

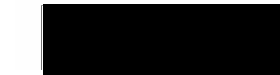


P.O. Box 1749
Halifax, Nova Scotia
B3J 3A5 Canada

Item No. 12.1.2
Transportation Standing Committee
March 30, 2023

TO: Chair and Members of Transportation Standing Committee

SUBMITTED BY:



Cathie O'Toole, Chief Administrative Officer

DATE: February 9, 2023

SUBJECT: 2022/23 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 first quarter of the year and includes reporting on key performance measures. These include measures of revenue, ridership, boardings, overloads, on-time performance, loss of service, customer service, service levels, and Access-A-Bus service details.

DISCUSSION

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

- a) Safe & Accessible Mobility Network
- b) Connected & Healthy Long-Range Mobility Planning
- c) Electrification of Transportation (Net-Zero Emissions)

d) Service Excellence – Innovative Performance Excellence

To assist in achieving these priority outcomes, multi year initiatives were identified in the 2022/23 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 Mobility Network**

Safe & Accessible Mobility Network	
Business Plan Deliverables	Status
Review of Access-A-Bus Eligibility Criteria	Delayed
Installation of Mobile Data Terminals on Access-A-Bus Vehicles	Complete
Bus Stop Accessibility Improvements	Complete
Passenger Conduct Campaign	In Progress
On-Demand Private Accessible Transportation	Complete

Highlights

The Transit Code anti-sexual harassment campaign was in market from July 11-September 5, 2022. A new campaign focused on preventing aggression toward staff and fellow passengers is in development with an anticipated launch in March 2023. On October 26, 2022 Halifax Transit was recognized with the Marketing and Communications award from the Canadian Urban Transit Association (CUTA) for the Transit Code campaign. The CUTA Awards recognize the outstanding achievements of people, organizations and businesses in Canada’s public transit industry.

The new accessible taxi service, branded ‘Extra Care Taxi’, was introduced on July 11, 2022. In the second quarter of 2022/23 Extra Care Taxi fulfilled a total of 962 trips. There has been a steady increase in trips over the second quarter, which continues into the beginning of the third quarter. The average number of fulfilled trips per day has increased by approximately 50 per cent nearly each month between August and November. A celebratory launch event was held at City Hall on October 11, 2022.

As of September 22, 2022, there are currently 1,044 approved participants in the Affordable Access Transit Pass Program, with significant capacity to accommodate additional applicants (the program is currently capped at 2,000 participants). Of those, approximately 50 per cent of the participants purchased a discounted monthly pass.

In December, Halifax Transit partnered with NSLC to provide free transit on two of the busiest days travel of the holiday season. On the evenings of Friday, December 2 and Saturday, December 3, the NSLC sponsored free bus, Access-A-Bus and ferry rides for more than 32,000 passengers.

As part of Phase II of the Student Transit Pass Pilot Program, students from four local high schools and six junior high schools received a free annual transit pass for use in 2023. Approximately 4,200 passes will be in circulation in 2023.

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	Postponed
Transit Priority Corridors	In Progress
Rapid Transit Strategy - Complete Technical Studies & Design for Ferry Service	Complete

Highlights

Due to ongoing staffing shortages, the decision was made to postpone the final Moving Forward Together Plan (MFTP) service changes scheduled for November 2022, apart from implementing the new Route 50, which provides service between the Bridge Terminal and HMC Dockyard and Halifax Shipyard, during peak hours on weekdays only. A public marketing and communications campaign was developed and launched in November and in-person engagement events were facilitated at HMC Dockyard to educate on upcoming changes.

An application has been submitted for Phase 2 funding for the Mill Cove Ferry Service project. This project will be proceeding with the “Reduced Case” scope, based on direction from Regional Council in September 2022.

The Woodside Ferry Terminal grand reopening was held on November 16, 2022, to celebrate the completion of this project.

c) Electrification of Transportation (Net-Zero Emissions)

Net-Zero Emissions	
Business Plan Deliverables	Status
Procurement and Implementation of Battery Electric Buses	In Progress
Assessment for the Elimination of Internal Combustion Engine Vehicles	In Progress

Highlights

The electric buses purchased are on track to begin arriving in Halifax starting in late 2023. In advance of that, a demonstration bus is expected to be on-site for several weeks in February 2023, largely for the purpose of testing against winter conditions. A pilot bus will also arrive in August 2023, allowing further testing and training, and will remain as a permanent part of the Fleet. The construction of the expansion to the Ragged Lake Transit Centre is expected to commence in early spring 2023. There is a fairly significant risk that the construction will not complete in time for vehicle arrivals; however, this may be mitigated in part through construction phasing, and contingency plans are being considered.

d) Service Excellence – Innovative Performance Excellence

Innovative Performance Excellence	
Business Plan Deliverables	Status
Fare Management Project – Phase 2	In Progress
Fixed Route Planning, Scheduling and Operations - Complete Implementation	In Progress

Highlights

Regional Council approved the award for RFP 21-095 – Halifax Transit – Mobile Ticketing Solution to the highest scoring proponent, Masabi, for a mobile fare payment application and onboard validators. This award represents the first two phases of Halifax Transit’s Electronic Fare Management strategy: 1) a mobile application to facilitate the purchase of electronic fare products; and 2) onboard validators for the entirety of Halifax Transit’s fleet. Negotiations with the vendor have concluded allowing for the delivery of phase 1 to begin. New electronic fare options including One Day, Two Day, Weekly Passes, and 20 Ride passes were developed and approved by Regional Council on November 22, 2022.

Progress continues to be made on the Fixed Route Planning, Scheduling, & Operations project. Solution testing and design continues with involvement from key Halifax Transit and other HRM stakeholders. Production go-live is planned for August 2023.

Q2 Performance Measures Highlights

Attachment B, *Halifax Transit 2022/23 Q2 Performance Measures Report*, covering July, August and September 2022 includes additional performance measures and detailed route level statistics.

- Overall boardings increased 40% this quarter from last year (remaining 19% below 2019/20 Q2), while revenue increased 20% (remaining 21% below 2019/20 Q2).
- Average daily boardings in Q1 were 80,877 (weekday), 58,261 (Saturday) and 43,443 (Sundays).
- System wide on-time performance was 78%, 4% lower than Q2 last year.
- Access-A-Bus operated 11% more trips this quarter when compared to Q2 last year.
- This quarter 67% of customer feedback was resolved within service standards.
- The Mean Distance Between Failures (MDBF) for conventional service was 10,975 km, a 29% decrease from Q2 last year. This exceeds the benchmark for MDBF which is set at 9000 km.
- The Mean Distance Between Service Calls (MDBS) for conventional service was 7,152 kms, an increase of 30% from Q2 last year.
- The MDBS for Access-A-Bus was 95,976 kms, a 39% 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 4.7.
- Maintenance cost was \$1.17/km, 17 cents lower than the budgeted cost of \$1.34/km

FINANCIAL IMPLICATIONS

No financial implications.

COMMUNITY ENGAGEMENT

No community engagement was required.

ATTACHMENTS

Attachment A: Halifax Transit 2022/23 Q2 Business Plan Deliverables

Attachment B: Halifax Transit 2022/23 Q2 Performance Measures Report

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

Attachment A Halifax Transit 2022/23 Business Plan Deliverables

Halifax Transit 2022/23 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.	Delayed The review of registration criteria is currently on hold. New applications continue to be processed with a renewal date of 3, 5 or 7 years. Renewals are being extended 3, 5 or 7 years based on the severity of the disability. Applicants up for renewal who are deemed to not have a permanent disability are being required to provide medical information for continuance of services. Registration criteria is being assessed under the current guidelines.
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.	Complete. The new solution is now functional allowing Halifax Transit to provide real-time schedule updates to Operators and collect accurate data.
Bus Stop Accessibility Improvements	A consultant was engaged in 2021/22 to create an inventory and recommendations regarding required bus stop upgrades. In 2022/23, modifications will be made to over 50 bus stops to improve their accessibility. A multi-year work plan to guide upgrades to the remaining non-accessible stops will be completed as well.	Complete. Construction continued at planned bus stop accessibility upgrade locations through capital program and standing offer contracts. A number of upgrades will be carried forward to 2023/24. The bus stop construction webpage was modified to include status of construction.
Passenger Conduct Campaign	The Transit Code will continue the transition to an ongoing program, with new campaigns launching quarterly in 2022/23 that address topics related to safety, courtesy, and respect on public transit.	In Progress. The Transit Code anti-sexual harassment campaign was in market from July 11-September 5, 2022. A new campaign focused on preventing aggression toward staff and fellow passengers is in development with an anticipated launch in March 2023.

Attachment A Halifax Transit 2022/23 Business Plan Deliverables

<p>On-Demand Private Accessible Transportation</p>	<p>Halifax Transit will work with an external vendor to launch private accessible taxi service for residents and will monitor and report on service availability and usage.</p>	<p>Complete. The new accessible taxi service, branded ‘Extra Care Taxi’, was introduced on July 11, 2022. A celebratory launch event was held October 11, 2022. There has been a steady increase in trips during the second quarter, which has continued into the third quarter of 2022/23.</p>
<p>Implementation of Moving Forward Together Plan Transit Network Changes</p>	<p>Continuation of the MFTP transit network changes. The final large route network change is targeted to take place in November 2022, resulting in changes to approximately 15% of the Halifax Transit network.</p>	<p>Postponed. Due to ongoing staffing shortages, the decision has been made to postpone the final MFTP service changes scheduled for November 2022, with the exception of implementing the new Route 50.</p>
<p>Transit Priority Corridors</p>	<p>Halifax Transit will continue to pursue the implementation of transit priority measures on major strategic multimodal corridors. In 2022/23, this will include collaborating with other business units to tender Phase 2 of the Bayers Road project, launch a Spring Garden Road pilot project, prepare a functional plan for Portland Street/Cole Harbour Road, and prepare a preliminary design for Robie Street/Young Street.</p>	<p>In Progress. An interim outbound transit lane on Bayers Road from Windsor St. to Connolly St. opened in late May 2022 to improve transit operations in the interim as the Phase 2 construction (between Windsor St. and Connaught Ave.) is delayed to 2023/24.</p>
<p>Rapid Transit Strategy - Complete Technical Studies & Design for Ferry Service</p>	<p>In 2022/23, technical and design work related to the Mill Cove will be complete and inform a funding application for the implementation of the service.</p>	<p>Complete. An application has been submitted for Phase 2 funding for the Mill Cove Ferry Service project. This project will be proceeding with the “Reduced Case” scope, based on direction from Regional Council in September 2022.</p>
<p>Procurement and Implementation of Battery Electric Buses</p>	<p>The Request for Proposals (RFP) for the procurement of battery electric buses (BEBs) has been completed and focus will now shift to closing procurement activities and implementation.</p>	<p>In Progress. Electric buses will begin arriving in late 2023. A pilot bus will arrive in August 2023, in advance of the larger delivery. Construction at the Ragged Lake Transit Centre will begin in spring 2023.</p>

Attachment A Halifax Transit 2022/23 Business Plan Deliverables

<p>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 across the entire fleet.</p>	<p>In Progress. Halifax Transit is researching the available products in the market to better understand adoption and operational requirements.</p>
<p>Fare Management Project – Phase 2</p>	<p>To increase boarding efficiency and to improve fare payment options, Halifax Transit will begin work to install fare payment application validators, removing the need for validation by the operators. Consideration of additional payment options (such as smart cards and open payments) will also be included in Phase 2.</p>	<p>In Progress. Contract negotiations with the vendor (Masabi) for a mobile fare payment application and onboard validators have concluded. Planning for external marketing and an internal education campaign for the rollout of phase 1 is underway.</p>
<p>Fixed Route Planning, Scheduling and Operations - Complete Implementation</p>	<p>To improve operational efficiency, Halifax Transit will begin to enhance functionality in the newly implemented planning, scheduling, and operations software solution.</p>	<p>In Progress. Progress continues to be made on the Fixed Route Planning, Scheduling, & Operations project. Solution testing and design continues with involvement from key Halifax Transit stakeholders. Production go-live is planned for February 2024.</p>

Attachment B: 2022/23 Halifax Transit Q2 Performance Measures Report

2022/23 – Q2

Performance Measures Report

HALIFAX
TRANSIT

Contents

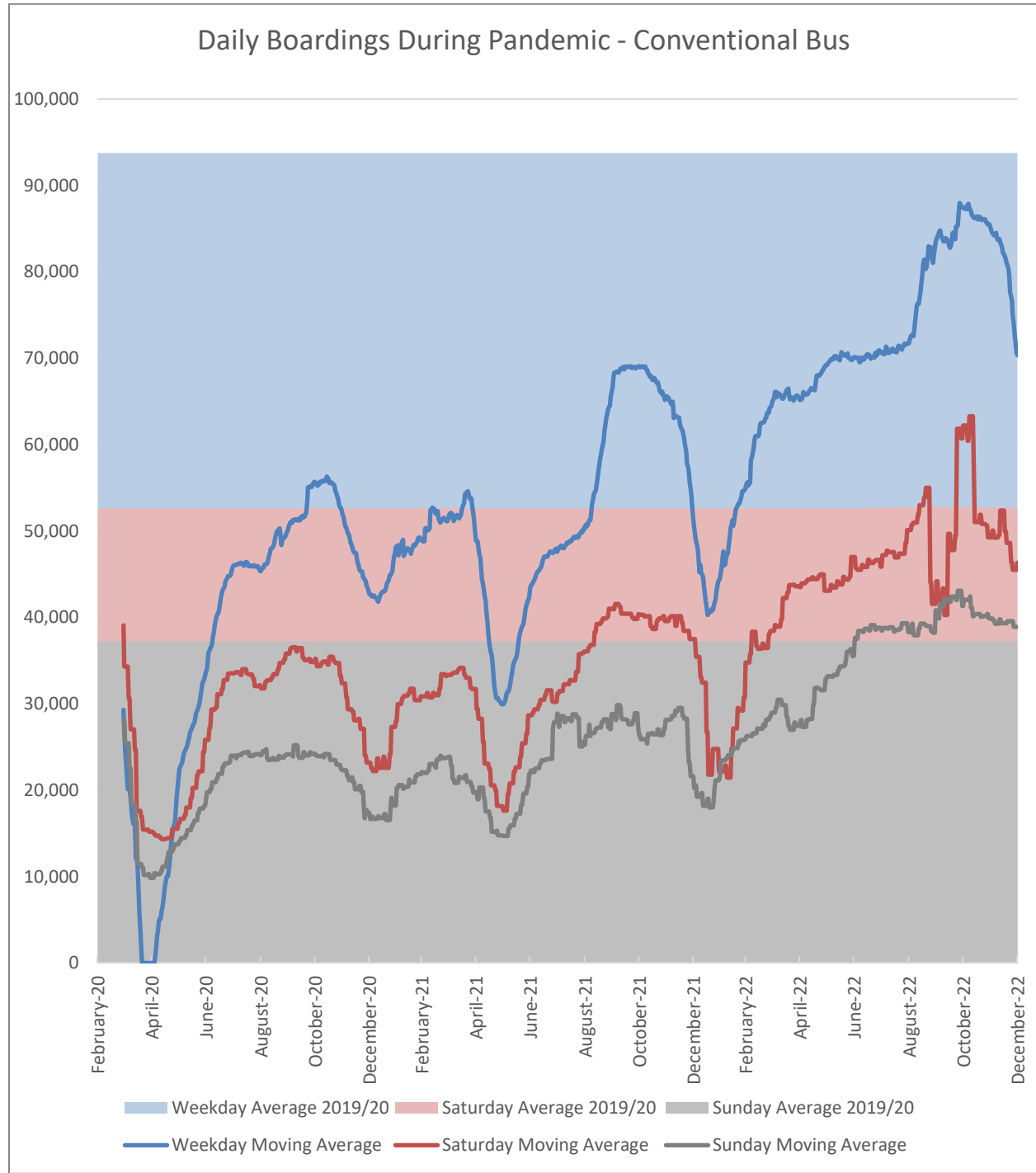
- COVID-19 Pandemic Data Impacts..... 3
 - Conventional Bus Boardings During Pandemic..... 3
 - Ferry Boardings During Pandemic 4
 - Access-A-Bus Boardings During Pandemic..... 4
- Boardings & Revenue..... 5
 - Historical Boardings & Revenue..... 5
 - Revenue – Actual vs. Planned 8
- Loss of Service..... 10
- Mean Distance Between Failures 11
- Mean Distance Between Service Calls 12
- Bus Maintenance Cost – Quarter Average vs Budget..... 12
- Fuel Price – Annual Average vs Budget..... 14
- Access-A-Bus Trip Details..... 15
- Customer Service – All Services 17
- Service Utilization 19
 - Boardings 19
 - Average Daily Boardings by Service Day..... 19
 - Boardings by District 20
 - Weekday Boardings by District – All Day 20
 - Weekday Boardings by District – AM Peak Period 21
- Passengers per Hour 22
 - Boardings & Passengers per Hour..... 22
 - Passengers per Hour by Route..... 24
 - Express Service Peak Boardings and Passengers per Trip..... 25
 - Express Service Peak Passengers per Trip by Route 26
 - Regional Express Peak Passengers per Trip by Route 27
 - Ferry Passengers per Hour 27
- Passenger Overloads..... 28
 - Passenger Overloads by Route 28
 - Passenger Overloads by Quarter 28
- On-Time Performance..... 29
 - Overall Network On-Time Performance 29

Weekday On-Time Performance..... 30
Weekday Peak Period On-Time Performance 32
Express Service On-Time Performance 34

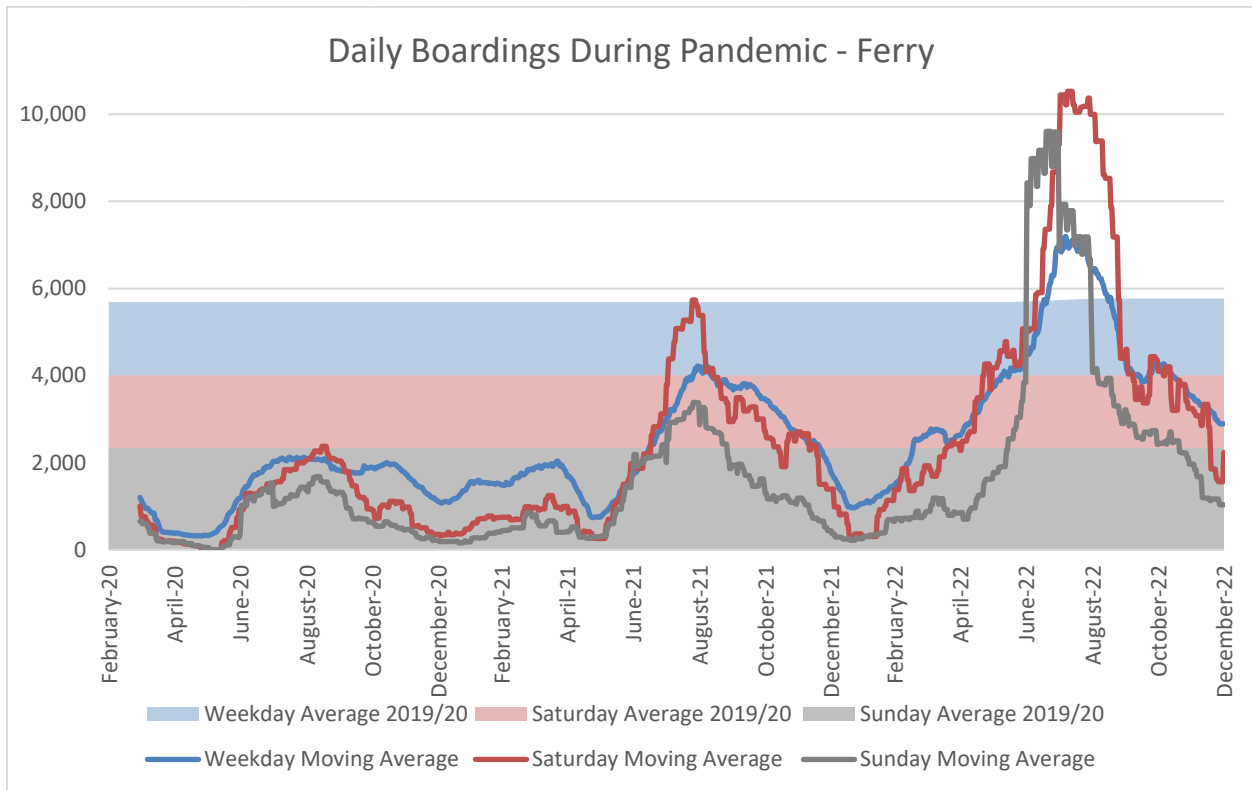
COVID-19 Pandemic Data Impacts

Ridership levels have continued to rebound from the impacts of the COVID-19 pandemic. The following graphs show the 30 day moving averages for boardings on the different service types, compared with the average daily boarding figures from before Covid impacts in 2019/20. The decline near the end of these charts is related to typical seasonal reductions in usage over the Holidays.

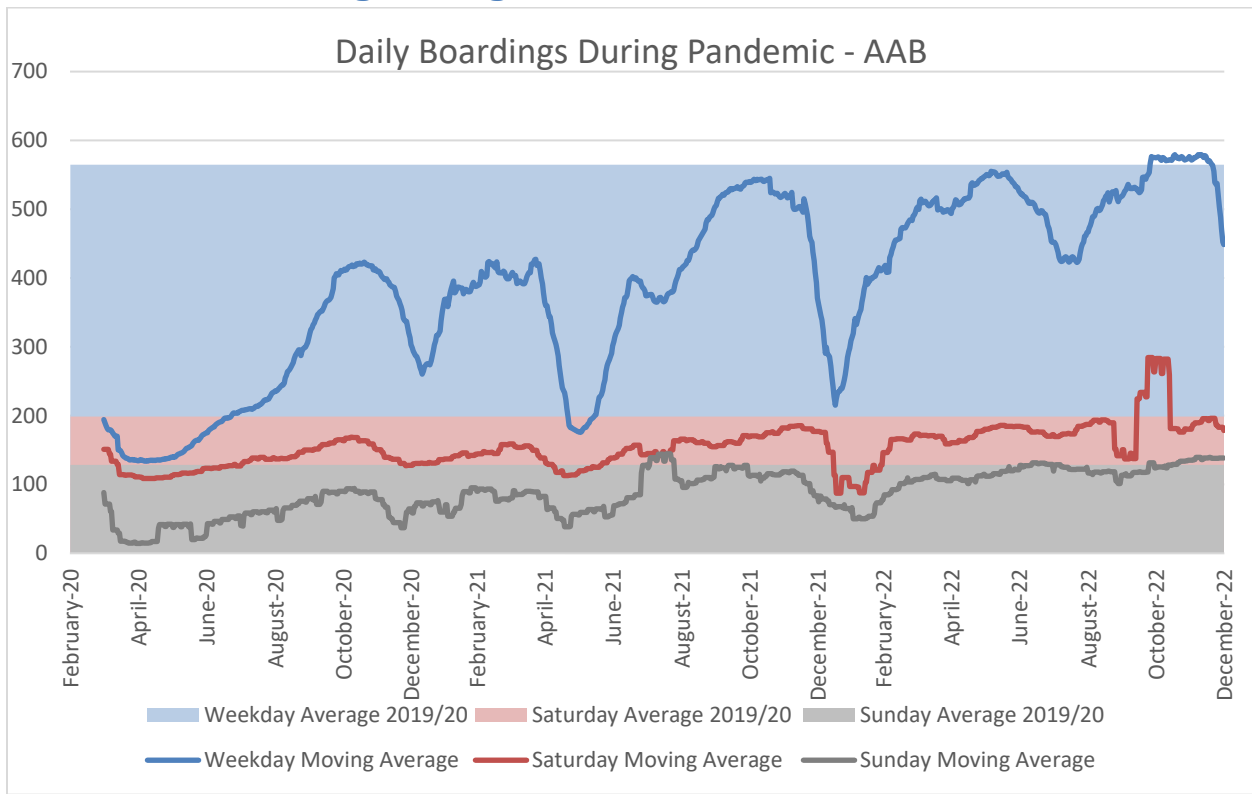
Conventional Bus Boardings During Pandemic



Ferry Boardings During Pandemic



Access-A-Bus Boardings During Pandemic

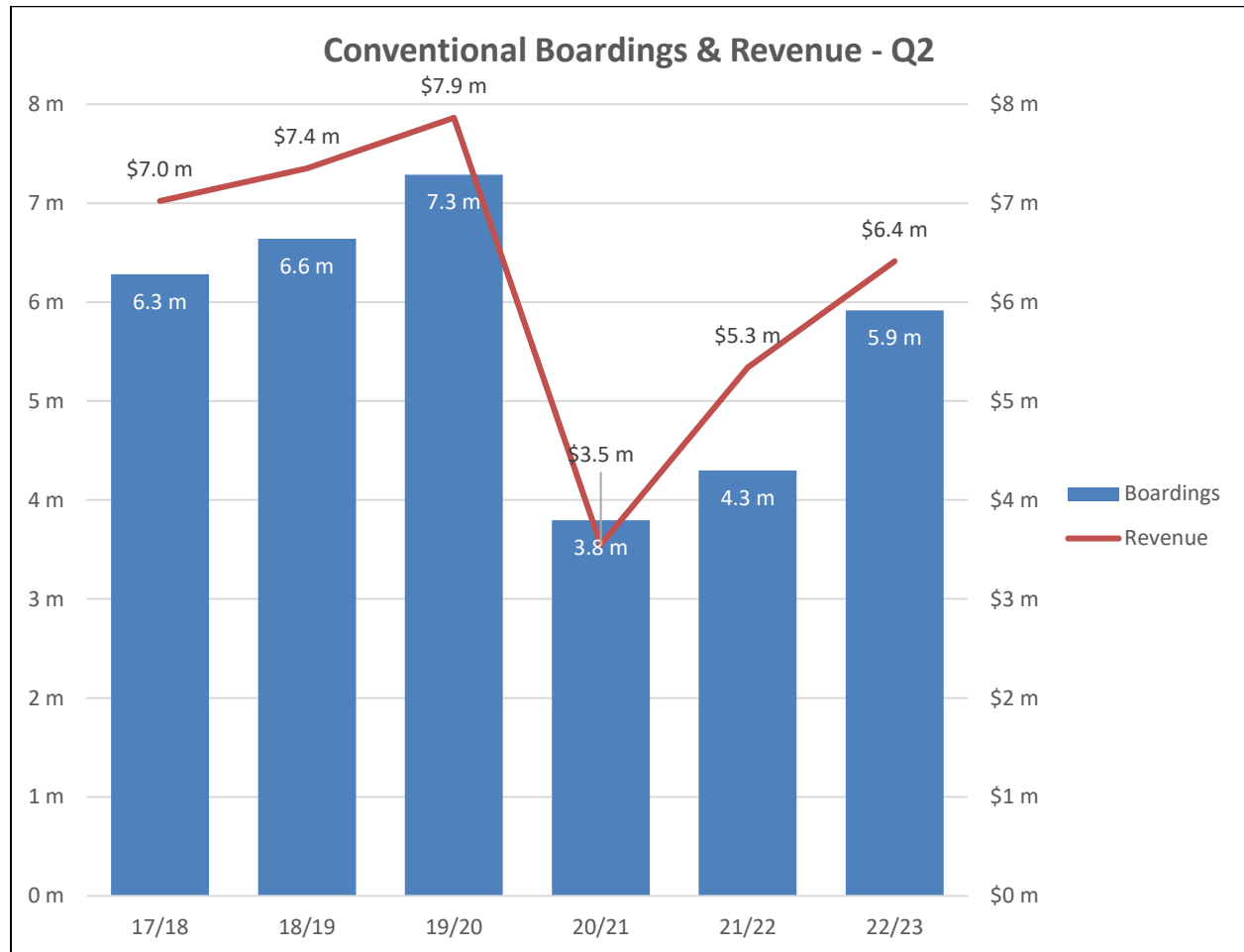


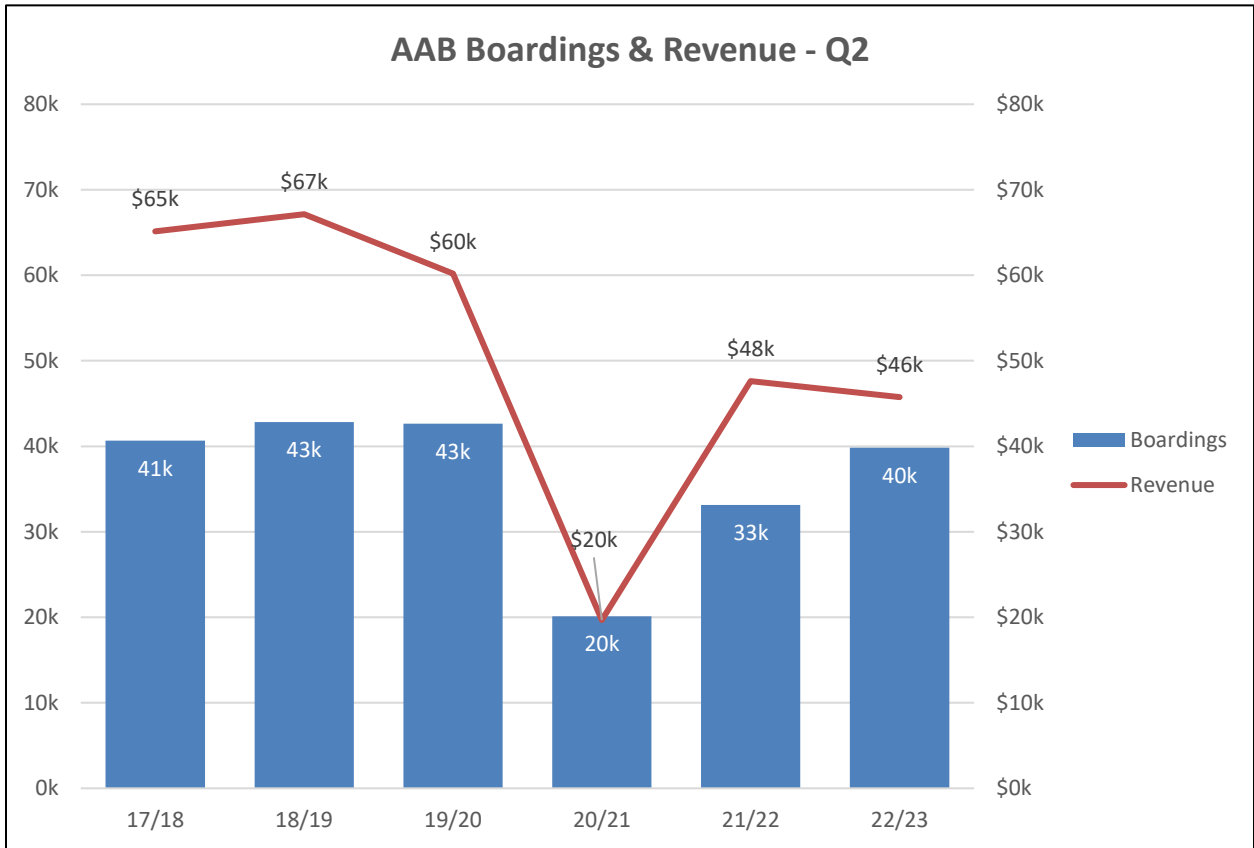
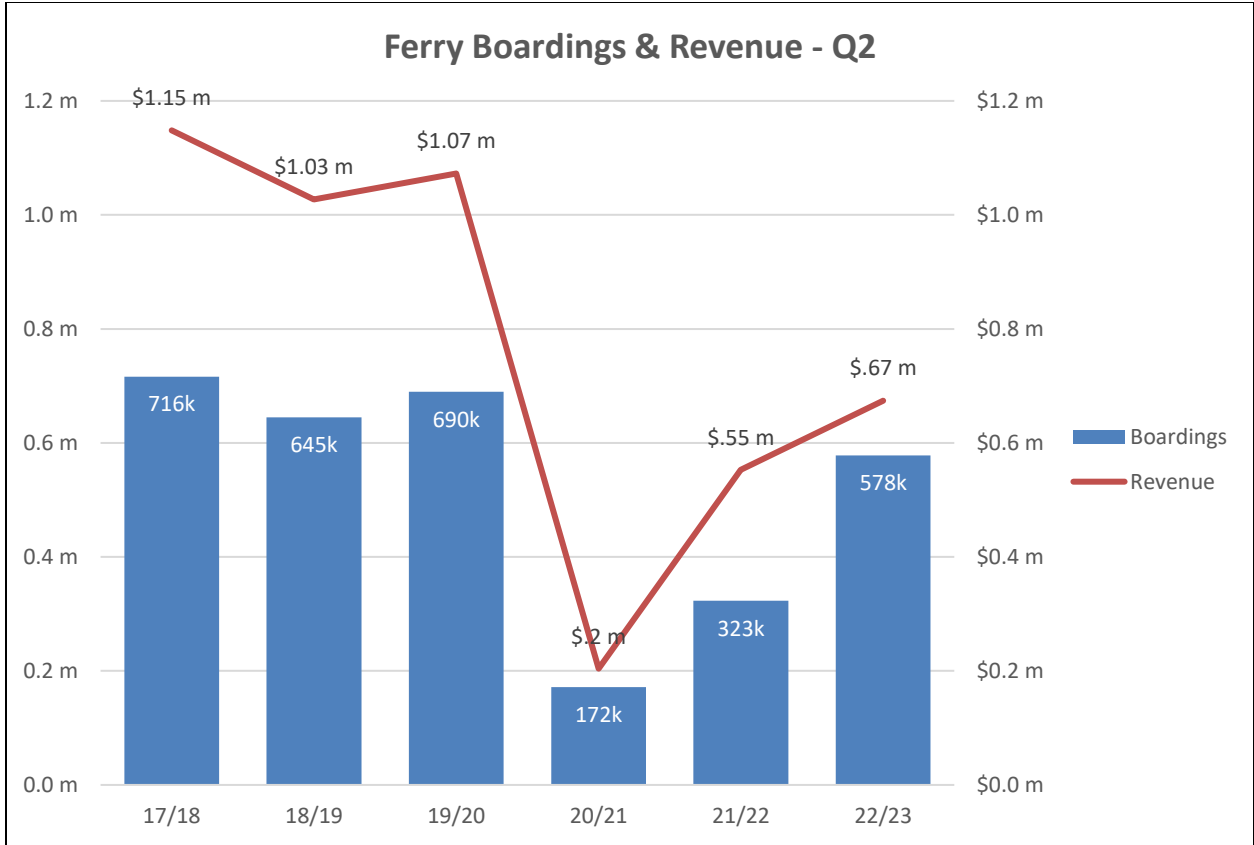
Boardings & Revenue

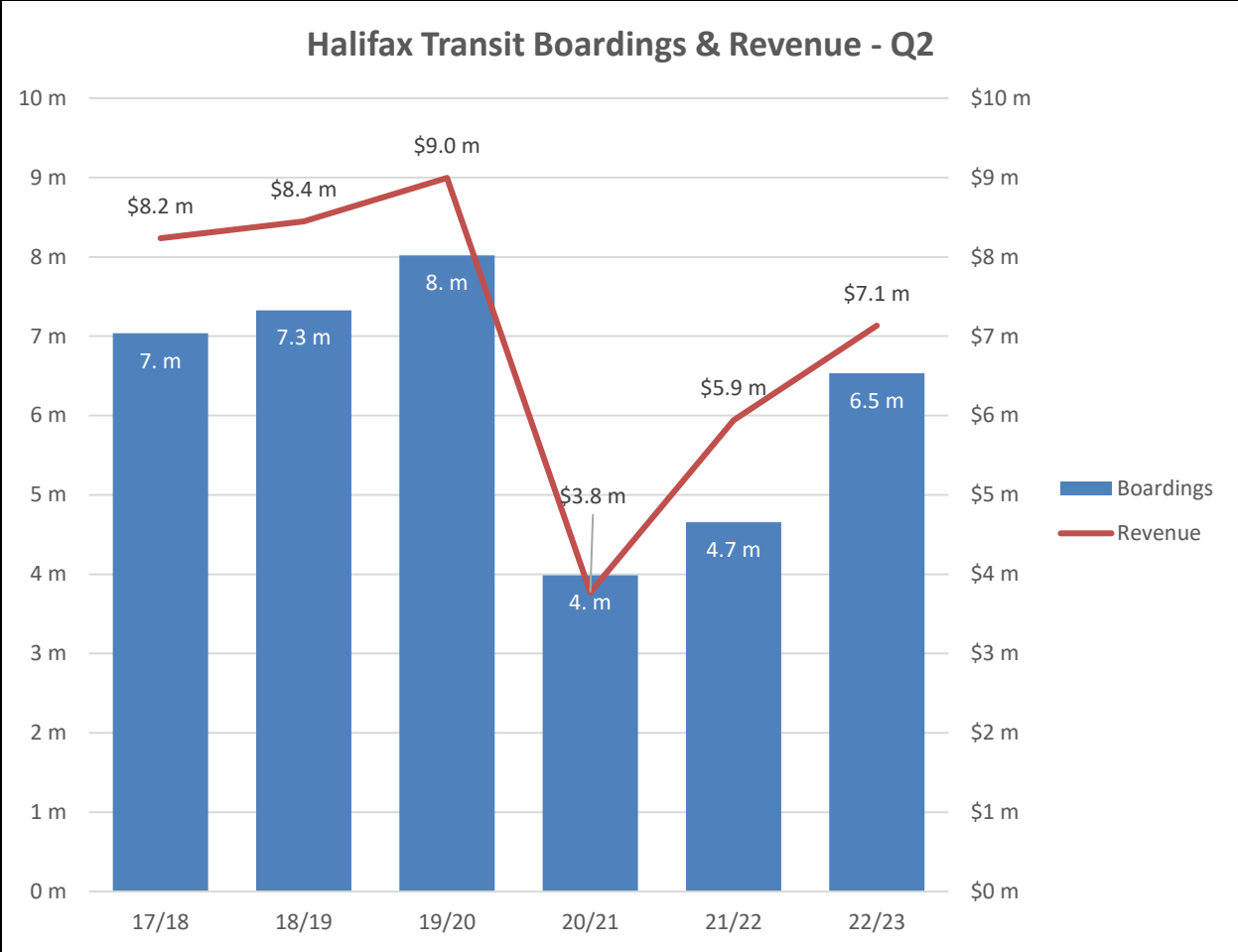
Revenue and boardings are reported to demonstrate how well transit services were used over the quarter, in comparison to the same quarter the previous year.

Recovery from the COVID-19 pandemic continued through the second quarter this year. Conventional boardings increased 38% from this quarter last year, Ferry boardings increased 79% and Access-A-Bus boardings increased 20%. Overall, system wide boardings increased this quarter by 40% compared to last year, which is still 19% lower than second quarter 2019/20. Overall revenue this quarter increased 20% from last year, but remains 21% lower than second quarter 2019/20.

Historical Boardings & Revenue

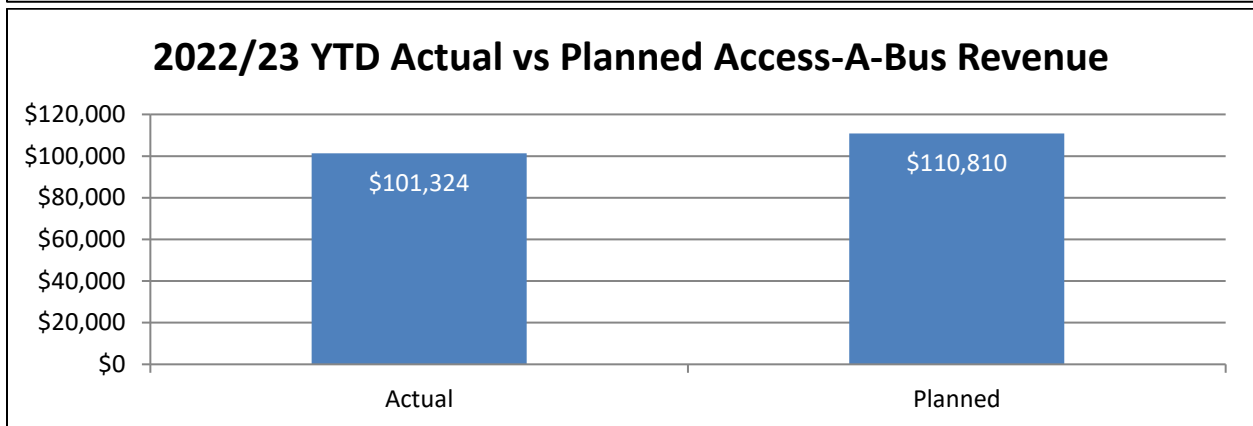
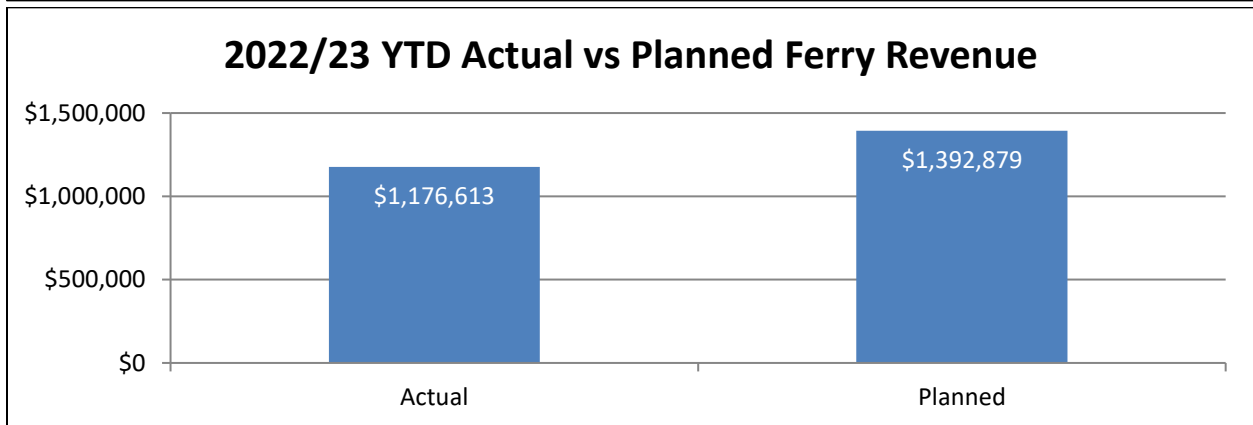
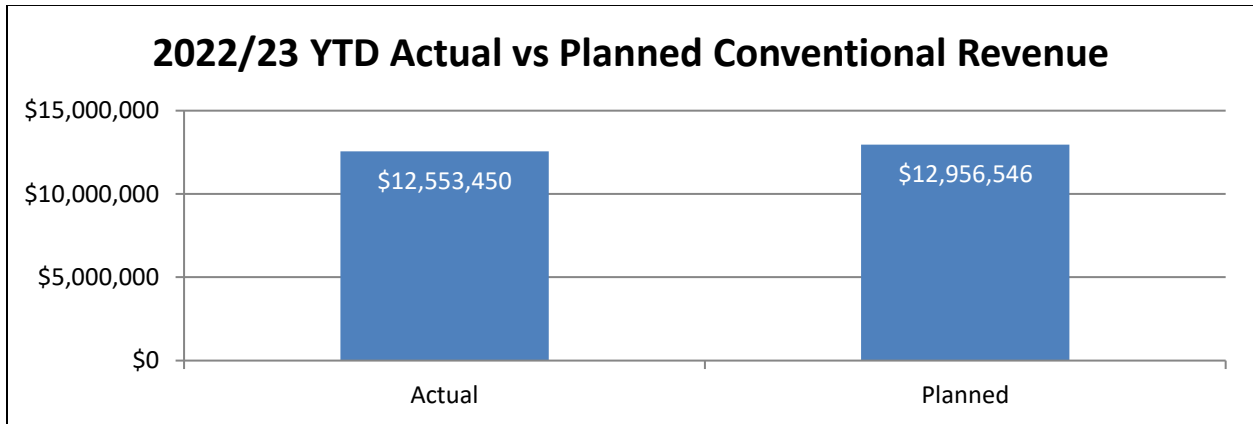


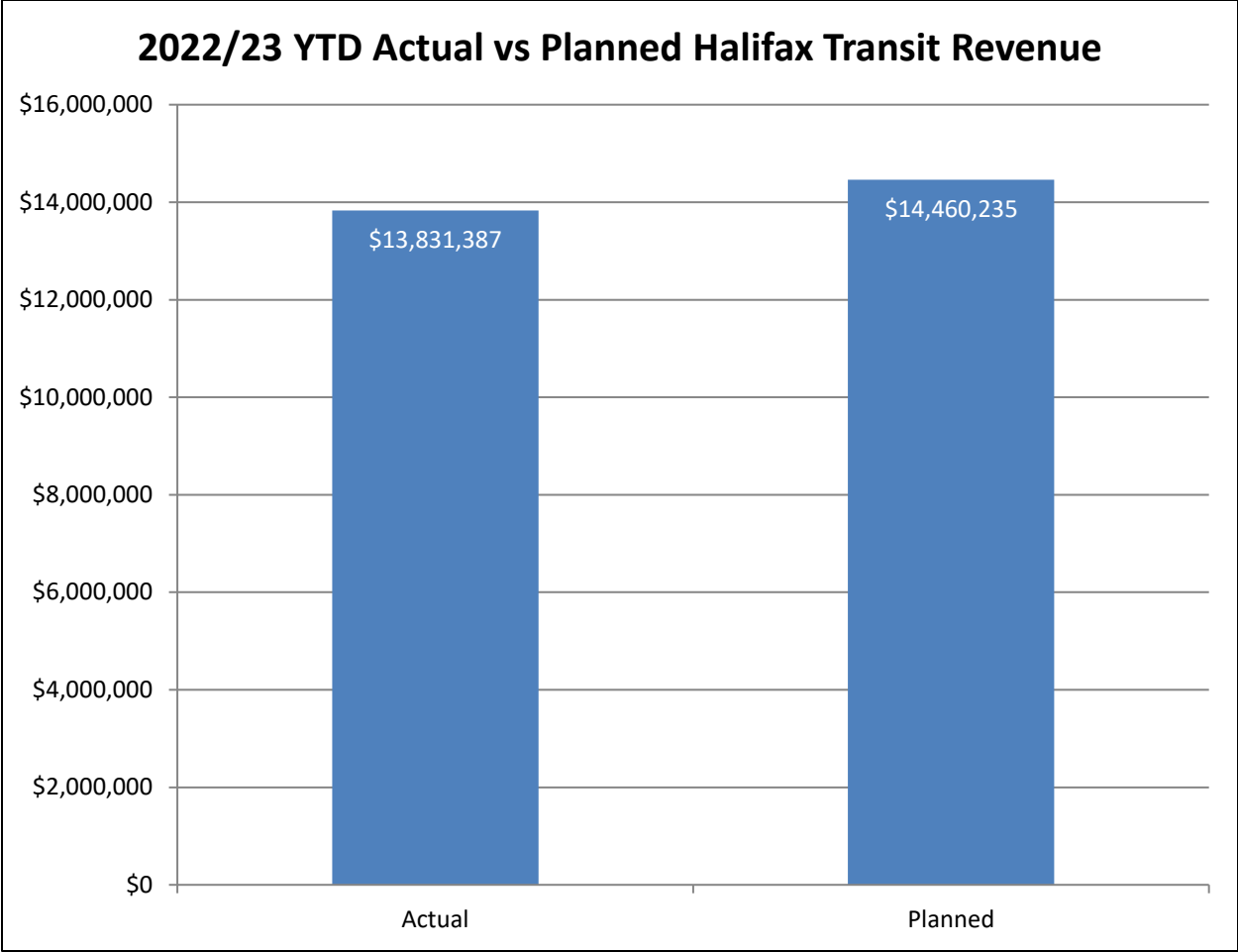




Revenue – Actual vs. Planned

The following charts provide an indication of how much revenue has been generated by each service type and by Halifax Transit overall in comparison to the planned budget revenue. As of the end of the second quarter conventional revenue has increased 31% over last year and is 3% below the planned amount. Ferry revenue has increased 60% and is 16% below the planned amount. Access-A-Bus revenue this year increased 31% over last year and is 9% below the planned amount. Overall revenue this year has increased 33% over last year, and is 4% below the planned amount.

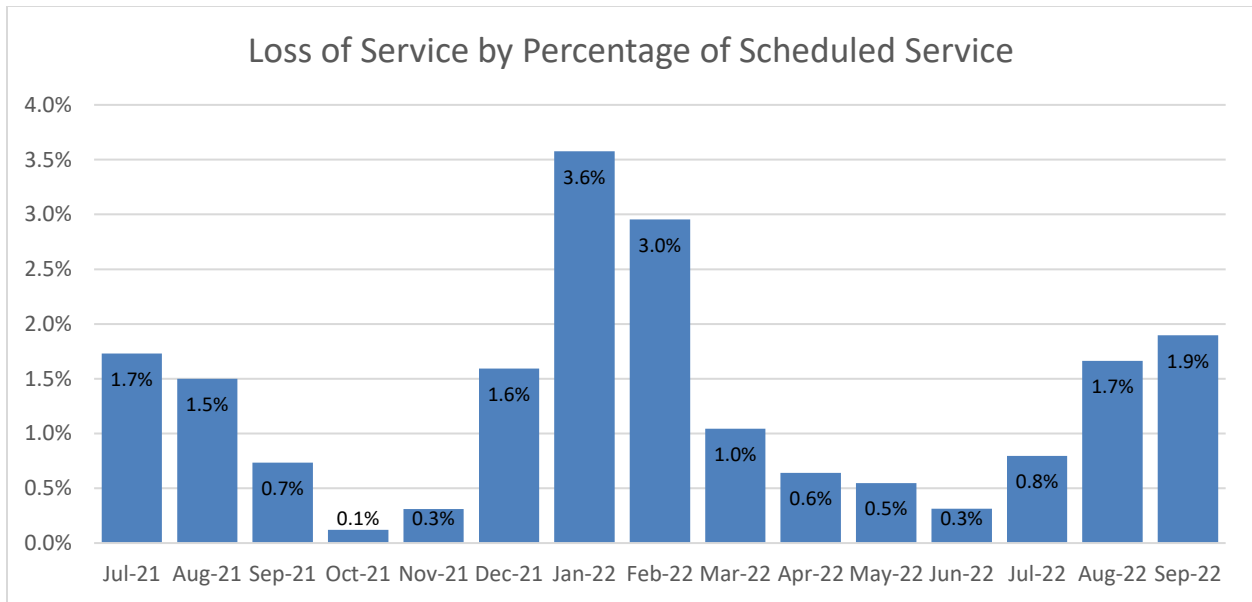




Loss of Service

Loss of service represents the total number of scheduled bus service hours that were not completed.

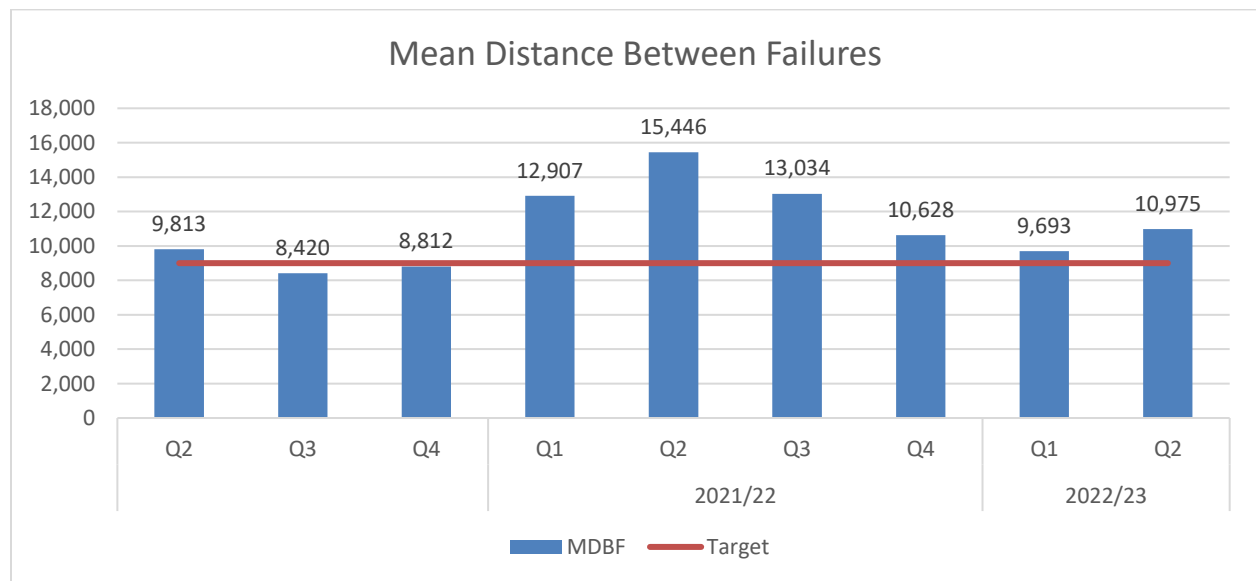
In the second quarter, the total loss of service was 3,030 hours, which is 1.4% of the quarterly revenue hours. The table below shows the total loss of service for each month. In recent months a number of trips (60-80) have been pre-emptively cancelled due to staffing challenges, this is represented in the August and September figures below.



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.

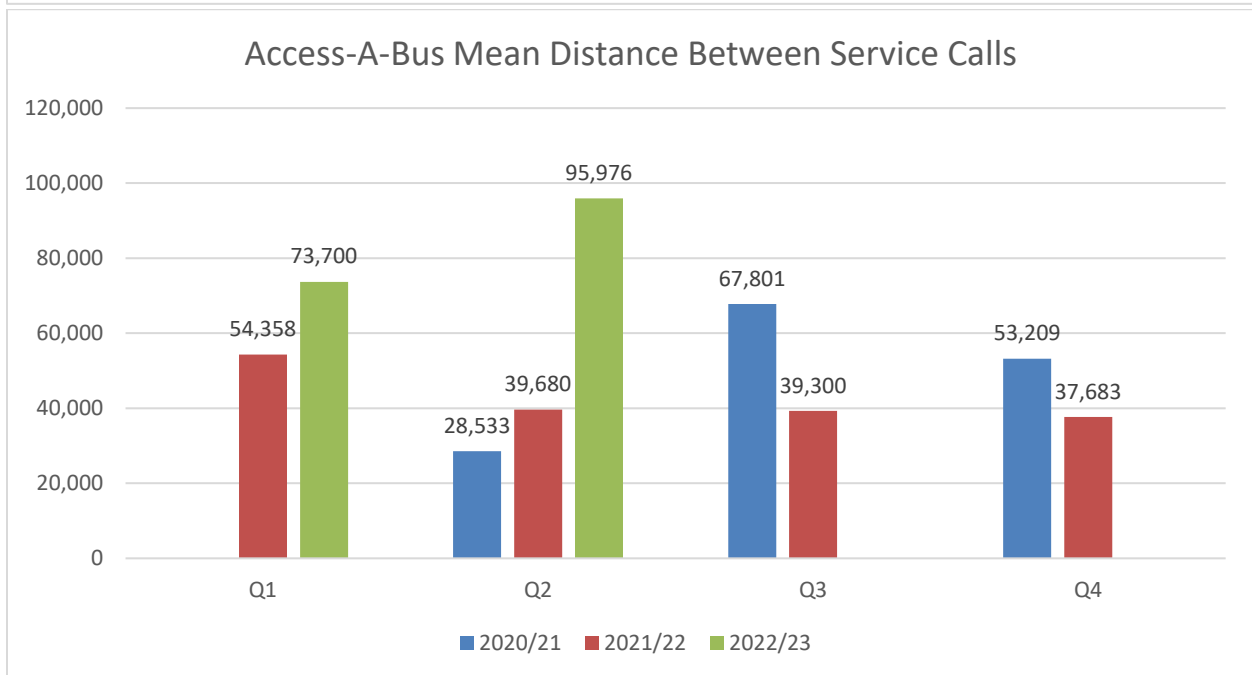
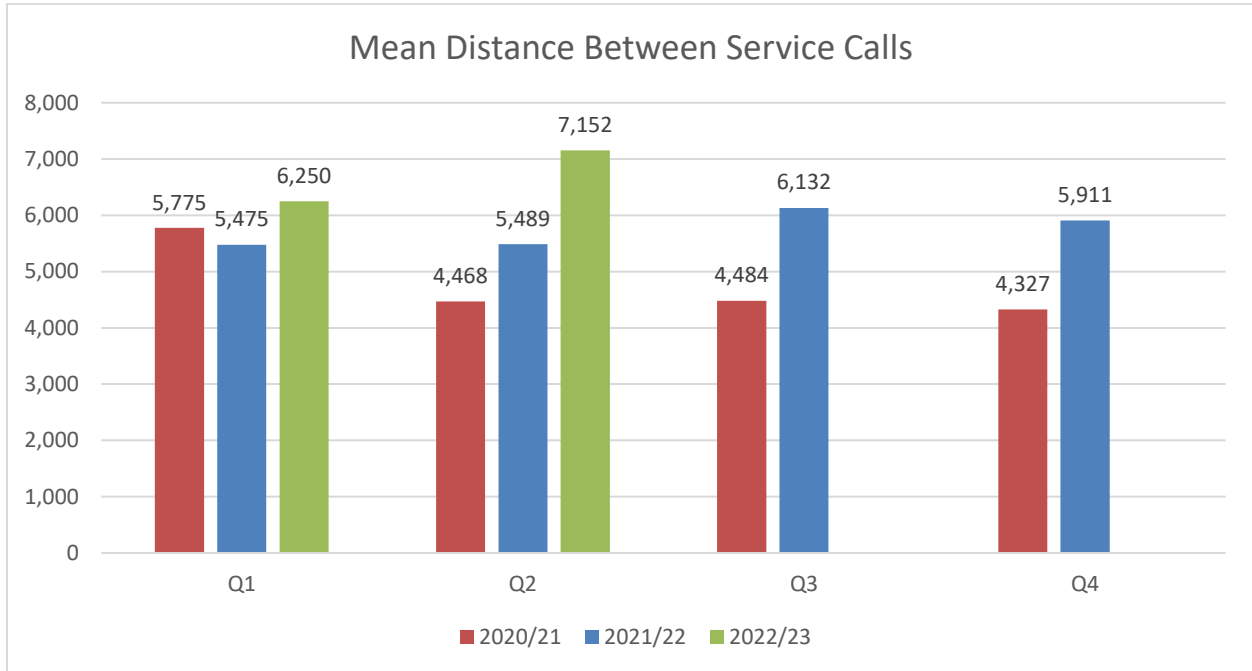
For the second quarter of 2022/23, the MDBF for conventional transit was 10,975 kms. This is a 29% decrease from the second quarter of the previous year. This decrease is more sizeable in part due to the comparison to a much higher than average MDBF in Q2 of the previous year. It is also attributable to an aging fleet, replacement vehicles currently on order are expected to reduce average fleet age and improve MDBF.



Mean Distance Between Service Calls

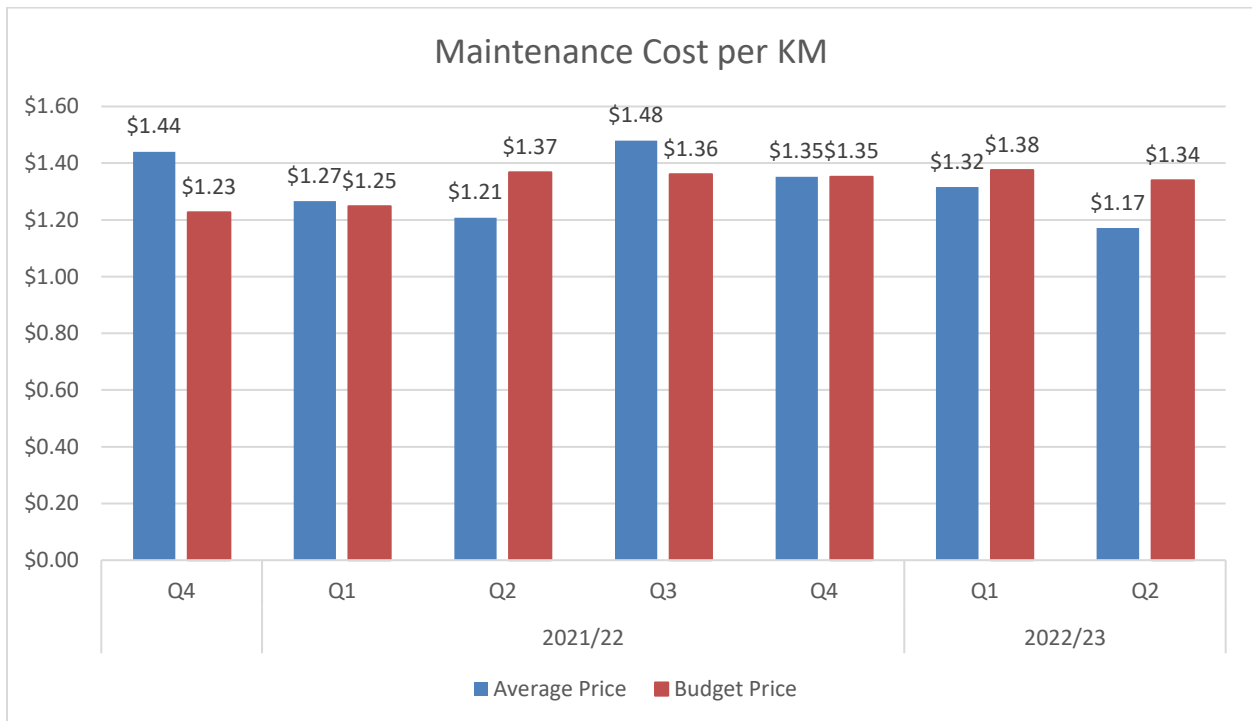
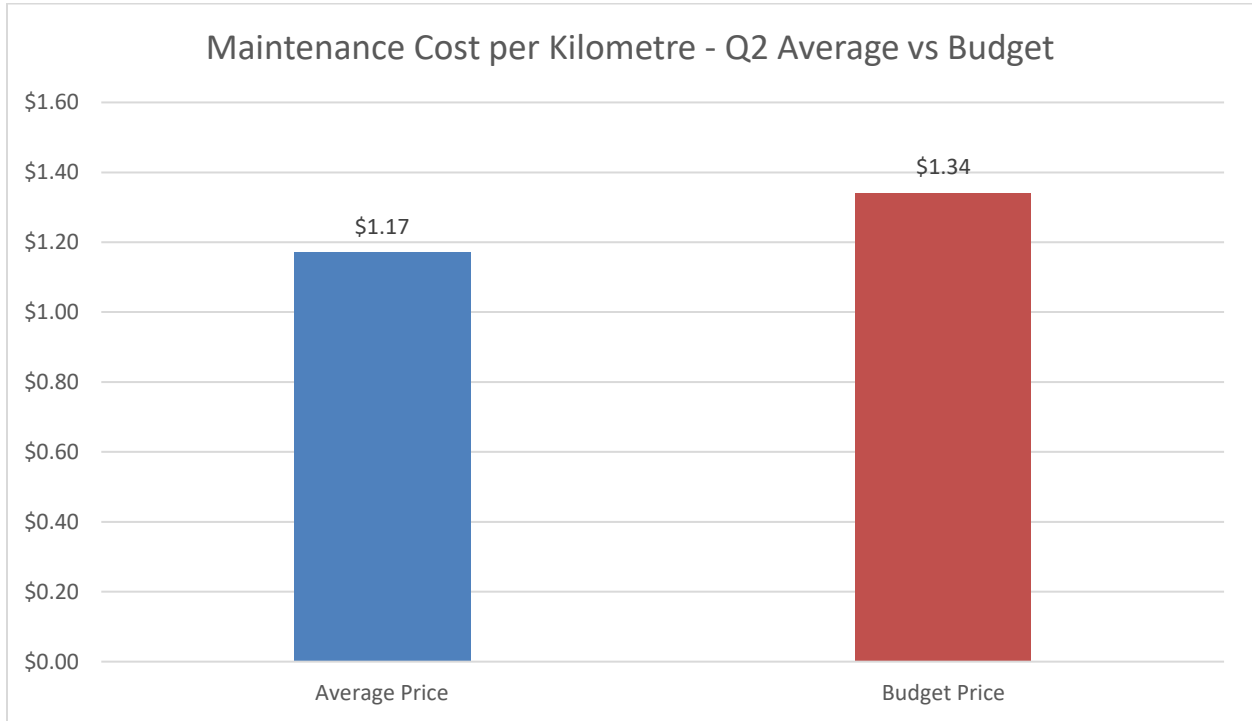
Mean Distance Between Service Calls (MDBS) reflects the average distance in kilometres covered between maintenance service calls. This metric includes all instances of service calls, including issues with secondary equipment, passenger-related events and damages to the bus resulting from minor accidents.

For the second quarter of 2022/23, the MDBS for conventional transit was 7,152 kms. In comparison to the second quarter of 2021/22 (5,489), this is an increase of 30%. The MDBS for Access-A-Bus service was 93,976 kms, a 39% increase from the previous year.



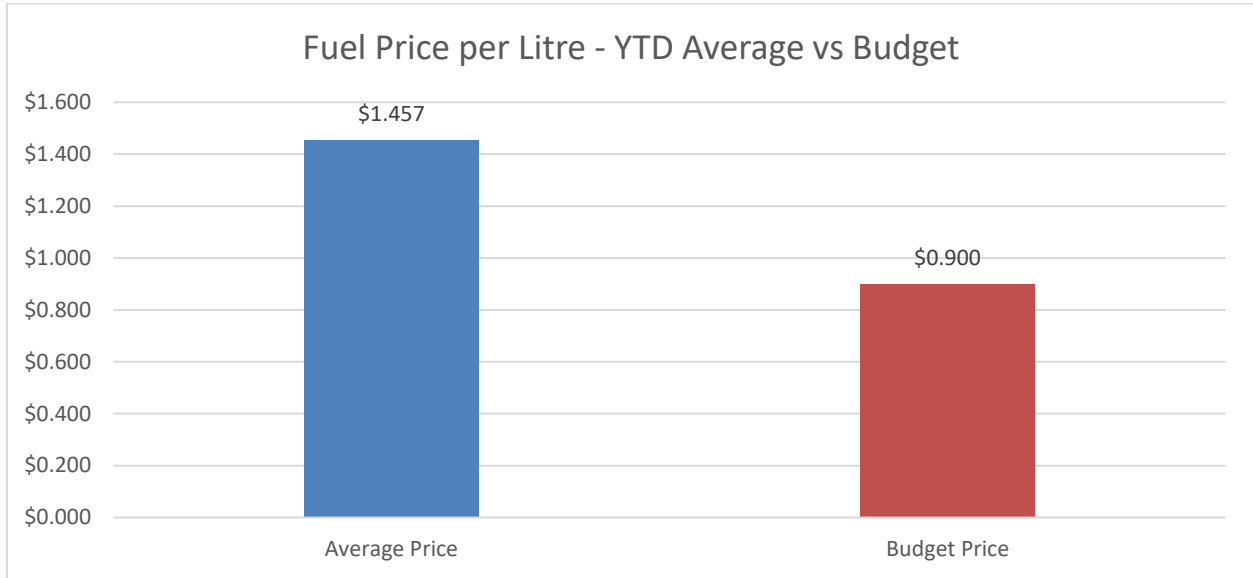
Bus Maintenance Cost – Quarter Average vs Budget

In the second quarter, bus maintenance costs were \$1.17/km, while the budgeted maintenance cost was \$1.34/km.



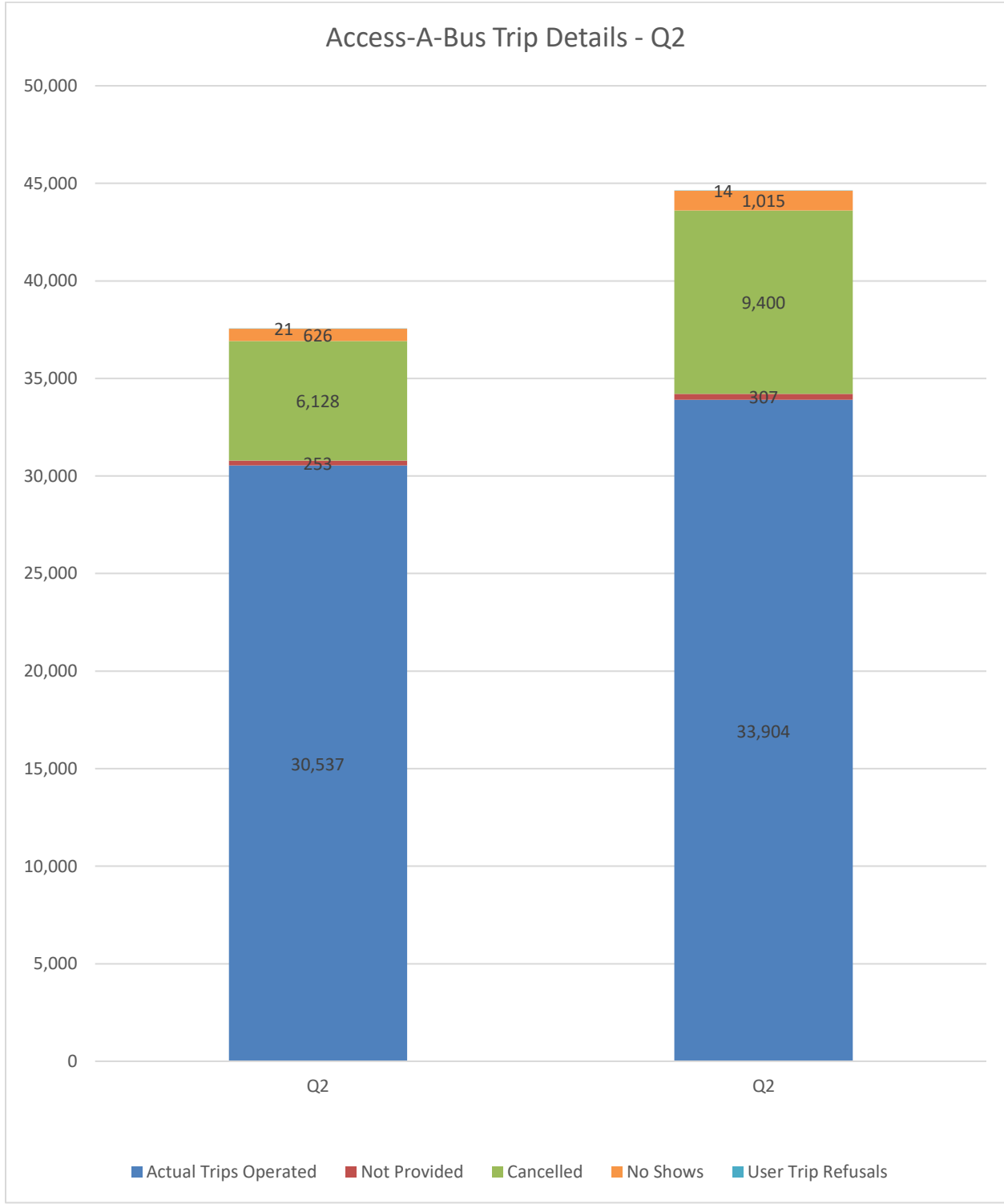
Diesel Fuel Price – Annual Average vs Budget

The budgeted diesel fuel price for 2022/23 was set at 90 cents/litre. The average diesel fuel price for 2022/23 as of the end the second quarter was \$1.457 per litre, 56 cents higher than the budgeted price per litre.

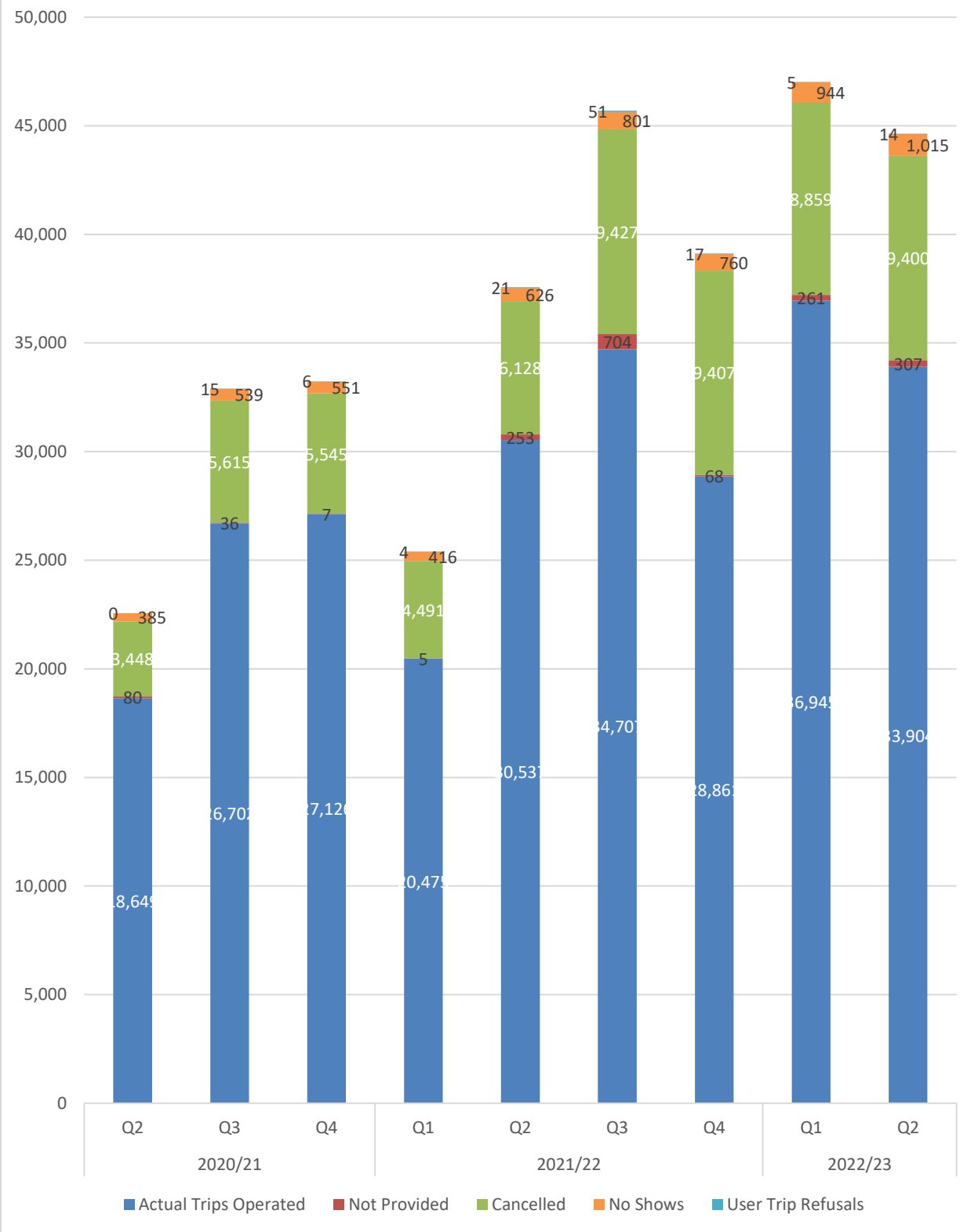


Access-A-Bus Trip Details

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 2022/23 a total of 33,904 trips were operated, an increase of 11% compared to the second quarter last year.



Access-A-Bus Trip Details

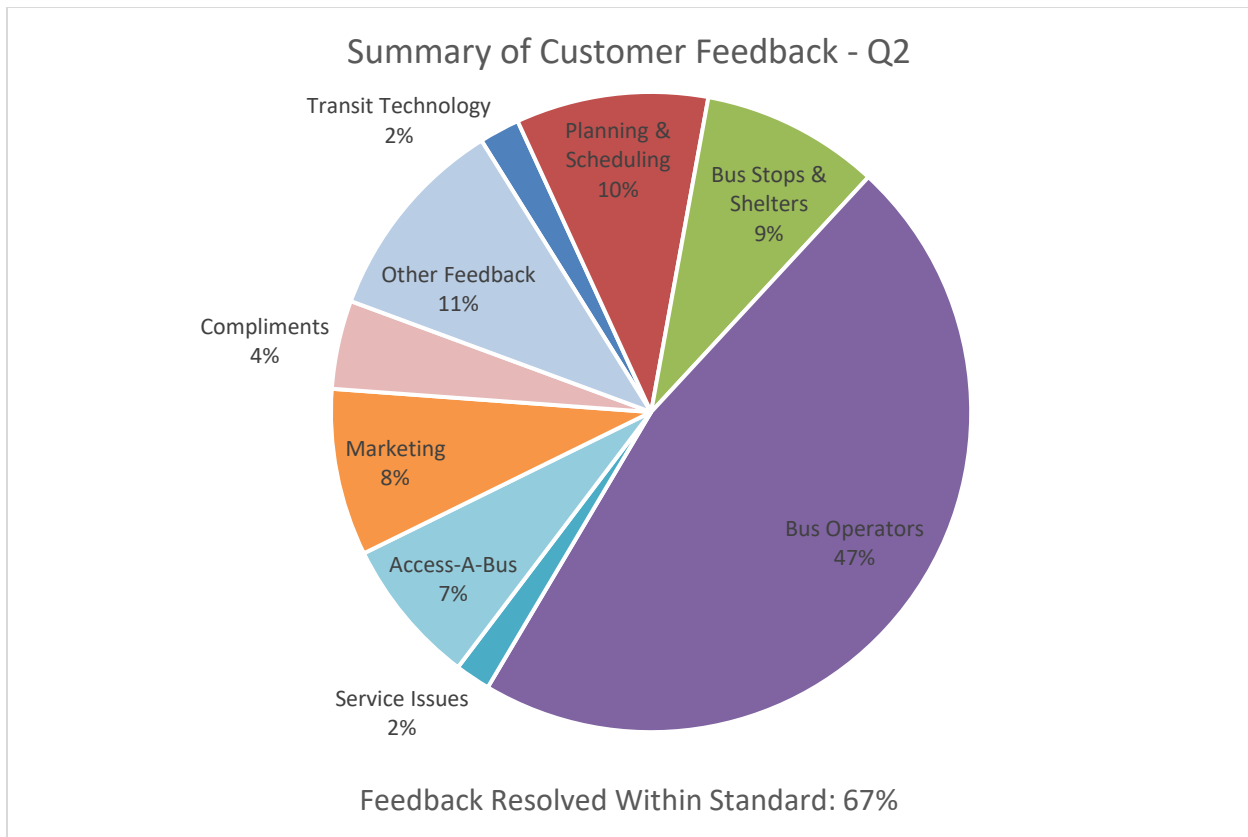


Customer Service – All Services

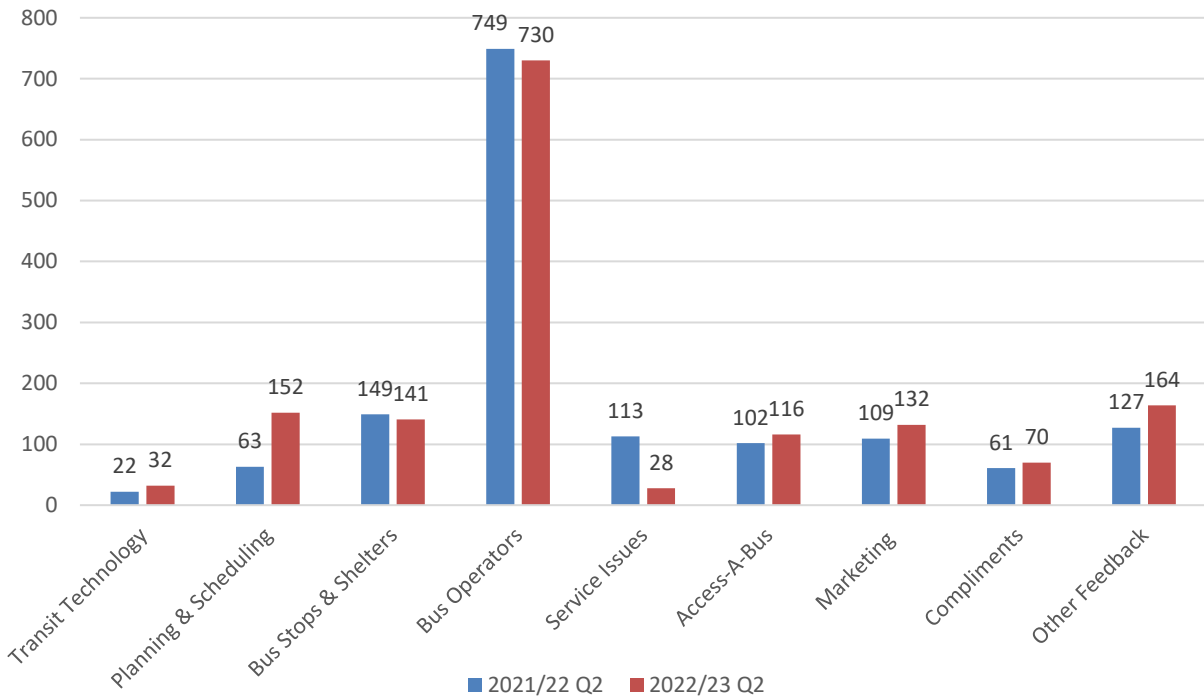
Customer service statistics are measured monthly using the Cityworks Customer Relationship Management software. Feedback is first categorized by subject matter and then divided into two categories: feedback resolved within service standard and feedback resolved outside service standard. The service standard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

In the second quarter, 47% of feedback received was related to Bus Operators. The remaining 53% 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, 67% of customer feedback was resolved within standard. This drop was anticipated due to staffing challenges, as well as the transition from the Hansen platform to Cityworks. Staff have developed and implemented a plan to address staffing challenges, and have made adjustments to the Cityworks platform to increase efficiency and processing time for service inquiries. These measures are expected to be completed in the coming days, and will bring the response time back within the service standard by February, 2023.

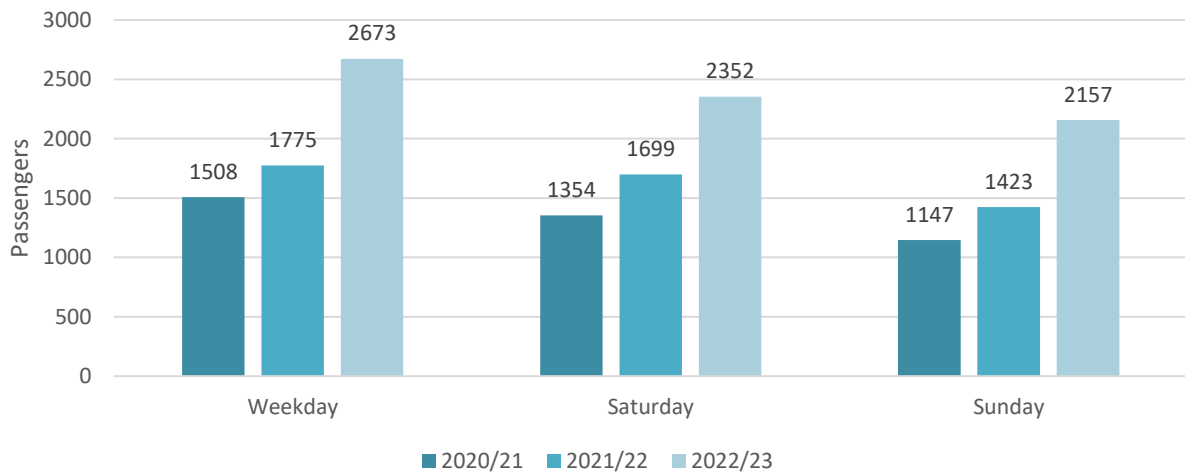
Call volumes to the Departures Line (902-480-8000) are displayed by day of the week.



Customer Feedback Comparison - Q2



Average Departures Line Call Volumes - Q2

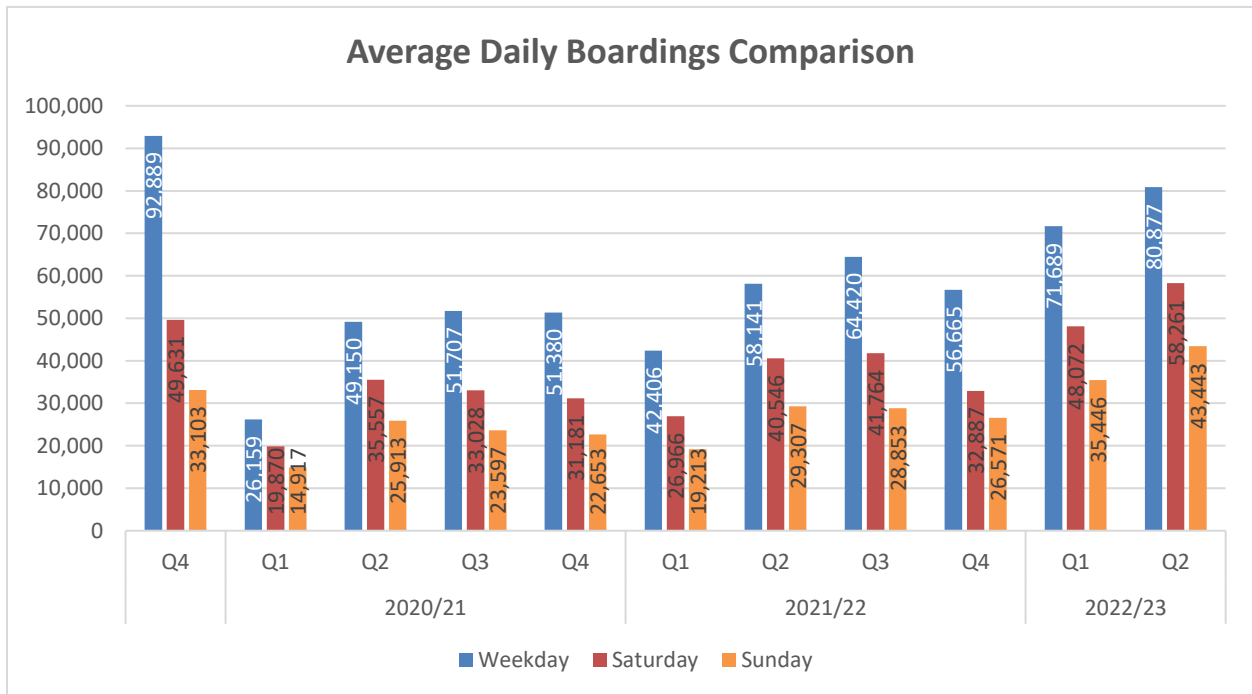


Service Utilization

Boardings

Average weekday boardings in the second quarter were 80,877 ± 10,025 (12.4% variance). Average Saturday boardings this quarter were 58,261 ± 4,944 (8.5% variance). Average Sunday boardings this quarter were 43,443 ± 5,088 (11.7% variance).

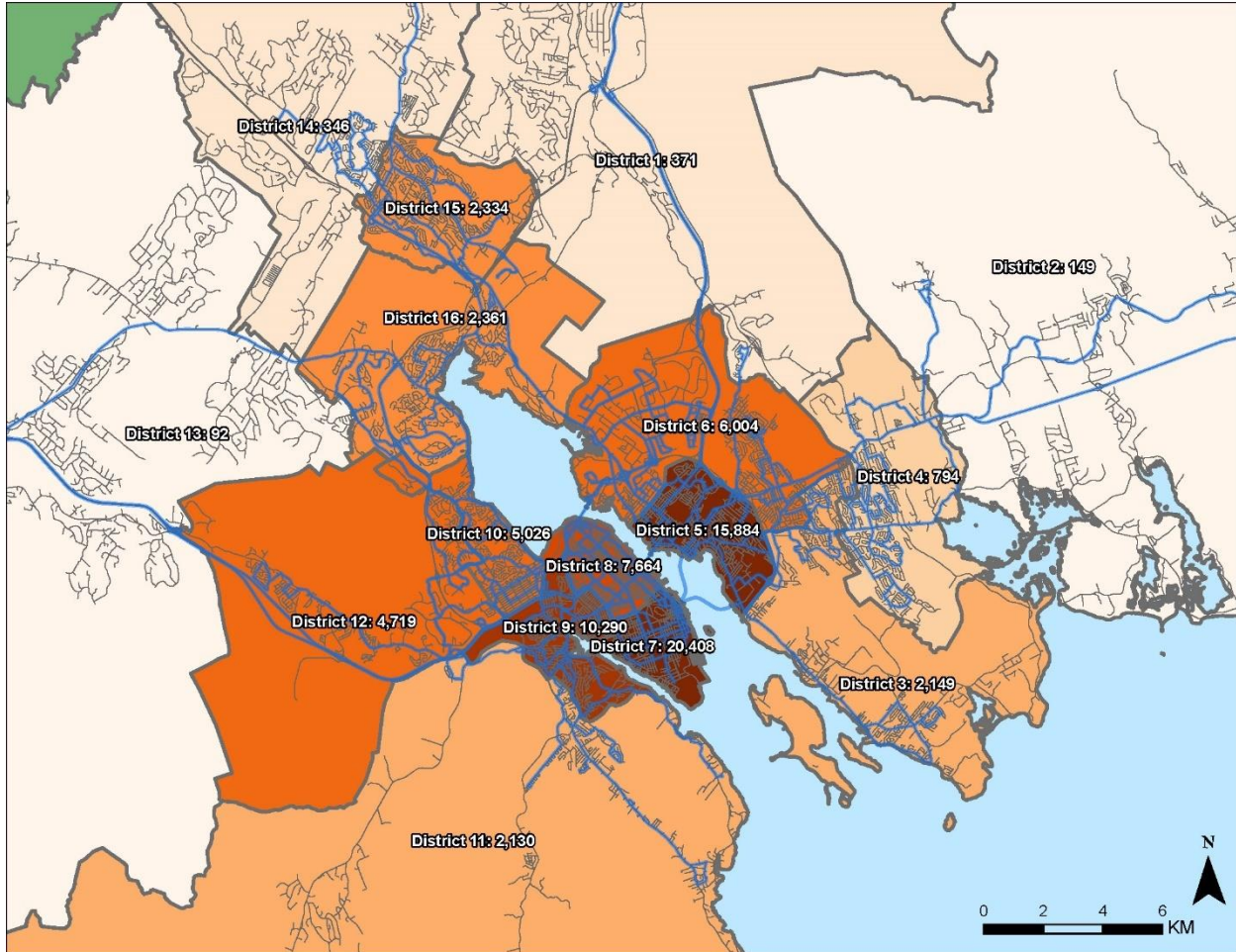
Average Daily Boardings by Service Day



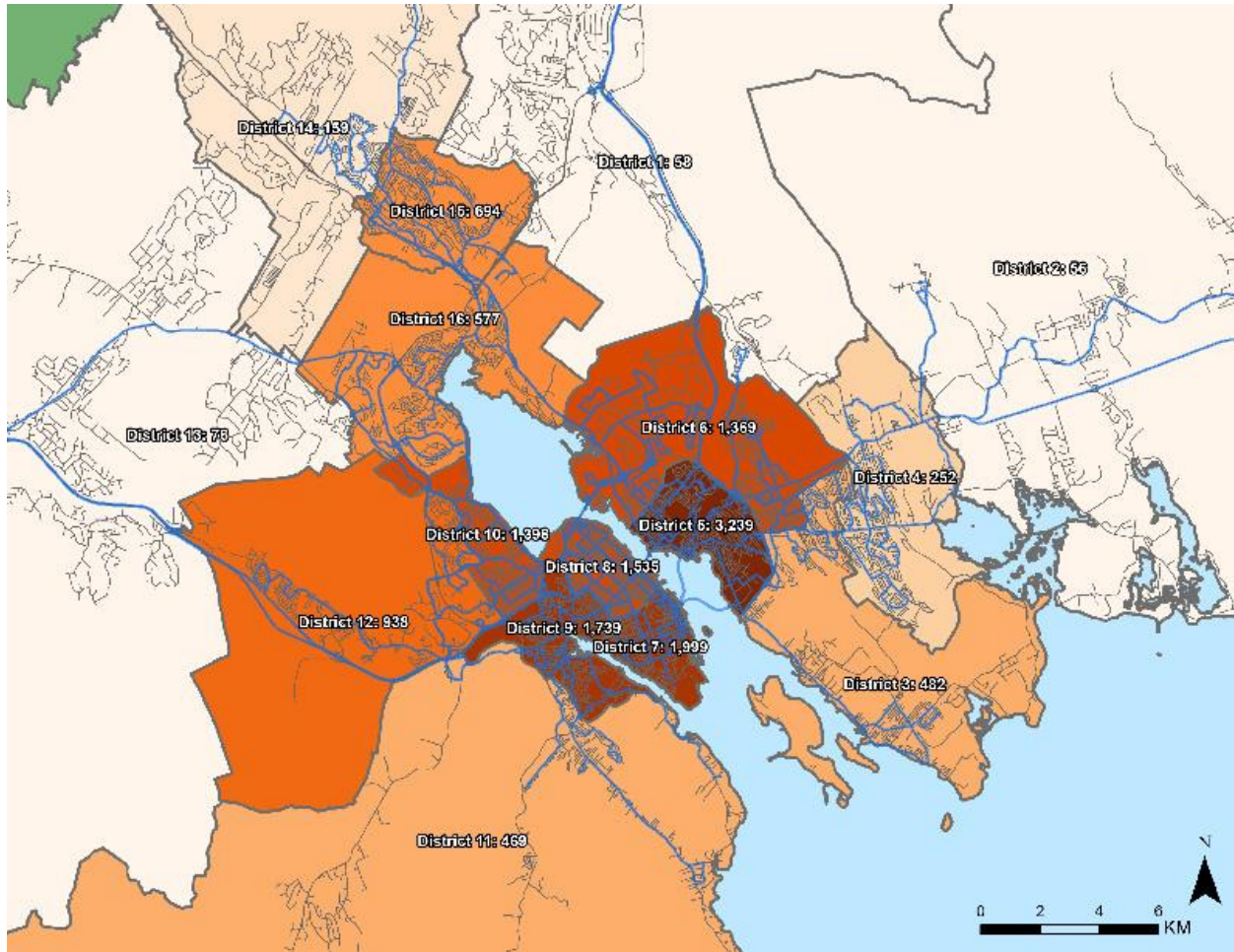
Boardings by District

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

Weekday Boardings by District - All Day



Weekday Boardings by District – AM Peak Period



Passengers per Hour

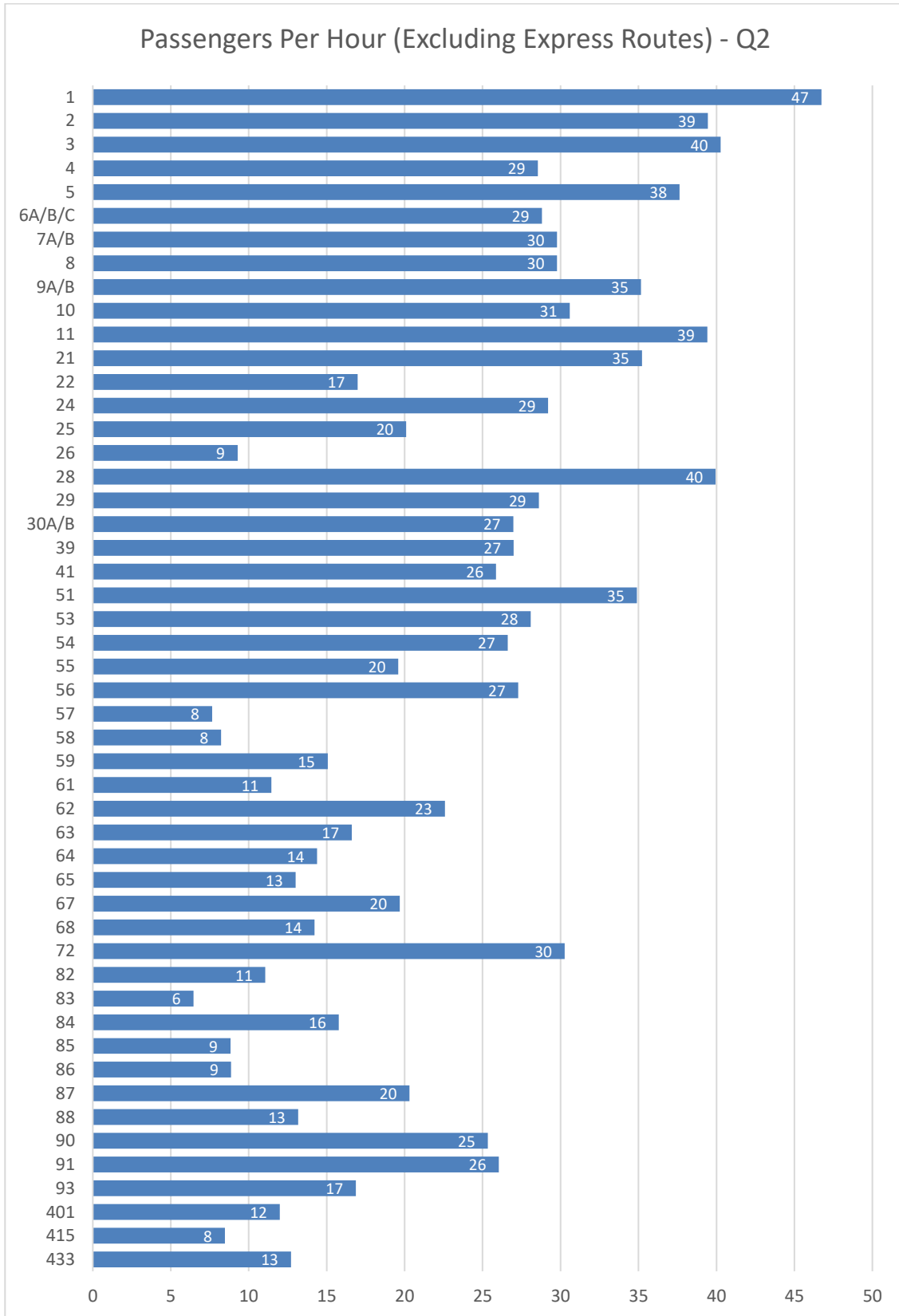
Passengers per hour measures the volume of passengers carried per service hour by route. Due to differences in service model/design, Express Routes are measured instead by passengers per trip. Ridership fluctuates significantly by season and therefore figures are compared to the same quarter in the previous year. Conventional route targets vary by time of day and are not illustrated at this time as data is being presented over the entire service day only. Express routes have a ridership target of 20 passengers per trip, while Regional Express Routes have a target of 15 passengers per trip. Significant service changes were implemented on November 22, 2021, former routes are listed for comparison from Q2 2021/22.

Boardings & Passengers per Hour

Q2 Comparison - Average Daily Boardings by Route												
Route	Weekday				Saturday				Sunday			
	2021/22		2022/23		2021/22		2022/23		2021/22		2022/23	
	Boardings	Pass/Hr	Boardings	Pass/Hr	Boardings	Pass/Hr	Boardings	Pass/Hr	Boardings	Pass/Hr	Boardings	Pass/Hr
1	5,119	33	7,283	47	4,414	40	5,776	51	3,217	38	4,345	50
2	3,060	28	4,354	39	3,147	31	4,189	42	1,946	28	3,039	43
3	4,638	31	6,108	40	2,526	29	3,401	41	2,722	29	3,839	40
4	2,978	23	3,719	29	1,500	30	1,648	34	1,269	28	1,632	36
5			3,460	38			2,721	40			1,944	46
6A/B/C			2,678	29			1,621	36			1,336	32
Former 60	1,576	21			1,293	32			939	34		
Former 63	476	28										
Former 7	2,807	25			2,251	24			1,314	25		
7A/B			4,061	30			2,948	29			2,091	30
8	2,694	20	4,010	30	2,203	20	3,015	29	1,721	16	2,807	27
9A/B	4,284	25	5,809	35	2,689		3,441	48	2,207		3,133	46
10	2,611	24	3,261	31	1,929	26	2,206	30	1,329	27	1,864	38
11	63	32	81	39								
Former 14	1,430	23			813	25			703	24		
21	747	25	1,032	35	607	18	895	26	417	23	664	37
22	431	14	556	17	360	11	414	13	295	8	396	11
24			1,634	29			1,648	29			1,368	26
25	266	12	418	20	171	11	285	21	148	13	273	20
Former 5												
26			24	9								
28	1,141	30	1,614	40	1,069	24	1,443	36	559	28	864	41
29	1,618	18	2,634	29	1,211	19	1,804	29	933	16	1,553	26
30A/B	583	16	957	27	487		681	20	266		508	24
30A	330	18	533	30	256	15	319	19	120	13	223	19
30B	253	14	424	24	231	13	362	21	146	16	285	31
39	845	19	1,187	27	760	14	1,079	22	323	15	524	24
41	686	20	892	26								
51	681	29	878	35	417	26	555	35	217	21	329	22

Q2 Comparison - Average Daily Boardings by Route												
Route	Weekday				Saturday				Sunday			
	2021/22		2022/23		2021/22		2022/23		2021/22		2022/23	
	Boardings	Pass/Hr	Boardings	Pass/Hr	Boardings	Pass/Hr	Boardings	Pass/Hr	Boardings	Pass/Hr	Boardings	Pass/Hr
Former 53	703	29			516	34			221	27		
53			960	28			939	29			507	25
54	519	24	819	27	317	20	534	26	194	20	374	23
55	218	10	413	20	170	11	348	23	116	8	296	21
56	762	24	931	27	852	24	996	32	610	19	721	24
Former 57	392	10			231	8			121	7		
57			37	8								
Former 58	452	16			322	17			251	15		
58			129	8			121	8			69	5
Former 59	1,154	15			568	24			408	17		
59			151	15			130	18			103	16
Former 61	1,470	19			823	21			717	19		
61			187	11			199	12			147	9
Former 62	428	14			336	15			170	11		
62			533	23			341	21			331	21
63			383	17			236	16			185	13
64	427	11	561	14								
65	174	10	111	13	68	5	103	10	47	7	101	10
Former 66	704	23			389	24			271	17		
67			557	20			269	17			207	13
Former 68	786	17			536	18			380	13		
68			236	14			230	13			149	10
72	907	20	1,419	30	854	19	1,155	26	414	15	641	25
82	130	7	224	11	112	7	179	11	88	6	149	9
83	70	6	86	6	61	6	82	8	47	4	64	6
84	682	12	879	16	272	8	392	13	239	8	340	11
85	96	7	134	9	74	9	104	13	51	8	93	11
86	106	8	140	9	96	6	135	8	70	5	118	8
87	863	15	1,132	20	614	12	828	16	358	12	487	19
88	145	10	182	13	120	8	141	9	70	5	102	7
90	1,091	16	1,741	25	817	13	1,364	22	441	13	819	24
91	469	13	840	26	272	12	411	20	245	9	457	21
93	107	11	158	17								
401	110	8	126	12			50	11			43	7
415	37	6	53	8								
433	48	9	81	13								
Alderney	2,463	82	4,187	151	4,156	255	8,681	467	2,649	153	6,311	350
Woodside	1,129	54	1,728	83								

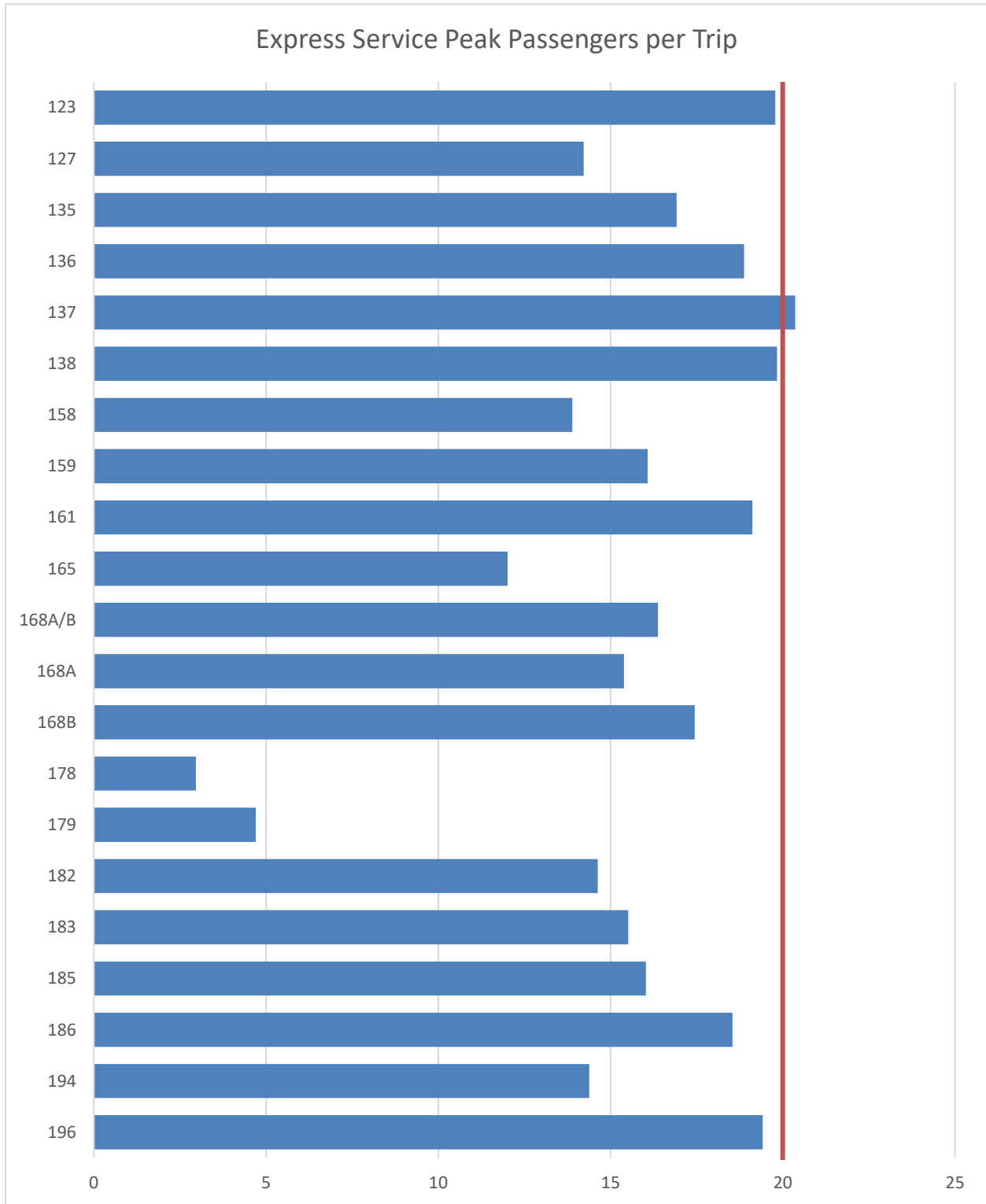
Passengers per Hour by Route



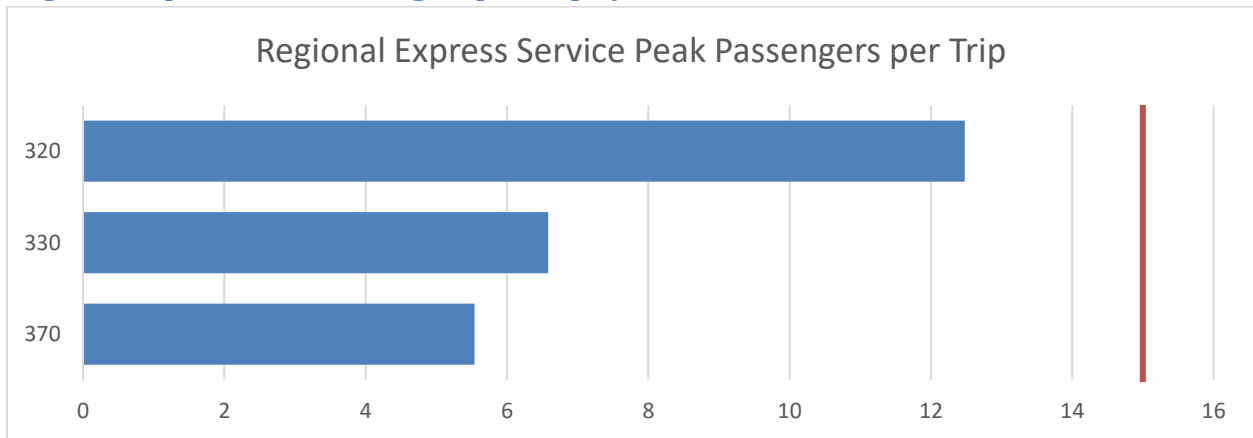
Express Service Peak Boardings and Passengers per Trip

Q2 Comparison - Average Daily Peak Boardings by Express Route				
	Weekday			
	2021/22		2022/23	
	Boardings	Pass/Trip	Boardings	Pass/Trip
123	141	10	257	20
127	177	10	256	14
135	211	15	237	17
136	296	19	302	19
137	145	12	244	20
138	176	13	278	20
158			111	14
Former 159	185	5		
159			289	16
161			229	19
165			144	12
168A/B			409	16
178	35	2	27	3
179	23	2	38	5
182	262	9	410	15
183	125	10	202	16
185	288	11	417	16
186	146	12	222	19
194	67	8	115	14
196	33	8	78	19
320	82	6	324	12
330	80	4	178	7
370	61	5	78	6

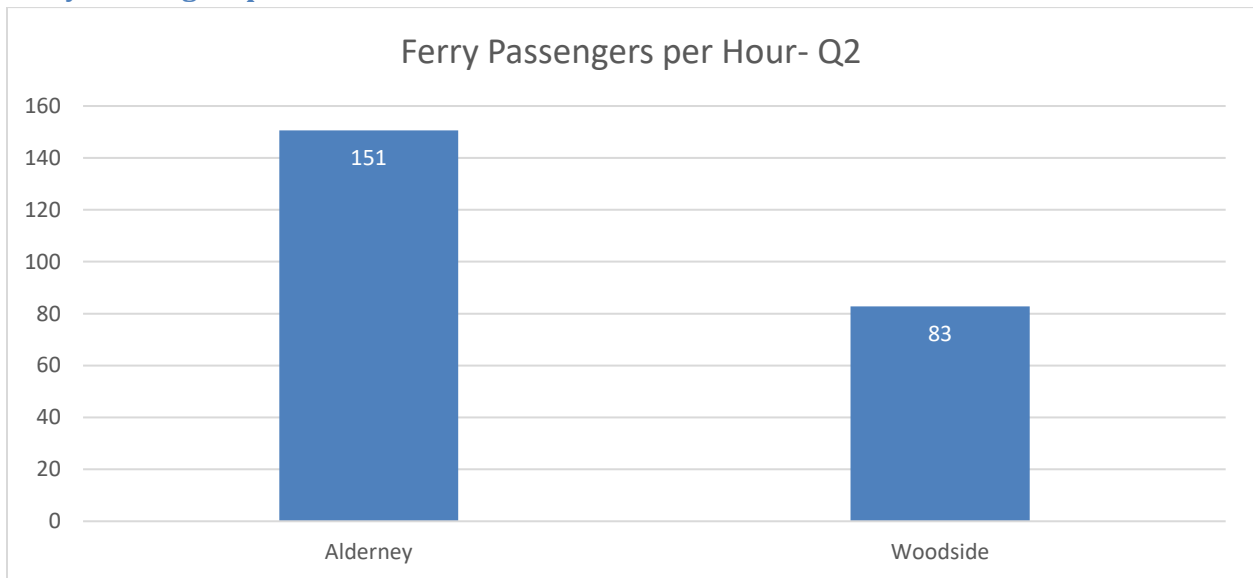
Express Service Peak Passengers per Trip by Route



Regional Express Peak Passengers per Trip by Route



Ferry Passengers per Hour

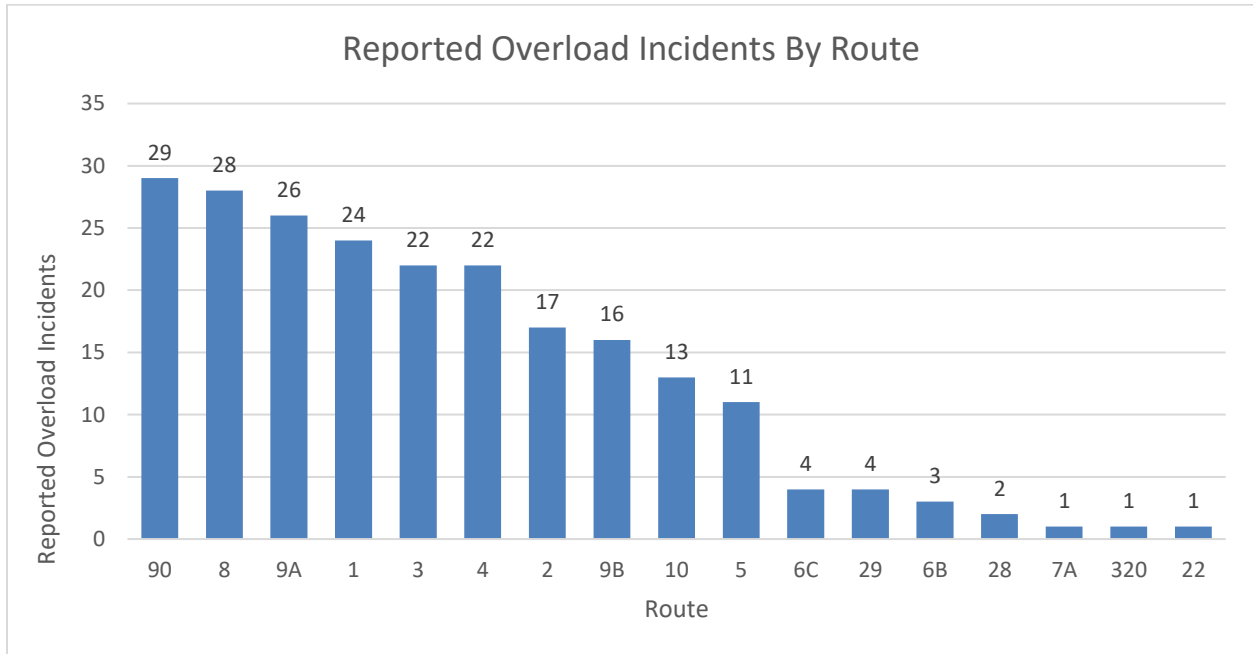


Passenger Overloads

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

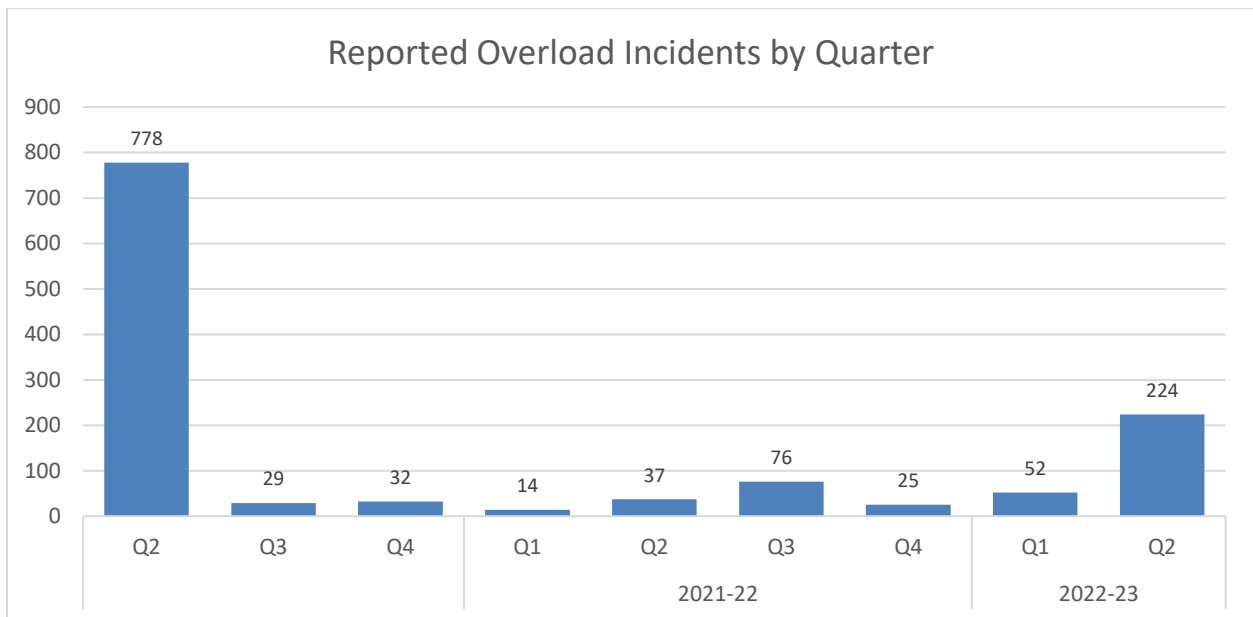
Passenger Overloads by Route

The following graph shows overloaded routes during the second quarter. 224 overload incidents were reported during the second quarter of 2022/23.



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.

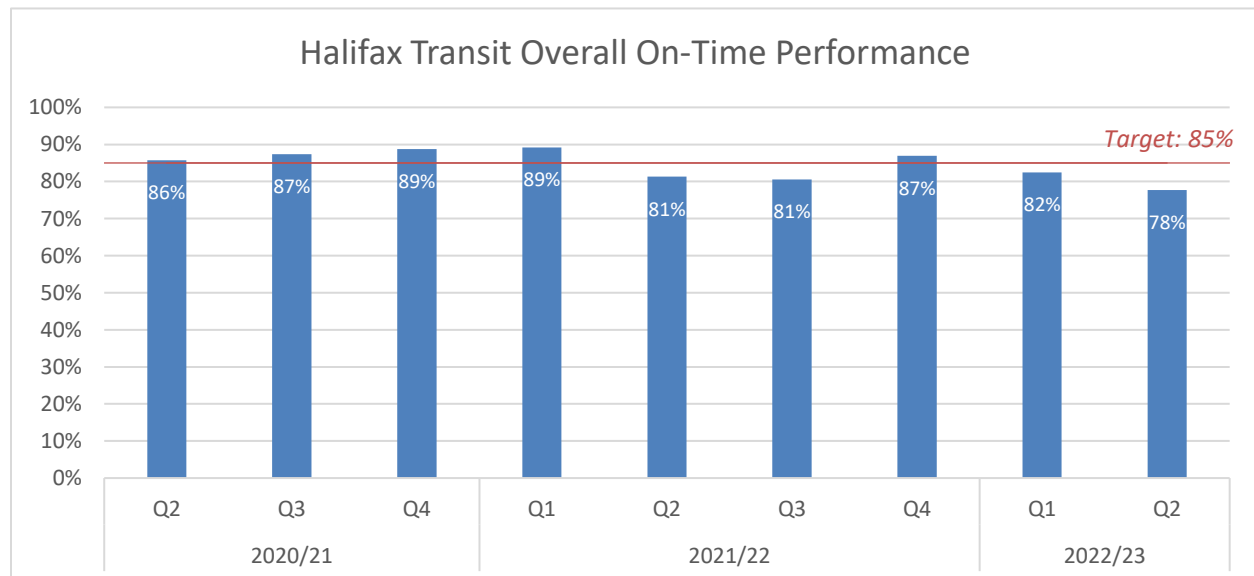
Halifax Transit has established a target for on-time performance of 85%, which is in line with Transit industry standards. While this target has been exceeded in recent periods throughout the pandemic, this is largely due to reduced traffic demands, these conditions have mostly subsided. During these times when on time performance has exceeded 90% issues with excessive layovers and buses arriving early have been problematic for on street operations and customer experience, indicating that too high of a target for on time performance may cause unintended side effects. A target of 85% encourages improvement on many services, adjustments will be made as part of future service changes in order to bring poor performing routes to this target.

Several routes performed well below the target during the second quarter including Routes 1, 2, 9A/B, 21, 39, 59, 65, and 91 which all performed below 70% on time performance. Adjustments had been planned for Route 1 to be implemented November 2022, however have been postponed due to staffing shortages. Other routes performing poorly during this quarter have not had significant on time performance issues in the past. Halifax Transit will continue to monitor these routes and make adjustments in the future if necessary.

Portland Street Express routes (158, 159, 161, 165, 168A/B) continued to perform poorly in the second quarter, as mentioned in the previous report these routes will undergo minor schedule adjustments in the future to address this.

Route 433 Tantallon rural route also performed poorly in this period, this route underwent schedule adjustments to address on time performance effective November 21, 2022.

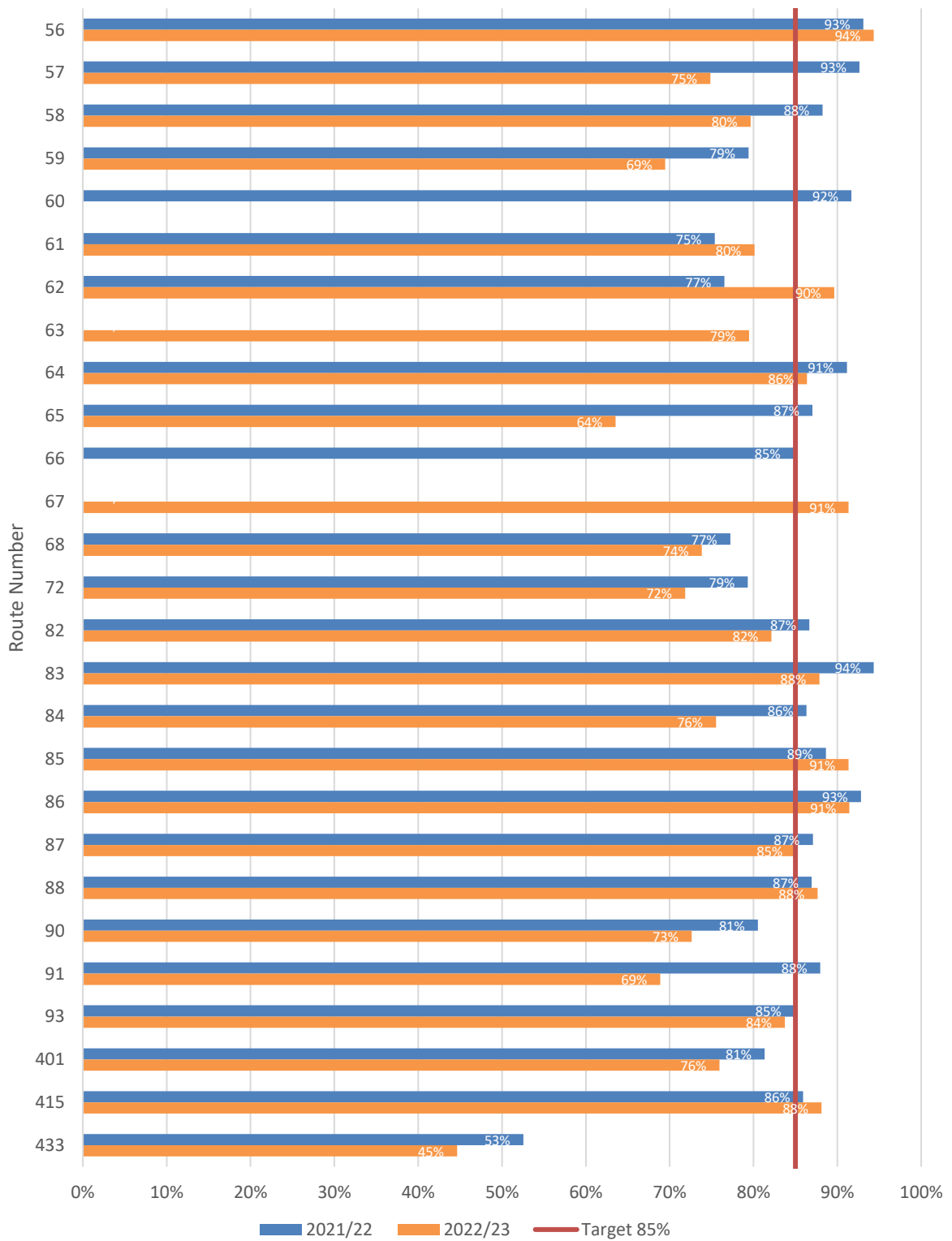
Overall Network On-Time Performance



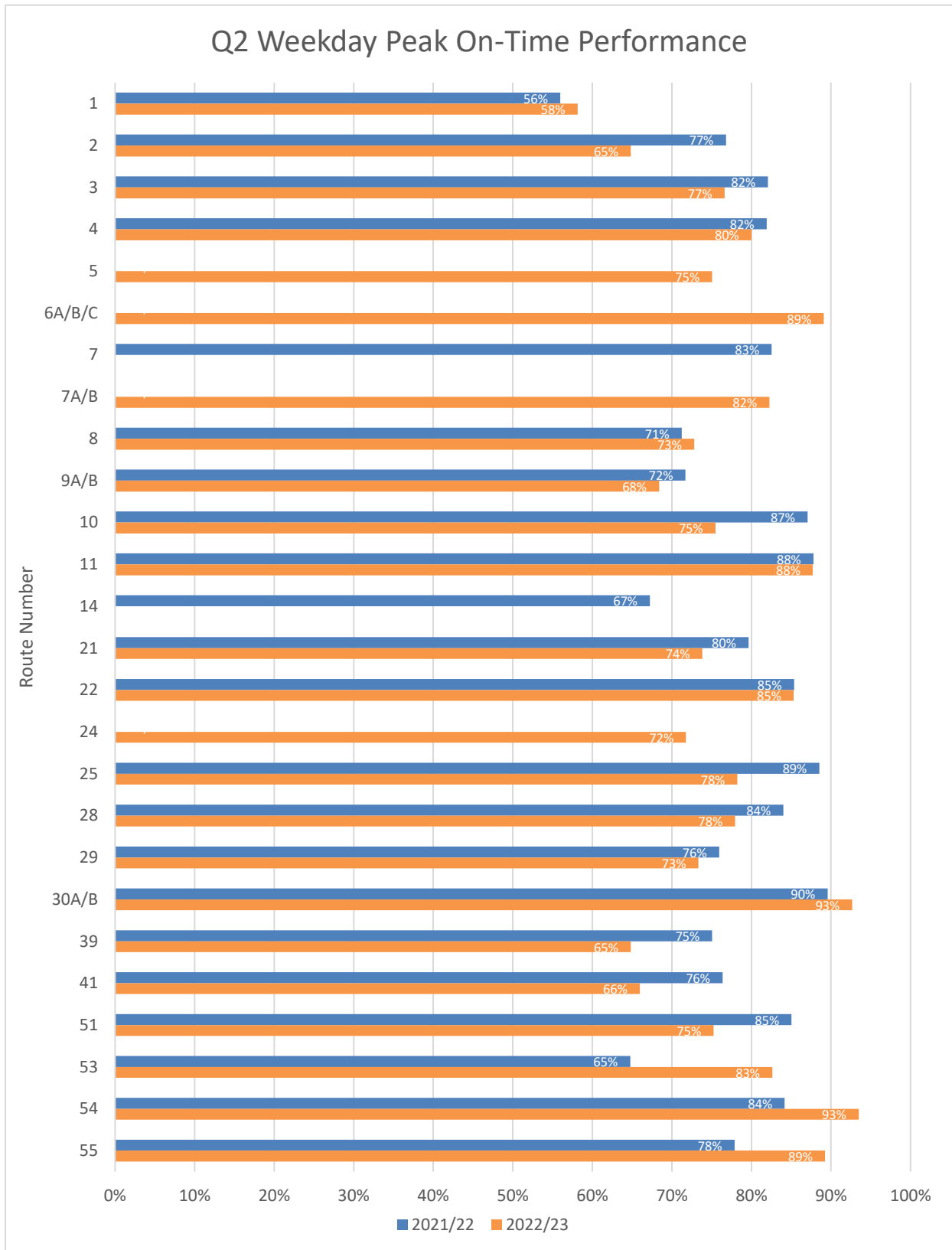
Weekday On-Time Performance



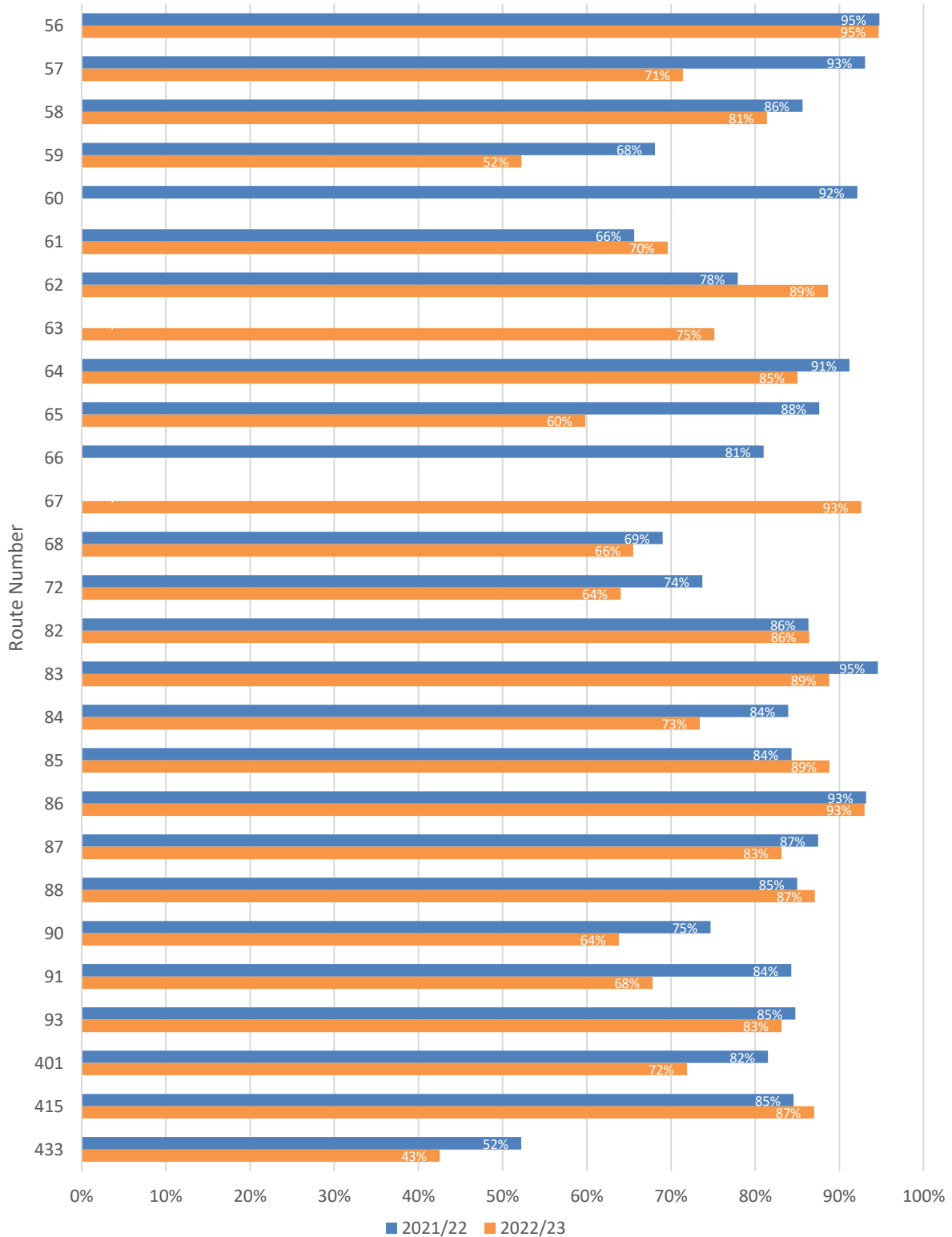
Q2 Weekday On-Time Performance



Weekday Peak Period On-Time Performance



Q2 Weekday Peak On-Time Performance



Express Service On-Time Performance

