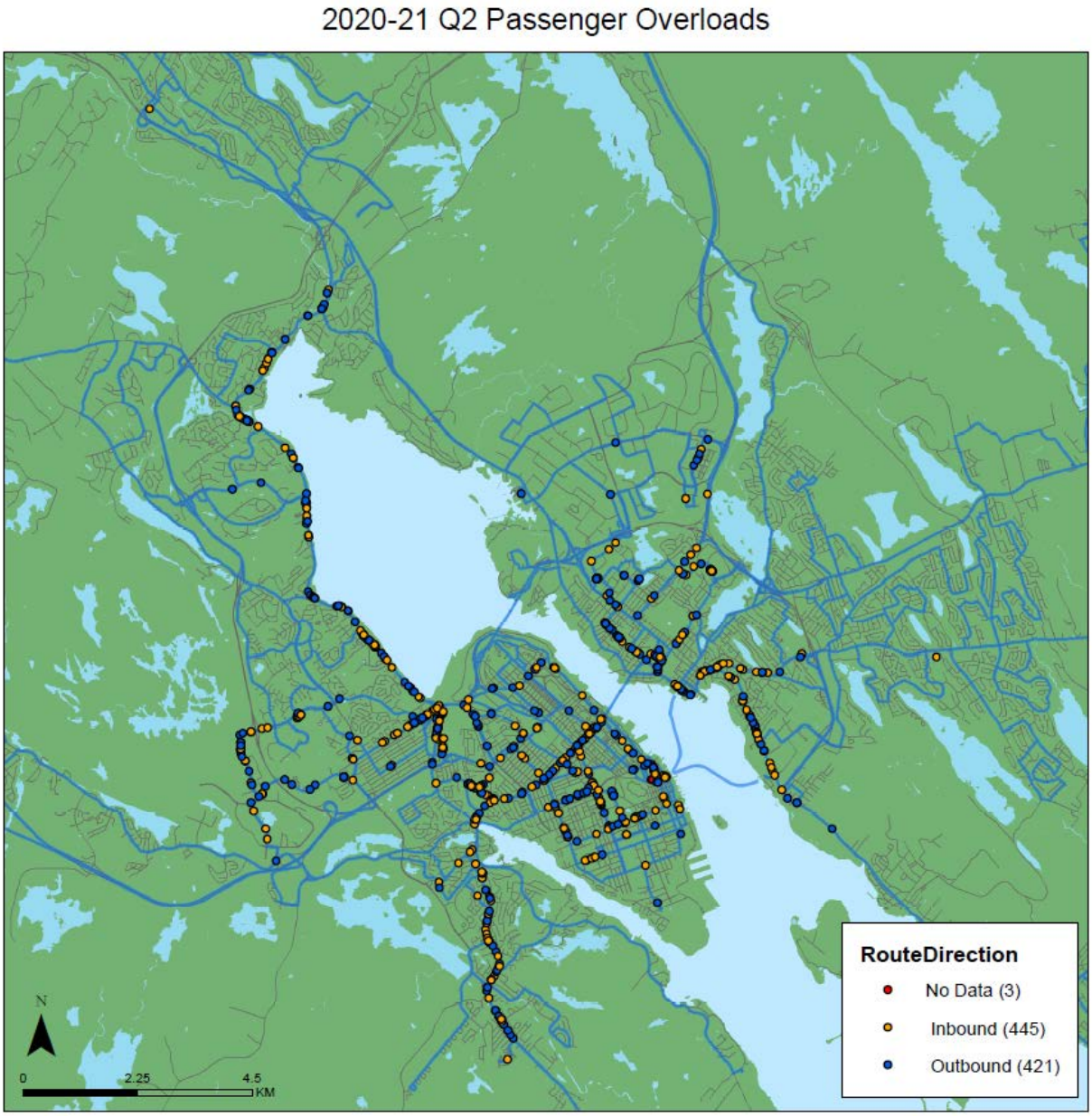


Passenger Overloads

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.

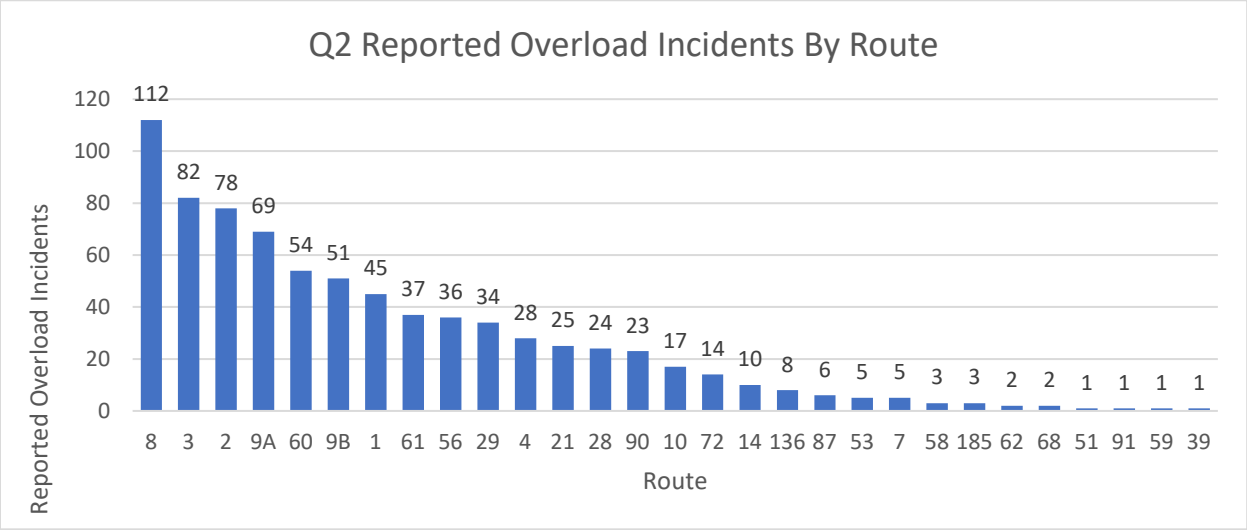
Passenger Overloads by Area

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



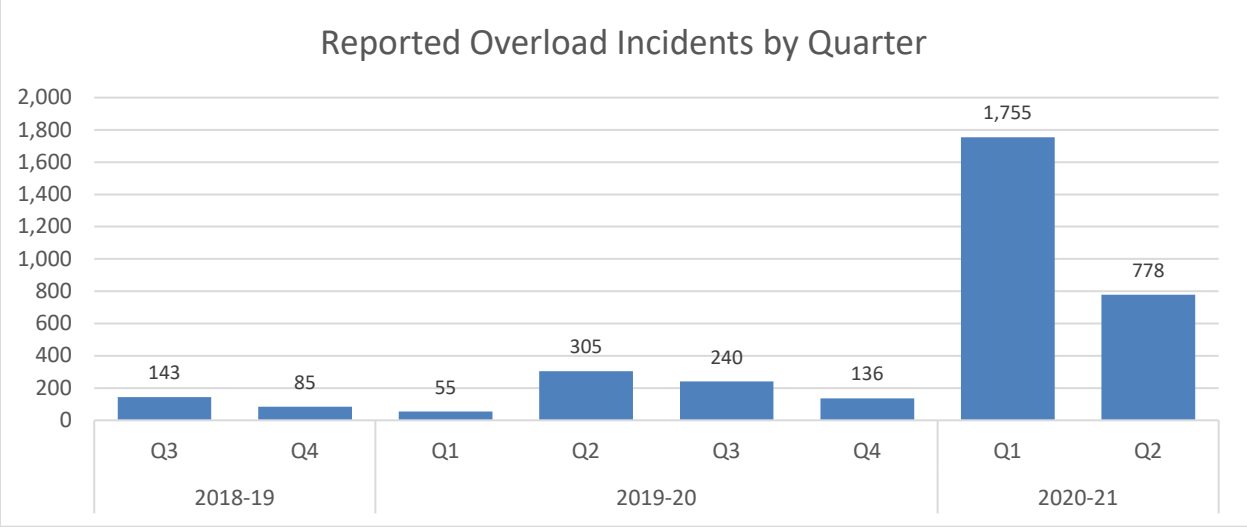
Passenger Overloads by Route

The following graph shows overloaded routes during the second quarter. 777 overloads incidents were reported during the second 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.



Passenger Overloads by Quarter

The following graph shows reported overload incidents over the past two years.

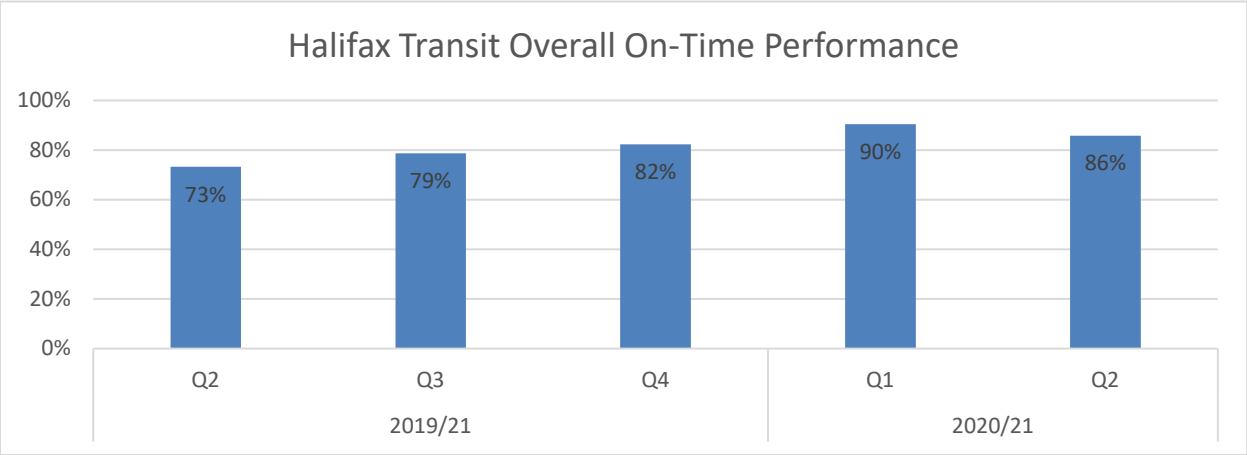


On-Time Performance

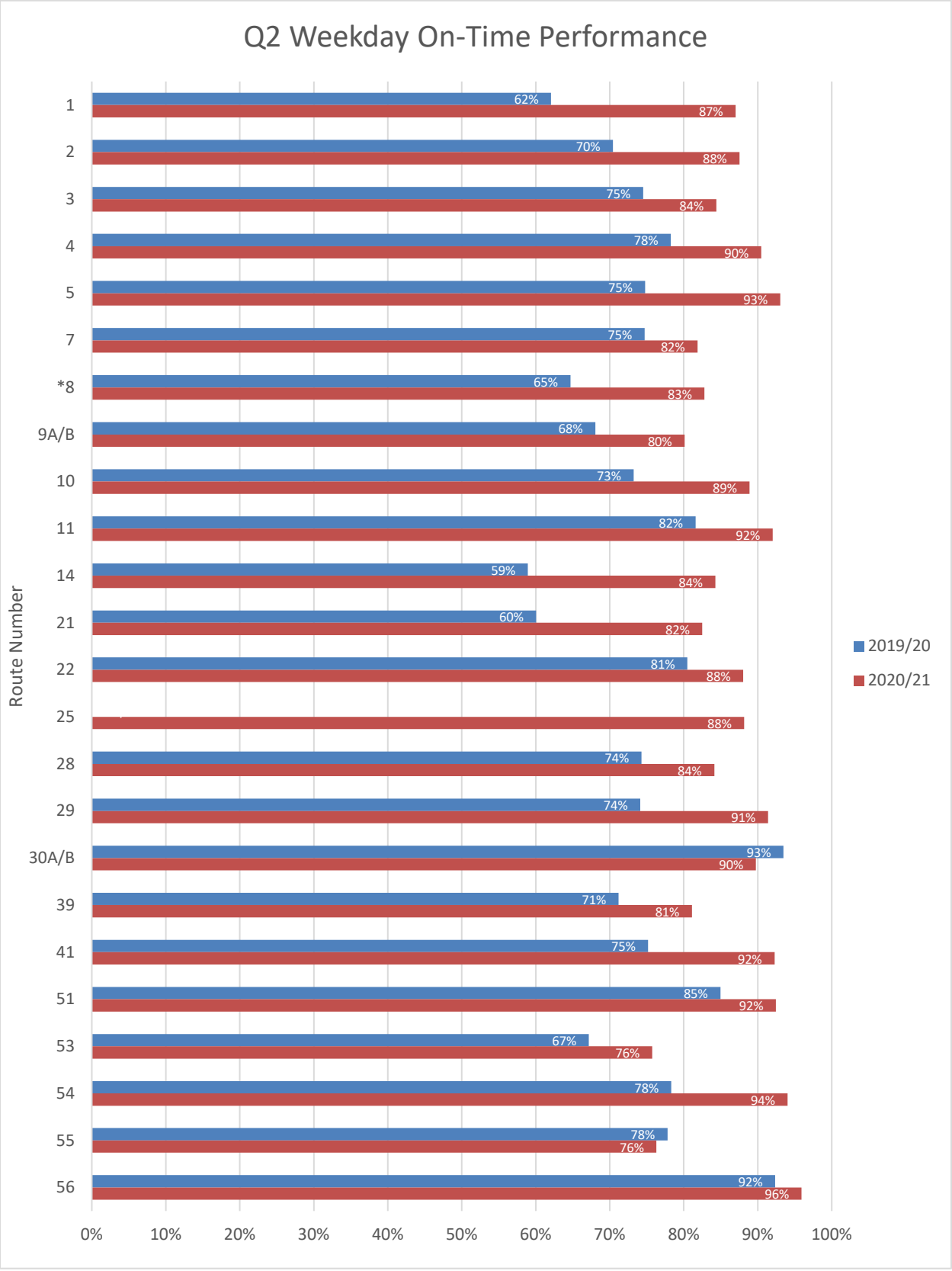
On-time performance is a measure of route reliability and is tracked monthly to demonstrate schedule adherence across the network of routes. Terminals and select bus stops along each route are classified as timepoints and have assigned and publicized scheduled arrival times. On-time performance demonstrates the percentage of observed timepoint arrivals that are between one minute early and three minutes late.

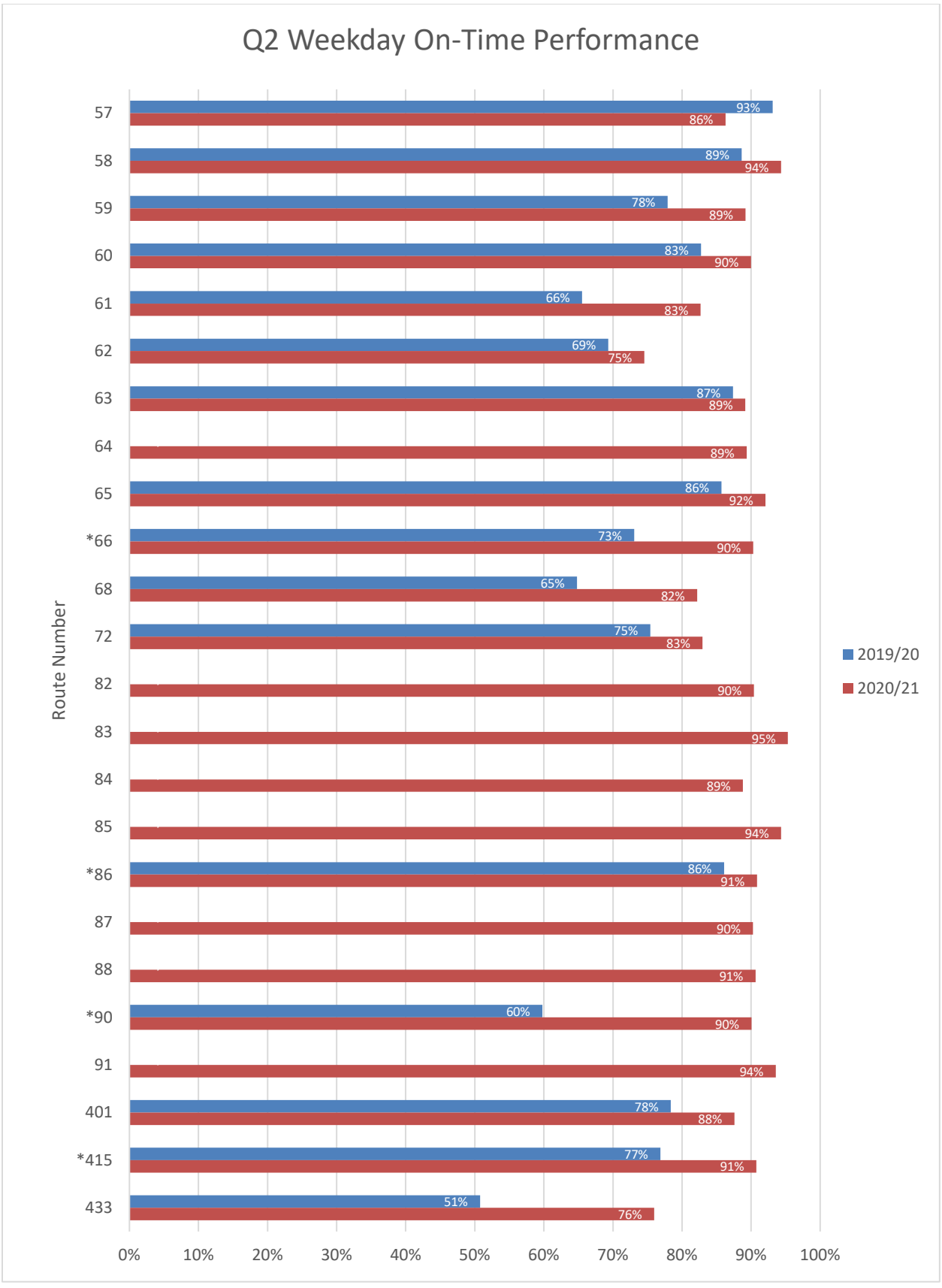
Transit industry standard targets for on-time performance tend to range between 85% and 90%, although service types are not always comparably grouped, nor are schedule adherence definitions consistent between agencies. Halifax Transit will analyze on-time performance across the network in order to establish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

Overall Network On-Time Performance



Weekday On-Time Performance




Q2 Weekday On-Time Performance
Route Number
57
58
59
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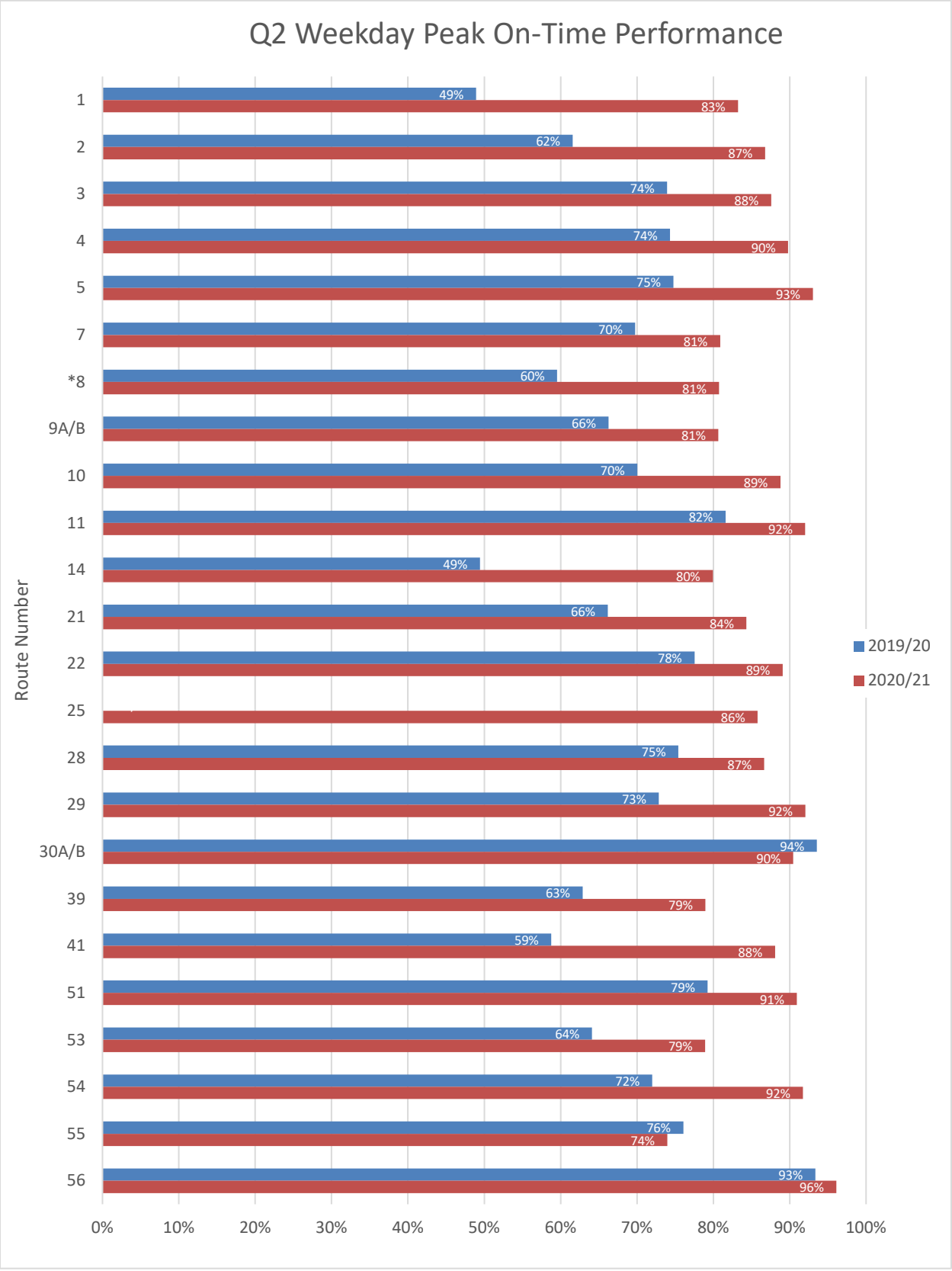
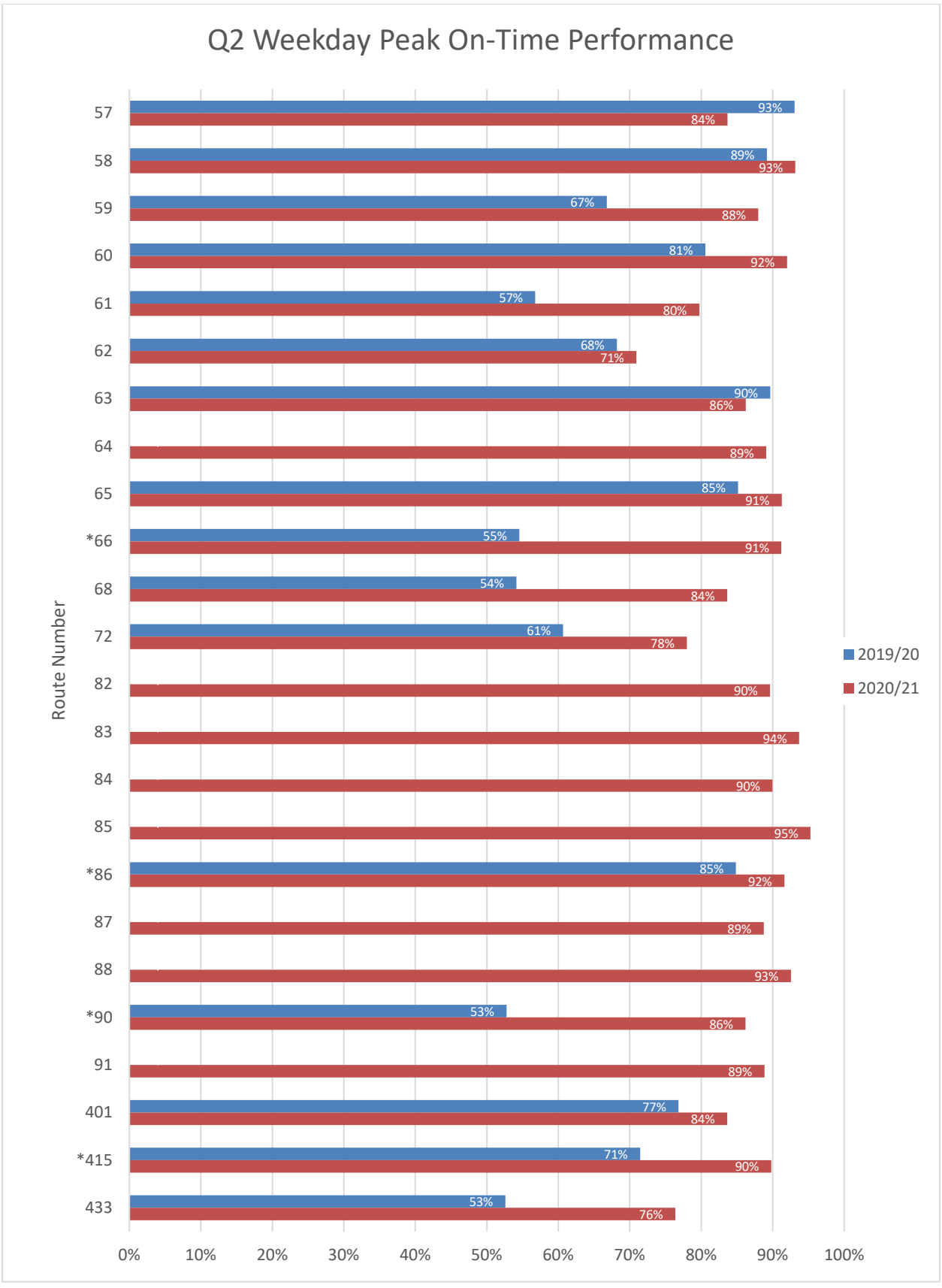
90%
100%
2019/20
2020/21

Weekday Peak Period On-Time Performance




Q2 Weekday Peak On-Time Performance
Route Number
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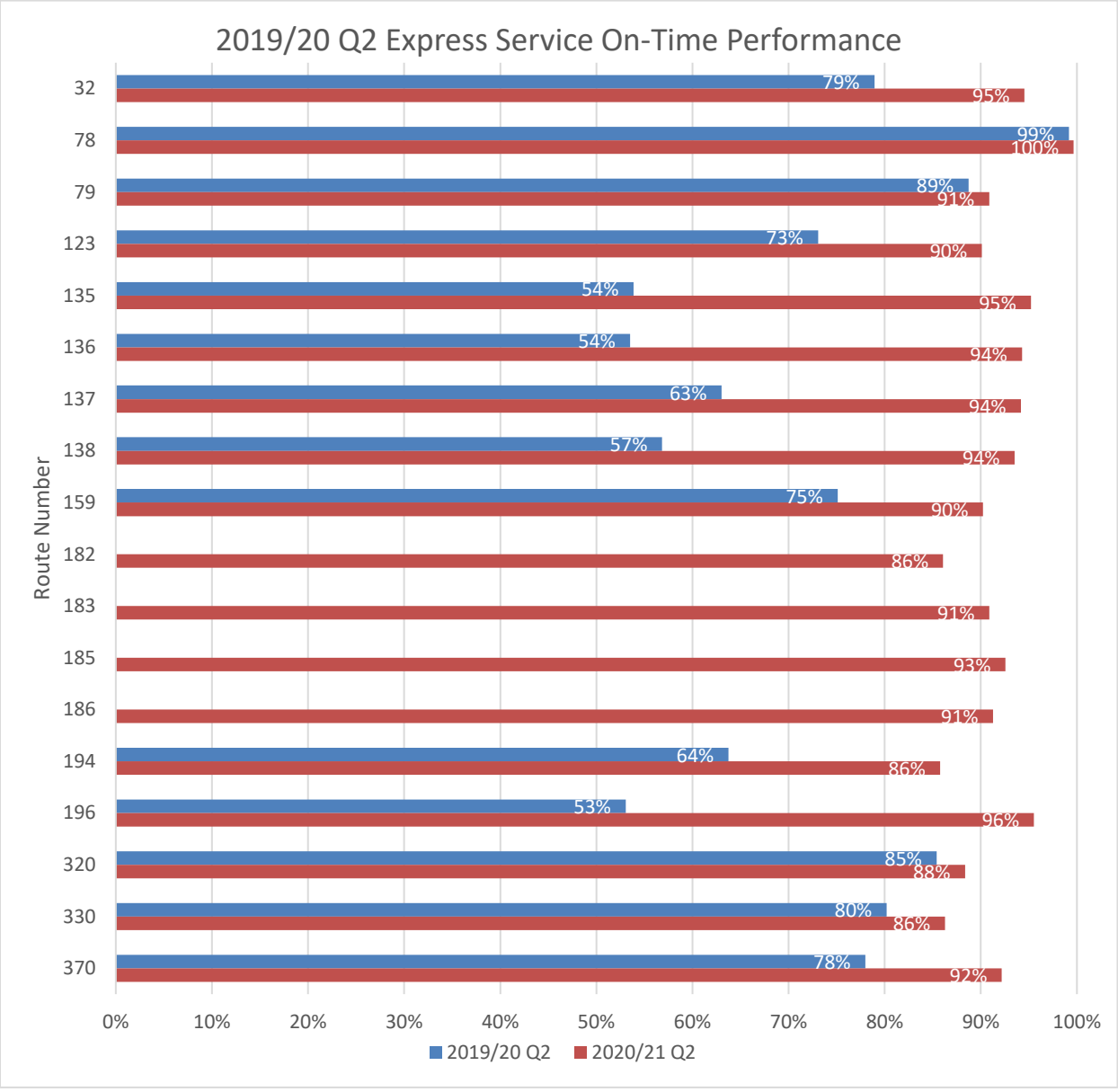
60%
70%
80%
90%
100%
2019/20
2020/21

Express Service On-Time Performance

On-time performance demonstrates the percentage of timepoint arrivals that are between one minute early and three minutes late. When route schedules are created, the variability of travel times between timepoints is taken into account. Generally, routes are scheduled at the higher end of observed travel times in order to be on time. This means that on some trips, buses will layover at timepoints to avoid departing early. Schedules for express routes were created based on shorter travel times to keep buses moving toward destinations and prevent them from laying over.

The graph below demonstrates on-time performance for express routes based on timepoints at the beginning and end of the routes, as well as any terminals and park and rides. This includes Scotia Square, Summer Street, and the future Wrights Cove Terminal location on Marketplace Drive, but does not include other on-street timepoints.



Talk Transit Demographic Information & Results

COVID-19 Service Survey – August 2020

The Halifax Transit COVID-19 Service Survey yielded 277 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	13	5%
Disabled	57	21%
Visible Minority	19	7%
Male	96	35%
Female	132	48%
Other Gender	8	3%

Table 1 Self-Identification of Respondents

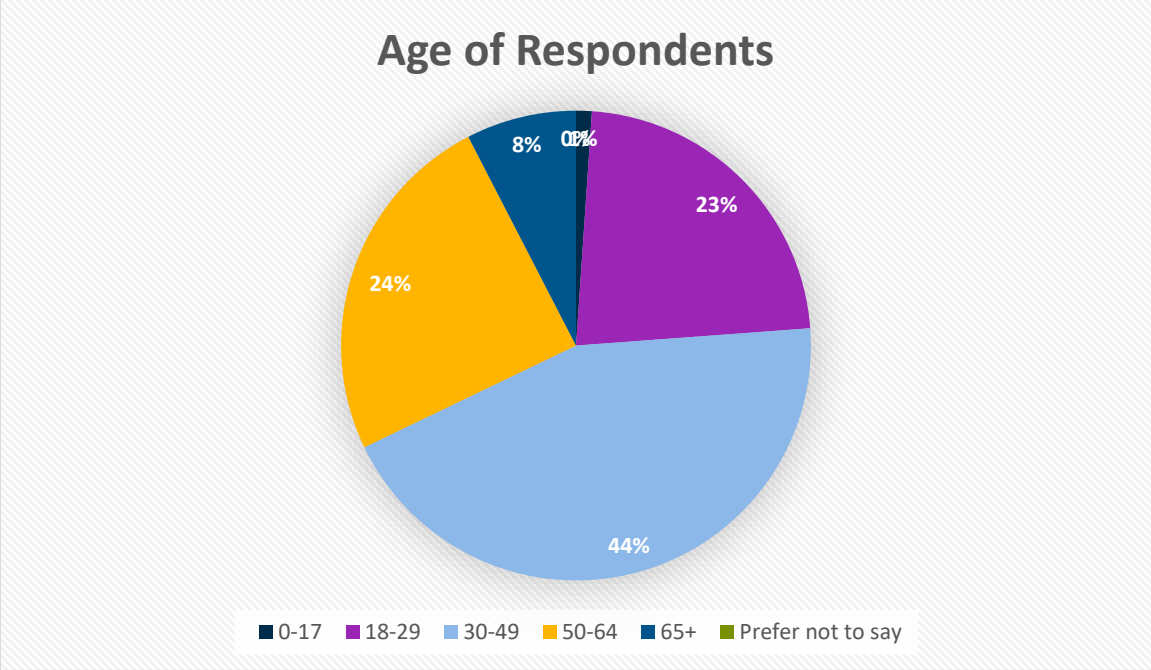


Figure 2 Ages of Respondents

- A total of 3 respondents (1%) are in the age range of 0-17
- A total of 63 respondents (23%) are in the age range of 18-29
- A total of 122 respondents (44%) are in the age range of 30-49
- A total of 68 respondents (24%) are in the age range of 50-64
- A total of 21 respondents (8%) are in the age range of 65+
- A total of 0 respondents (0%) did not provide an age

COVID-19 Transit Service Survey Results

Highlights

During the first wave of COVID-19, the majority of respondents (42%) had been working from home, 25% were frontline workers and 15% had been laid off due to the pandemic. The majority of frontline workers worked in retail and emergency services.

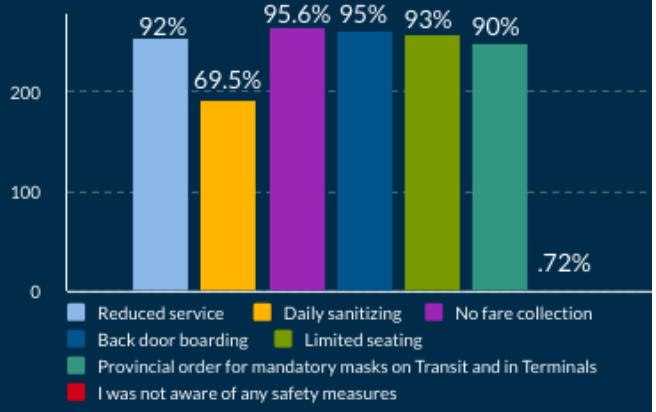
57% of respondents do not own a car.

"Work" was the primary destination on Transit before and during the pandemic.

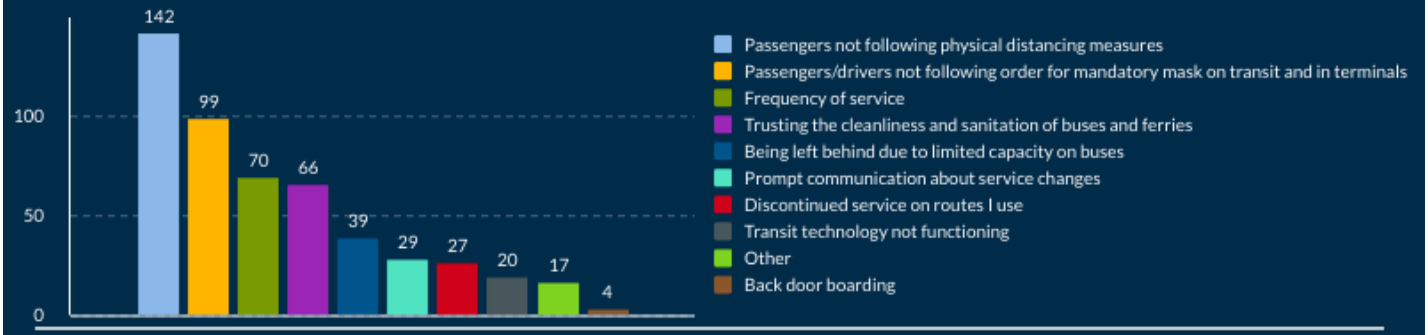
79.9% of respondents were never left behind due to limited capacity on buses and ferries during the pandemic, while 10% responded they ocassionally were.

** Please note the survey data reflects how respondets felt in August 2020 of the COVID-19 pandemic.**

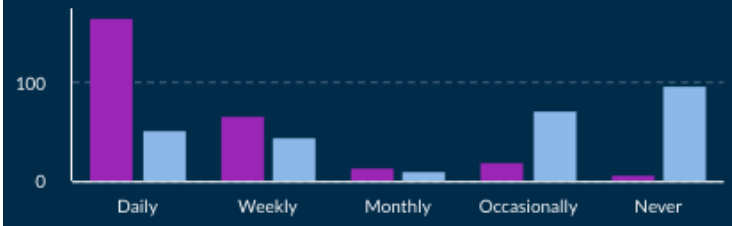
Which of the following Transit pandemic safety measures were you aware of?



What has been your biggest challenge or concern with Transit during the COVID-19 pandemic?

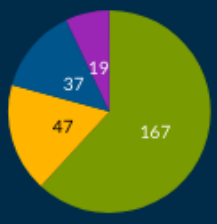


Frequency of Use Prior and During COVID-19 Pandemic



When reviewing the trends of each individual who responded, 41% decreased their daily use of Transit due to the pandemic, and those who "never" take Transit increased by 32.1% during the pandemic.

At this stage in the COVID-19 pandemic and provincial recovery phase (August 2020), what is your comfort level with taking Transit?



**Many respondents who chose "I am comfortable taking Transit now" highlighted that they have no choice but to take Transit and that wasn't an option in the survey. Therefore, they are not particularly "comfortable". **

- I am comfortable taking Transit now (61.85%)
- I will take Transit after a few months of businesses and services reopening (17.41%)
- I will take Transit once a vaccine is available or the pandemic is over (13.7%)
- I will not be taking Transit on a regular basis in the future. (7.04%)

What's Next?

Your responses to this survey will help to inform a report summarizing Halifax Transit service and safety measures during the COVID-19 pandemic and impact decision making for the future. Thank you for your participation!

www.shapeyourcityhalifax.ca/talktransit