P.O. Box 1749
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Item No. 12.1.2
Transportation Standing Committee
October 28, 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: September 8, 2021

SUBJECT: **2021/22 Q1 Halifax Transit KPI Report**

INFORMATION REPORT

ORIGIN

July 3, 2013 Transportation Standing Committee motion (item 7.1.1):

MOVED by Councillor Mason, seconded by Councillor Watts

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

MOTION PUT AND PASSED.

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 first quarter key performance measures. These include measures of revenue, ridership, boardings, overloads, on-time performance, loss of service, customer service, service levels, and Access-A-Bus service details.

DISCUSSION

Halifax Transit is committed to advancing the following Regional Council's priority outcomes:

a) Safe & Accessible Integrated Mobility Network
b) Connected & Healthy Long-Range Mobility Planning
c) Net-Zero Emissions

To assist in achieving these priority outcomes, multi year initiatives were identified in the 2021/22 Halifax Transit Business Plan. Updates on relevant projects and programs that support these goals are outlined in this report. Attachment A includes a detailed description of the deliverables identified in the business plan to support these priority outcomes.

a) Safe & Accessible Integrated Mobility Network

Safe & Accessible Integrated Mobility Network	
Business Plan Deliverables	**Status**
Review of Access-A-Bus Eligibility Criteria	In Progress
Installation of Mobile Data Terminals on Access-A-Bus Vehicles	In Progress
Accessible Bus Stop Inventory & Assessment	In Progress
Anti-racism and Passenger Conduct Campaign	In Progress
On-demand Private Accessible Transportation	In Progress

Q1 Highlights

The implementation plan for phase 2 of the Paratransit project, the installation of mobile data terminals (MDTs) on each Access-A-Bus vehicle, has been finalized with the vendor. Project delivery will kick off in late 2021 and should conclude in mid 2022.

The Transit Code – Halifax Transit's guide for passenger conduct and policies – launched publicly on August 16, 2021. To coincide with this, an anti-racism campaign was deployed with a first flight (Racism Doesn't Get a Free Pass) on August 16, a second flight (Racism Doesn't Ride With Us) on August 30, 2021, and a full anti-racism bus wrap on September 12. Two more campaigns are planned for this year, tentatively intended to address sexual harassment and bullying.

An RFP for the provision of Private On-demand Accessible Transportation was released in late September. Award and contract negotiations are expected early in Q3. The launch date of the service will also be later than originally anticipated. The target is to launch service by the end of the fiscal year however this will depend on the lead time required by the vendor to procure and/or adapt vehicles, if necessary.

There are approximately 850 approved participants in the 2021/22 Low Income Transit Pass Program, with significant capacity in the program to accommodate additional applicants. Approximately 55% of the monthly passes were sold to program participants.

b) Connected & Healthy Long-Range Mobility Planning

Connected & Healthy Long-Range Mobility Planning	
Business Plan Deliverables	**Status**
Implementation of Moving Forward Together Plan Transit Network Changes	In Progress
Transit Priority Measures - Bayers Road	In Progress
West Bedford Park & Ride	In Progress
Rapid Transit Strategy - Pursue Funding & Prepare Functional Designs for Bus Rapid Transit	In Progress
Rapid Transit Strategy - Complete Technical Studies & Design for Ferry Service	In Progress
Woodside Ferry Terminal Renovation - Phase 2 Construction	In Progress

Q1 Highlights

A service change is scheduled for November 22, 2021. This service change will see the implementation of an additional 26 routes from the MFTP, for a total of 85% completion of the MFTP. An integrated marketing and communications strategy is currently underway to communicate service changes.

On June 17, 2021 the Federal and Provincial governments announced their investment in Phase 1 of Halifax Transit's Mill Cove Ferry Service. The Mill Cove ferry service is being approached in phases due to its complexity and integration of emerging technologies, such as zero emission ferries. An external team of project managers and subject matter experts have been onboarded to support the delivery of Phase 1. RFPs for a vessel technology study, terminal site and concept designs, and visibility analysis have been released. The Phase 1 studies are to be completed by the end of 2021/22.

The construction tender package for the West Bedford Park & Ride was awarded in September and construction is currently underway. Substantial completion of the work is expected by November 12, 2021, such that the Park & Ride will be operational for the November 22, 2021 service change. While the facility will be used by buses and passengers in November, it is anticipated that elements of the design which have long lead times, and those which can be impacted by inclement weather, will not be complete in November but will be installed spring 2022. These elements include bicycle infrastructure, electronic message boards, landscaping features, and heated bus shelters. Standard bus shelters will be installed temporarily for passenger comfort until heated shelters can be installed.

Phase 2 construction at the Woodside Ferry Terminal began in October 2020 and will continue for much of the 2021/22 fiscal year. The construction schedule has been impacted by supply chain issues and vendor scheduling constraints. Thus, substantial completion is now anticipated for the end of December 2021, and construction is anticipated to be fully complete in January 2022.

Work on the Bayers Road transit lane continued and on September 21, 2021 the bus bypass lane just after Connaught Avenue was opened. Routes traveling towards Mumford Terminal are now able to bypass queuing traffic and make the left from Bayers Road to East Perimeter Road via a dedicated transit only phase. Routes travelling further outbound along Bayers can also utilize the bypass lane to travel along the curb bypassing the Halifax Shopping Centre signalized intersection. Work on an inbound queue jump before Connaught Avenue is still outstanding but is anticipated to be operational in early October.

c) Net-Zero Emissions

Net-Zero Emissions	
Business Plan Deliverables	**Status**
Develop & Issue a Request for Proposals for the Procurement of Battery Electric Buses	In Progress
Begin Assessment for the Elimination of Internal Combustion Engine Vehicles	In Progress

Q1 Highlights

Federal and Provincial funding was secured for a project to purchase 60 new battery electric buses (BEB) and to support an expansion to the Ragged Lake Transit Centre to accommodate these buses, as well as charging infrastructure and deep energy retrofits. Procurement of the BEBs/charging systems and the hiring a design consultant for the garage expansion is underway.

Q1 Performance Measures Highlights

Please see Attachment B, *Halifax Transit 2021/22 Q1 Performance Measures Report,* covering April, May and June for additional performance measures and detailed route level statistics.

- Overall boardings increased 56.3% this quarter from last year, while revenue increased 200.3%.
- Average daily boardings in Q1 were 42,406 (weekday), 26,956 (Saturday) and 19,213 (Sundays).
- System wide on-time performance was 89%, a decrease of 1% from Q1 last year.

- The Departures Line received over 1700 passenger calls on a typical weekday this quarter.
- Access-A-Bus operated 78% more trips this quarter when compared to Q1 the previous year.
- This quarter 98% of customer feedback was resolved within service standards.
- The Mean Distance Between Failures (MDBF) for conventional service was 12,907 km, a 37% increase from Q1 last year.
- The Mean Distance Between Service Calls (MDBS) for conventional service was 5,475 kms, a decrease of 5% from Q1 last year.
- The MDBS for Access-A-Bus was 54,358 kms.
- The maximum daily number of buses that could not complete their scheduled service due to a mechanical defect was 13, while the daily average was 4.1.
- Maintenance cost was $1.27/km, 3 cents higher than the budgeted cost of $1.24/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 2021/22 Q1 Business Plan Deliverables

Attachment B: Halifax Transit 2021/22 Q1 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 2021/22 Business Plan & Director Deliverables		
Deliverable	**Description**	**Status**
Review of Access-A-Bus Eligibility Criteria	To ensure service offerings are focused on client's abilities, the Access-A-Bus (AAB) client eligibility criteria will be reviewed and better matched to functional abilities, aligning the availability of AAB services to those who require it. This alignment is anticipated to create capacity for those who cannot use the services of the now fully accessible conventional fleet.	In Progress. Access-A-Bus registration criteria is being reviewed, with a revised target completion in Q3 2021/22.
Installation of Mobile Data Terminals on Access-A-Bus Vehicles	To improve service delivery through the introduction of new technology, Mobile Data Computers will be installed on all Access-A-Bus Vehicles. The implementation of the new technology will include physical hardware installation, compatibility software integration, current-state process documentation, process updating, testing, user-training and adoption.	In Progress. The implementation plan for phase 2 of the paratransit project, the installation of mobile data terminals (MDTs) on each Access-A-Bus vehicle, has been finalized with the vendor. Project delivery will kick off in late 2021 and should conclude in mid-2022.
Accessible Bus Stop Inventory & Assessment	Halifax Transit will engage a consultant to assist with preparing a full inventory of all remaining non-accessible bus stops, along with proposed improvements and costs with upgrading all stops.	In Progress. A consultant has been onboarded and the bus stop site visits are underway. The site visits will be completed at the end of October 2021. The final inventory and recommendations are expected in Q3.
Anti-racism and Passenger Conduct Campaign	Halifax Transit will launch an external (public) campaign to address public conduct, with a focus on anti-racism, to promote diversity and inclusion, and support respectful passenger conduct on transit.	In Progress. The Transit Code – Halifax Transit's guide for passenger conduct and policies – was launched internally on August 3 and released publicly on August 16. Halifax Transit's anti-racism campaign was launched with a first flight (Racism Doesn't Get a Free Pass) on August 16, a second flight (Racism Doesn't Ride With Us) on August 30, 2021, and a full anti-racism bus wrap on September 12.
On-demand Private Accessible Transportation	To complement existing taxi service in Halifax, Halifax Transit will procure a vendor to provide private, accessible, on-demand transportation services.	In Progress. An RFP for the provision of Private On-demand Accessible Transportation was released in September. Award and contract negotiations are expected in Q3.

Implementation of Moving Forward Together Plan Transit Network Changes	The next large route network change is targeted to take place in November 2021, resulting in changes to more than a third of transit routes.	Service change is scheduled for November 22, 2021. External and internal stakeholder communications campaign is currently in progress and will continue in lead-up to the implementation date. This service change will see the implementation of an additional 26 routes from the MFTP, for a total of 85% completion of the MFTP.
Transit Priority Measures - Bayers Road	Halifax Transit will continue to pursue the implementation of transit priority measures on major strategic multimodal corridors. Specifically, construction will continue on Bayers Road, with inbound and outbound lanes from Connaught Avenue to Coleman Court being completed in 2021/22.	In Progress. Construction on the remaining portion of Bayers Road Phase 1 began in Q1 (Connaught Avenue to Coleman Court). Phase 1 is to become fully operational early in Q3.
West Bedford Park & Ride	This new Park & Ride facility, including a four bay bus platform with heated shelters, will be constructed in 2021, targeting a November 2021 opening date.	In Progress. The construction tender package for the West Bedford Park & Ride was awarded in September. The Park & Ride is planned to open November 22, 2021. Due to long lead times and weather constraints some elements of the design will be constructed Q1 2022.
Rapid Transit Strategy - Pursue Funding & Prepare Functional Designs for Bus Rapid Transit	The Rapid Transit Strategy, approved in 2020, describes a network of four bus rapid transit (BRT) lines that cover approximately 50km, connecting peninsular Halifax and Downtown Dartmouth with developing suburbs on both sides of the harbour. In 2021/22, Halifax Transit will continue to pursue potential funding opportunities to advance the BRT project and will work with other business units on functional designs in key corridors to further refine transit priority information and costs.	In Progress. Staff continue to engage in discussions with potential funding partners. Work also began on the Portland Street/Cole Harbour Functional Plan which will explore a corridor-wide redesign to support future BRT service.
Rapid Transit Strategy - Complete Technical Studies & Design for Ferry Service	The Rapid Transit Strategy, approved in 2020, proposes three new ferry routes from three new terminals: Mill Cove, Larry Uteck, and Shannon Park. In 2021/22, Halifax Transit will complete a number of technical studies and design work to inform future implementation of the Mill Cove ferry service.	In Progress. Federal and provincial funding were secured to complete Phase 1 of the Mill Cove Ferry Service. Due to the complexity of this project and the inclusion of emerging technologies like zero-emission vessels, the work is being approached in phases. Phase 1 includes: vessel study, terminal concept designs, site design, market analysis, metocean/visibility analysis, and climate lens assessments.

Woodside Ferry Terminal Renovation – Phase 2 Construction	The Woodside Ferry Terminal requires significant rehabilitation to all aspects of the building, including envelope, mechanical and electrical systems, and customer waiting areas. Construction will continue throughout 2021/22	In Progress. Phase 2 construction at the Woodside Ferry Terminal began in October 2020 and will continue for much of the 2021/22 fiscal year. The construction schedule has been impacted by supply chain issues and vendor scheduling constraints. Thus, substantial completion is now anticipated for the end of December 2021, and construction is anticipated to be fully complete in January 2022.
Develop and Issue a Request for Proposals for the Procurement of Battery Electric Buses	To begin decarbonizing public transit, Halifax Transit will issue a Request for Proposals (RFP) for the procurement of battery electric buses (BEBs).	In Progress: Federal and Provincial funding has been received to purchase 60 new battery electric buses, and related charging system. The RFP for the battery electric buses and charging system has been reviewed internally and currently is being reviewed by NS Power to ensure the future power needs are met. The RFP is expected to be released in Q3 2021.
Begin Assessment for the Elimination of Internal Combustion Engine Vehicles	To determine sustainable alternatives for the future, Halifax Transit will begin to assess the elimination of internal combustion engine vehicles	In Progress: Halifax Transit is assessing the feasibility and implications of various alternative fuel technologies for adoption into Halifax Transit's fleet operations; looking into the infrastructure and modifications required for BTC & RLTC, energy availability, and reliable sustainable fuel sources (Hydrogen, RNG, biofuels, etc.); Researching funding streams and create capital and operational budgets; Identifying all operational resource requirements such as training, tooling, inventories, workforce requirements and competencies.

2021/22 – Q1
Performance Measures Report

HALIFAX
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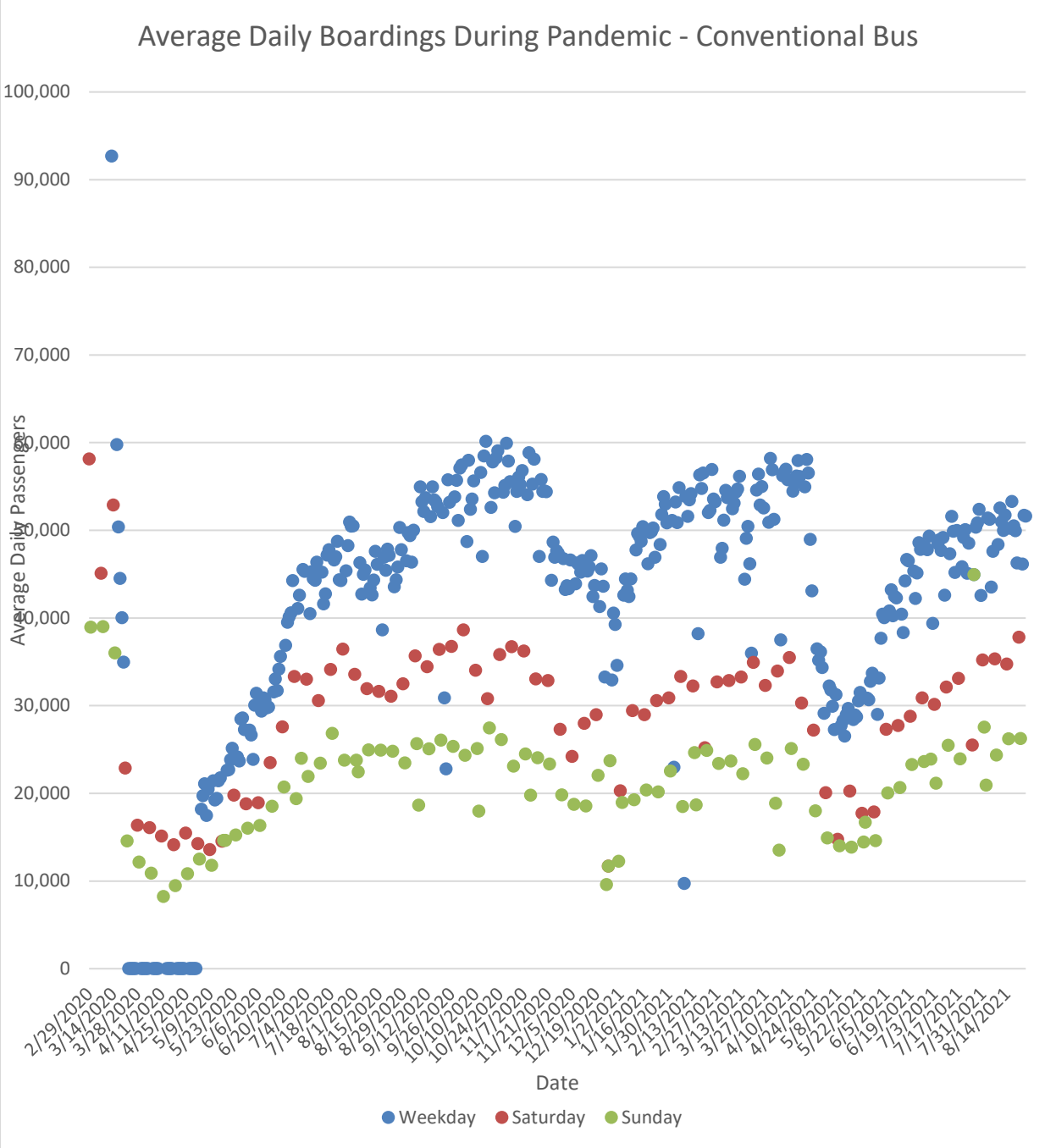
Contents

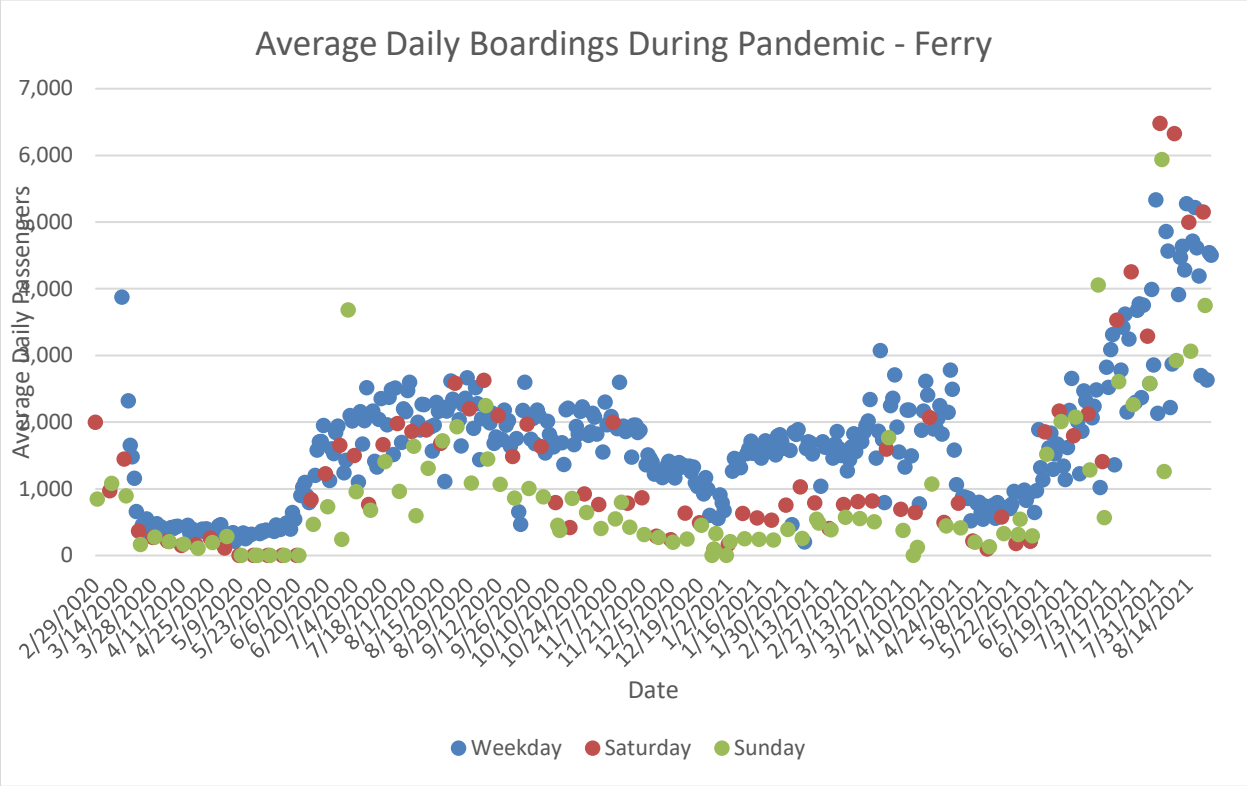
COVID-19 Pandemic Data Impacts

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 18, 2020 and resumed August 1, 2020. Full service bus schedules resumed August 31, 2020. Ferry service increased September 8, 2020, and again October 26, with full ferry service resuming July 19, 2021 with the last trip of the day being reinstated.

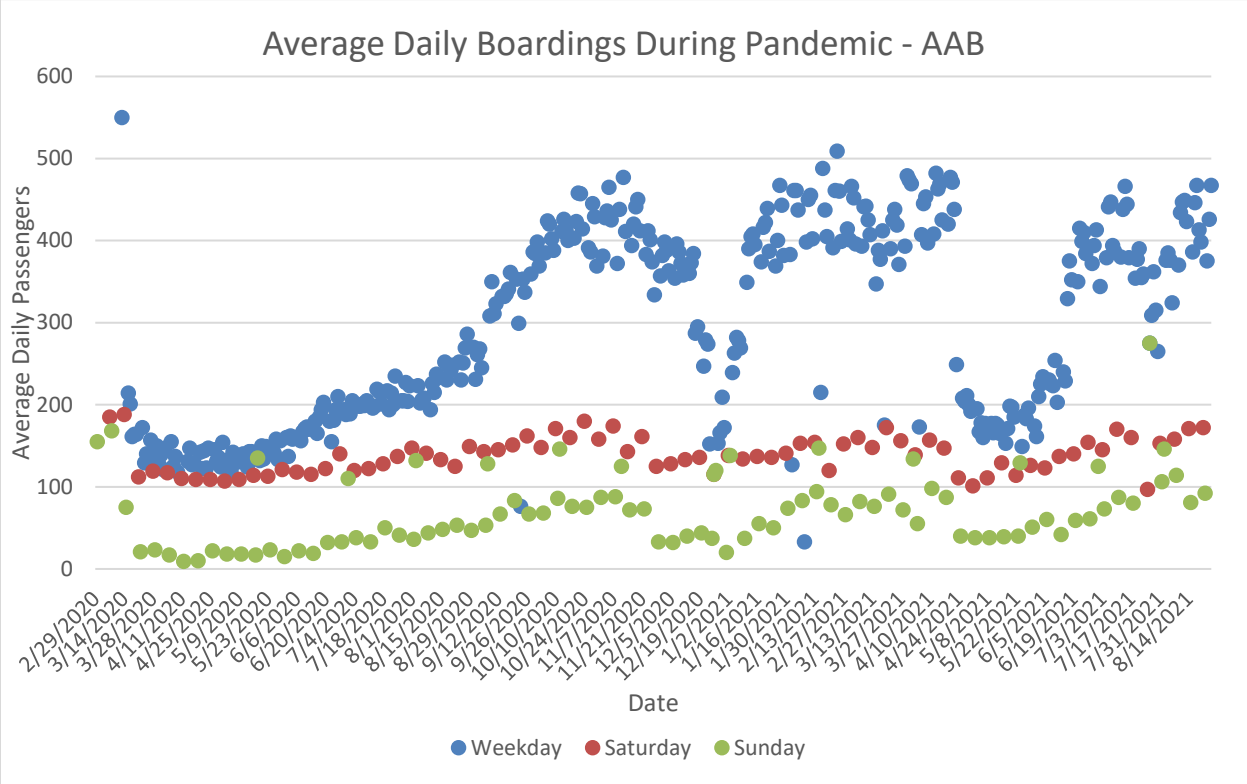
Conventional Bus Boardings During Pandemic



Ferry Boardings During Pandemic



Access-A-Bus Boardings During Pandemic

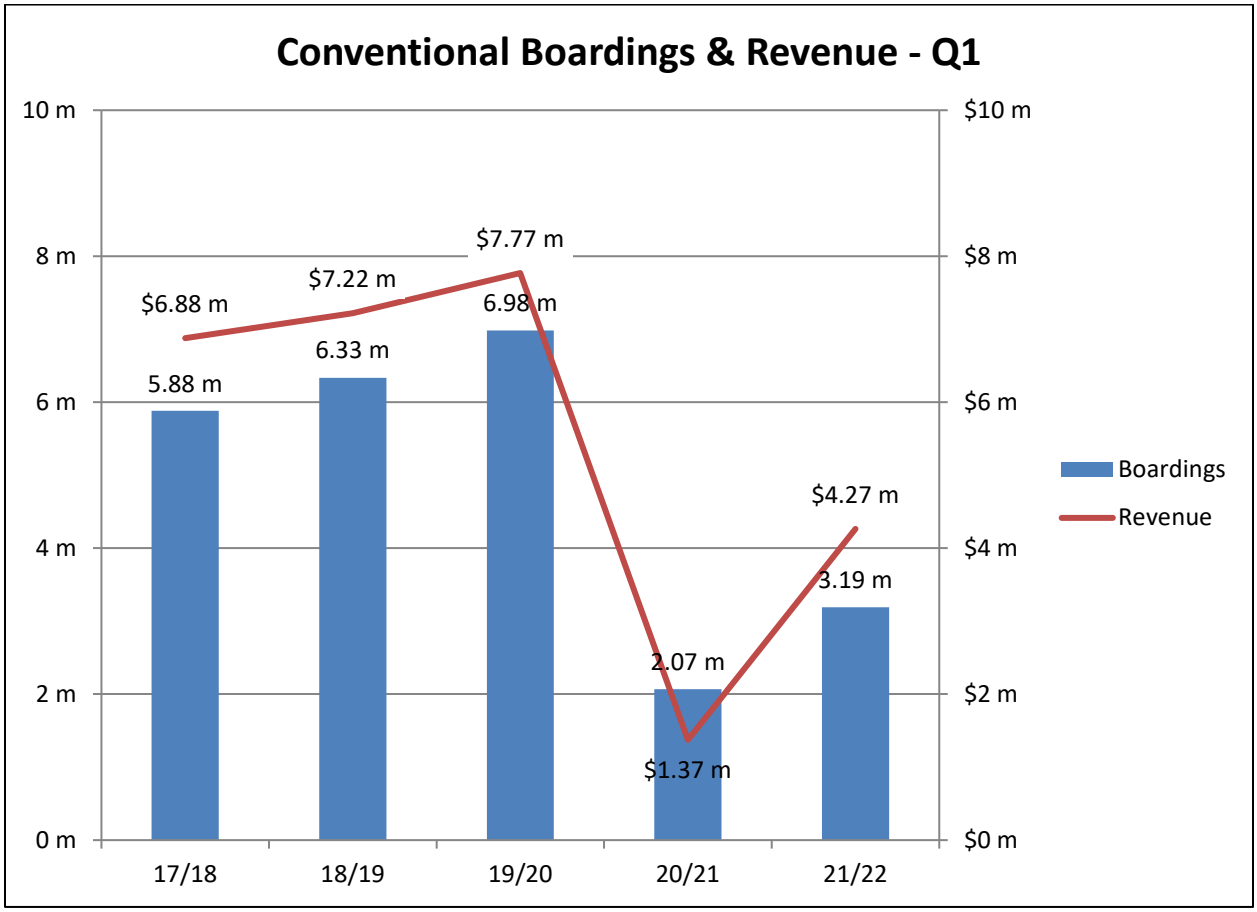


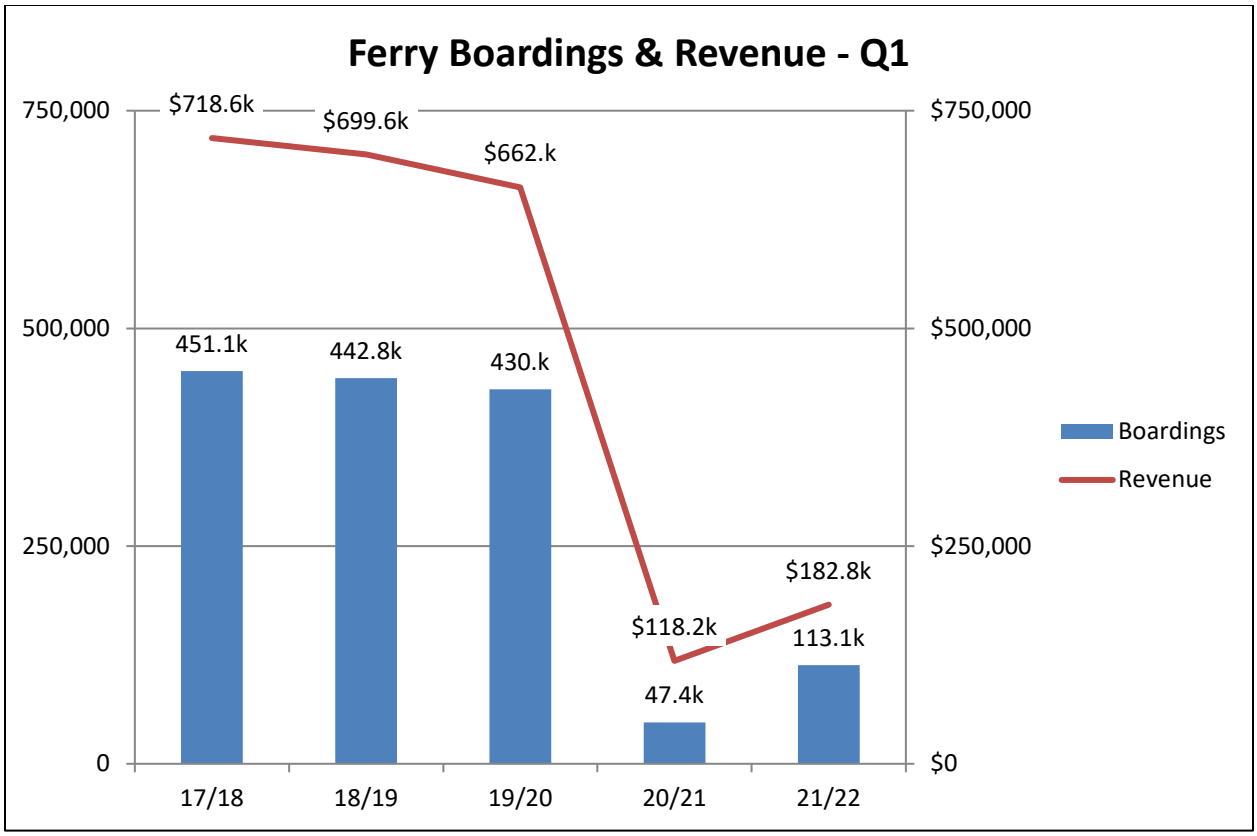
Boardings & Revenue

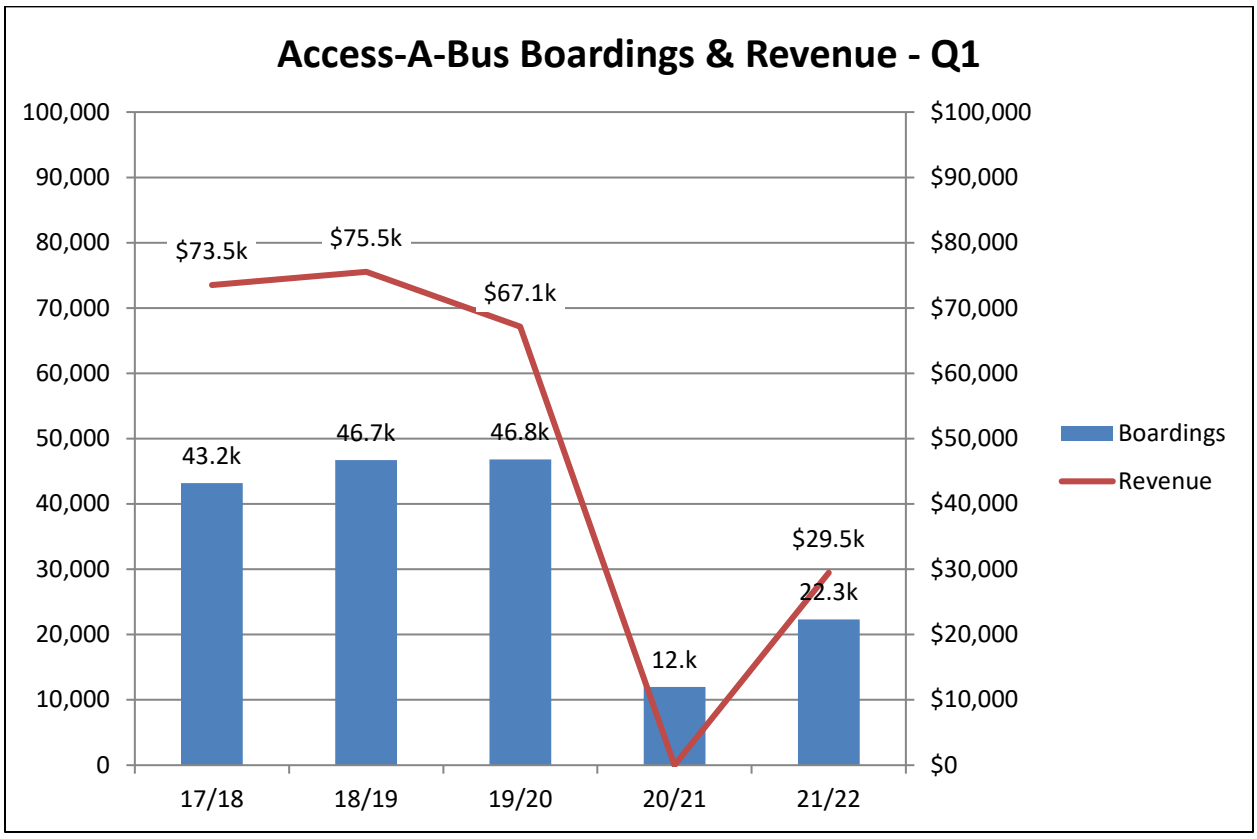
Revenue and boardings are reported to demonstrate how well transit services were used over the quarter, in comparison to the same quarter the previous year.

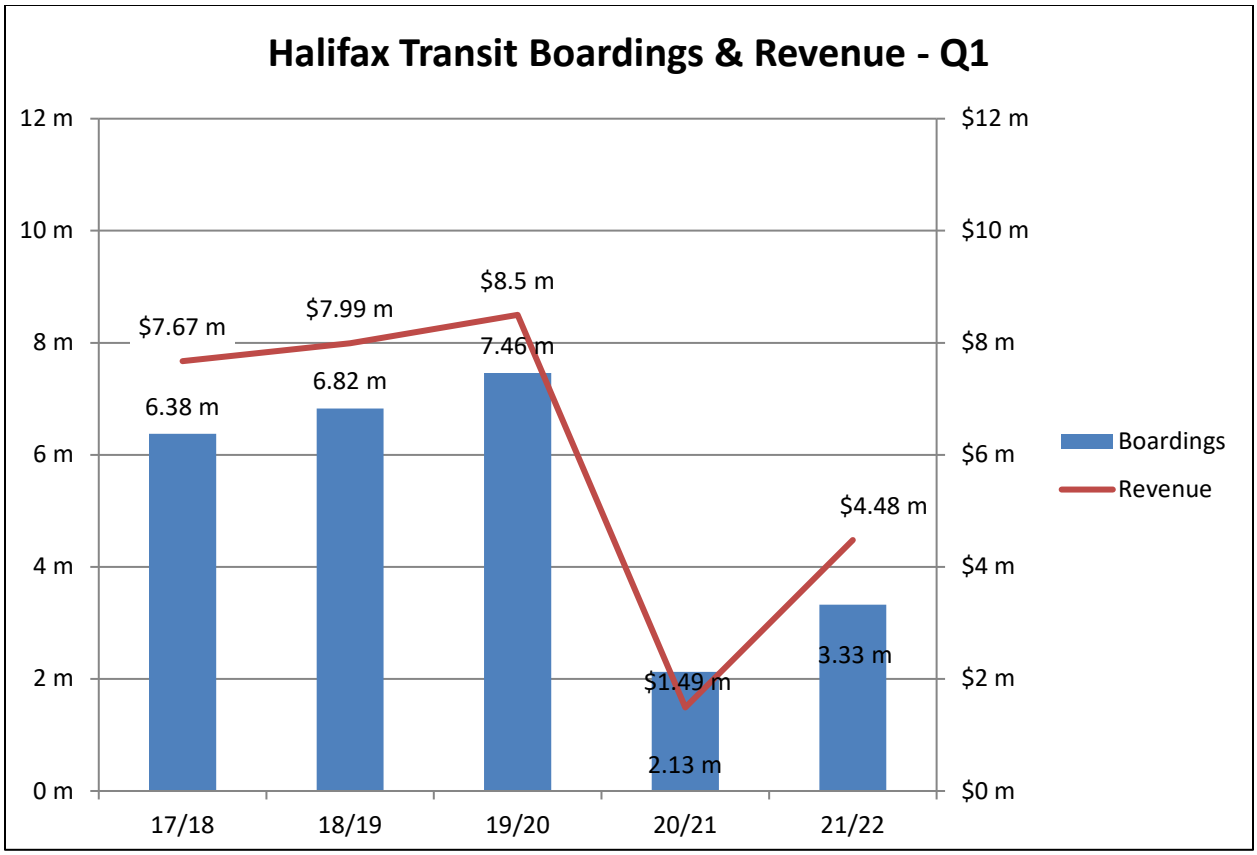
COVID-19 continued to have a significant impact during the first quarter of 2021/22. Conventional boardings increased 54.2% from this quarter last year, Ferry boardings increased 138.7% and Access-A-Bus boardings increased 86.2%. Overall, system wide boardings increased this quarter by 56.3% compared to last year. In the previous year, fare collection resumed mid second quarter, on August 1, 2020. Overall revenue this quarter increased 200.3% from last year. Despite the significant increases seen this quarter, overall boardings and revenue still remain significantly lower compared to 2019/20.

Historical Boardings & Revenue



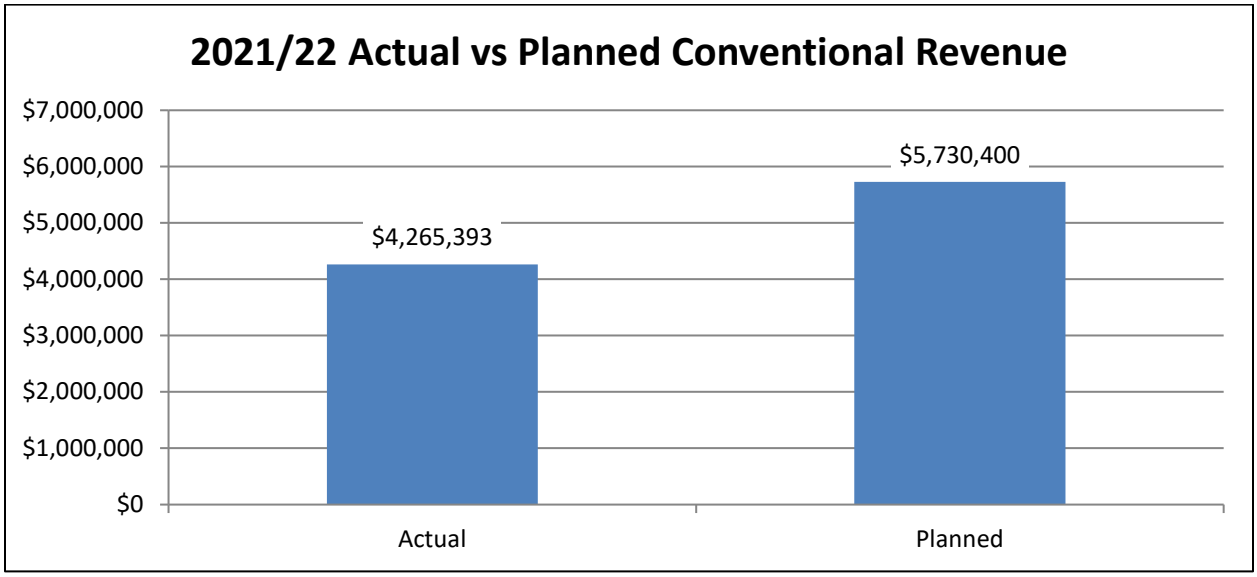

Ferry Boardings & Revenue - Q1
750,000
500,000
250,000
0
$750,000
$500,000
$250,000
$0
$718.6k
$699.6k
$662.k
$118.2k
$182.8k
451.1k
442.8k
430.k
47.4k
113.1k
17/18
18/19
19/20
20/21
21/22
Boardings
Revenue

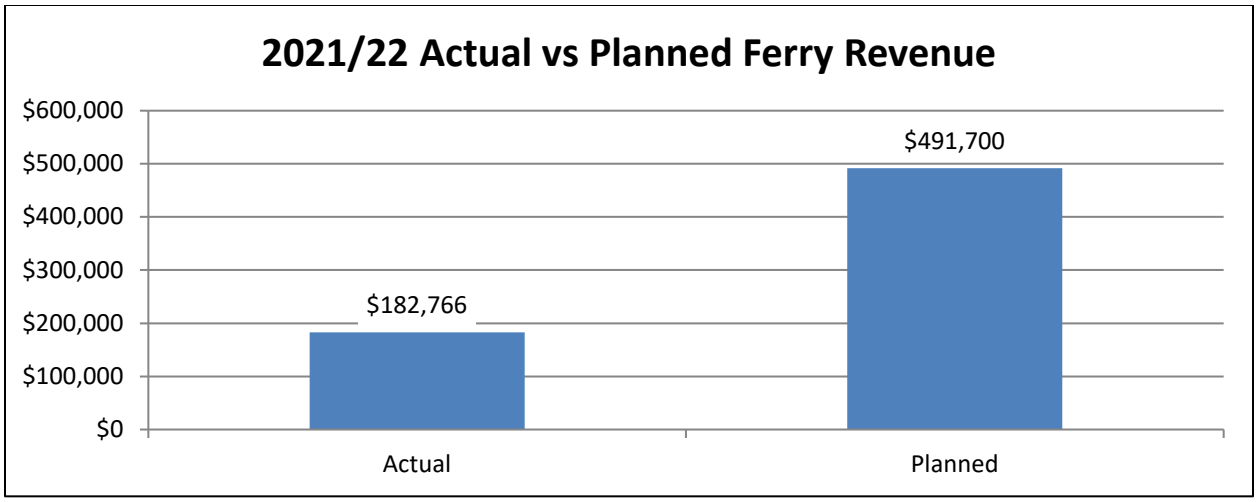

Access-A-Bus Boardings & Revenue - Q1
100,000
90,000
80,000
70,000
60,000
50,000
40,000
30,000
20,000
10,000
0
$100,000
$90,000
$80,000
$70,000
$60,000
$50,000
$40,000
$30,000
$20,000
$10,000
$0
$73.5k
$75.5k
$67.1k
$29.5k
43.2k
46.7k
46.8k
12.k
22.3k
17/18
18/19
19/20
20/21
21/22
Boardings
Revenue

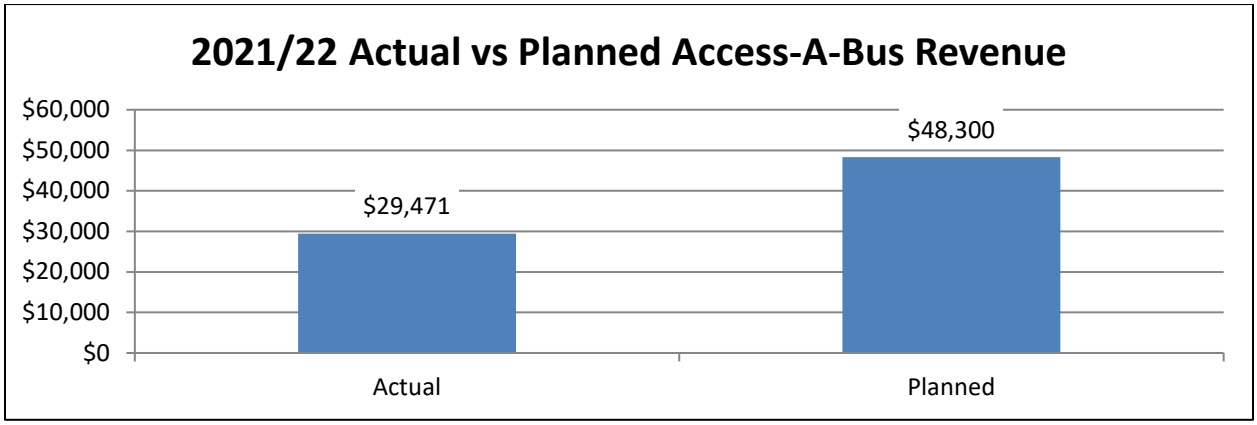


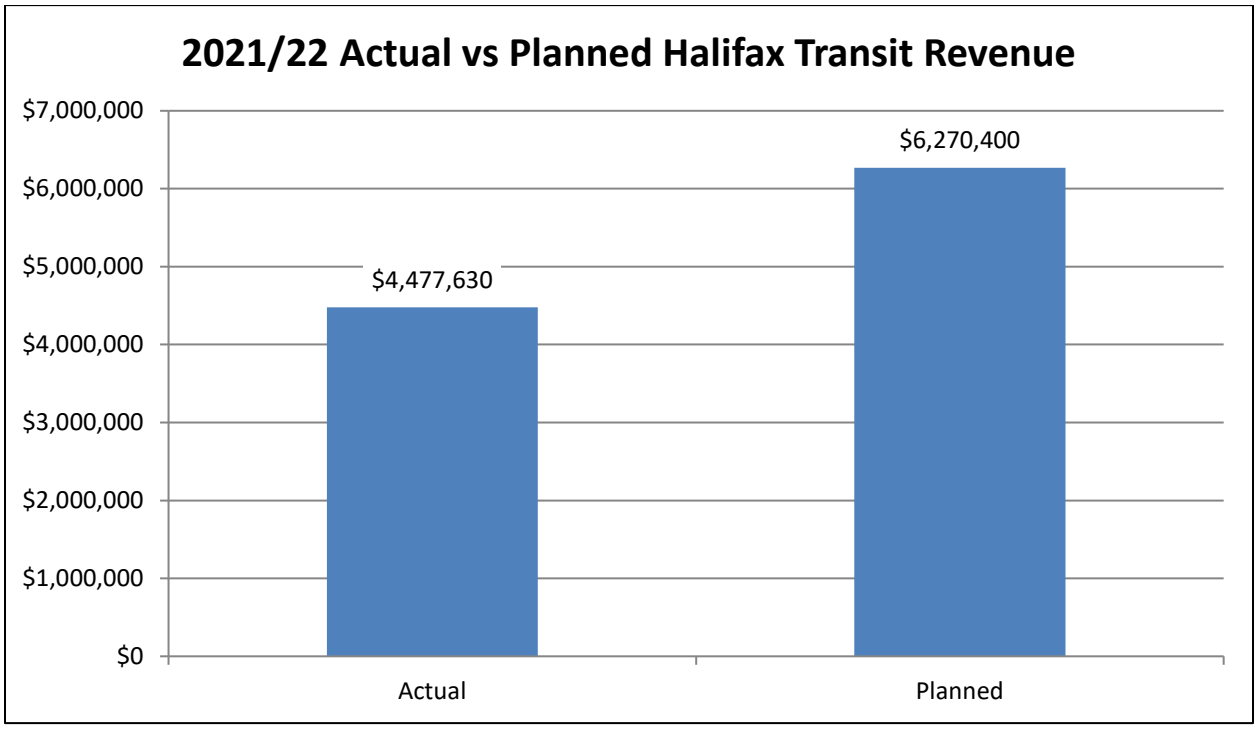
Revenue – Actual vs. Planned

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 the first quarter 2021/22 conventional revenue increased 210.7% over last year and was 25.6% below the planned amount. Ferry revenue this year increased 54.6% and was 62.8% below the planned amount. Access-A-Bus revenue was not reported for the first quarter last year; this years revenue was 39% below the planned amount.




2021/22 Actual vs Planned Ferry Revenue
$600,000
$500,000
$400,000
$300,000
$200,000
$100,000
$0
$182,766
$491,700
Actual
Planned

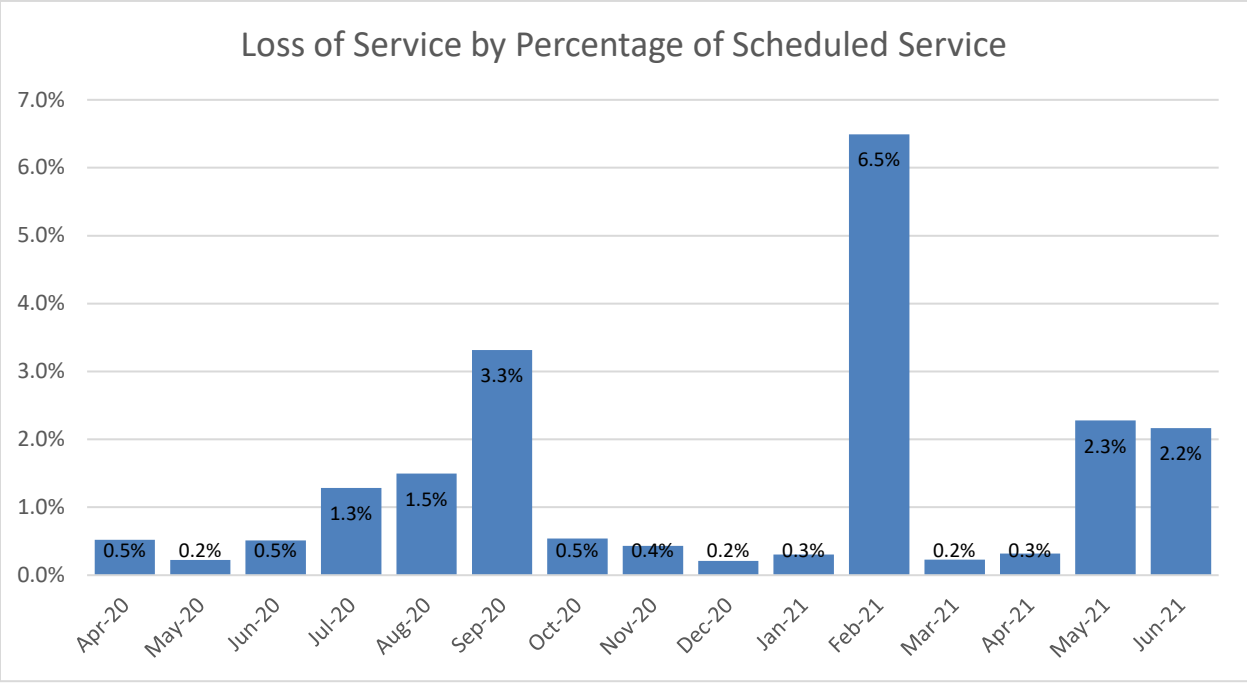

2021/22 Actual vs Planned Access-A-Bus Revenue
$60,000
$50,000
$40,000
$30,000
$20,000
$10,000
$0
$29,471
$48,300
Actual
Planned


2021/22 Actual vs Planned Halifax Transit Revenue
$7,000,000
$6,000,000
$5,000,000
$4,000,000
$3,000,000
$2,000,000
$1,000,000
$0
$4,477,630
$6,270,400
Actual
Planned

Loss of Service

Loss of service represents the total number of scheduled bus service hours that were not completed. If a trip was able to be filled or partially filled by a standby bus, that time would not be included in this figure.

In the first quarter, the total loss of service was 3,352 hours and 8 minutes, which is 1.59% of the quarterly revenue hours. The table below shows the total loss of service for each month.

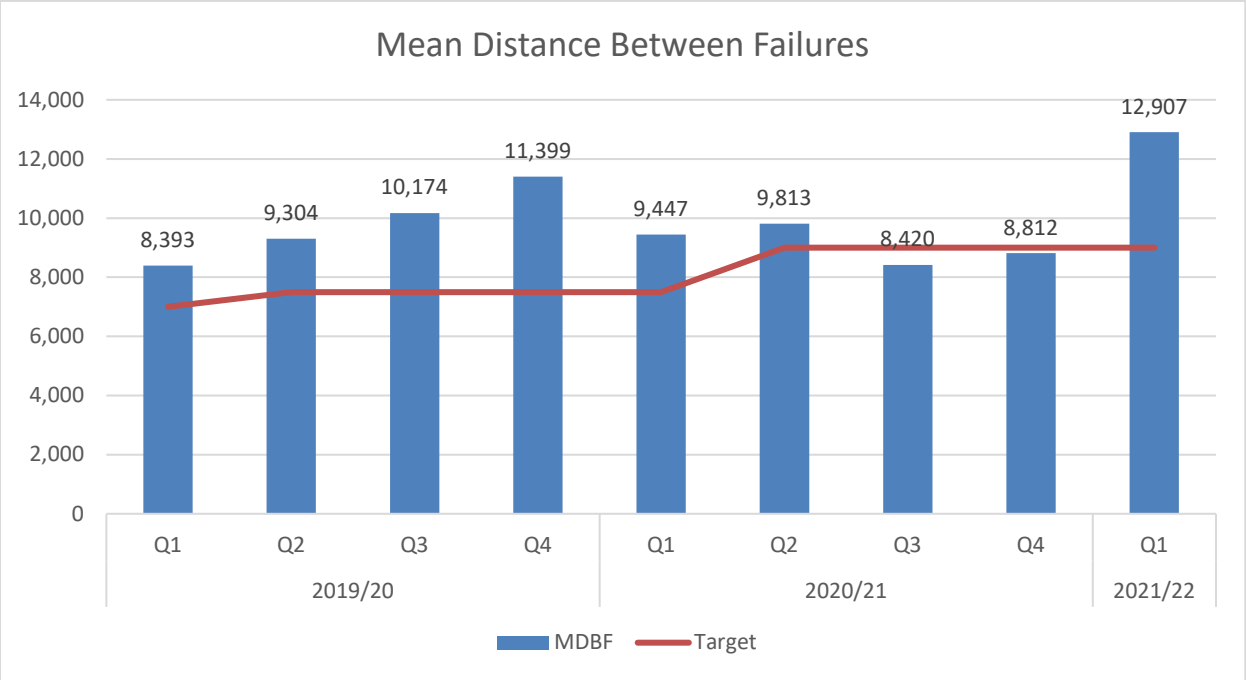


Mean Distance Between Failures

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.

Transit Fleet has set a target of 9,000 kms for 2021/22,. The target for this KPI shall be revisited on annual basis to promote continuous improvement, which may be achieved by implementation and support of quality and preventative maintenance initiatives.

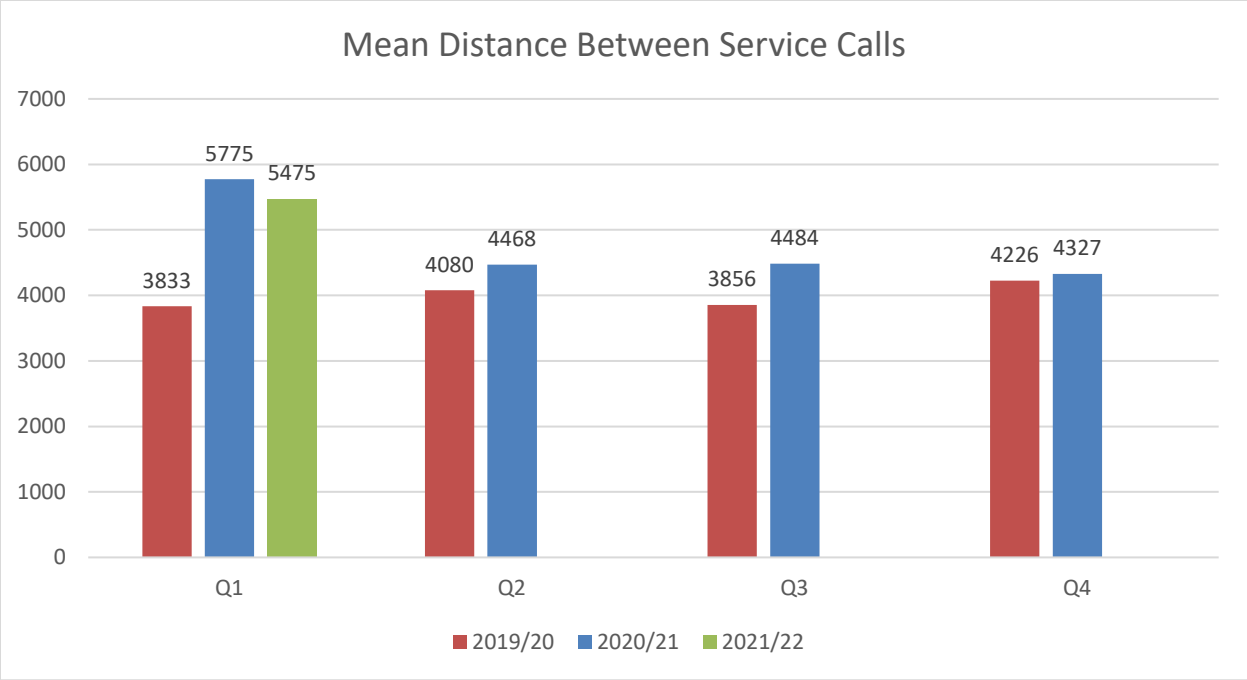
For the first quarter of 2021/22, the MDBF for conventional transit was 12,907 kms. This is equivalent to a 37% increase from the first quarter of the previous year (2020/21). In March 2021, 30 buses were replaced leading to a significant increase in reliability.



Mean Distance Between Service Calls

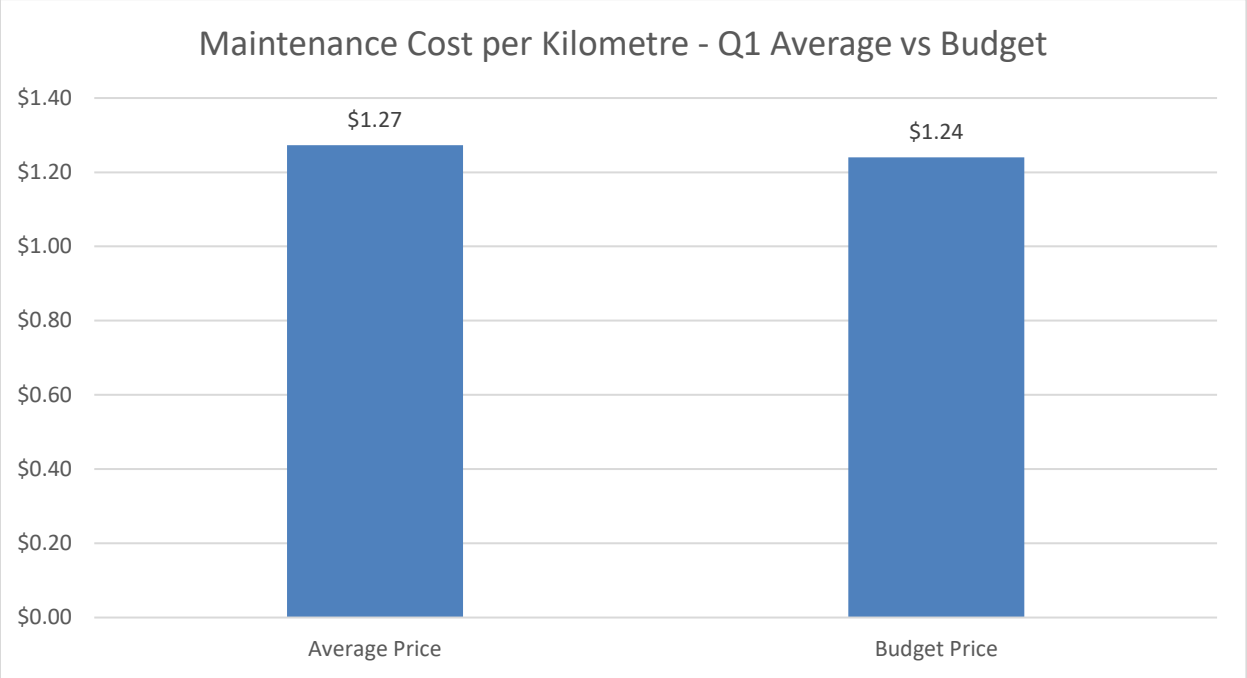
Mean Distance Between Service Calls (MDBS) reflects the average distance in kilometres covered between maintenance service calls. This metric includes all instances of service calls, including issues with secondary equipment, passenger-related events and damages to the bus resulting from minor accidents.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

For the first quarter of 2021/22, the MDBS for conventional transit was 5,475 kms. In comparison to the first quarter of 2020/21 (5,775), this is a decrease of 5%. The MDBS for Access-A-Bus service was 54,358 kms. Transit Fleet will continue to monitor this metric in order to reduce service calls.



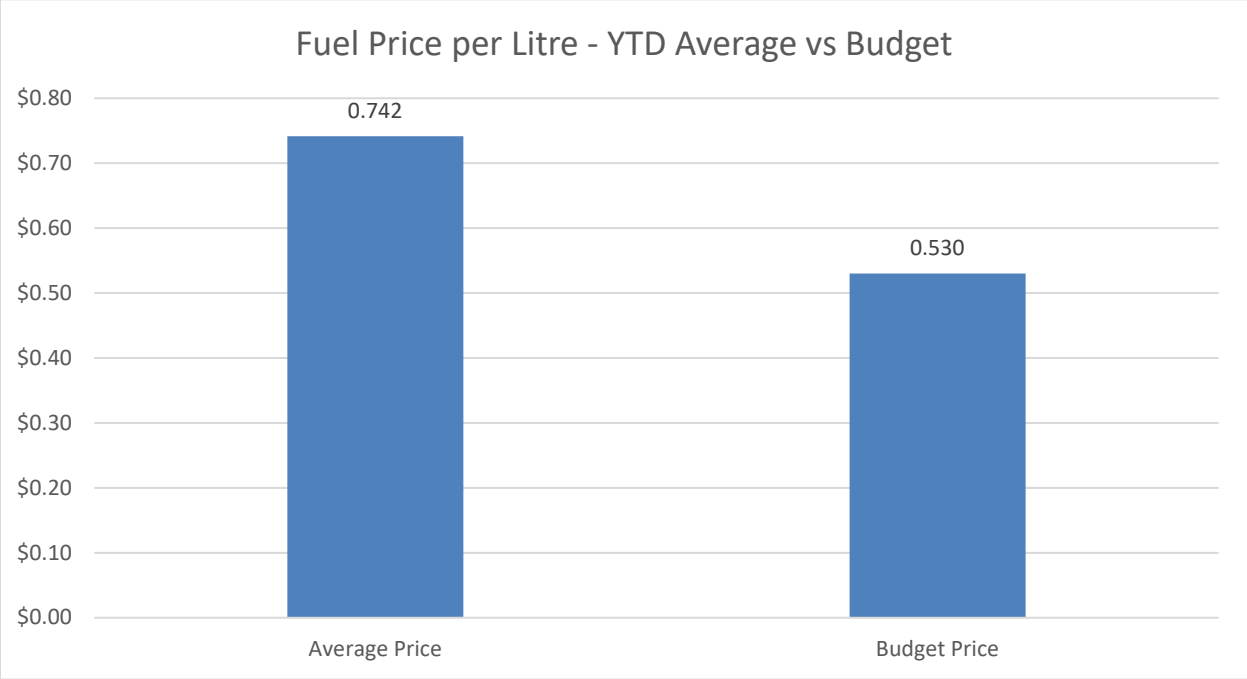
Bus Maintenance Cost – Quarter Average vs Budget

In the first quarter, bus maintenance costs were $1.27/km, while the budgeted maintenance cost was $1.24/km.



Fuel Price – Annual Average vs Budget

The budgeted fuel price for 2021/22 was set at 53 cents/litre. The average fuel price in the first quarter of 2021/22 was 74 cents/litre, 21 cents higher than the budgeted cost per litre.

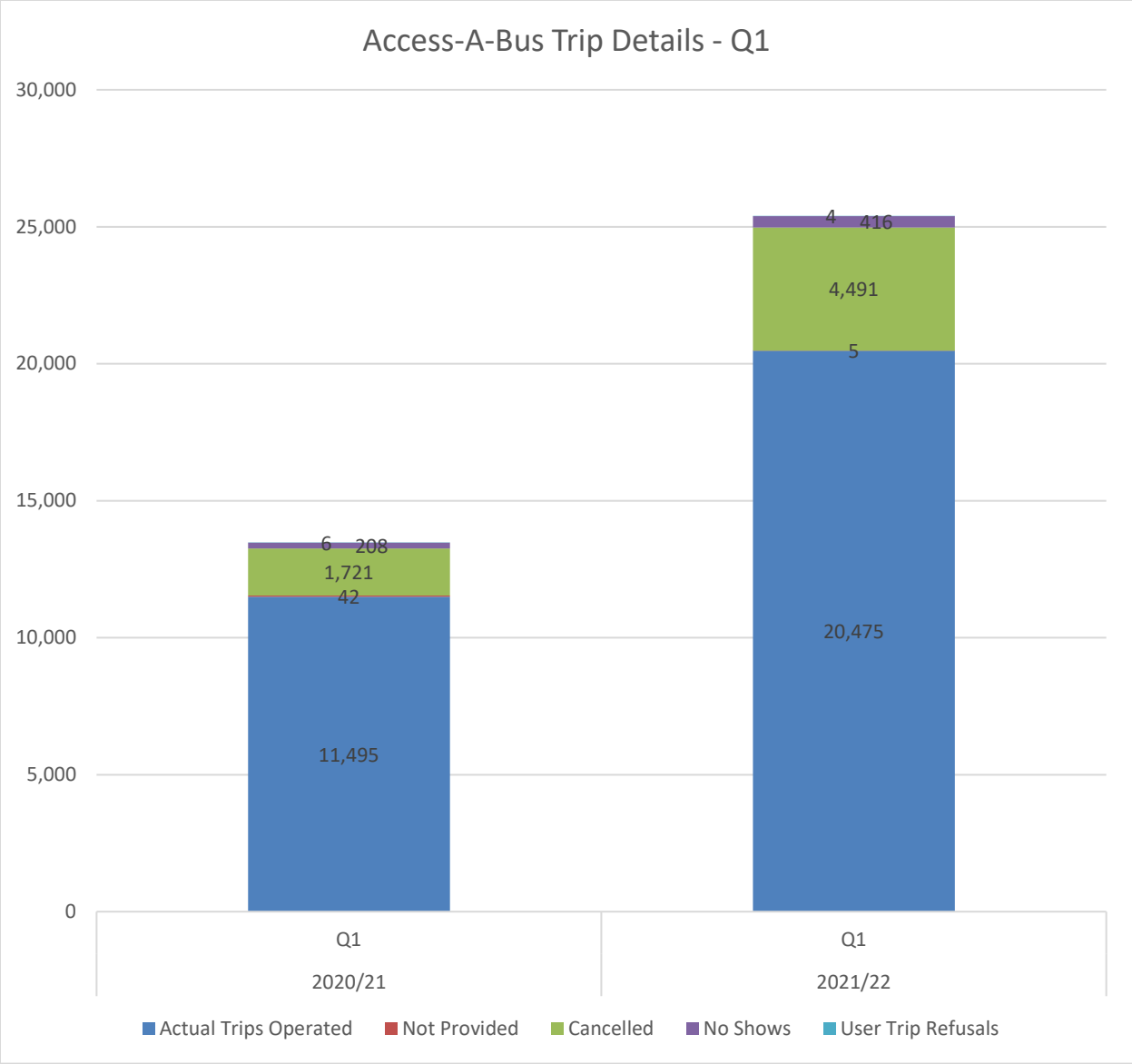


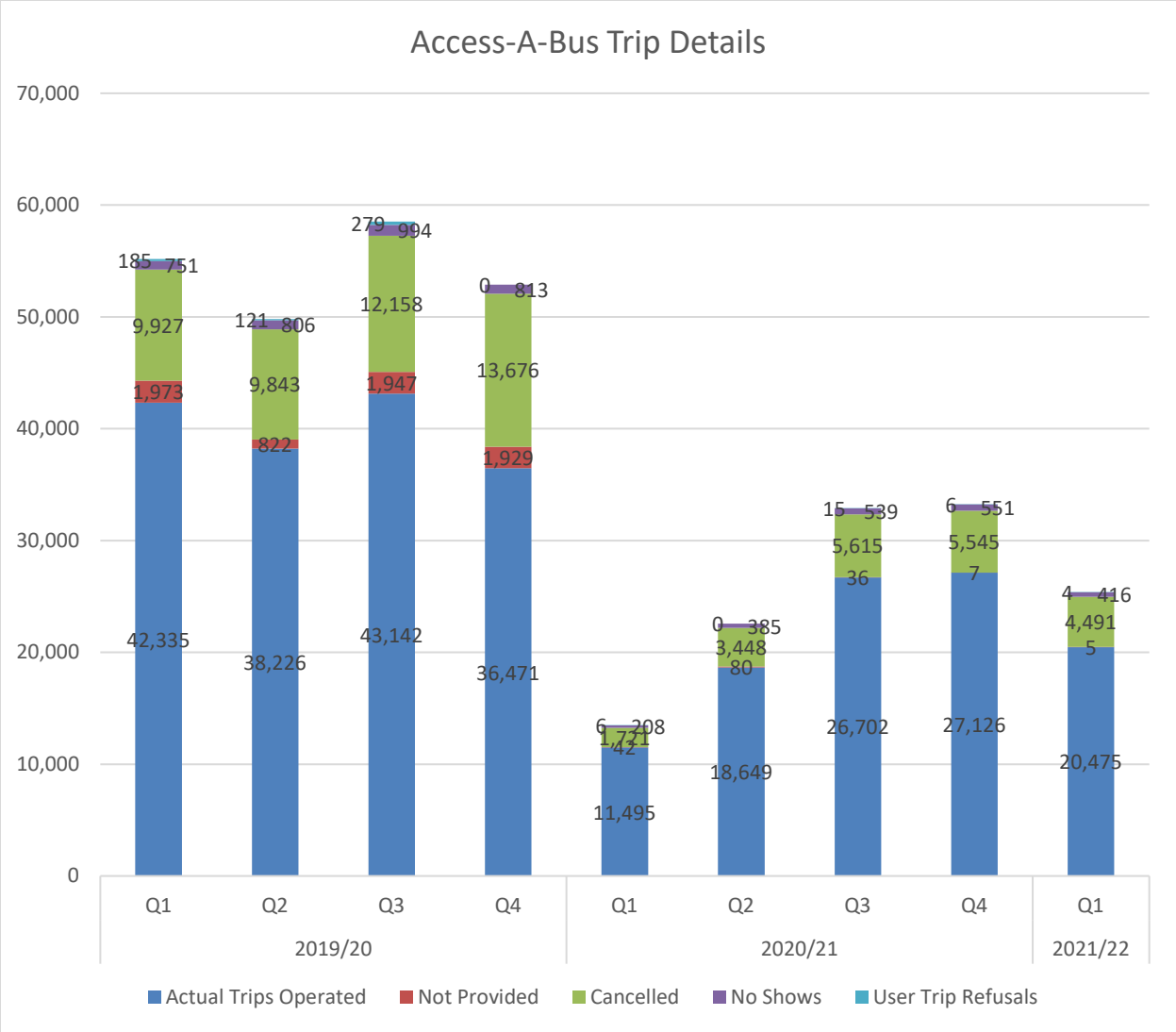
Access-A-Bus Trip Details

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 first quarter of 2021/22 20,475 trips were operated, an increase of 78% compared to the first quarter last year. The trips that were not provided decreased by 88%.


Access-A-Bus Trip Details - Q1
30,000
25,000
20,000
15,000
10,000
5,000
0
6
208
1,721
42
11,495
4
416
4,491
5
20,475
Q1
2020/21
Q1
2021/22
Actual Trips Operated
Not Provided
Cancelled
No Shows
User Trip Refusals

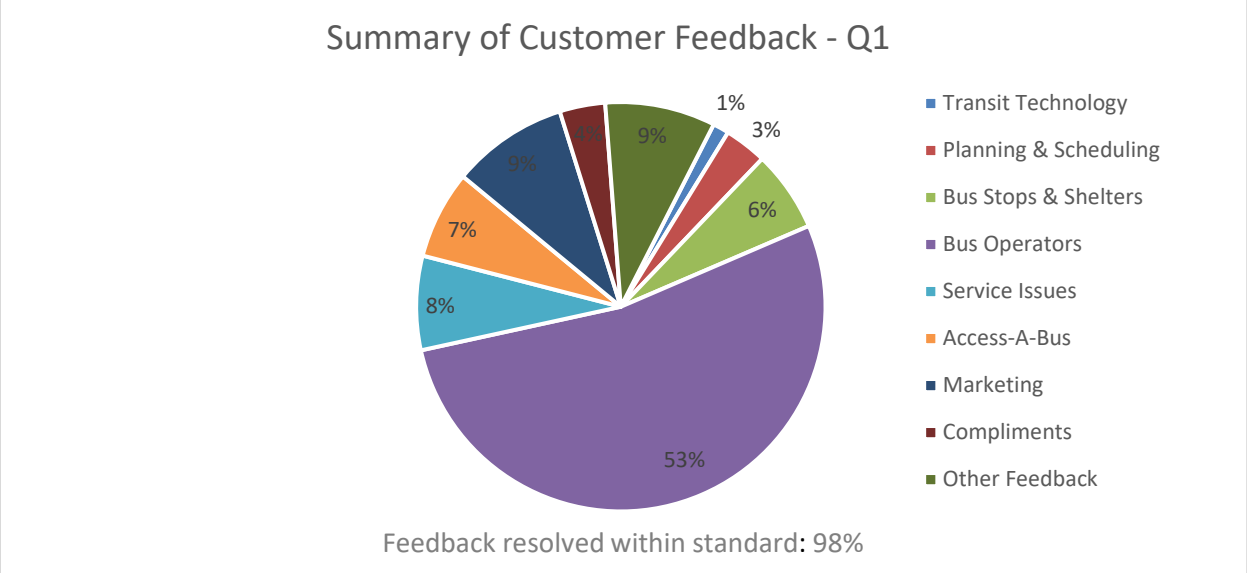


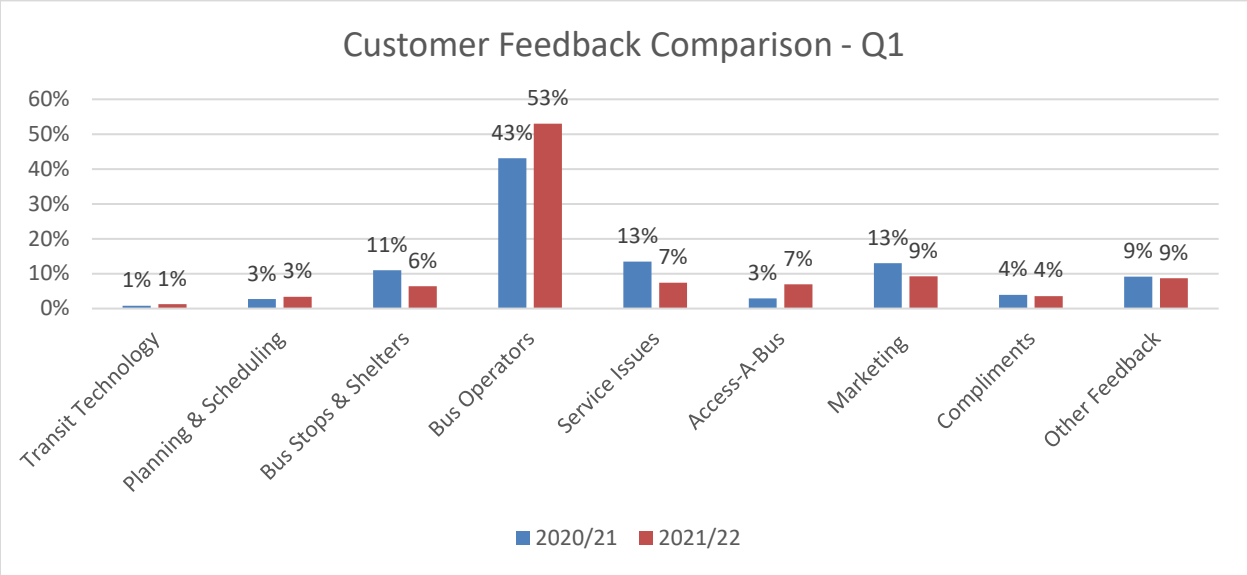
Customer Service – All Services

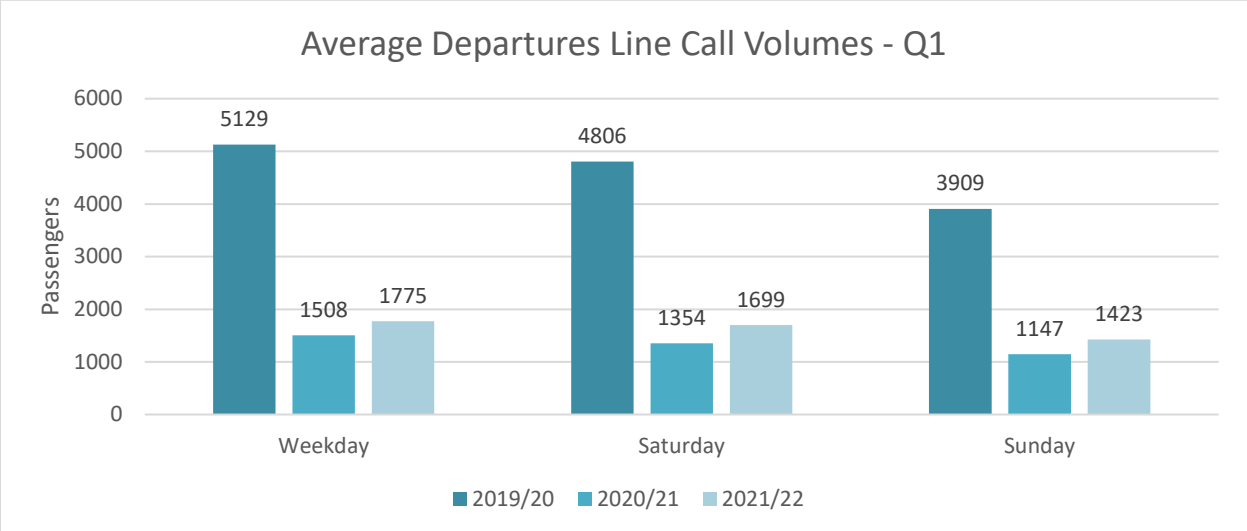
Customer service statistics are measured monthly using the Hansen Customer Relationship Management software along with Crystal Reports. Feedback is first categorized by subject matter and then divided into two categories: feedback resolved within service standard and feedback resolved outside service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

In the first quarter, 53% of feedback received was related to bus Operators. The remaining 47% 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 98% of customer feedback was resolved within standard.

Call volumes to the Departures Line (902-480-8000) are displayed by day of the week. In the first quarter of 2021/22, average call volumes were slightly higher than this time last year for weekdays as well as for Saturdays and Sundays due to recovering ridership resulting from the COVID-19 pandemic.


Summary of Customer Feedback - Q1
1%
3%
6%
53%
8%
7%
9%
3%
9%
Transit Technology
Planning & Scheduling
Bus Stops & Shelters
Bus Operators
Service Issues
Access-A-Bus
Marketing
Compliments
Other Feedback
Feedback resolved within standard: 98%


Customer Feedback Comparison - Q1
60%
50%
40%
30%
20%
10%
0%
1% 1%
3% 3%
11% 6%
43% 53%
13% 7%
3% 7%
13% 9%
4% 4%
9% 9%
Transit Technology
Planning & Scheduling
Bus Stops & Shelters
Bus Operators
Service Issues
Access-A-Bus
Marketing
Compliments
Other Feedback
2020/21
2021/22


Average Departures Line Call Volumes - Q1
Passengers
6000
5000
4000
3000
2000
1000
0
5129
1508
1775
4806
1354
1699
3909
1147
1423
Weekday
Saturday
Sunday
2019/20
2020/21
2021/22

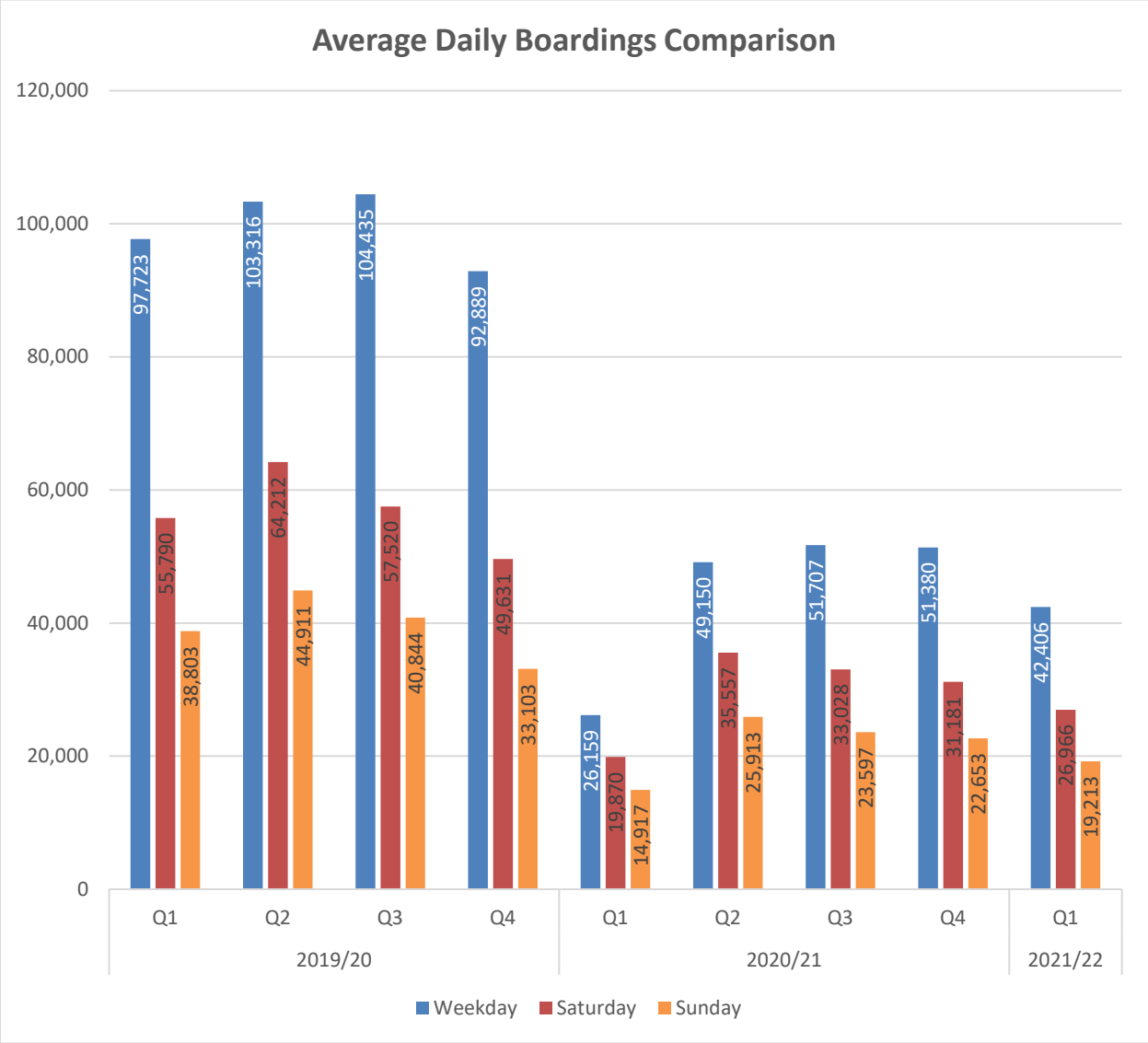
Service Utilization

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 first quarter were 42,406 ± 10,728 (25.3% variance). Average Saturday boardings this quarter were 26,966 ± 7,622 (28.3% variance). Average Sunday boardings this quarter were 19,213 ± 4,989 (26% variance).

Average Daily Boardings by Service Day

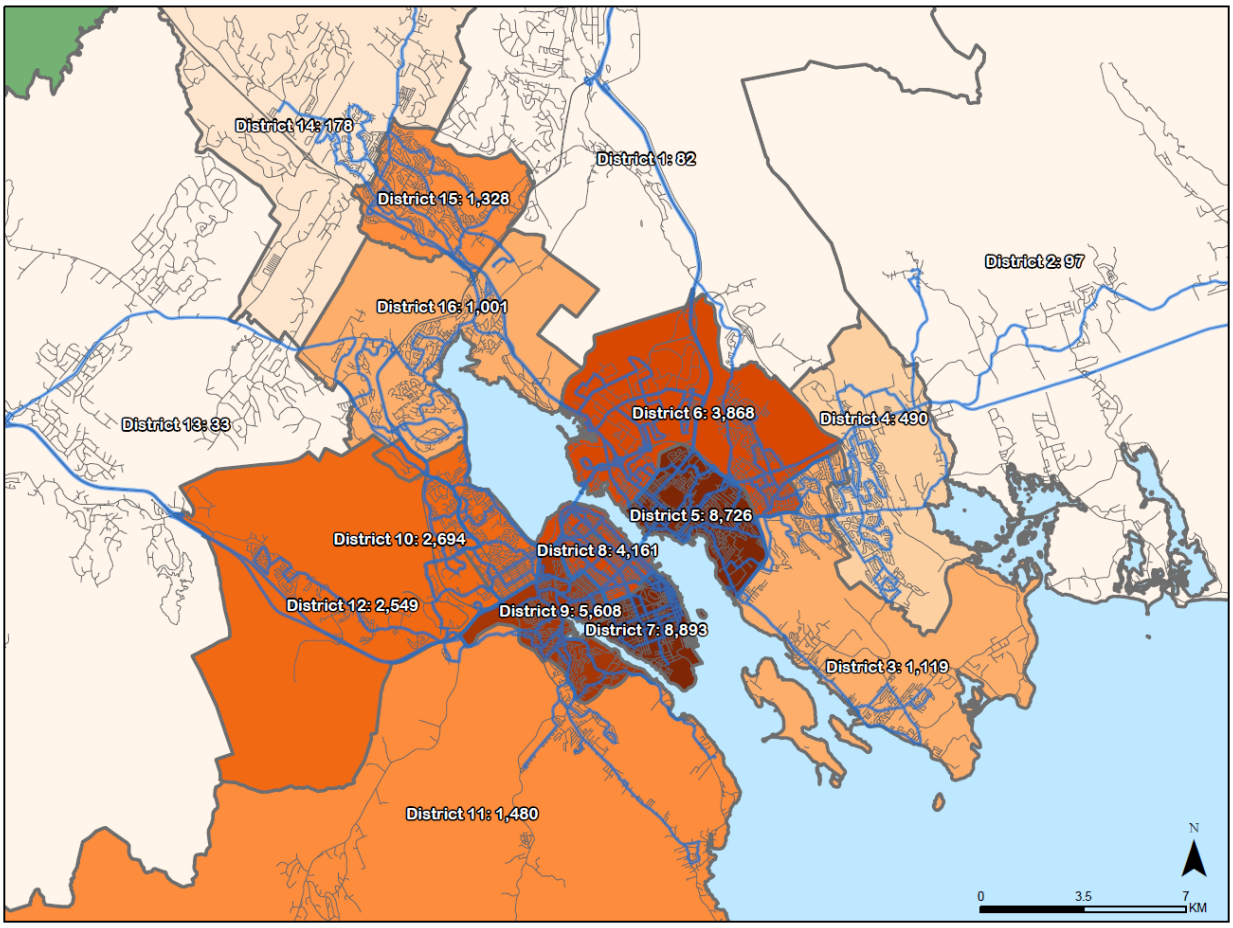


Boardings by District

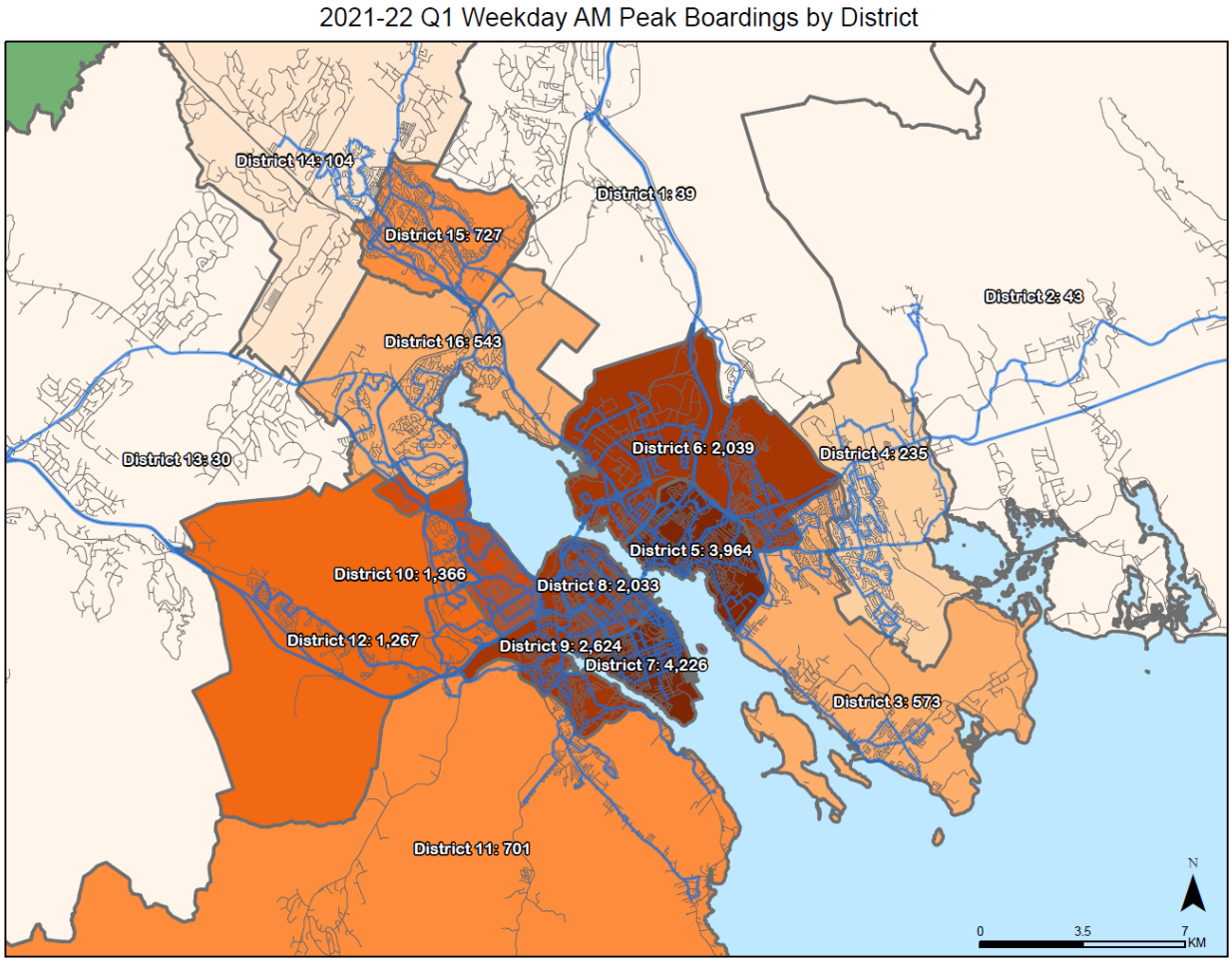
To assist in visualizing where ridership demands exist, boardings have been mapped by district. The all-day boardings map illustrates typical boardings over an entire service day, whereas the AM Peak Period map represents boardings during the morning peak period only and therefore generally illustrates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

Weekday Boardings by District – All Day

2021-22 Q1 Weekday Boardings by District



Weekday Boardings by District – AM Peak Period



Passengers per Hour

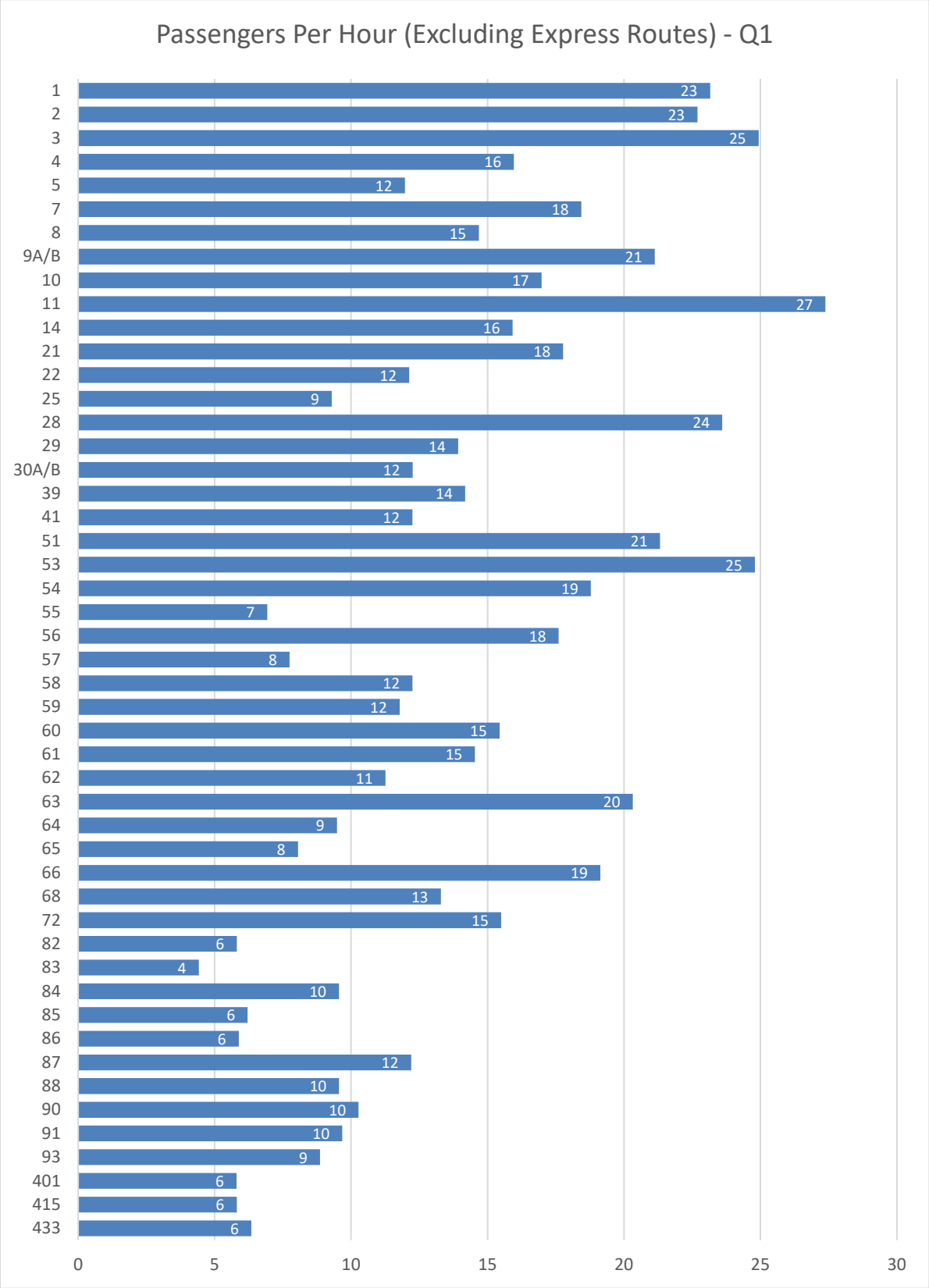
Passengers per hour measures the volume of passengers carried per service hour by route. Due to differences in service model/design, Express Routes are measured instead by passengers per trip. Ridership fluctuates significantly by season and therefore figures are compared to the same quarter in the previous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

Q1 Comparison - Average Daily Boardings by Route												
Route	Weekday				Saturday				Sunday			
	2020/21		2021/22		2020/21		2021/22		2020/21		2021/22	
	Boardings	Pass/Hr	Boardings	Pass/Hr	Boardings	Pass/Hr	Boardings	Pass/Hr	Boardings	Pass/Hr	Boardings	Pass/Hr
1	3,165	27	3,612	23	2,221	20	3,425	31	1,753	21	2,119	26
2	2,054	19	2,452	23	1,736	17	2,221	22	1,190	17	1,426	21
3	2,120	21	3,736	25	1,585	18	1,954	23	1,909	20	2,003	21
4	903	14	2,019	16	615	13	995	20	604	13	825	18
7	1,645	17	2,106	18	1,186	13	1,526	16	825	16	949	18
8	1,516	13	2,007	15	1,171	10	1,578	14	989	9	1,257	12
9A/B	2,018	21	3,542	21	1,468	20	1,993	28	1,303	18	1,560	22
9A	1,074	21	2,393	22	723	20	979	28	573	16	692	20
9B	945	21	1,150	20	746	20	1,014	27	730	20	868	23
10	1,126	16	1,822	17	931	13	1,323	18	822	17	924	19
11			48	27								
14	544	14	976	16	386	12	553	17	356	13	494	17
21	477	13	527	18	354	10	465	13	248	14	280	16
22	300	9	384	12	236	7	279	8	215	6	231	7
25	102	7	201	9	73	5	129	8	79	7	95	9
28	649	15	880	24	507	12	707	16	328	16	337	17
29	867	13	1,246	14	630	10	828	13	545	9	634	11
30A/B	269	8	442	12	229	7	325	10	148	8	200	11
30A	135	8	244	13	118	7	169	10	65	7	89	10
30B	135	8	199	11	111	6	157	9	83	10	112	12
39	595	12	627	14	459	9	572	12	208	10	236	12
41			419	12								
51	330	16	505	21	242	15	269	17	145	14	149	14
53	447	25	591	25	375	25	399	26	188	23	172	21
54	289	19	398	19	231	15	260	17	134	14	134	14
55	96	6	150	7	75	5	113	7	70	5	83	5
56	533	15	567	18	472	13	608	17	434	13	421	13
57	218	7	296	8	158	5	168	6	100	6	96	5
58	260	13	337	12	163	9	212	11	170	10	179	10

Q1 Comparison - Average Daily Boardings by Route												
Route	Weekday				Saturday				Sunday			
	2020/21		2021/22		2020/21		2021/22		2020/21		2021/22	
	Boardings	Pass/Hr	Boardings	Pass/Hr	Boardings	Pass/Hr	Boardings	Pass/Hr	Boardings	Pass/Hr	Boardings	Pass/Hr
59	360	16	891	12	310	13	407	17	277	11	296	12
60	775	18	1,169	15	619	15	796	20	542	19	649	23
61	675	14	1,126	15	451	11	580	15	449	12	506	13
62	242	12	349	11	203	9	235	11	111	7	135	8
63	300	14	350	20								
64	238	5	366	9								
65	53	4	133	8	43	3	45	3	29	5	27	4
66	351	19	566	19	222	15	281	18	184	12	195	12
68	408	12	627	13	299	10	406	13	245	8	272	9
72	588	13	703	15	474	11	561	12	276	10	279	10
82	93	6	113	6	69	4	84	5	60	4	65	4
83	48	4	56	4	39	4	47	5	29	3	40	4
84	341	6	525	10	151	4	195	6	126	4	170	6
85	64	4	82	6	45	5	51	6	43	6	44	6
86	89	6	86	6	63	4	69	4	55	4	55	4
87	541	10	674	12	384	7	454	9	241	8	266	9
88	92	7	134	10	70	5	109	7	61	5	70	5
90	524	8	711	10	334	5	514	8	194	6	259	7
91	186	7	347	10	126	6	178	8	146	5	167	6
93			85	9								
401	58	5	76	6								
415	29	4	36	6								
433	27	5	35	6								
Alderney	462	36	869	30	355	24	1,015	62	154	11	766	47
Woodside	188	20	548	27								

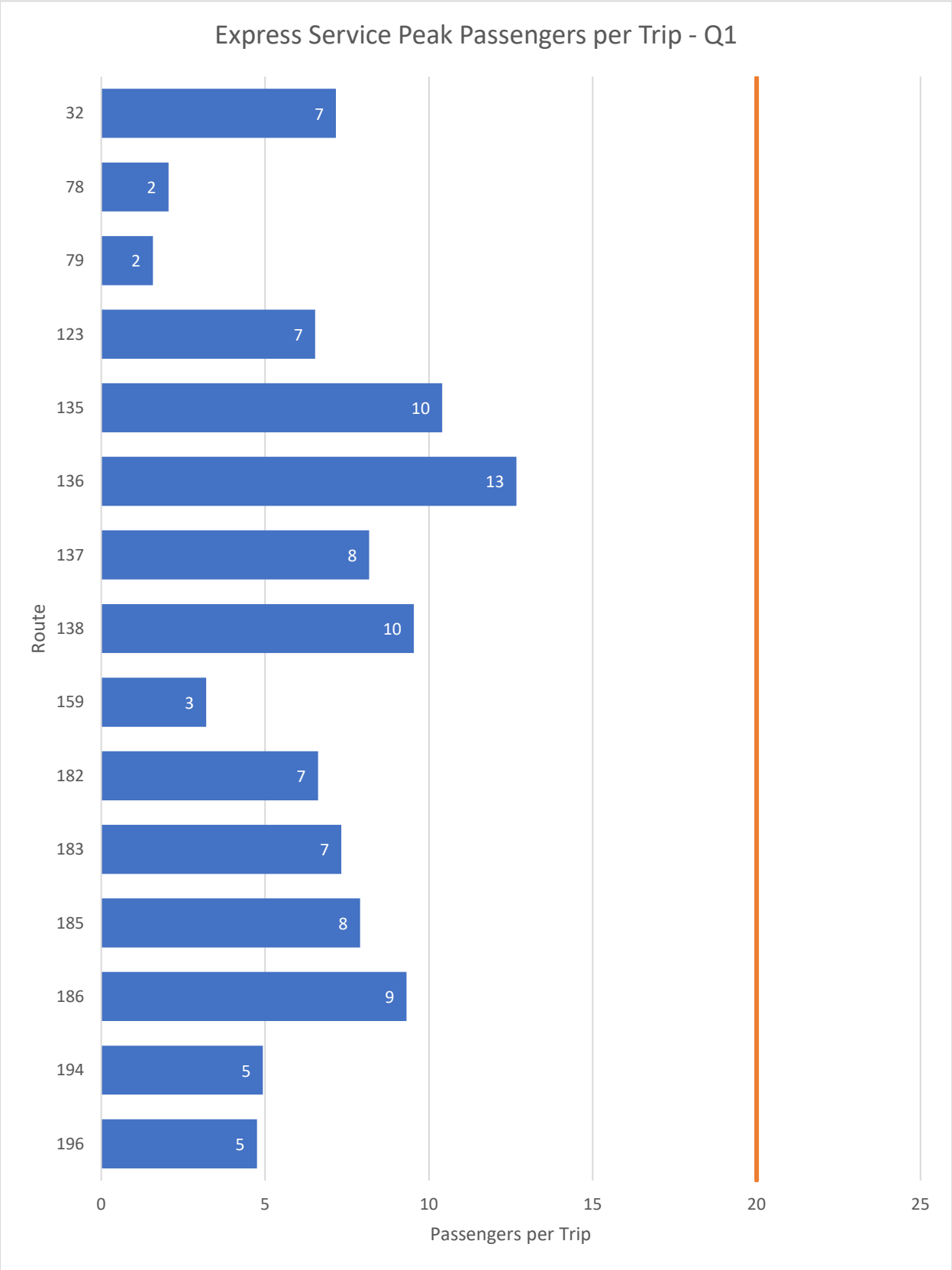
Passengers per Hour by Route



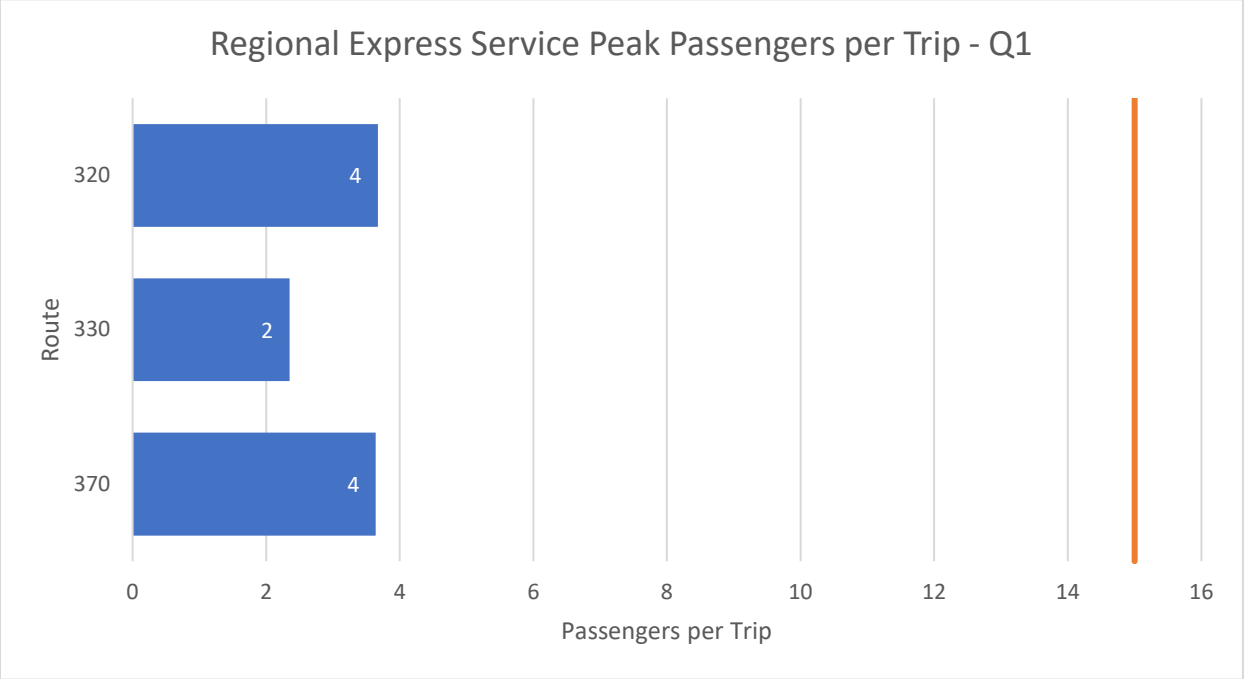
Express Service Peak Boardings and Passengers per Trip

Q1 Comparison - Average Daily Peak Boardings by Express Route				
Route	Weekday			
	2020/21		2021/22	
	Boardings	Pass/Trip	Boardings	Pass/Trip
32			129	7
78			32	2
79			19	2
123	72	5	93	7
135	114	8	146	10
136	202	13	203	13
137			98	8
138			134	10
159			115	3
182			185	7
183			95	7
185	188	7	205	8
186			112	9
194			39	5
196			19	5
320	19	3	48	4
330	40	4	52	2
370	37	4	44	4

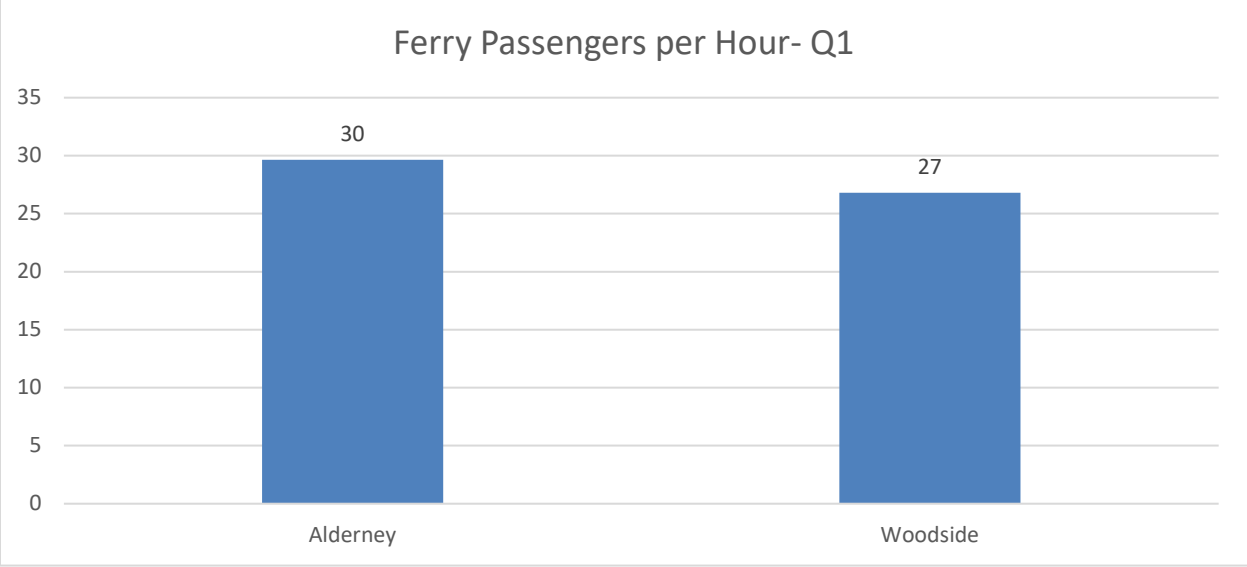
Express Service Peak Passengers per Trip by Route



Regional Express Peak Passengers per Trip by Route



Ferry Passengers per Hour

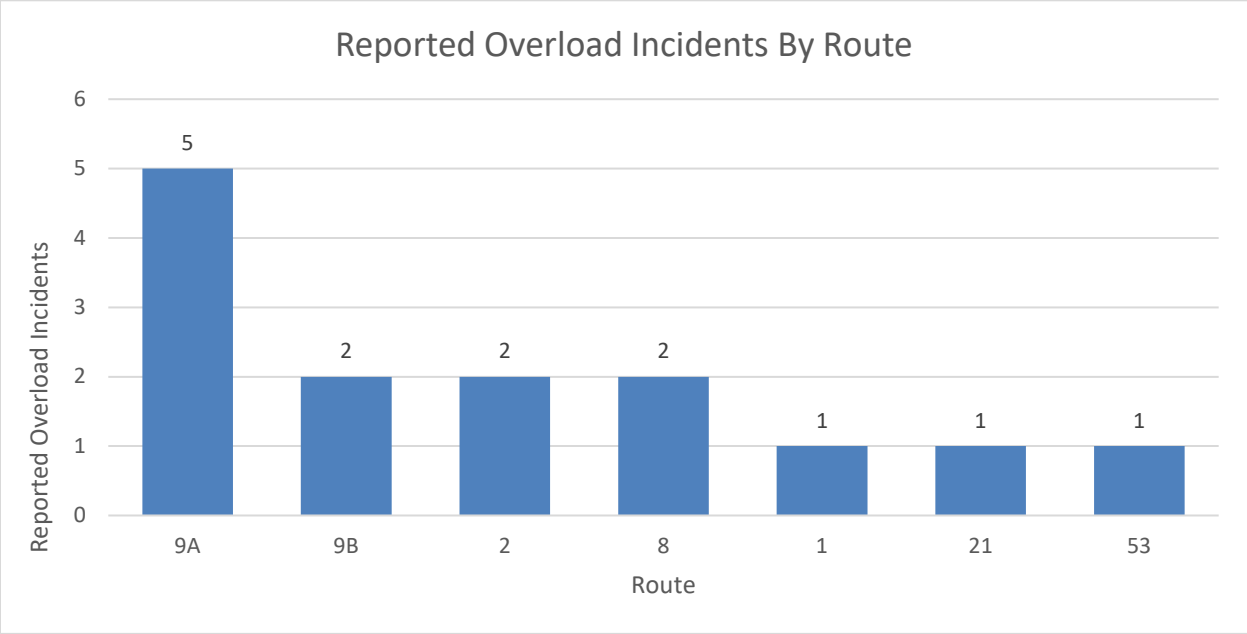


Passenger Overloads

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

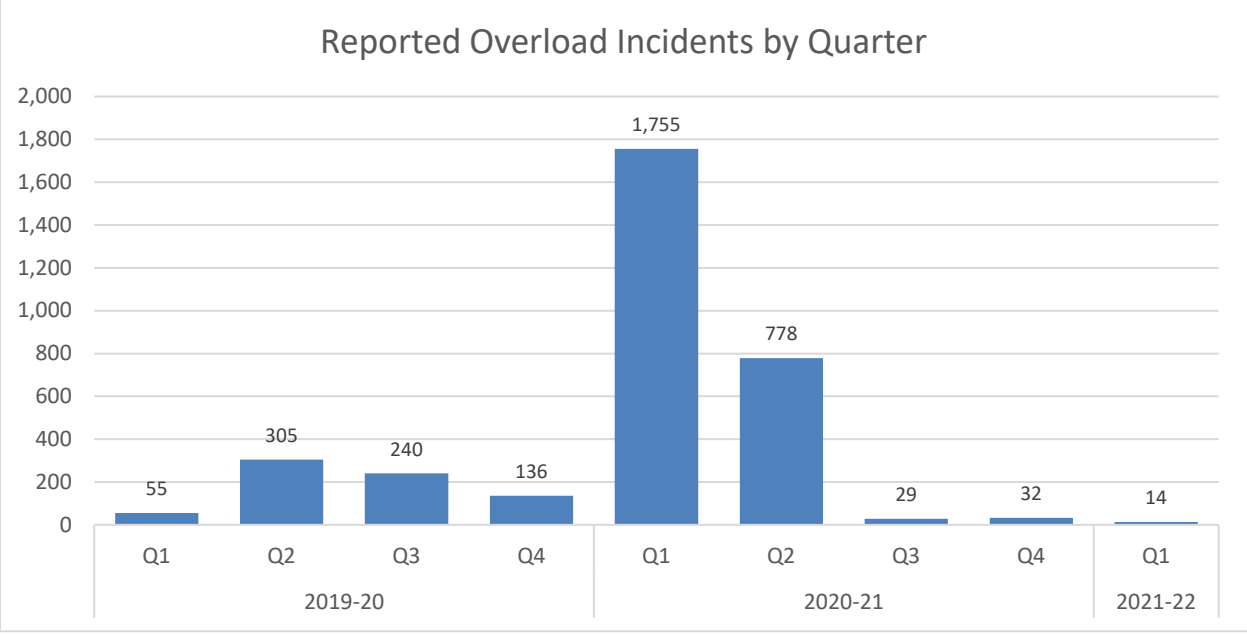
Passenger Overloads by Route

The following graph shows overloaded routes during the first quarter. 14 overload incidents were reported during the first quarter of 2021/22.



Passenger Overloads by Quarter

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

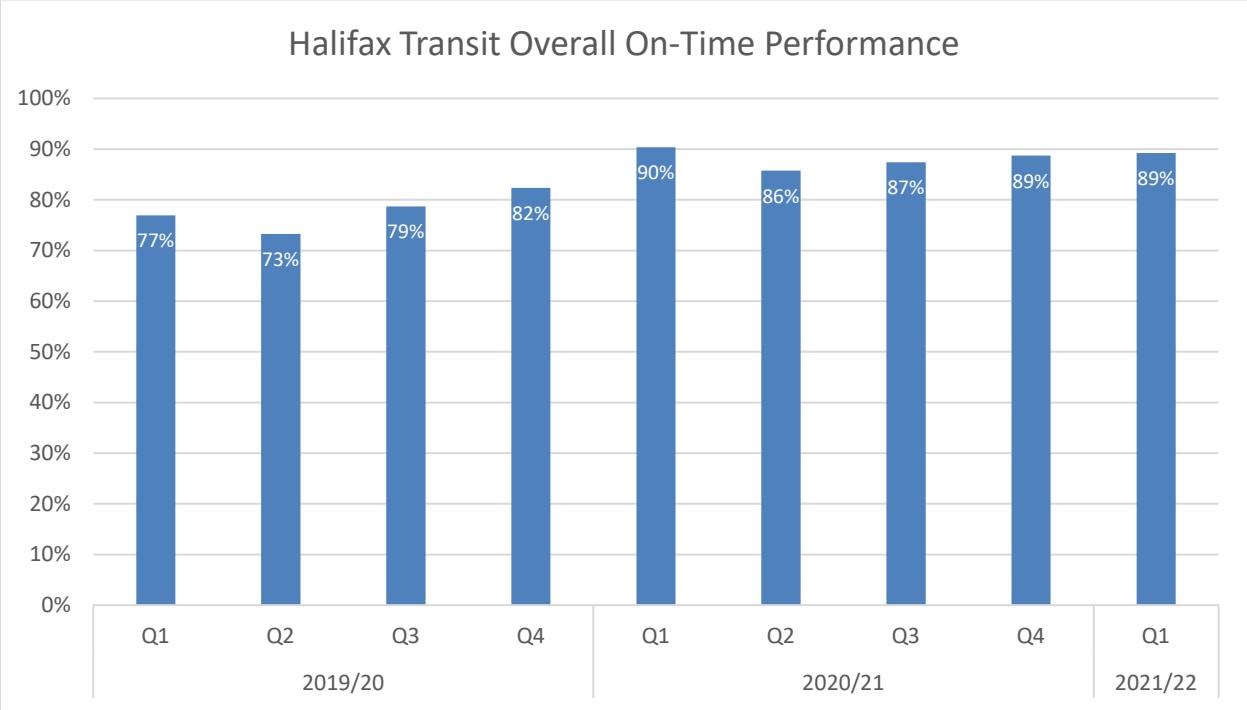


On-Time Performance

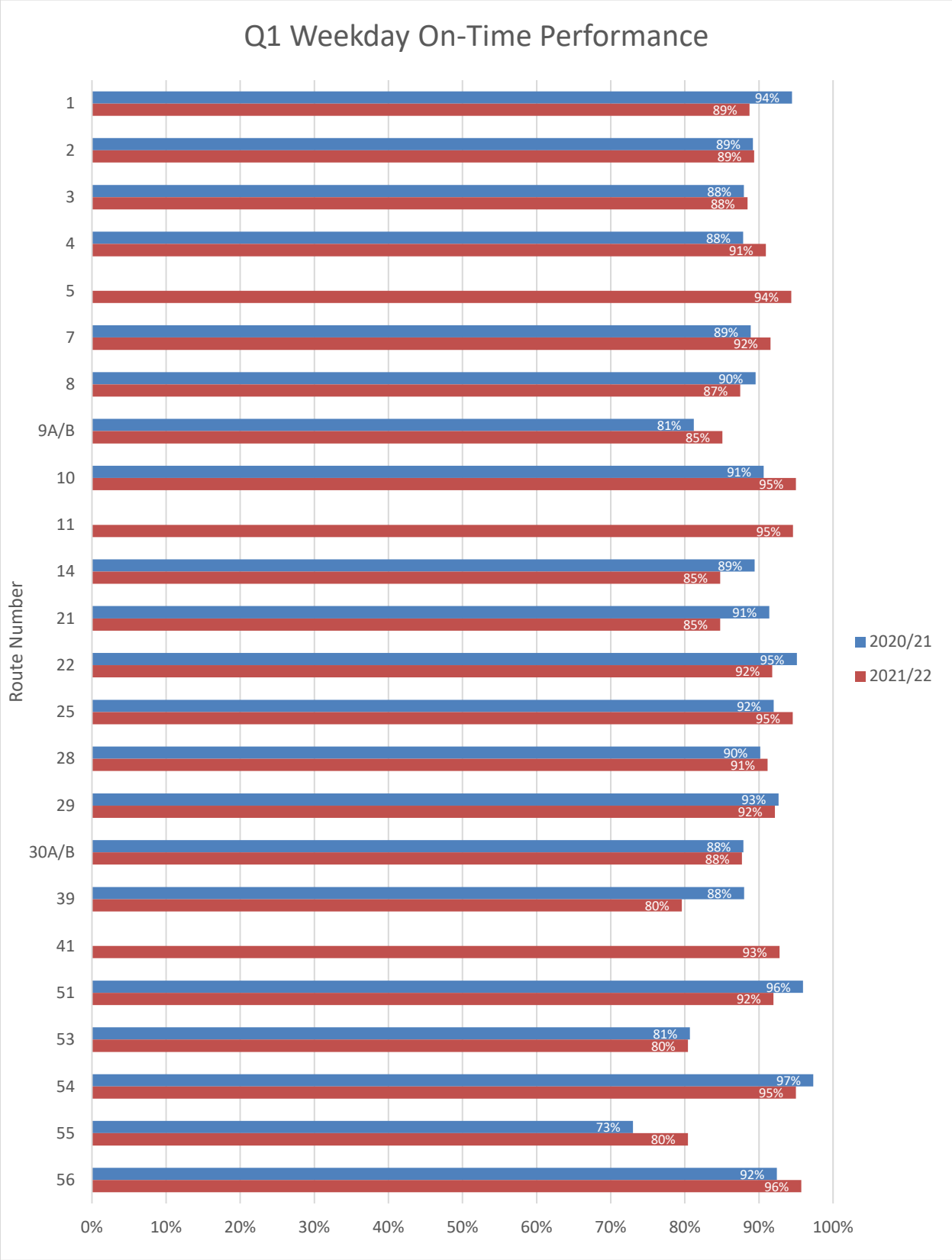
On-time performance is a measure of route reliability and is tracked monthly to demonstrate schedule adherence across the network of routes. Terminals and select bus stops along each route are classified as timepoints and have assigned and publicized scheduled arrival times. On-time performance demonstrates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

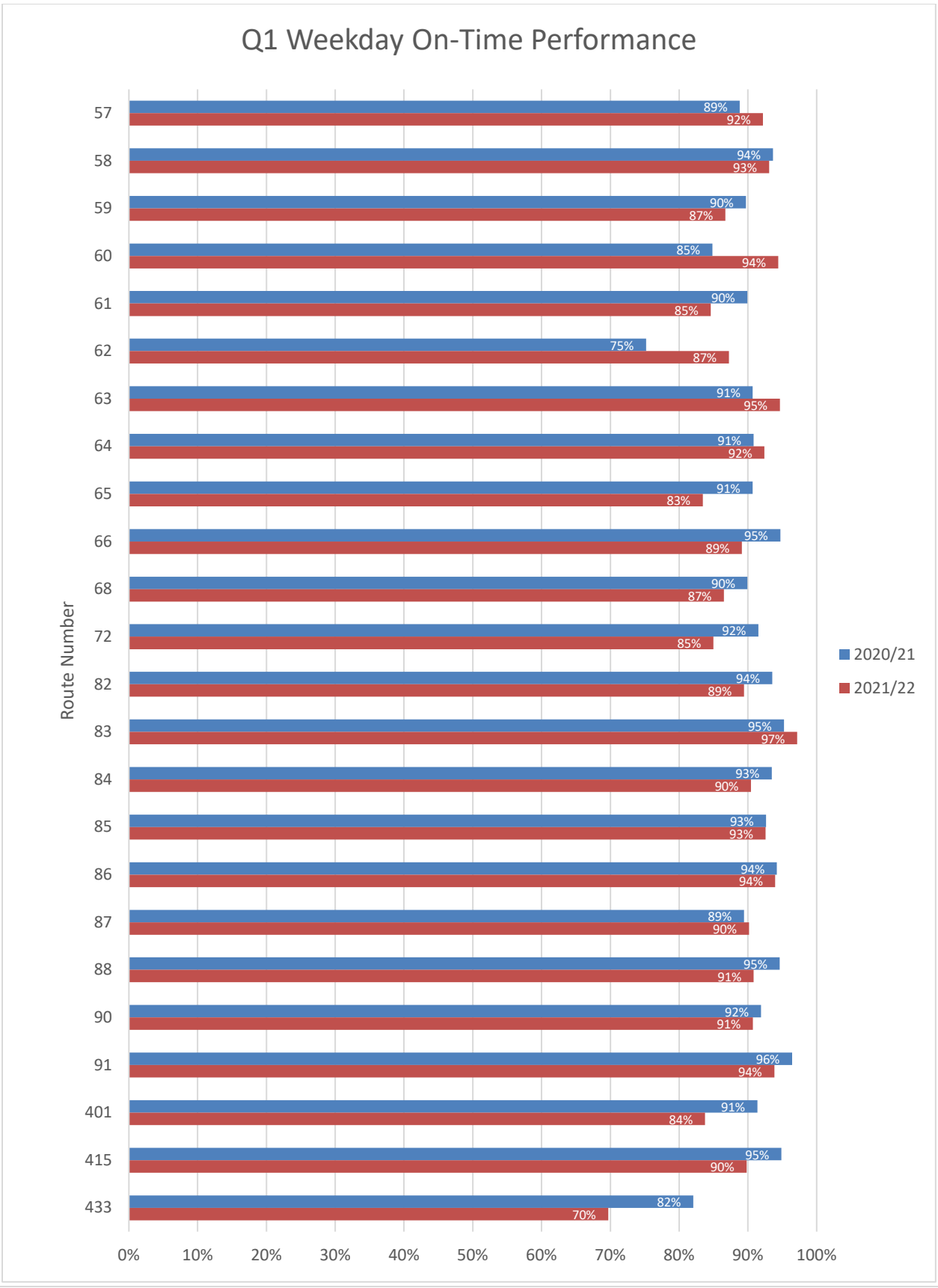
Transit industry standard targets for on-time performance tend to range between 85% and 90%, although service types are not always comparably grouped, nor are schedule adherence definitions consistent between agencies. Halifax Transit will analyze on-time performance across the network in order to establish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

Overall Network On-Time Performance



Weekday On-Time Performance




Q1 Weekday On-Time Performance
Route Number
57
58
59
60
61
62
63
64
65
66
68
72
82
83
84
85
86
87
88
90
91
401
415
433
89%
92%
94%
93%
90%
87%
85%
94%
90%
85%
75%
87%
91%
95%
91%
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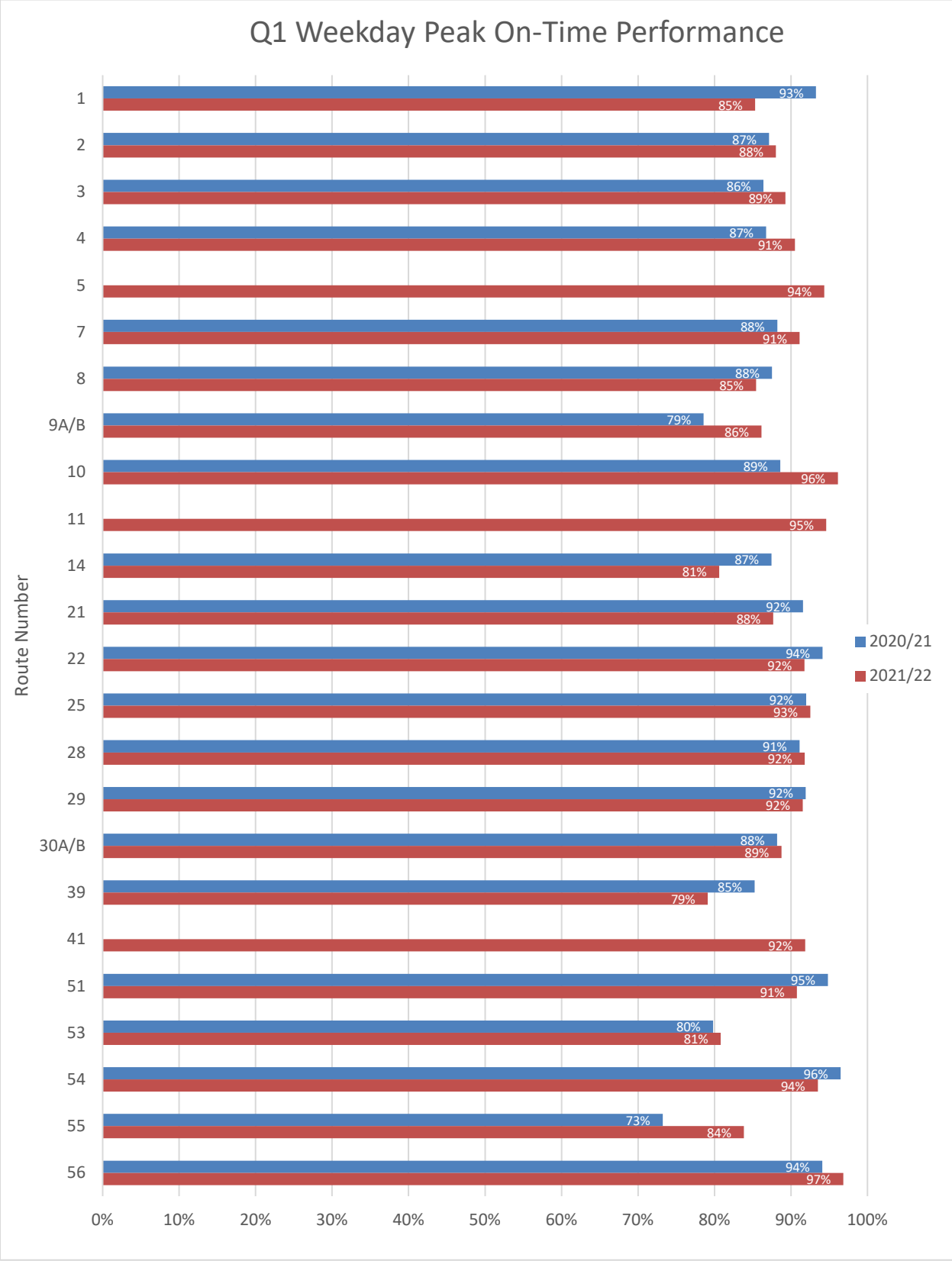
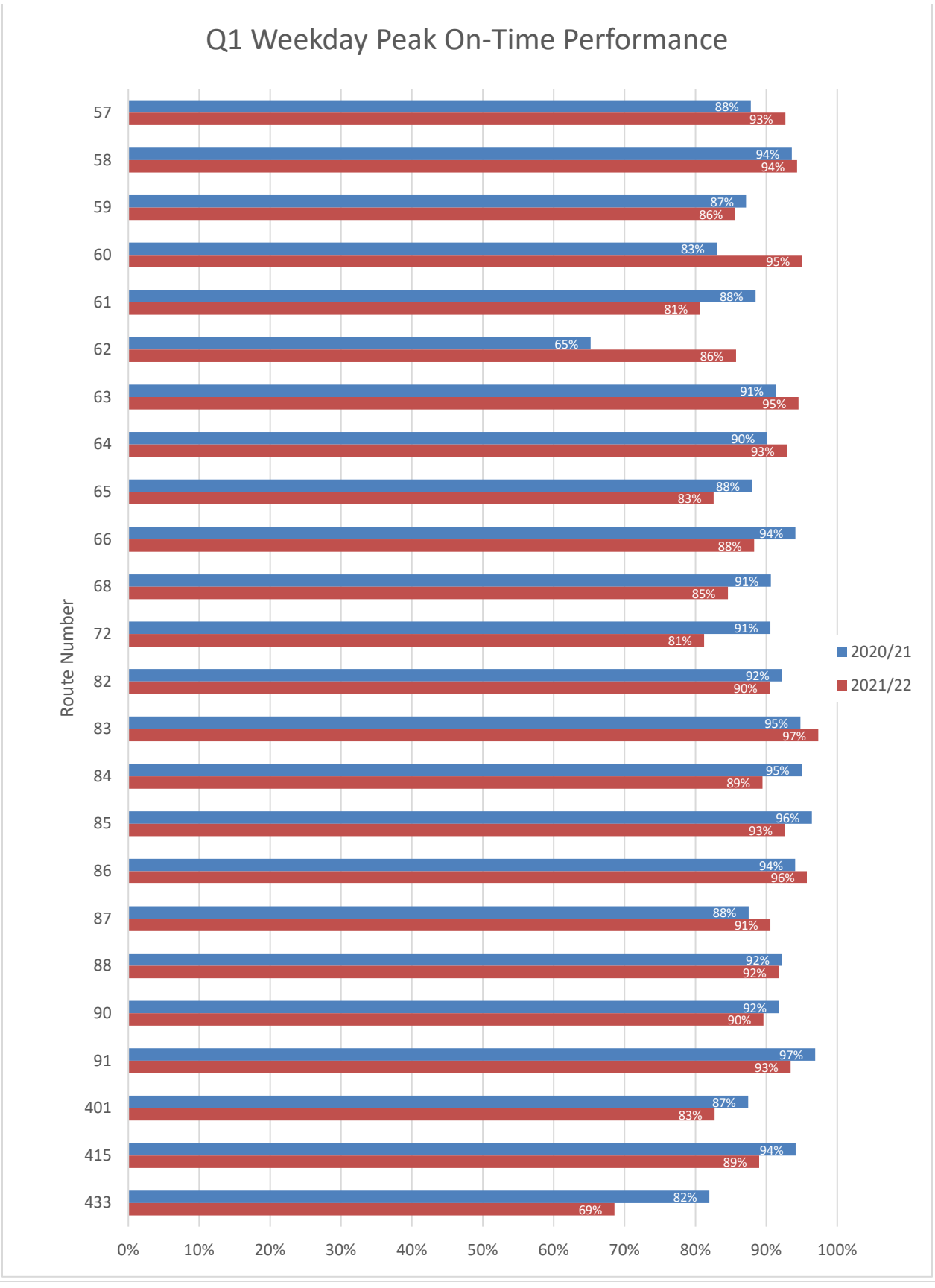
94%
91%
84%
95%
90%
82%
70%
0%
10%
20%
30%
40%
50%
60%
70%
80%
90%
100%
2020/21
2021/22

Weekday Peak Period On-Time Performance




Q1 Weekday Peak On-Time Performance
Route Number
57
58
59
60
61
62
63
64
65
66
68
72
82
83
84
85
86
87
88
90
91
401
415
433
88%
93%
94%
94%
87%
86%
83%
95%
88%
81%
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93%
87%
83%
94%
89%
82%
69%
0%
10%
20%
30%
40%
50%
60%
70%
80%
90%
100%
2020/21
2021/22

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.