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**Item No. 11.1**  
**Transportation Standing Committee**  
**February 24, 2022**  
**January 27, 2022**

**TO:** Chair and Members of Transportation Standing Committee

**SUBMITTED BY:** Original Signed

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Jacques Dubé, Chief Administrative Officer

**DATE:** January 10, 2022

**SUBJECT:** 2021/22 Q2 Halifax Transit KPI Report

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**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**

| <b>Safe &amp; Accessible Integrated Mobility Network</b>       |               |
|--|---------------|
| <b>Business Plan Deliverables</b>                              | <b>Status</b> |
| 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**

| <b>Connected &amp; Healthy Long-Range Mobility Planning</b>                                |               |
|--|---------------|
| <b>Business Plan Deliverables</b>  | <b>Status</b> |
| 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](http://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

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Attachment A Halifax Transit 2021/22 Business Plan Deliverables

| 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.   |

Attachment A Halifax Transit 2021/22 Business Plan Deliverables

|  |   |   |
|--|---|---|
| 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. |

Attachment A Halifax Transit 2021/22 Business Plan Deliverables

|  |   |   |
|--|---|---|
| <p>Woodside Ferry Terminal Renovation – Phase 2 Construction</p>                               | <p>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</p> | <p>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.</p>  |
| <p>Develop and Issue a Request for Proposals for the Procurement of Battery Electric Buses</p> | <p>To begin decarbonizing public transit, Halifax Transit will issue a Request for Proposals (RFP) for the procurement of battery electric buses (BEBs).</p>  | <p>In Progress: The RFP for the battery electric buses and charging system closed on January 14, 2022.</p>  |
| <p>Begin Assessment for the Elimination of Internal Combustion Engine Vehicles</p>             | <p>To determine sustainable alternatives for the future, Halifax Transit will begin to assess the elimination of internal combustion engine vehicles</p>  | <p>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</p> |

Attachment B: 2021/22 Halifax Transit Q2 Performance Measures Report

# 2021/22 – Q2 Performance Measures Report

**HALIFAX**  
TRANSIT



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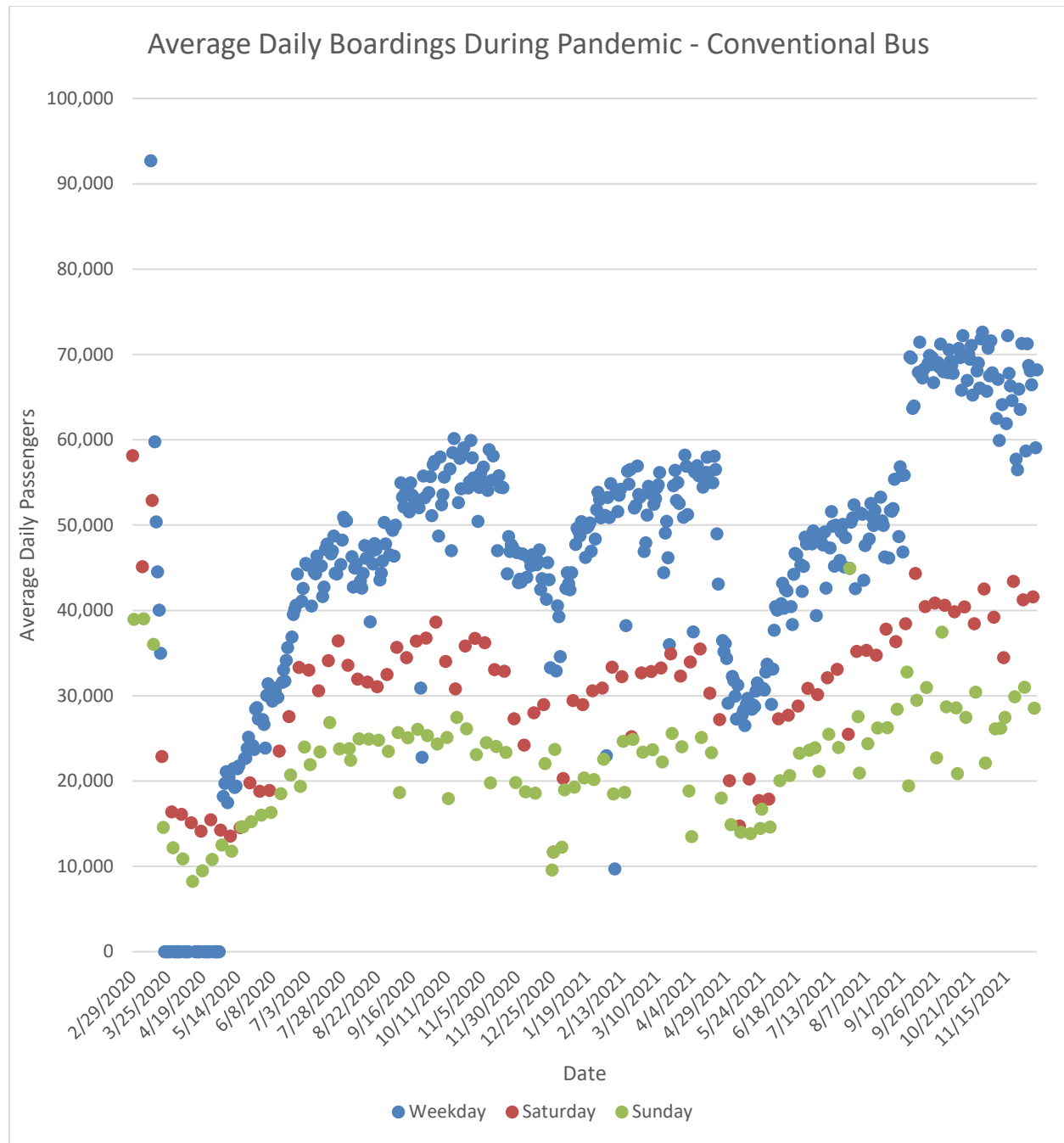
Weekday Peak Period On-Time Performance ..... 29

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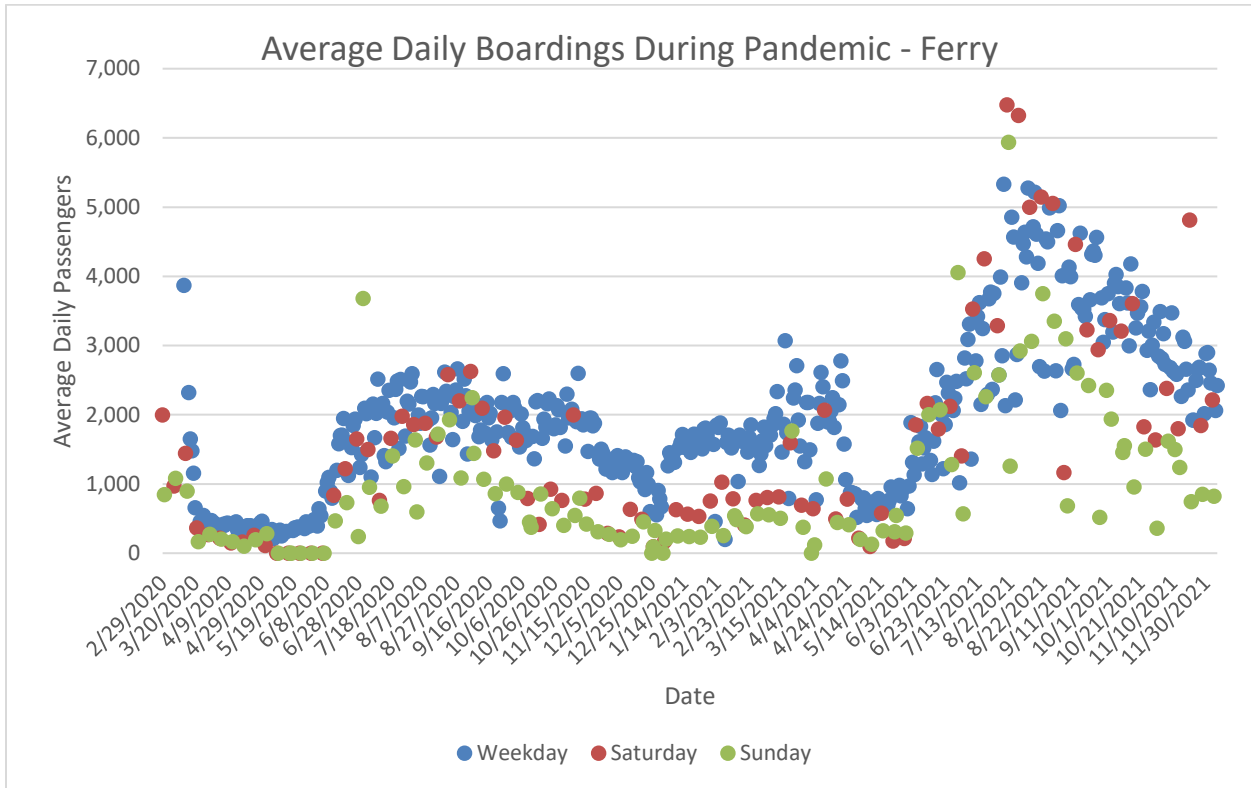
## COVID-19 Pandemic Data Impacts

The onset of the COVID-19 pandemic in early 2020 resulted in the need to rapidly implement emergency service adjustments to the weekday schedules. 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.

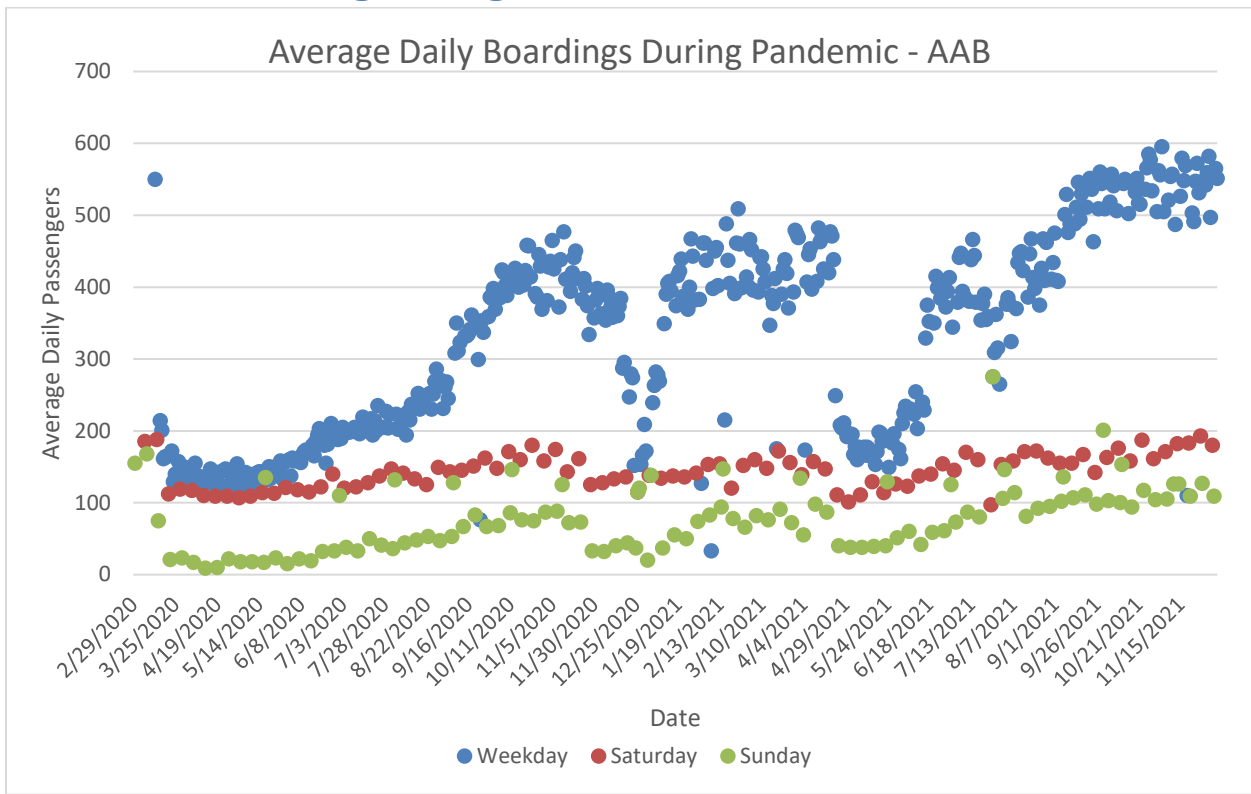
## Conventional Bus Boardings During Pandemic



## Ferry Boardings During Pandemic



## Access-A-Bus Boardings During Pandemic

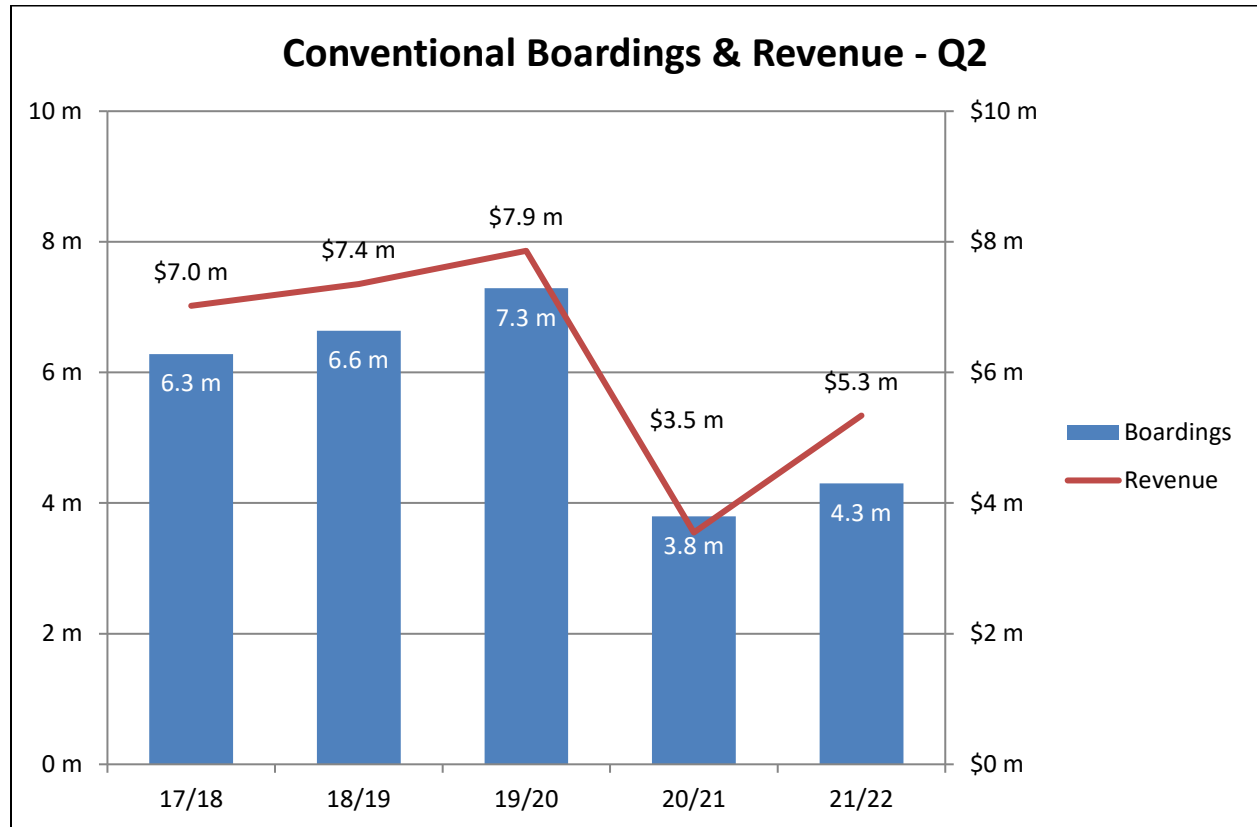


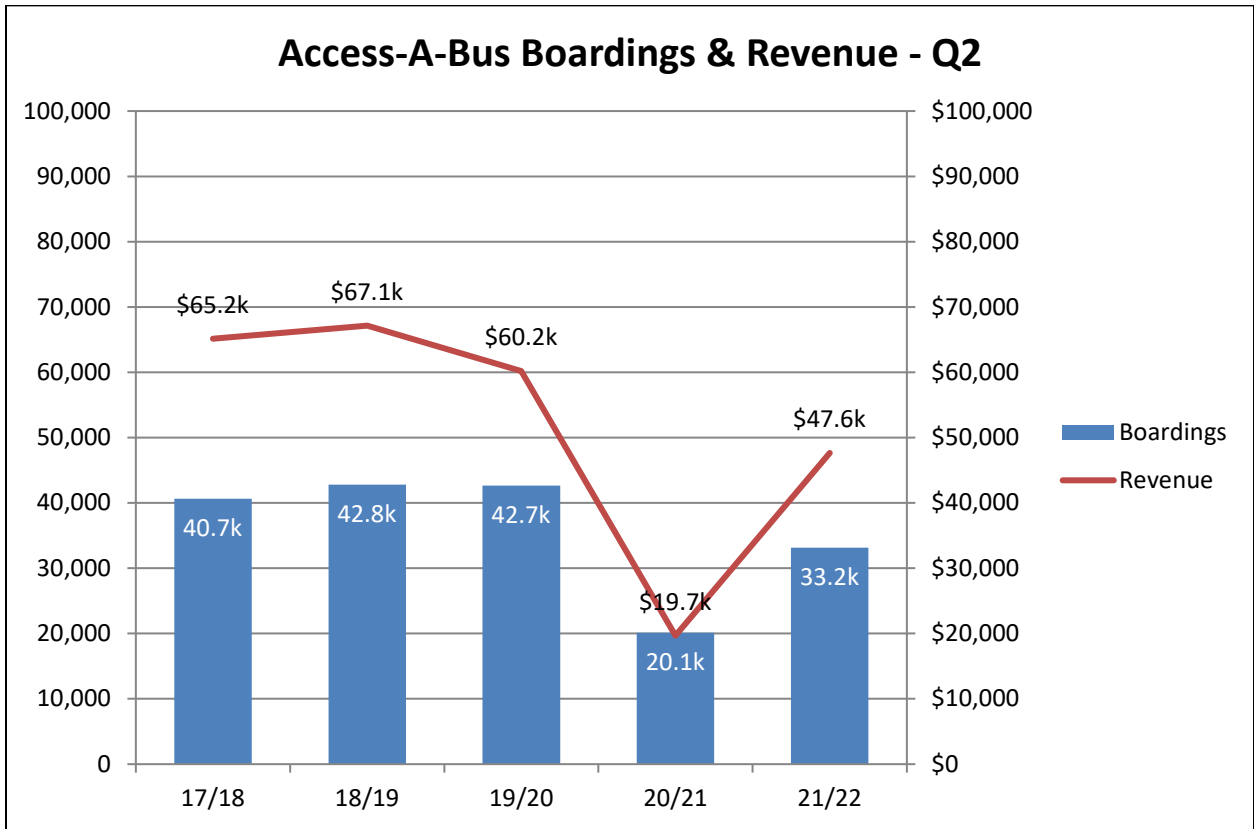
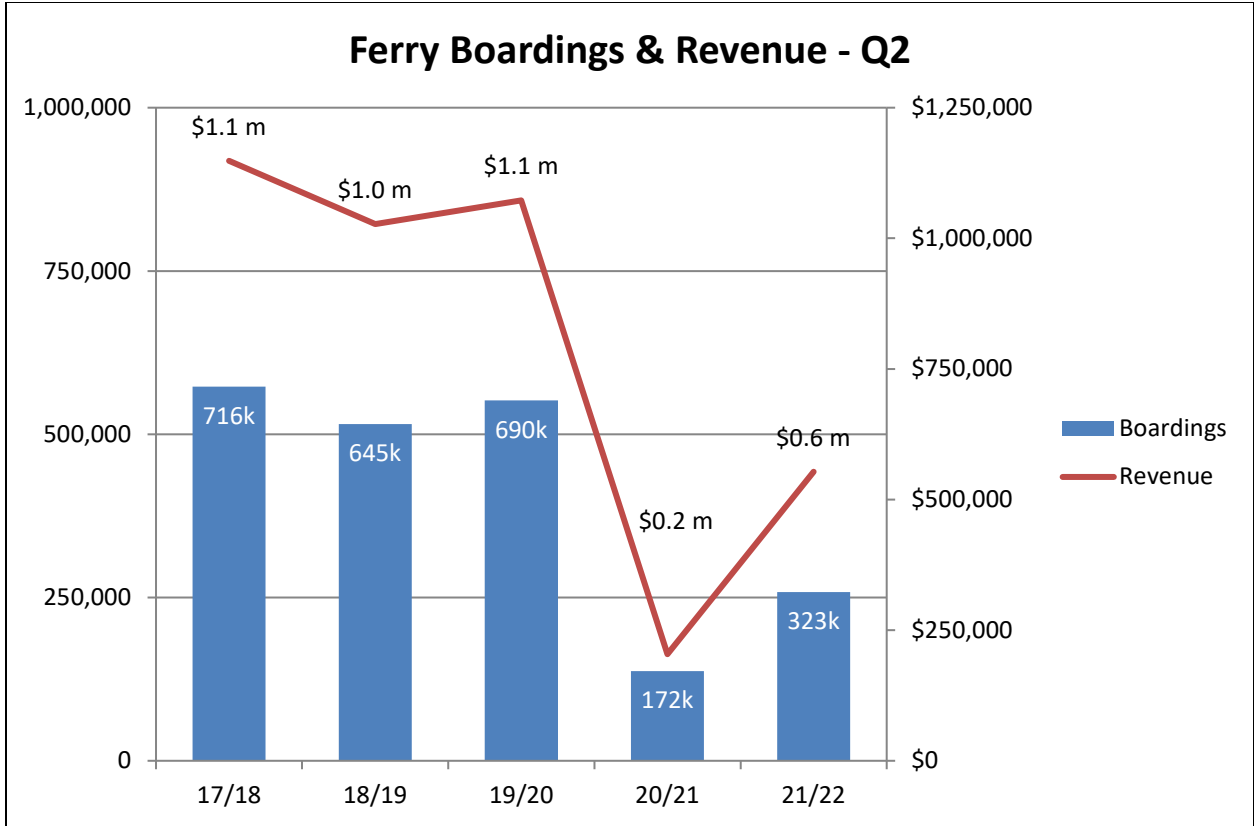
## Boardings & Revenue

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.

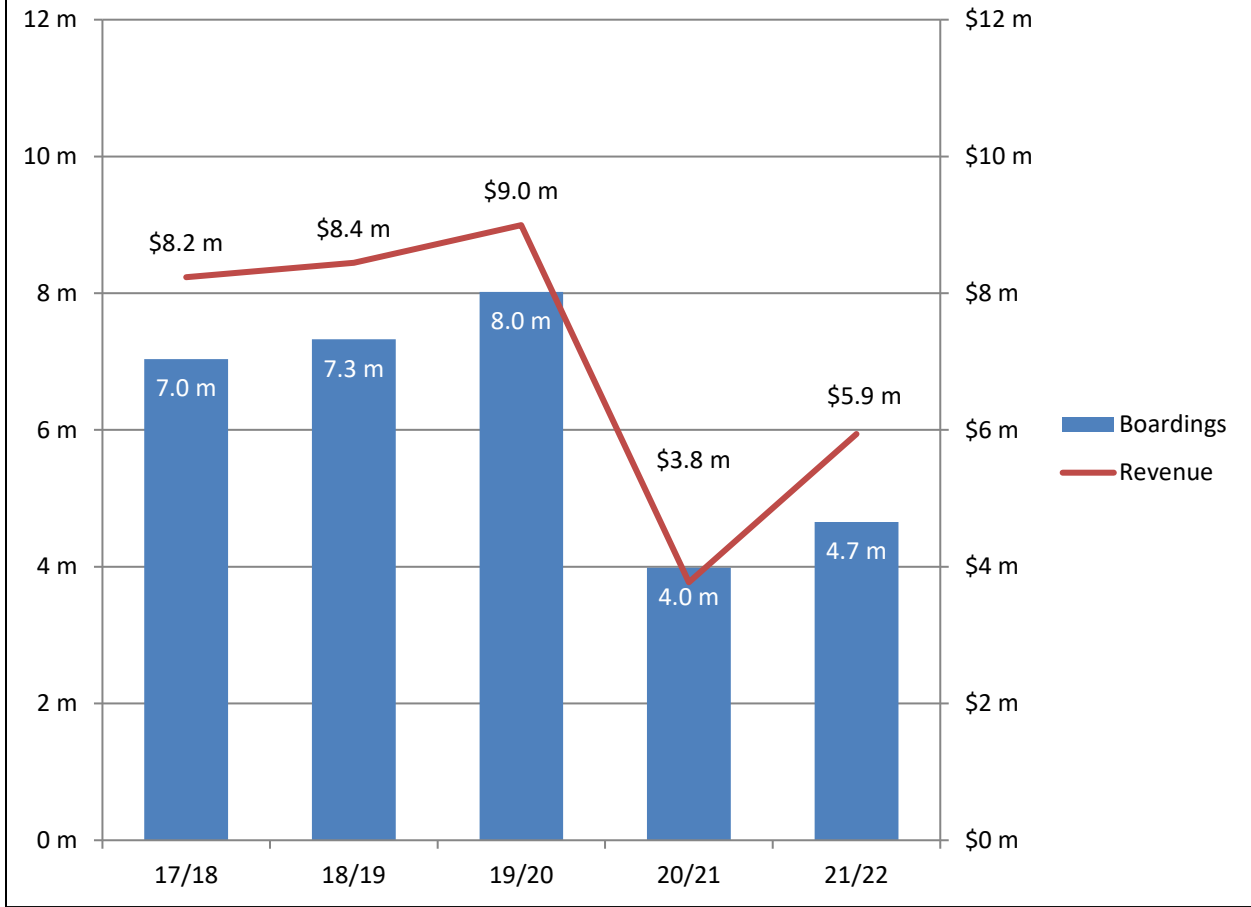
COVID-19 continued to have a significant impact during the second quarter of 2021/22. Conventional boardings increased 13.3% from this quarter last year, Ferry boardings increased 88% and Access-A-Bus boardings increased 64.8%. Overall, system wide boardings increased this quarter by 16.8% compared to 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



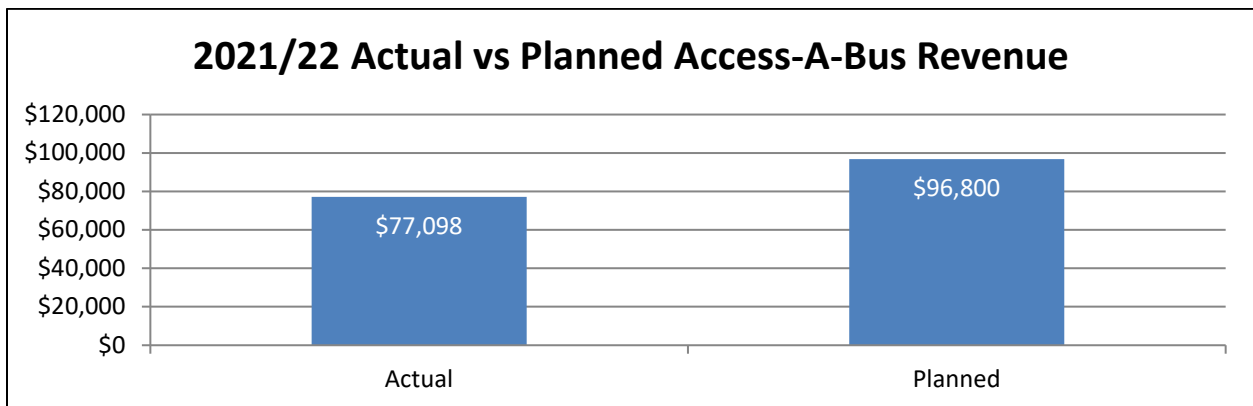
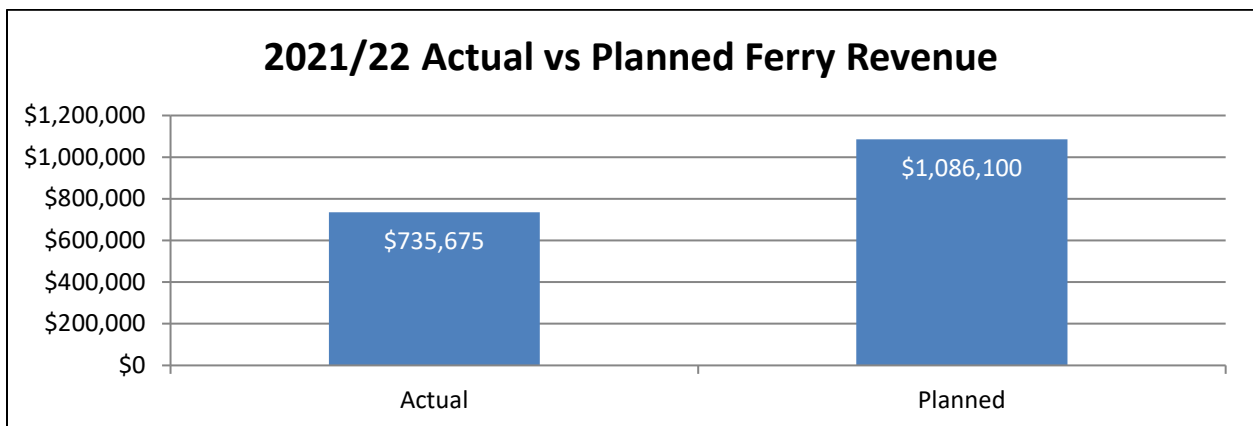
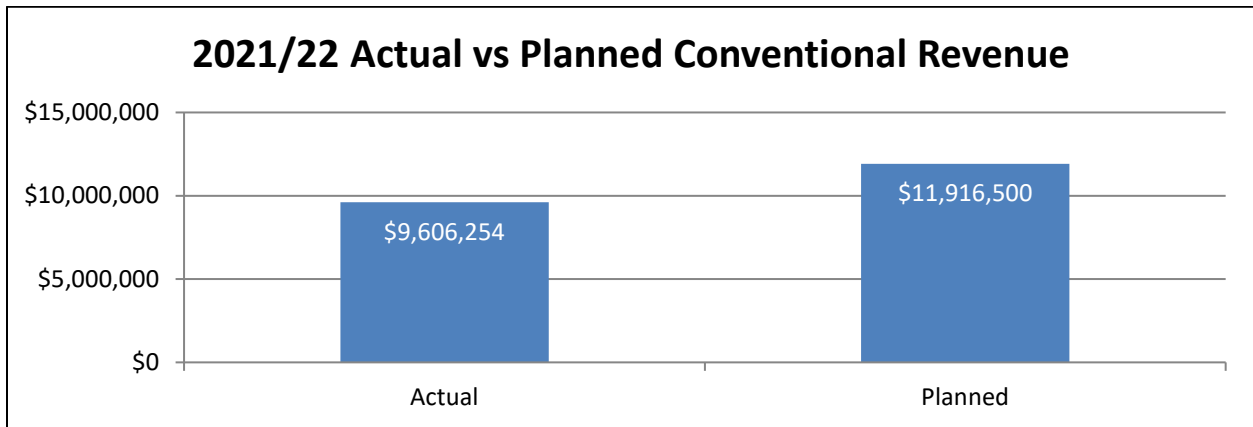


### Halifax Transit Boardings & Revenue - Q2

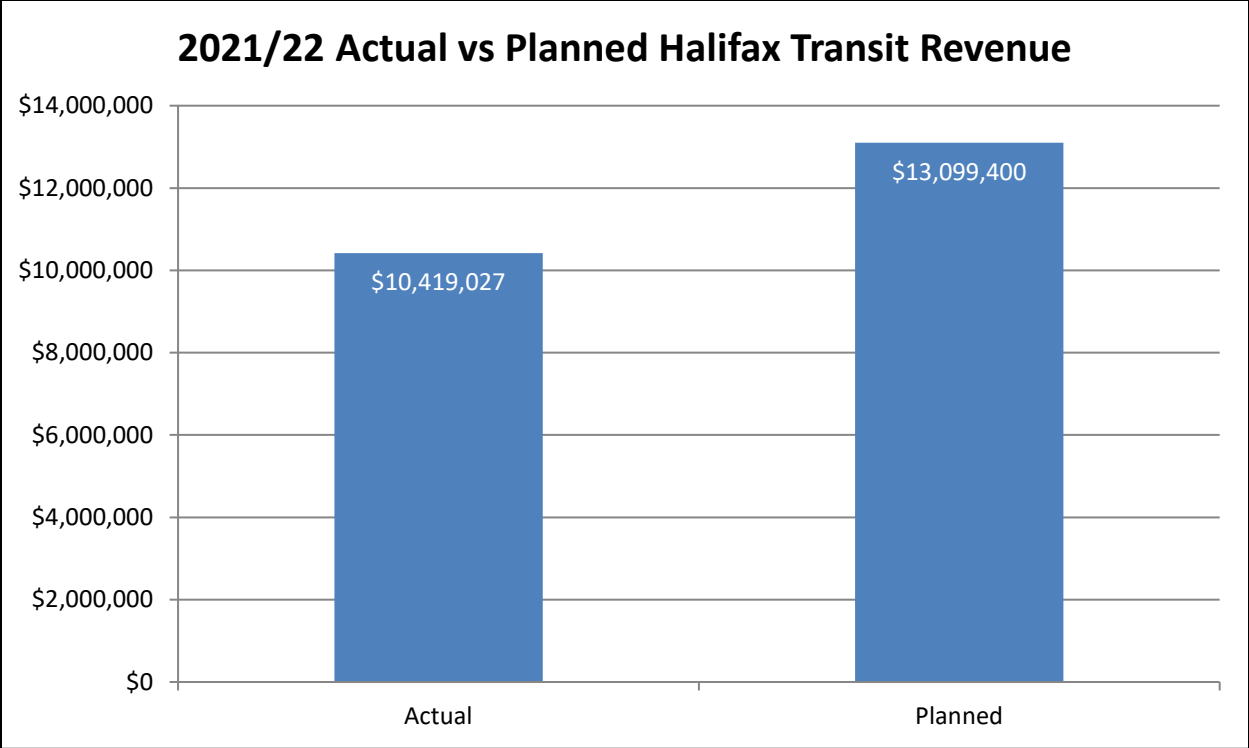


## Revenue – Actual vs. Planned

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.



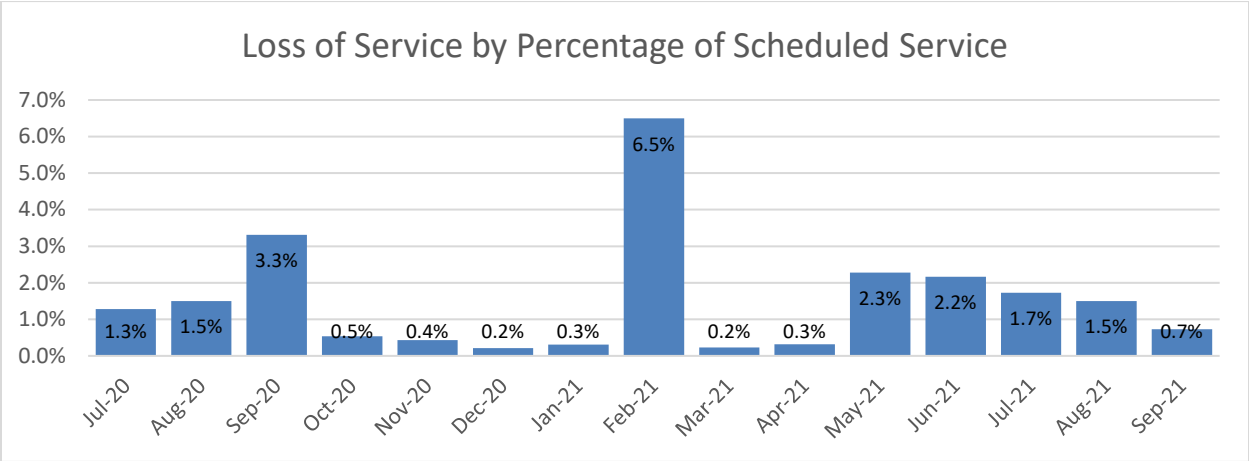




### Loss of Service

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.

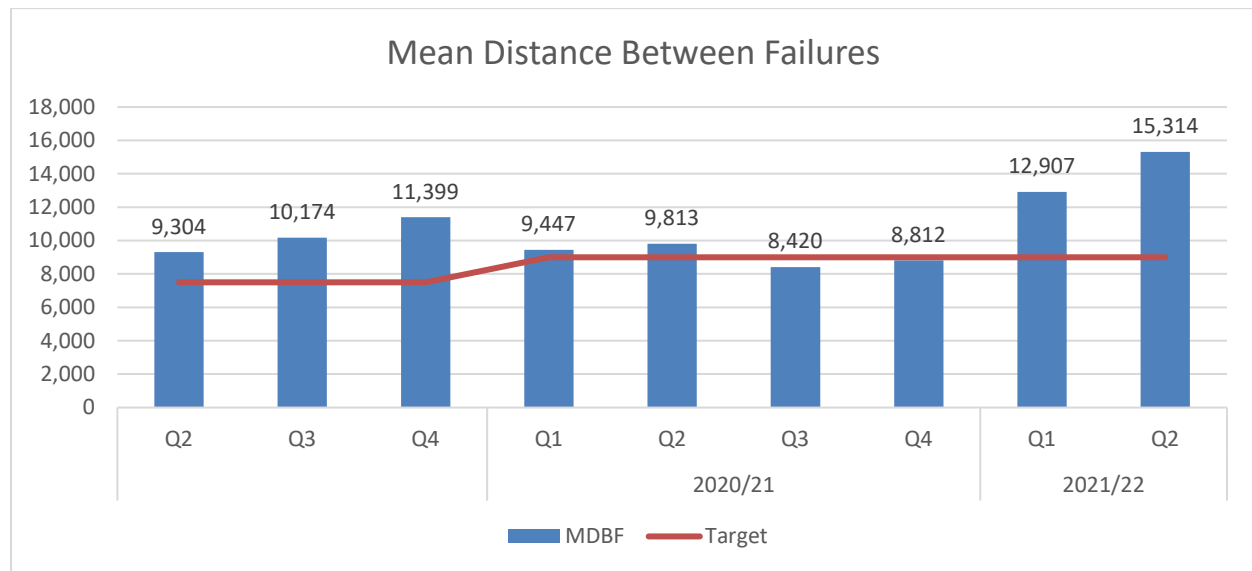


## Mean Distance Between Failures

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.

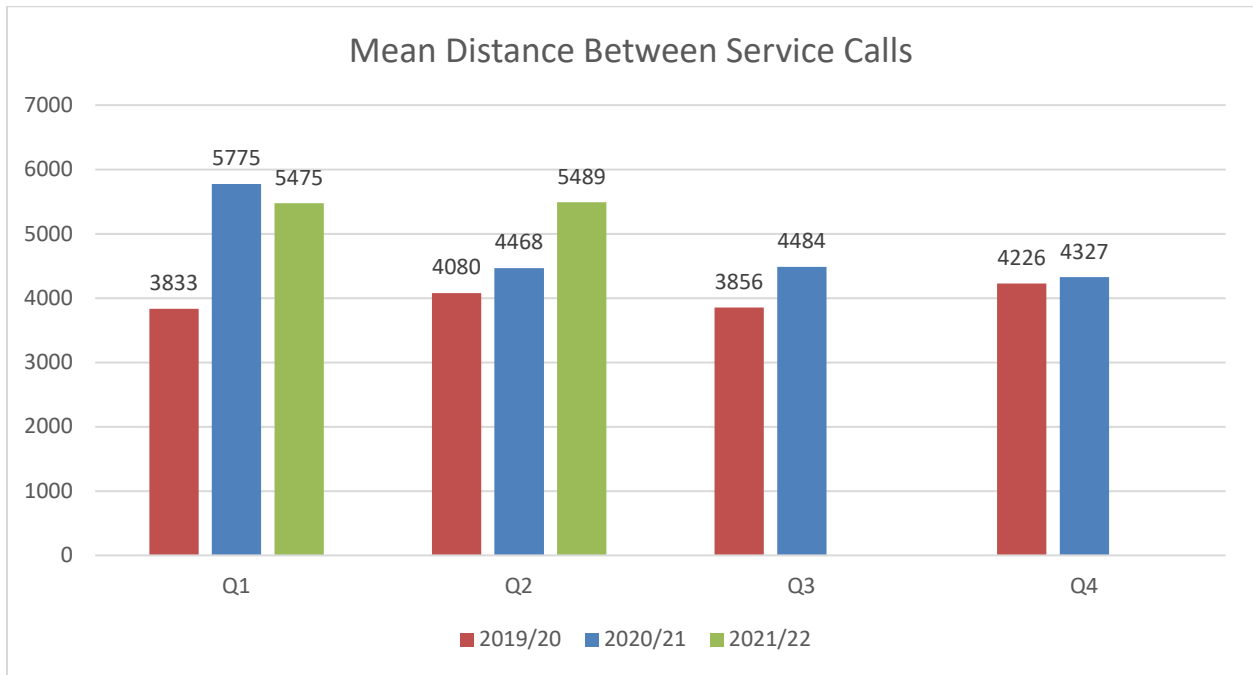


## Mean Distance Between Service Calls

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

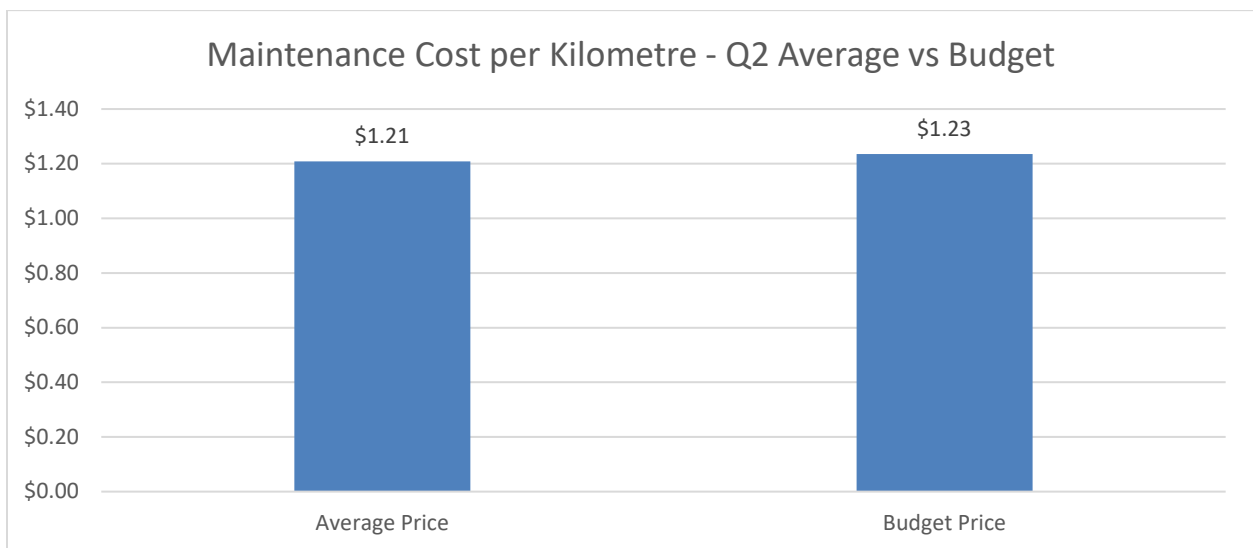
secondary equipment, passenger-related events and damages to the bus resulting from minor accidents. Transit Fleet is continuing to benchmark this metric in order to provide a target.

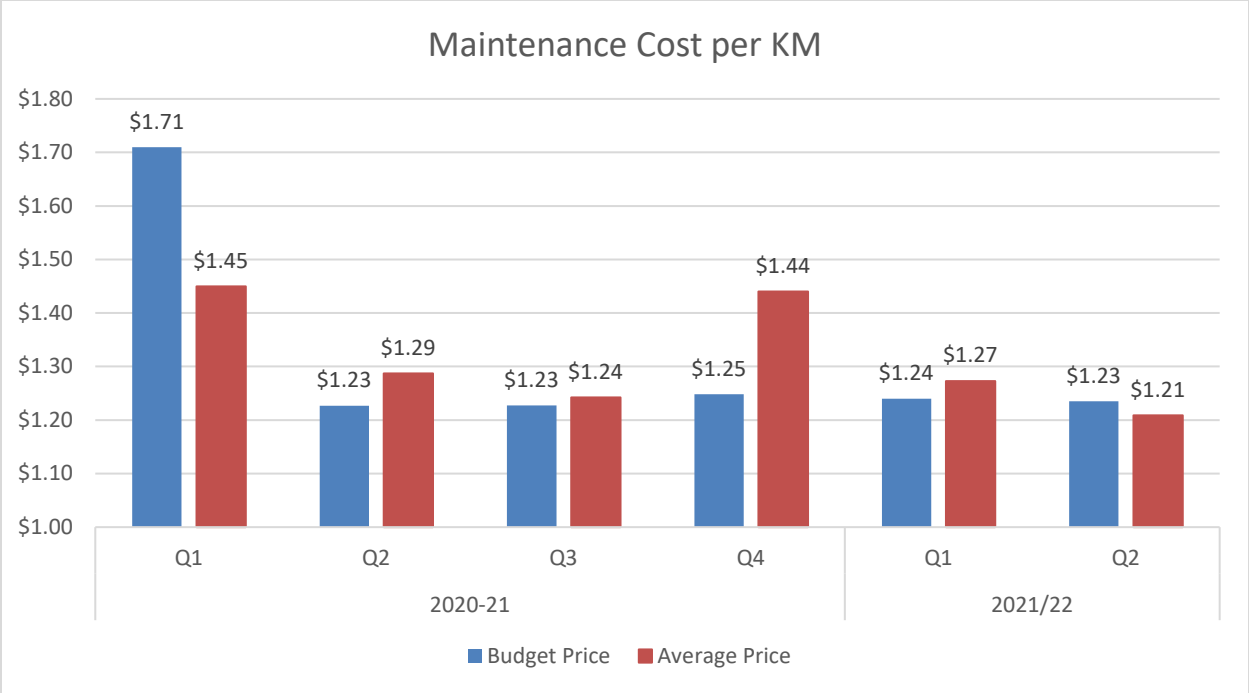
For the second quarter of 2021/22, the MDBS for conventional transit was 5,489 kms. In comparison to the second quarter of 2020/21 (4,468), this is an increase of 23%. The MDBS for Access-A-Bus service was 39,680 kms. Transit Fleet will continue to monitor this metric in order to reduce service calls.



### Bus Maintenance Cost – Quarter Average vs Budget

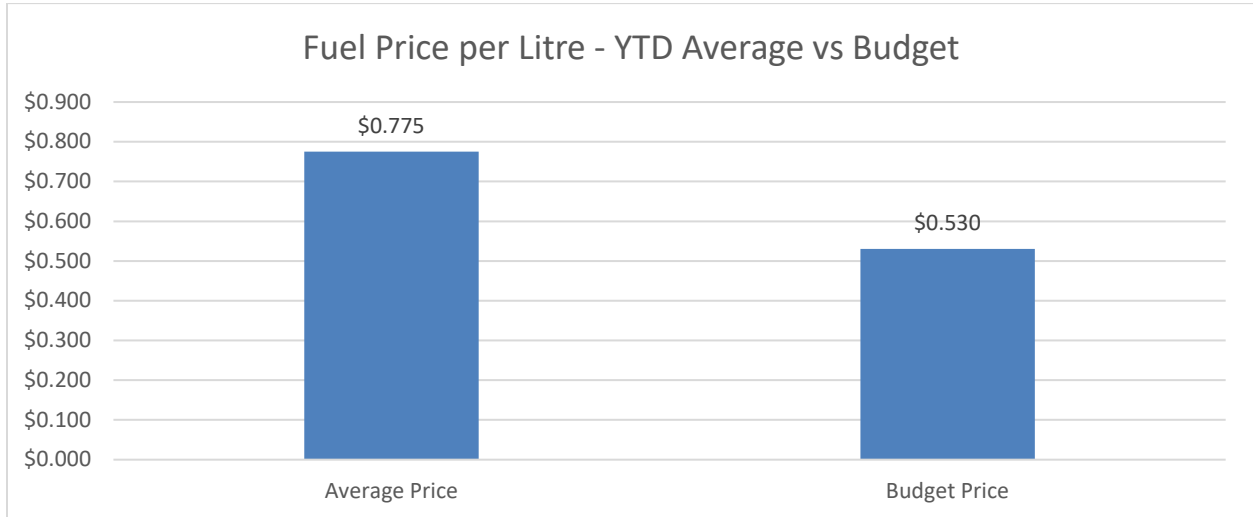
In the second quarter, bus maintenance costs were \$1.21/km, while the budgeted maintenance cost was \$1.23/km.





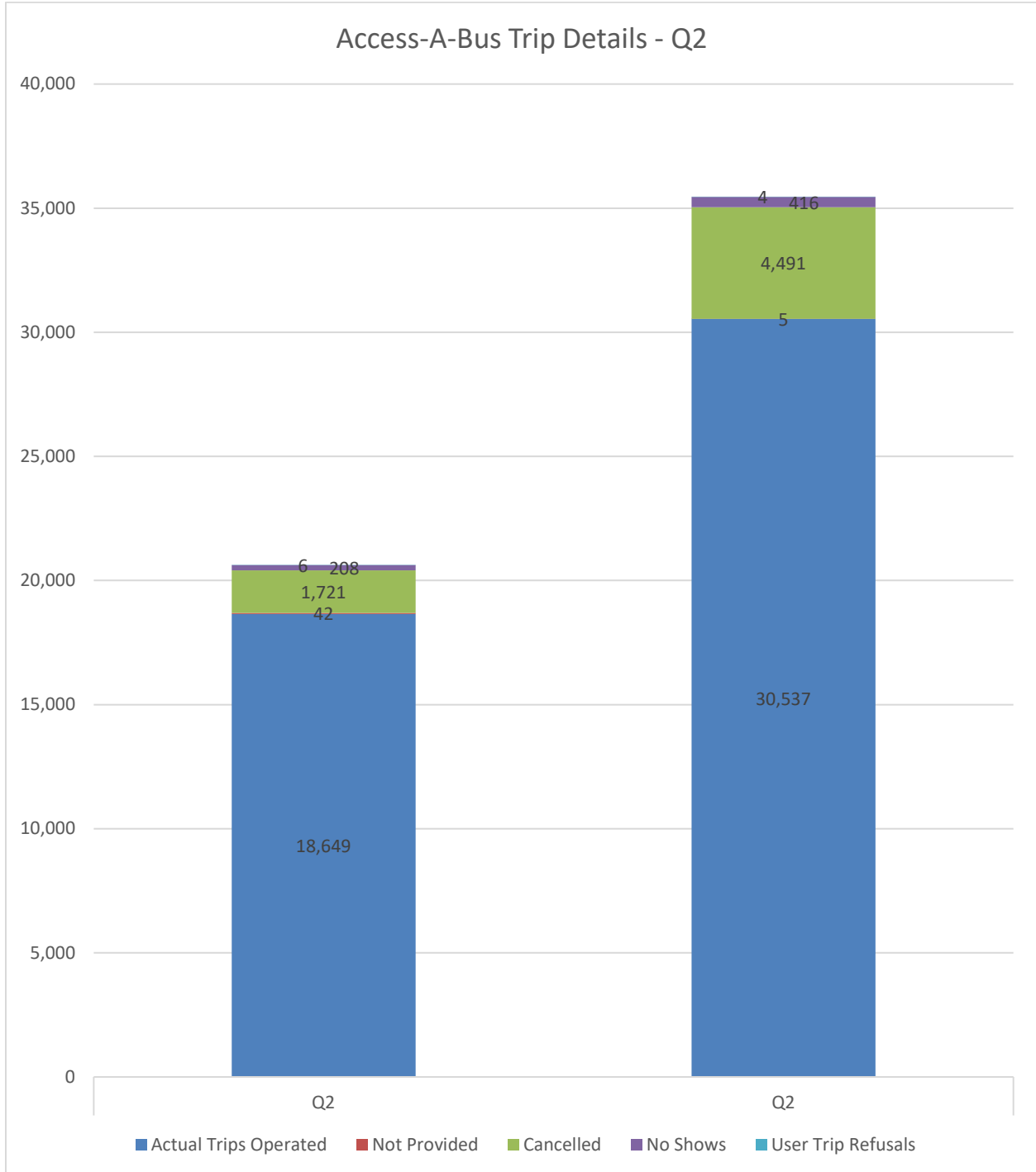
## Fuel Price – Annual Average vs Budget

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.

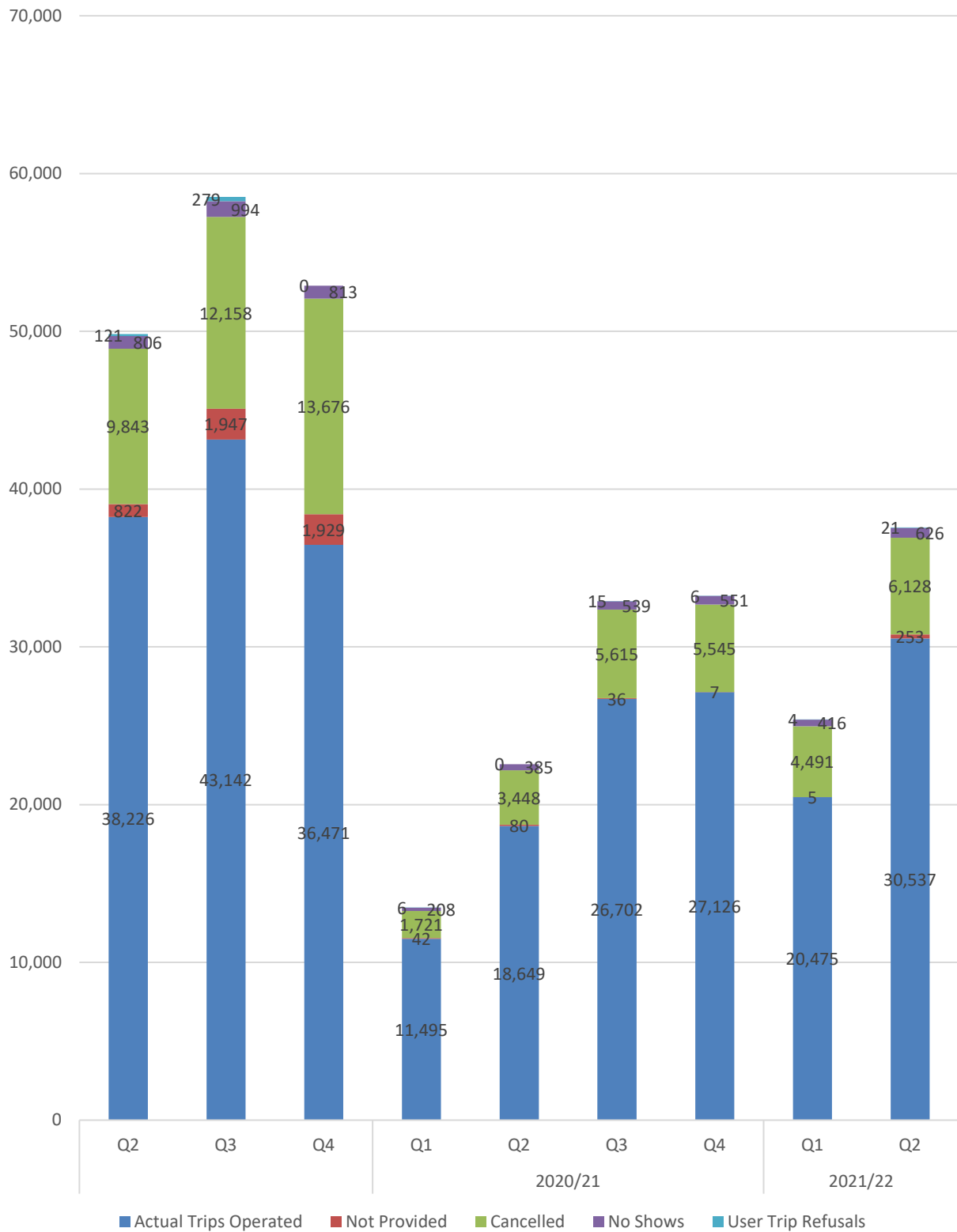


## Access-A-Bus Trip Details

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

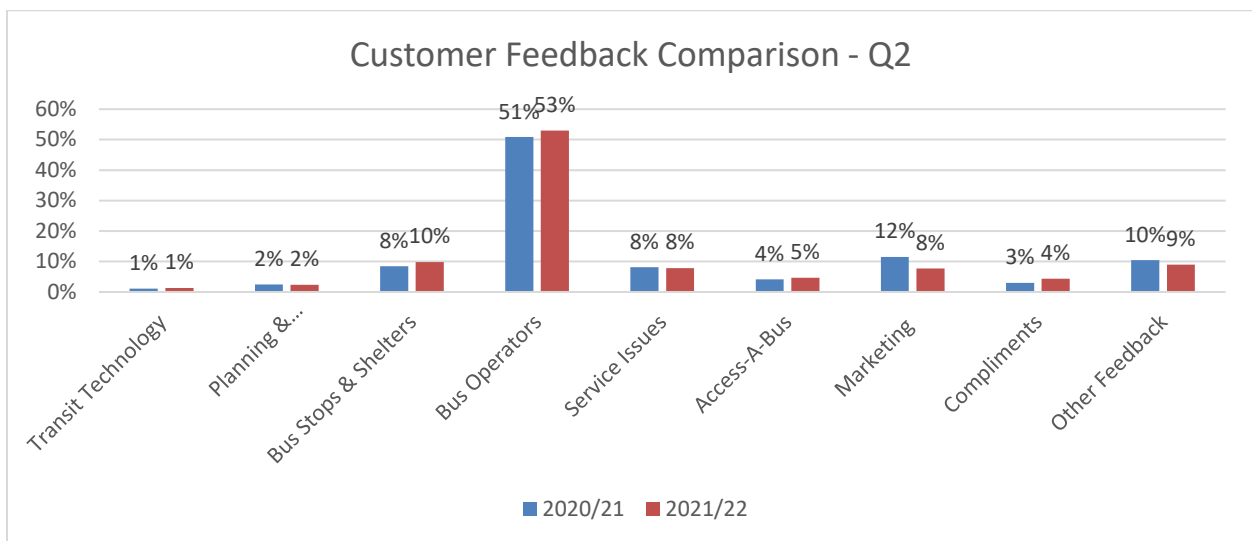
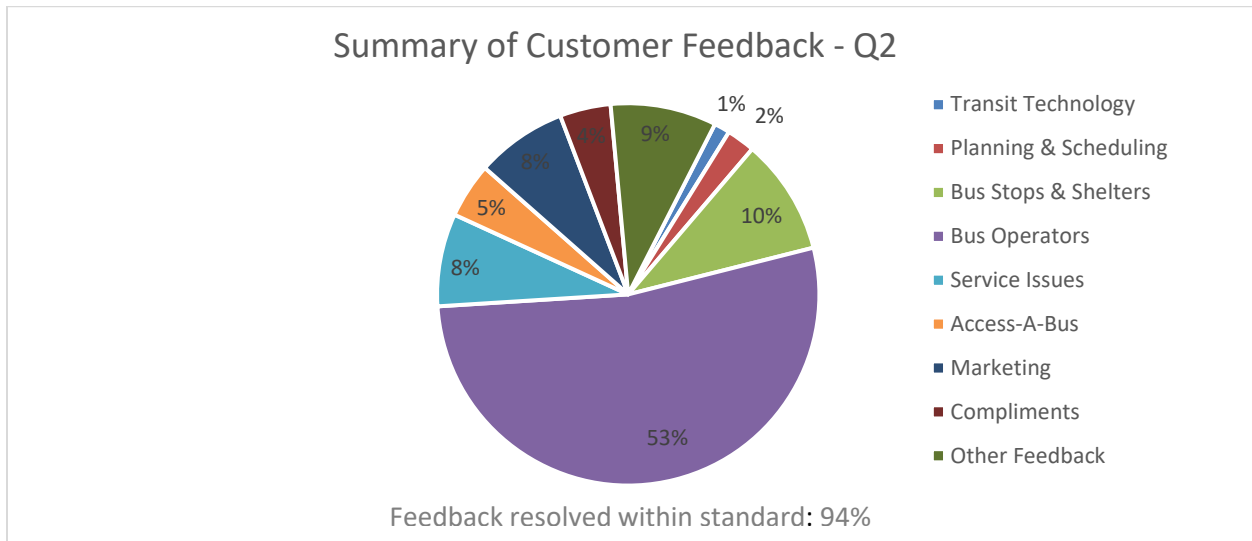


## Customer Service – All Services

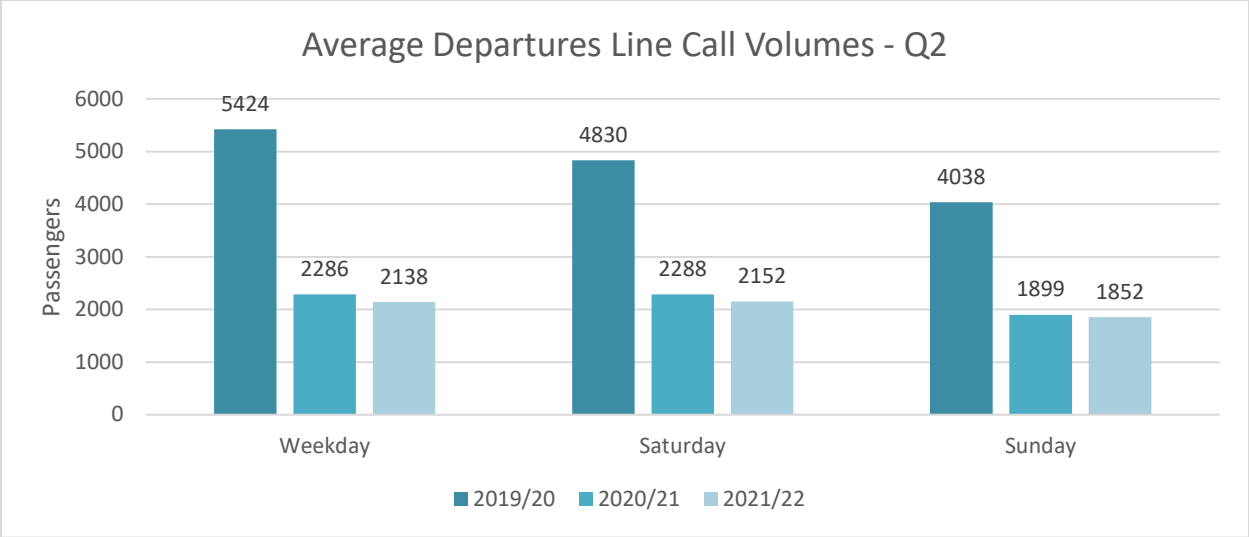
Customer service statistics are measured monthly using the Hansen Customer Relationship Management software along with Crystal Reports. Feedback is first categorized by subject matter and then divided into two categories: feedback resolved within service standard and feedback resolved outside service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







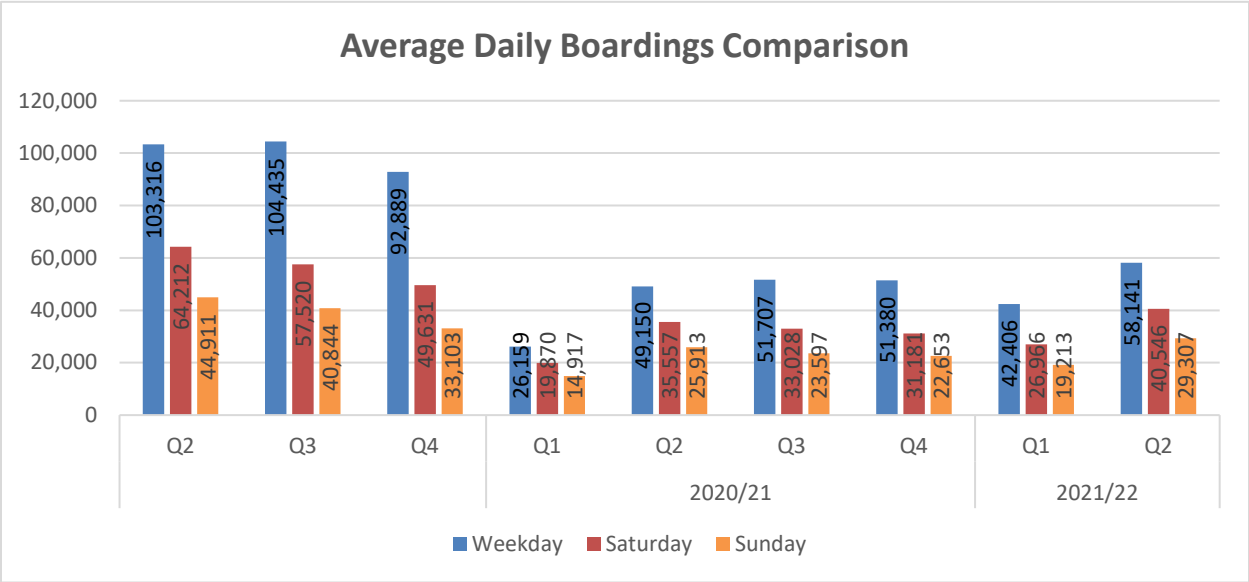
### Service Utilization

Automatic Passenger Counter (APC) data is now being 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

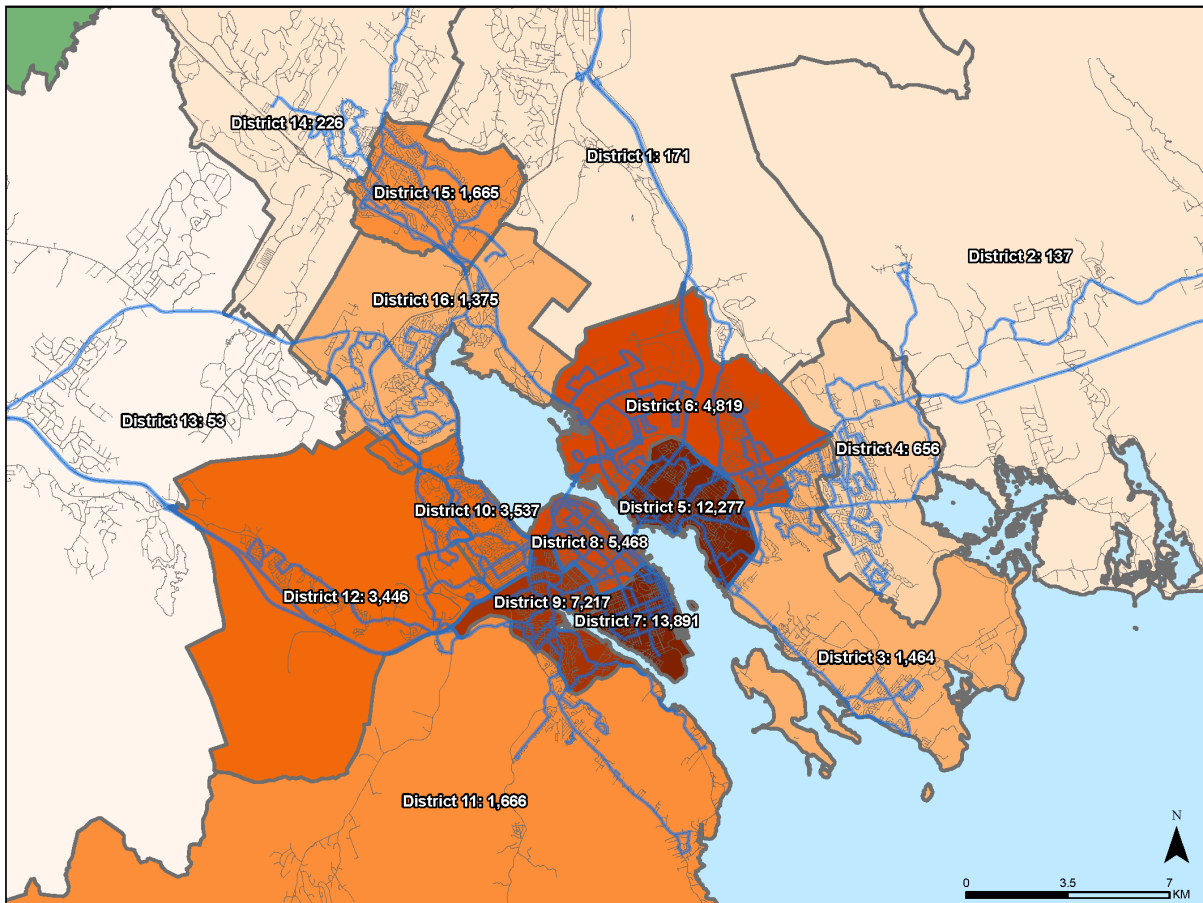


## Boardings by District

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.

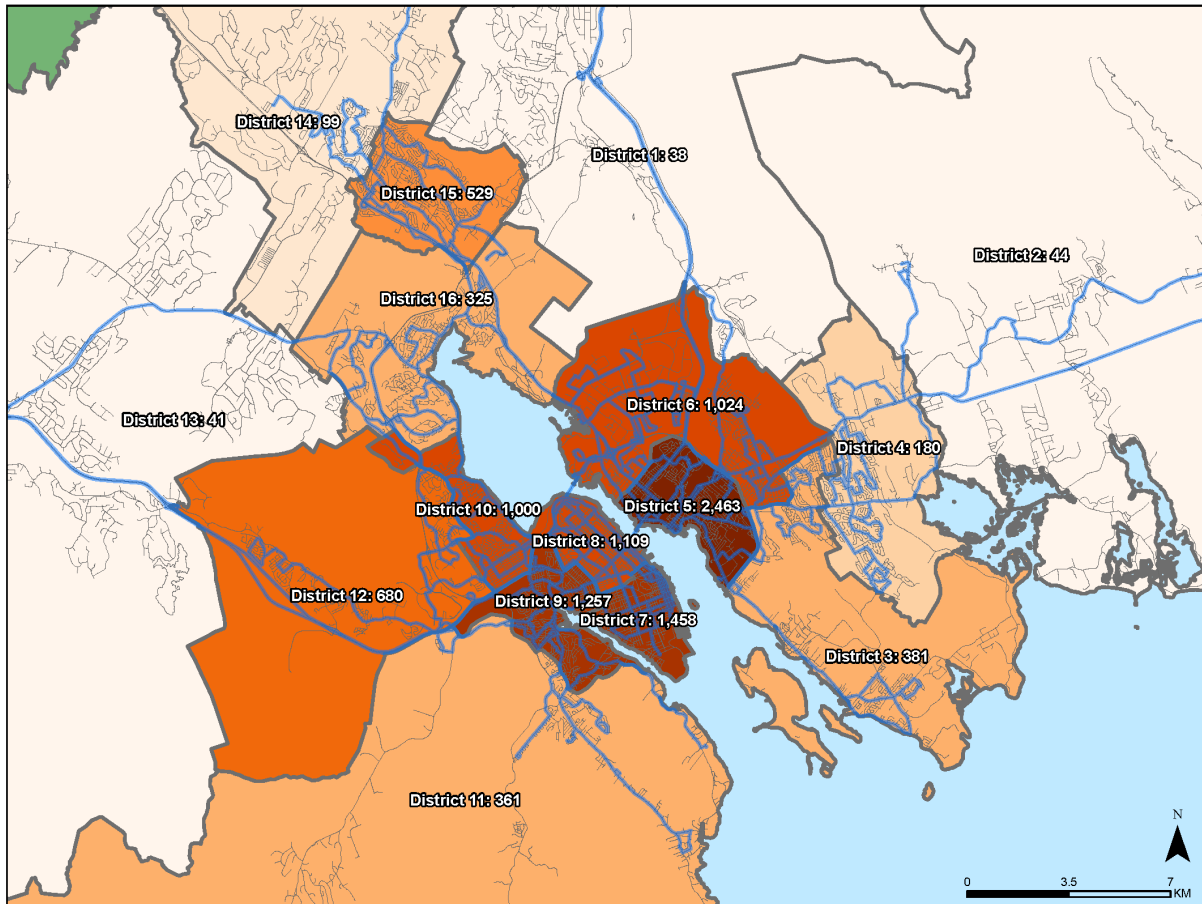
### Weekday Boardings by District - All Day

2021-22 Q2 Weekday Boardings by District



## Weekday Boardings by District – AM Peak Period

2021-22 Q2 Weekday AM Peak Boardings by District



## Passengers per Hour

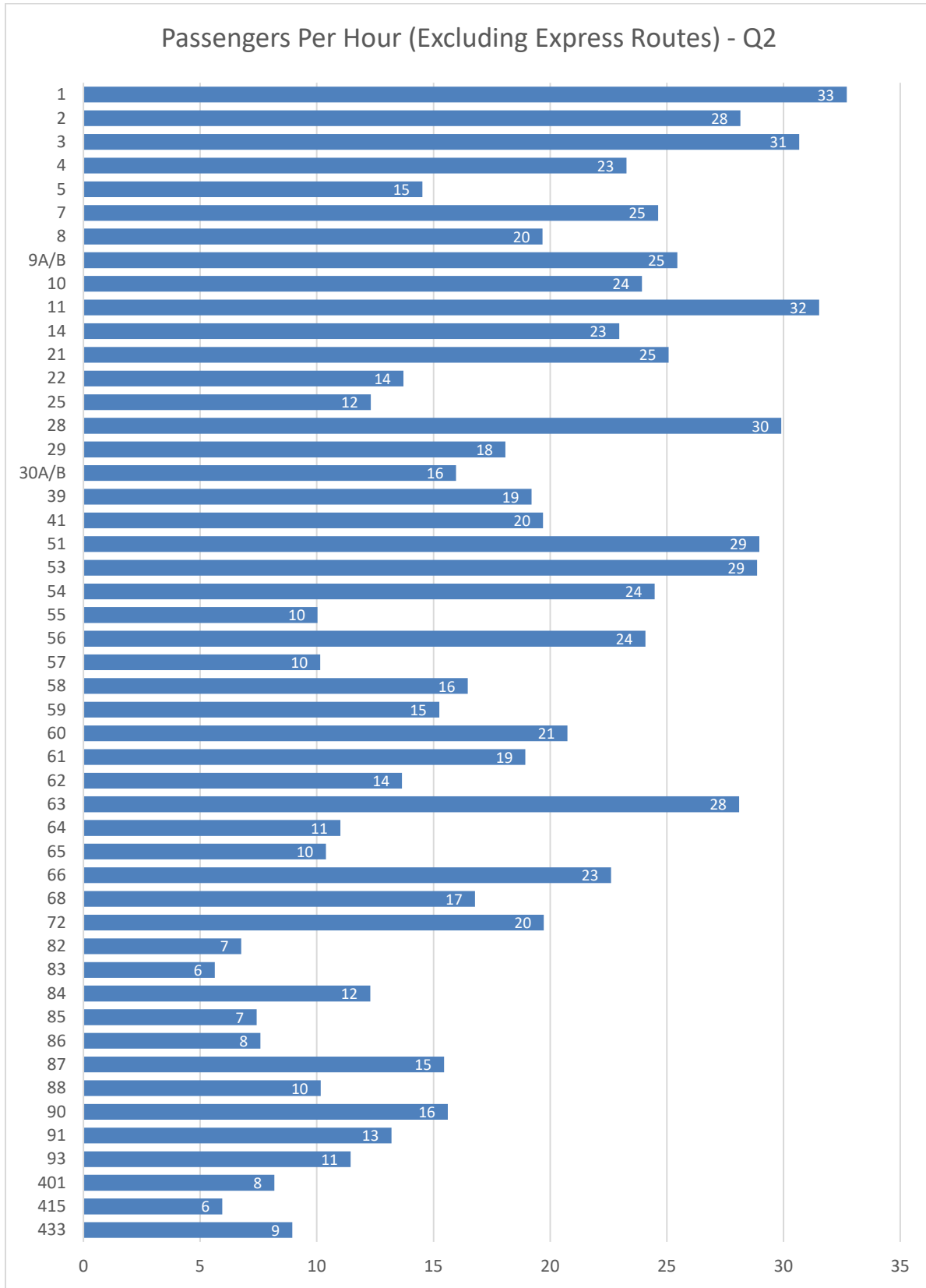
Passengers per hour measures the volume of passengers carried per service hour by route. Due to differences in service model/design, Express Routes are measured instead by passengers per trip. Ridership fluctuates significantly by season and therefore figures are compared to the same quarter in the previous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

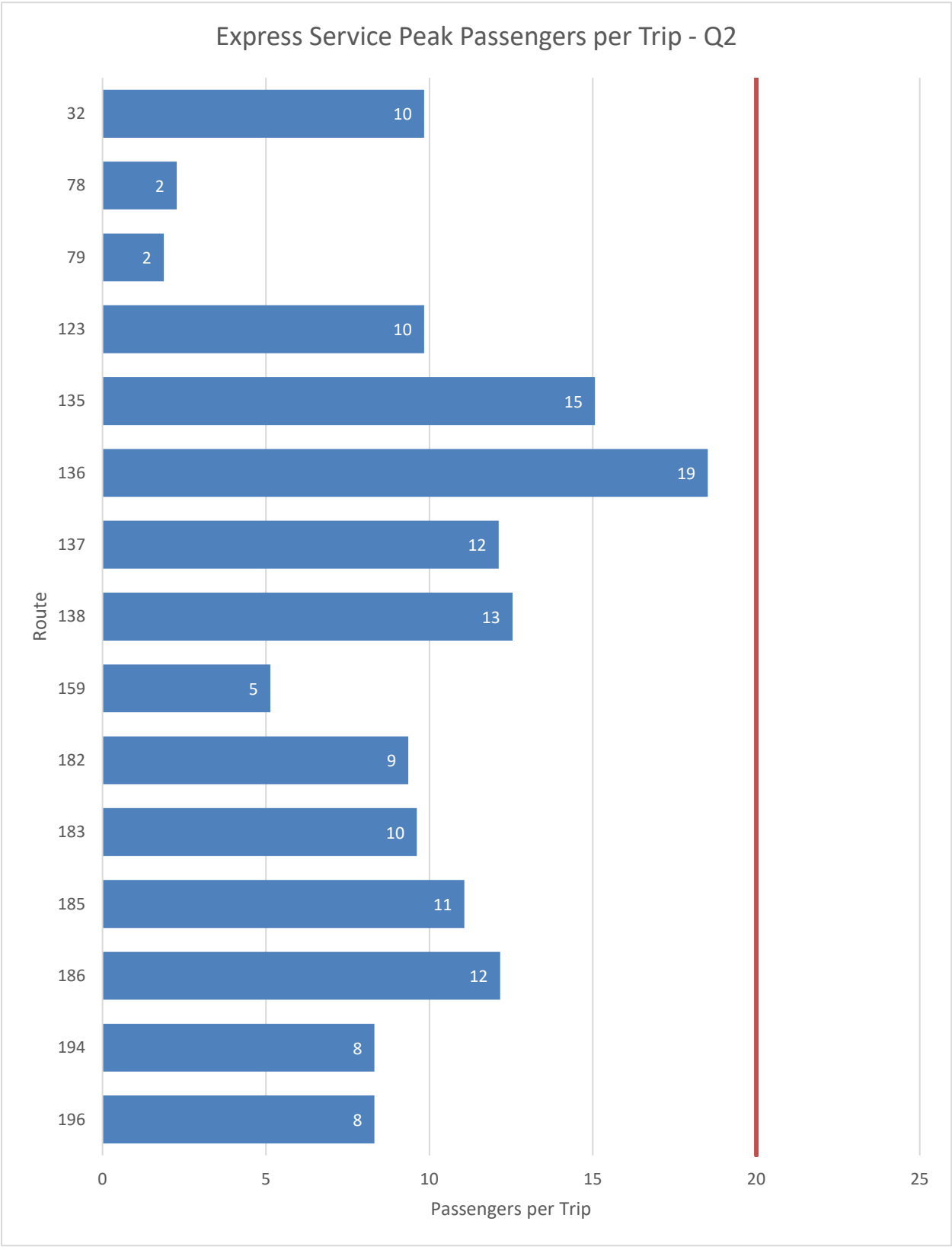
## Passengers per Hour by Route



## Express Service Peak Boardings and Passengers per Trip

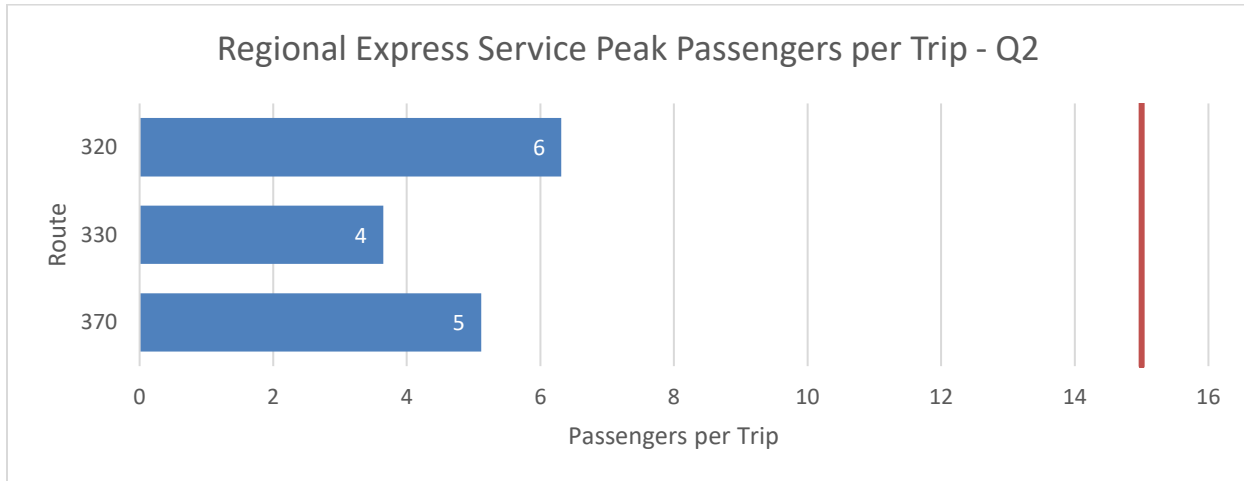
| Q2 Comparison - Average Daily Peak Boardings by Express Route |           |           |           |           |
|---|-----------|-----------|-----------|-----------|
| Route   | Weekday   |           |           |           |
|   | 2020/21   |           | 2021/22   |           |
|   | Boardings | Pass/Trip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

**Express Service Peak Passengers per Trip by Route**

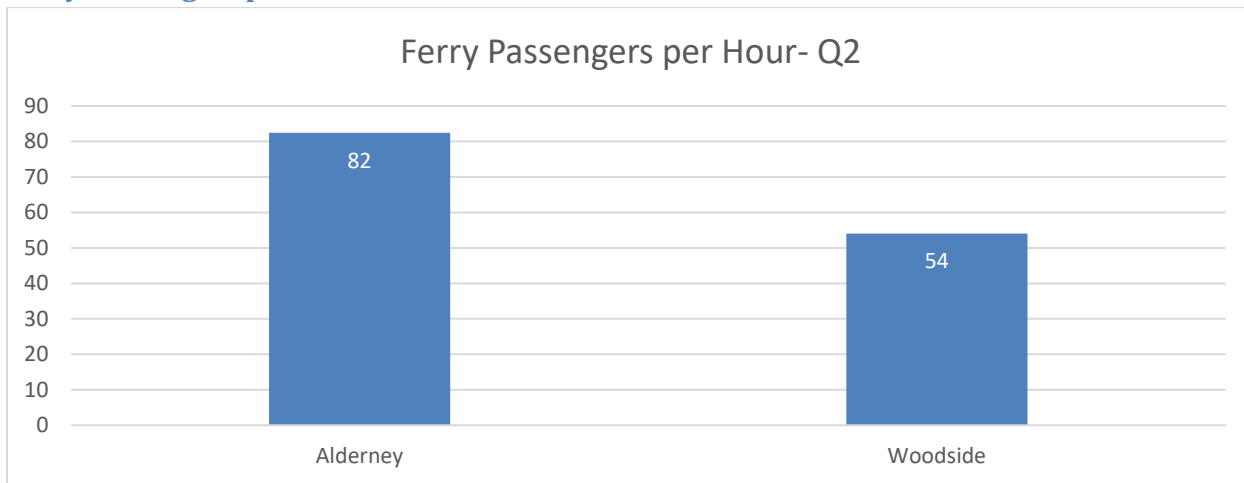




### Regional Express Peak Passengers per Trip by Route



### Ferry Passengers per Hour

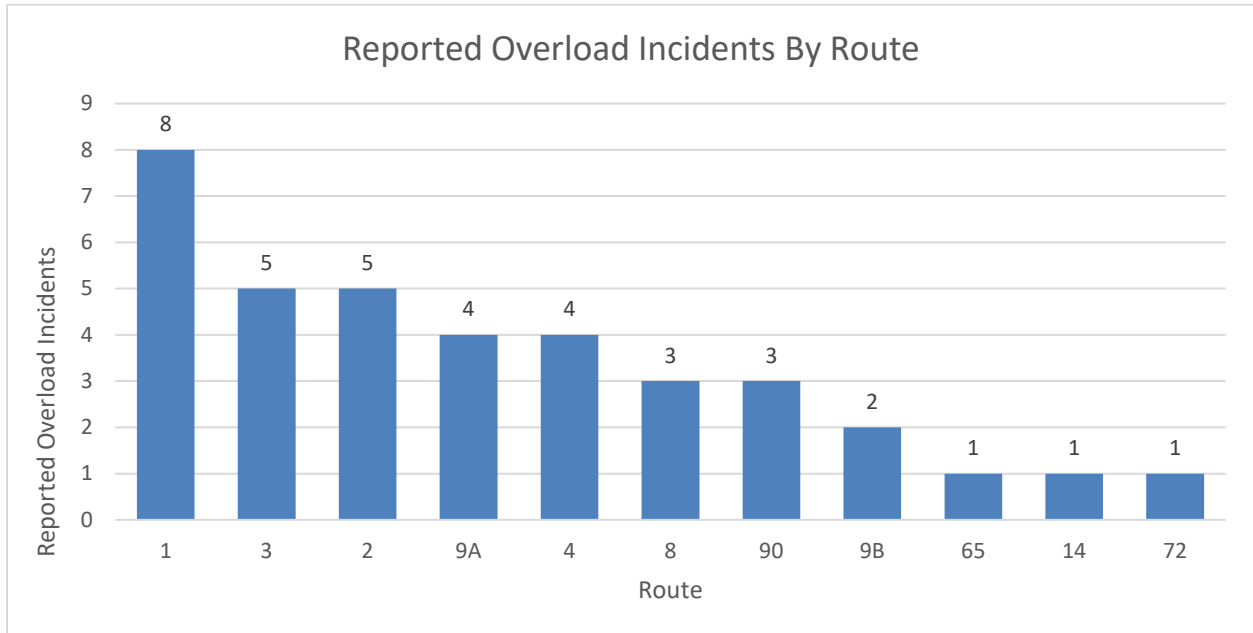


## Passenger Overloads

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

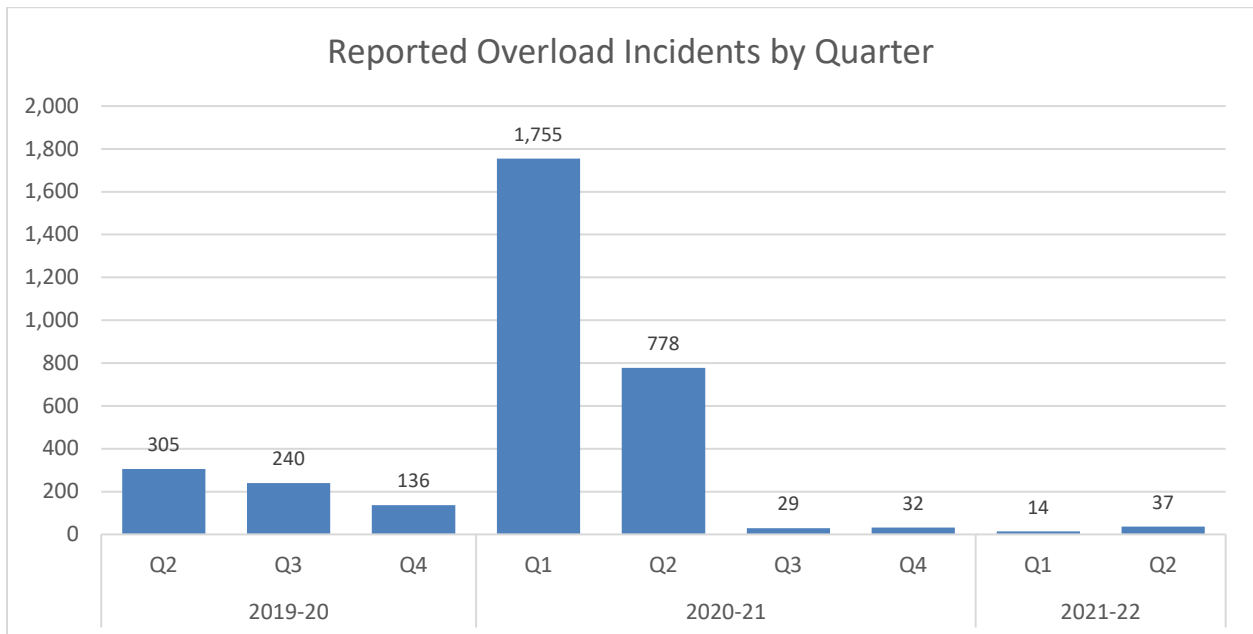
### Passenger Overloads by Route

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.

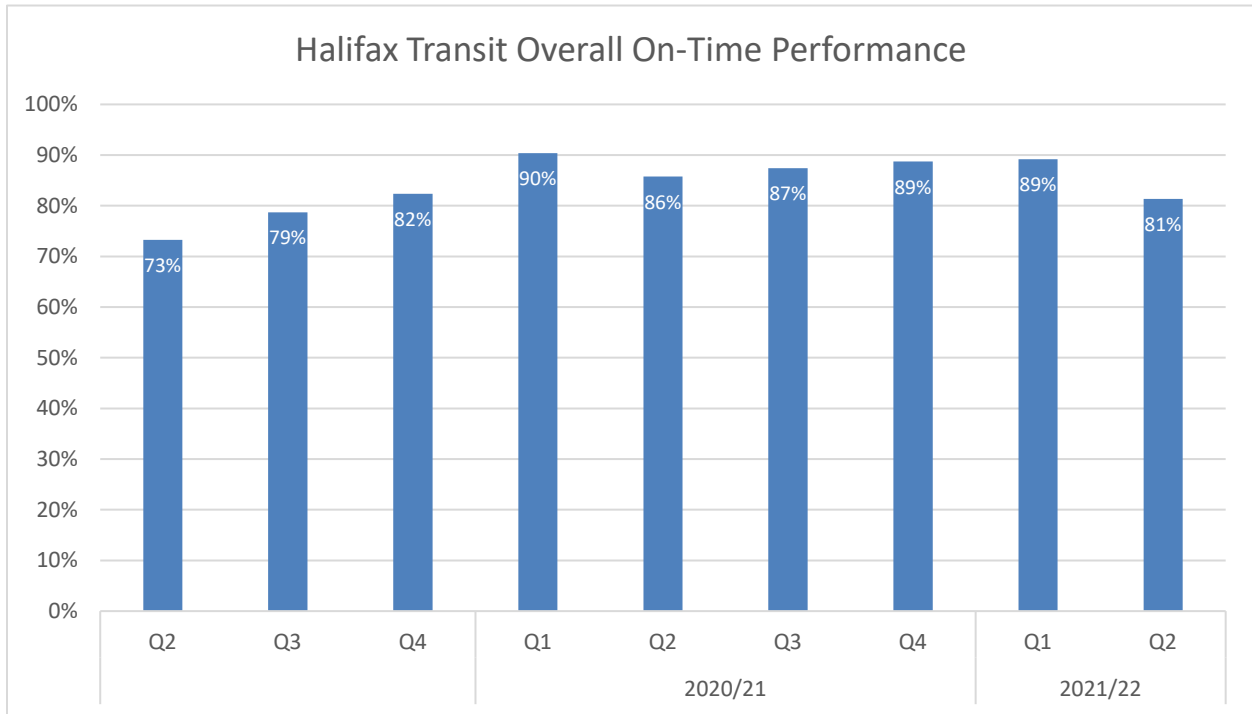


## On-Time Performance

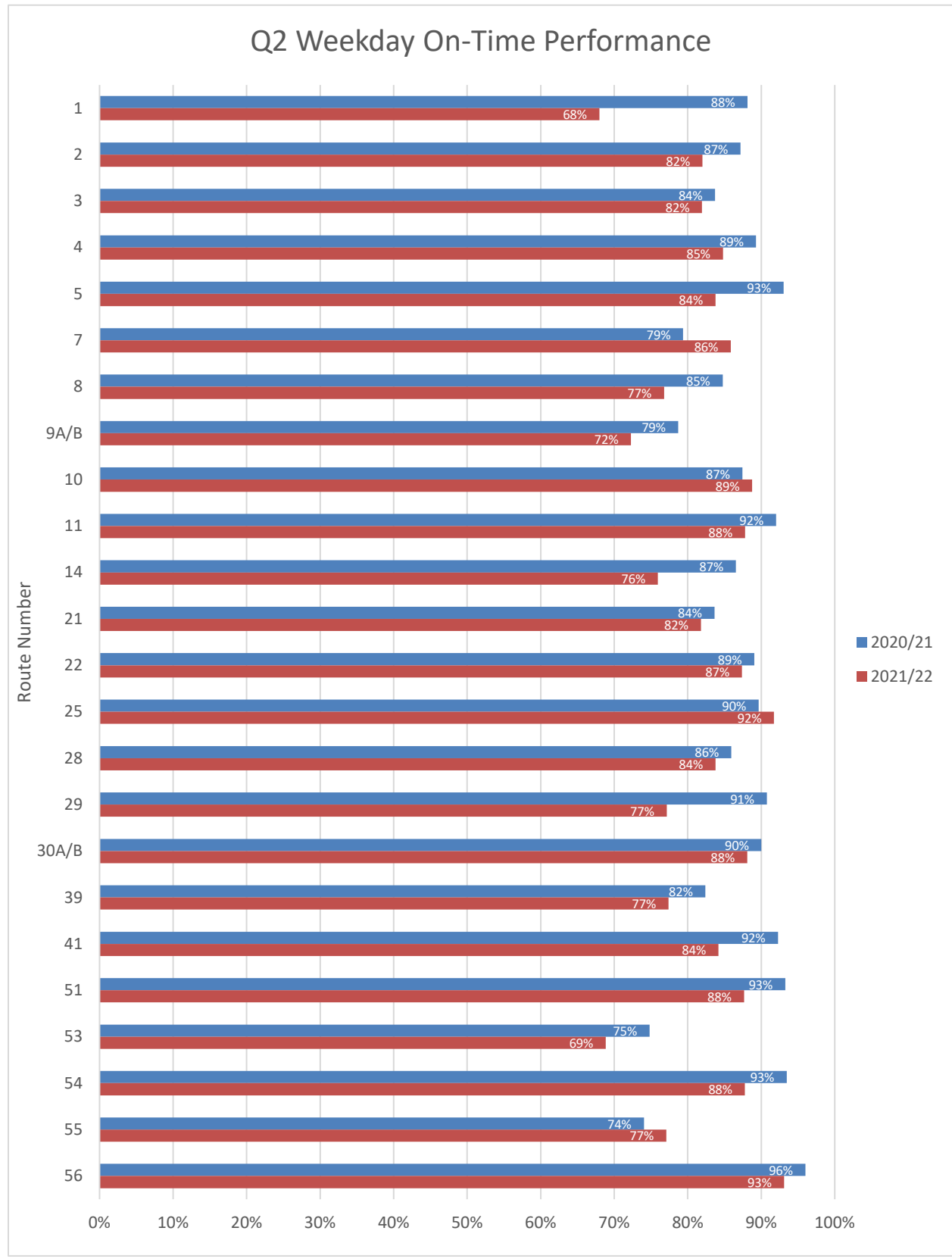
On-time performance is a measure of route reliability and is tracked monthly to demonstrate schedule adherence across the network of routes. Terminals and select bus stops along each route are classified as timepoints and have assigned and publicized scheduled arrival times. On-time performance demonstrates 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.

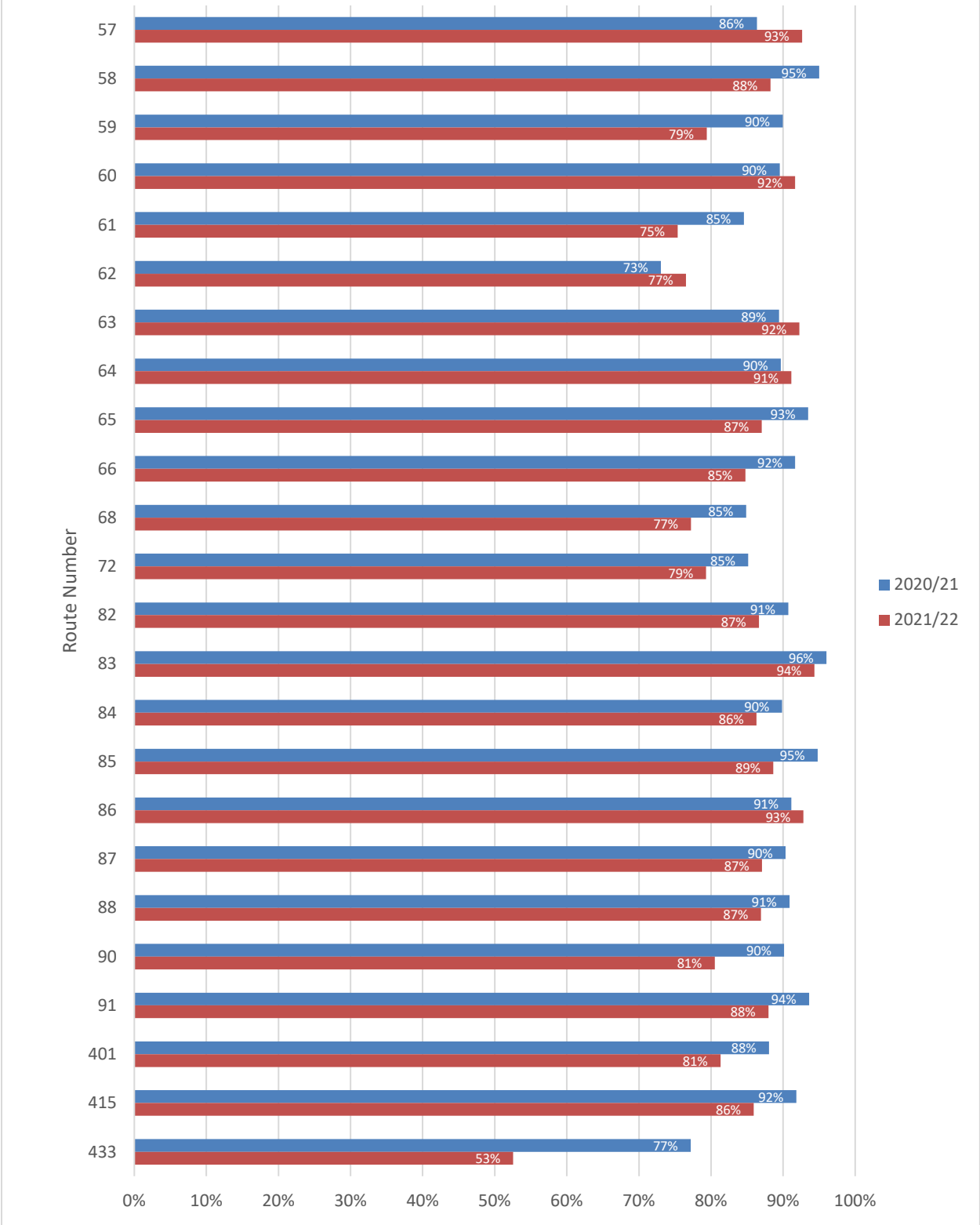
### Overall Network On-Time Performance



## Weekday On-Time Performance



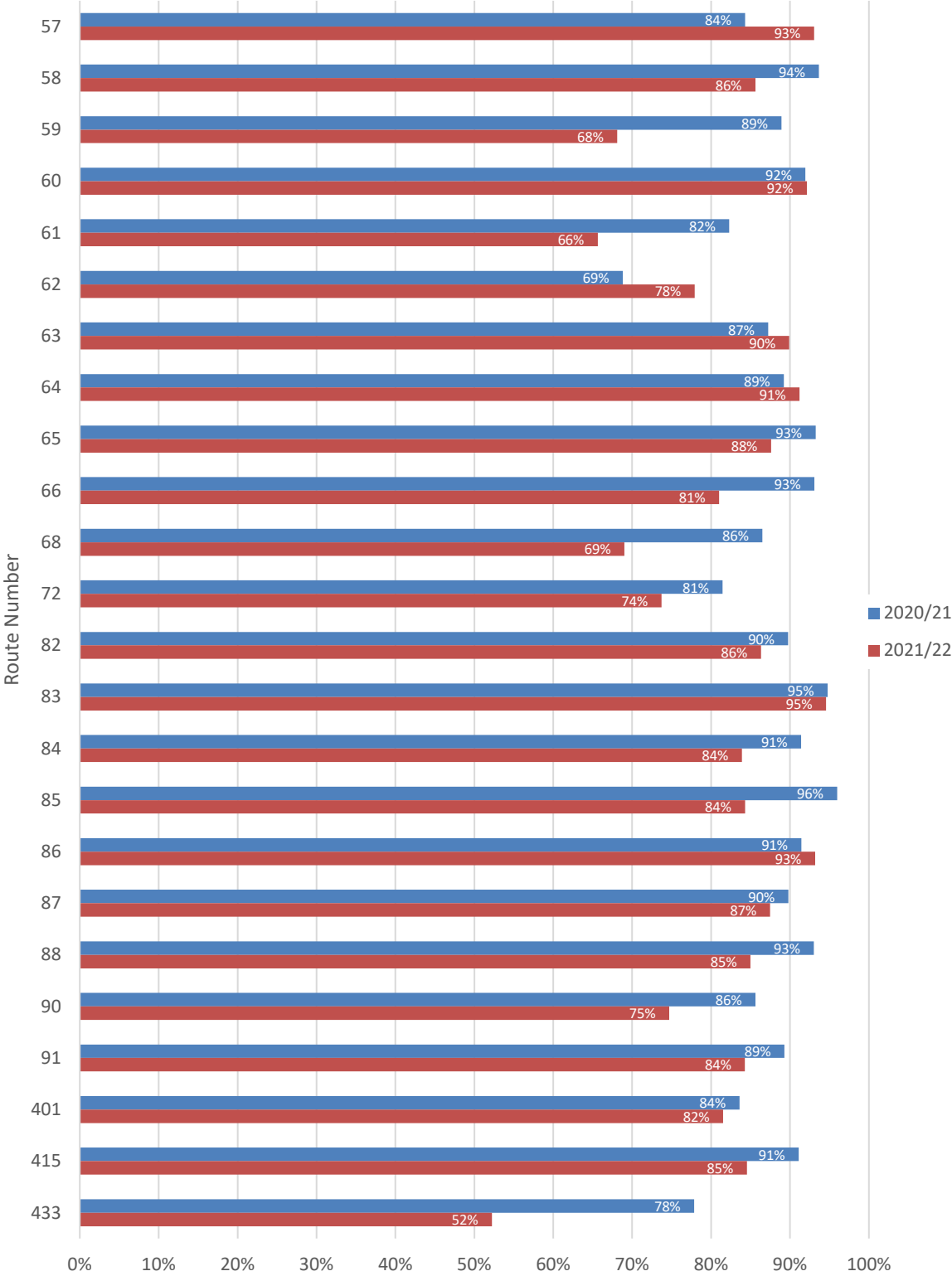
## Q2 Weekday On-Time Performance



## Weekday Peak Period On-Time Performance



## Q2 Weekday Peak On-Time Performance



## 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.

