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

Item No. 1
Transportation Standing Committee
January 27, 2022

TO: Chair and Members of Transportation Standing Committee

SUBMITTED BY: Original Signed

Jacques Dubé, Chief Administrative Officer

DATE: January 10, 2022

SUBJECT: **2021/22 Q2 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 second quarter of the year and includes reporting on second 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	Complete
On Demand Private Accessible Transportation	In Progress

Q2 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 Anti-Racism campaign continued to be in market, including interior and exterior bus ads, transit shelter ads, paid Social Media campaigns, and a full bus wrap. The Transit Code anti-littering campaign was deployed in November 2021. Prohibited Conduct signs were completed and will be installed at all transit terminals and facilities in January and February of 2022. The next campaign for this ongoing program is in development and will launch in early 2022.

The RFP for the provision of Private On-demand Accessible Transportation closed on October 14, 2021. Negotiations are underway, and it is expected that an award will be brought forward to Regional Council in Q4. The target is to launch service by the end of the current 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 over 900 approved participants in the 2021/22 Low Income Transit Pass Program, with significant capacity to accommodate additional applicants. Approximately 53% 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	Complete
Transit Priority Measures - Bayers Road	Complete
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

Q2 Highlights

On November 22, 2021, the latest round of service changes for the Moving Forward Together Plan (MFTP) were successfully implemented. This included the implementation of an additional 26 routes from the MFTP, for a total completion rate of 85%.

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. Consultant teams have also been onboarded to lead a vessel technology study, terminal site and concept designs, and metocean analysis. Additional studies to support the Phase 1 scope of work will kick-off in Q4.

The West Bedford Park & Ride became operational on November 22, 2021. While the facility can now be used by buses and passengers, some elements of the design which have long lead times, and those which are impacted by inclement weather, are still underway. These elements include the second half of the parking area, bicycle infrastructure, electronic message boards, landscaping features, and heated bus shelters. Standard bus shelters have been installed in the interim for passenger comfort until heated shelters can be installed.

Phase 2 construction at the Woodside Ferry Terminal began in October 2020 and is ongoing. The terminal's new all-gendered washrooms were opened to the public in Q3. The construction schedule has been impacted by supply chain issues and vendor scheduling constraints. Thus, substantial completion is now anticipated in March 2022.

Phase 1 of the Bayers Road transit lane is now complete. An inbound queue jump before Connaught Avenue was the last outstanding element of the Phase 1 scope and this become operational in early November 2021.

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

Q2 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 infrastructure closed for bid evaluation on January 14, 2022.

Q2 Performance Measures Highlights

Attachment B, *Halifax Transit 2021/22 Q2 Performance Measures Report,* covering July, August and September includes additional performance measures and detailed route level statistics.

- Overall boardings increased 16.8% this quarter from last year, while revenue increased 57.5%.
- Average daily boardings in Q2 were 58,141 (weekday), 40,546 (Saturday) and 29,307 (Sundays).
- System wide on-time performance was 81%, 5% lower than Q2 last year.
- The Departures Line received over 2,100 passenger calls on a typical weekday this quarter.
- Access-A-Bus operated 64% more trips this quarter when compared to Q2 last year.
- This quarter 94% of customer feedback was resolved within service standards.

- The Mean Distance Between Failures (MDBF) for conventional service was 15,314 km, a 56% increase from Q2 last year.
- The Mean Distance Between Service Calls (MDBS) for conventional service was 5,489kms, an increase of 23% from Q2 last year.
- The MDBS for Access-A-Bus was 39,680 kms, a 41% increase from Q2 last year
- 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 3.5.
- Maintenance cost was $1.21/km, 2 cents lower than the budgeted cost of $1.23/km.

FINANCIAL IMPLICATIONS

No financial implications at this time

COMMUNITY ENGAGEMENT

No community engagement was required.

ATTACHMENTS

Attachment A: Halifax Transit 2021/22 Q2 Business Plan Deliverables

Attachment B: Halifax Transit 2021/22 Q2 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: Colin Redding, Transit Planning Technician, Halifax Transit, 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 for recommendations by end of Q4 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 early January 2022 and should conclude in mid to late 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. All site visits have been completed and all bus stops have been inventoried and assessed. The final upgrade costing, strategies and recommendations are anticipated to be completed in Q4.
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.	Complete. The Transit Code Anti-Racism campaign was in market, including interior and exterior bus ads, transit shelter ads, paid Social Media campaigns, and a full bus wrap. The Transit Code anti-littering campaign was deployed in November 2021. Prohibited Conduct signs were completed and will be installed at all transit terminals and facilities in January and February 2022. The next campaign for this ongoing program is in development and will launch in early 2022.
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. The RFP for the provision of Private On-demand Accessible Transportation closed on October 14, 2021. The target is to launch service by the end of the current fiscal year, however, this will depend on the lead time required by the vendor to procure and/or adapt vehicles, if necessary.

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.	Complete. The service changes were successfully implemented on November 22, 2021. This latest round of service changes introduced 26 additional routes from the MFTP, bringing the total plan completion to 85%.
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 Bayers Road, with inbound and outbound lanes from Connaught Avenue to Coleman Court being completed in 2021/22.	Complete (Phase 1). Construction of Phase 1 was completed in full in November 2021.
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 West Bedford Park & Ride became operational on November 22, 2021. Due to long lead times and weather constraints some elements of the design will be constructed in 2022/23 as weather permits.
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 continues 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. Staff have onboarded project managers, subject matter experts and consultant leads for the vessel technology study, terminal concept design and site design work, and the metocean analysis. Additional studies will kick-off in Q4.

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 is ongoing. The construction schedule has been impacted by supply chain issues and vendor scheduling constraints. Thus, substantial completion is now anticipated in March 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: The RFP for the battery electric buses and charging system closed on January 14, 2022.
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 researching the available products in the market and contacting OEMs and subject matter experts to better understand adoption and operational requirements. Halifax Transit will consider the appropriate charging points and other tools needed to operate the battery electric vehicles while planning for modifying or constructing new transit centers in the future

2021/22 – Q2
Performance Measures Report

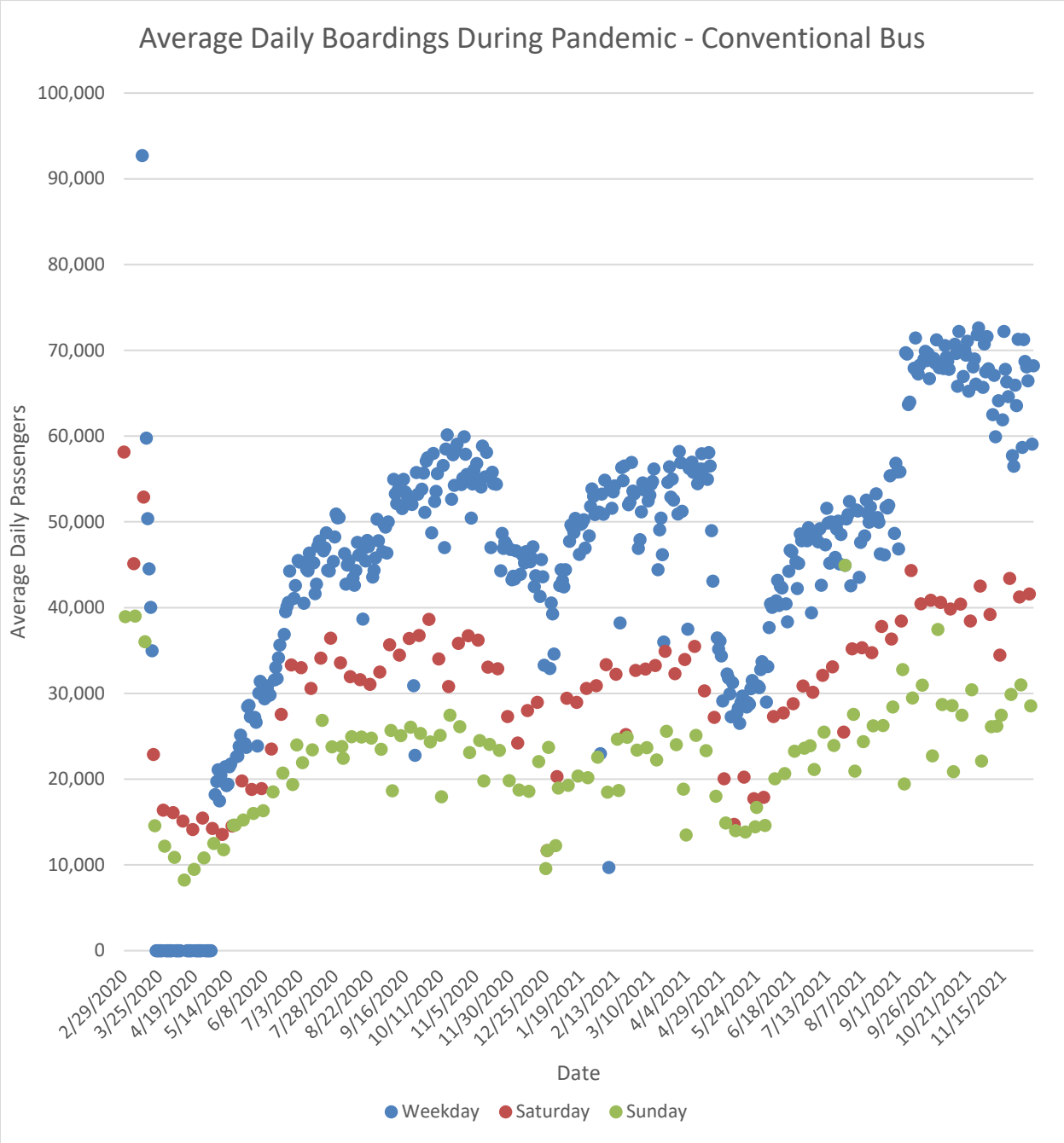
HALIFAX
TRANSIT

Contents

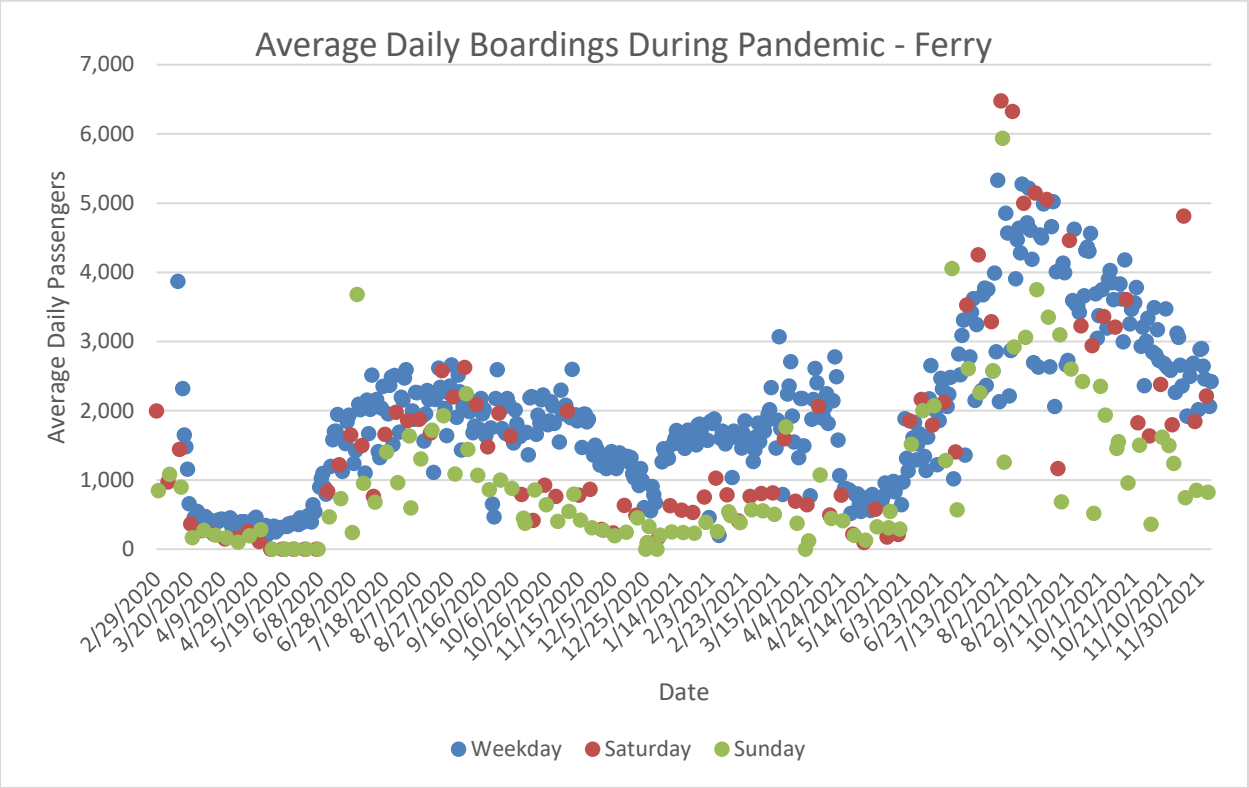
COVID-19 Pandemic Data Impacts

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, 2020, with full ferry service resuming July 19, 2021, with the last trip of the day being reinstated.

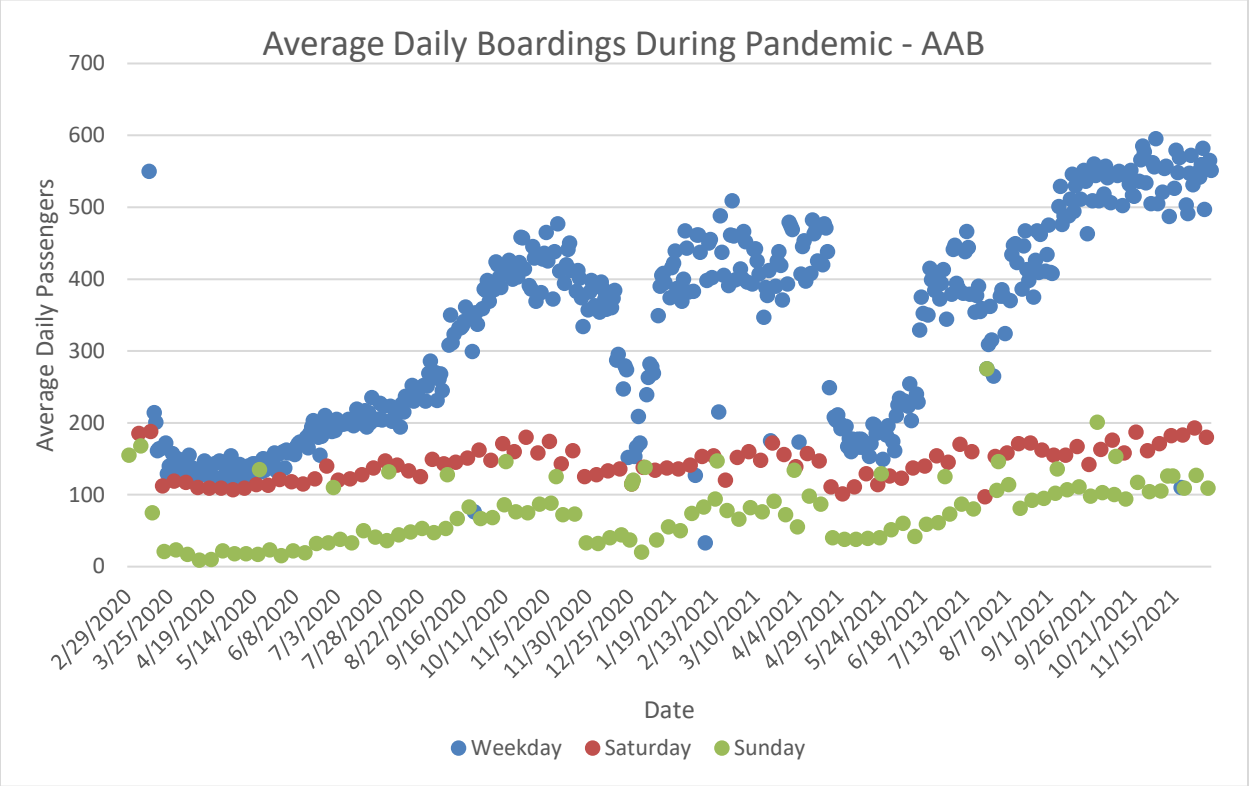
Conventional Bus Boardings During Pandemic



Ferry Boardings During Pandemic



Access-A-Bus Boardings During Pandemic

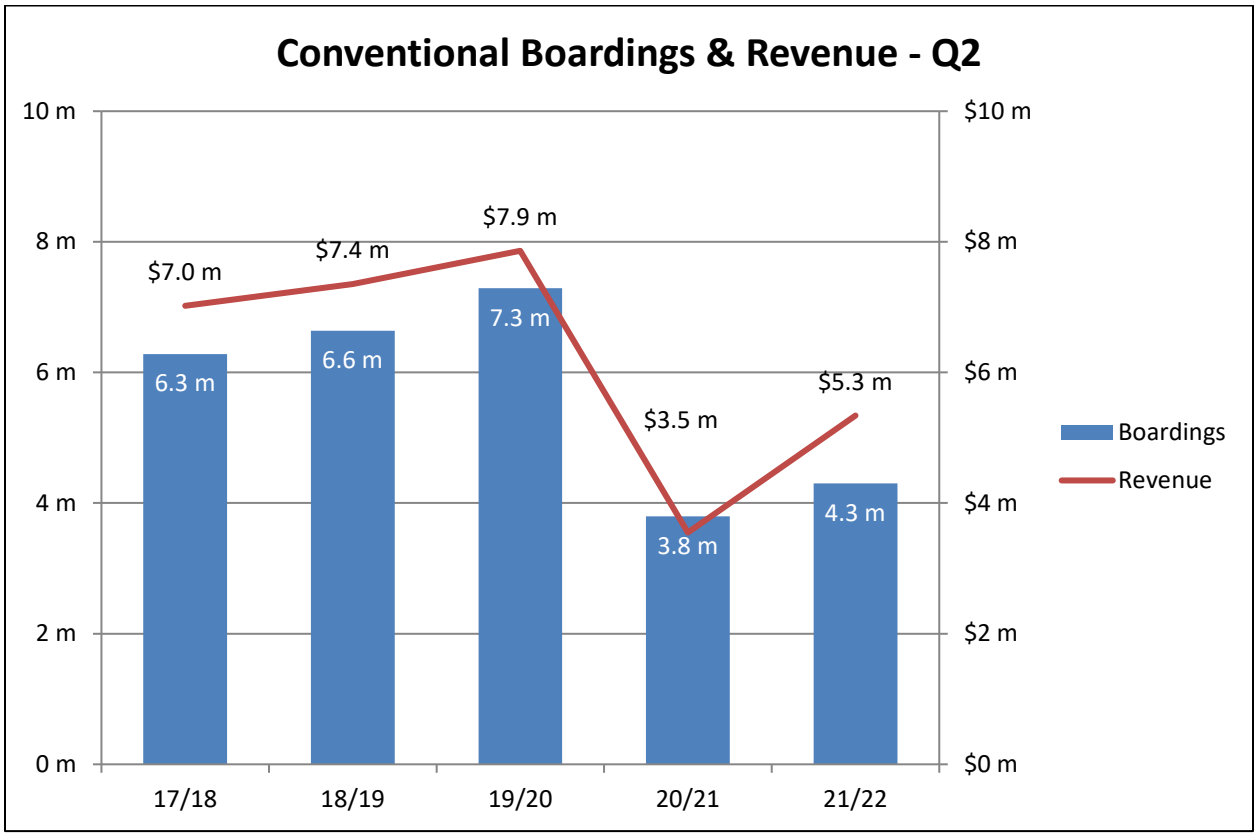


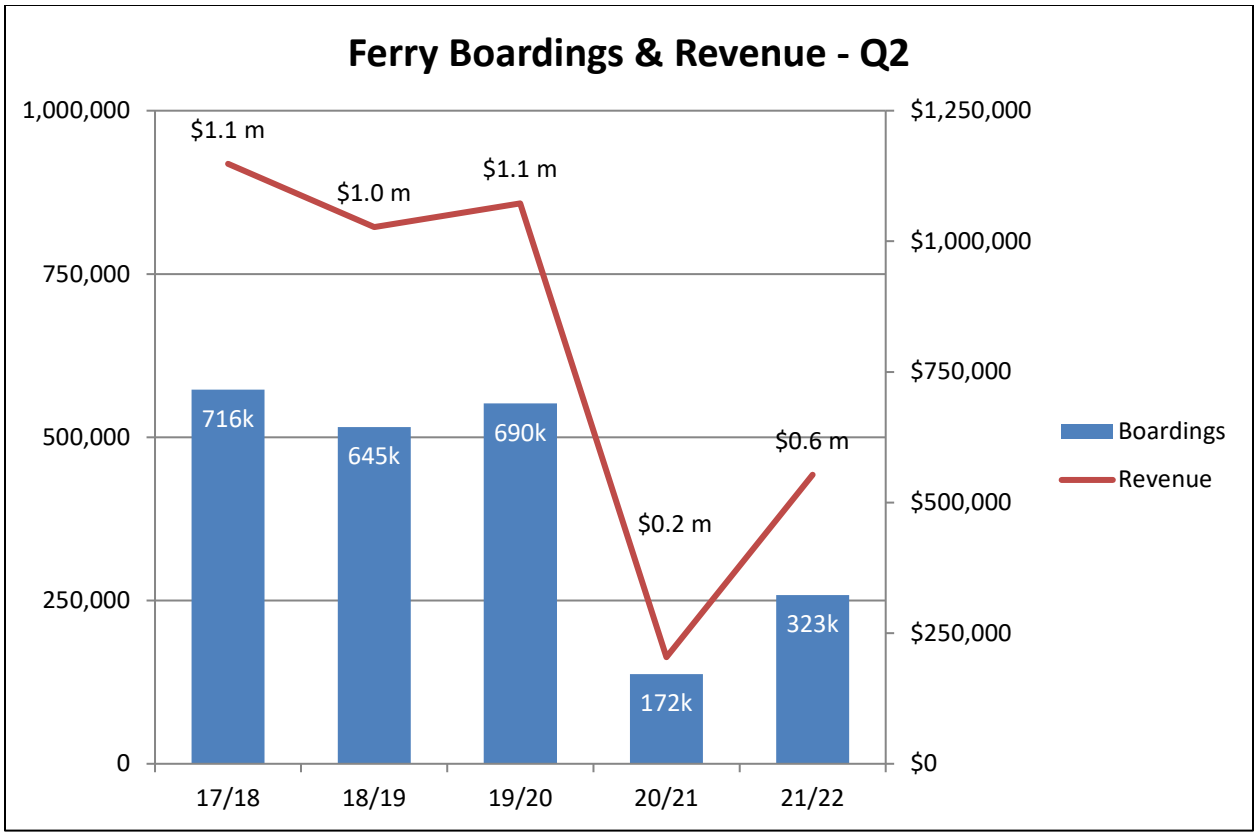
Boardings & Revenue

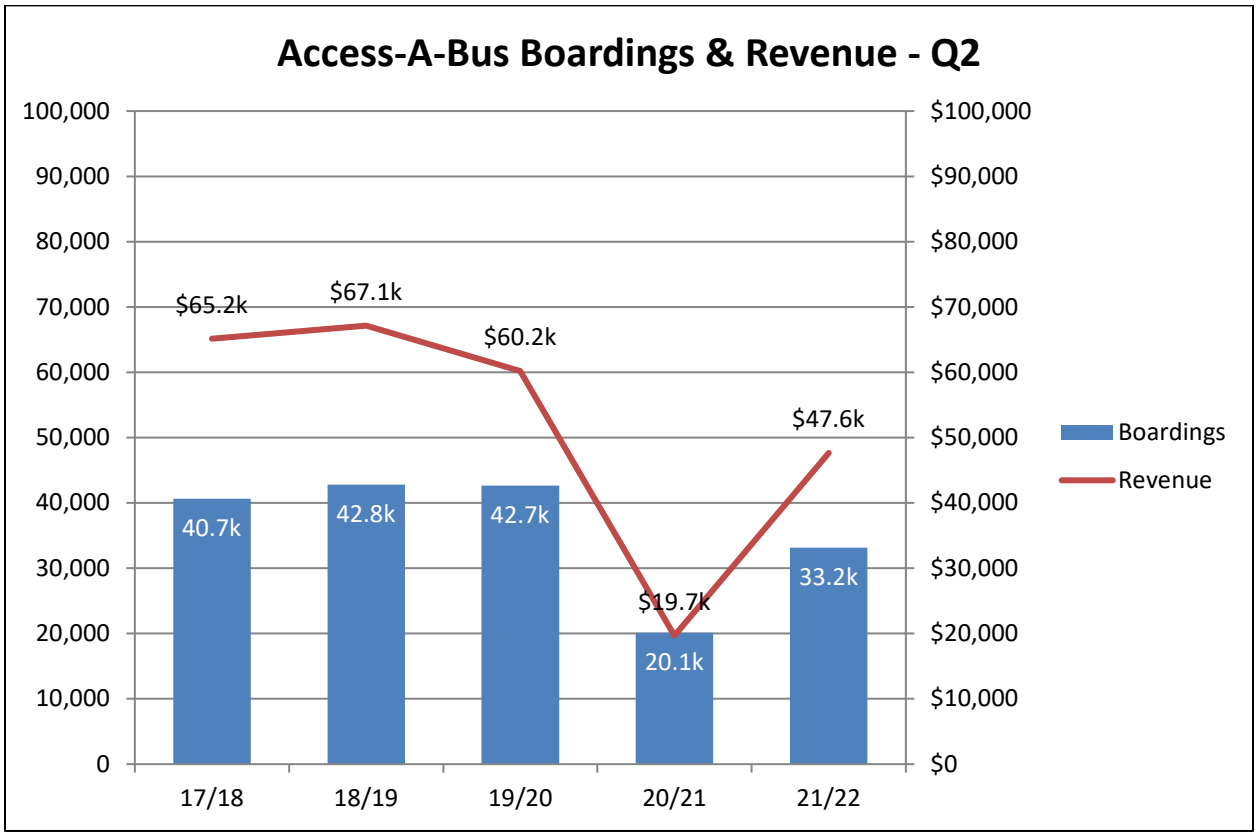
Revenue and boardings are reported to demonstrate how well transit services were used over the quarter, in comparison to the same quarter the previous year.

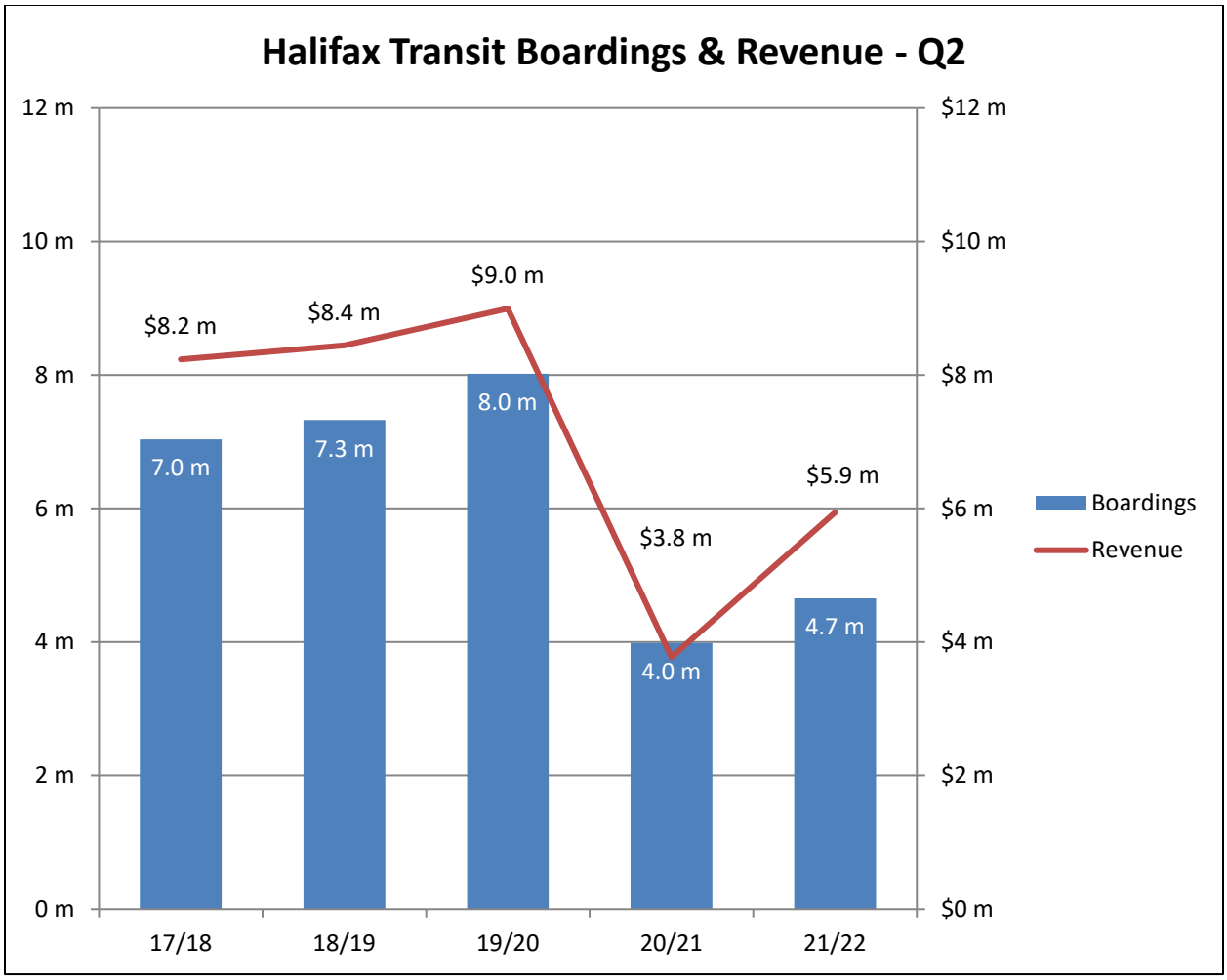
COVID-19 continued to have a significant impact during the second quarter of 2021/22. Conventional boardings increased 13.3% from this quarter last year, Ferry boardings increased 88% and Access-A-Bus boardings increased 64.8%. Overall, system wide boardings increased this quarter by 16.8% compared to last year, which is still 41.9% lower than second quarter 2019/20. Fare collection resumed mid second quarter on August 1, 2020. Overall revenue this quarter increased 57.5% from last year, but remains 34% lower than second quarter 2019/20.

Historical Boardings & Revenue



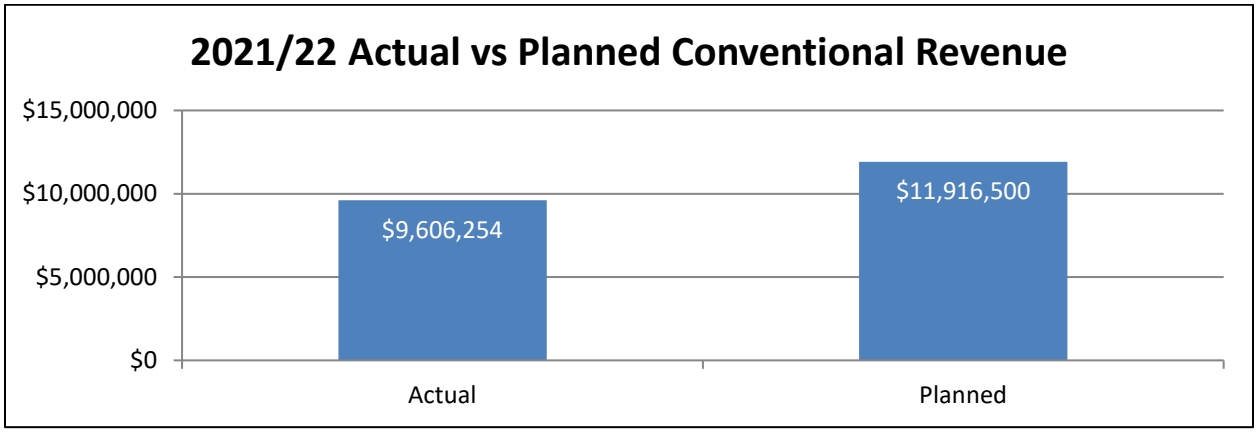

Ferry Boardings & Revenue - Q2
1,000,000
750,000
500,000
250,000
0
$1,250,000
$1,000,000
$750,000
$500,000
$250,000
$0
$1.1 m
$1.0 m
$1.1 m
$0.2 m
$0.6 m
716k
645k
690k
172k
323k
17/18
18/19
19/20
20/21
21/22
Boardings
Revenue

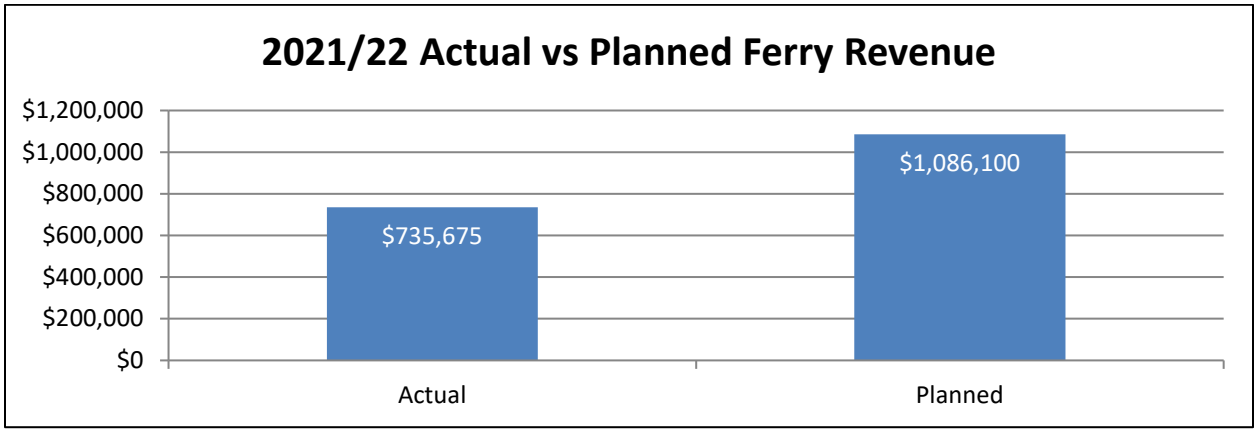

Access-A-Bus Boardings & Revenue - Q2
100,000
90,000
80,000
70,000
60,000
50,000
40,000
30,000
20,000
10,000
0
$100,000
$90,000
$80,000
$70,000
$60,000
$50,000
$40,000
$30,000
$20,000
$10,000
$0
$65.2k
$67.1k
$60.2k
$19.7k
$47.6k
40.7k
42.8k
42.7k
20.1k
33.2k
17/18
18/19
19/20
20/21
21/22
Boardings
Revenue

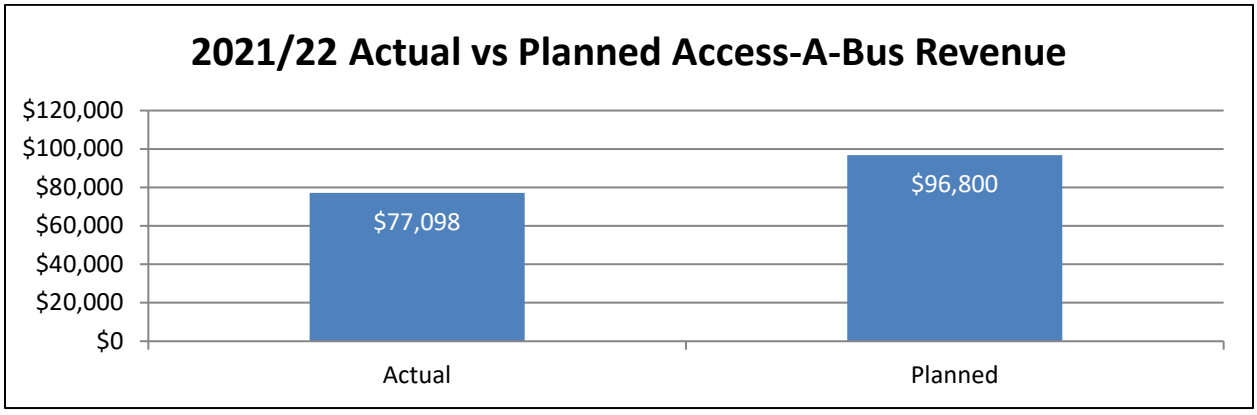

Halifax Transit Boardings & Revenue - Q2
12 m
10 m
8 m
6 m
4 m
2 m
0 m
$12 m
$10 m
$8 m
$6 m
$4 m
$2 m
$0 m
$8.2 m
$8.4 m
$9.0 m
$3.8 m
$5.9 m
7.0 m
7.3 m
8.0 m
4.0 m
4.7 m
17/18
18/19
19/20
20/21
21/22
Boardings
Revenue

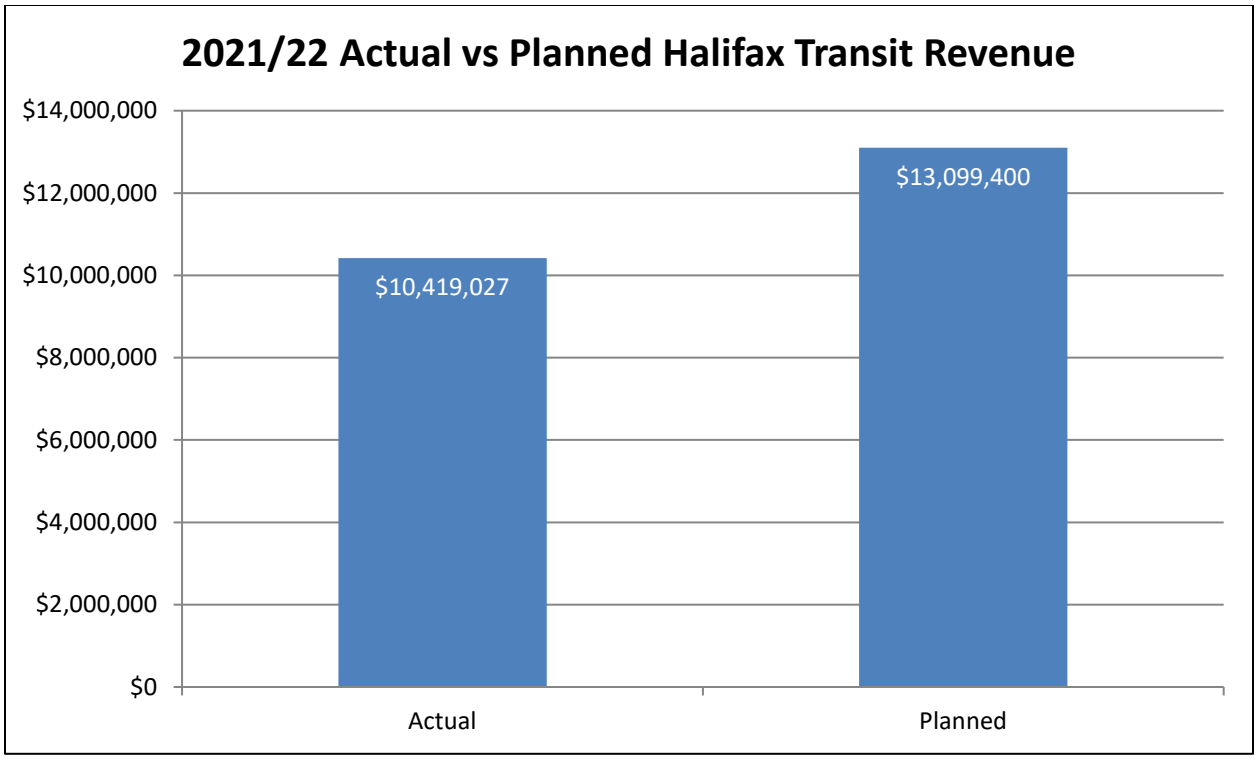
Revenue – Actual vs. Planned

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. As of the second quarter 2021/22 conventional revenue has increased 95.2% over last year and is 19.4% below the planned amount. Ferry revenue has increased 128.3% and is 32.3% below the planned amount. Access-A-Bus revenue this year increased 291.8% over last year and is 20.4% below the planned amount. Overall revenue this year has increased 97.9% over last year, but remains 20.5% below the planned amount. Revenue projections are made prior to the beginning of the fiscal year, prior to April 2021 COVID cases were relatively low in the province. Another wave of COVID cases began in April extending through May and June, causing actual revenue to be lower than projected.





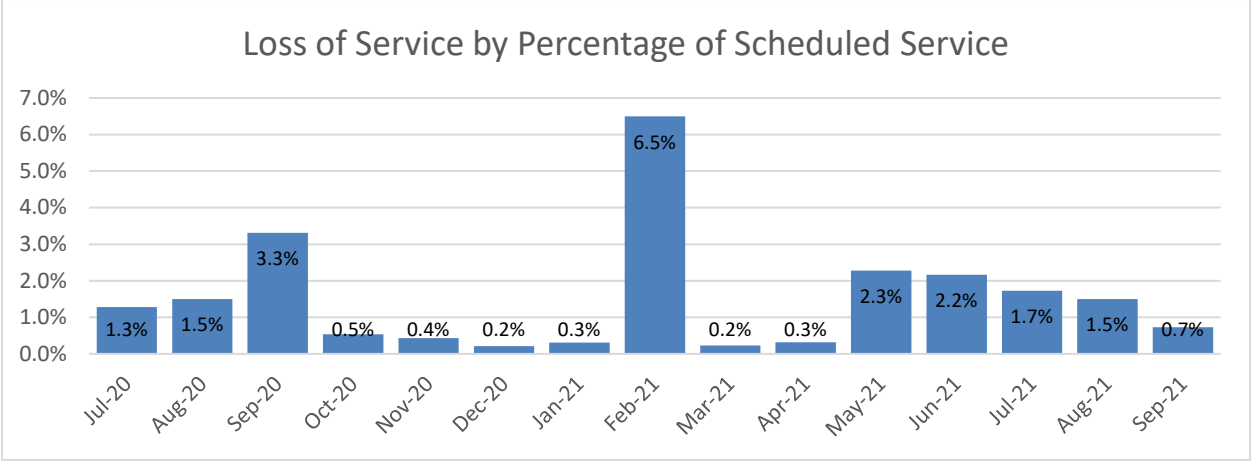




Loss of Service

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 2,820 hours, which is 1.33% of the quarterly revenue hours. The table below shows the total loss of service for each month.

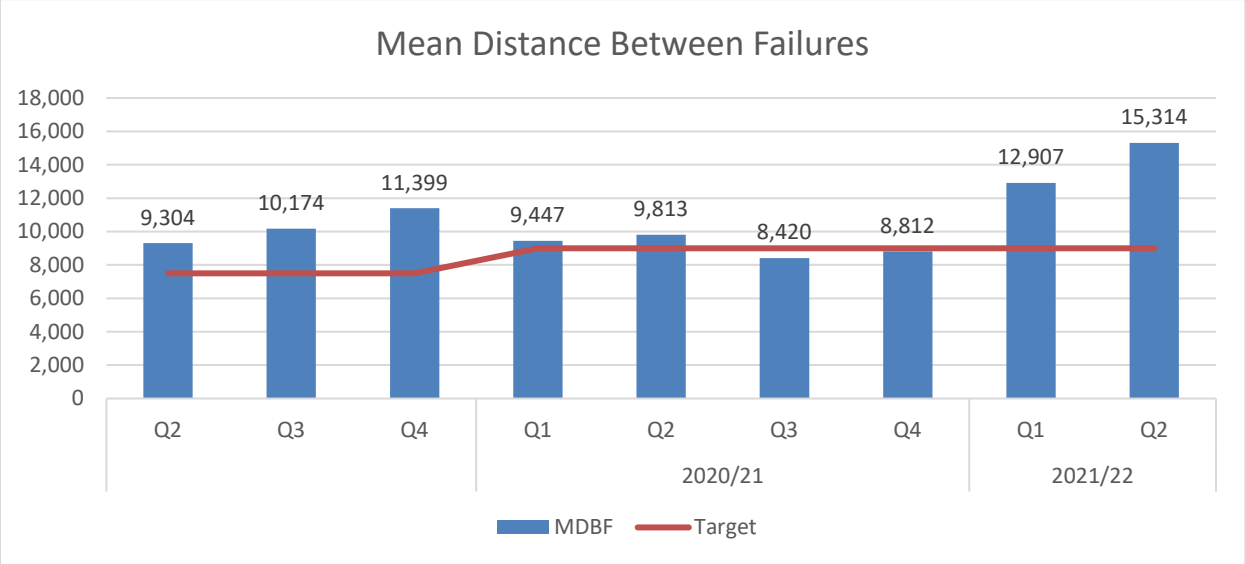


Mean Distance Between Failures

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 second quarter of 2021/22, the MDBF for conventional transit was 15,314 kms. This is a 56% increase from the second quarter of the previous year (2020/21). Transit Fleet will continue to monitor this KPI and has implemented new preventative maintenance measures to reduce aftertreatment and cooling system defects.

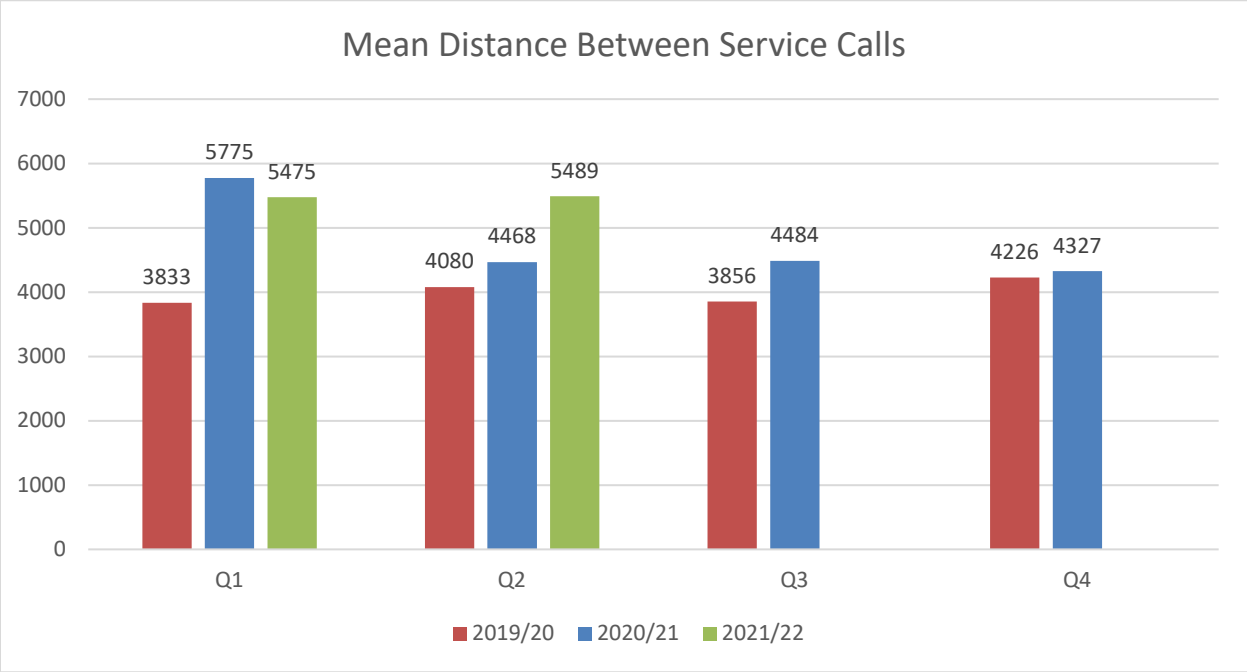


Mean Distance Between Service Calls

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

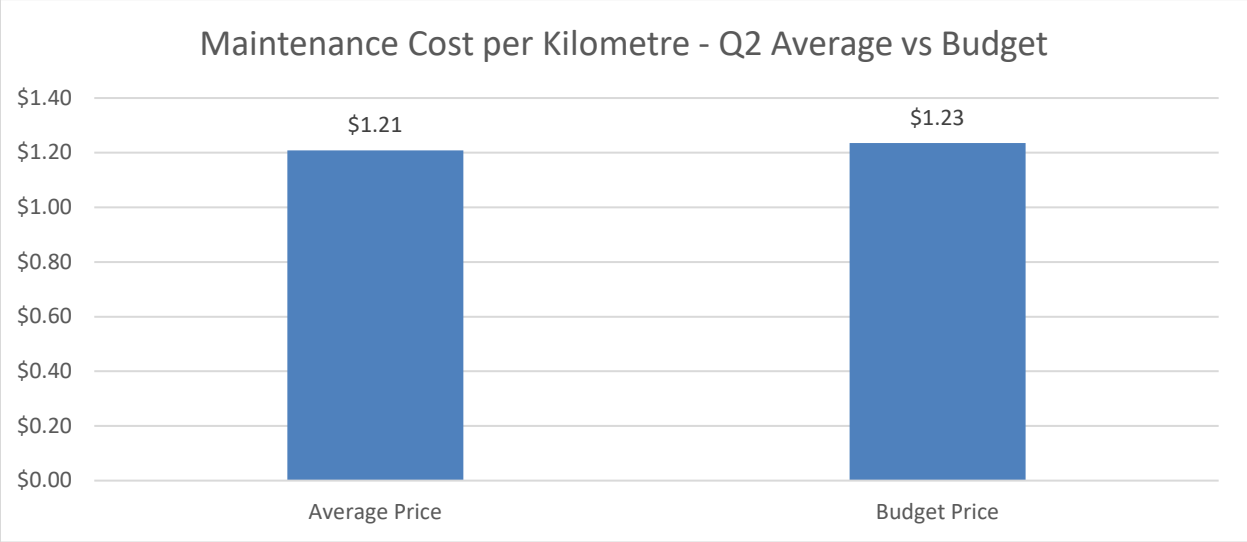
secondary equipment, passenger-related events and damages to the bus resulting from minor accidents. Transit Fleet is continuing to benchmark this metric in order to provide a target.

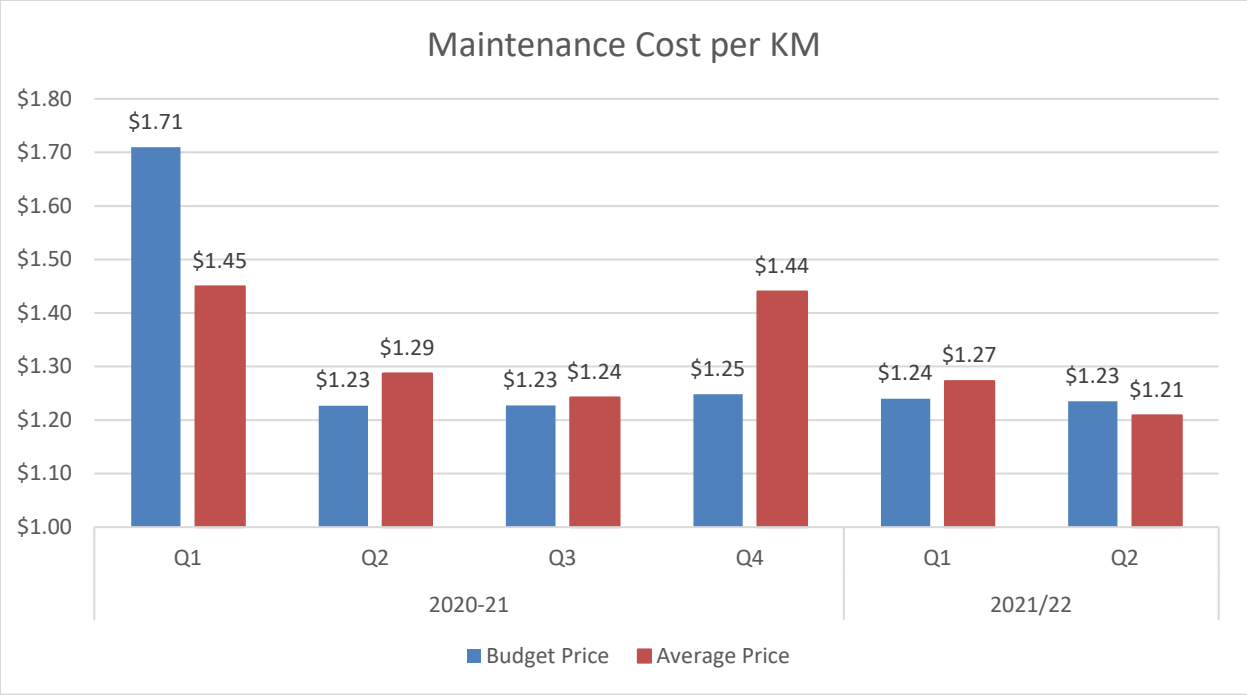
For the second quarter of 2021/22, the MDBS for conventional transit was 5,489 kms. In comparison to the second quarter of 2020/21 (4,468), this is an increase of 23%. The MDBS for Access-A-Bus service was 39,680 kms. Transit Fleet will continue to monitor this metric in order to reduce service calls.



Bus Maintenance Cost – Quarter Average vs Budget

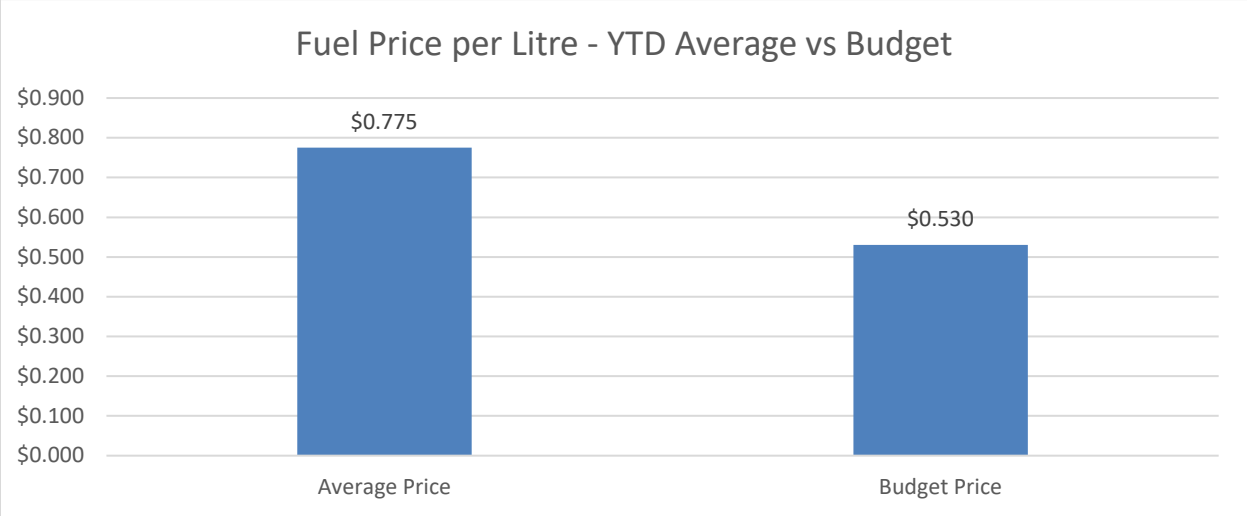
In the second quarter, bus maintenance costs were $1.21/km, while the budgeted maintenance cost was $1.23/km.




Maintenance Cost per KM
$1.80
$1.70
$1.60
$1.50
$1.40
$1.30
$1.20
$1.10
$1.00
$1.71
$1.45
$1.23
$1.29
$1.23
$1.24
$1.25
$1.44
$1.24
$1.27
$1.23
$1.21
Q1
Q2
Q3
Q4
Q1
Q2
2020-21
2021/22
Budget Price
Average Price

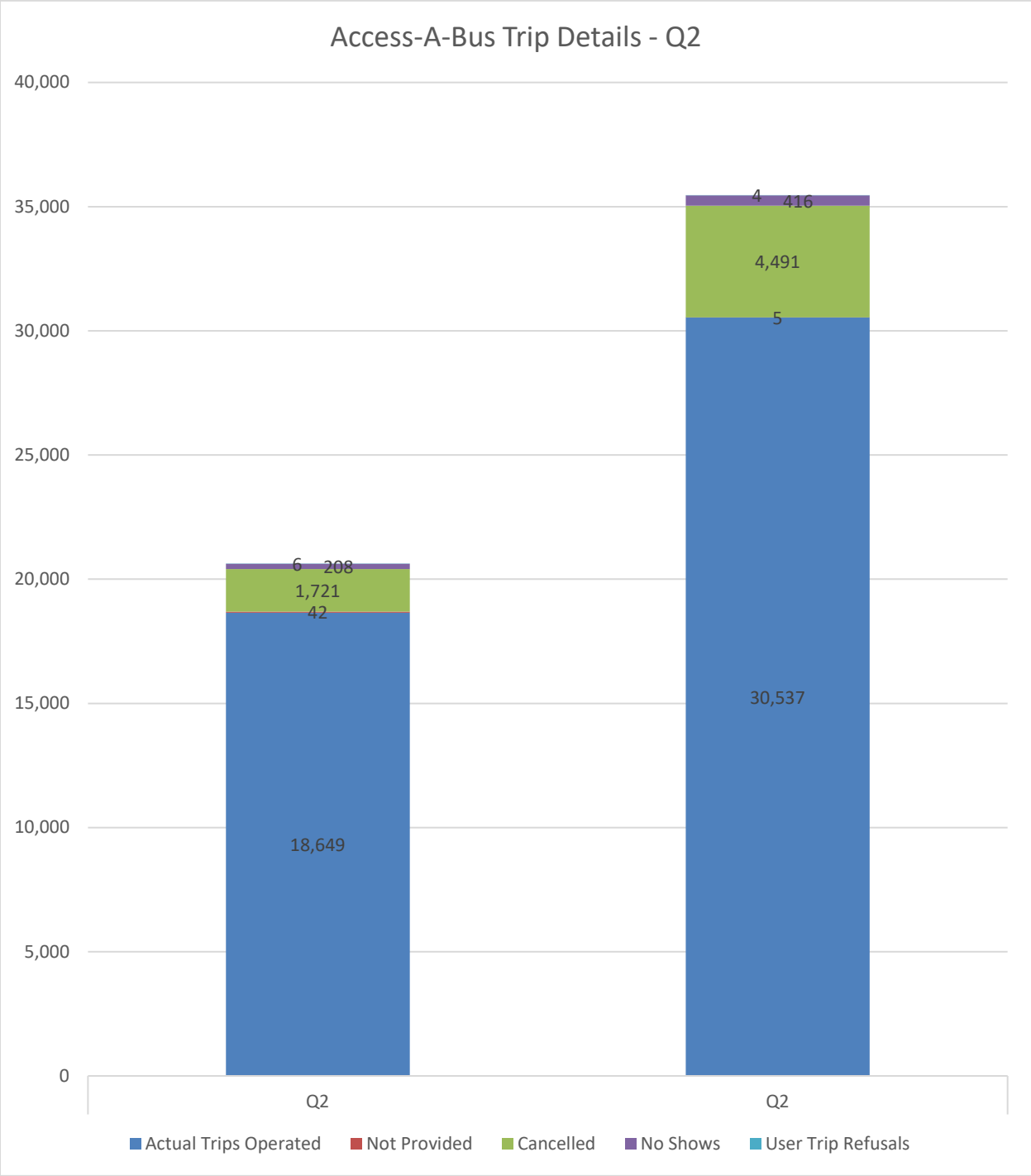
Fuel Price – Annual Average vs Budget

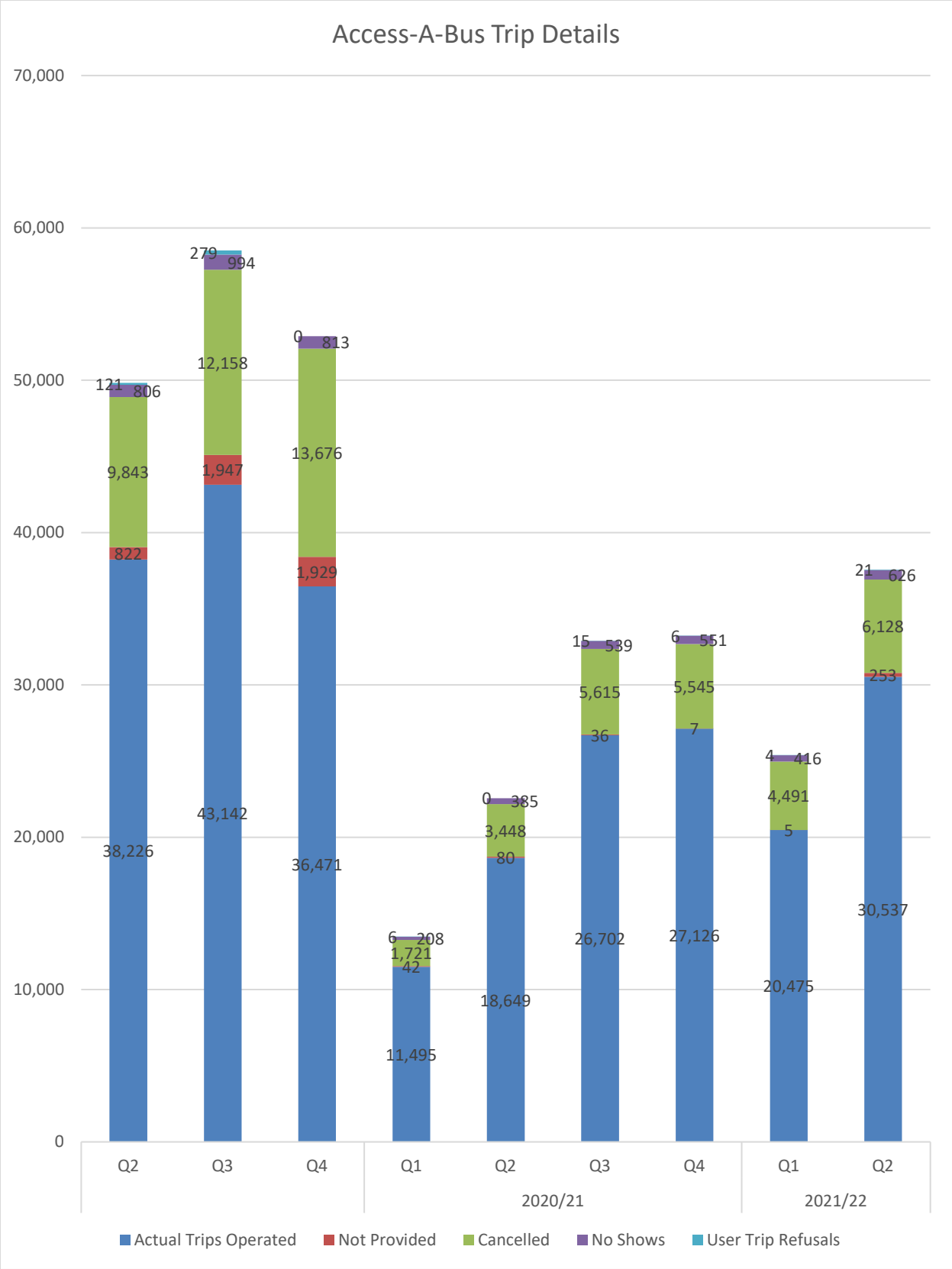
The budgeted fuel price for 2021/22 was set at 53 cents/litre. The average fuel price for 2021/22 as of the end of the second quarter of 2021/22 was 78 cents/litre, 25 cents higher than the budgeted price per litre.



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 the second quarter of 2021/22 30,537 trips were operated, an increase of 64% compared to the second quarter last year.



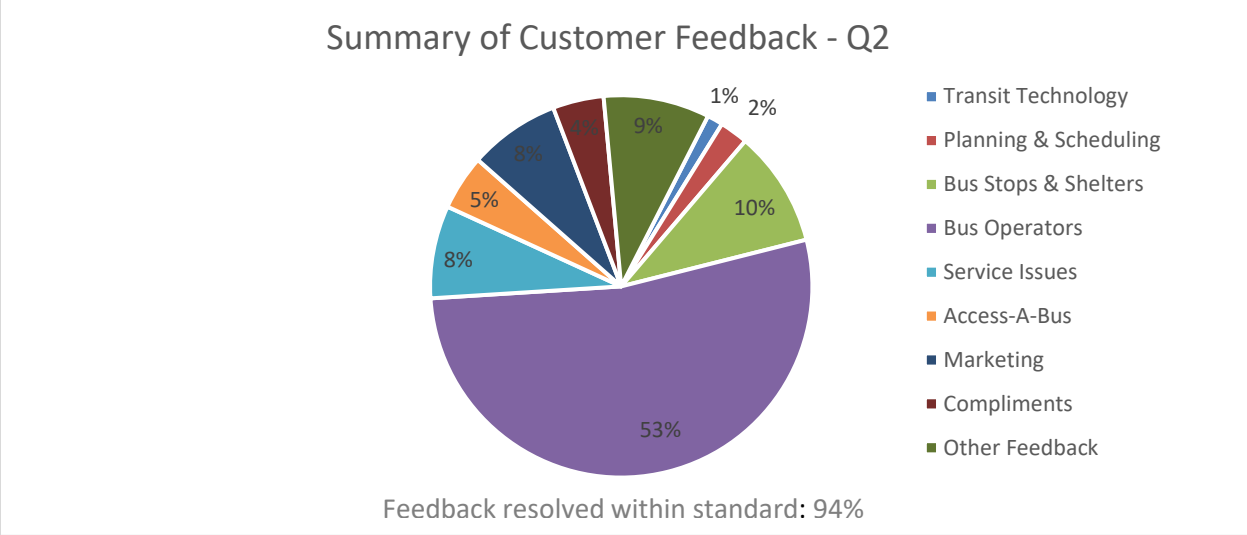

Access-A-Bus Trip Details
70,000
60,000
50,000
40,000
30,000
20,000
10,000
0
121
806
9,843
822
38,226
279
994
12,158
1,947
43,142
0
813
13,676
1,929
36,471
6
208
1,721
42
11,495
0
385
3,448
80
18,649
15
539
5,615
36
26,702
6
551
5,545
7
27,126
4
416
4,491
5
20,475
21
626
6,128
253
30,537
Q2
Q3
Q4
Q1
Q2
Q3
Q4
Q1
Q2
2020/21
2021/22
Actual Trips Operated
Not Provided
Cancelled
No Shows
User Trip Refusals

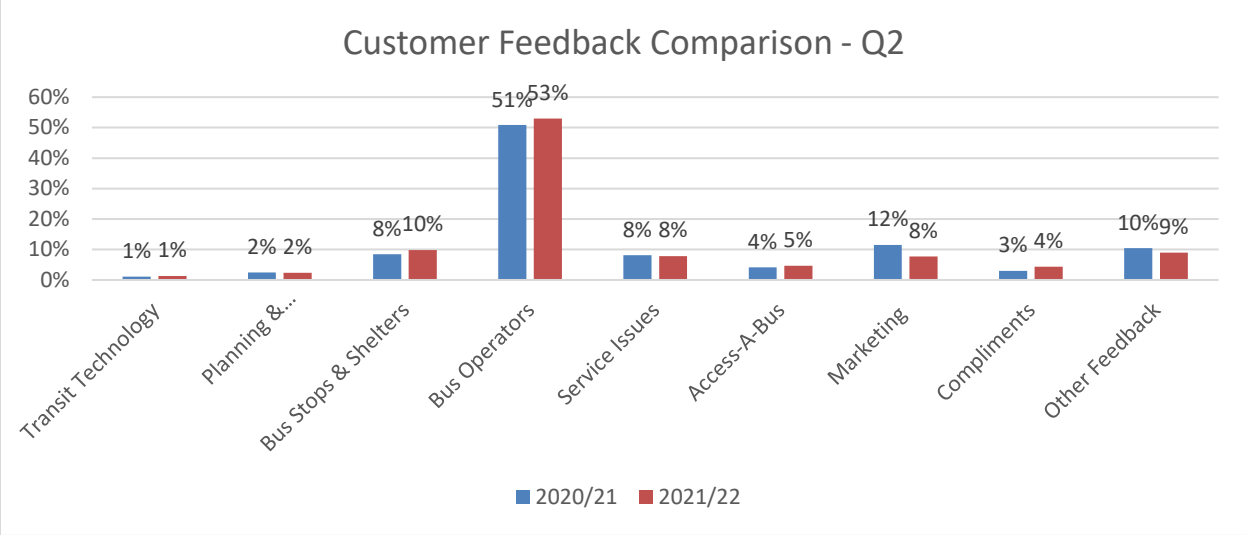
Customer Service – All Services

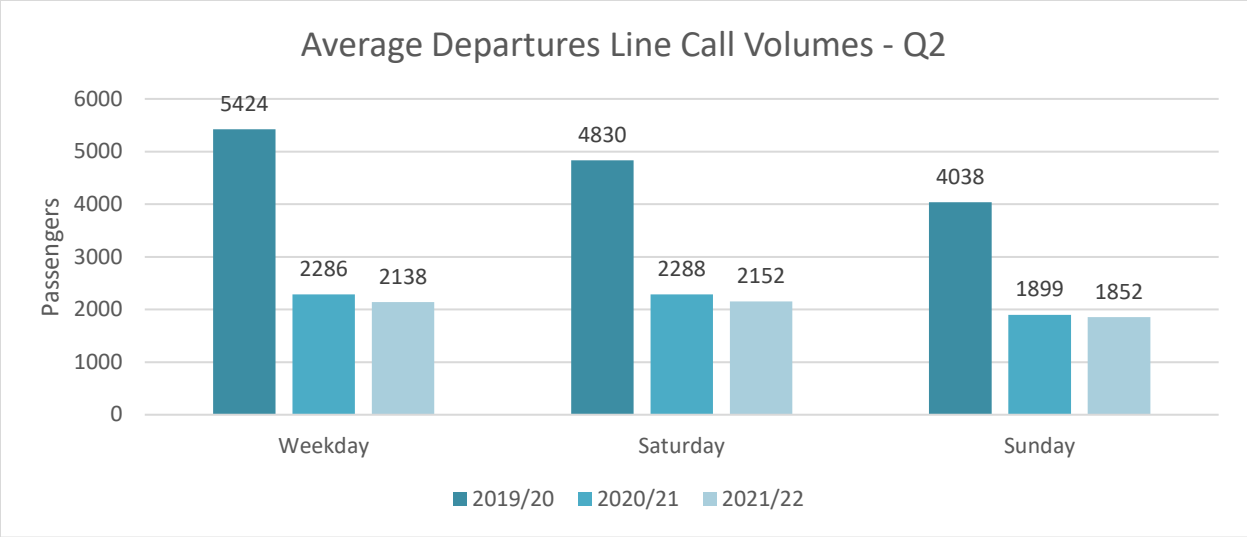
Customer service statistics are measured monthly using the Hansen Customer Relationship Management software along with Crystal Reports. Feedback is first categorized by subject matter and then divided into two categories: feedback resolved within service standard and feedback resolved outside service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

In the second 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 94% 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 2021/22, average call volumes were slightly lower than this time last year for weekdays as well as for Saturdays and Sundays.







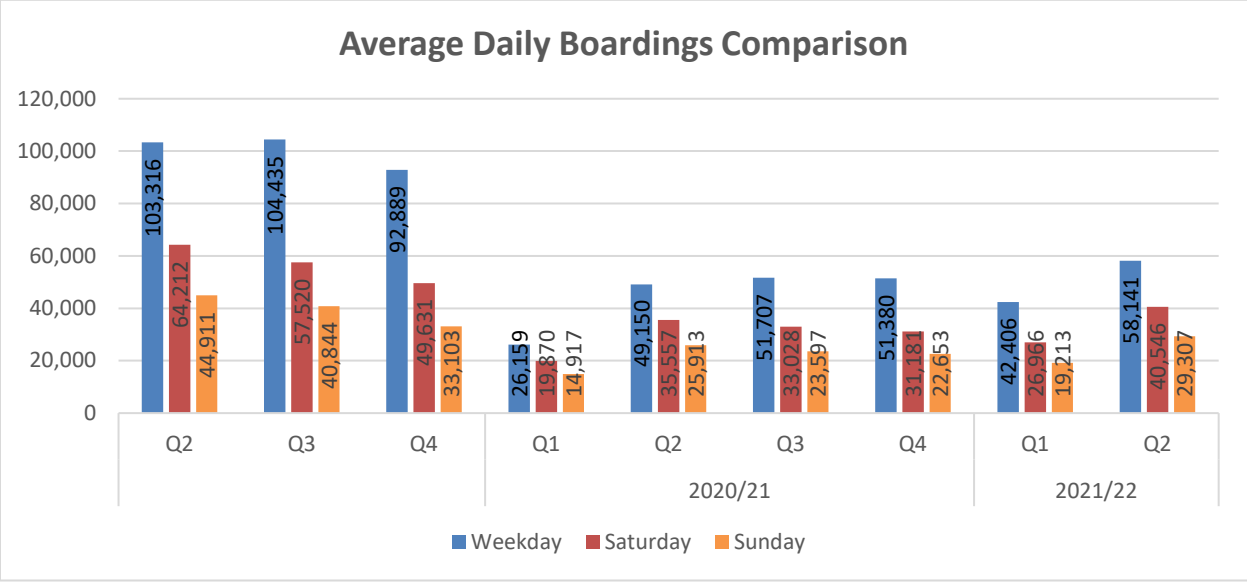
Service Utilization

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 58,141 ± 9,606 (16.5% variance). Average Saturday boardings this quarter were 40,546 ± 4,227 (10.4% variance). Average Sunday boardings this quarter were 29,307 ± 4,100 (14% variance).

Average Daily Boardings by Service Day

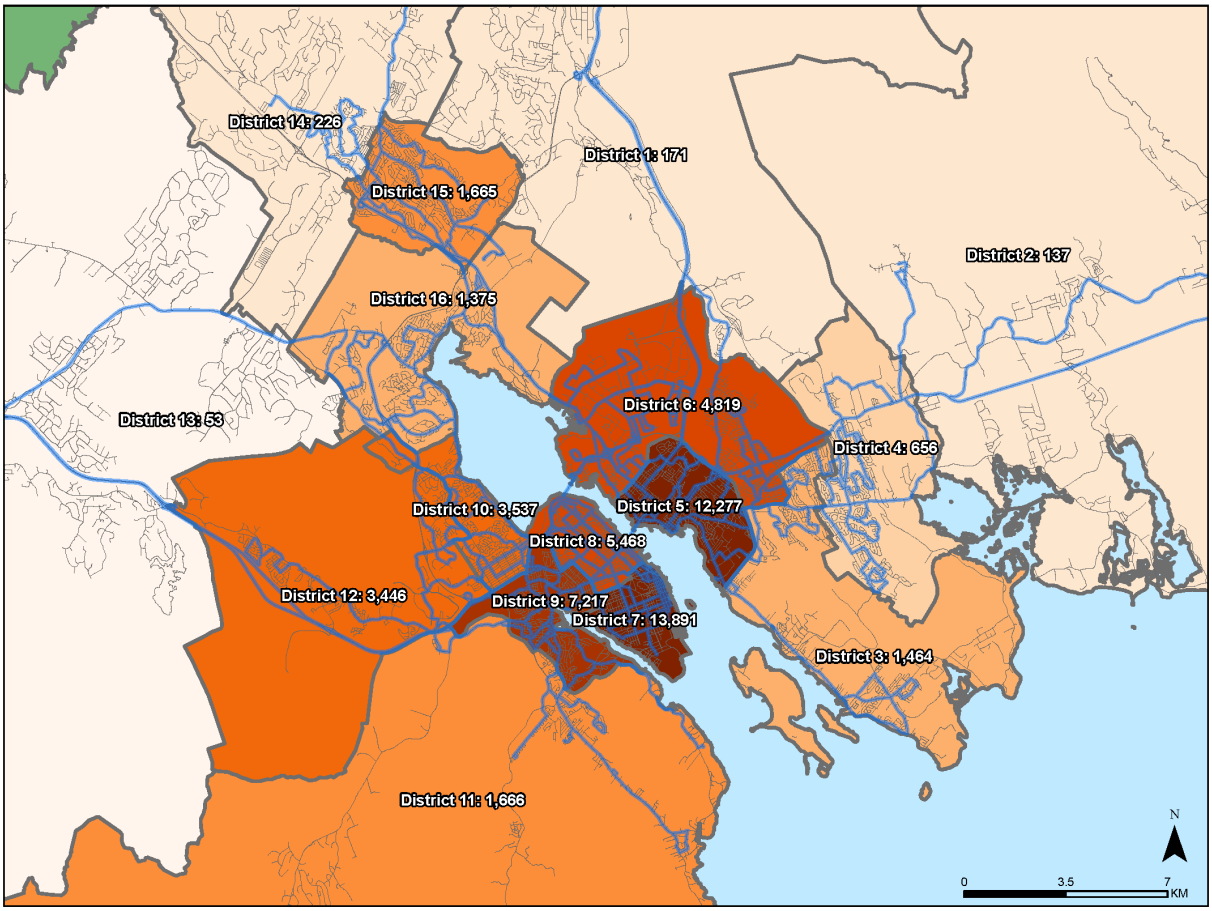


Boardings by District

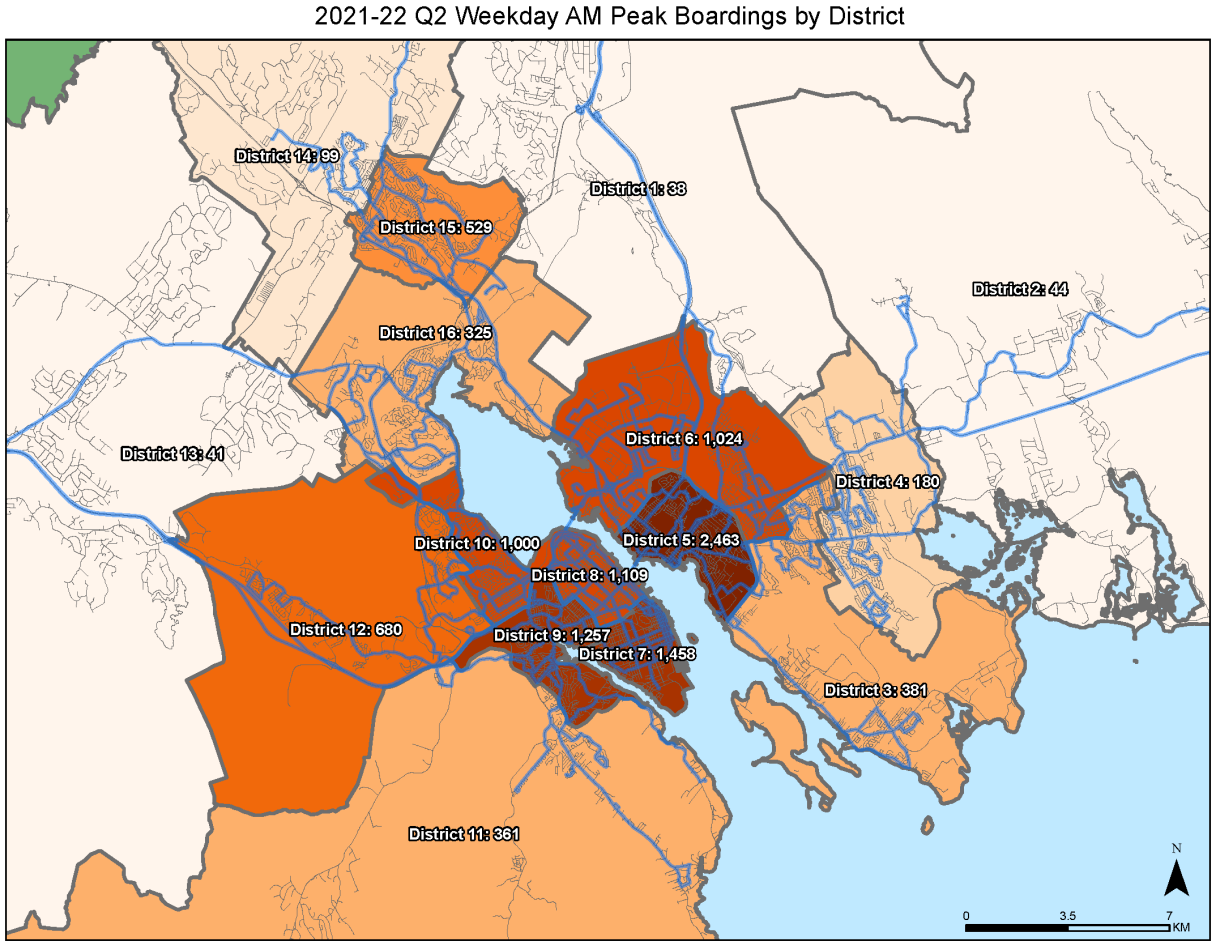
To assist in visualizing where ridership demands exist, boardings have been mapped by district. The all-day boardings map illustrates typical boardings over an entire service day, whereas the AM Peak Period map represents boardings during the morning peak period only and therefore generally illustrates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

Weekday Boardings by District – All Day

2021-22 Q2 Weekday Boardings by District



Weekday Boardings by District – AM Peak Period



Passengers per Hour

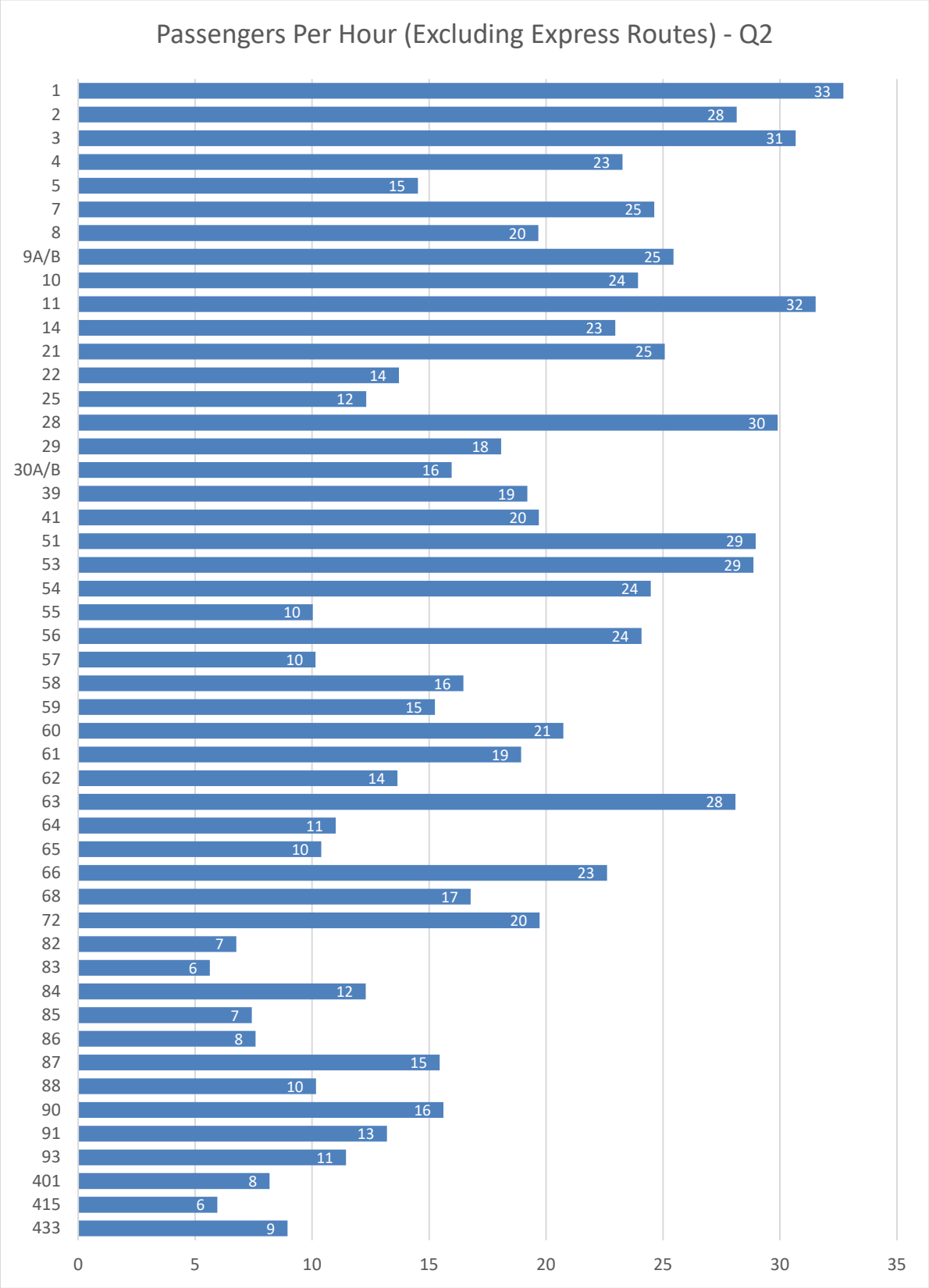
Passengers per hour measures the volume of passengers carried per service hour by route. Due to differences in service model/design, Express Routes are measured instead by passengers per trip. Ridership fluctuates significantly by season and therefore figures are compared to the same quarter in the previous 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			
	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	4,933	31	5,119	33	4,268	37	925	40	2,726	31	882	38
2	2,897	26	3,060	28	2,827	28	660	31	1,770	25	534	28
3	4,183	28	4,638	31	2,408	27	530	29	2,530	26	746	29
4	2,233	17	2,978	23	1,077	22	315	30	1,017	22	348	28
7	2,424	23	2,807	25	2,032	22	472	24	1,207	22	360	25
8	2,444	17	2,694	20	1,942	17	462	20	1,594	15	472	16
9A/B	4,097	24	4,284	25	2,459	34	564	37	2,063	28	605	31
9A	2,748	25	2,870	26	1,237	35	263	36	872	25	264	27
9B	1,349	23	1,414	24	1,222	33	301	38	1,191	32	341	34
10	1,897	22	2,611	24	1,722	23	404	26	1,211	25	364	27
11	50	19	63	32								
14	1,223	20	1,430	23	744	23	170	25	641	22	193	24
21	664	21	747	25	612	18	127	18	422	23	114	23
22	412	12	431	14	363	11	76	11	288	8	81	8
25	206	12	266	12	174	11	36	11	146	13	41	13
28	1,125	26	1,141	30	1,006	23	224	24	493	24	153	28
29	1,599	17	1,618	18	1,094	17	254	19	886	15	256	16
30A/B	522	15	583	16	422	12	102	14	262	15	73	15
30A	266	15	330	18	215	13	54	15	123	14	33	13
30B	257	15	253	14	206	12	48	13	139	15	40	16
39	752	17	845	19	717	14	159	14	306	14	89	15
41	471	14	686	20								
51	616	26	681	29	362	23	87	26	198	19	60	21
53	755	29	703	29	520	34	108	34	261	31	61	27
54	447	26	519	24	389	25	67	20	185	19	53	20
55	197	11	218	10	160	10	36	11	130	8	32	8
56	801	23	762	24	865	24	179	24	564	17	167	19
57	361	11	392	10	234	8	48	8	150	8	33	7
58	472	17	452	16	278	15	67	17	254	15	69	15

Q2 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	644	16	1,154	15	541	23	119	24	390	16	112	17
60	1,560	20	1,576	21	1,250	31	271	32	905	31	258	34
61	1,459	19	1,470	19	773	19	172	21	673	17	197	19
62	401	16	428	14	369	16	71	15	183	11	47	11
63	447	23	476	28								
64	345	8	427	11								
65	117	8	174	10	72	5	14	5	39	6	13	7
66	772	25	704	23	417	26	82	24	253	16	74	17
68	820	17	786	17	499	17	112	18	379	12	104	13
72	836	18	907	20	807	18	179	19	376	14	114	15
82	149	8	130	7	104	7	24	7	86	5	24	6
83	70	5	70	6	56	6	13	6	45	4	13	4
84	576	10	682	12	226	6	57	8	181	6	66	8
85	91	7	96	7	68	7	16	9	49	6	14	8
86	119	8	106	8	86	5	20	6	71	5	19	5
87	811	14	863	15	562	11	129	12	355	12	98	12
88	137	10	145	10	111	7	25	8	67	5	19	5
90	874	13	1,091	16	677	11	171	13	363	10	121	13
91	355	11	469	13	239	11	57	12	220	8	67	9
93	86	8	107	11								
401	86	7	110	8								
415	43	7	37	6								
433	40	7	48	9								
Alderney	1,489	87	2,463	82	1,866	179	4,156	255	1,289	115	2,649	153
Woodside	553	56	1,129	54								

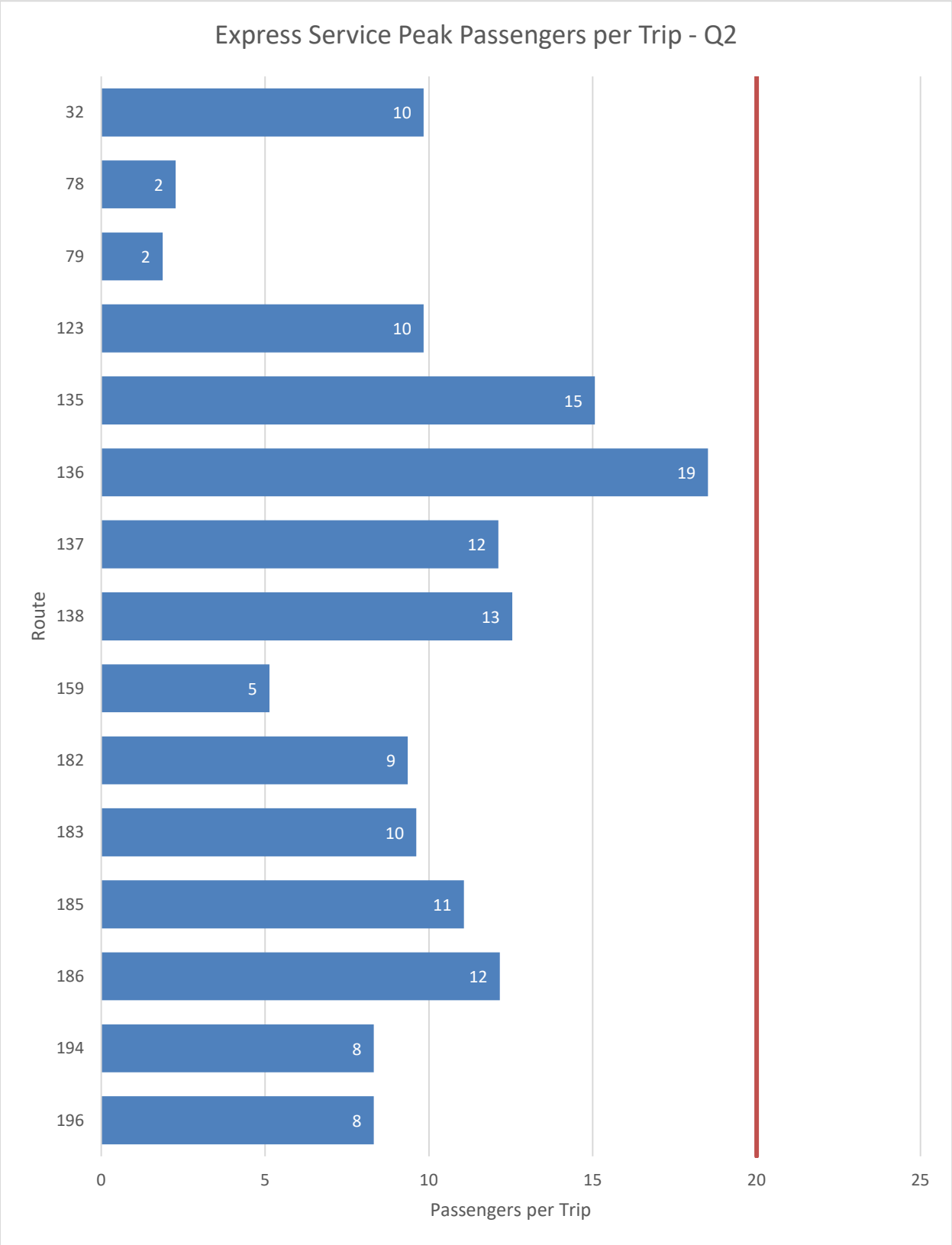
Passengers per Hour by Route



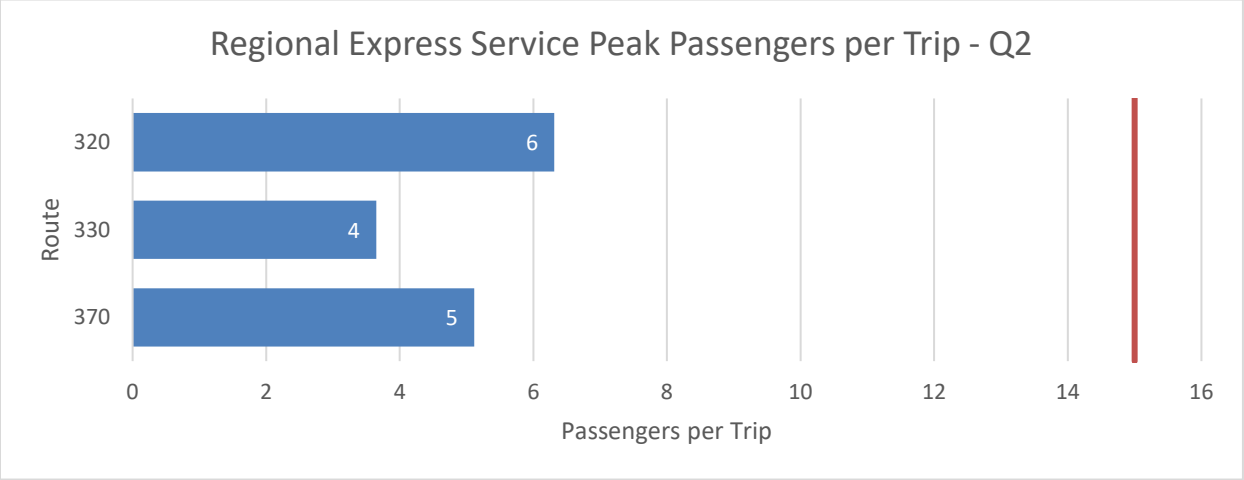
Express Service Peak Boardings and Passengers per Trip

Q2 Comparison - Average Daily Peak Boardings by Express Route				
Route	Weekday			
	2020/21		2021/22	
	Boardings	Pass/Trip	Boardings	Pass/Trip
32	185	10	177	10
78	31	1	35	2
79	65	5	23	2
123	119	7	141	10
135	111	8	211	15
136	205	13	296	19
137	20	2	145	12
138	98	7	176	13
159	239	8	185	5
182	41	2	262	9
183	25	2	125	10
185	246	9	288	11
186	92	8	146	12
194	64	8	67	8
196	20	5	33	8
320	108	6	82	6
330	114	5	80	4
370	65	4	61	5

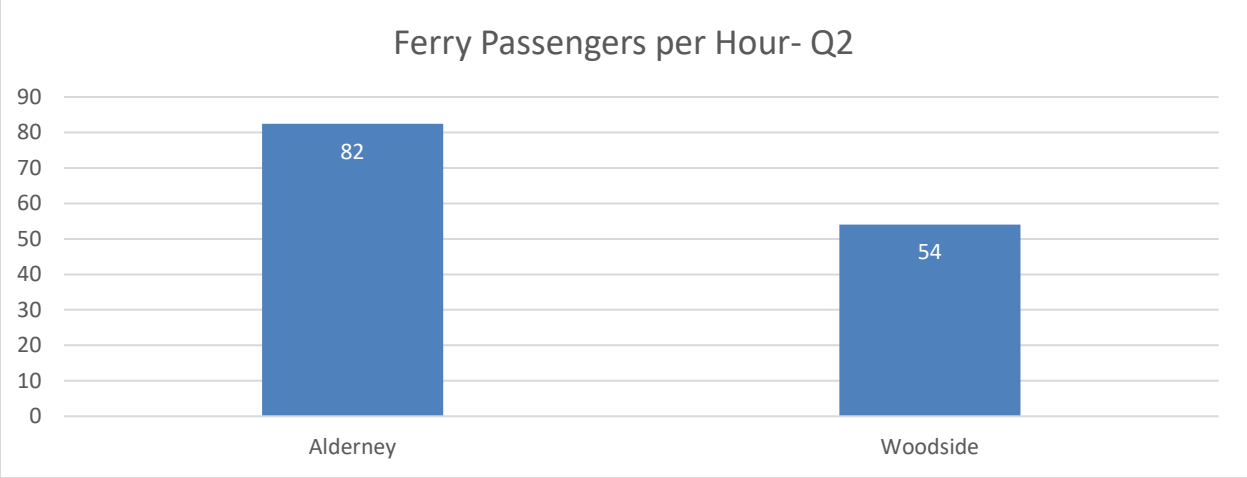
Express Service Peak Passengers per Trip by Route



Regional Express Peak Passengers per Trip by Route



Ferry Passengers per Hour

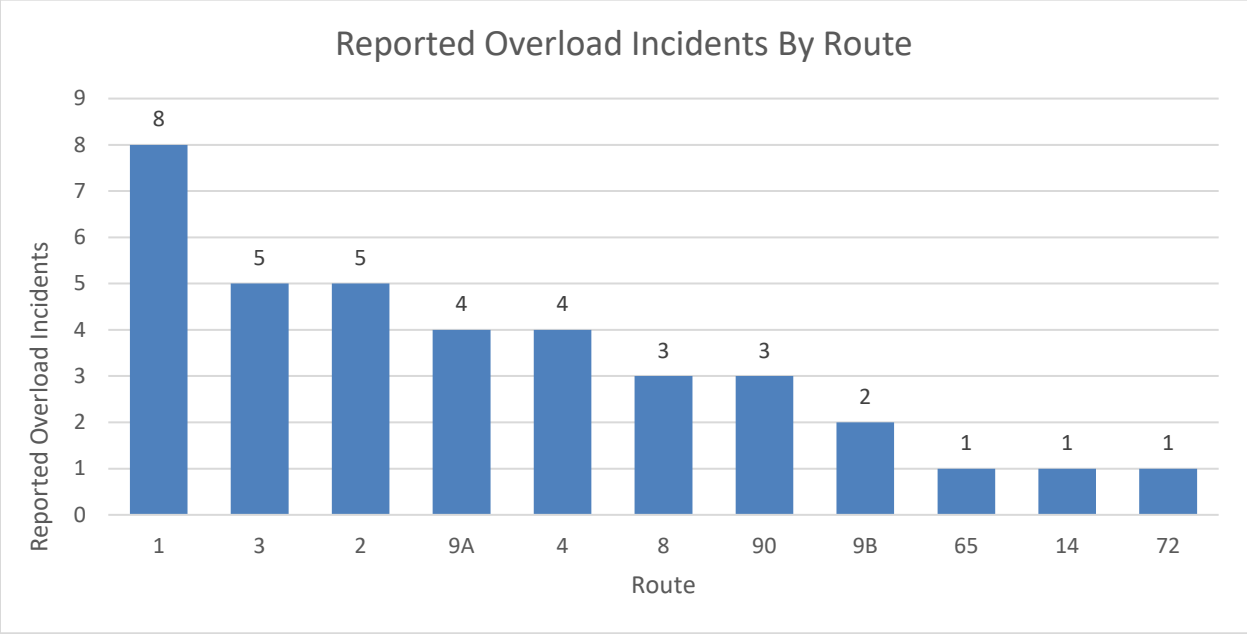


Passenger Overloads

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

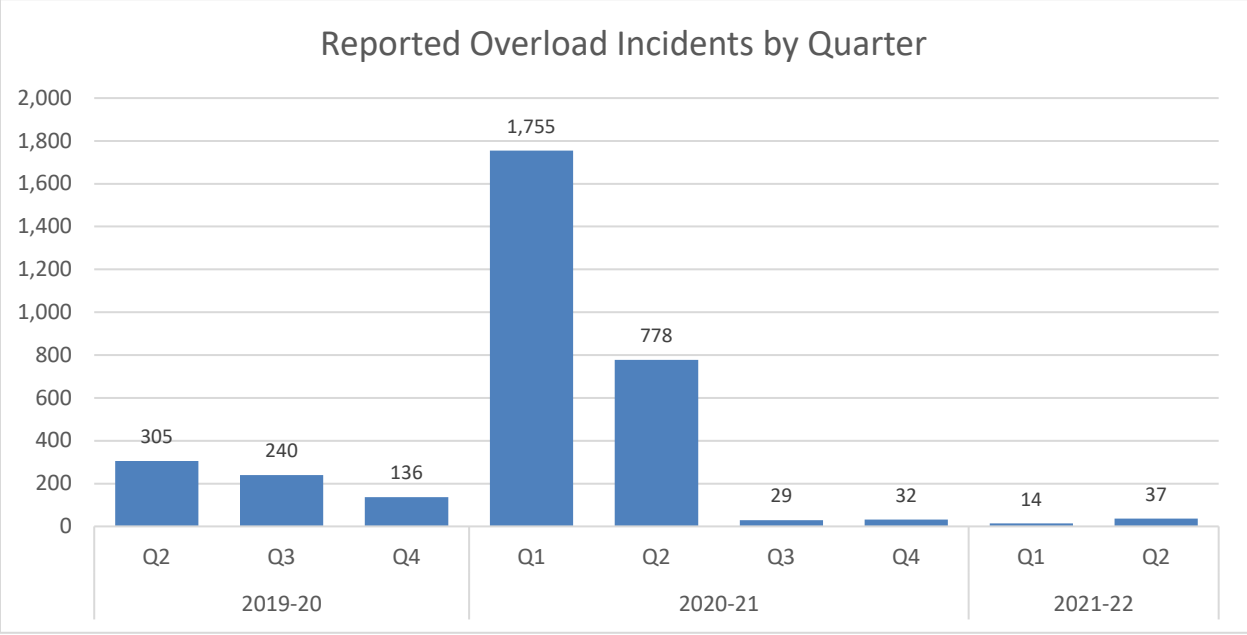
Passenger Overloads by Route

The following graph shows overloaded routes during the second quarter. 37 overload incidents were reported during the second quarter of 2021/22.



Passenger Overloads by Quarter

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

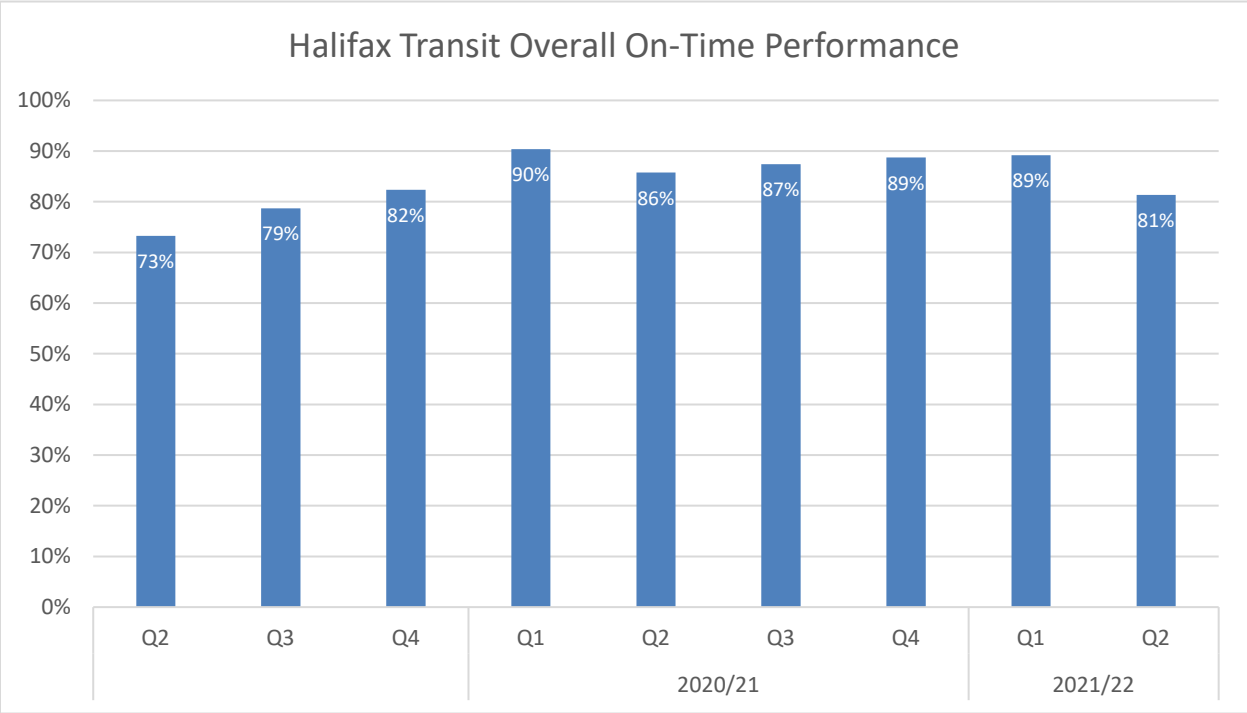


On-Time Performance

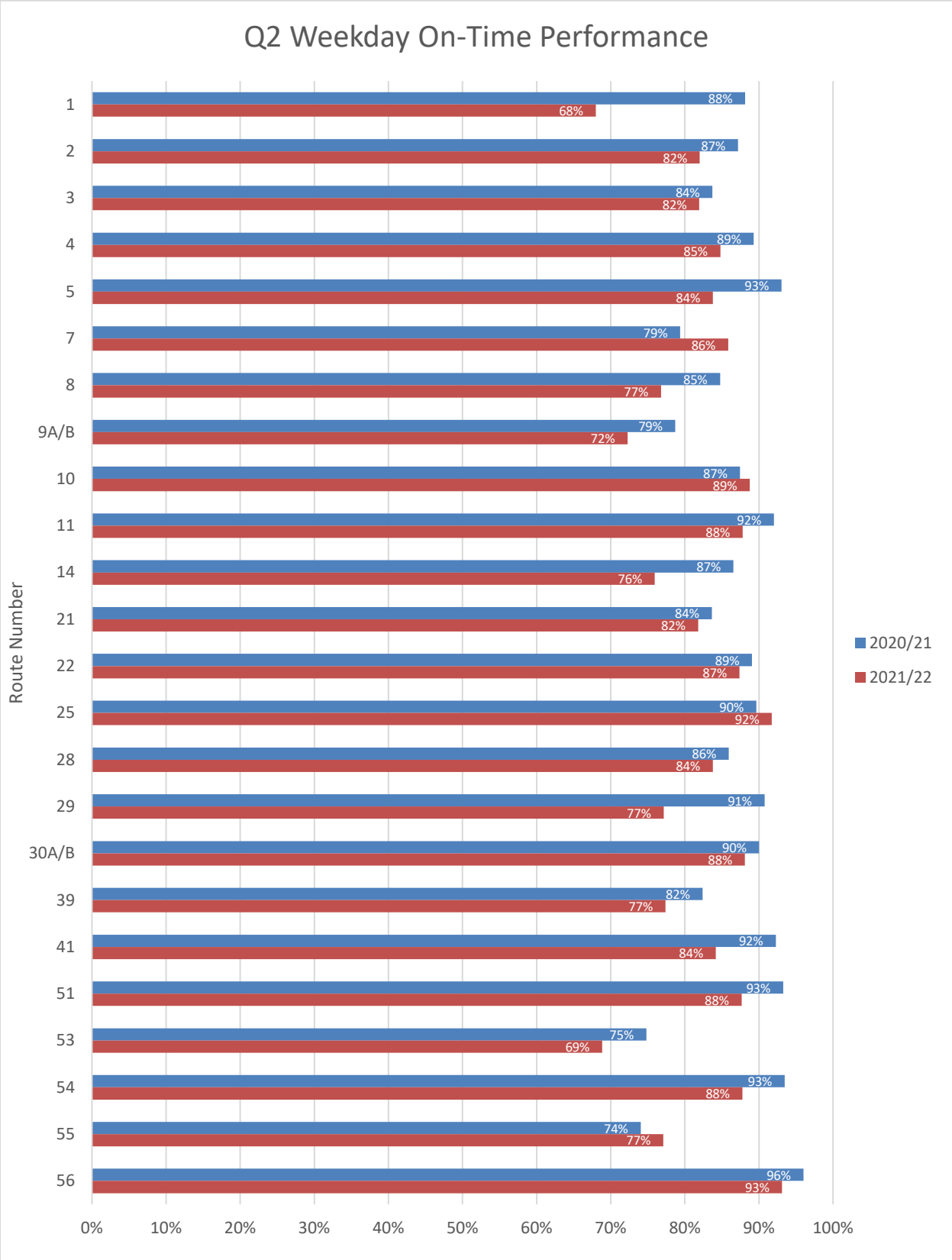
On-time performance is a measure of route reliability and is tracked monthly to demonstrate schedule adherence across the network of routes. Terminals and select bus stops along each route are classified as timepoints and have assigned and publicized scheduled arrival times. On-time performance demonstrates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

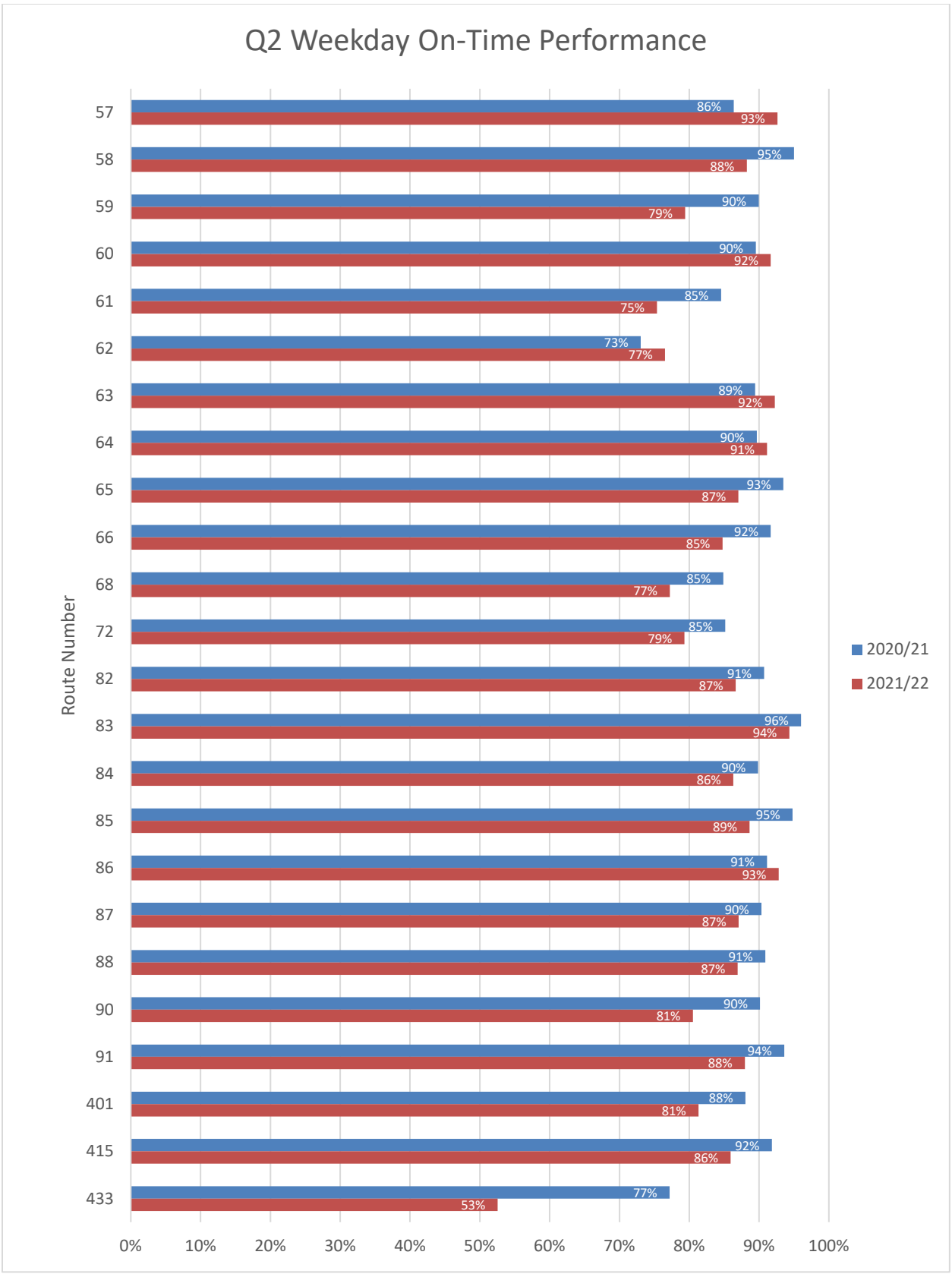
Transit industry standard targets for on-time performance tend to range between 85% and 90%, although service types are not always comparably grouped, nor are schedule adherence definitions consistent between agencies. Halifax Transit will analyze on-time performance across the network in order to establish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

Overall Network On-Time Performance



Weekday On-Time Performance




Q2 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
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77%
53%
0%
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40%
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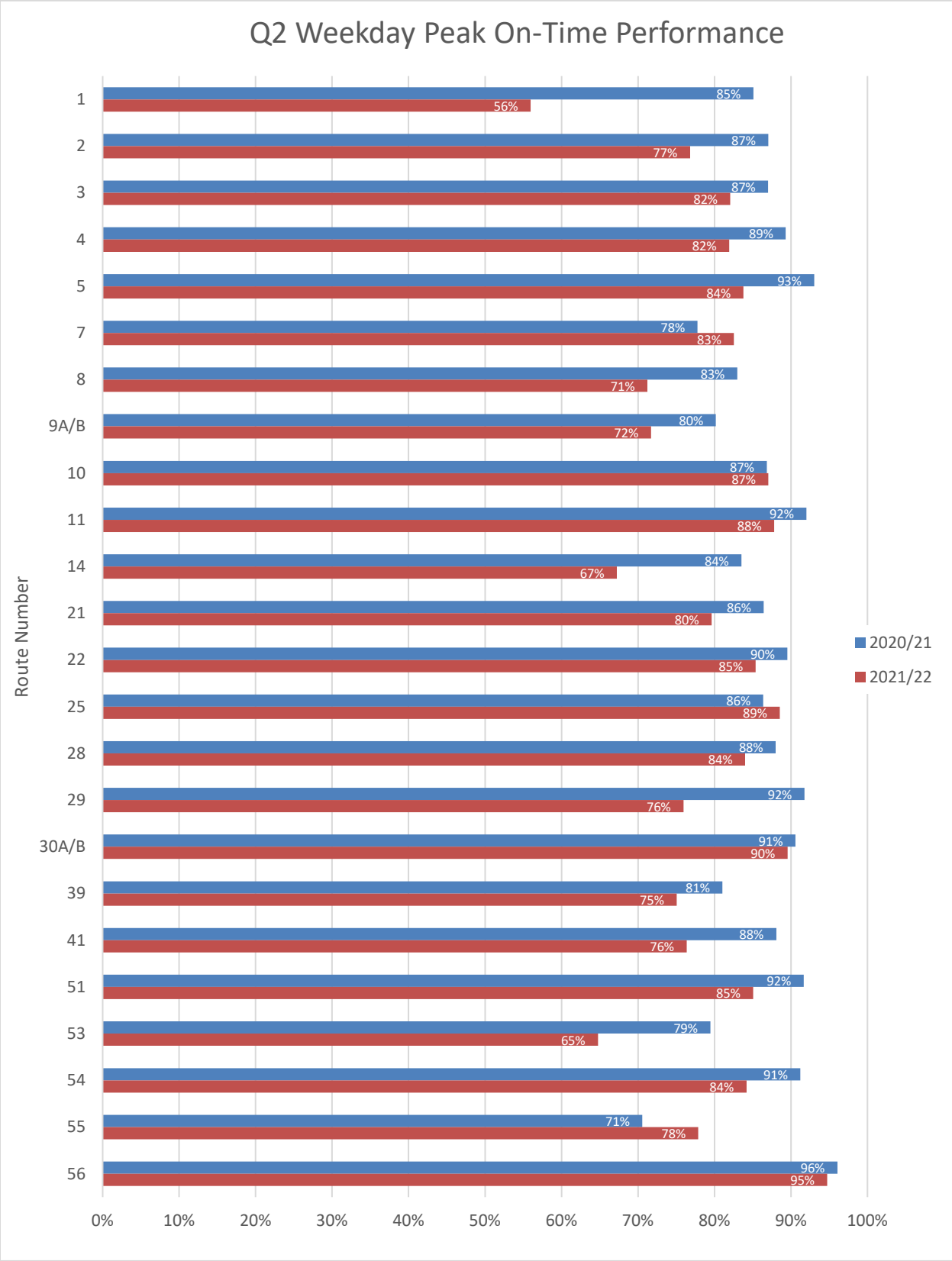
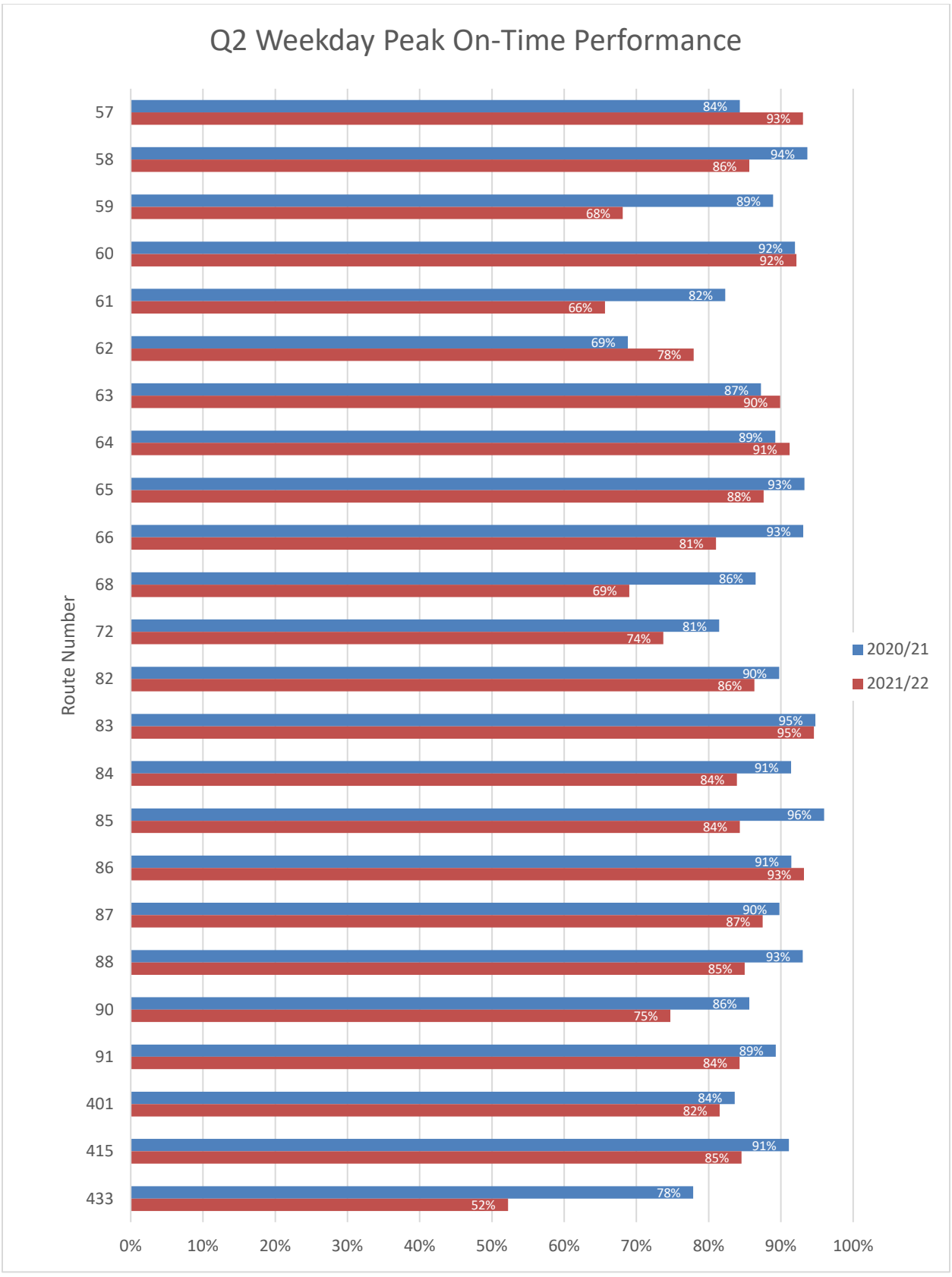
60%
70%
80%
90%
100%
2020/21
2021/22

Weekday Peak Period On-Time Performance




Q2 Weekday Peak On-Time Performance
Route Number
57
58
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85%
78%
52%
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.