P.O. Box 1749
Halifax, Nova Scotia
B3J 3A5 Canada

Item No. 12.1.1
Transportation Standing Committee
April 29, 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: March 17, 2020

SUBJECT: **2020/21 Q3 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 third 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

Q3 Highlights

The Department of Community Services (DCS) Transit Pass Program enrolments increased slightly in Q4 2020/21, with over 8,400 DCS passes in circulation in March 2021 over approximately 8,200 in circulation in December 2020.

There are approximately 1,100 approved participants in the Low Income Transit Pass Program, with significant capacity in the program to accommodate additional applicants. Approximately 60% of the monthly passes were sold to program participants January and February of 2021. This is an increase demonstrating a rebound in sales since August 2020 when fare collection resumed.

In the third 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 was prepared with input and feedback on requirements obtained from all HRM stakeholders.

- 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 plan for the implementation of 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	Complete
West Bedford Park & Ride - Design	Complete
Ragged Lake Transit Centre Expansion – Begin Construction	Delayed
Electric Bus Pilot - Establish a project management office	In Progress

Q3 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.

Stakeholder engagement and detailed design for the West Bedford Park & Ride were completed in Q4 of 2020/21, and it is anticipated that an earthworks tender will be issued in early Q1 2021/22 to complete site preparation. The facility is on track for construction in summer/fall 2021.

The conceptual plan and analysis of designing the Ragged Lake Transit Centre Expansion has been revised due to additional scope and requirements. It is anticipated that an RFP for the design of the facility will be issued in spring 2021.

The Sustainable Fleet Analyst position was filled in February 2021. Halifax Transit continues to study and analyze the various sustainable alternatives and products that are applicable on a daily basis, to ensure readiness to purchase, operate and maintain BEBs and the related charging system once the funding is secured.

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

Q3 Highlights

Phase 2 construction at the Woodside Ferry Terminal began in October 2020 and will continue into 2021/22. Once complete, passengers will see significantly improved passenger facilities, including new escalators, stairs, and washrooms.

Q3 Performance Measures Highlights
Please see Attachment B, *Halifax Transit 2020/21 Q3 Performance Measures Report* for additional performance measures and detailed route level statistics.

- Overall boardings decreased 40.7% this quarter from last year, while revenue decreased 43.5%.
- Average daily boardings in Q3 were 51,707 (weekday), 33,028 (Saturday) and 23,597 (Sundays).
- System wide on-time performance was 87%, an improvement of 8% from Q3 last year.
- The Departures Line received over 2000 passenger calls on a typical weekday this quarter.
- Access-A-Bus operated 38% fewer trips this quarter when compared to Q3 the previous year.
- This quarter 95% of customer feedback was resolved within service standards.
- The average fuel cost to date in Q3 was 52 cents/litre, 3 cents higher than the budgeted cost.
- The Mean Distance Between Failures (MDBF) for conventional service was 8,420 km, a 17% decrease from Q3 last year.
- The Mean Distance Between Service Calls (MDBS) for conventional service was 4,484kms, an improvement of 16% from Q3 last year.
- The MDBS for Access-A-Bus was 67,801 kms.
- The maximum daily number of buses that could not complete their scheduled service due to a mechanical defect was 20, while the daily average was 6.4.
- Maintenance cost was $1.24/km, 1 cent 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 Q3 Performance Measures Report

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

Report Prepared by: Anthony Grace, Transit Planning Technician, 902.490.2006
Colin Redding, Transit Planning Technician, 902.490.6632

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 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.
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 was 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 and stakeholder engement on the West Bedford Park & Ride is complete. It is anticipated that a tender for earthworks 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 scope of work has been redirected to accommodate electric buses and the related charging infrastructure. The prepration has continued through Q3 and Q4.The tender for design is complete and is anticipated for release in spring 2020.

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 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 was filled in February 2021. The team continues to study and analyze the various sustainable alternatives and products that are applicable on a daily basis, to ensure readiness to purchase, operate and maintain BEBs and the related charging system once the funding is secured.

2020/21 – Q3
Performance Measures Report

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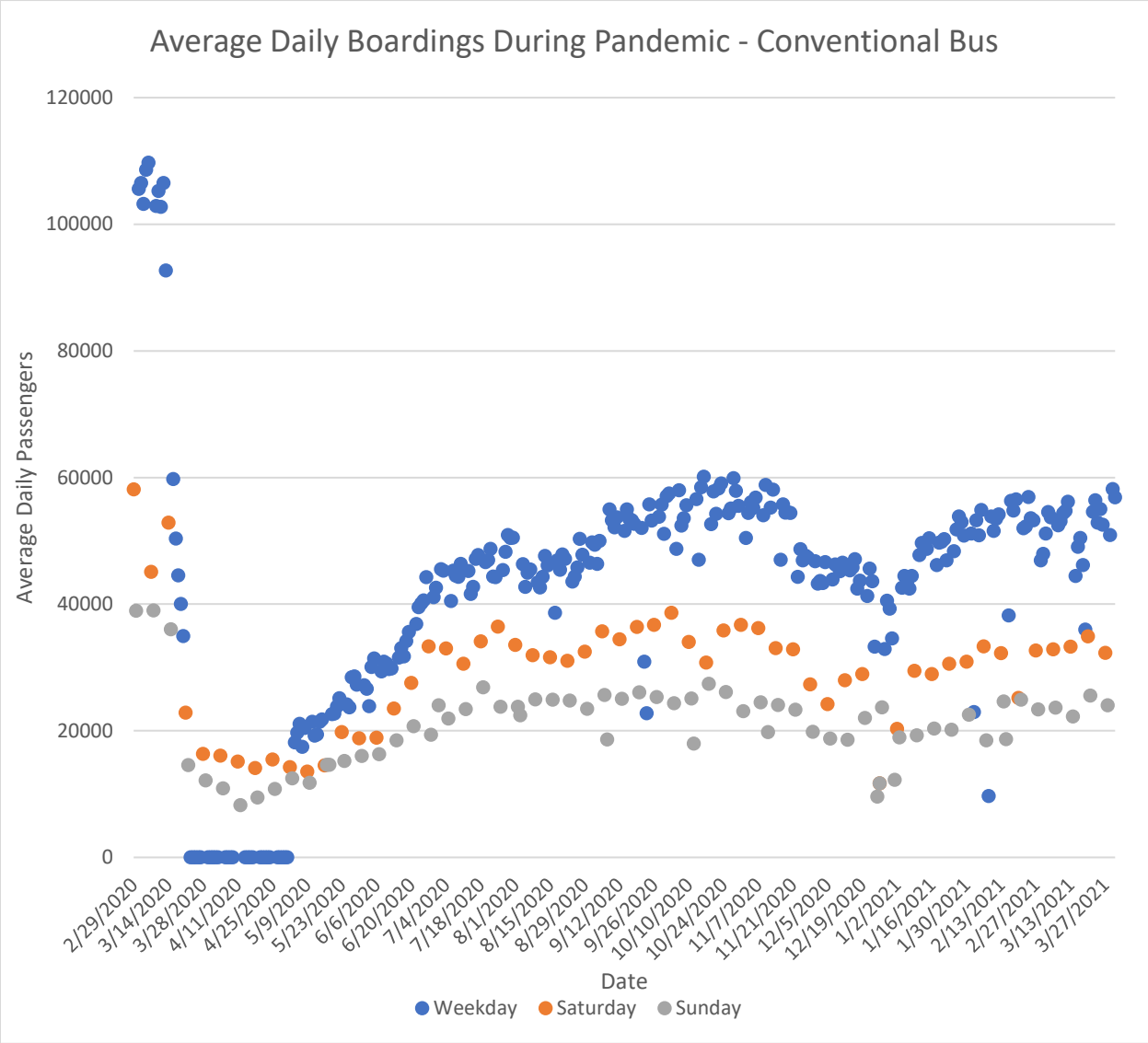
Contents

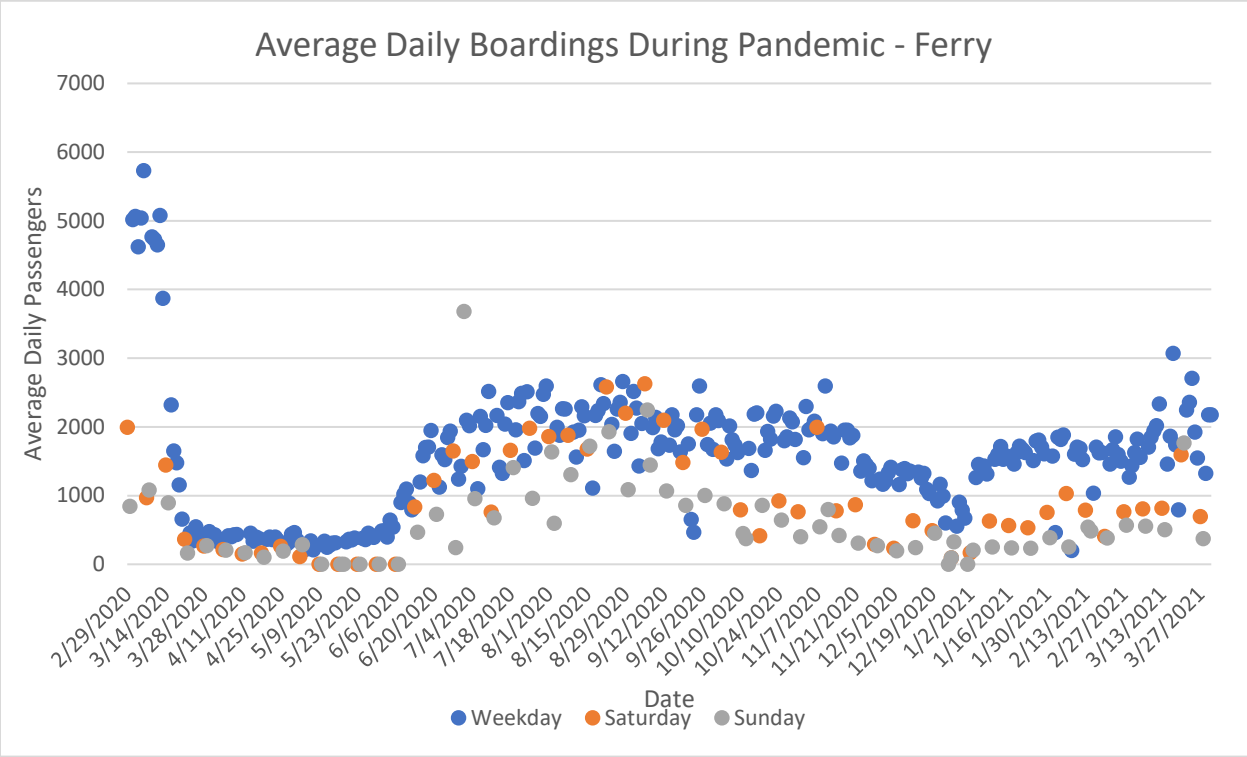
COVID-19 Pandemic Data Impacts

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.

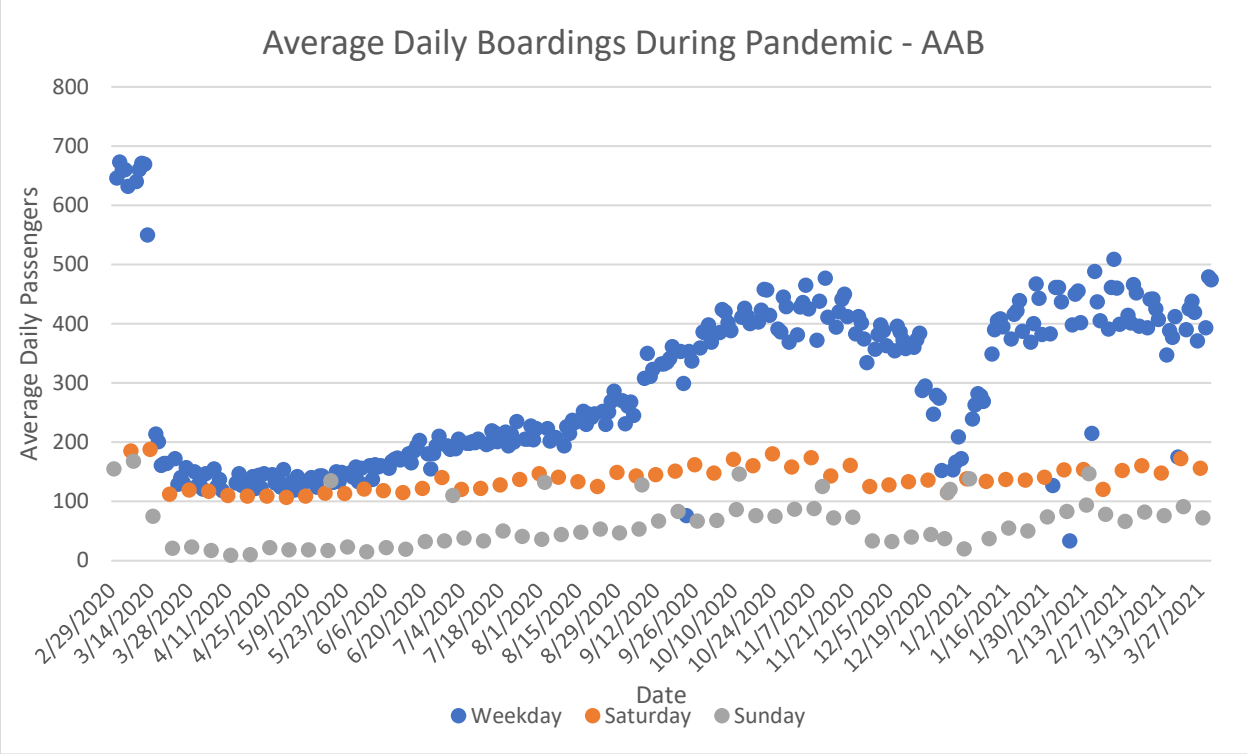
Conventional Bus Boardings During Pandemic



Access-A-Bus Boardings During Pandemic



Ferry Boardings During Pandemic



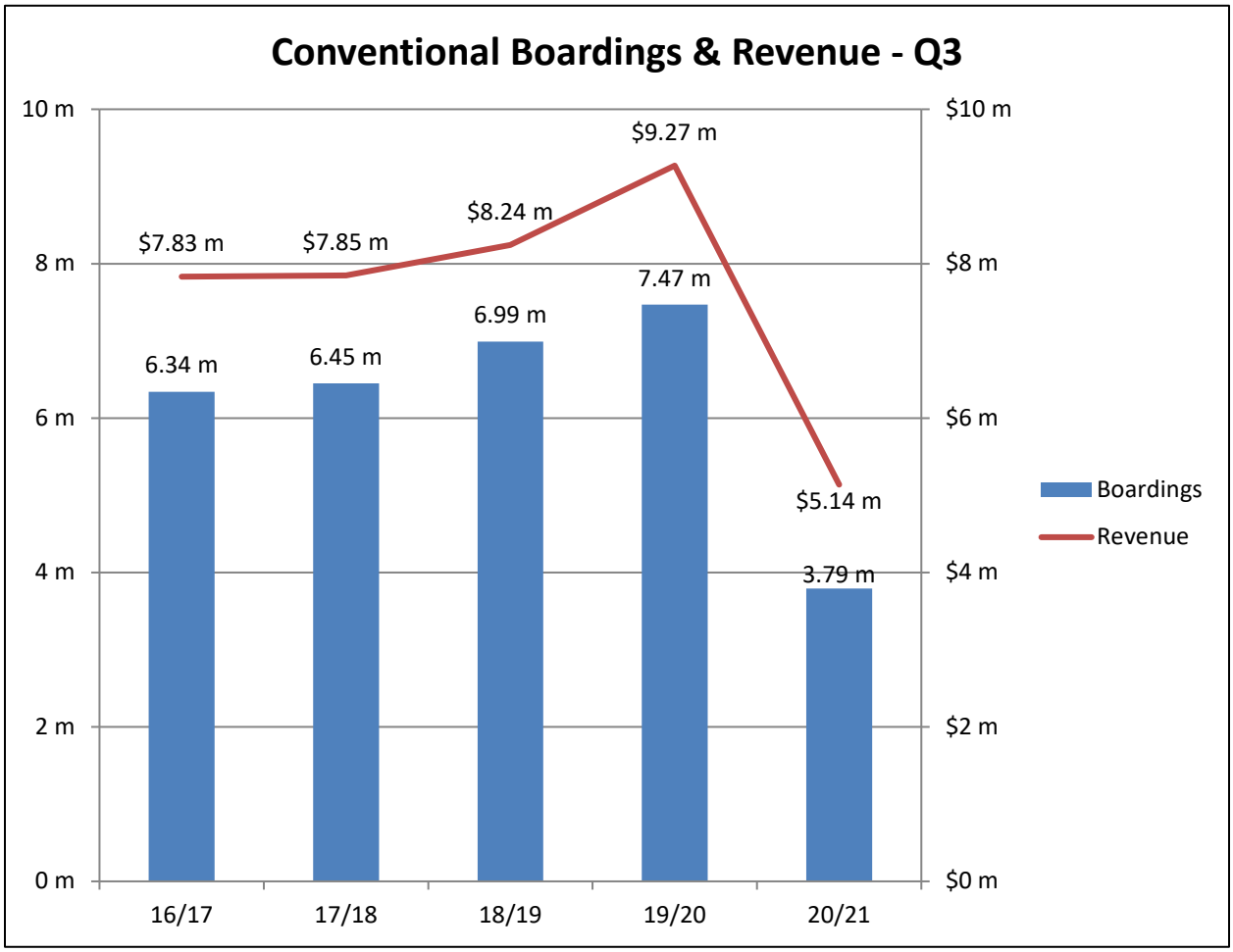
Boardings & Revenue

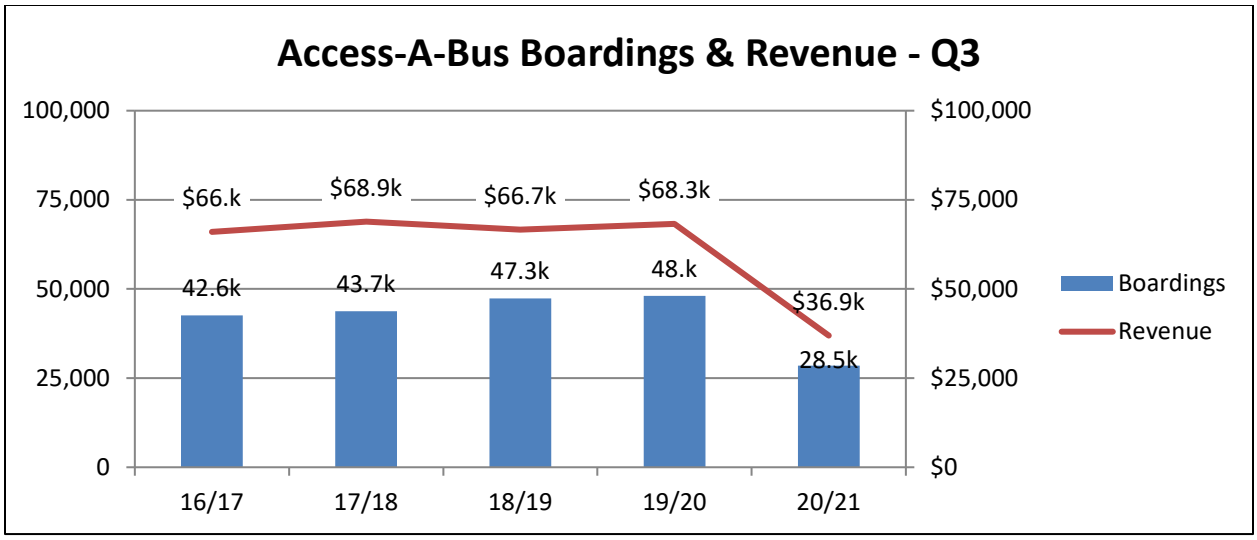
Revenue and boardings are reported to demonstrate how well transit services were used over the quarter, in comparison to the same quarter the previous year.

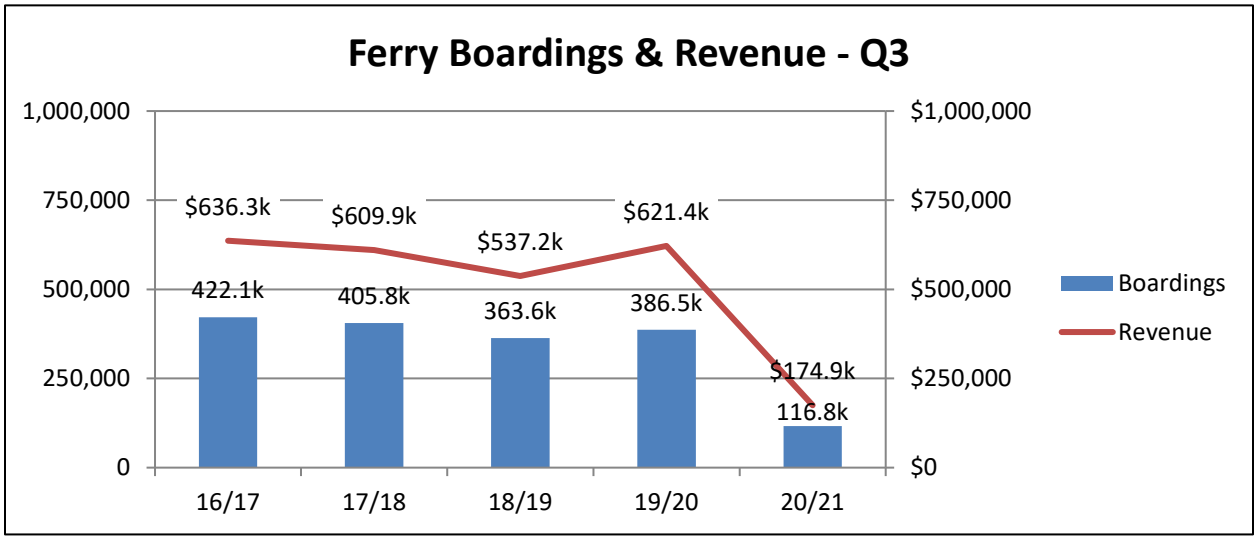
By installing Automatic Passenger Counter (APC) systems throughout the network in the 2017/18 fiscal year, Halifax Transit is now able to track the number of boardings by counting passengers entering the bus at each stop, instead of estimating boardings from revenue. Therefore, the data source for boardings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

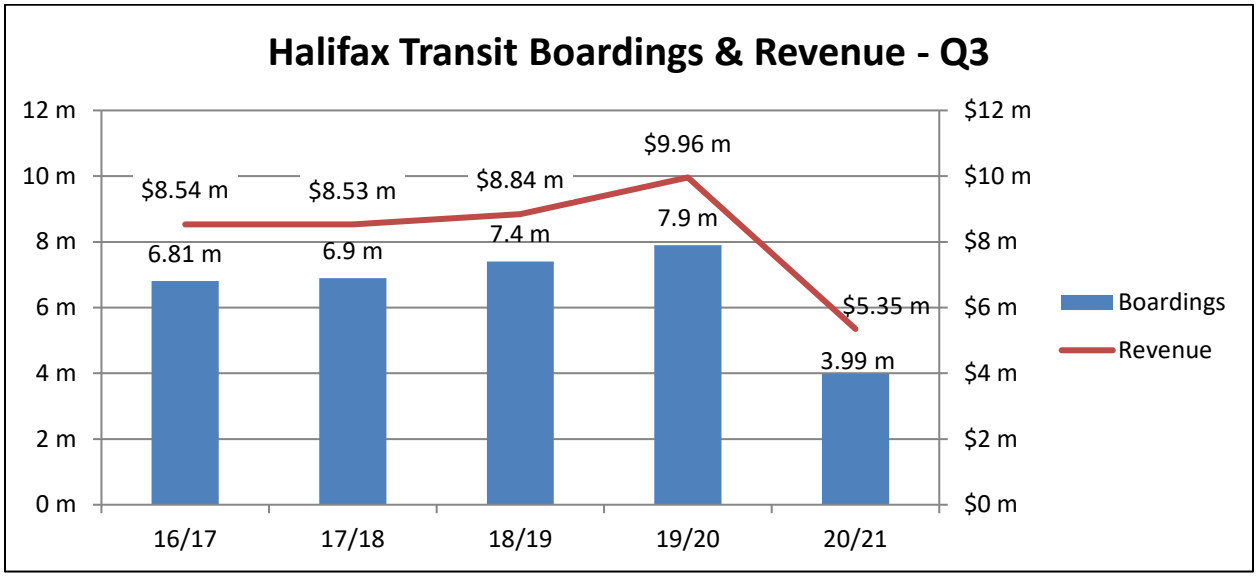
COVID-19 continued to have a significant impact during the third quarter of 2020/21. Conventional boardings decreased 47.7% from this quarter last year, Ferry boardings decreased 69.81% and Access-A-Bus boardings decreased 52.8%. Overall, system wide boardings decreased this quarter by 40.7% compared to last year. Fare collection resumed mid second quarter on August 1, 2020. Overall revenue this quarter decreased 43.5% from last year.

Historical Boardings & Revenue




Access-A-Bus Boardings & Revenue - Q3
100,000
75,000
50,000
25,000
0
$100,000
$75,000
$50,000
$25,000
$0
$66.k
$68.9k
$66.7k
$68.3k
$36.9k
42.6k
43.7k
47.3k
48.k
28.5k
16/17
17/18
18/19
19/20
20/21
Boardings
Revenue

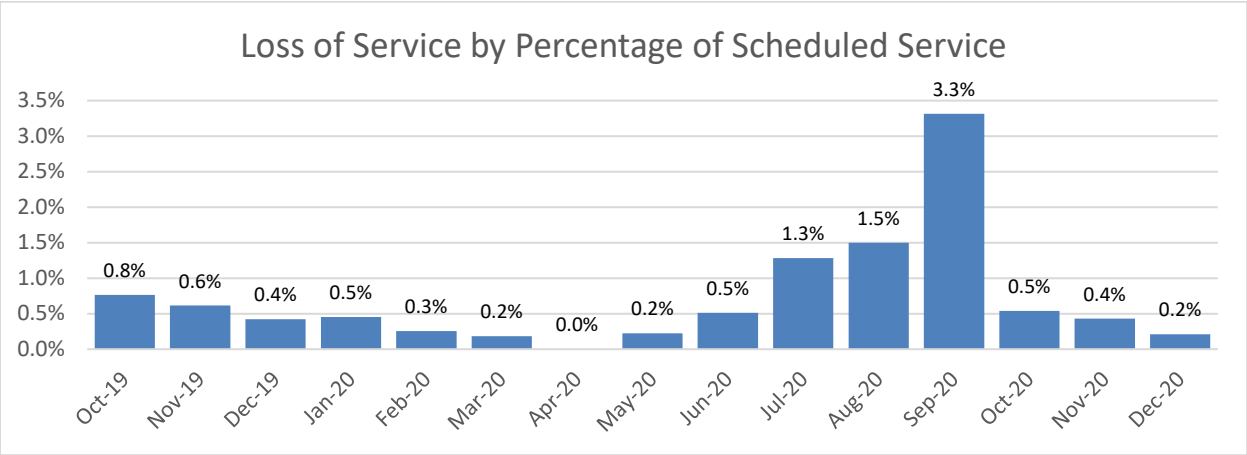

Ferry Boardings & Revenue - Q3
1,000,000
750,000
500,000
250,000
0
$1,000,000
$750,000
$500,000
$250,000
$0
$636.3k
$609.9k
$537.2k
$621.4k
$174.9k
422.1k
405.8k
363.6k
386.5k
116.8k
16/17
17/18
18/19
19/20
20/21
Boardings
Revenue


Halifax Transit Boardings & Revenue - Q3
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
$8.54 m
$8.53 m
$8.84 m
$9.96 m
$5.35 m
6.81 m
6.9 m
7.4 m
7.9 m
3.99 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 third quarter, the total loss of service was 845 hours and 42 minutes, which is 0.39% of the quarterly revenue hours. The table below shows the total loss of service for each month.

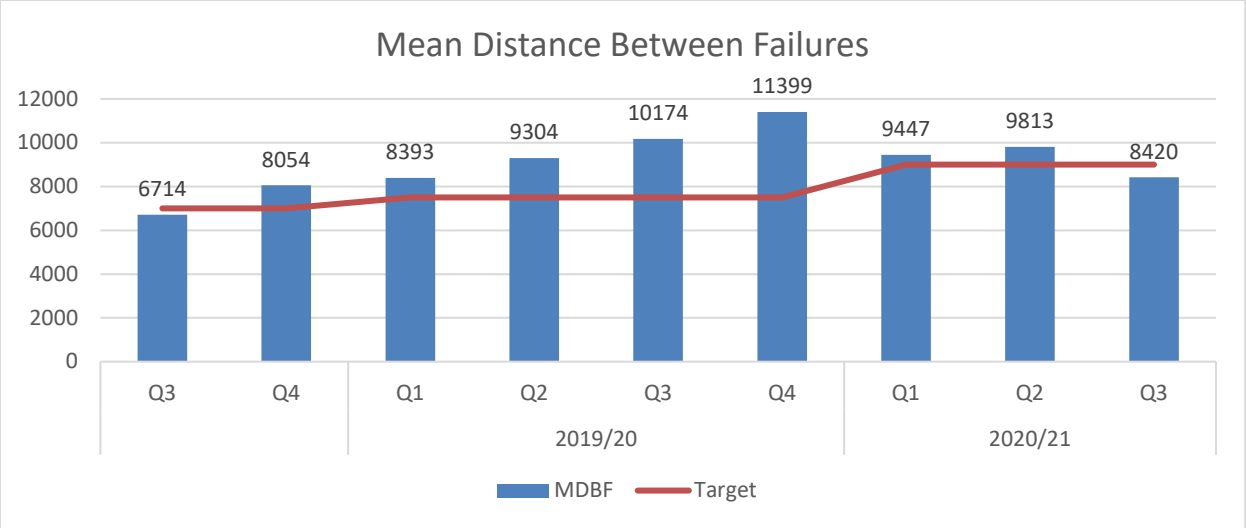


Mean Distance Between Failures

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.

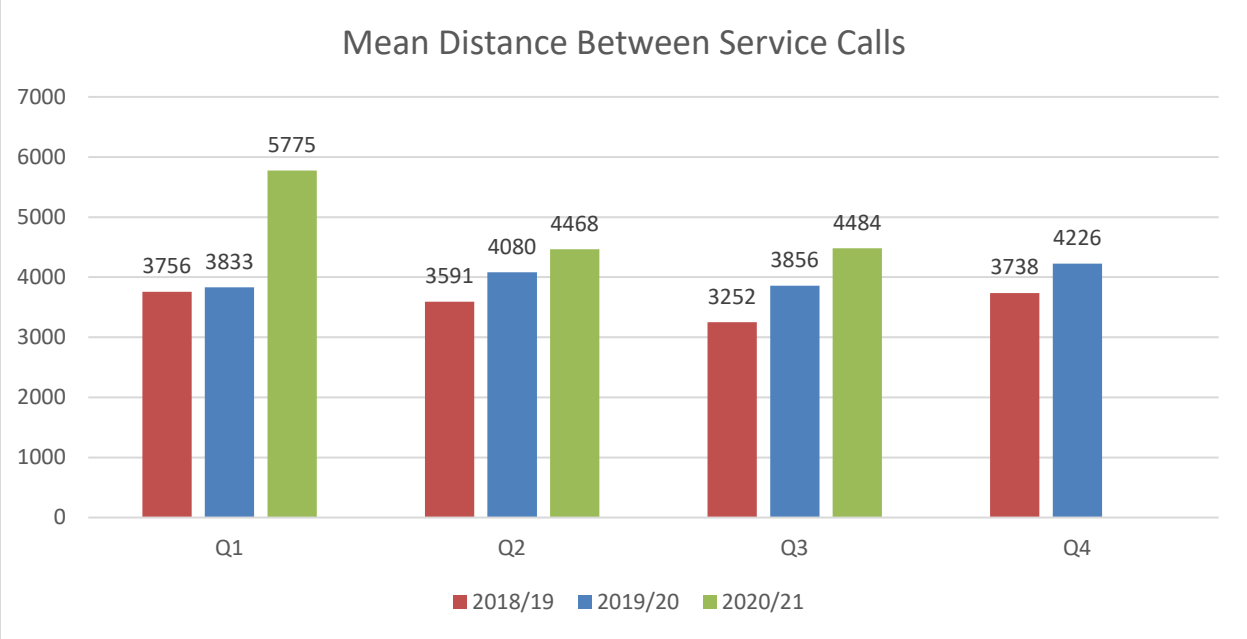
For the third quarter of 2020/21, the MDBF for conventional transit was 8420 kms. This is equivalent to a 17% decrease from the third quarter of the previous year (2019/20). The mean MDBF for 2020/21 is 9145 kms which is above the target of 9000 kms. Bus Maintenance will continue to monitor this KPI and has implemented new preventative maintenance measures to reduce aftertreatment and cooling system defects.



Mean Distance Between Service Calls

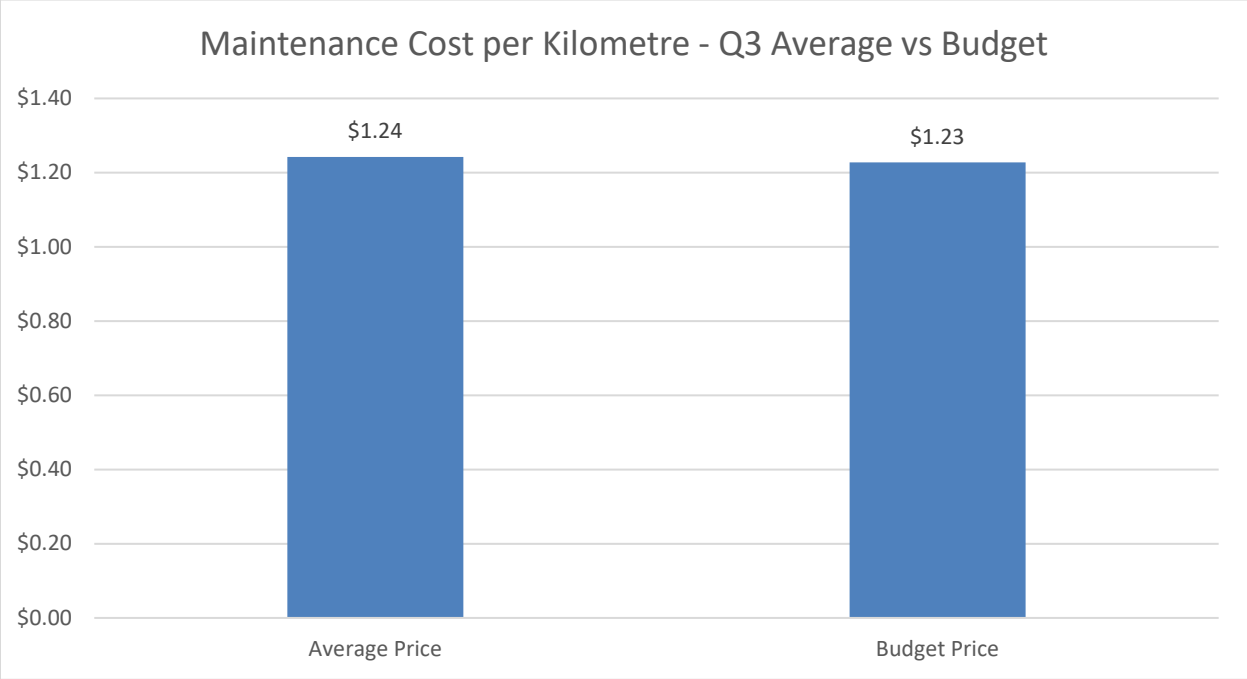
Mean Distance Between Service Calls (MDBS) reflects the average distance in kilometres covered between maintenance service calls. This metric includes all instances of service calls, including issues with secondary equipment, passenger-related events and damages to the bus resulting from minor accidents.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

For the third quarter of 2020/21, the MDBS for conventional transit was 4484 kms. In comparison to the third quarter of 2019/20 (3856), this is an improvement of 16%. Overall, the Mean Distance Between Service Calls has improved by 25% in 2020/21 over 2019/20. Therefore, bus reliability for conventional transit continues to improve significantly. The MDBS for Access-A-Bus service was 67801 kms. Bus Maintenance will continue to monitor this metric in order to reduce service calls.



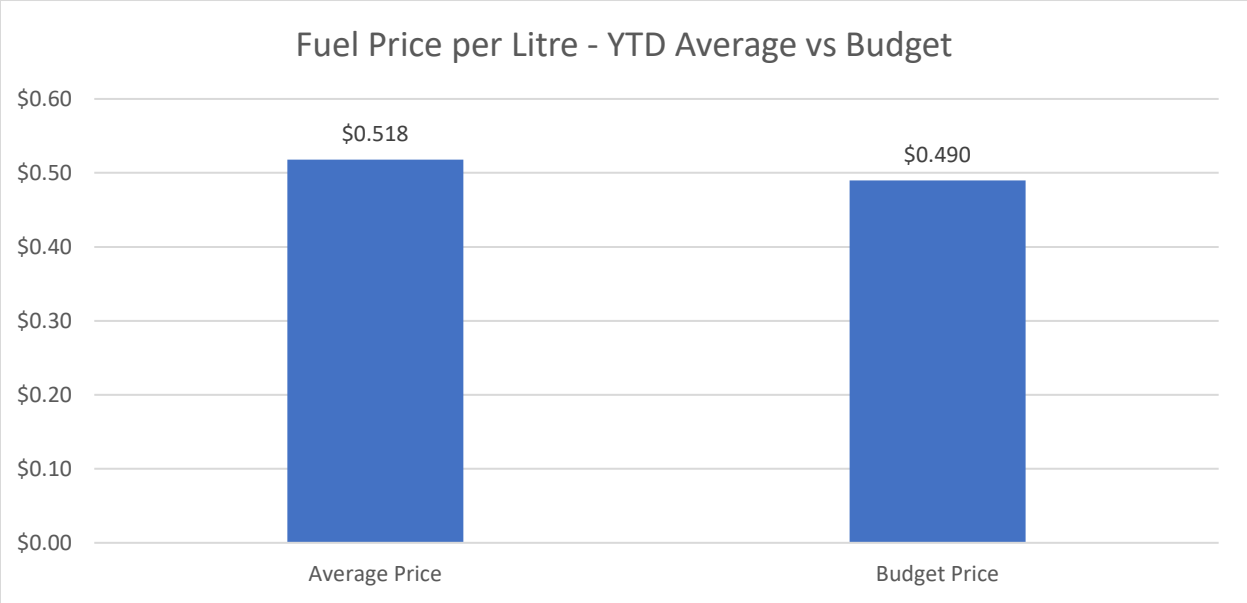
Bus Maintenance Cost – Quarter Average vs Budget

In the third quarter, maintenance costs were $1.24/km, while the budgeted maintenance cost was $1.23/km. 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 third quarter, the average fuel price was 52 cents/litre, 2 cents higher than the budgeted cost per litre.

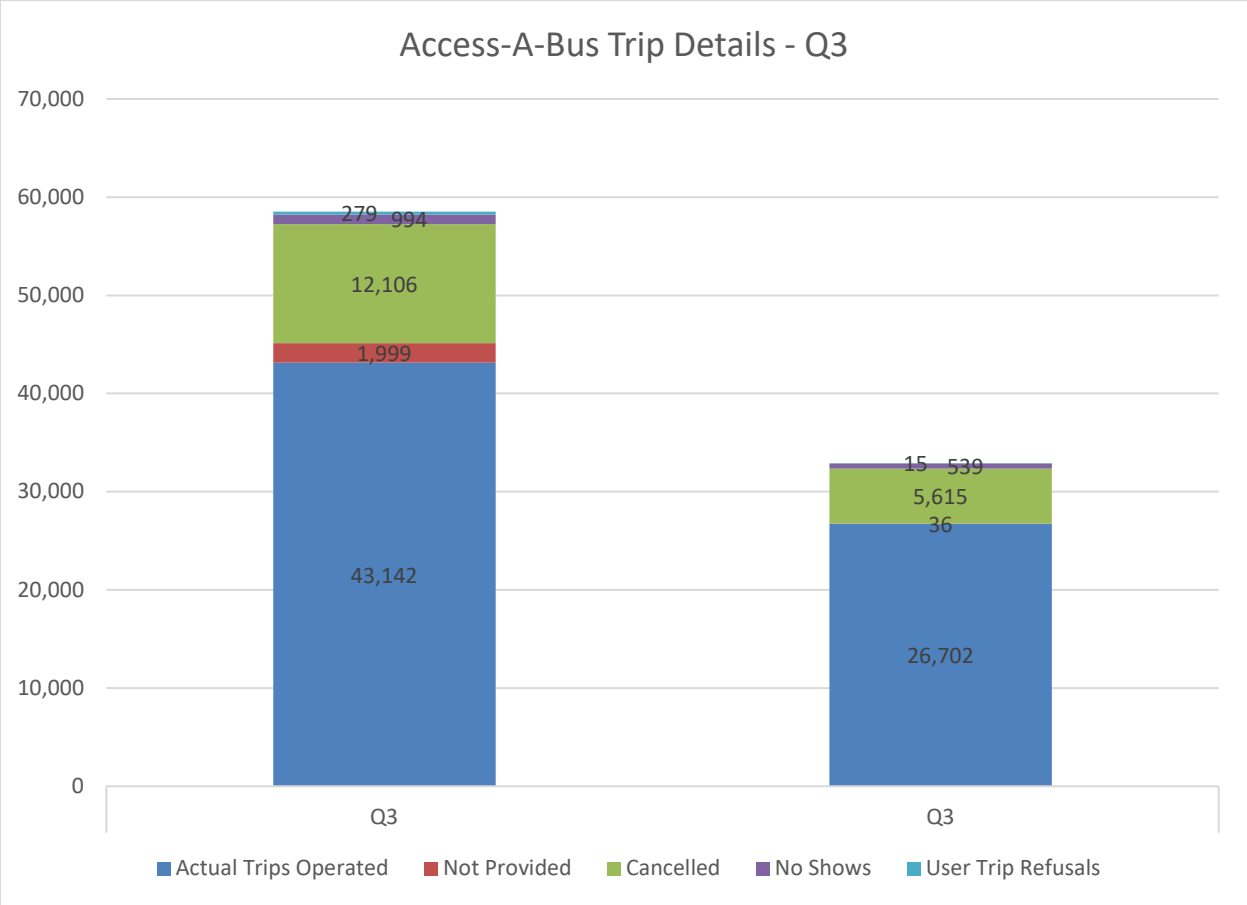


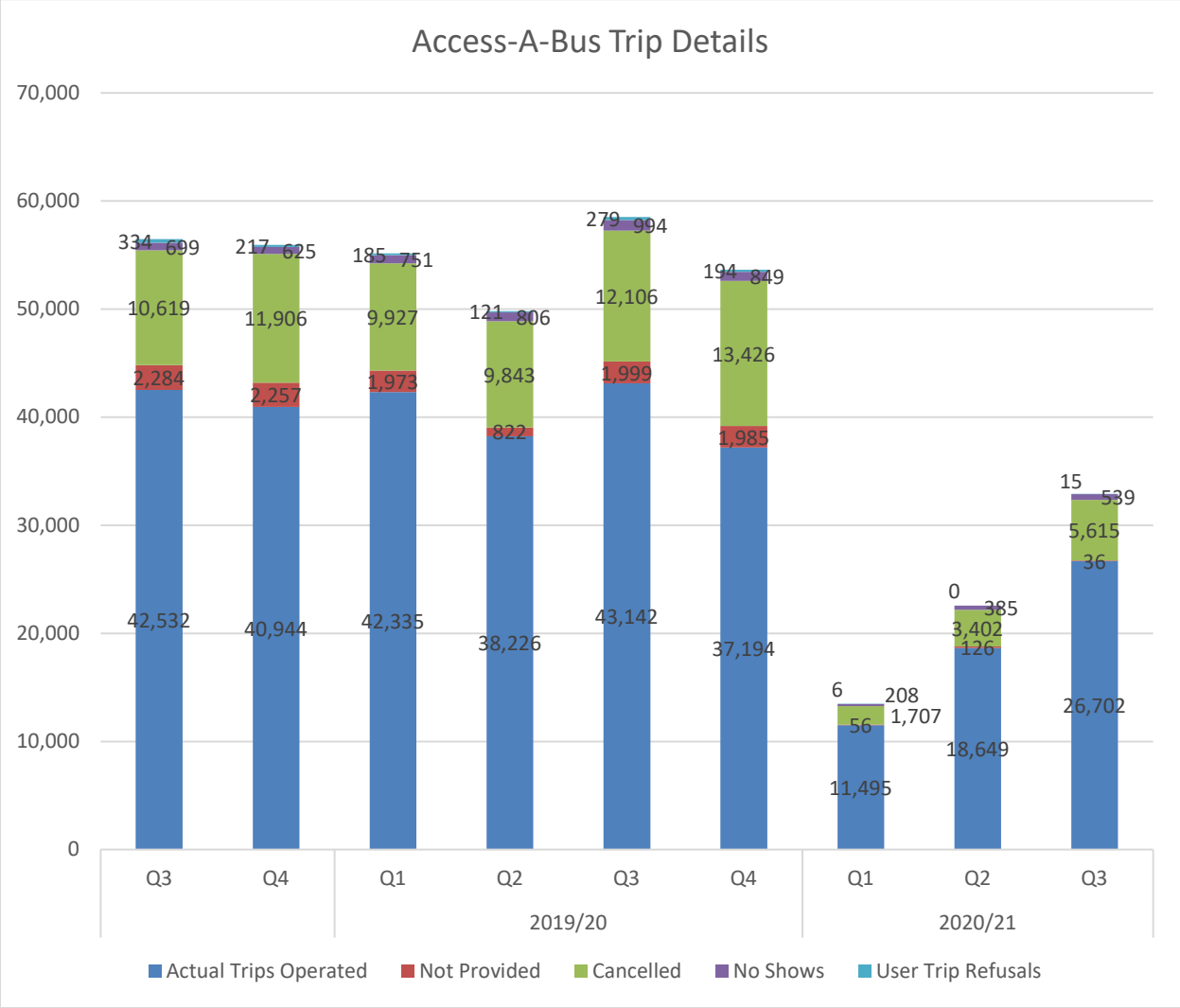
Access-A-Bus Trip Details

Access-A-Bus trip details are tracked monthly to provide an indication of efficiency in Access-A-Bus usage and booking. In April 2018 Access-A-Bus completed a scheduling software upgrade and process improvement review. After introducing these new, standardized processes, scheduling effectiveness has improved. These changes resulted in statistics such as the number of trip cancellations, no shows and errors, being recategorized and therefore, may not be comparable with prior years.

During a more recent review of the reporting processes for Access-A-Bus it was determined that further revision to the reporting categories would more accurately reflect the service and passenger experience and would better align with the key performance indicators. The category previously reported as “Waitlisted” will be reported as “Not Provided” and includes requested trips that could not be provided within the quarter. Those trips that were previously reported as “Not Provided” were erroneous and are now removed from the requested trip totals. A new category has been included; “User Trip Refusals” and includes any trips where the customer declined a booking that was offered within a half hour of their desired trip time. Analysis and interpretation of the new data set resulting from the 2018 software upgrade is ongoing. Partnership with the vendor continues and may result in future reporting changes, all in an effort to convey the most accurate and meaningful performance statistics possible.

In the third quarter of 2020/21 the COVID-19 pandemic continued to affect ridership significantly. 16,440 fewer trips were operated compared to the third quarter last year, a decrease of ~~10~~38%. The trips that were not provided decreased by ~~33~~98%, compared to this quarter last year.



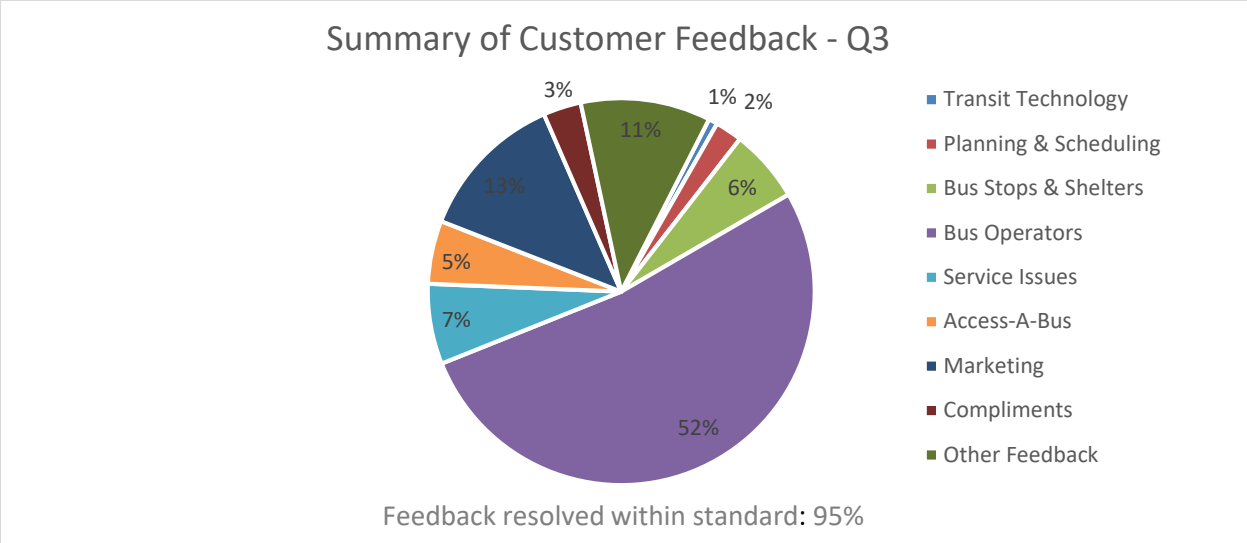


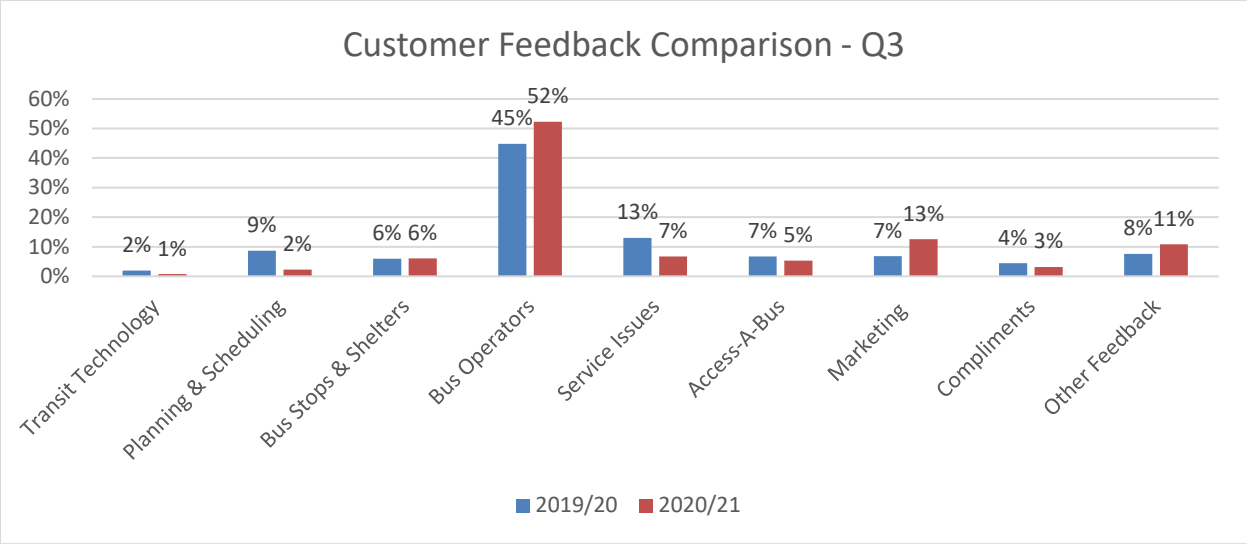
Customer Service – All Services

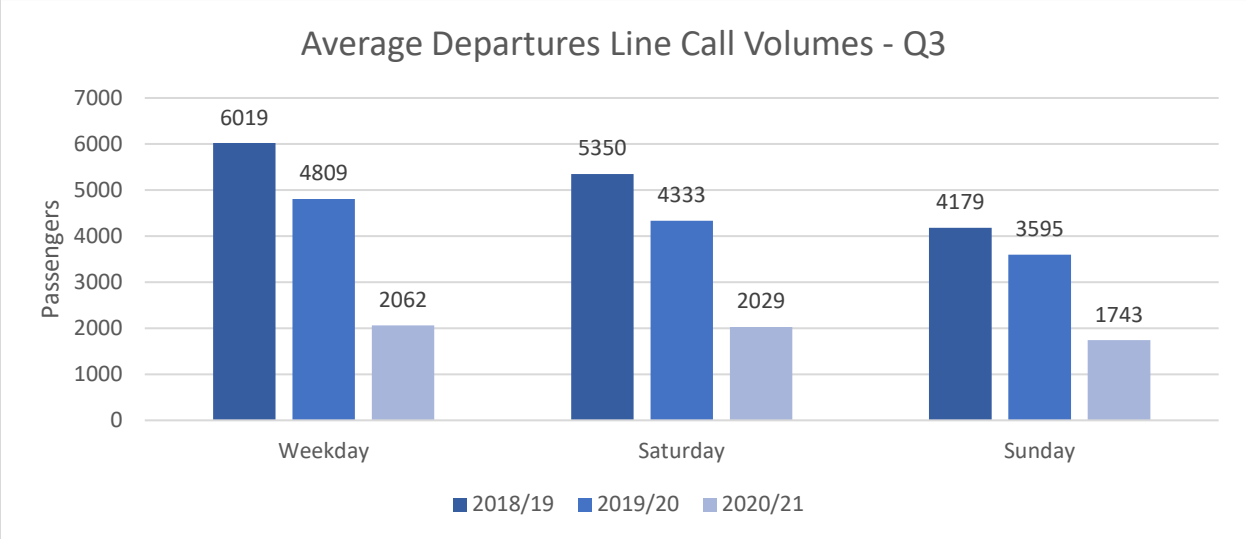
Customer service statistics are measured monthly using the Hansen Customer Relationship Management software along with Crystal Reports. Feedback is first categorized by subject matter and then divided into two categories: feedback resolved within service standard and feedback resolved outside service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

In the third quarter, 52% of feedback received was related to bus Operators. The remaining 48% 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 95% 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 third 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.


Summary of Customer Feedback - Q3
3%
1%
2%
11%
13%
6%
5%
7%
52%
Transit Technology
Planning & Scheduling
Bus Stops & Shelters
Bus Operators
Service Issues
Access-A-Bus
Marketing
Compliments
Other Feedback
Feedback resolved within standard: 95%


Customer Feedback Comparison - Q3
60%
50%
40%
30%
20%
10%
0%
2% 1%
9% 2%
6% 6%
45% 52%
13% 7%
7% 5%
7% 13%
4% 3%
8% 11%
Transit Technology
Planning & Scheduling
Bus Stops & Shelters
Bus Operators
Service Issues
Access-A-Bus
Marketing
Compliments
Other Feedback
2019/20
2020/21


Average Departures Line Call Volumes - Q3
Passengers
7000
6000
5000
4000
3000
2000
1000
0
6019
4809
2062
5350
4333
2029
4179
3595
1743
Weekday
Saturday
Sunday
2018/19
2019/20
2020/21

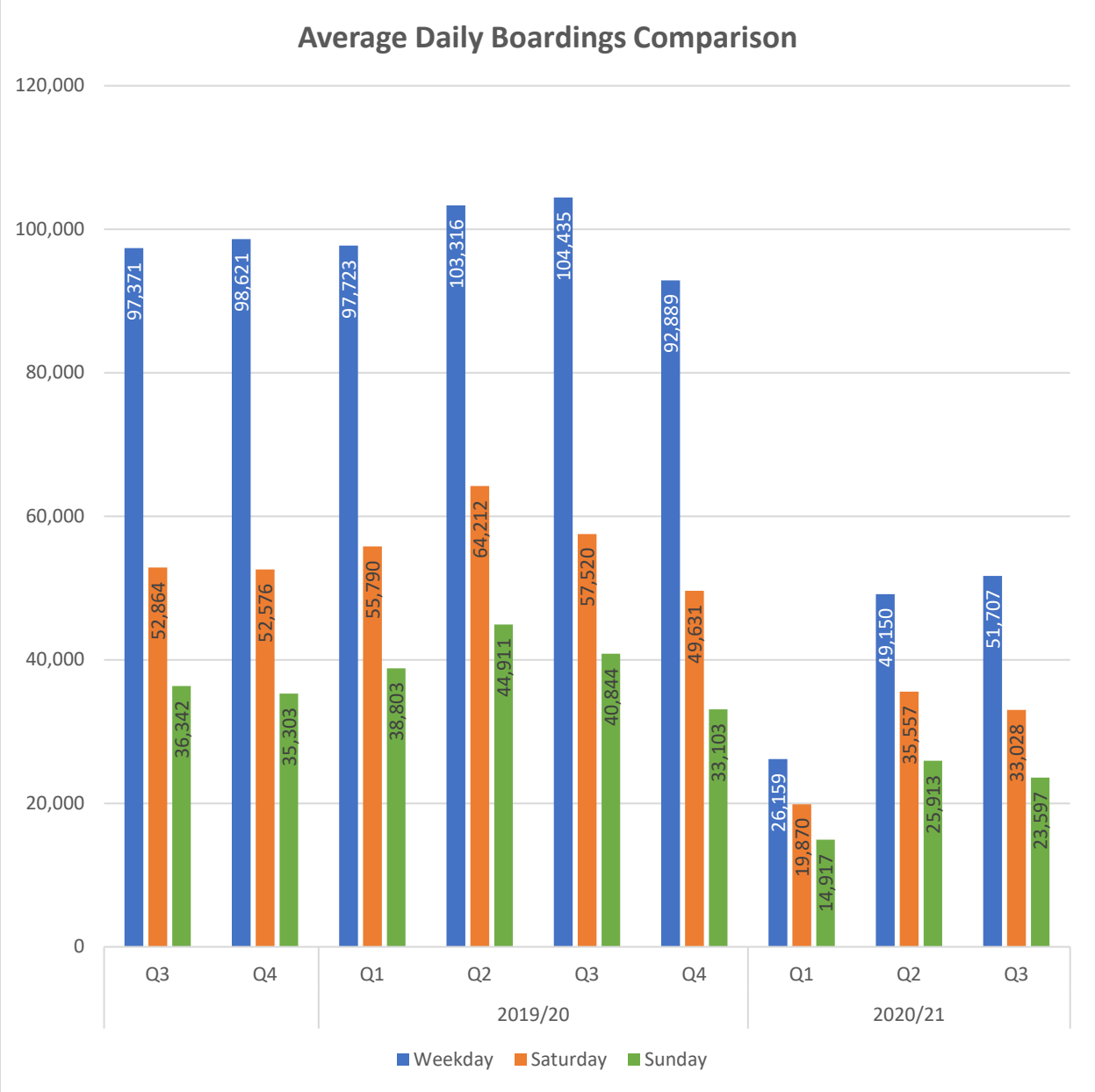
Service Utilization

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 third quarter were 51,707 ± 7,346 (14.2% variance). Average Saturday boardings this quarter were 33,028 ± 4,829 (14.6% variance). Average Sunday boardings this quarter were 23,597 ± 2,883 (12.2% variance).

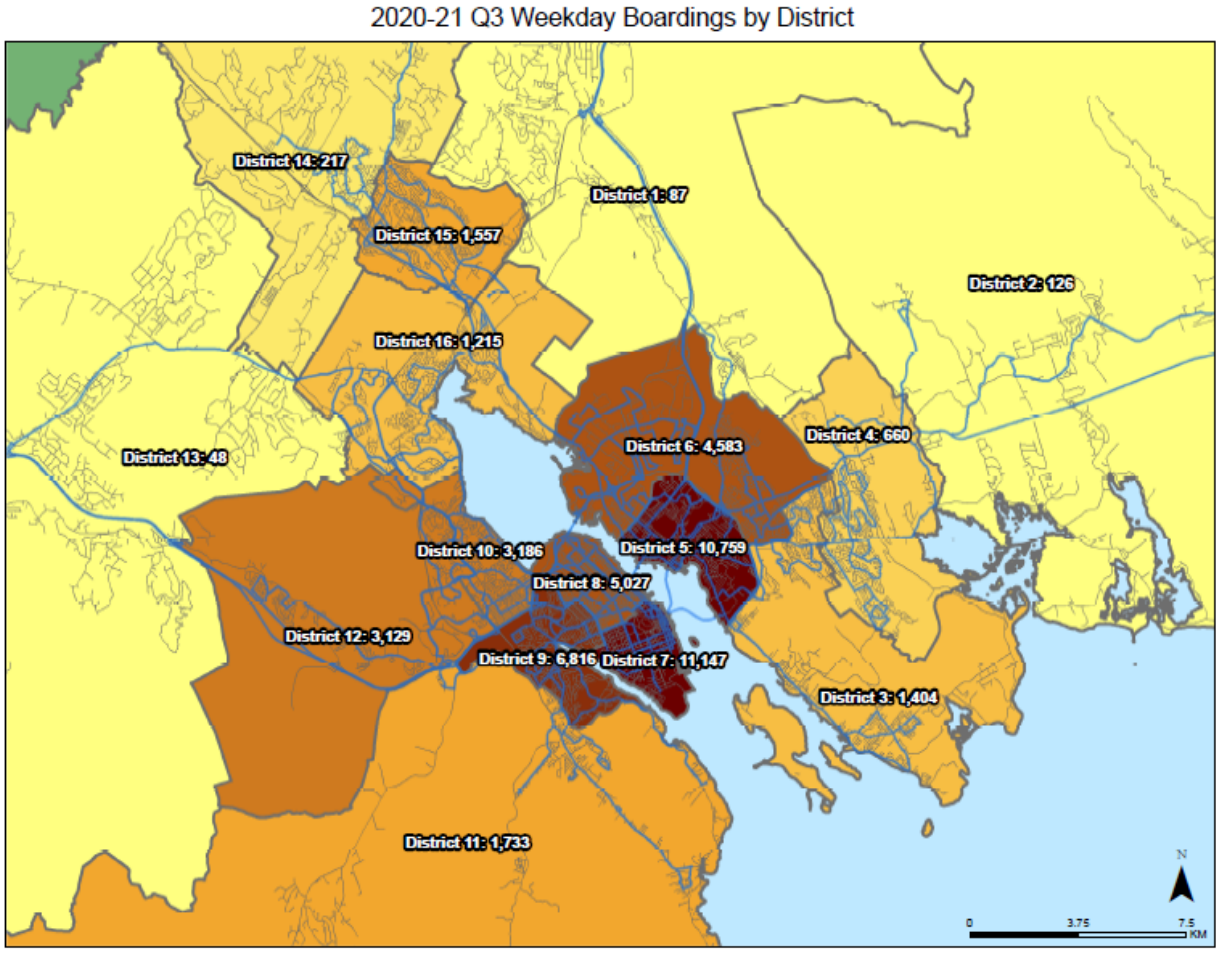
Average Daily Boardings by Service Day



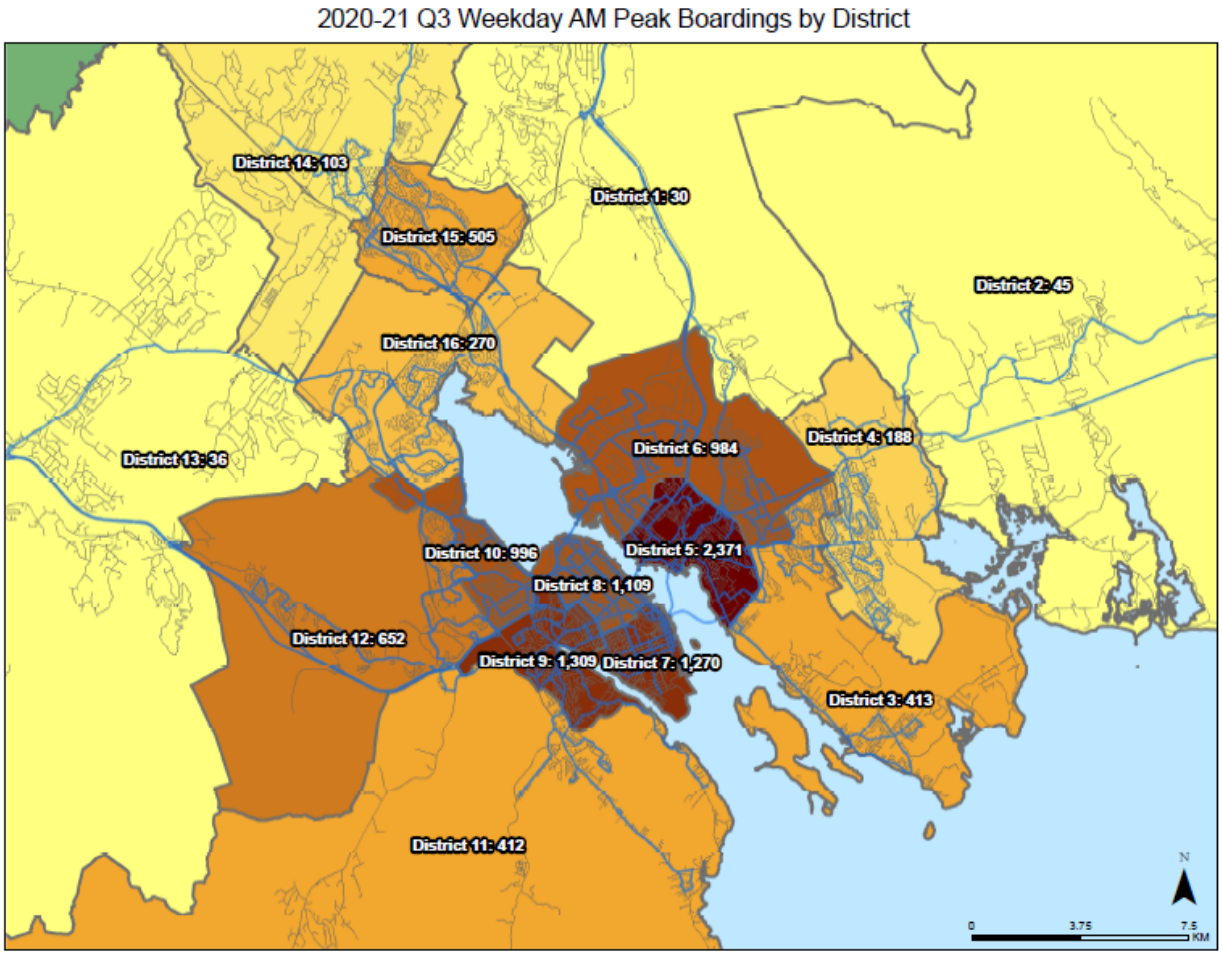
Boardings by District

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

Weekday Boardings by District – All Day



Weekday Boardings by District – AM Peak Period



Passengers per Hour

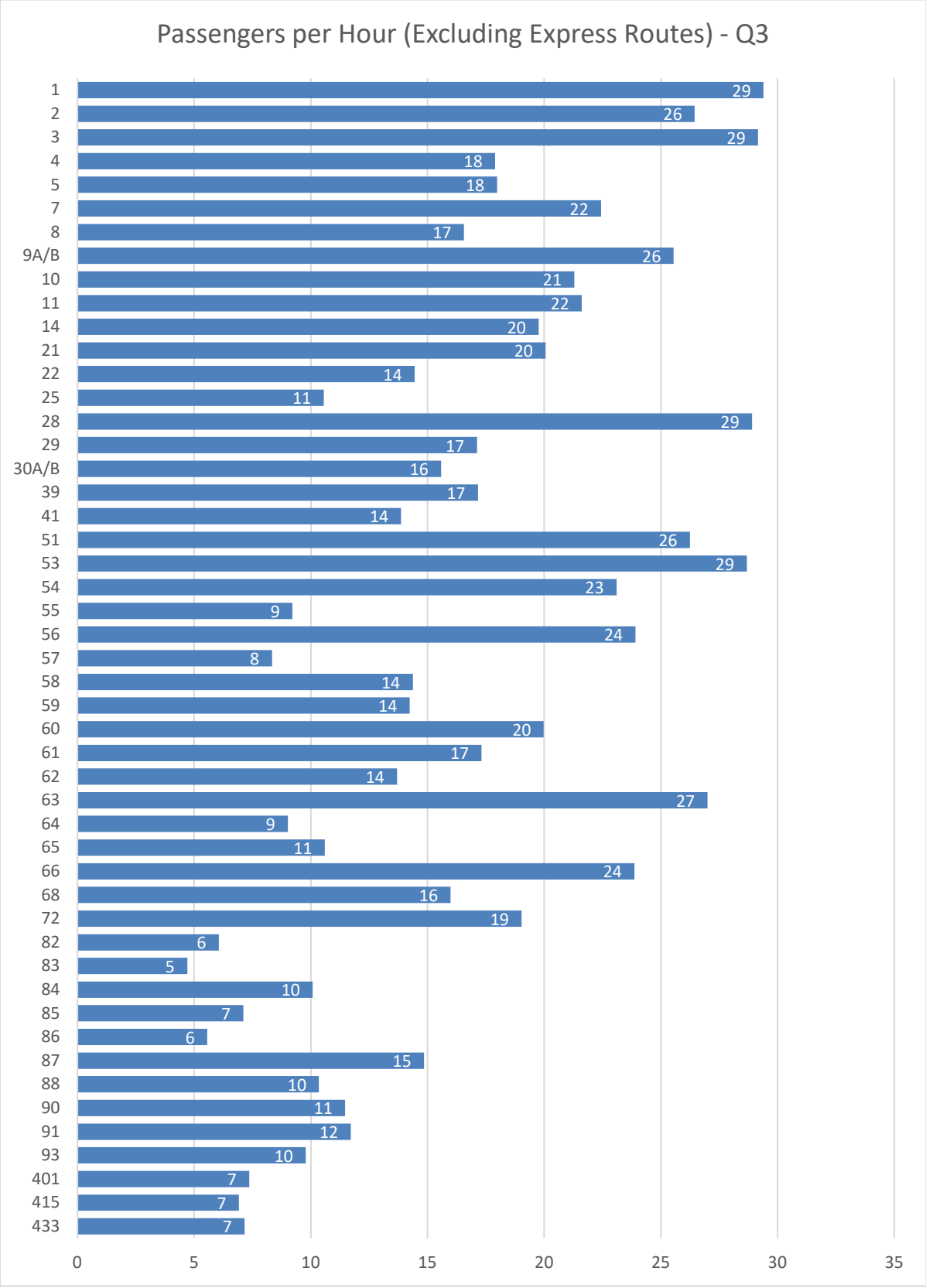
Passengers per hour measures the volume of passengers carried per service hour by route. Due to differences in service model/design, Express Routes are measured instead by passengers per trip. Ridership fluctuates significantly by season and therefore figures are compared to the same quarter in the previous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

Boardings & Passengers per Hour

Q3 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	10,907	69	4,600	29	8,398	75	4,267	38	5,400	51	2,598	31
2	4,966	46	2,856	26	4,199	42	2,622	26	2,599	29	1,596	23
3	6,980	46	4,388	29	3,590	41	2,355	27	3,876	33	2,321	25
4	5,383	42	2,299	18	2,196	44	1,123	23	1,816	33	928	20
7	5,469	48	2,578	22	3,593	38	1,875	20	2,202	34	982	18
8	4,798	38	2,290	17	3,872	37	1,798	16	2,852	25	1,336	12
9A/B	7,391	44	4,273	26	3,902	53	2,265	31	3,041	35	1,768	25
9A	5,024	45	2,902	27	1,907	54	984	28	1,350	32	806	23
9B	2,367	40	1,371	24	1,994	53	1,281	34	1,691	37	962	26
10	5,340	49	2,304	21	3,732	50	1,807	25	2,202	37	1,126	23
11	115	45	54	22								
14	2,988	46	1,227	20	1,566	46	753	23	1,262	34	549	19
21	958	32	619	20	811	24	589	17	587	26	375	21
22	649	20	464	14	466	14	328	10	391	9	260	7
25	343	15	233	11	167	10	162	10	199	15	104	10
28	1,589	42	1,083	29	1,461	35	985	22	753	32	468	23
29	3,346	36	1,587	17	2,020	32	1,094	17	1,450	20	749	12
30A/B	929	26	557	16	576	17	387	11	405	17	236	13
30A	501	27	318	18	292	17	208	12	179	14	107	12
30B	428	24	239	13	284	16	179	10	226	21	129	14
39	1,374	30	768	17	967	19	718	15	426	16	277	13
41	1,590	47	473	14								
51	1,103	46	628	26	515	32	366	23	309	27	183	18
53	1,344	50	738	29	722	47	497	33	377	37	203	25
54	907	42	495	23	452	29	350	22	260	21	161	16
55	429	20	205	9	283	18	133	9	188	10	99	6
56	1,063	33	766	24	1,061	30	863	24	731	19	496	15
57	612	15	336	8	263	9	218	7	157	7	120	7
58	753	27	400	14	483	26	258	14	368	17	195	11

Q3 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	2,013	26	1,110	14	756	33	492	21	541	19	334	14
60	2,967	39	1,509	20	1,822	45	1,127	28	1,390	41	714	25
61	2,307	30	1,347	17	1,266	32	761	19	1,029	22	521	14
62	823	26	437	14	528	23	311	14	290	15	139	9
63	894	53	456	27								
64	582	15	355	9								
65	294	18	176	11	96	7	59	4	58	8	32	5
66	1,016	33	729	24	465	29	382	24	337	18	232	15
68	1,350	28	770	16	756	26	468	15	546	15	330	11
72	1,433	31	877	19	1,064	23	709	16	512	15	367	14
82	206	10	126	6	147	9	99	6	118	6	75	5
83	78	6	65	5	69	7	51	5	51	4	37	3
84	874	15	574	10	318	9	234	7	247	7	175	6
85	127	9	96	7	100	12	58	6	74	8	43	5
86	154	10	85	6	114	7	76	5	82	5	65	5
87	1,266	23	813	15	790	15	513	10	457	13	283	11
88	136	10	142	10	118	8	114	7	75	5	72	5
90	1,521	22	794	11	1,013	16	631	10	472	11	299	9
91	597	15	444	12	259	12	235	10	261	8	193	7
93	251	23	103	10								
401	136	11	93	7								
415	60	10	40	7								
433	64	11	38	7								
Alderney	2,935	98	865	31	2,863	164	818	63	1,093	62	427	37
Woodside	2,401	114	744	36								

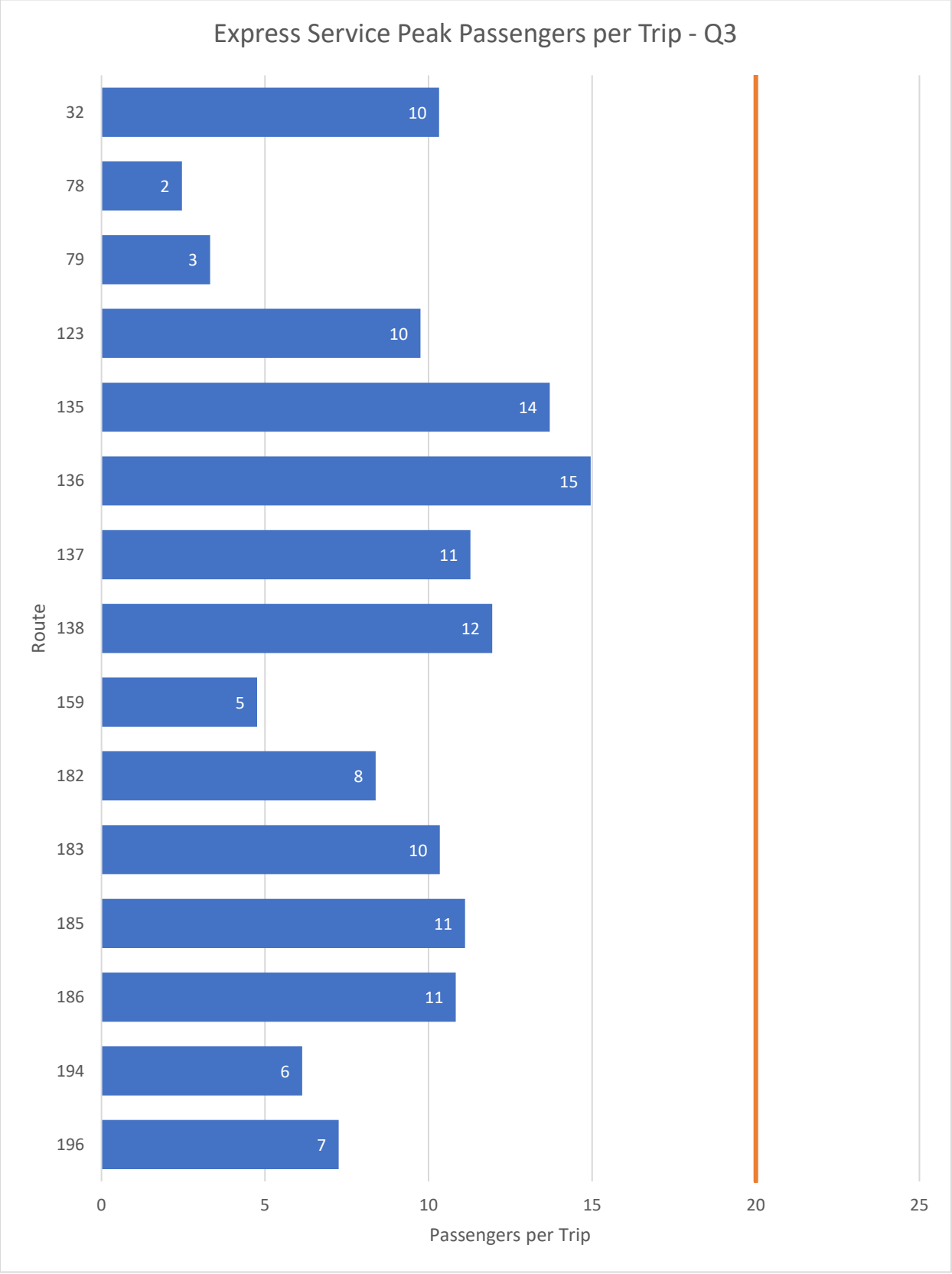
Passengers per Hour by Route



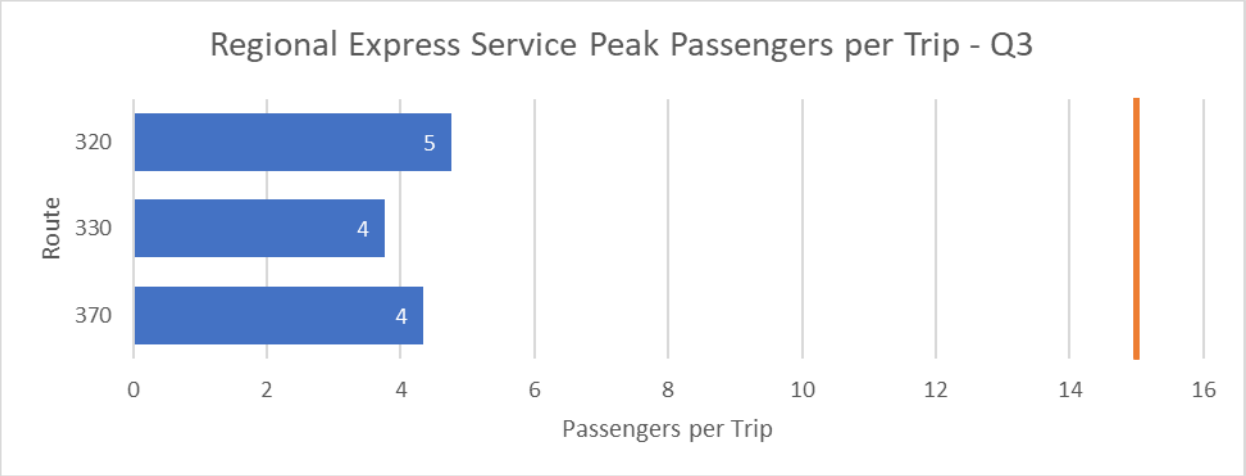
Express Service Peak Boardings and Passengers per Trip

Q3 Comparison - Average Daily Peak Boardings by Express Route				
Route	Weekday			
	19/20		20/21	
	Boardings	Pass/Trip	Boardings	Pass/Trip
78	112	8	36	2
79	90	8	40	3
123	318	23	141	10
135	555	40	192	14
136	631	40	239	15
137	392	33	135	11
138	530	39	167	12
182	489	19	235	8
183	274	22	134	10
185	802	25	289	11
186	244	21	130	11
194	182	23	49	6
196	125	31	29	7
320	185	18	67	5
330	367	18	83	4
370	102	10	69	4

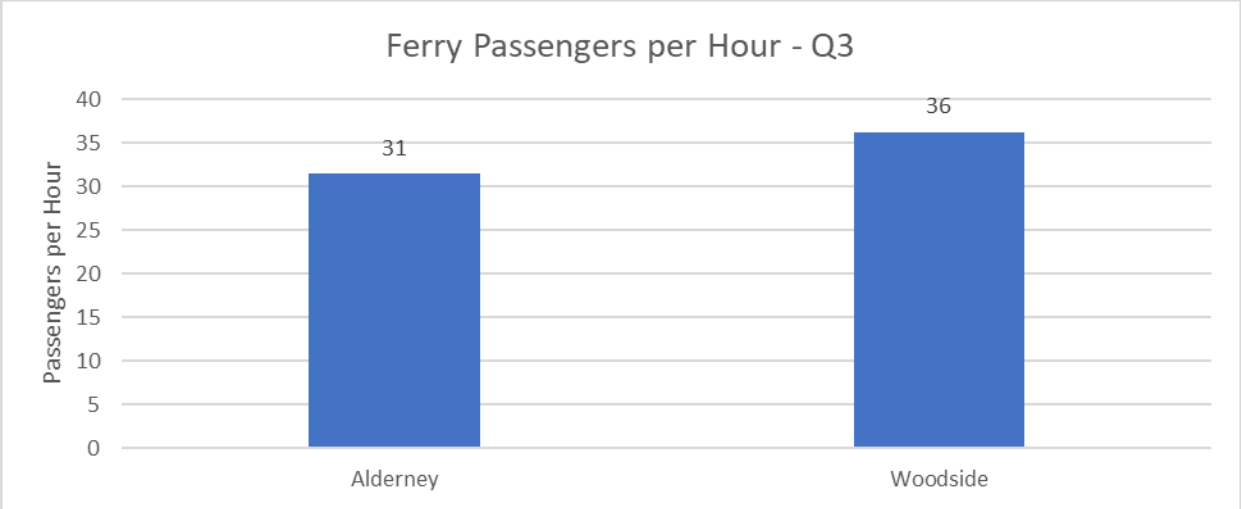
Express Service Peak Passengers per Trip by Route



Regional Express Peak Passengers per Trip by Route



Ferry Passengers per Hour

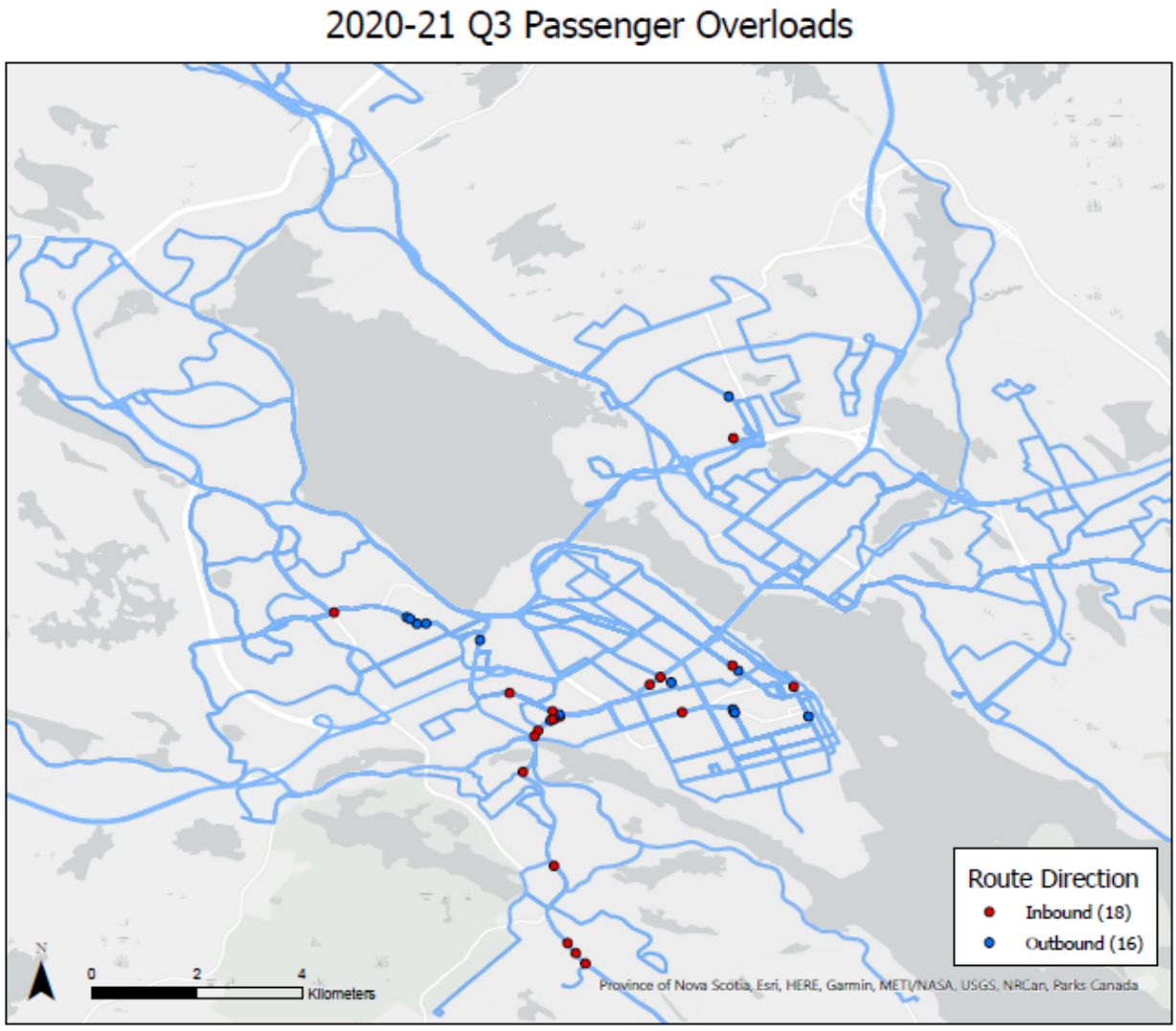


Passenger Overloads

Halifax Transit tracks overloads that are reported to help match scheduling requirements to passenger demands.

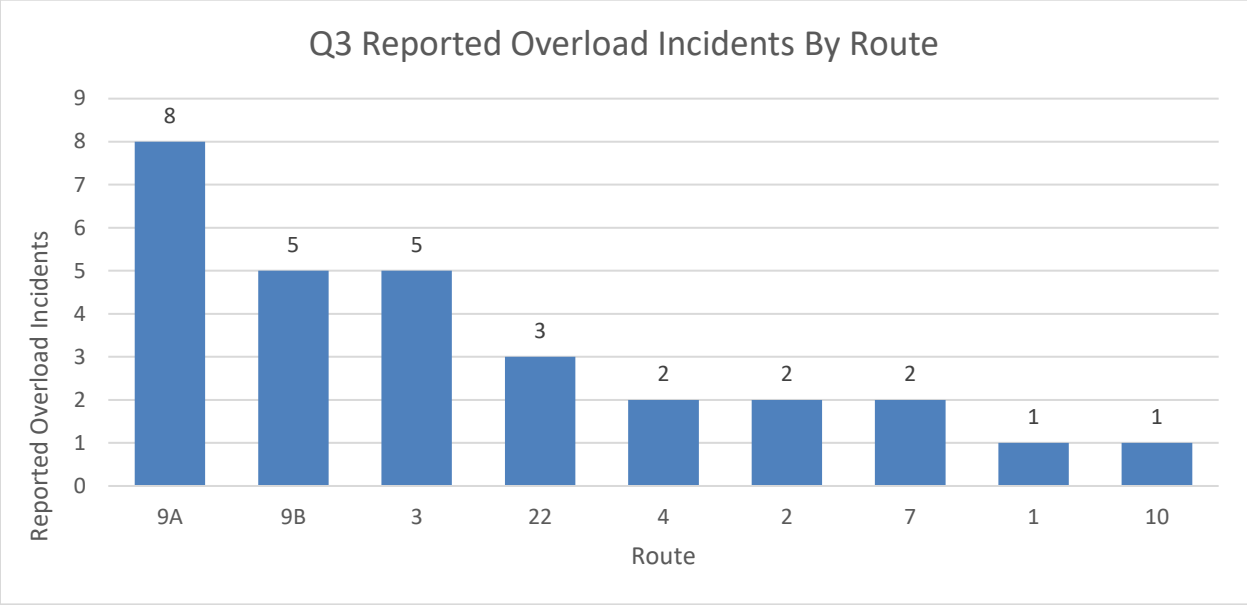
Passenger Overloads by Area

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



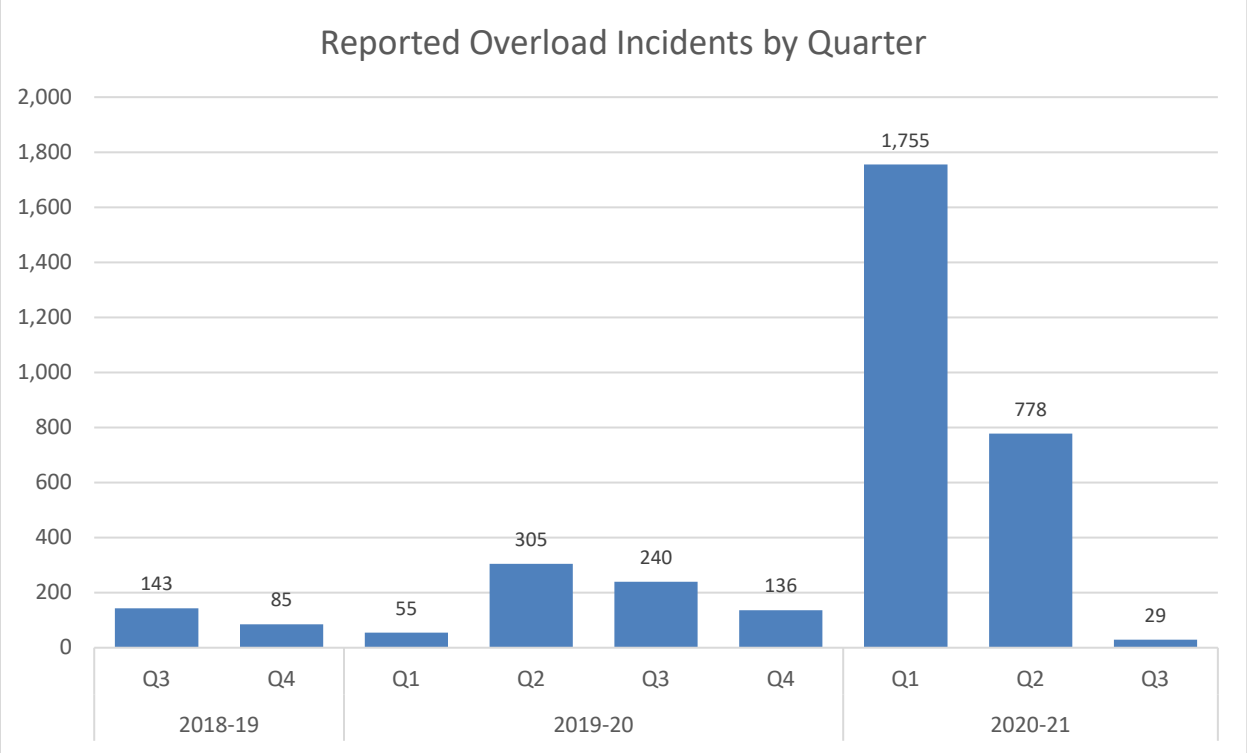
Passenger Overloads by Route

The following graph shows overloaded routes during the third quarter. 29 overload incidents were reported during the third quarter of 2020/21.



Passenger Overloads by Quarter

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

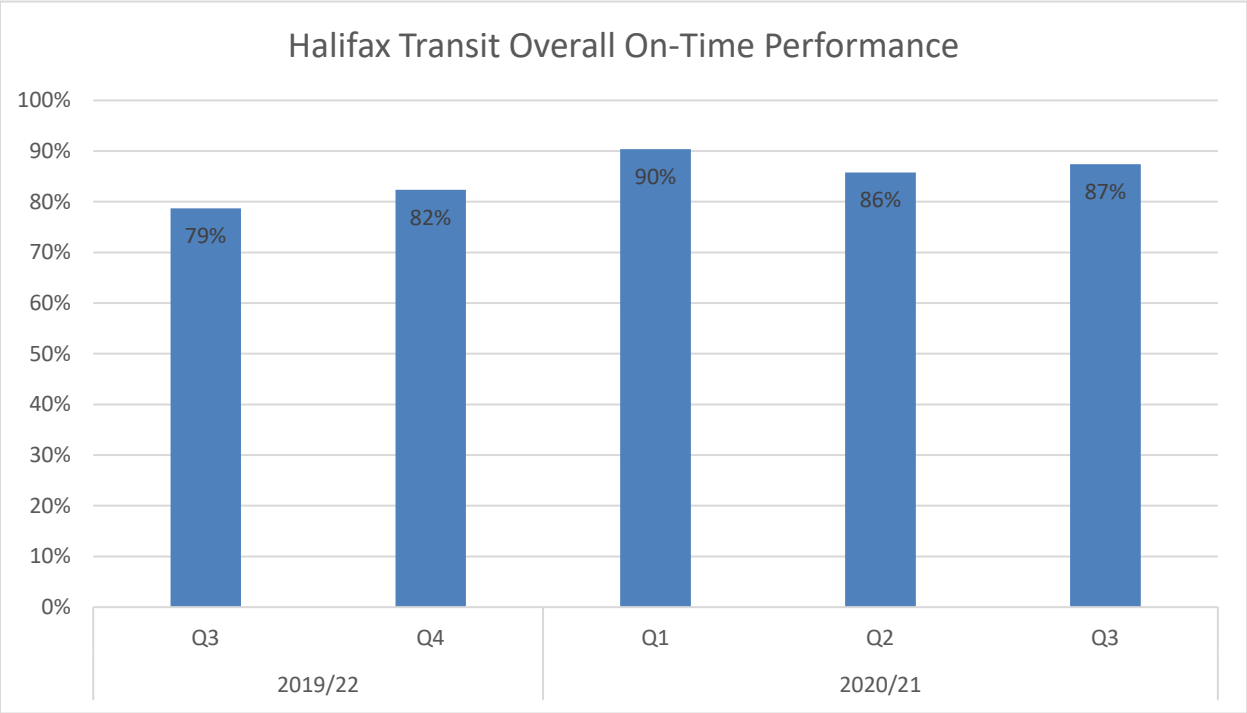


On-Time Performance

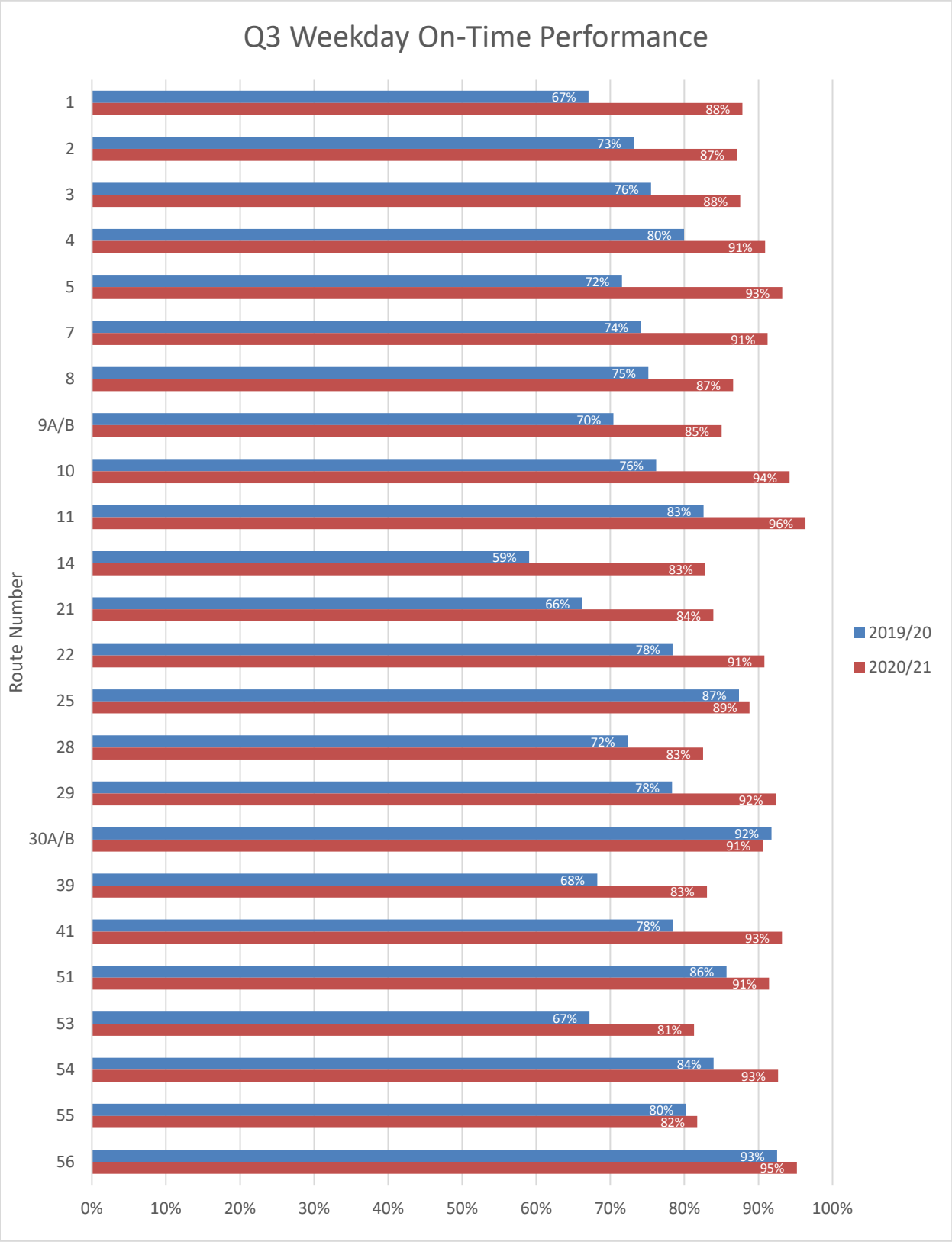
On-time performance is a measure of route reliability and is tracked monthly to demonstrate schedule adherence across the network of routes. Terminals and select bus stops along each route are classified as timepoints and have assigned and publicized scheduled arrival times. On-time performance demonstrates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

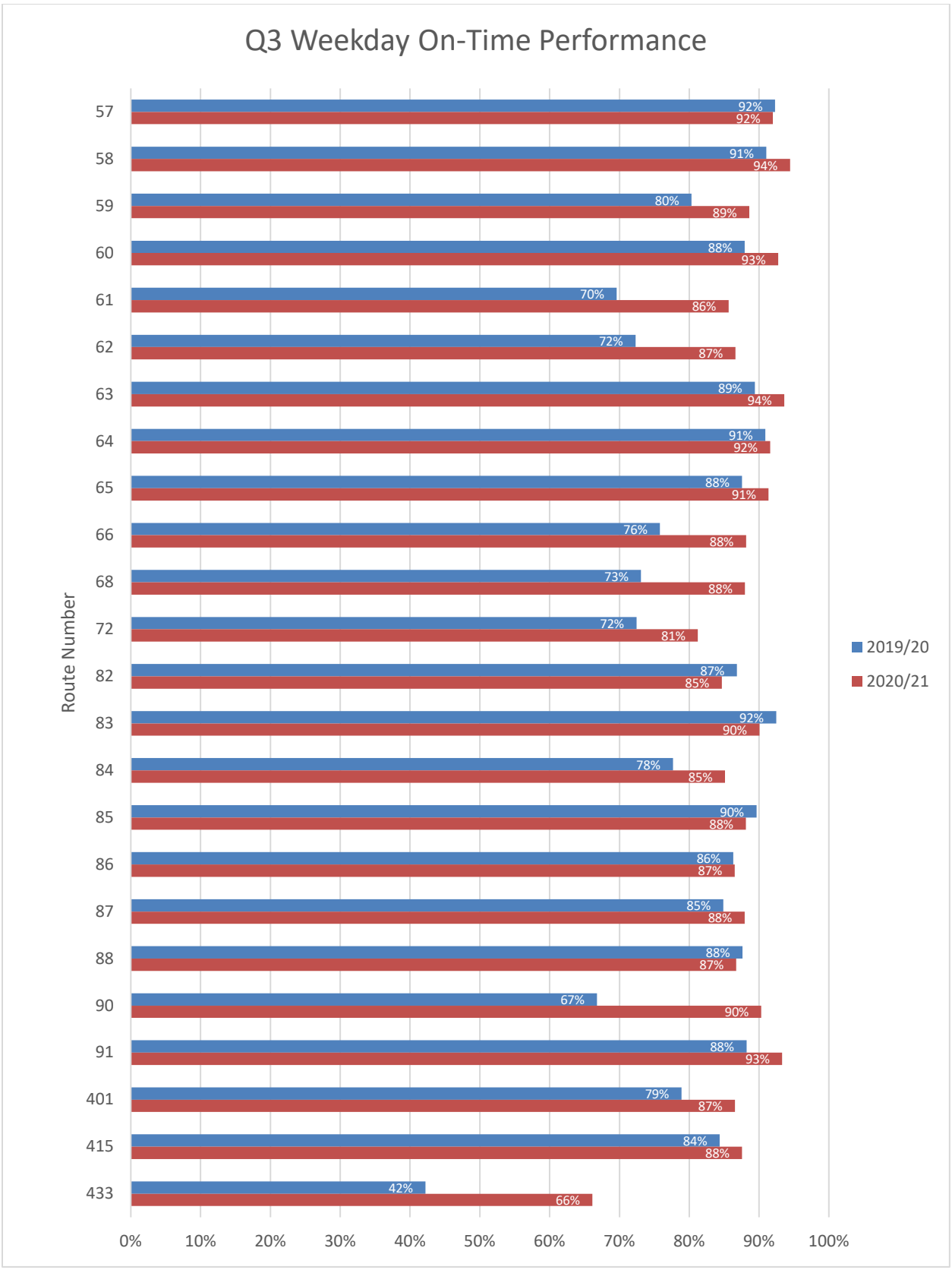
Transit industry standard targets for on-time performance tend to range between 85% and 90%, although service types are not always comparably grouped, nor are schedule adherence definitions consistent between agencies. Halifax Transit will analyze on-time performance across the network in order to establish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

Overall Network On-Time Performance



Weekday On-Time Performance




Q3 Weekday On-Time Performance
Route Number
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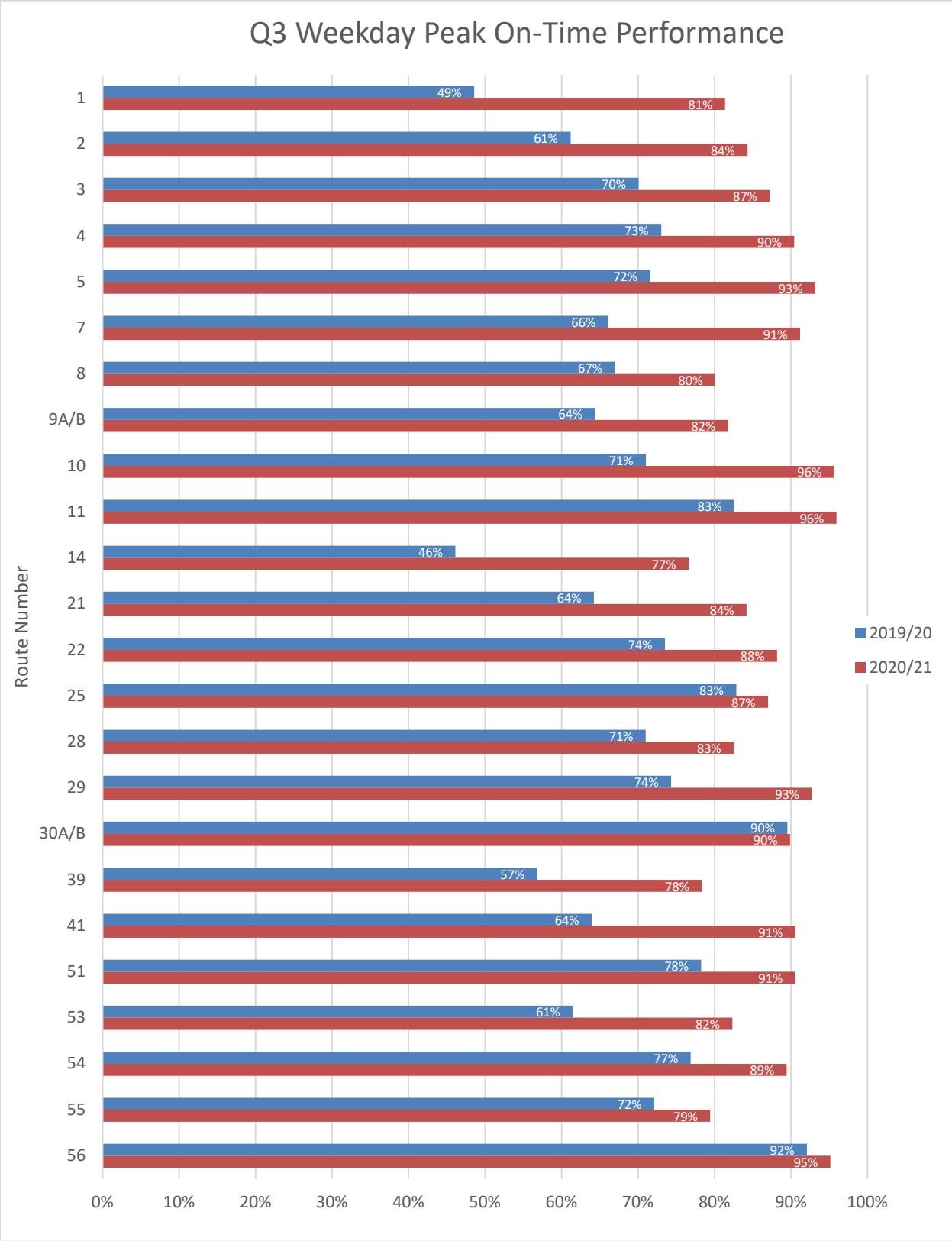
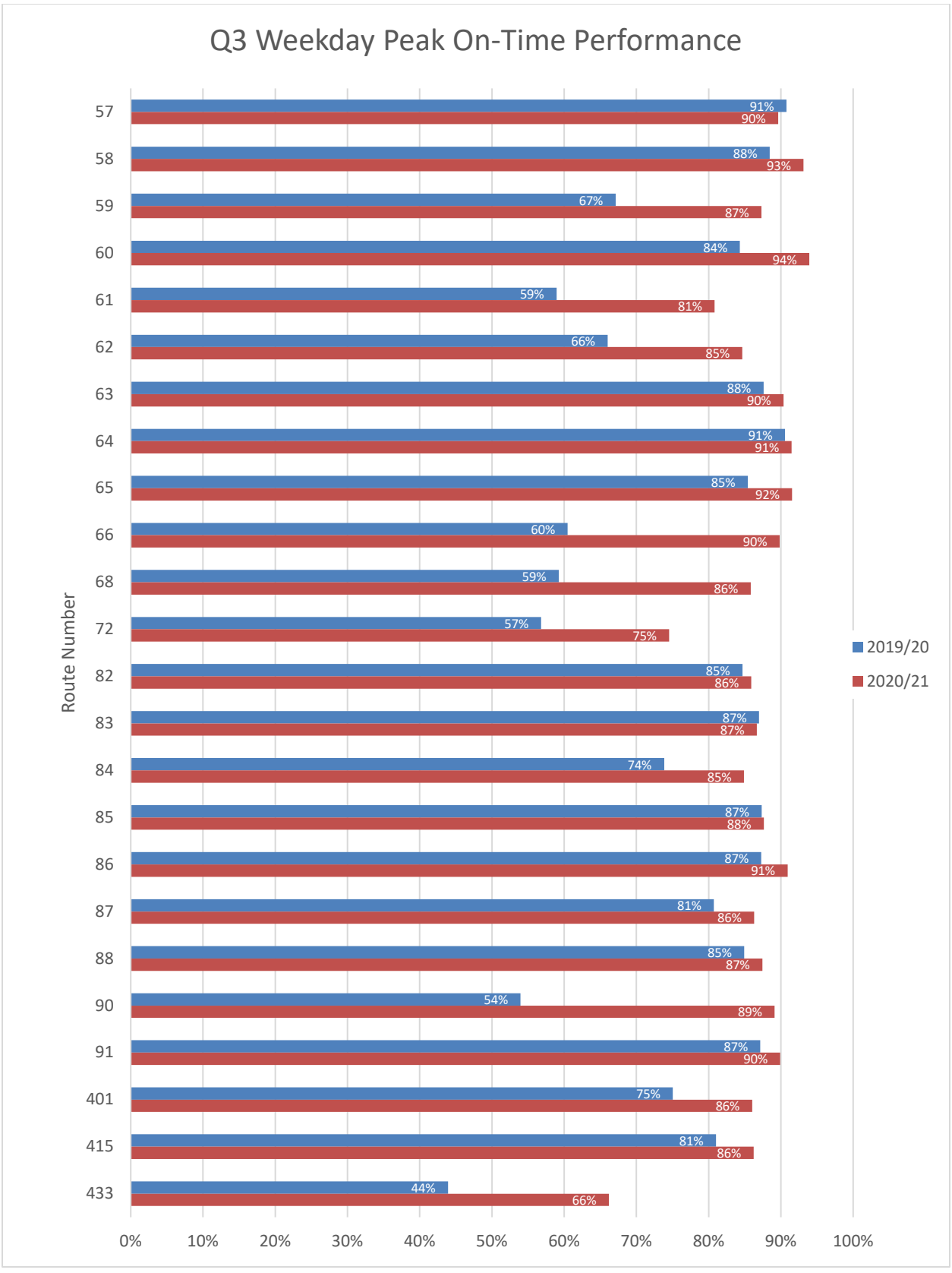
100%
2019/20
2020/21

Weekday Peak Period On-Time Performance




Q3 Weekday Peak On-Time Performance
Route Number
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50%
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.