

Attachment B: 2022/23 Halifax Transit Q3 Performance Measures Report

2022/23 – Q3

Performance Measures Report

HALIFAX
TRANSIT

Contents

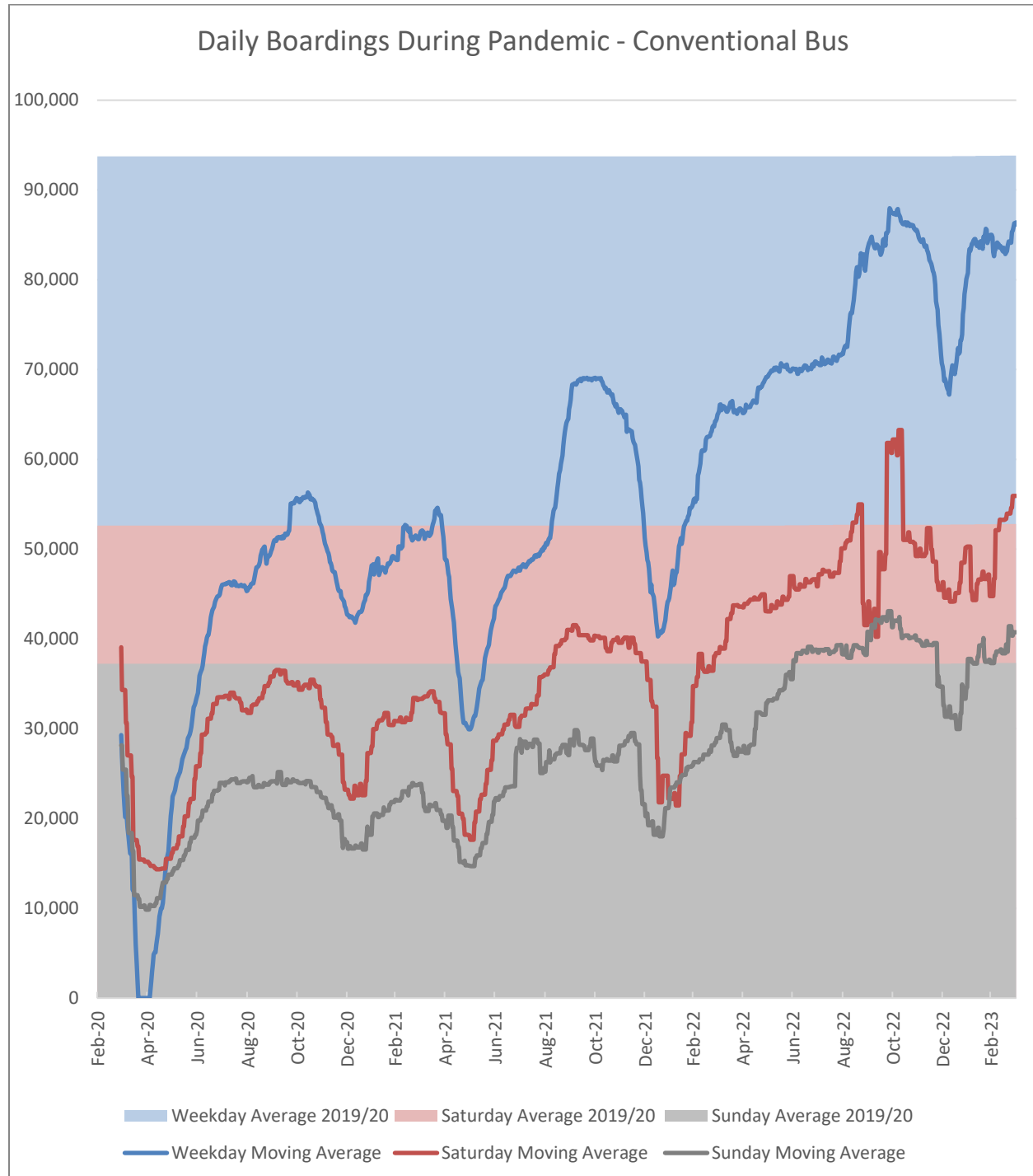
- COVID-19 Pandemic Data Impacts..... 3
 - Conventional Bus Boardings During Pandemic..... 3
 - Ferry Boardings During Pandemic 4
 - Access-A-Bus Boardings During Pandemic..... 4
- Boardings & Revenue..... 5
 - Historical Boardings & Revenue..... 5
 - Revenue – Actual vs. Planned 8
- Loss of Service 10
- Mean Distance Between Failures 11
- Mean Distance Between Service Calls 12
- Bus Maintenance Cost – Quarter Average vs Budget 13
- Diesel 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

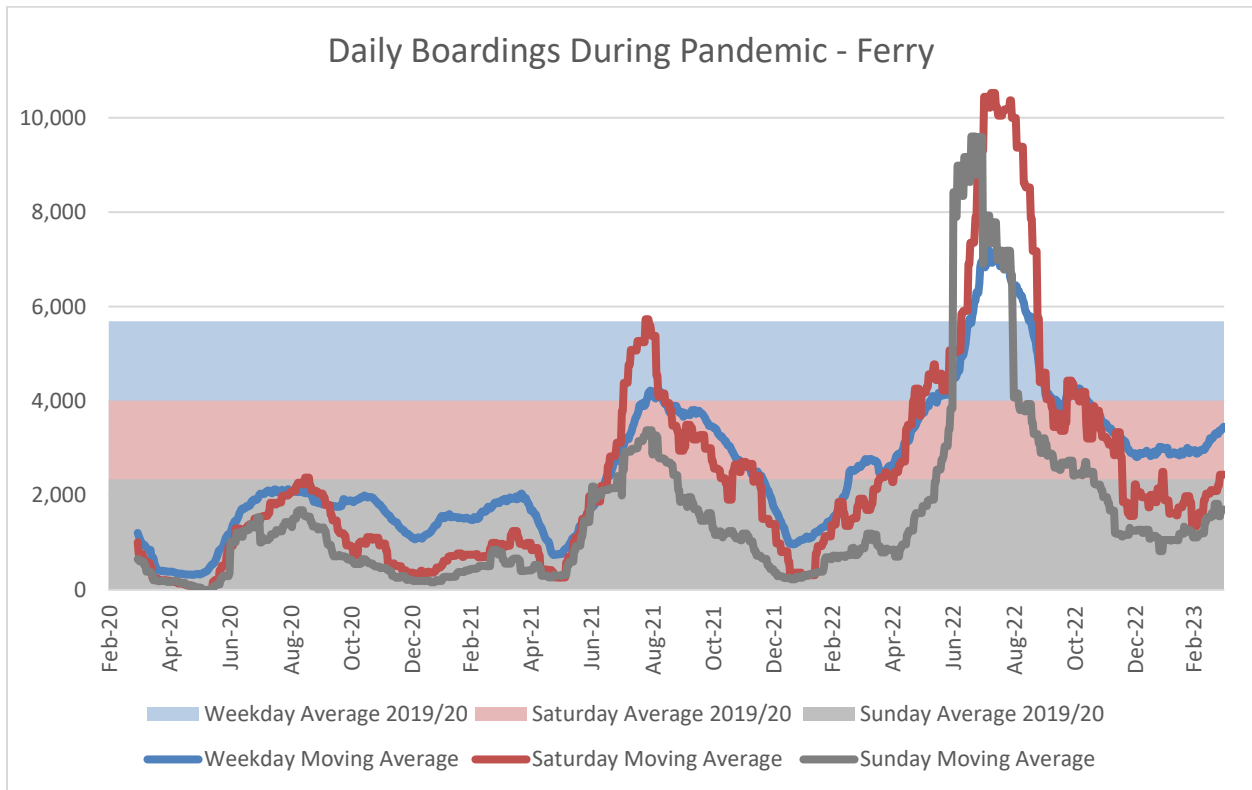
COVID-19 Pandemic Data Impacts

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.

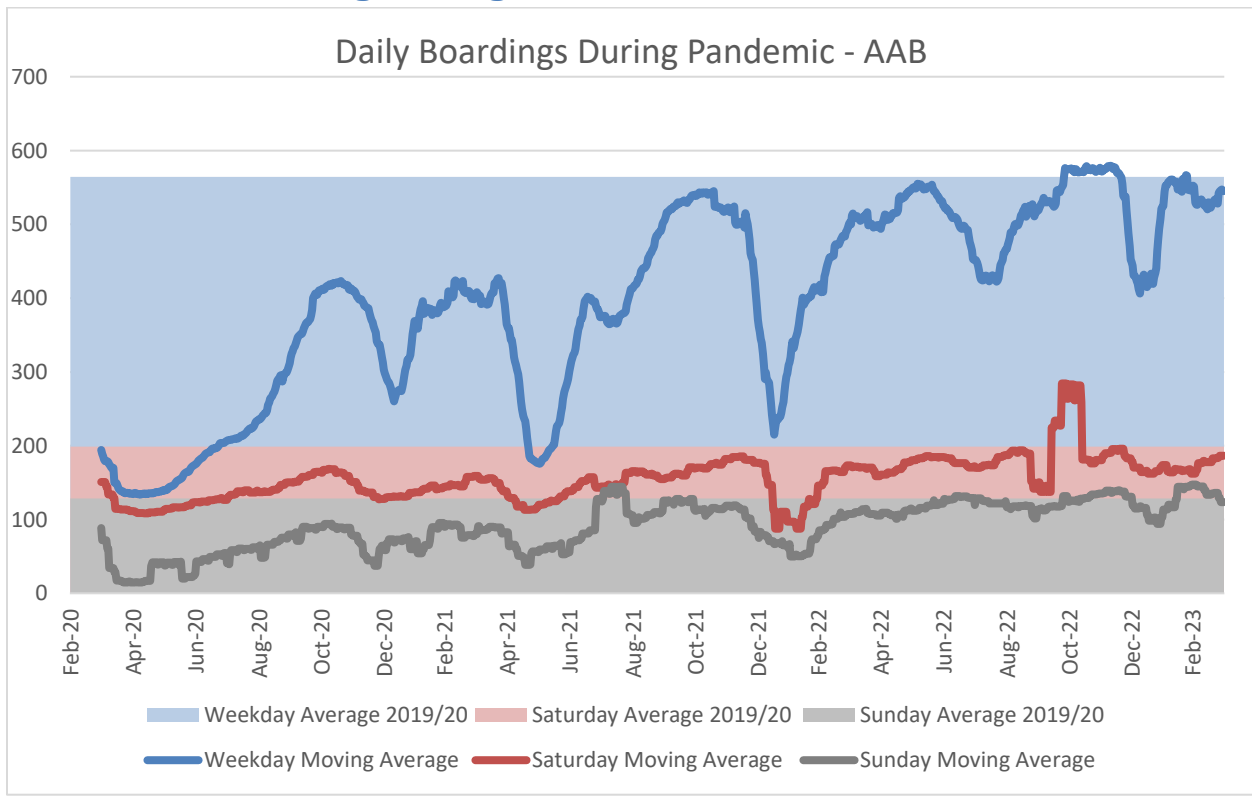
Conventional Bus Boardings During Pandemic



Ferry Boardings During Pandemic



Access-A-Bus Boardings During Pandemic

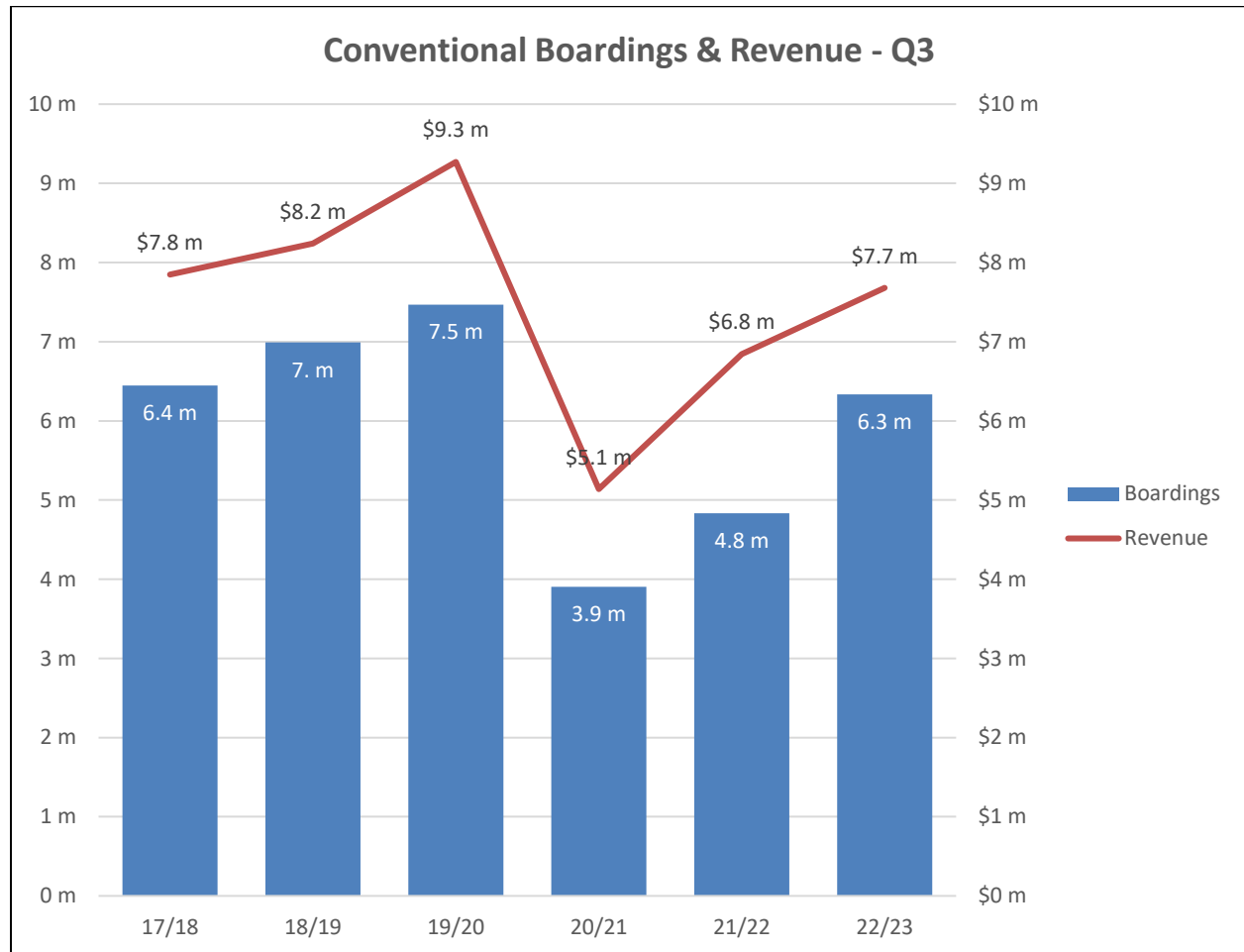


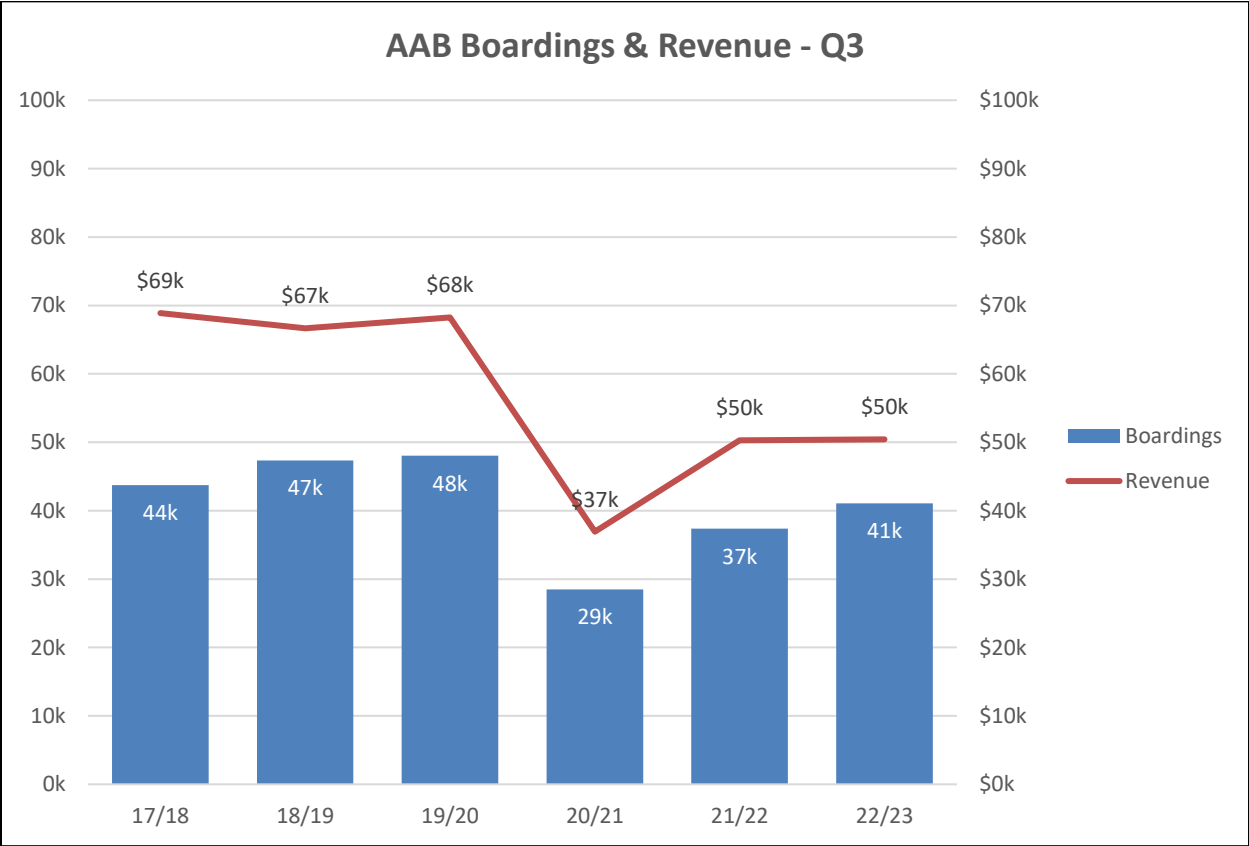
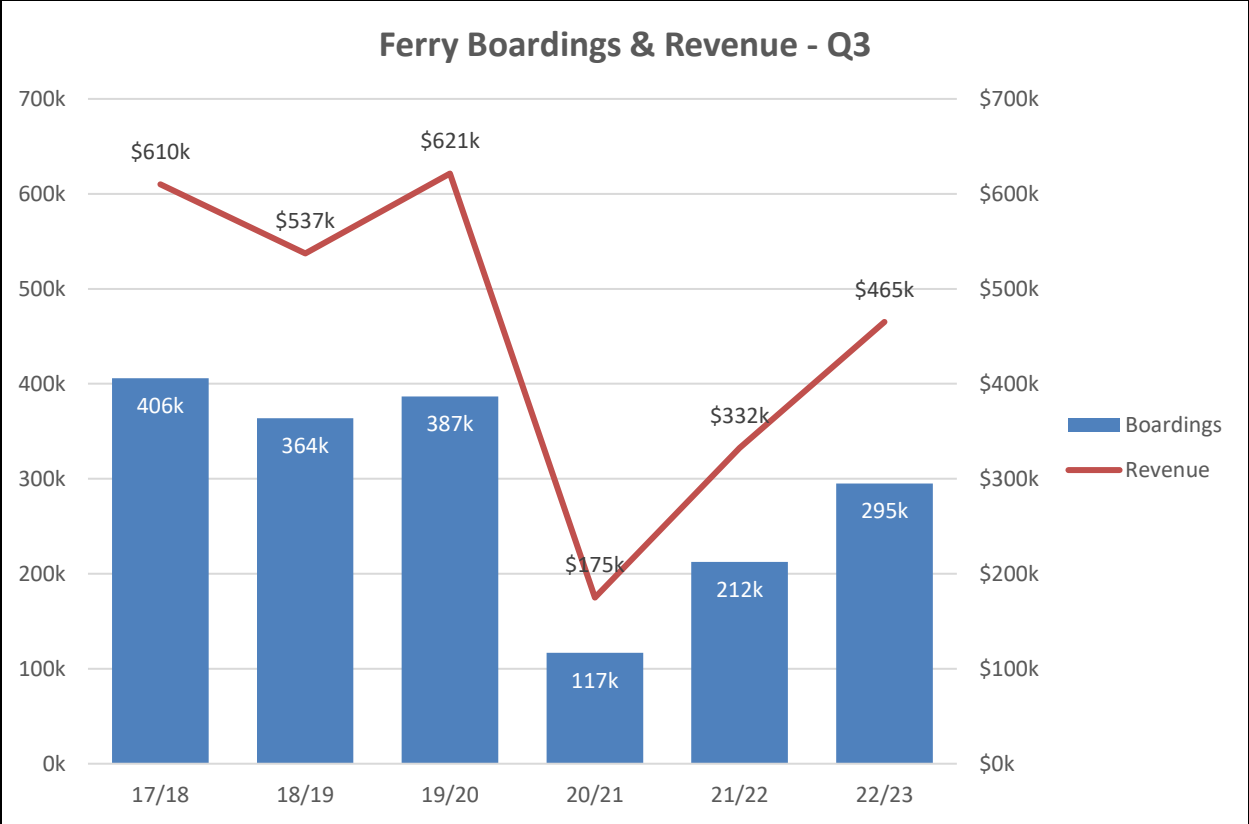
Boardings & Revenue

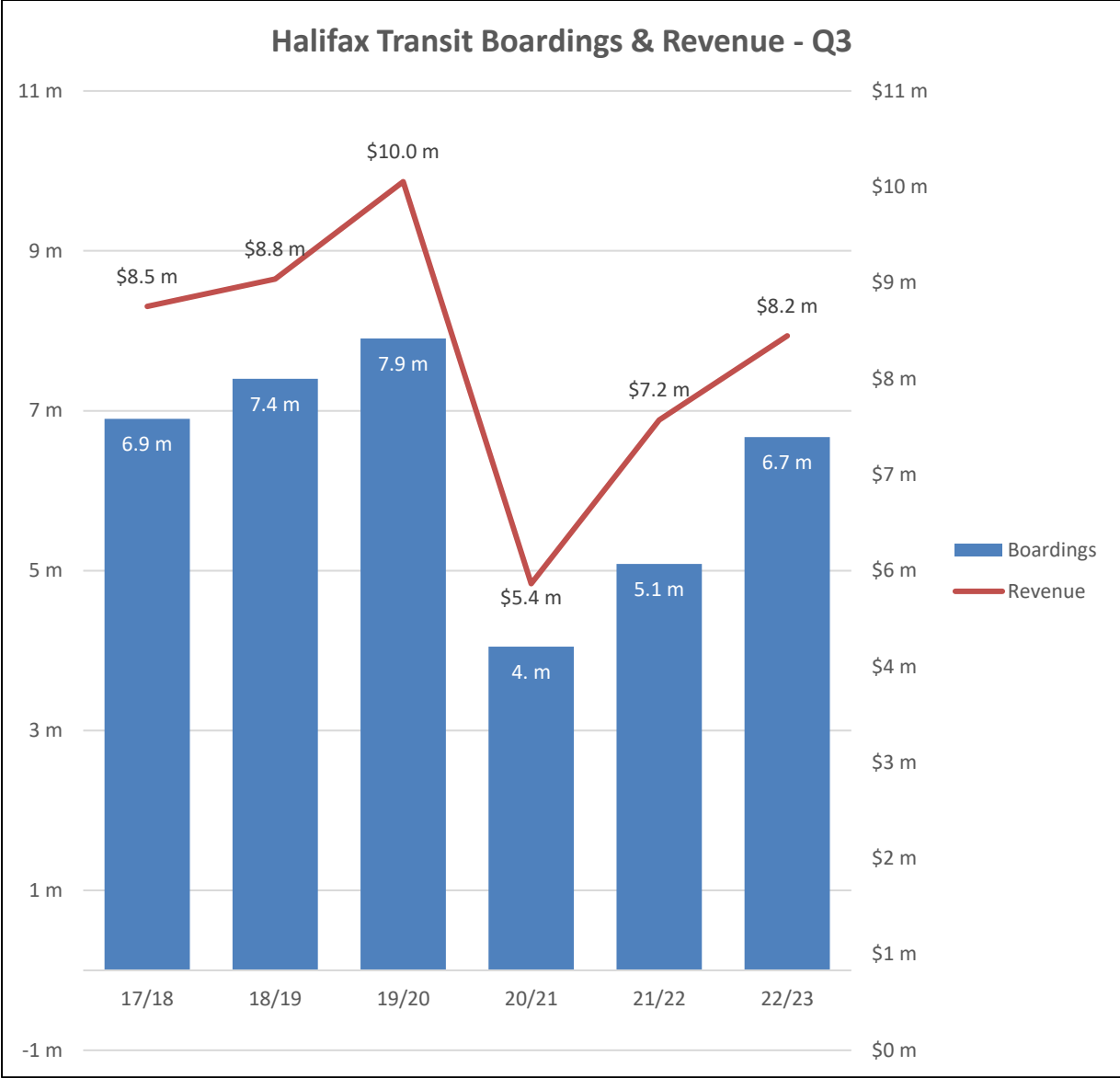
Revenue and boardings are reported to demonstrate how well transit services were used over the quarter, in comparison to the same quarter the previous year.

Recovery from the COVID-19 pandemic continued through the third quarter this year. Conventional boardings increased 31% from this quarter last year, Ferry boardings increased 39% and Access-A-Bus boardings increased 10%. Overall, system wide boardings increased this quarter by 31% compared to last year, which is still 16% lower than third quarter 2019/20. Overall revenue this quarter increased 13% from last year, but remains 18% lower than third quarter 2019/20.

Historical Boardings & Revenue

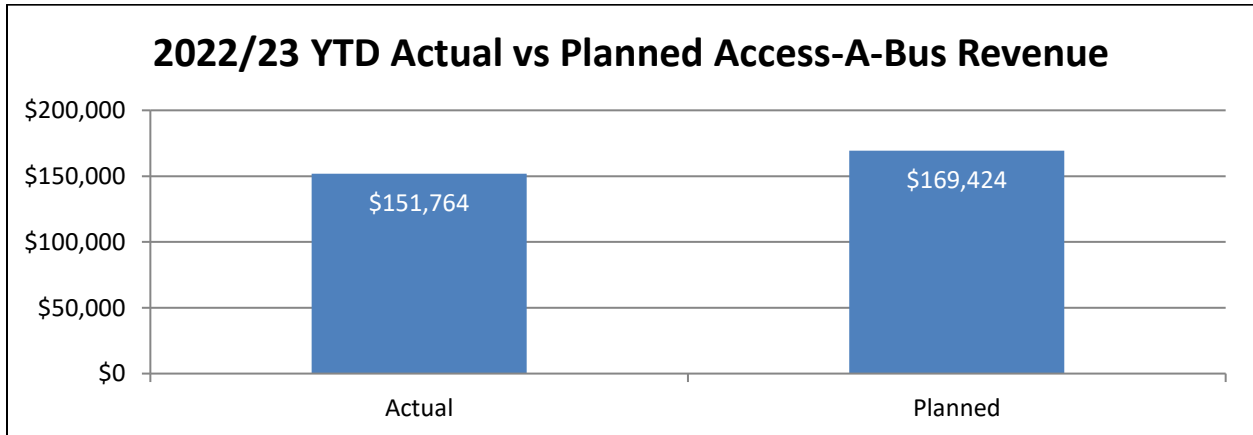
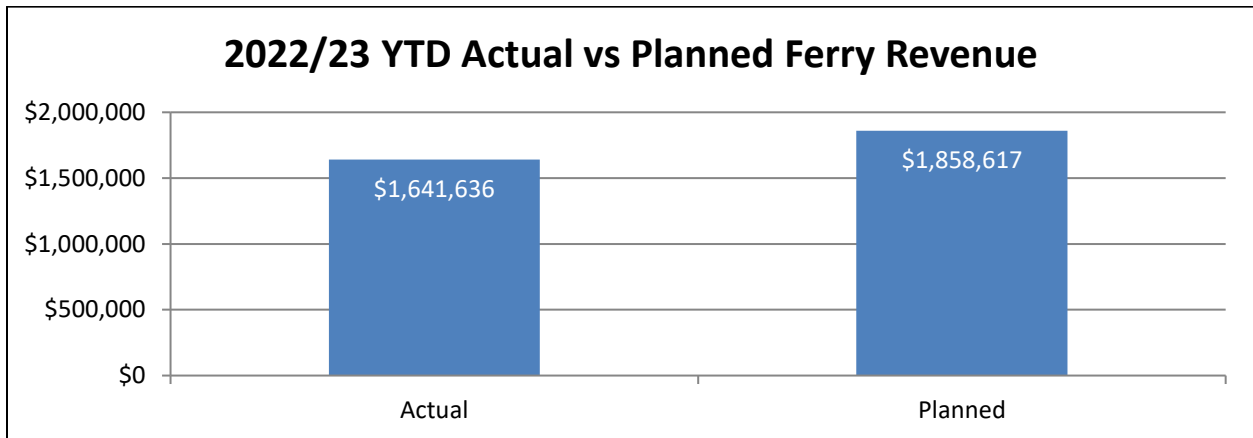
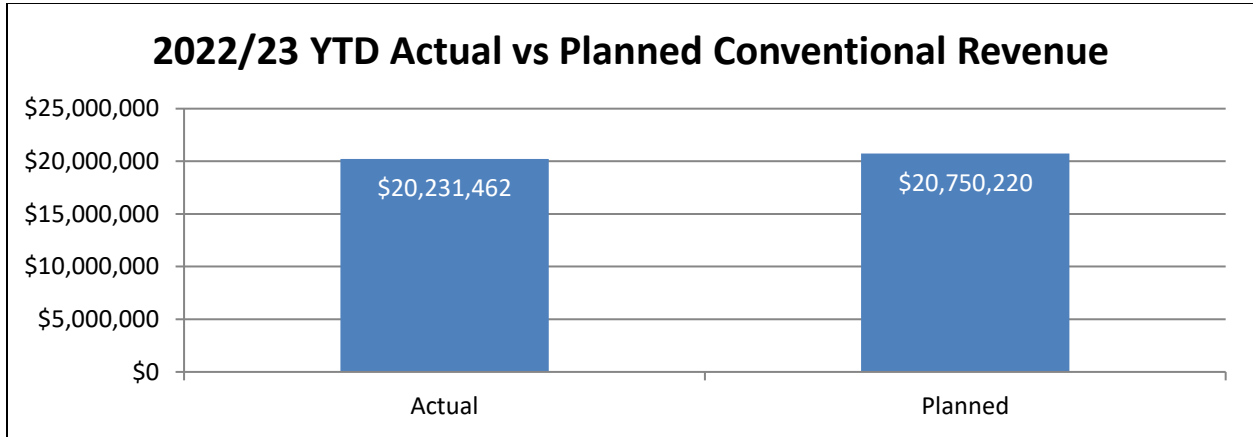


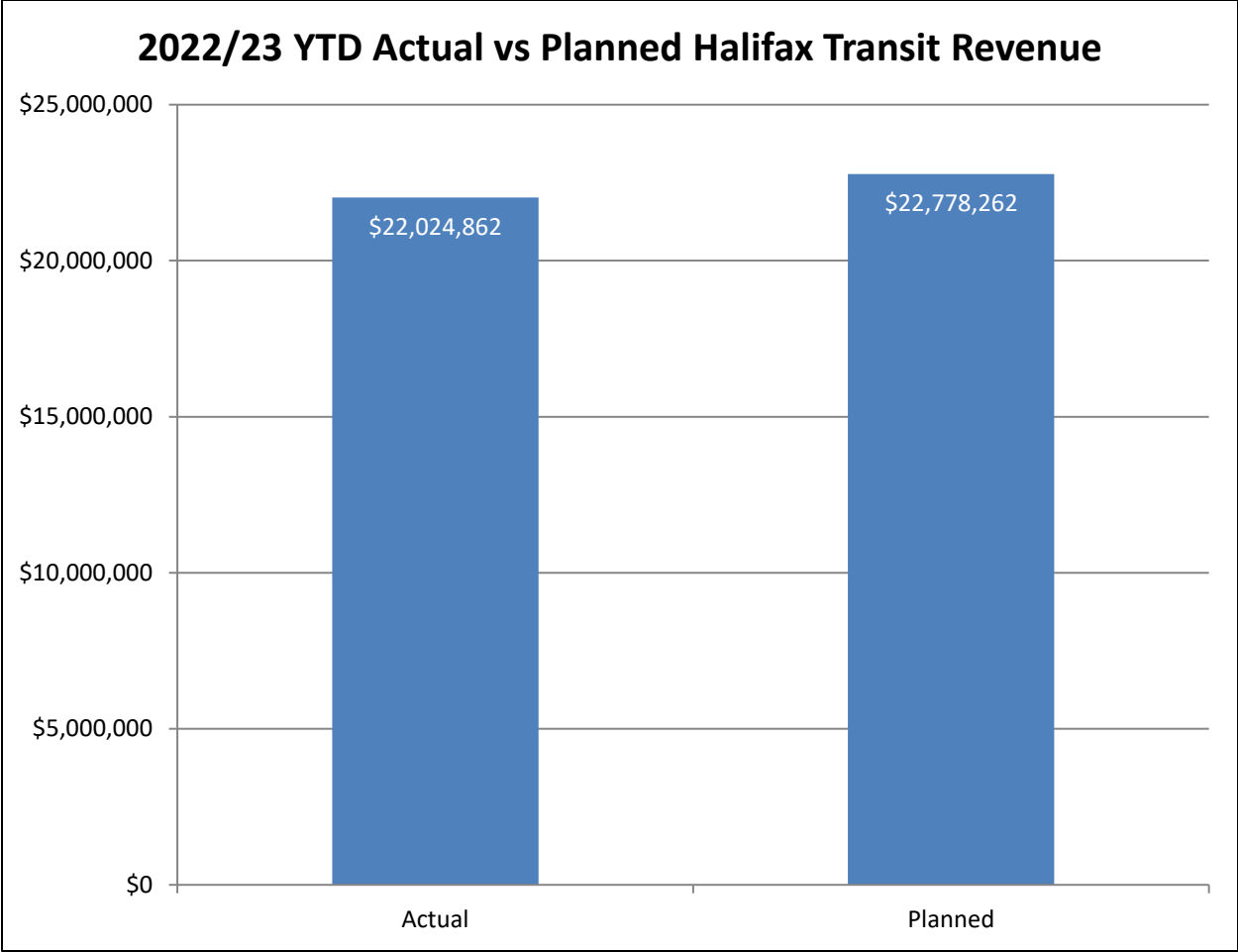




Revenue – Actual vs. Planned

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 third quarter conventional revenue has increased 23% over last year and is 2.5% below the planned amount. Ferry revenue has increased 54% and is 12% below the planned amount. Access-A-Bus revenue this year increased 19% over last year and is 10% below the planned amount. Overall revenue this year has increased 25% over last year, and is 3% below the planned amount.

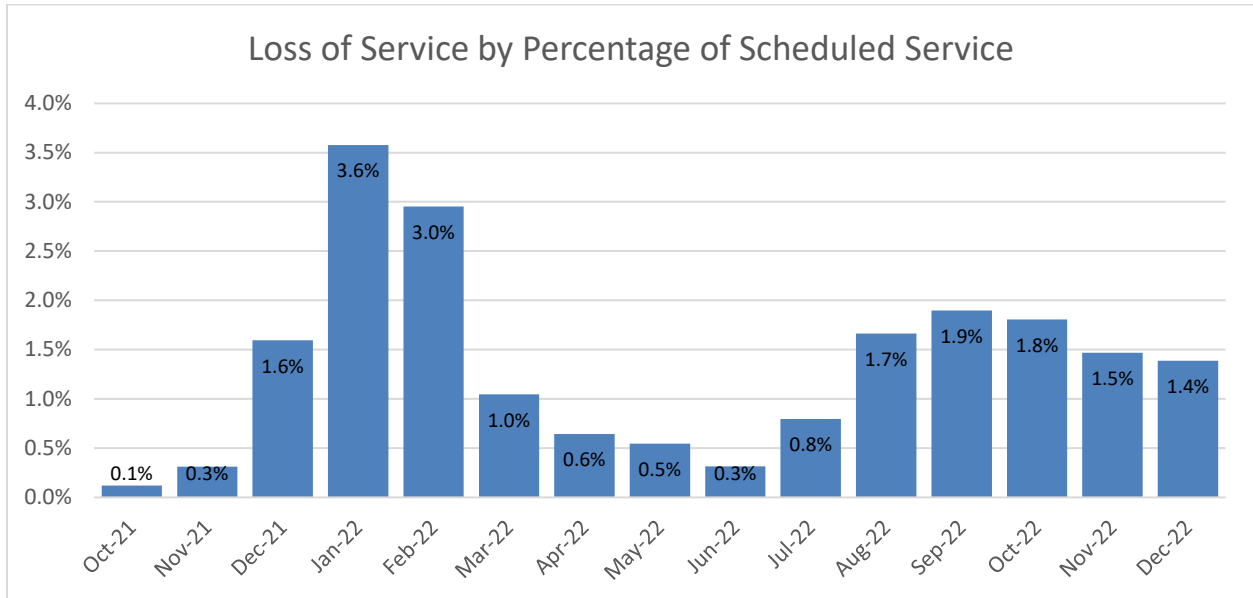




Loss of Service

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

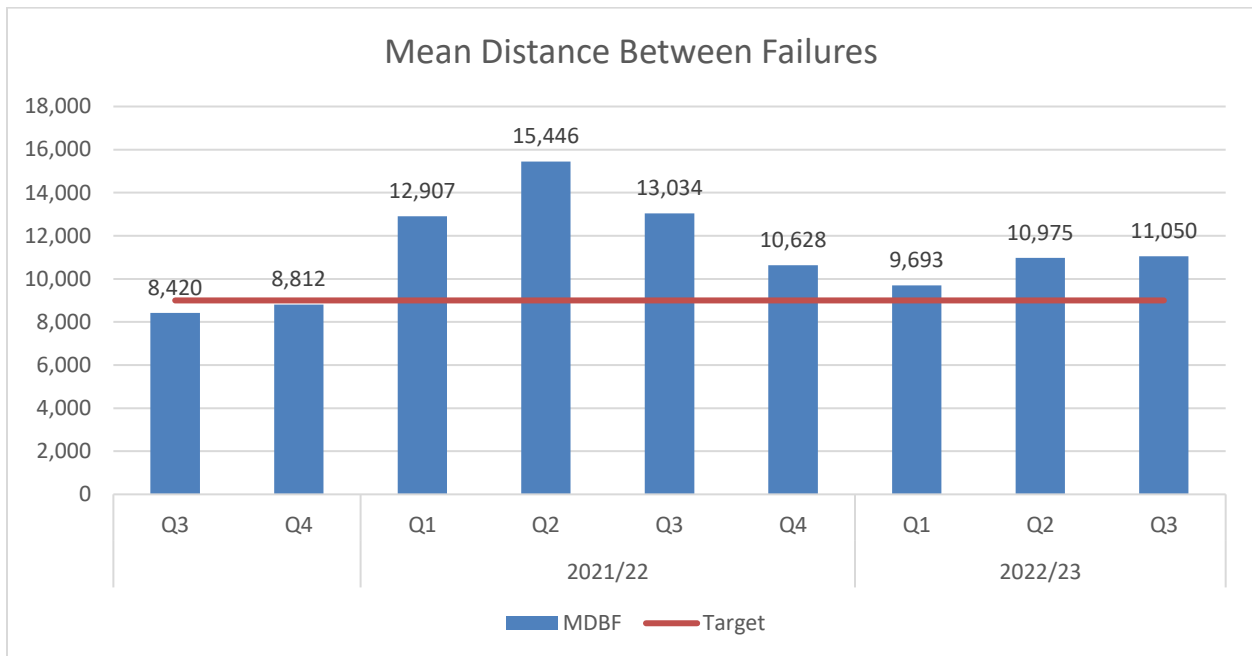
In the third quarter, the total loss of service was 3,273 hours, which is 1.6% of the quarterly revenue hours. The table below shows the total loss of service for each month.



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.

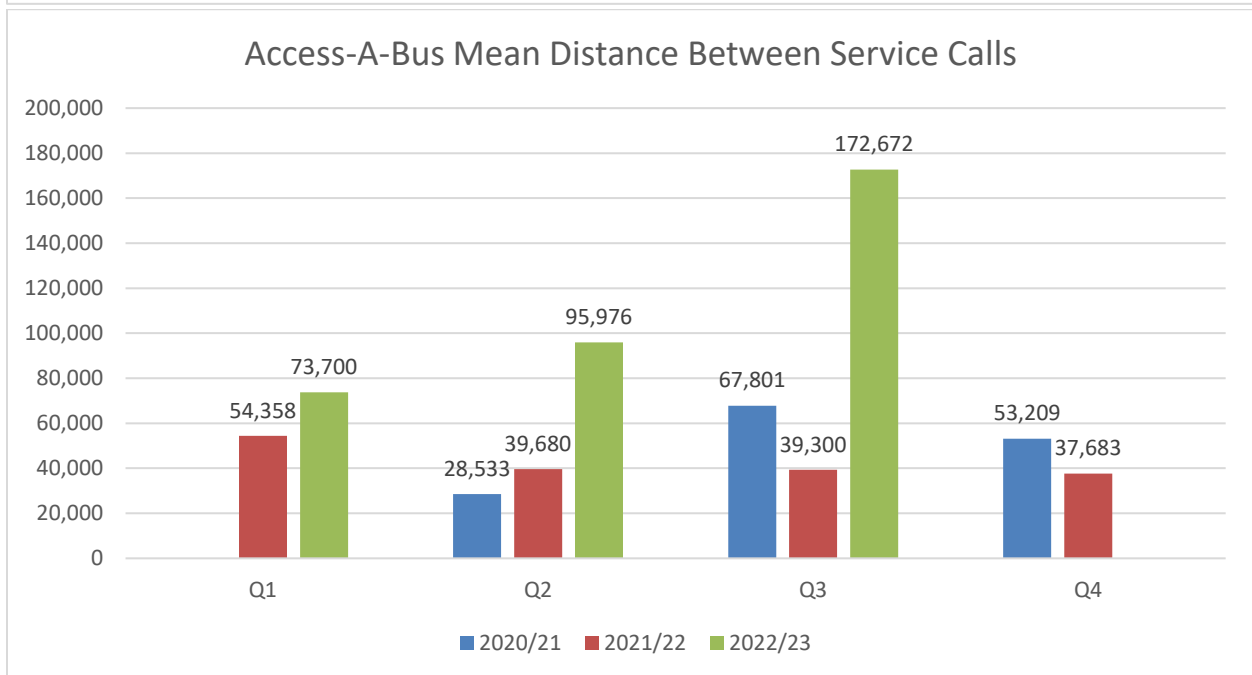
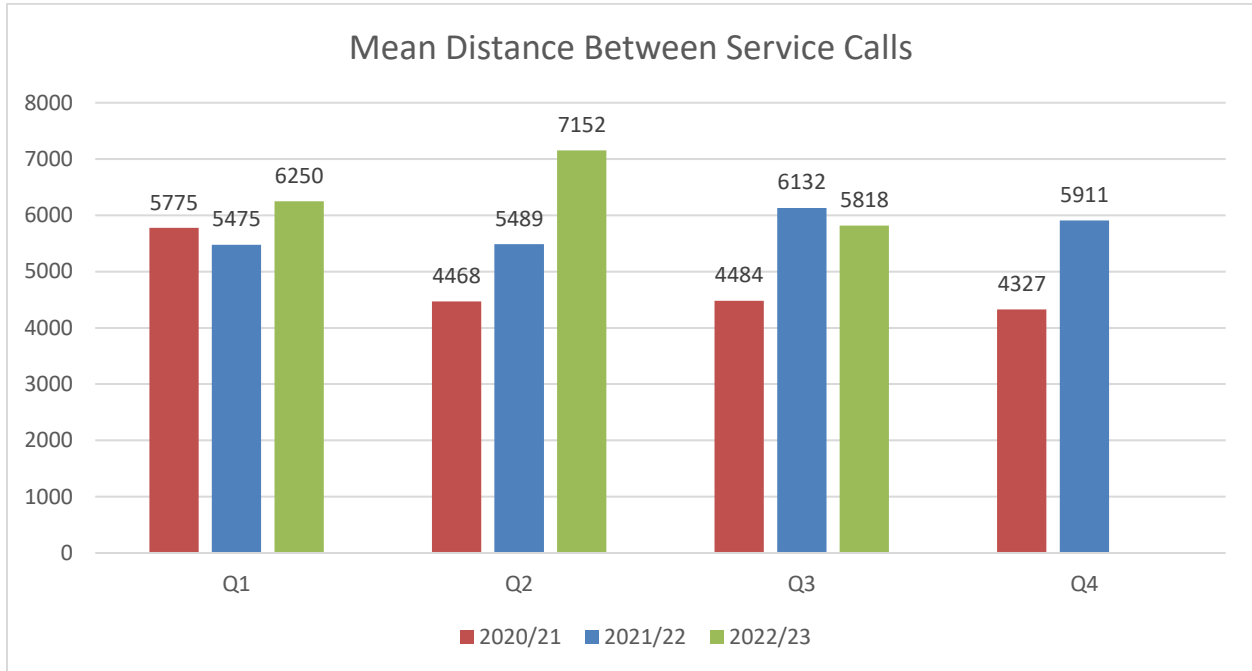
For the third quarter of 2022/23, the MDBF for conventional transit was 11,050 kms. This is a ~1% increase from the third quarter of the previous year.



Mean Distance Between Service Calls

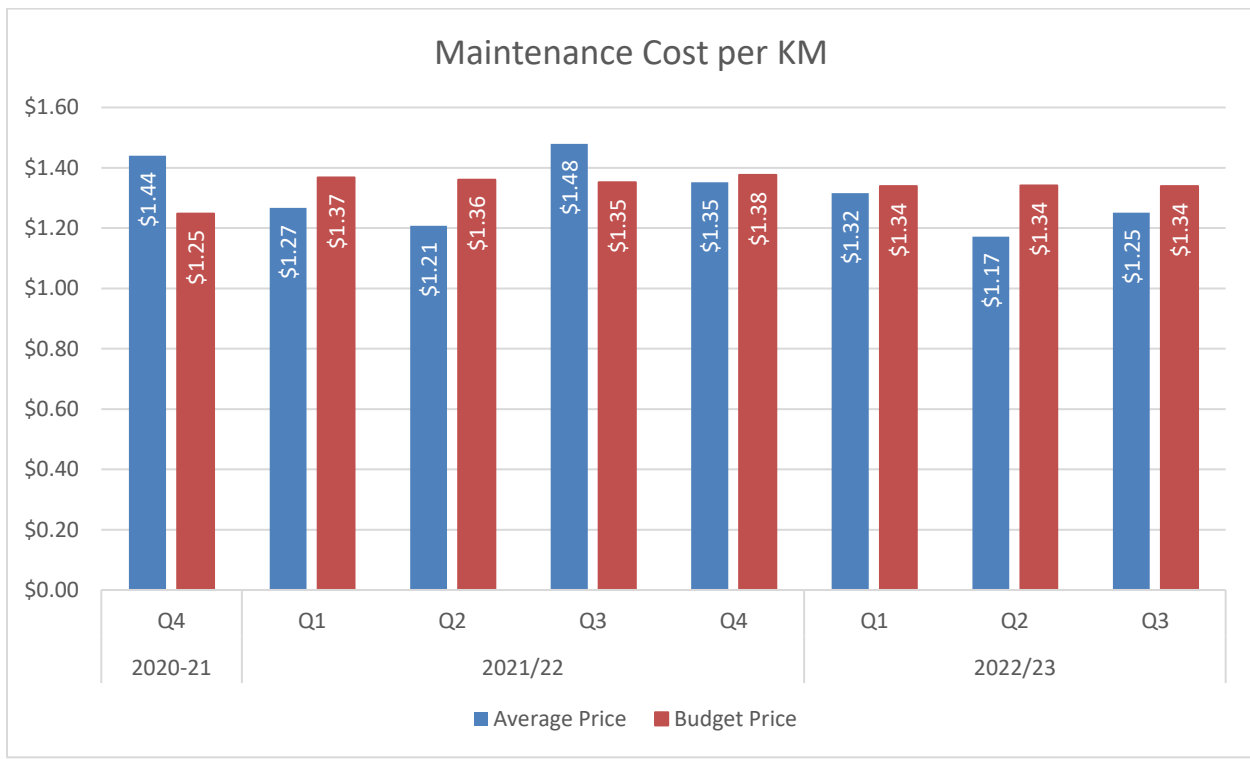
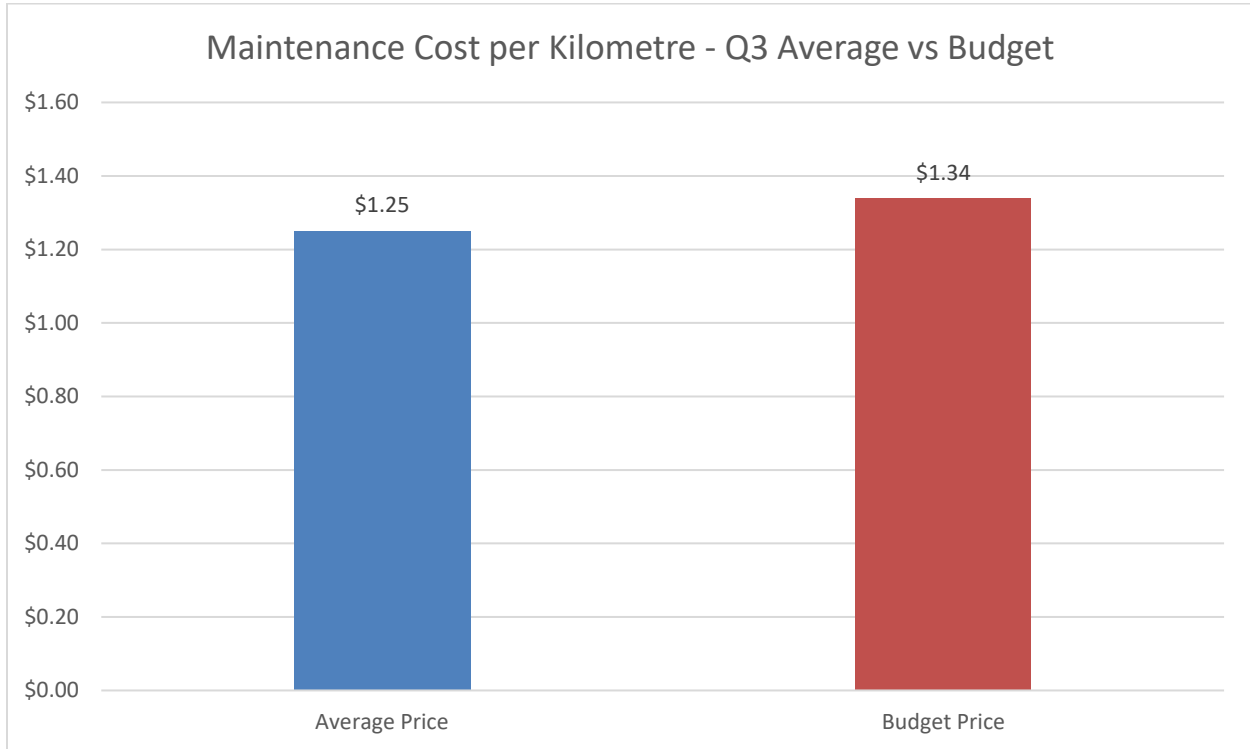
Mean Distance Between Service Calls (MDBS) reflects the average distance in kilometres covered between maintenance service calls. This metric includes all instances of service calls, including issues with secondary equipment, passenger-related events and damages to the bus resulting from minor accidents.

For the third quarter of 2022/23, the MDBS for conventional transit was 5,818 kms. In comparison to the third quarter of 2021/22 (6,132), this is a decrease of 5%. The MDBS for Access-A-Bus service was 172,672 kms, a 339% increase from the previous year.



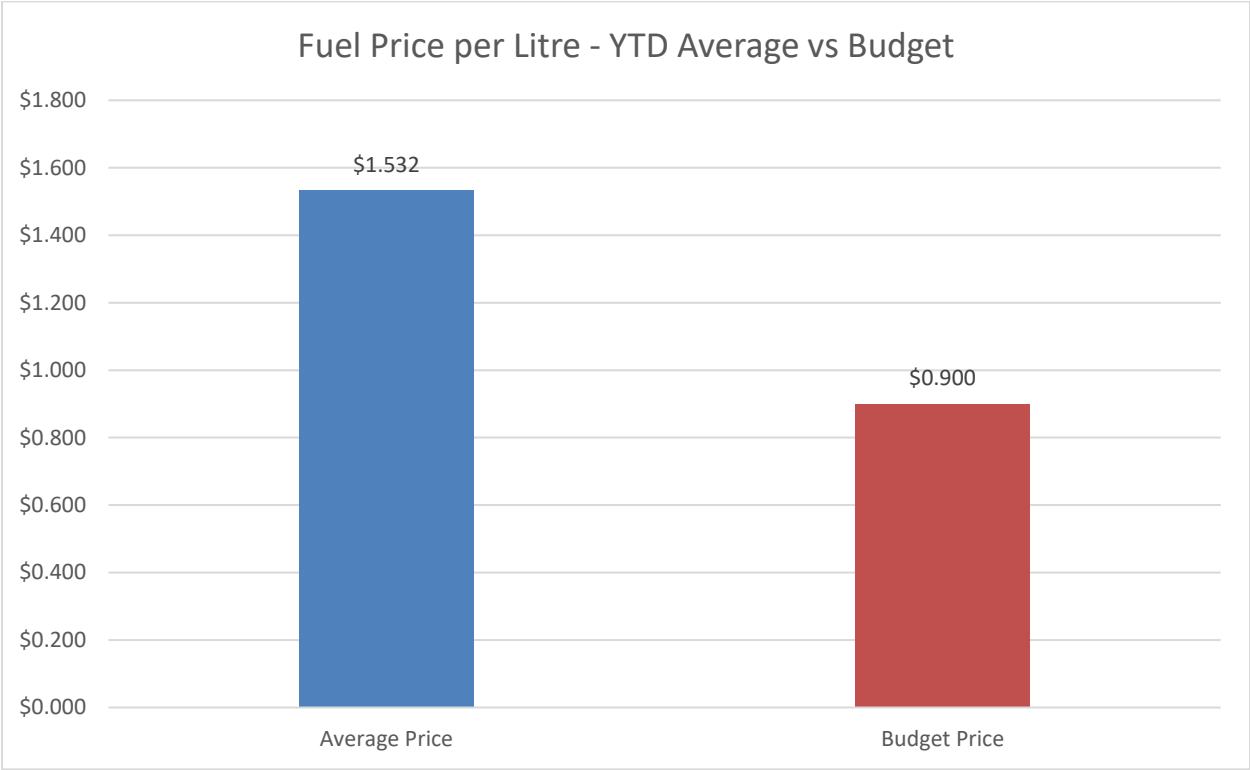
Bus Maintenance Cost – Quarter Average vs Budget

In the third quarter, bus maintenance costs were \$1.25/km, while the budgeted maintenance cost was \$1.34/km.



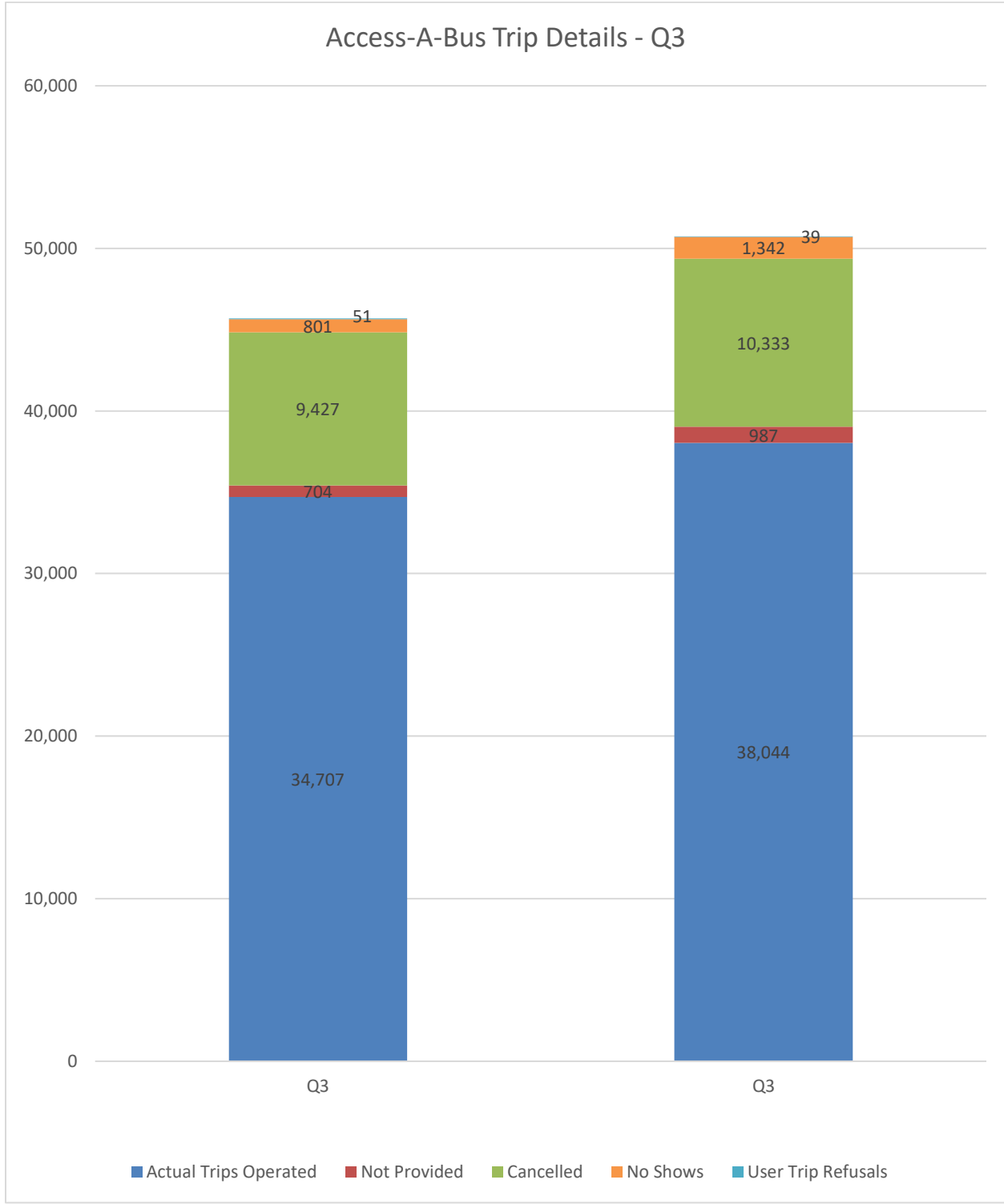
Diesel Fuel Price – Annual Average vs Budget

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 third quarter was \$1.723 per litre, 63 cents higher than the budgeted price per litre.

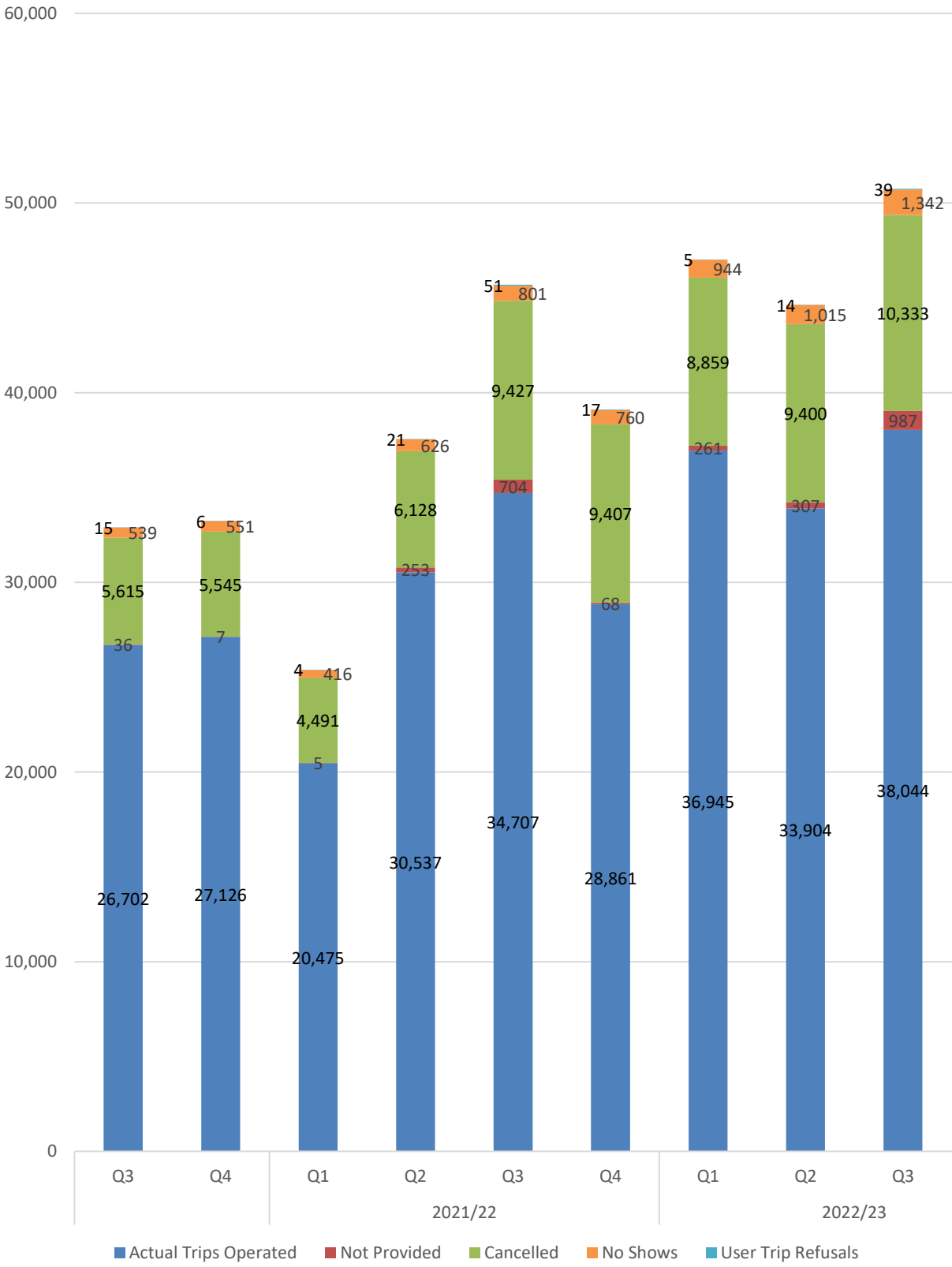


Access-A-Bus Trip Details

Access-A-Bus trip details are tracked monthly to provide an indication of efficiency in Access-A-Bus usage and booking. In the third quarter of 2022/23 a total of 38,044 trips were operated, an increase of 10% compared to the third quarter last year.



Access-A-Bus Trip Details

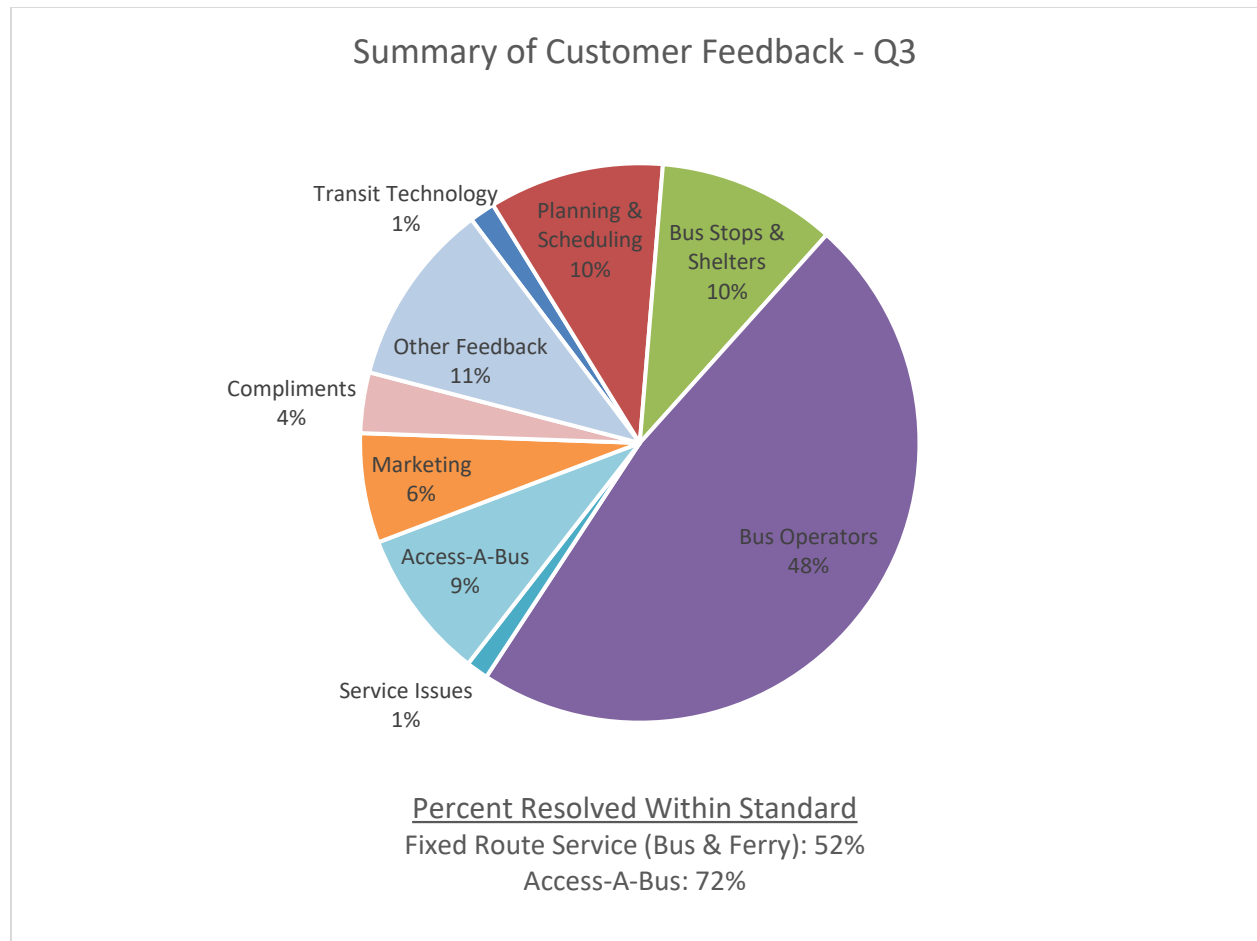


Customer Service – All Services

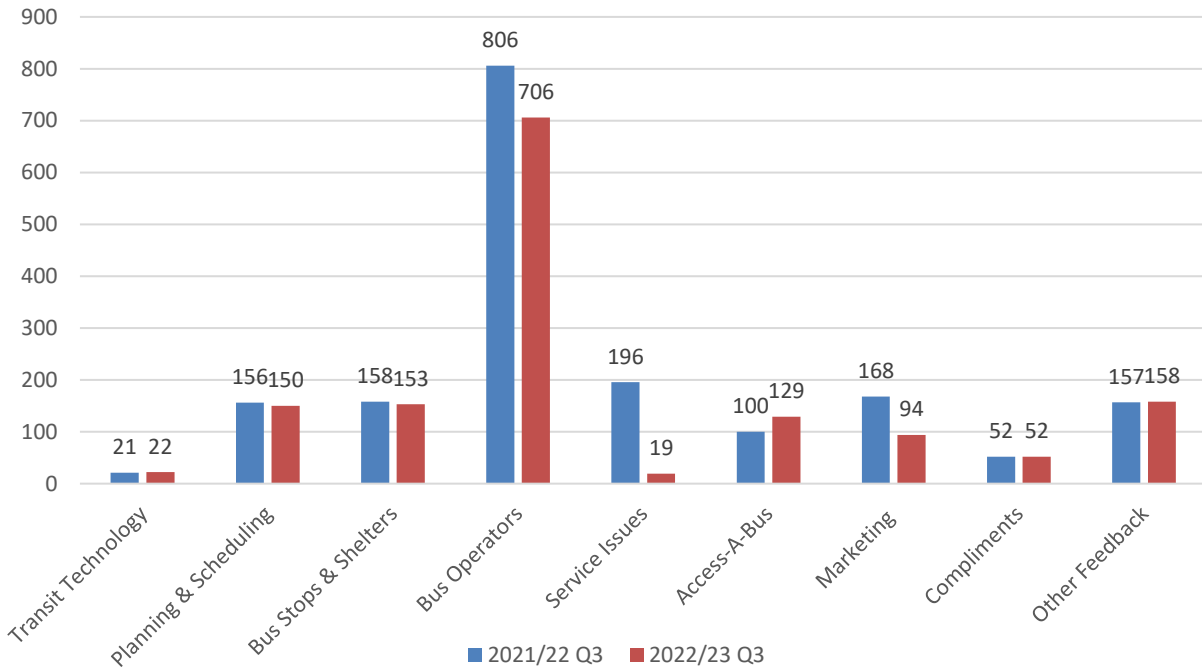
Customer service statistics are measured monthly using the Cityworks Customer Relationship Management software. Feedback is first categorized by subject matter and then divided into two categories: feedback resolved within service standard and feedback resolved outside service standard. The service standard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

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

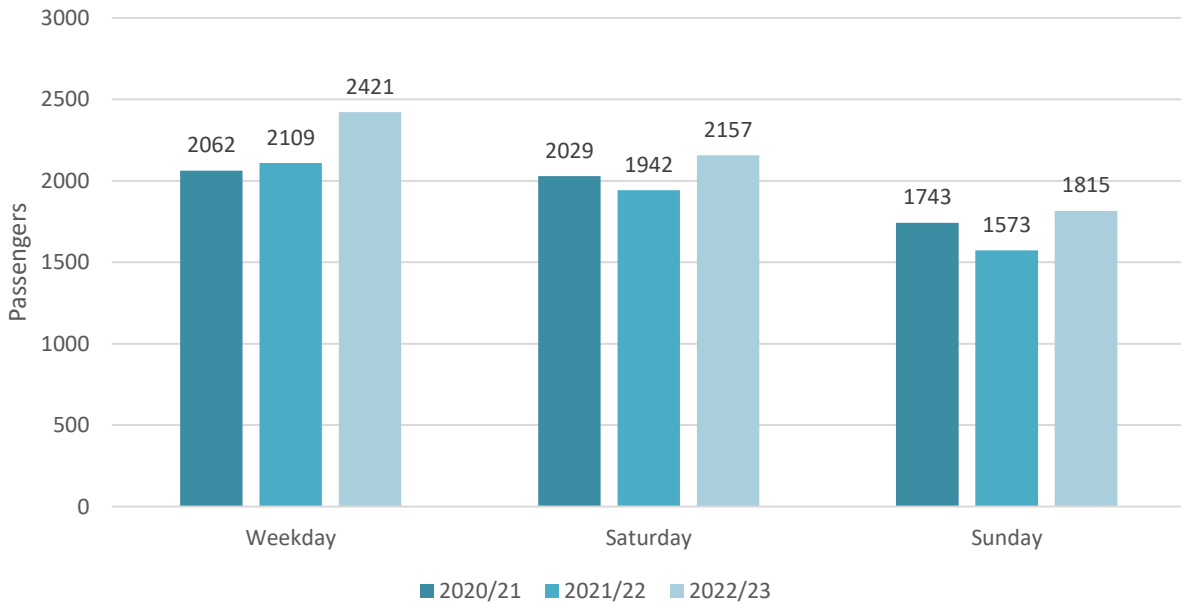
Call volumes to the Departures Line (902-480-8000) are displayed by day of the week.



Customer Feedback Comparison - Q3



Average Departures Line Call Volumes - Q3

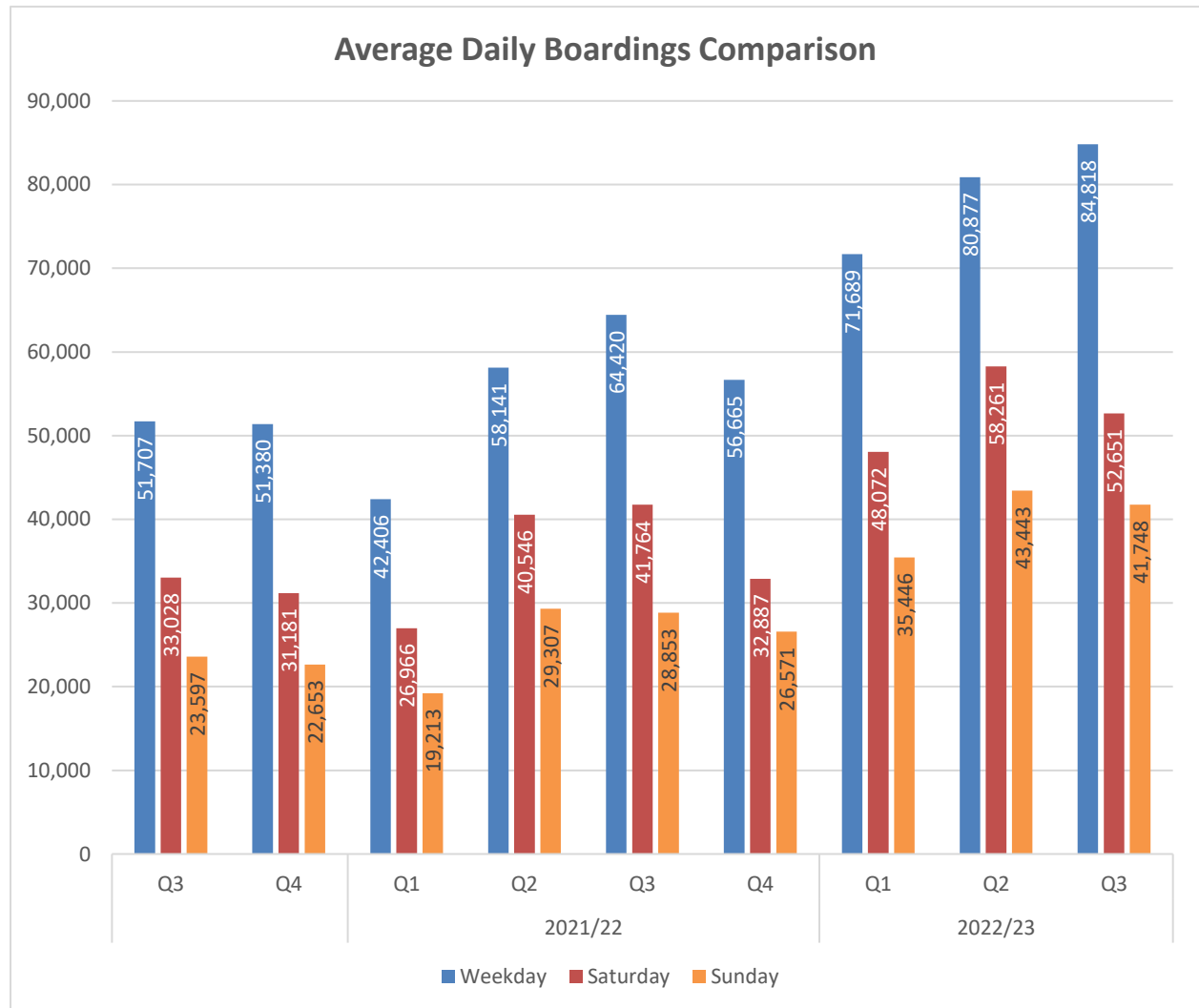


Service Utilization

Boardings

Average weekday boardings in the third quarter were 84,818 ± 10,078 (12% variance). Average Saturday boardings this quarter were 52,651 ± 7,960 (15% variance). Average Sunday boardings this quarter were 41,748 ± 2,046 (5% variance).

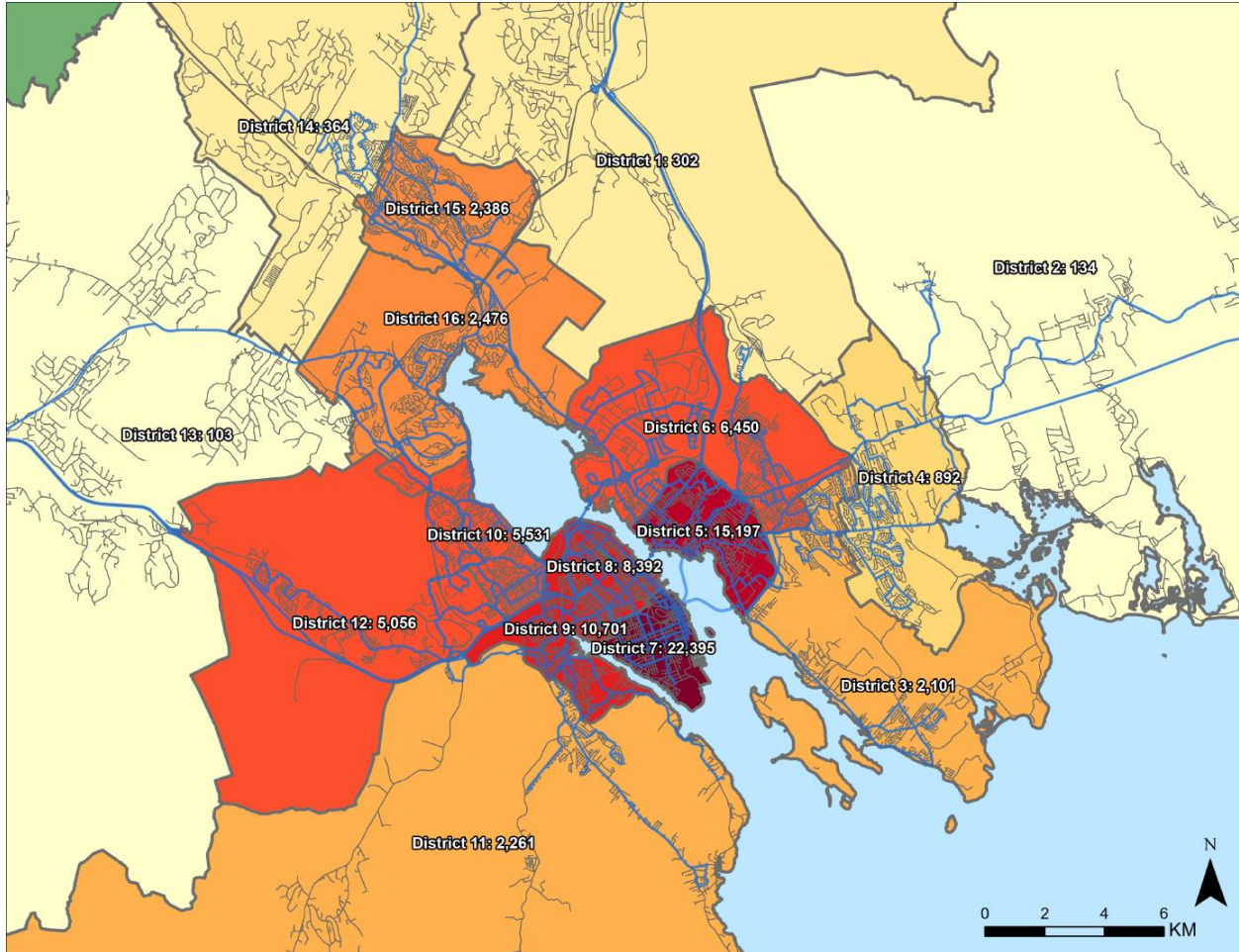
Average Daily Boardings by Service Day



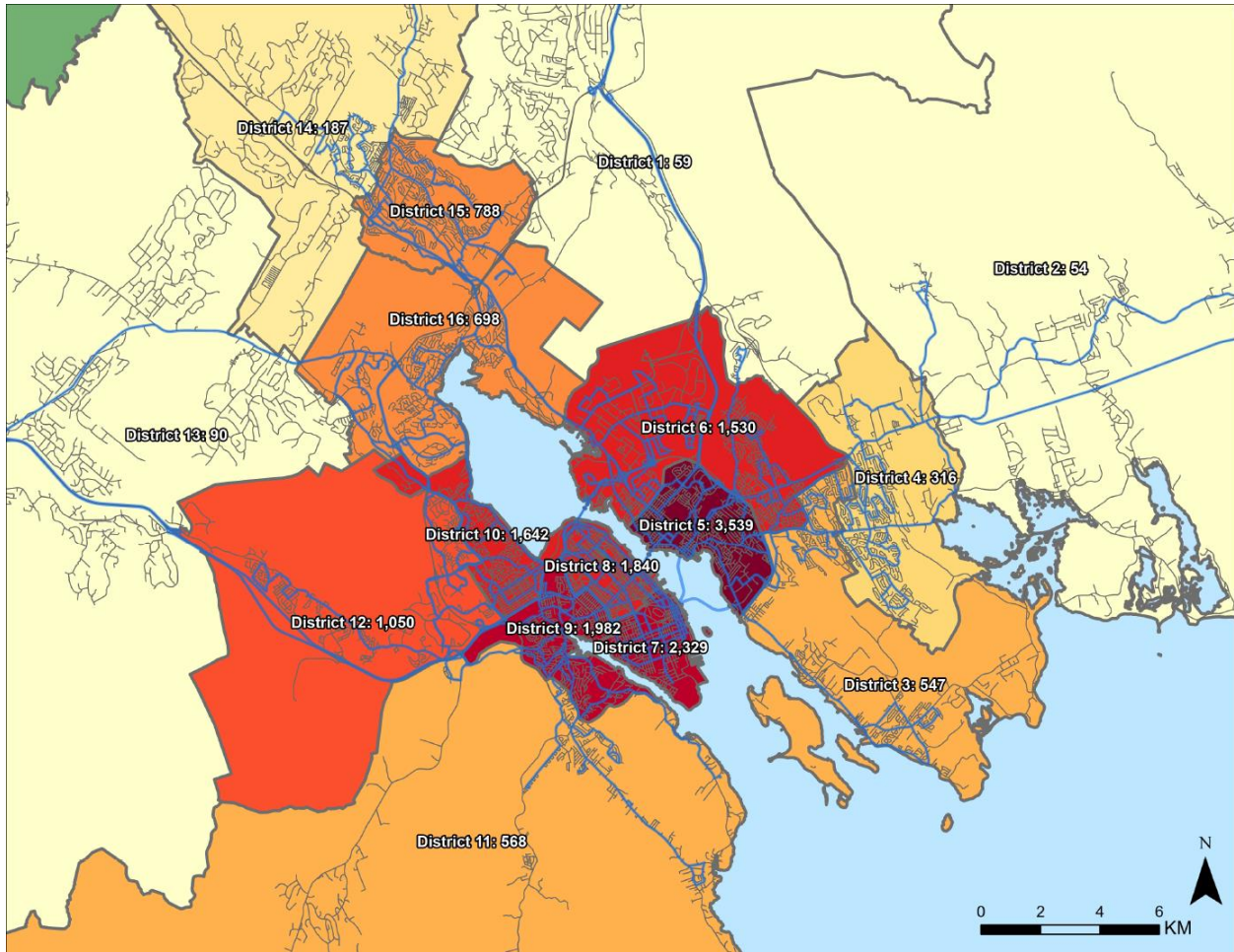
Boardings by District

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

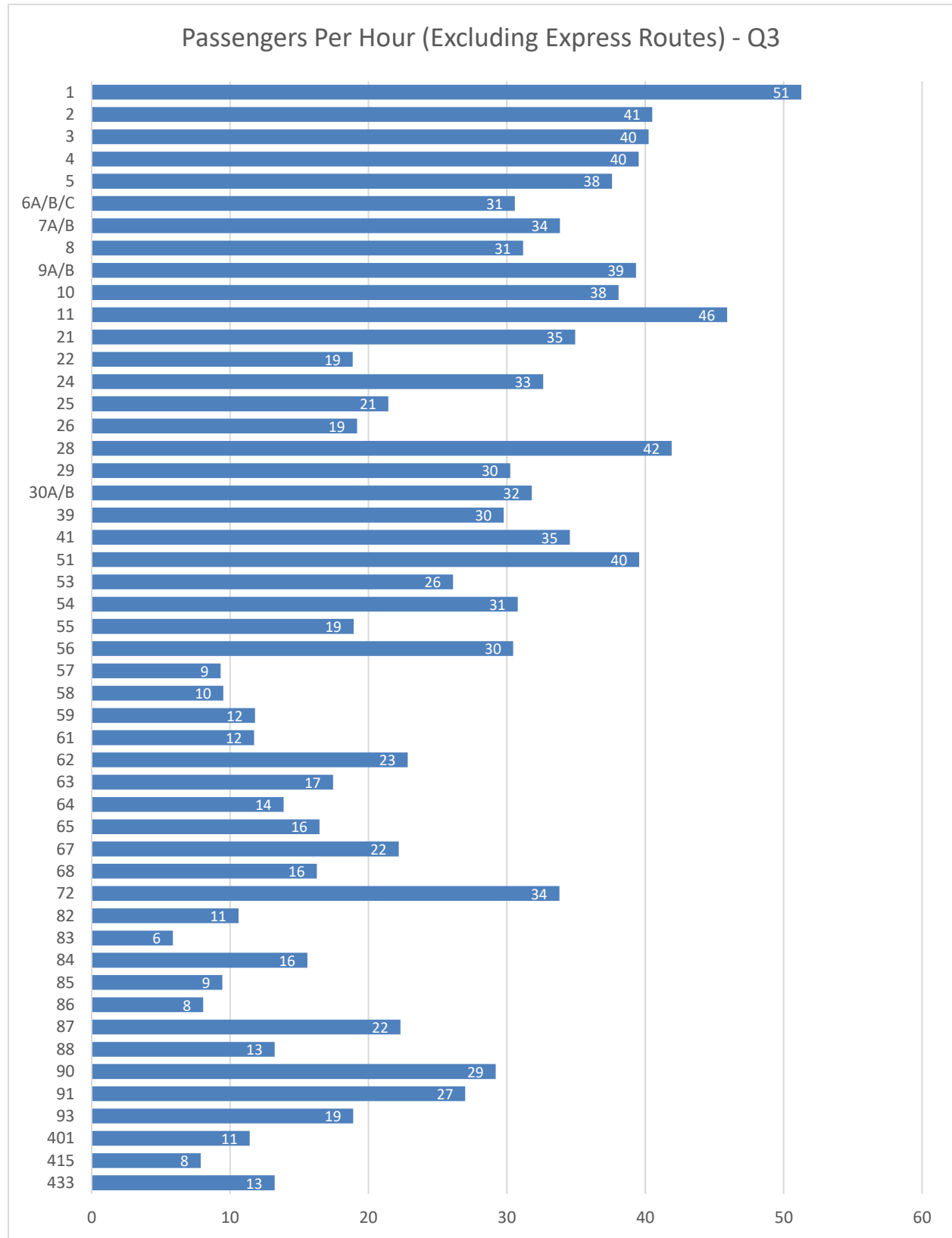
Passengers per hour measures the volume of passengers carried per service hour by route. Due to differences in service model/design, Express Routes are measured instead by passengers per trip. Ridership fluctuates significantly by season and therefore figures are compared to the same quarter in the previous 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 Q3 2021/22.

Boardings & Passengers per Hour

Q3 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	6,305	40	8,054	51	5,025	44	5,866	52	3,130	37	3,802	44
2	3,511	32	4,476	41	3,287	33	4,094	41	1,879	27	2,733	39
3	4,881	32	6,102	40	2,673	32	3,222	38	2,641	28	3,358	35
4	3,852	30	5,177	40	1,704	34	1,993	41	1,384	30	1,825	40
5	2,436	26	3,437	38	1,981	29	2,450	35	1,025	25	1,651	38
6A/B/C	1,922	20	2,781	31	1,107	25	1,510	33	749	18	1,154	27
Former 60	1,849	24			1,305	32			919	33		
Former 63	557	34										
Former 7	3,866	34			2,553	27			1,395	26		
7A/B	3,016	22	4,639	34	2,307	23	2,944	29	1,260	18	1,876	27
8	2,930	21	3,927	31	2,289	21	2,947	30	1,671	15	3,783	41
9A/B	4,734	28	5,993	39	2,675	37	3,248	50	1,960	27	2,752	45
10	3,447	32	4,030	38	2,386	33	2,649	36	1,435	29	1,901	39
11	68	30	50	46								
Former 14	1,046	31			689	31			444	24		
21	789	26	1,022	35	717	20	927	27	402	21	665	37
22	475	15	617	19	357	10	443	13	264	8	405	12
24	1,083	20	1,826	33	1,223	22	1,812	32	780	15	1,437	27
25	305	14	452	21	183	12	283	19	142	12	258	19
Former 5	87	24										
26	31	14	49	19								
28	1,250	33	1,700	42	1,120	26	1,580	38	553	27	874	41
29	1,954	21	2,784	30	1,311	21	1,900	30	904	15	1,445	24
30A/B	693	19	1,125	32	459	13	716	20	293	16	510	24
30A	376	21	612	35	218	13	359	21	135	14	232	19
30B	317	18	513	29	242	14	357	20	159	18	279	31
39	959	22	1,317	30	875	18	1,060	21	354	17	514	24
41	903	27	1,179	35								
51	694	29	987	40	406	26	540	34	206	17	300	20

Q3 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	843	33			529	34			233	28		
53	369	23	874	26	222	21	747	23	102	13	396	20
54	571	22	899	31	375	22	537	26	191	16	363	22
55	261	12	375	19	199	13	336	21	118	8	223	15
56	802	24	1,018	30	931	27	1,069	34	567	18	731	24
Former 57	441	11			227	8			117	7		
57	34	7	35	9								
Former 58	524	19			327	17			238	14		
58	103	7	143	10	89	6	103	6	63	4	80	5
Former 59	1,278	16			568	24			359	15		
59	109	11	129	12	109	14	105	14	53	8	93	14
Former 61	1,664	21			850	21			625	16		
61	138	9	183	12	147	9	173	10	84	6	140	9
Former 62	510	16			340	16			160	10		
62	389	17	516	23	230	13	279	17	183	12	276	17
63	244	11	403	17	133	9	252	16	84	6	179	13
64	416	10	563	14								
65	367	14	135	16	201	5	72	7	114	6	73	7
Former 66	748	24			406	25			255	16		
67	402	14	641	22	194	12	263	16	122	8	191	12
Former 68	893	19			526	18			334	11		
68	185	11	269	16	204	13	199	11	89	6	154	10
72	1,107	24	1,607	34	931	21	1,194	27	406	15	638	24
82	143	7	208	11	106	7	173	11	76	5	134	8
83	61	5	77	6	65	7	74	7	37	3	63	6
84	679	12	883	16	297	9	375	12	205	7	369	11
85	113	8	140	9	75	9	105	13	49	7	89	11
86	104	7	122	8	92	6	117	7	58	4	90	6
87	900	16	1,236	22	638	12	786	15	322	11	438	17
88	147	10	182	13	112	7	142	10	61	4	94	7
90	1,309	19	1,988	29	962	15	1,342	21	460	13	754	22
91	544	16	888	27	300	14	448	20	264	10	443	21
93	133	13	191	19								
401	43	9	119	11	9	6	45	10	10	5	38	7
415	38	6	51	8								
433	48	8	86	13								
Alderney	1,469	51	1,914	69	2,389	133	3,143	171	996	62	1,837	113
Woodside	1,153	57	1,659	80								

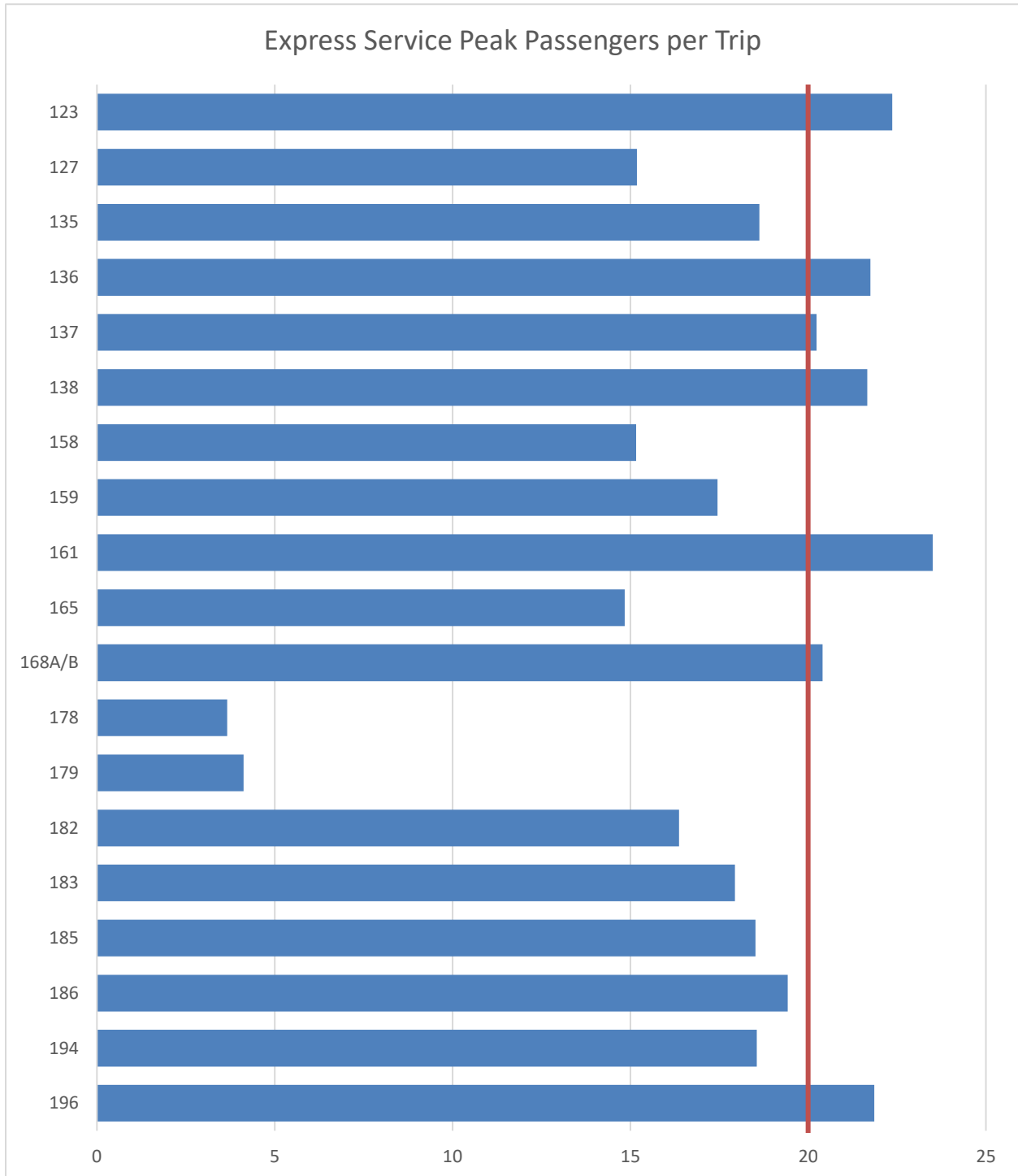
Passengers per Hour by Route



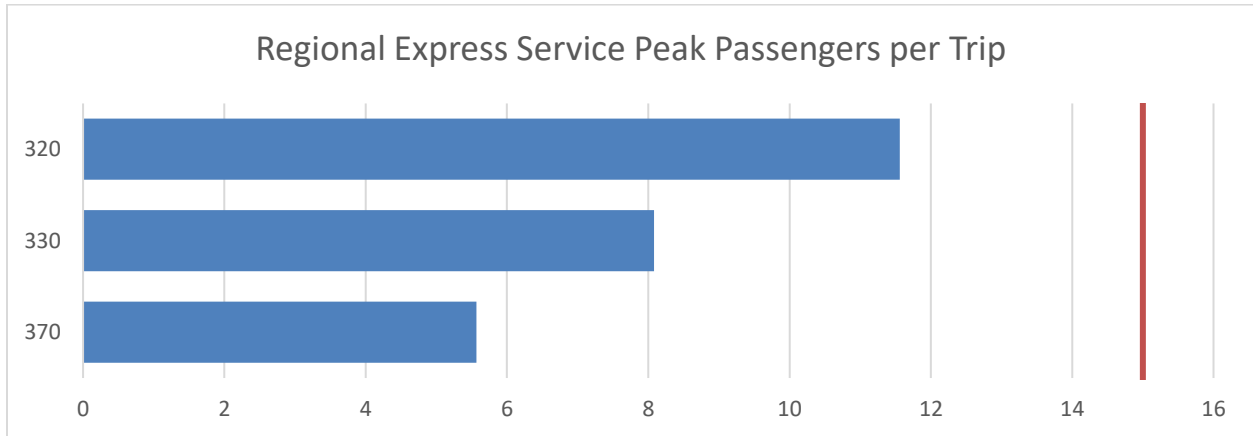
Express Service Peak Boardings and Passengers per Trip

Q3 Comparison - Average Daily Peak Boardings by Express Route				
	Weekday			
	2021/22		2022/23	
	Boardings	Pass/Trip	Boardings	Pass/Trip
123	181	14	291	22
127	246	14	273	15
135	233	17	261	19
136	334	21	348	22
137	185	15	243	20
138	225	17	303	22
158	90	11	121	15
Former 159	282	8		
159	177	10	314	17
161	159	14	282	24
165	96	8	178	15
168A/B	336	8	510	20
178	30	4	33	4
179	19	2	33	4
182	280	11	458	16
183	168	13	233	18
185	323	13	482	19
186	152	14	233	19
194	87	7	148	19
196	53	13	87	22
320	99	8	301	12
330	128	5	218	8
370	67	6	78	6

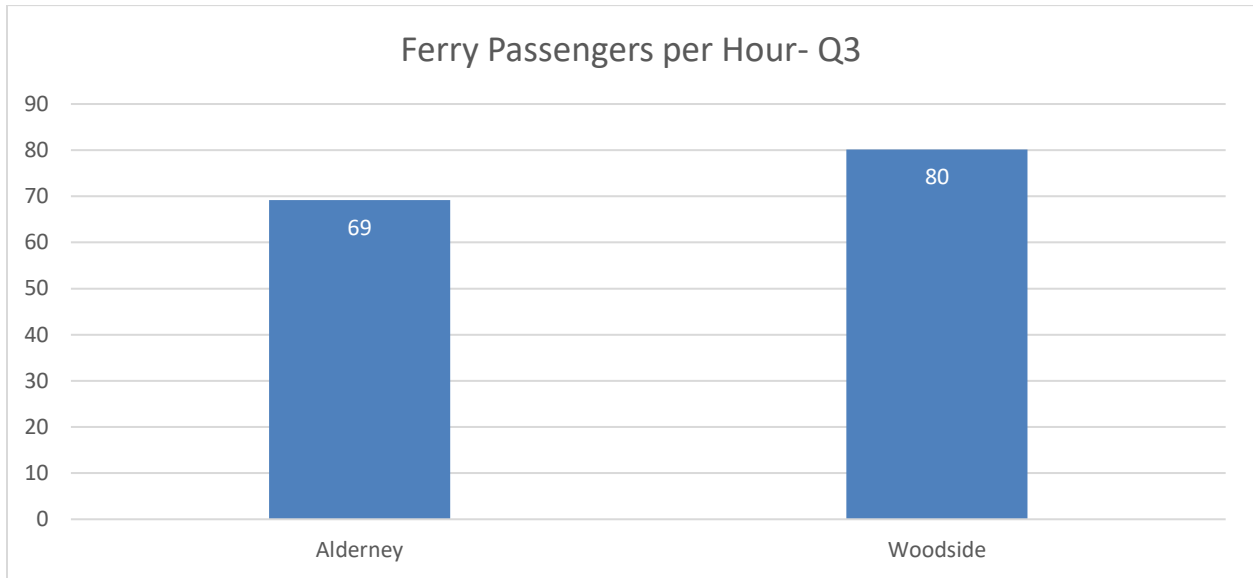
Express Service Peak Passengers per Trip by Route



Regional Express Peak Passengers per Trip by Route



Ferry Passengers per Hour

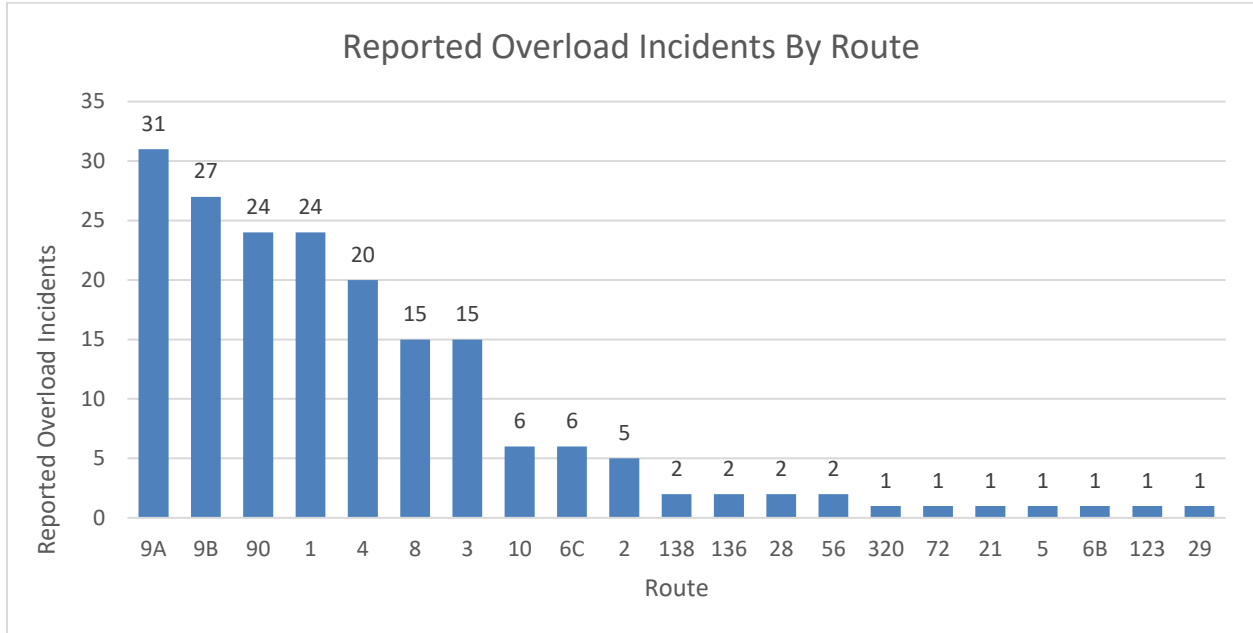


Passenger Overloads

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

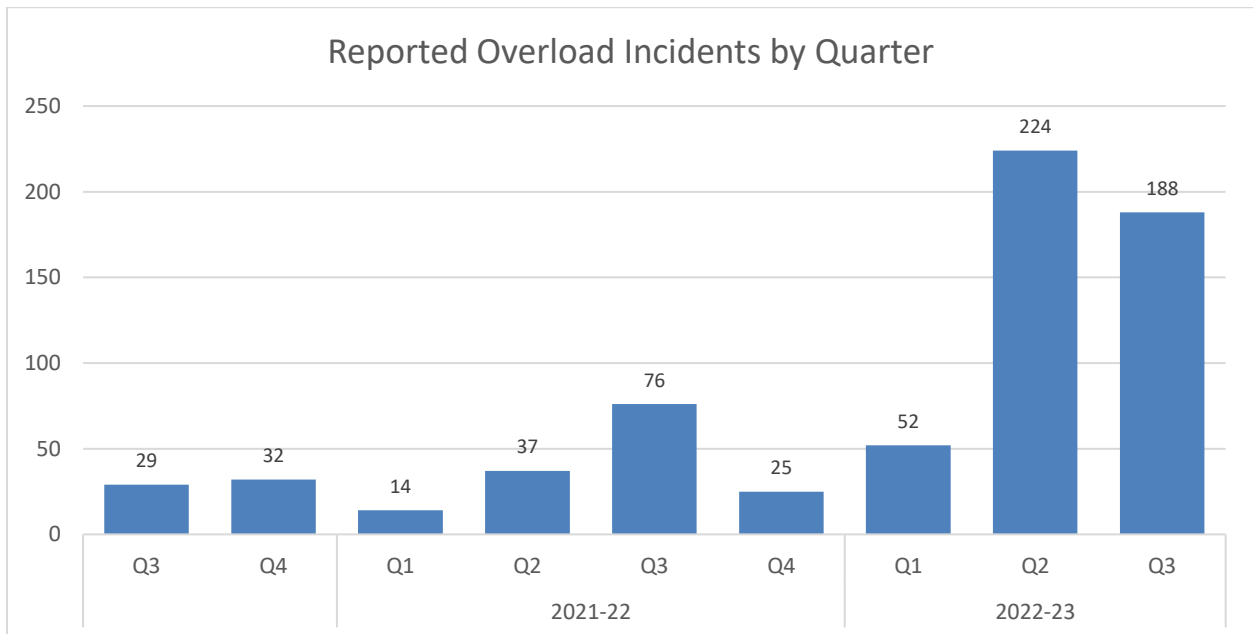
Passenger Overloads by Route

The following graph shows overloaded routes during the quarter. 188 overload incidents were reported during the third 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.

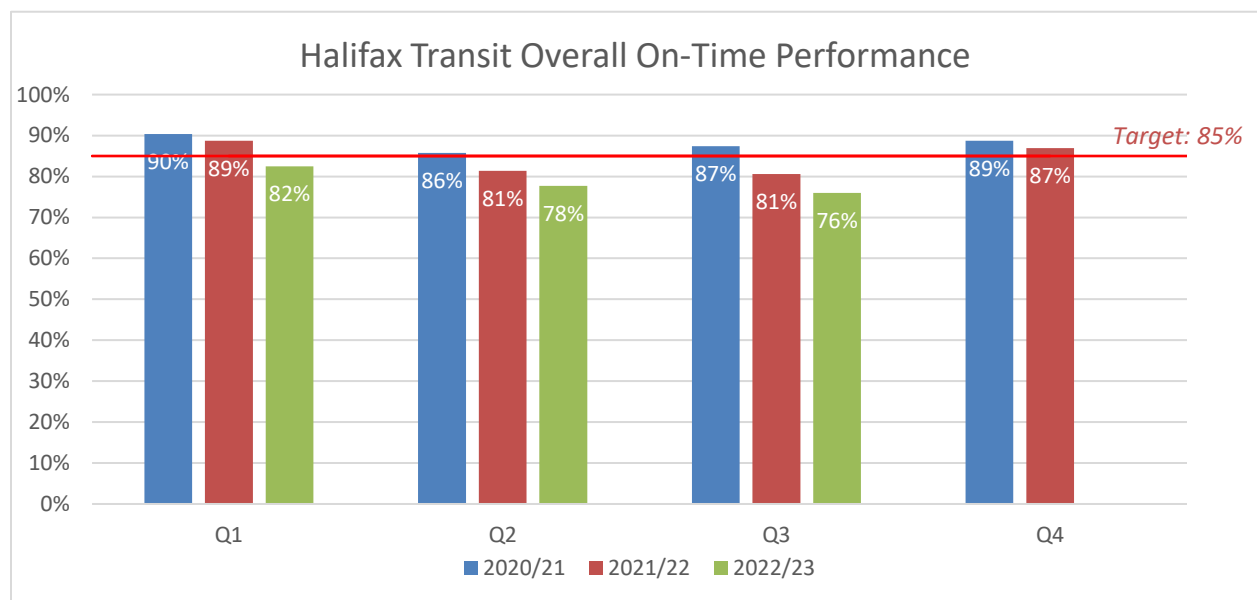
Halifax Transit has established a target for on-time performance of 85%, which is in line with Transit industry standards. While this target has been exceeded in recent periods throughout the pandemic, this is largely due to reduced traffic demands, these conditions have mostly subsided. During these 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.

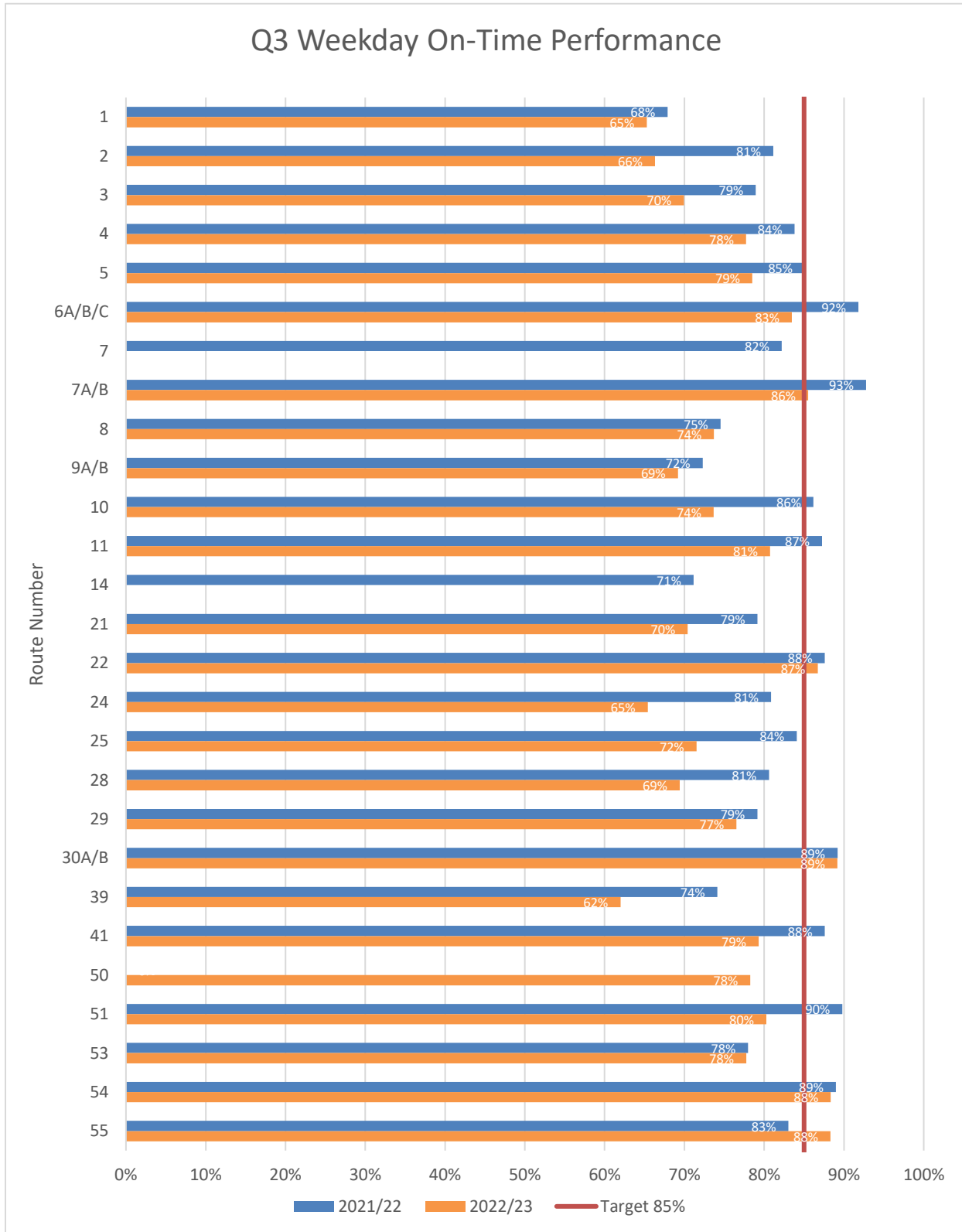
Portland Street Express routes (158, 159, 161, 165, 168A/B) continued to perform poorly in the third quarter, as mentioned in the previous report these routes will undergo minor schedule adjustments in the future to address this.

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 and has seen moderate improvement in more recent months.

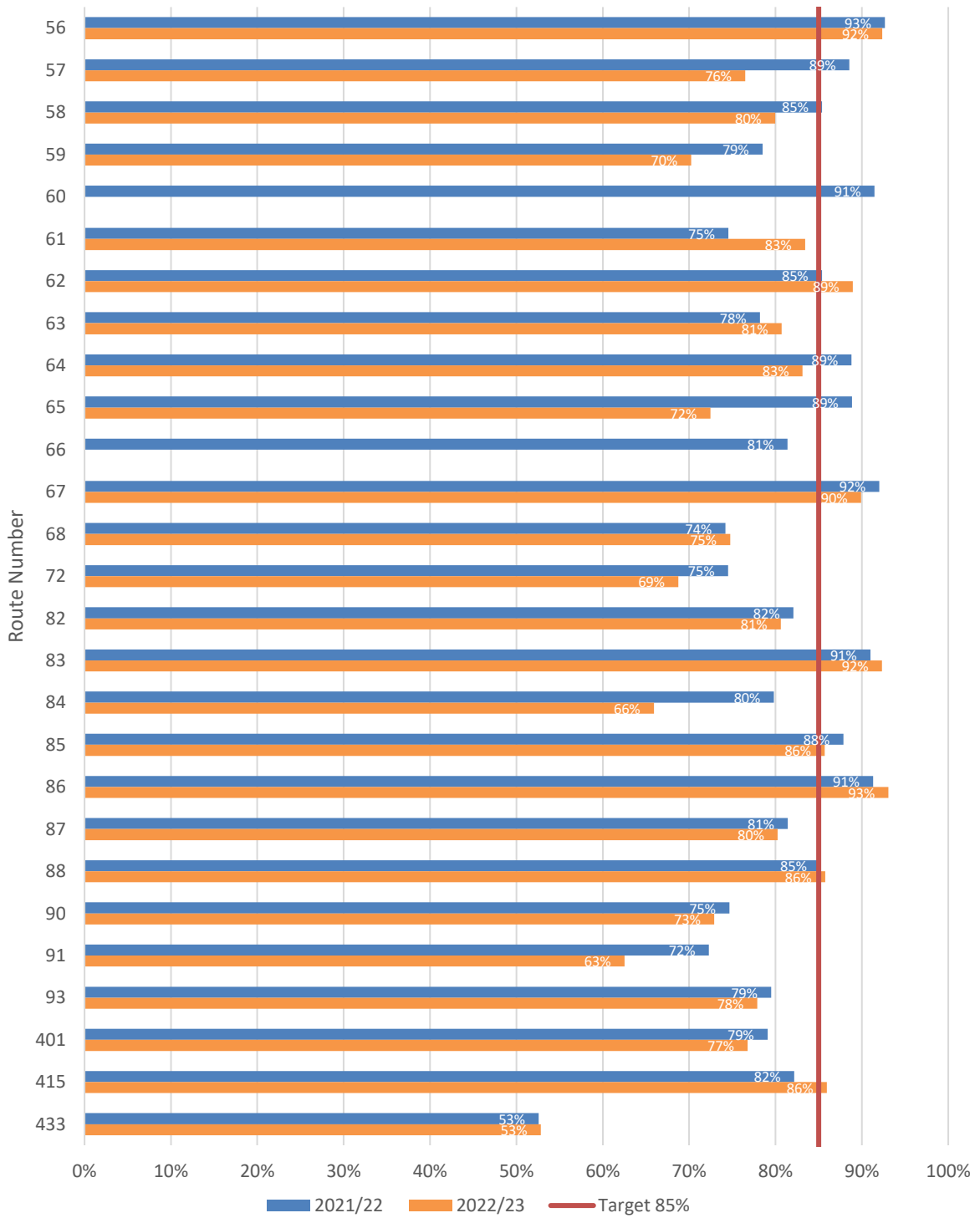
Overall Network On-Time Performance



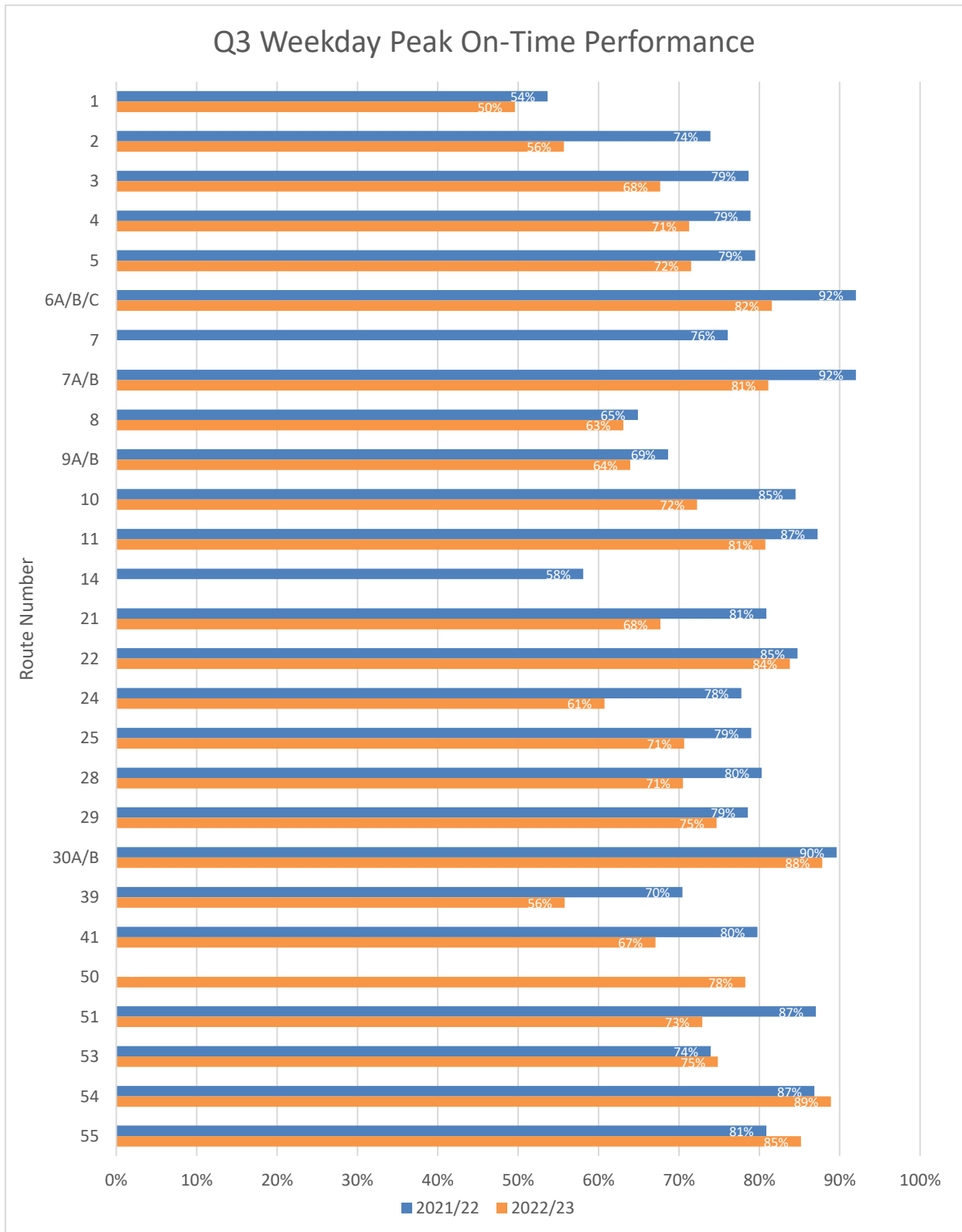
Weekday On-Time Performance



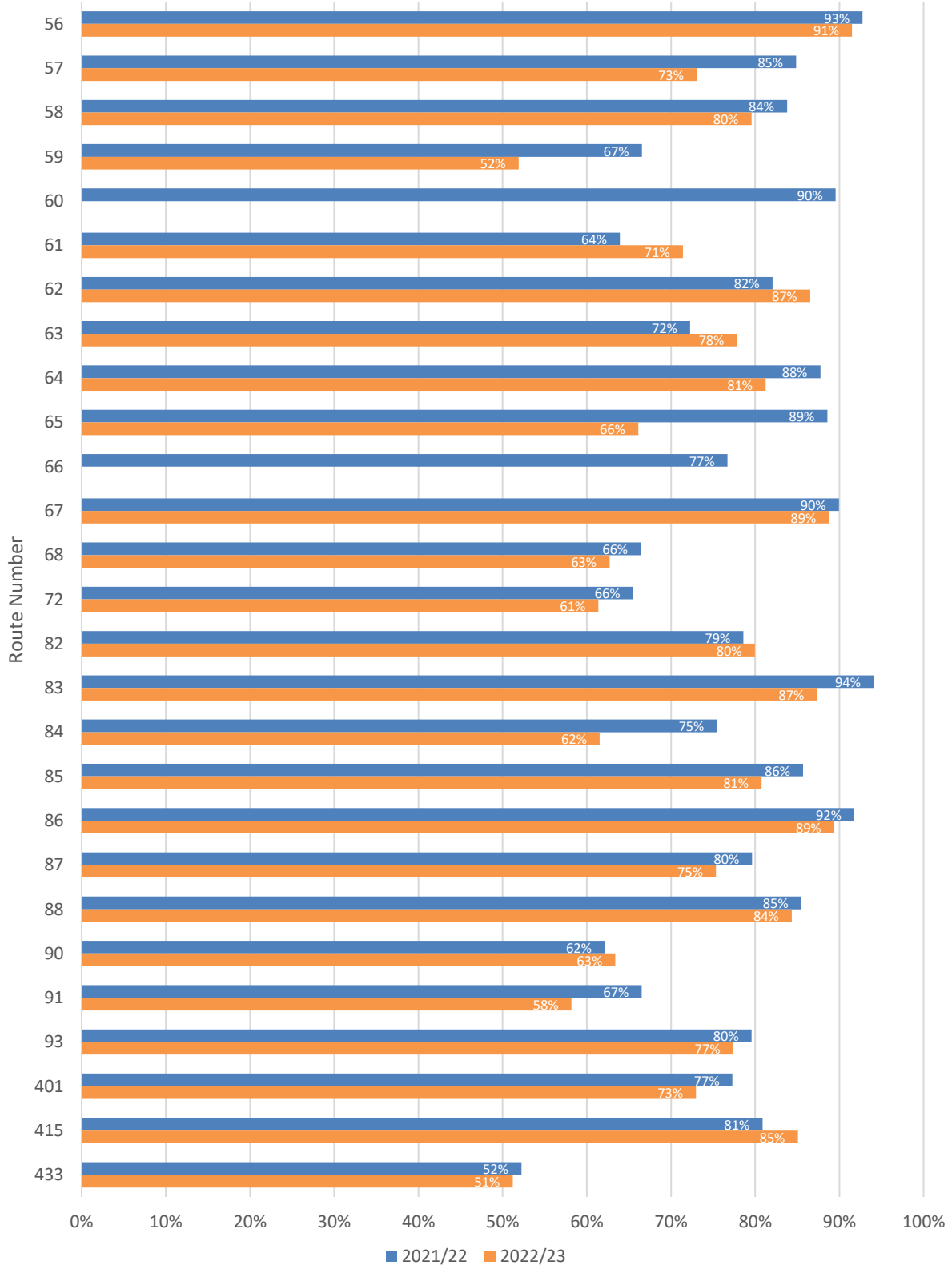
Q3 Weekday On-Time Performance



Weekday Peak Period On-Time Performance



Q3 Weekday Peak On-Time Performance



Express Service On-Time Performance

