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**Item No. 12.1.2**  
**Transportation Standing Committee**  
**August 24, 2023**

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

**SUBMITTED BY:** **Original Signed**

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Cathie O'Toole, Chief Administrative Officer

**DATE:** July 20, 2023

**SUBJECT:** **2022/23 Q4 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**

Administrative Order Number One, the Procedures of the Council Administrative Order, Schedule 7 - 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 fourth quarter of the year and includes reporting on key performance measures. The report also includes annual year-end key performance measure reporting for 2022/23. 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**

During the fourth quarter of 2022/23 (January, February, and March 2023) Halifax Transit continued to see increases in ridership as recovery from the COVID pandemic continued. Boardings during the fourth quarter were 92% of normal levels (as last recorded in 2018/19) and have continued trending upwards, approaching 100% in more recent months.

To address staffing challenges and unpredictable service cancellations, since February 2023 service has been temporarily suspended on three bus routes, schedule adjustments have been made to three routes, and trips were removed from 30 routes. This represents an approximate 4% decrease in overall service provision. These reductions provide more consistency in service and have significantly reduced ad hoc service losses.

### **Q4 Performance Measures Highlights**

Attachment A, *Halifax Transit 2022/23 Q4 Performance Measures Report*, covering January, February, and March 2023 includes additional performance measures and detailed statistics.

- Overall boardings increased 55% this quarter from last year (remaining 3% below 2019/20 Q4), while revenue increased 30% (remaining 15% below 2019/20 Q4).
- System wide on-time performance was 85%, 7% lower than Q4 last year.
- Access-A-Bus operated 35% more trips this quarter when compared to Q4 last year.
- This quarter 75% of customer feedback was resolved within service standards.
- The Mean Distance Between Failures (MDBF) for conventional service was 11,493 km, an 8% increase from Q4 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 6,095 kms, an increase of 3% from Q4 last year.
- The MDBS for Access-A-Bus was 36,403 kms, a 3% decrease from Q4 last year.
- The maximum daily number of buses that could not complete their scheduled service due to a mechanical defect was 15, while the daily average was 4.5.
- Maintenance cost was \$1.56/km, 17% higher than the budgeted cost of \$1.33/km

### **2022/23 Year End Performance Measures Highlights**

Attachment B, *Halifax Transit 2022/23 Year End Performance Measures Report*, includes additional performance measures and detailed statistics.

- Overall boardings increased 47% this year compared with the previous year, remaining 16% below the 2019/20 values.
- System wide on-time performance was 79%, down 5% from the previous year.
- Access-A-Bus operated 29% more trips this year compared to the previous year.
- 72% of customer feedback was resolved within service standards in 2022/23

- The Mean Distance Between Failures (MDBF) for conventional service was 10,752, down 12% from the previous year.
- The Mean Distance Between Service Calls (MDBS) for conventional service was 6,290, a 10% increase over the previous year.
- The MDBS for Access-A-Bus was 70,965, a 73% increase over the previous year.
- Maintenance cost was \$1.32/km, 1% lower than the budgeted cost of \$1.34/km.
- Fuel cost was \$1.499/L, 67% higher than the budgeted cost of \$0.90/L.

### **FINANCIAL IMPLICATIONS**

No financial implications.

### **COMMUNITY ENGAGEMENT**

No community engagement was required.

### **ATTACHMENTS**

Attachment A: Halifax Transit 2022/23 Q4 Performance Measures Report  
Attachment B: Halifax Transit 2022/23 Year End 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: 2022/23 Halifax Transit Q4 Performance Measures Report

**2022/23 – Q4**

**Performance Measures Report**

**HALIFAX**  
TRANSIT

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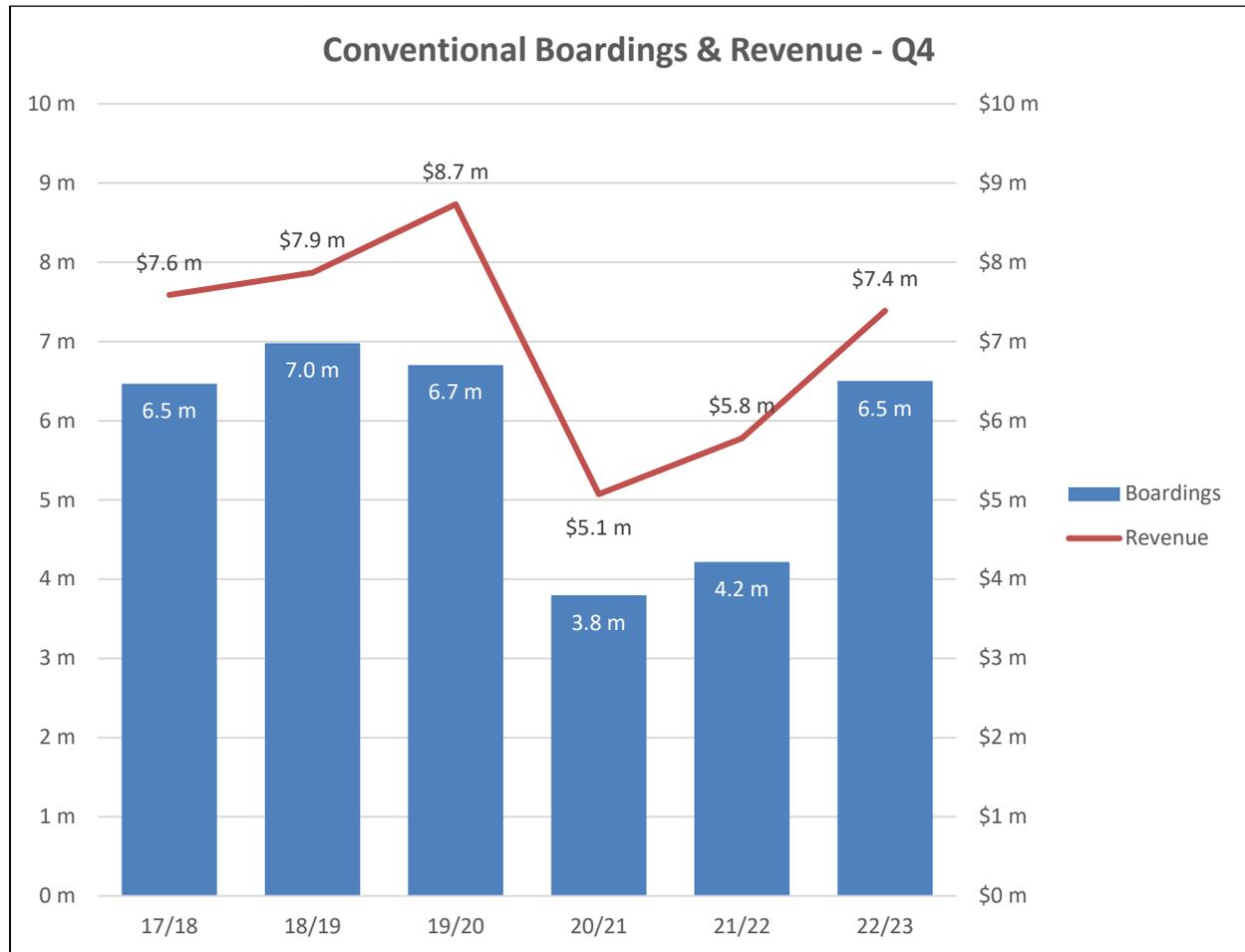
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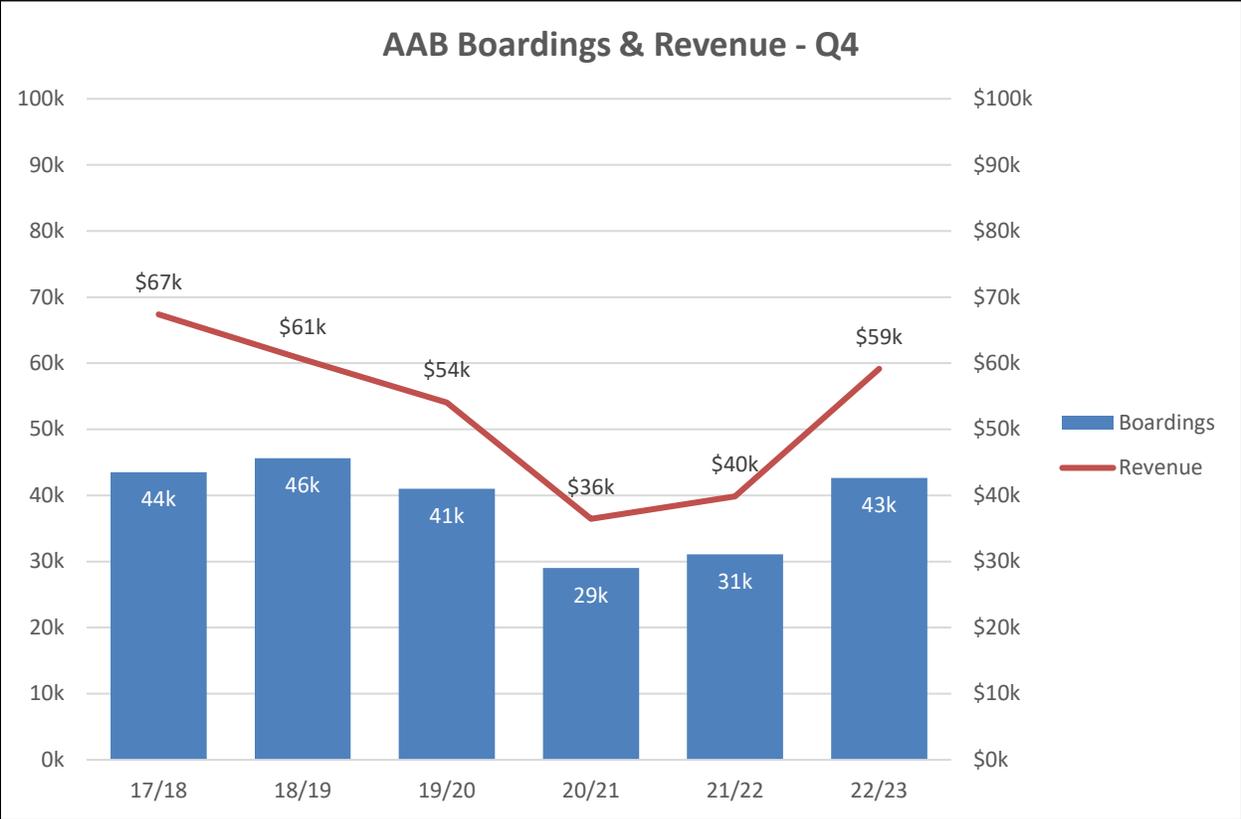
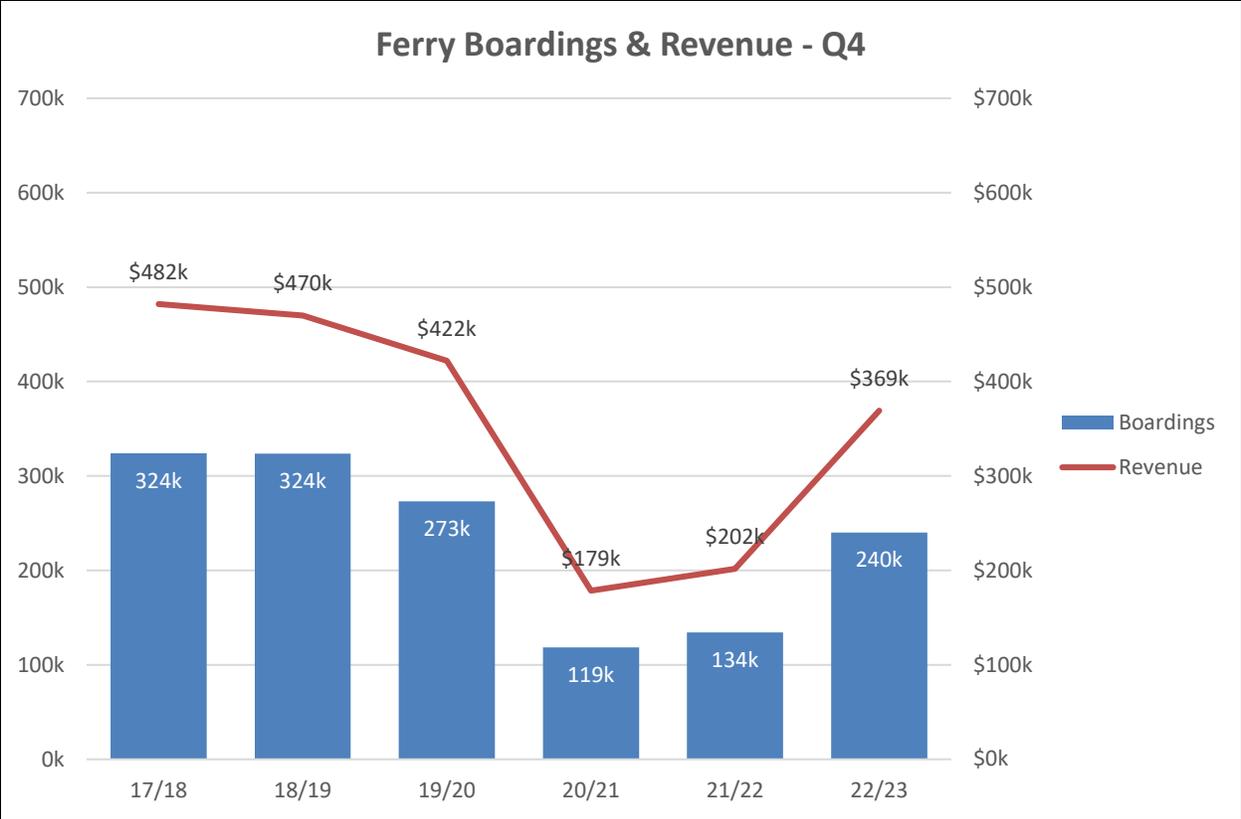
## Boardings & Revenue

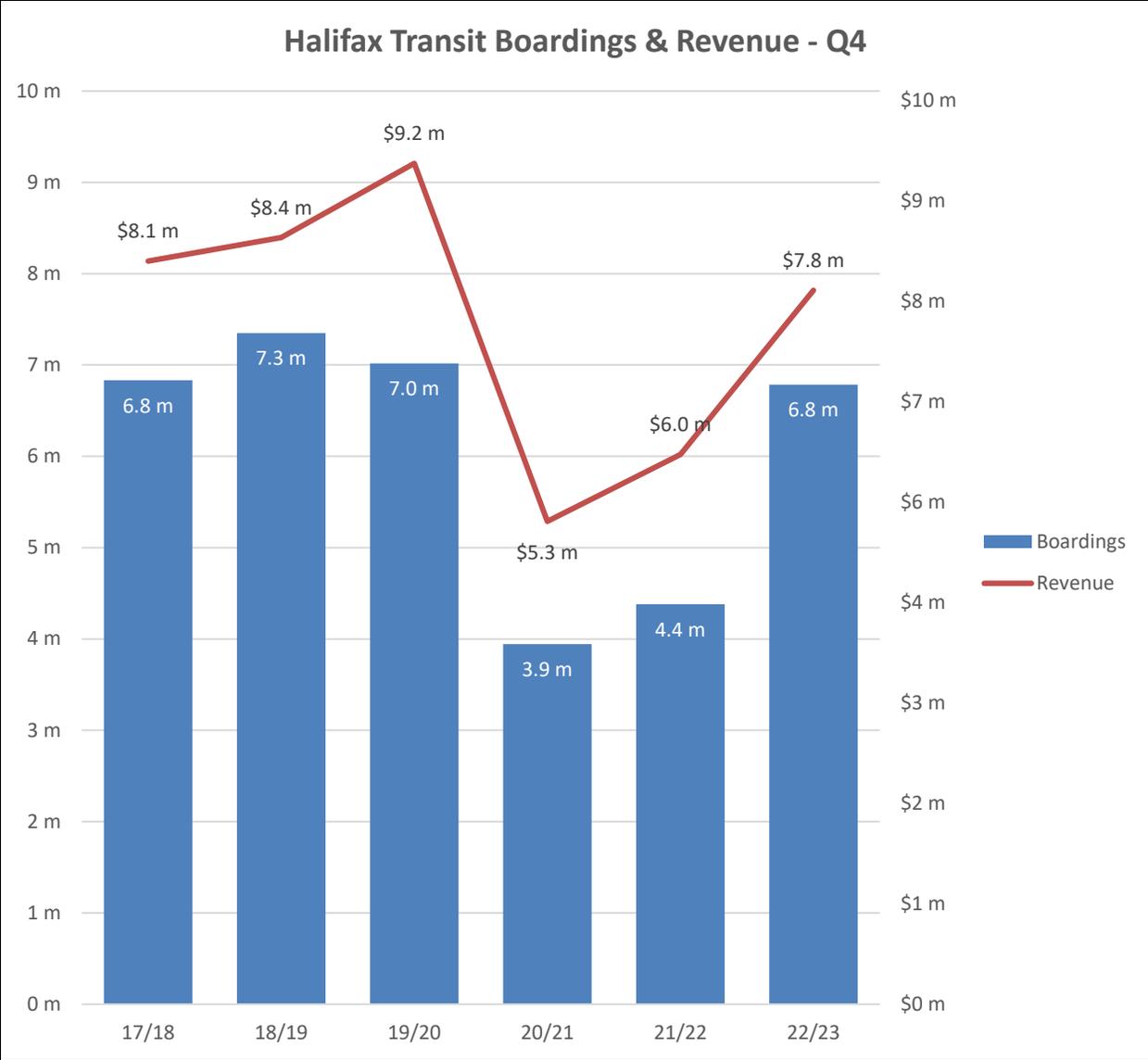
Revenue and boardings are reported to demonstrate how well transit services were used over the quarter, in comparison to the same quarter the previous year.

Recovery from the COVID-19 pandemic continued through the fourth quarter this year. Conventional boardings increased 54% from this quarter last year, Ferry boardings increased 79% and Access-A-Bus boardings increased 37%. Overall, system wide boardings increased this quarter by 55% 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 3% lower than third quarter 2019/20.

## Historical Boardings & Revenue



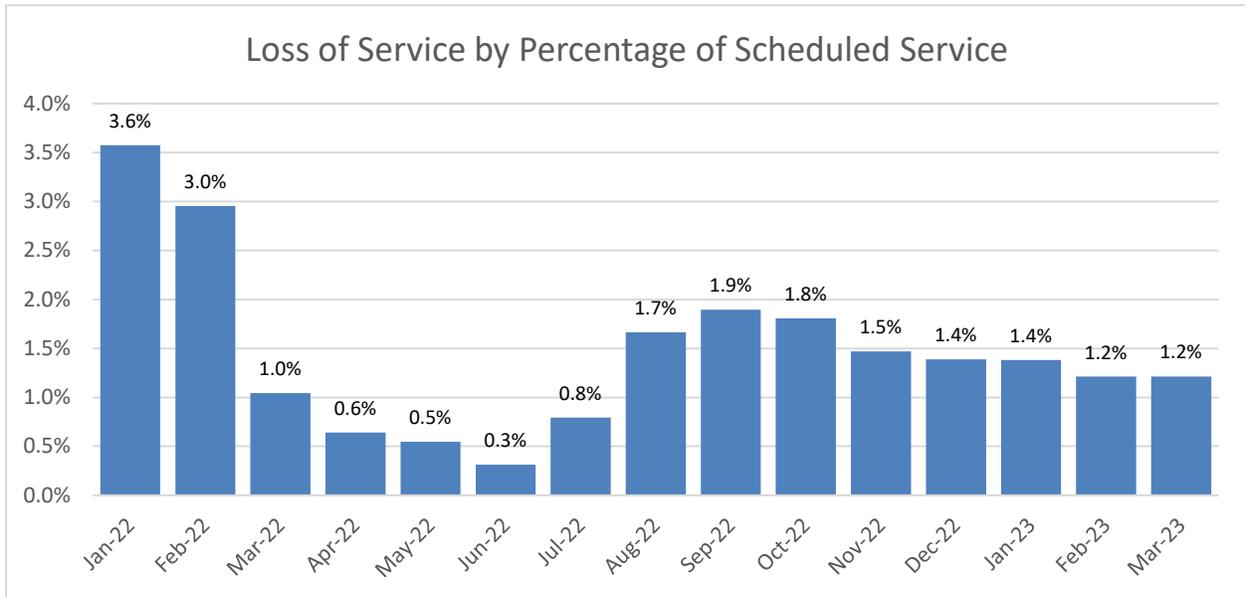




## Loss of Service

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

In the fourth quarter, the total loss of service was 2,618 hours, which is 1.3% of the quarterly revenue hours. The chart below shows the total loss of service for each month. In late February 2022 temporary service reductions were put in place to address staffing issues, these reductions have reduced the amount of scheduled service that has to be cancelled ad hoc.

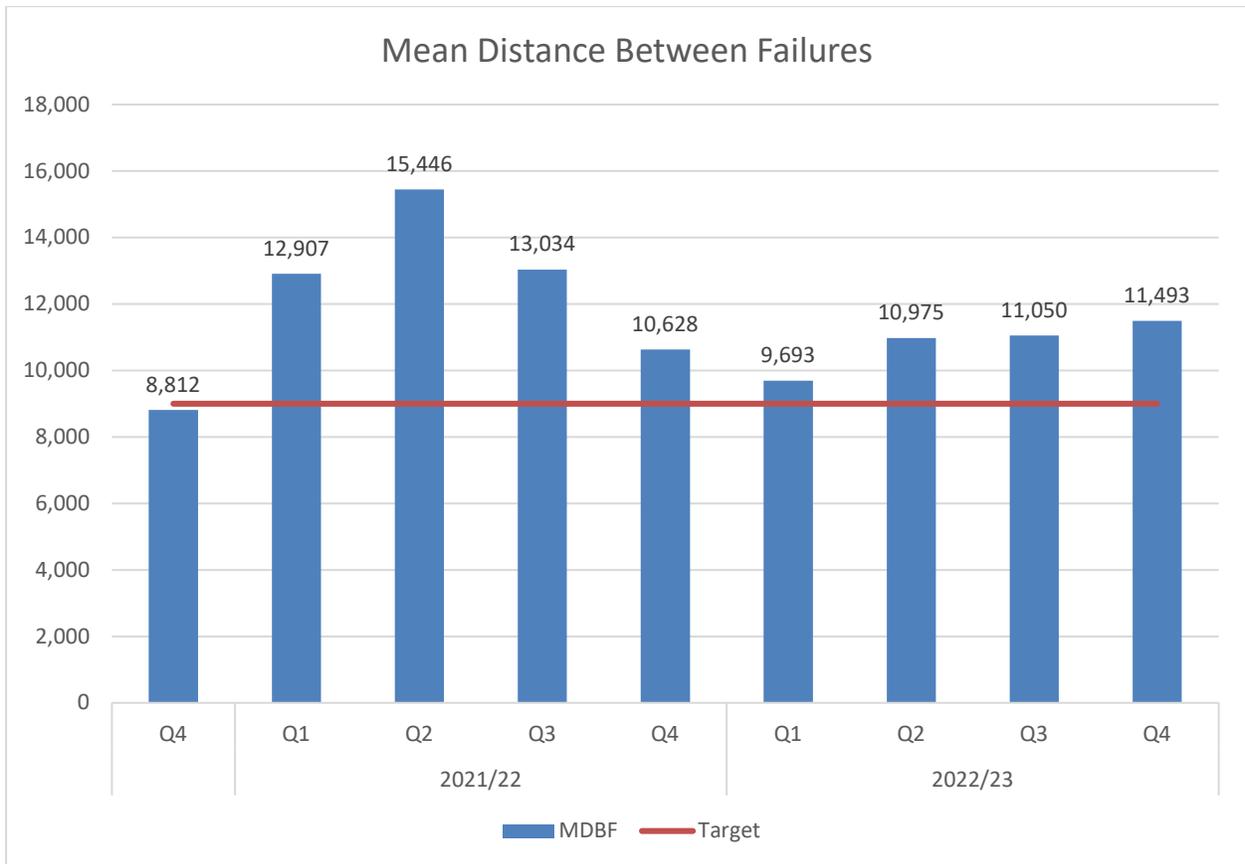


## Fleet Services

### Mean Distance Between Failures

Halifax Transit's Mean Distance Between Failures (MDBF) is the distance in kilometres covered between vehicle related failures that prevent a vehicle from completing scheduled service.

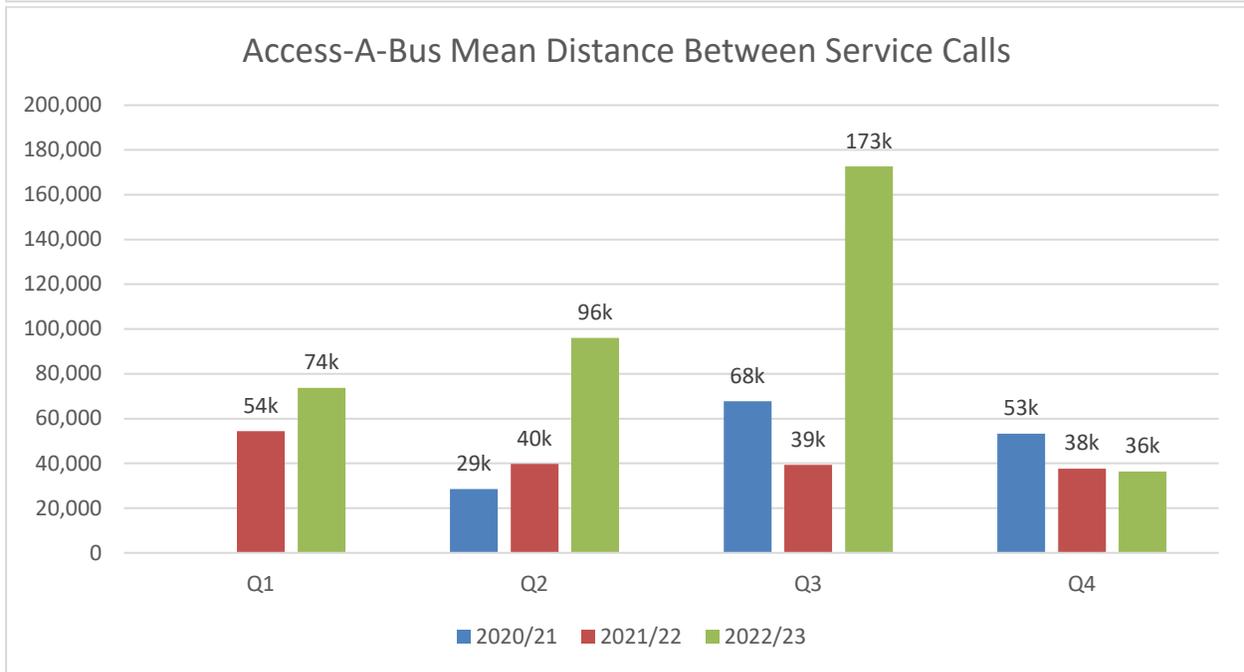
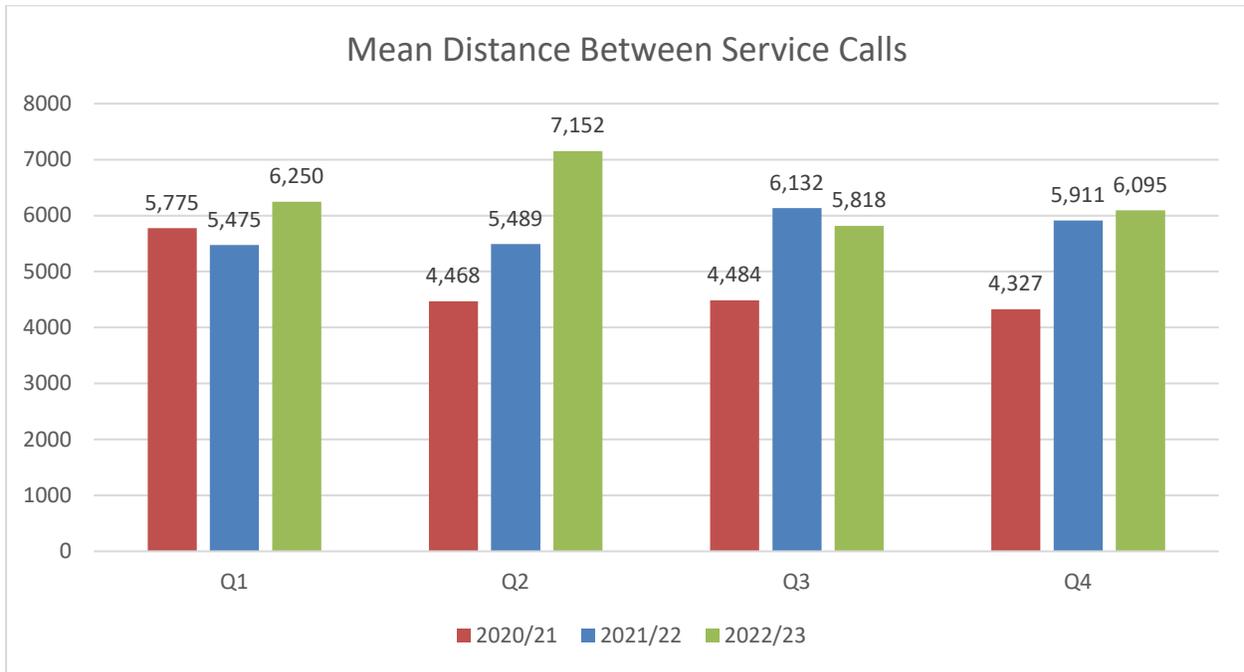
For the fourth quarter of 2022/23, the MDBF for conventional transit was 11,493 kms. This is an 8% increase from the fourth quarter of the previous year.



## Mean Distance Between Service Calls

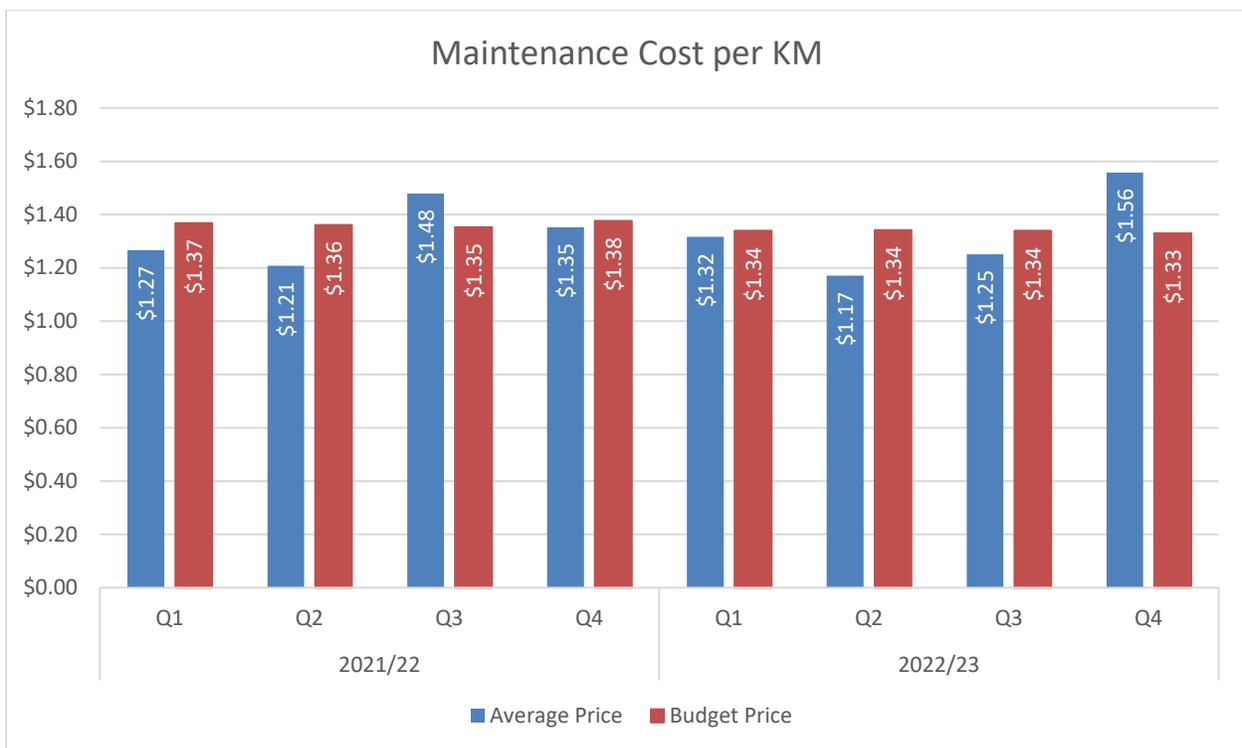
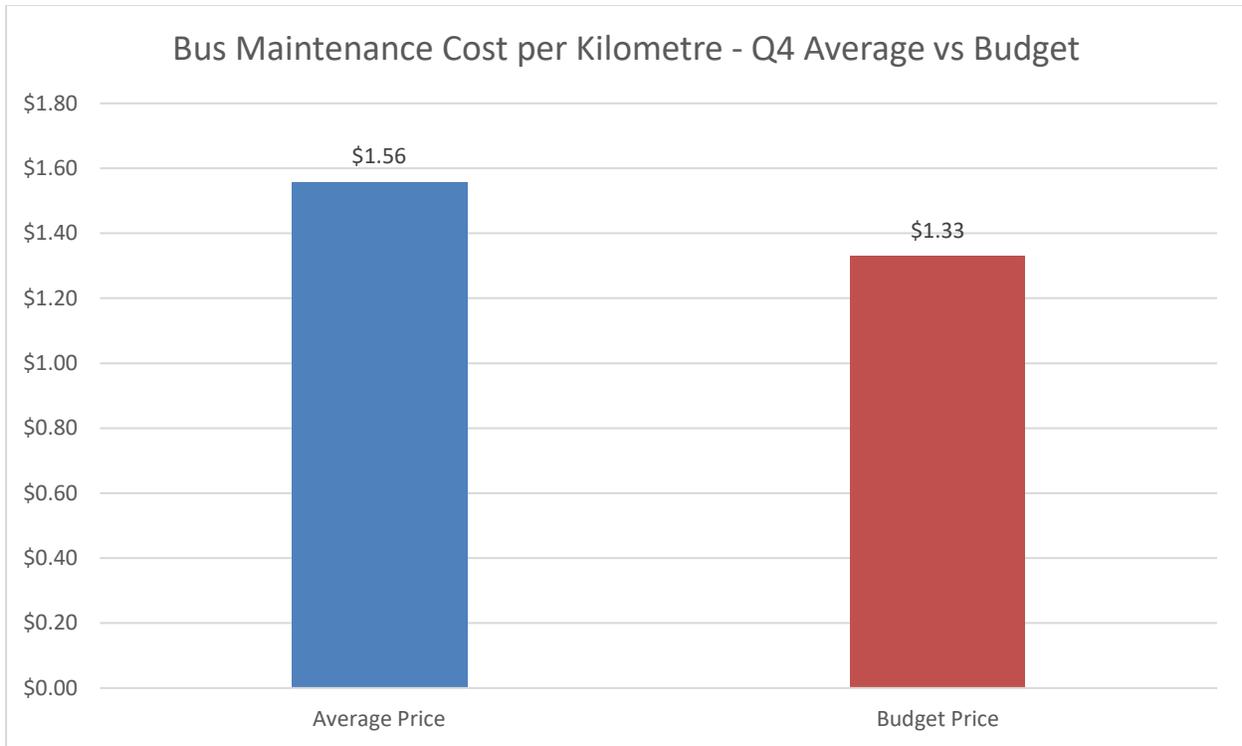
Mean Distance Between Service Calls (MDBS) reflects the average distance in kilometres covered between maintenance service calls. This metric includes all instances of service calls, including issues with secondary equipment, passenger-related events and damages to the bus resulting from minor accidents.

For the third quarter of 2022/23, the MDBS for conventional transit was 6,095 kms. In comparison to the fourth quarter of last year this is an increase of 3%. The MDBS for Access-A-Bus service was 36,403 kms, a 3% decrease from the previous year.



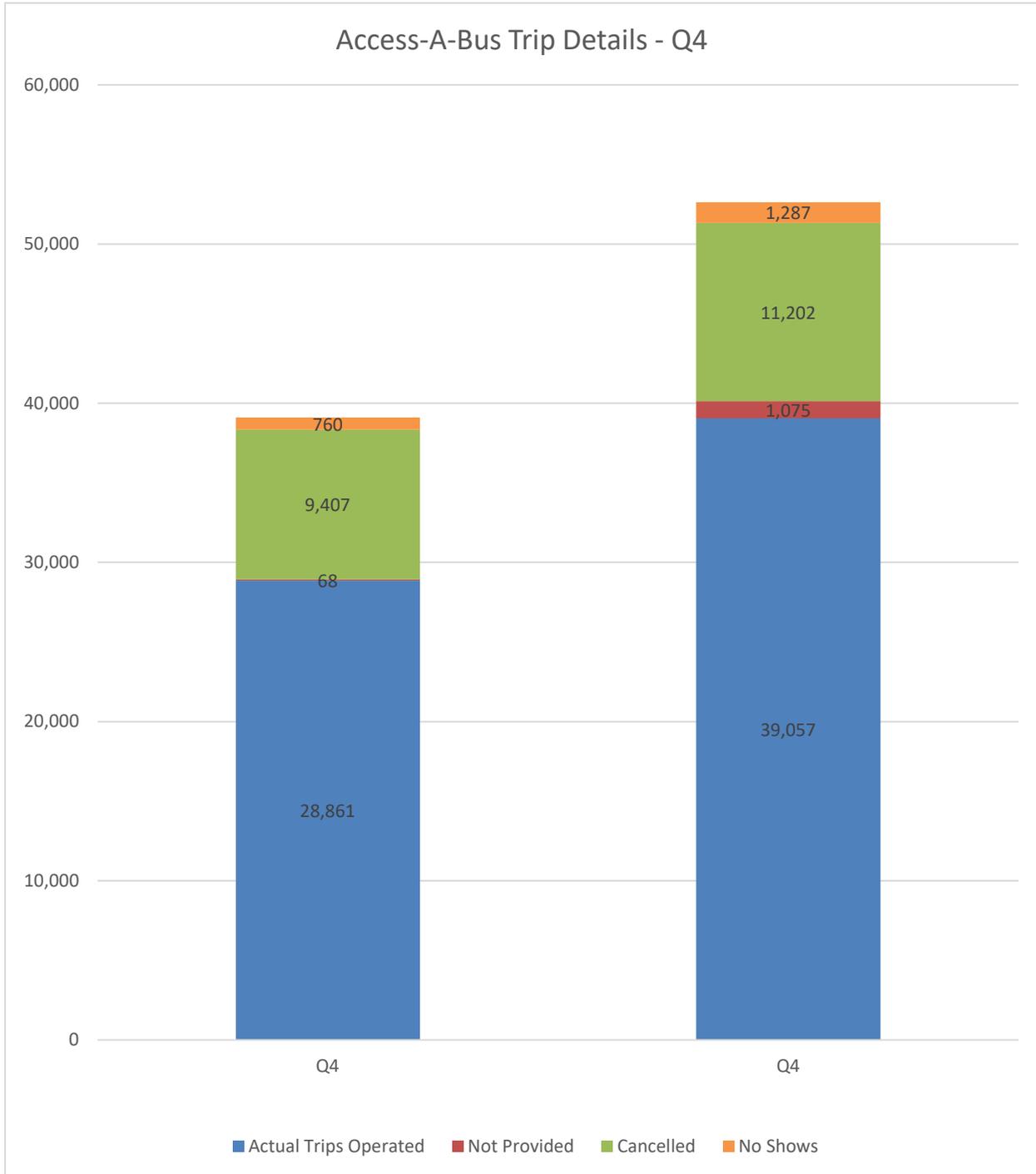
## Bus Maintenance Cost – Quarter Average vs Budget

In the third quarter bus maintenance costs were \$1.56/km, 17% higher than the budgeted maintenance cost of \$1.33/km.



## 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 fourth quarter of 2022/23 a total of 39,057 trips were operated, an increase of 35% compared to the fourth quarter last year, which had irregularly low ridership, largely attributed to the pandemic.

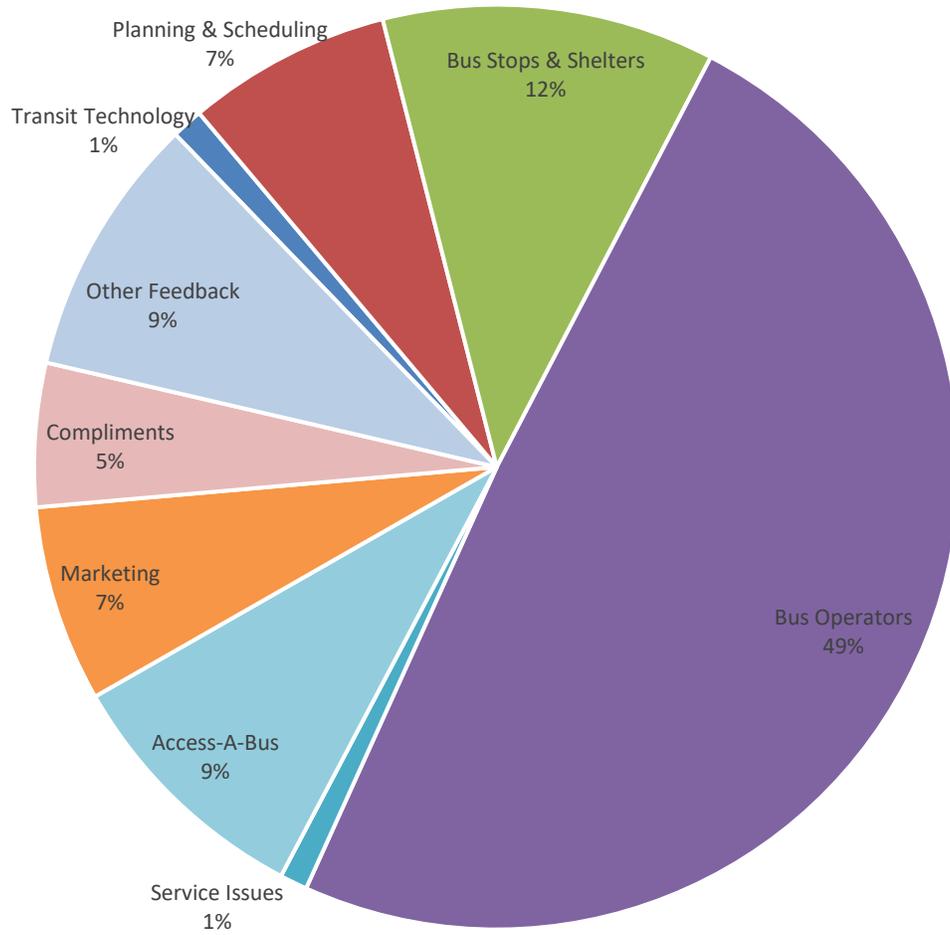


## Customer Service – All Services

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 from 2 to 28 days depending on the subject matter.

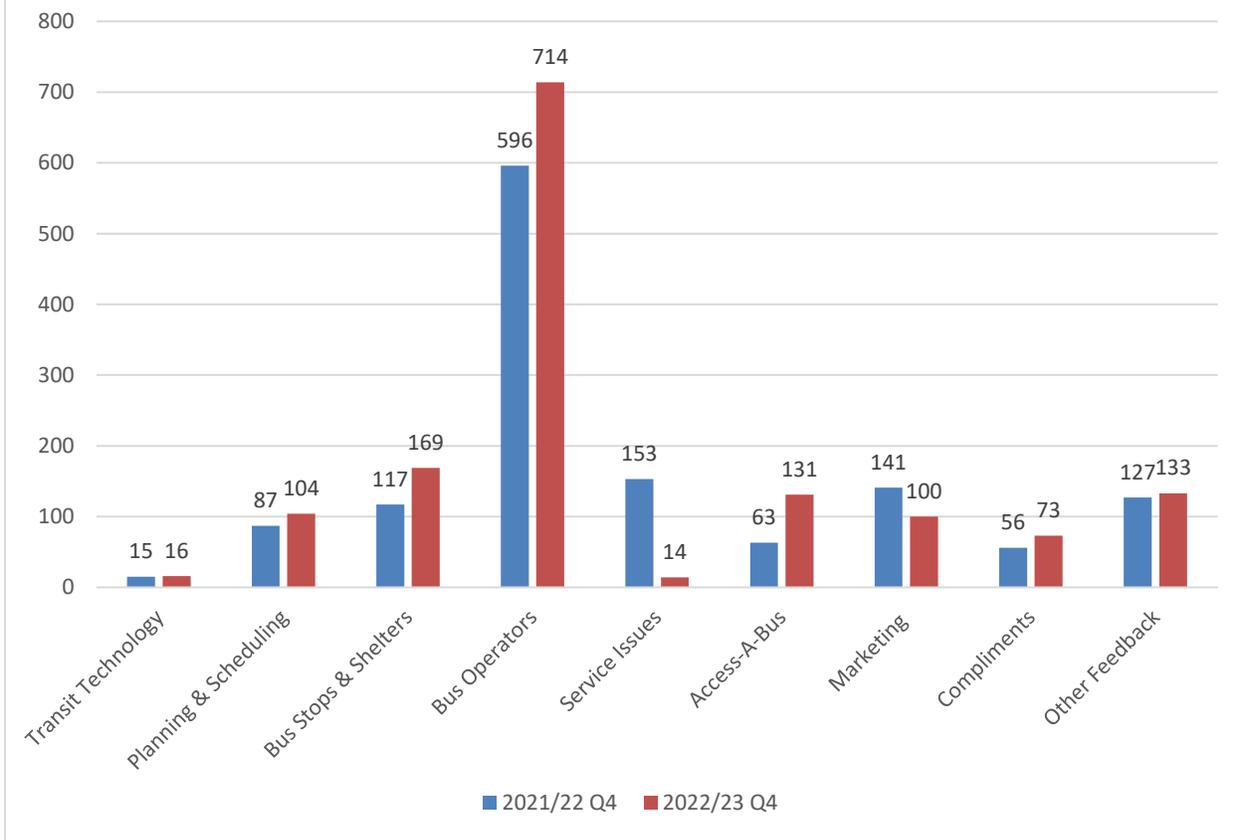
In the fourth quarter, 49% of feedback received was related to Bus Operator Driving and Behaviour. The remaining 51% is comprised of feedback regarding service issues, planning and scheduling, bus stops and shelters, marketing, compliments and other miscellaneous comments. Halifax Transit aims to address 90% of feedback within service standard. This quarter, 75% of customer feedback was resolved within standard.

## Summary of Customer Feedback - Q4



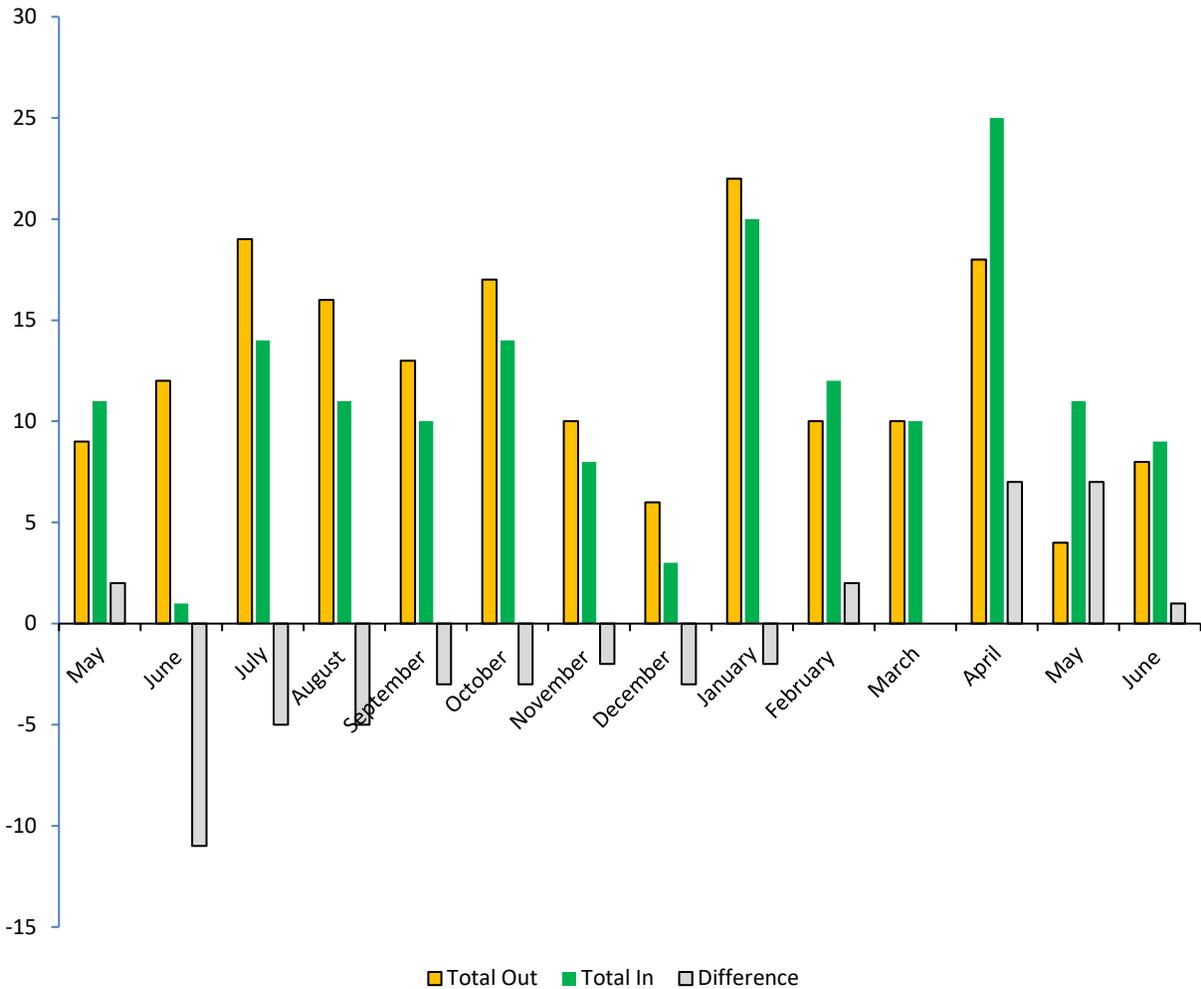
Resolved Within Standard  
Fixed Route Service (Bus & Ferry): 74%  
Access-A-Bus: 93%

### Customer Feedback Comparison - Q4



## Recruitment and Retention

The figure below includes information on the number of convention Bus Operators entering and exiting Halifax Transit between May 2022 and June 2023. The grey bar illustrates the net loss/gain of staff each month and shows that from the period of June 2022 to January 2023, there was a net loss each month. This trend has shifted over the last five months, which have seen a combined net increase 17 Operators.



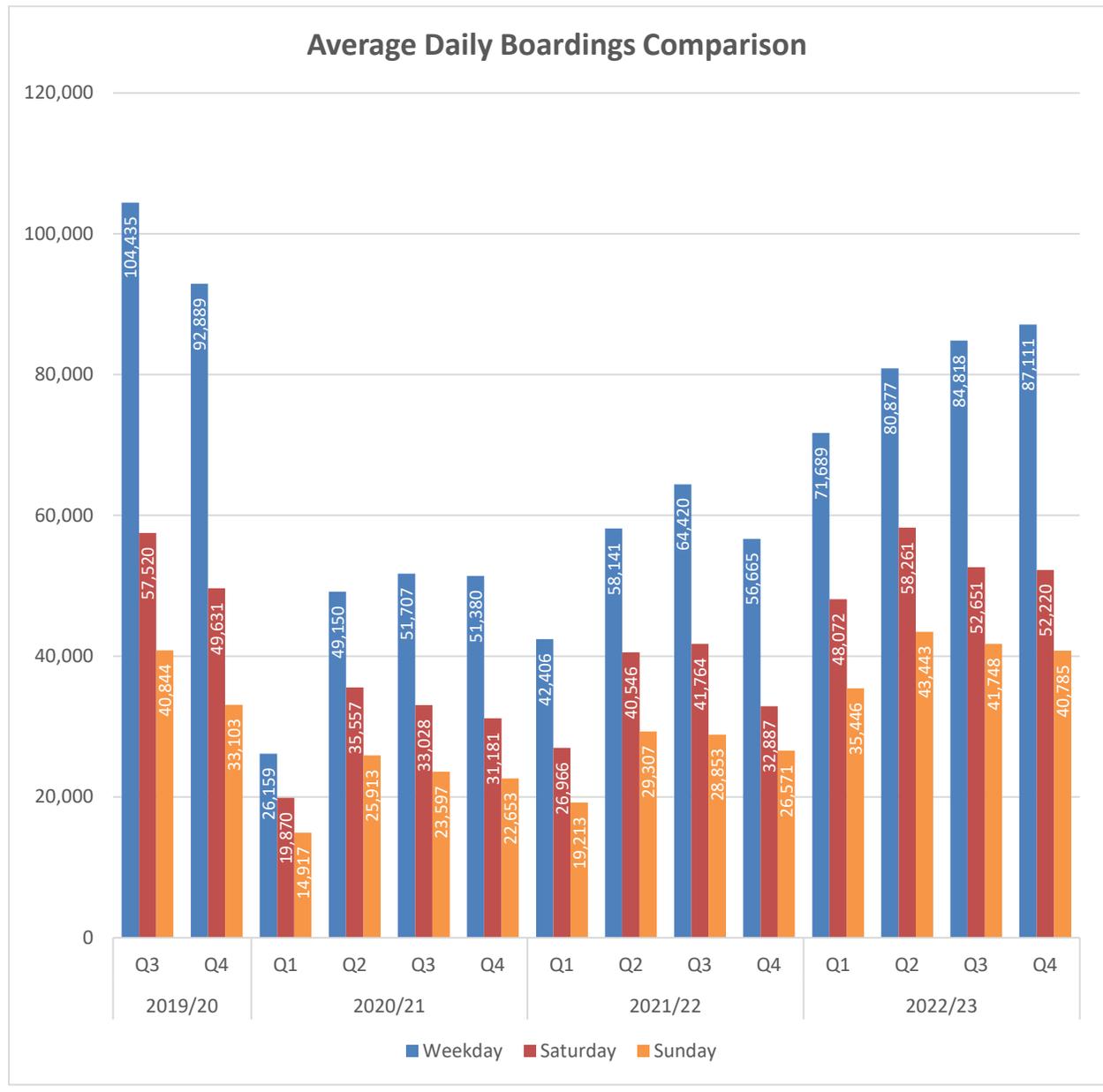
## Service Utilization

### Boardings

Average weekday boardings in the fourth quarter were 87,777 ± 10,695 (12% variance). Average Saturday boardings this quarter were 52,220 ± 9,560 (18% variance). Average Sunday boardings this quarter were 40,785 ± 3,800 (9% variance).

### Average Daily Boardings by Service Day

The following chart shows average daily boardings by quarter tracking to Pre COVID periods. Covid pandemic impacts began near the end of 2019/20 Q4.



## Ridership Guidelines by Route – Passengers Per Hour

Halifax Transit established ridership guidelines as part of the Moving Forward Together Plan, the table below displays route performance in comparison to these guidelines. Several routes are replaced during the peak hour in the peak direction by express services, as such these routes are not expected to meet typical ridership guidelines during peak periods. Colour coding has been applied as follows:

- Green = Exceeding Ridership Guideline
- Yellow = Within 50% of meeting Ridership Guideline
- Red = More than 50% below Ridership Guideline
- Grey = Routes replaced by express services in peak direction.

2022/23 Q4 Ridership Guidelines by Route									
Route	Weekday				Saturday		Sunday		
	Boardings	Passengers Per Hour			Boardings	Pass/Hour	Boardings	Pass/Hour	
	All Day	AM & PM Peak	Midday	Evening	All Day		All Day		
Ridership Guideline		25	15	10		15		10	
1	9,132	64	66	43	7,065	63	4,446	51	
2	4,468	47	42	29	3,909	40	2,711	39	
3	6,442	50	40	32	3,231	39	3,529	37	
4	5,755	45	48	37	2,282	47	1,948	43	
5	3,527	46	41	28	2,483	37	1,689	41	
6A/B/C	2,852	36	35	20	1,490	33	1,214	29	
7A/B	4,987	44	39	24	3,067	31	1,951	28	
8	4,090	39	35	23	3,086	32	2,570	28	
9A/B	6,240	44	49	29	3,144	49	2,616	43	
10	4,680	46	53	32	2,672	36	2,018	41	
21	1,024	38	40	24	928	27	606	34	
22	661	25	24	10	414	12	404	12	
24	1,890	39	38	23	1,788	32	1,536	29	
25	465	22	27	15	283	19	338	25	
26	45	18							
28	1,650	46	41	33	1,515	37	886	41	
29	2,940	36	34	22	1,718	27	1,422	24	
30A/B	1,171	36	35	22	740	21	546	26	
30A	645	39	41	24	340	20	248	20	
30B	527	33	30	21	400	23	298	32	
39	1,367	38	29	18	1,055	21	506	23	
41	814	43	35	35					
50	81	22							
51	946	43	45	21	492	33	286	19	
53	986	38	32	17	754	23	409	20	
54	865	32	36	16	498	24	347	22	
55	341	21	21	10	301	20	203	14	
56	923	40	29	17	939	29	619	20	
57	32	9	10	9					
58	159	14	13	4	99	6	74	5	
59	121	10	16	8	113	16	79	12	
61	181	11	14	9	183	11	151	10	
62	512	26	27	12	285	17	262	17	
63	426	21	19	10	254	16	178	13	
64	656	18	10	5					
65	136	13	31	8	77	7	62	6	
67	613	21	27	11	273	17	200	12	
68	255	18	23	9	198	11	157	10	
72	1,549	40	33	17	1,122	25	595	22	
82	224	15	14	6	197	12	170	11	
83	73	6	7	3	68	6	56	5	
84	973	19	23	10	361	12	307	10	
85	143	11	16	5	95	11	83	10	
86	122	9	10	6	117	7	97	7	
87	1,223	32	18	12	786	15	435	17	
88	203	21	12	8	157	11	121	8	
90	2,143	41	32	18	1,333	21	710	20	
91	938	31	33	18	438	20	440	21	
93	203	20	19	6					
401	112	11	12	8	42	9	30	6	
415	47	7	7						
433	79	13		7					

### Express Service Peak Boardings & Passengers per Trip

The table below displays average daily boardings and passengers per trip on Halifax Transit Express services. Colour coding has been applied as follows:

Green = Exceeding Ridership Guideline

Yellow = Within 50% of meeting Ridership Guideline

Red = More than 50% below Ridership Guideline

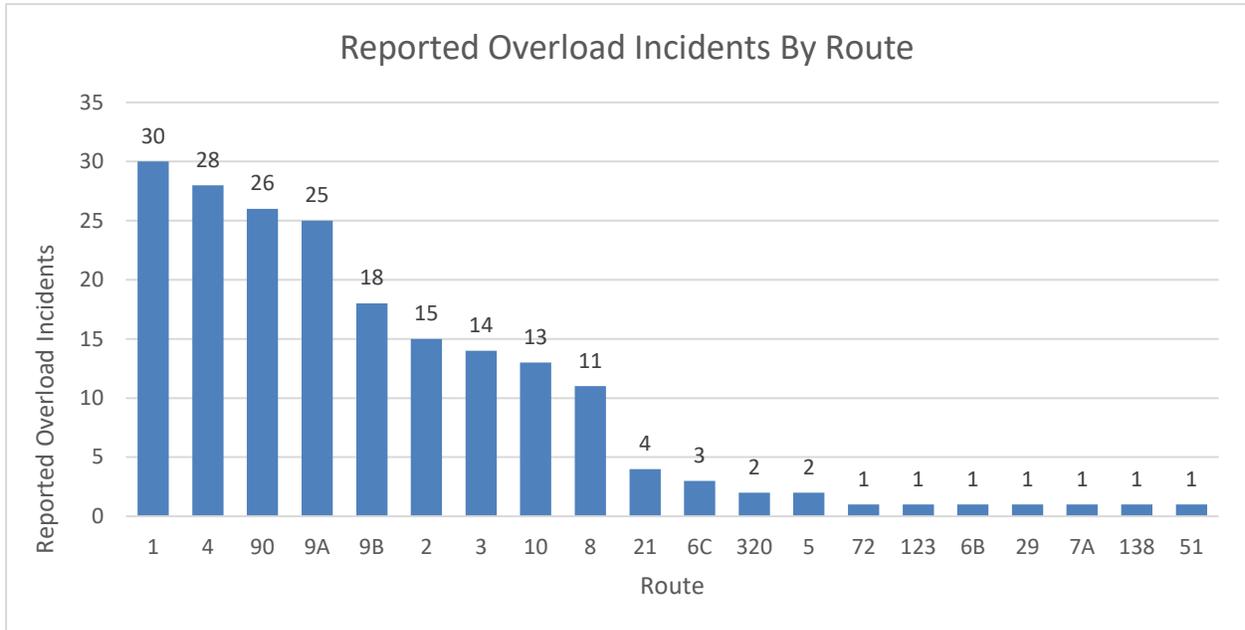
2022/23 Q4 Express Route Ridership Guidelines by Route			
Route	Weekday Peak Hours		
	Boardings	Pass/Trip	
<b>Express Ridership Guideline</b>			<b>20</b>
123	316		25
127	270		16
135	290		23
136	371		25
137	239		21
138	326		26
158	123		17
159	306		19
161	324		27
165	212		20
168A/B	549		23
168A	323		26
168B	226		20
178	20		4
179	14		3
182	497		19
183	262		21
185	500		21
186	246		22
194	164		22
196	100		25
<b>Regional Express Ridership Guideline</b>			<b>15</b>
320	279		11
330	226		9
370	79		6

## Passenger Overloads

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

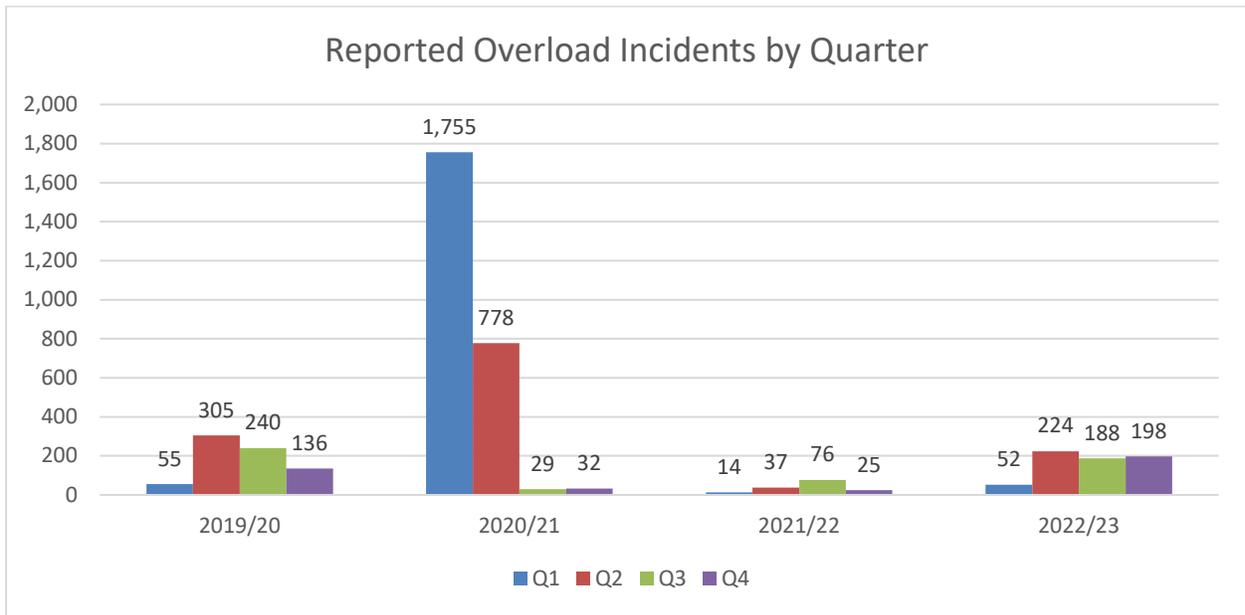
### Passenger Overloads by Route

The following graph shows overloaded routes during the quarter. 198 overload incidents were reported during the fourth quarter of 2022/23. Of these, 80% of overloads occurred on weekdays, 12% occurred on Saturdays, and 8% occurred on Sundays/holidays.



### Passenger Overloads by Quarter

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



## On-Time Performance

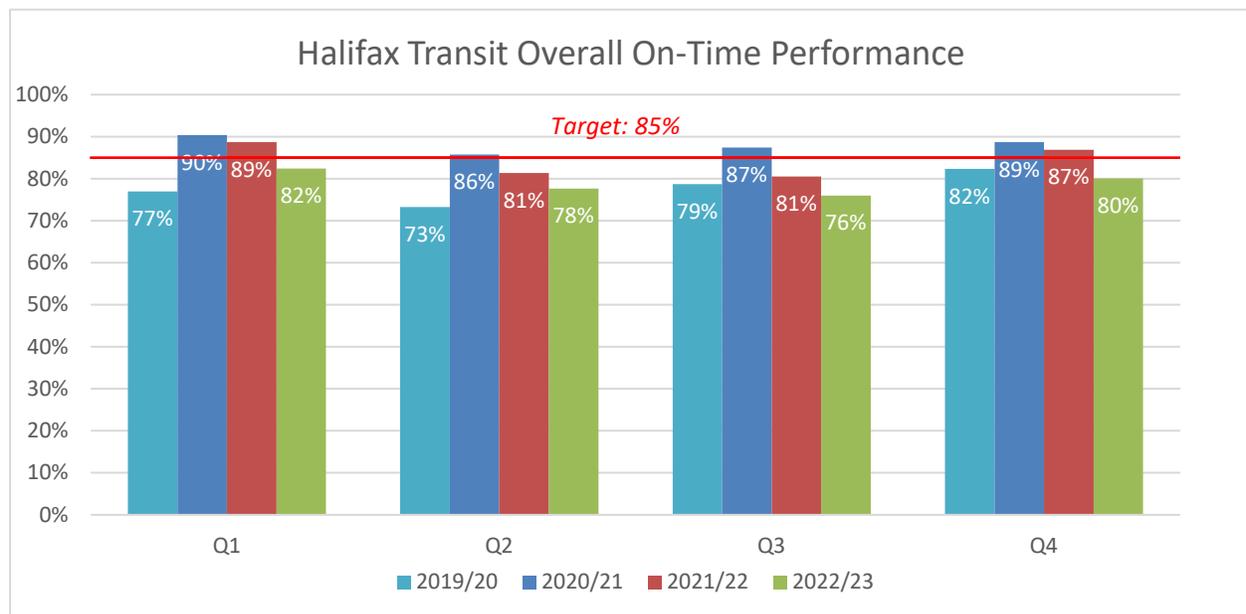
On-time performance is a measure of route reliability and is tracked monthly to demonstrate schedule adherence across the network of routes. Terminals and select bus stops along each route are classified as timepoints and have assigned and publicized scheduled arrival times. On-time performance demonstrates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

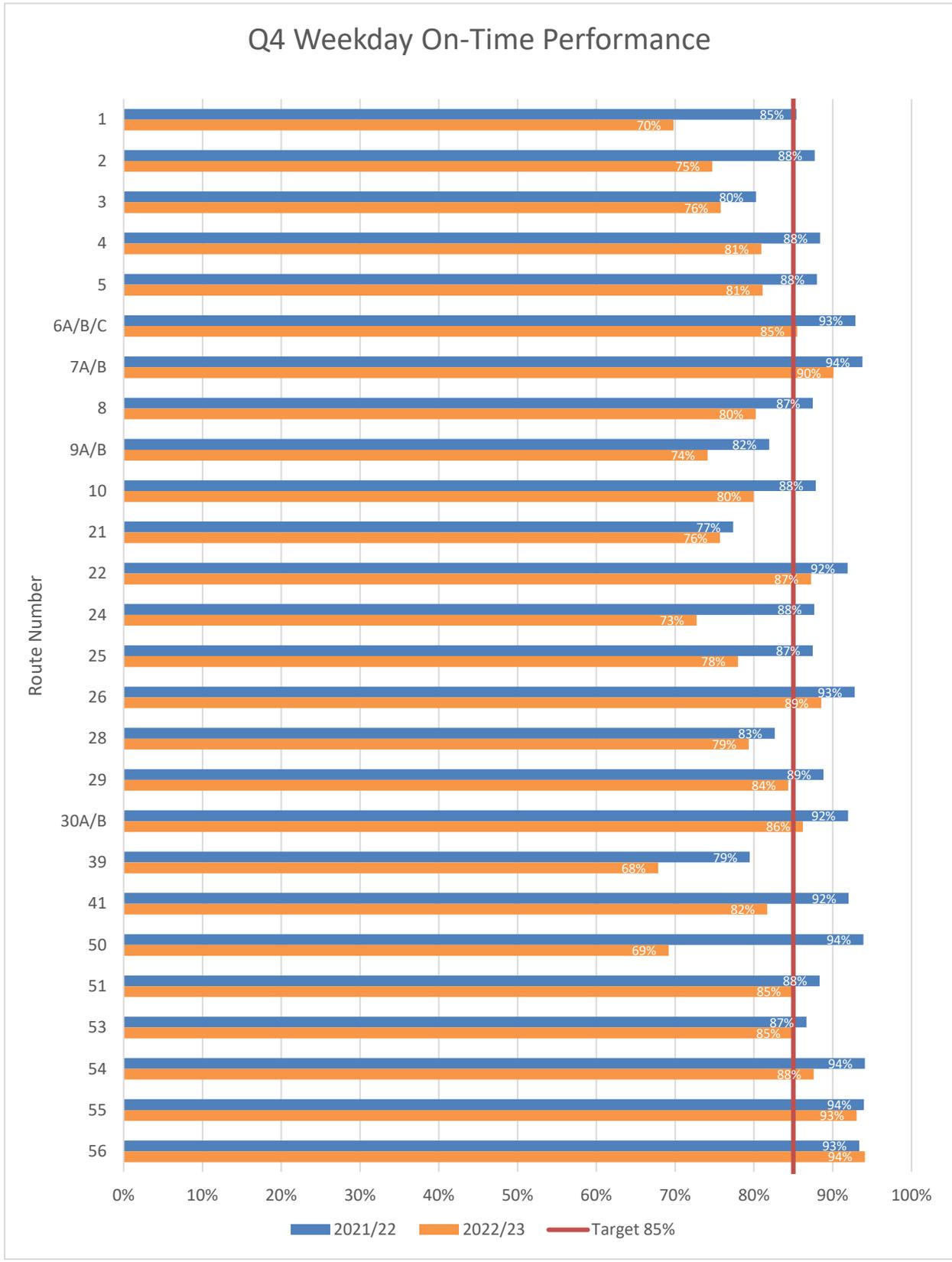
As traffic congestion has continued to increase in recent months, over on time performance has decreased and several routes have performed poorly. As part of quarterly service changes in November 2023 several routes will have schedule adjustments made to address poor on-time performance including Routes 2, 24, 39, 72, 91, 158, 159, 161, 165, 168A/B, 194, and 433. Other poor-performing routes will continue to be monitored and will have schedule adjustments in the future.

Routes 1 and 10 are part of the postponed *Moving Forward Together Plan* service adjustments. These routes will have new schedules once staffing levels are sufficient and they are able to be implemented.

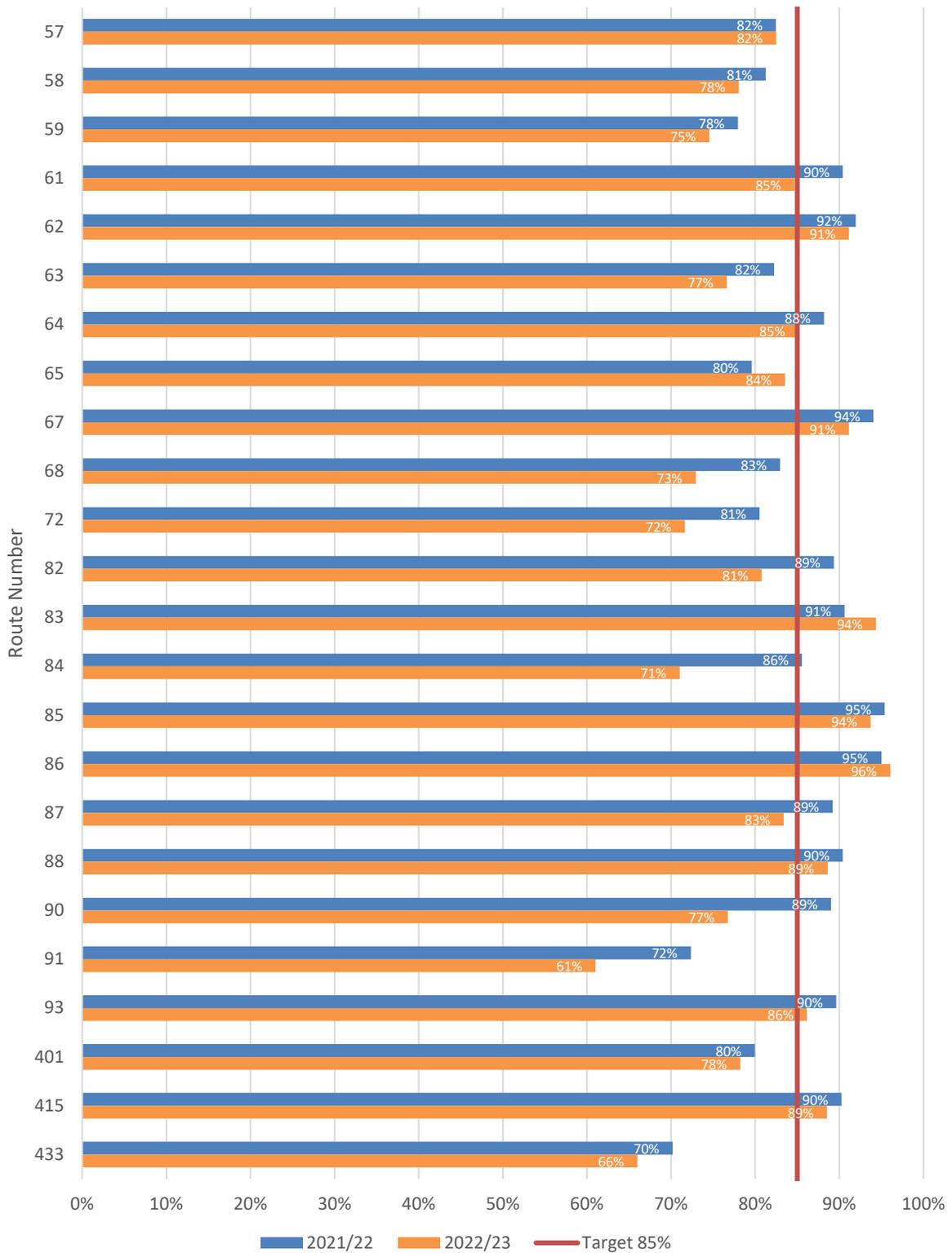
## Overall Network On-Time Performance



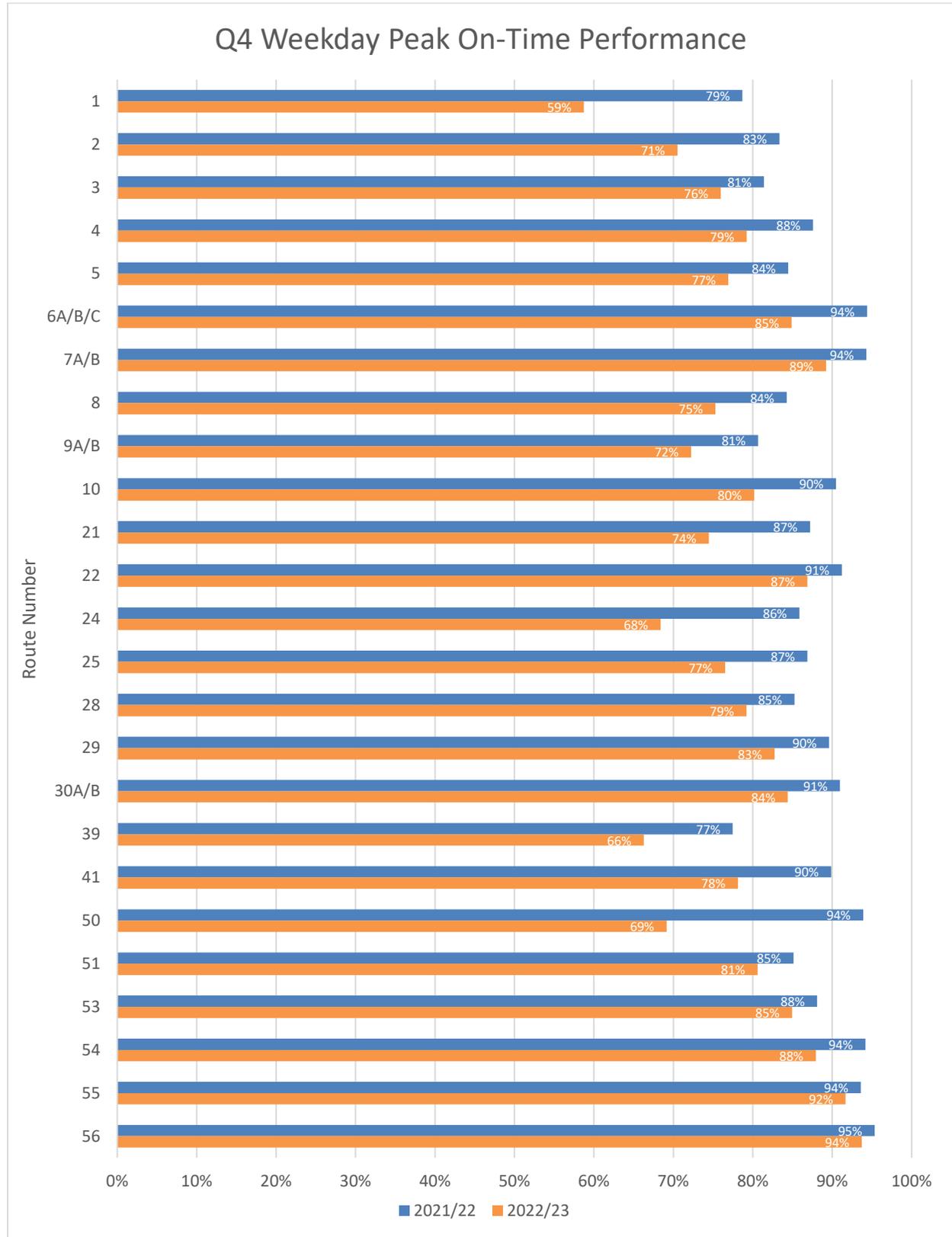
## Weekday On-Time Performance



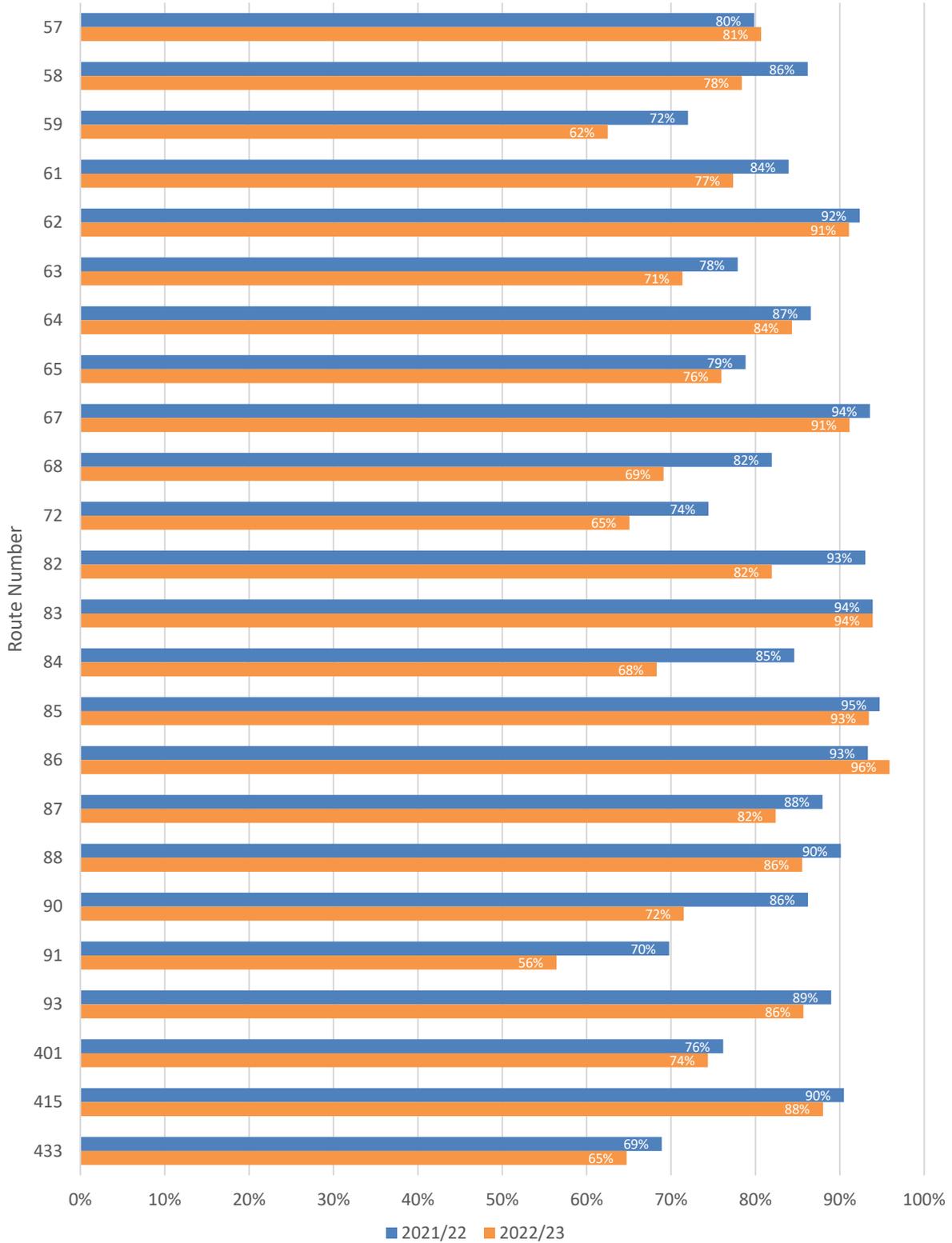
## Q4 Weekday On-Time Performance



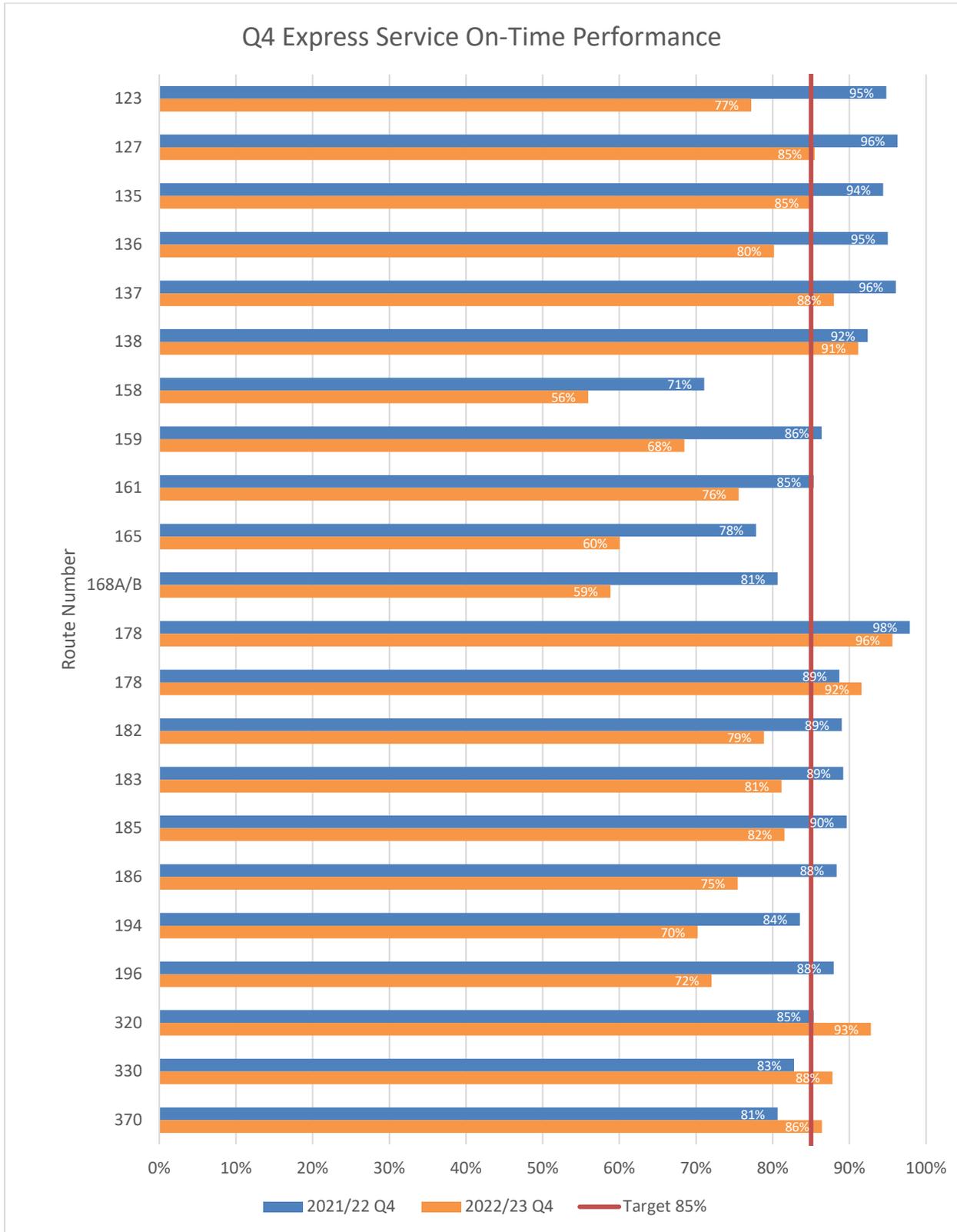
## Weekday Peak Period On-Time Performance



## Q4 Weekday Peak On-Time Performance



## Express Service On-Time Performance



Attachment B: 2022/23 Halifax Transit Year End Performance Measures Report

# 2022/23 Year End Performance Measures Report

**HALIFAX**  
TRANSIT

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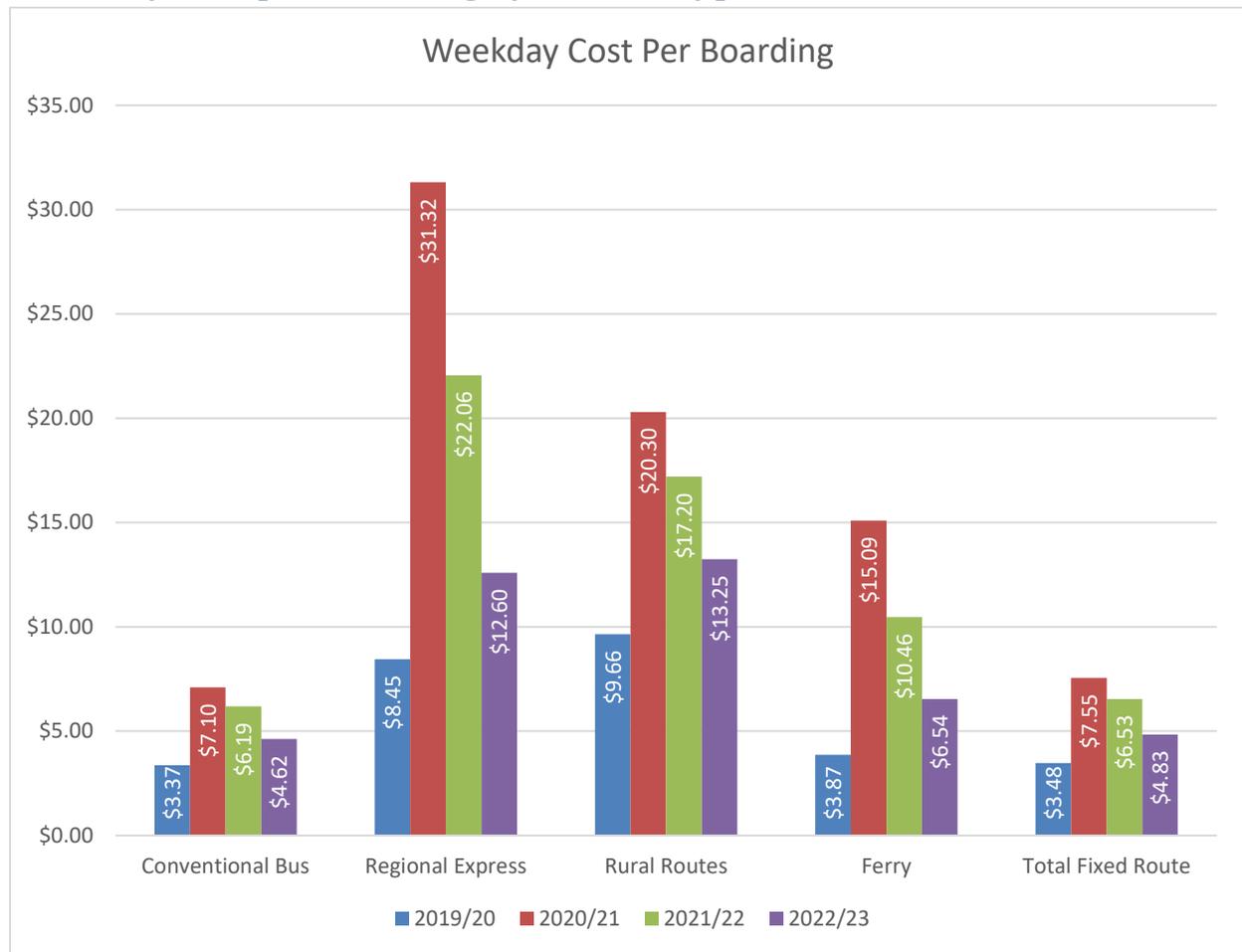
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## Annual Key Performance Indicators (KPIs)

The following KPIs are measured on an annual basis to track changes and growth. Bus & Ferry figures do not include Access-A-Bus. Most metrics improved significantly as service provision and usage rebounded as recovery from the COVID pandemic continued through the year.

KPI	Division	21/22	22/23	% Change
Service Utilization (Passengers per Capita)	Bus & Ferry	38.84	47.72	+22.9%
Service Utilization (Passengers per Service Hour)	Bus & Ferry	15.47	19.57	+26.5%
Amount of Service (Service Hours per Capita)	Bus & Ferry	2.51	2.44	-2.8%
Cost Effectiveness (Operating Expense per Passenger)	Bus & Ferry	\$8.53	\$7.39	-13.4%
Average Fare (Passenger Revenue per Passenger)	Bus & Ferry	\$1.79	\$1.85	+3.5%
Financial (Cost Recovery)	Bus & Ferry	21%	25%	+19.5%
Financial (Cost Recovery)	All	20%	24%	+19.0%
Customer Service (Requests addressed within standard)	All	88%	88%	0.0

## Weekday Cost per Boarding by Service Type

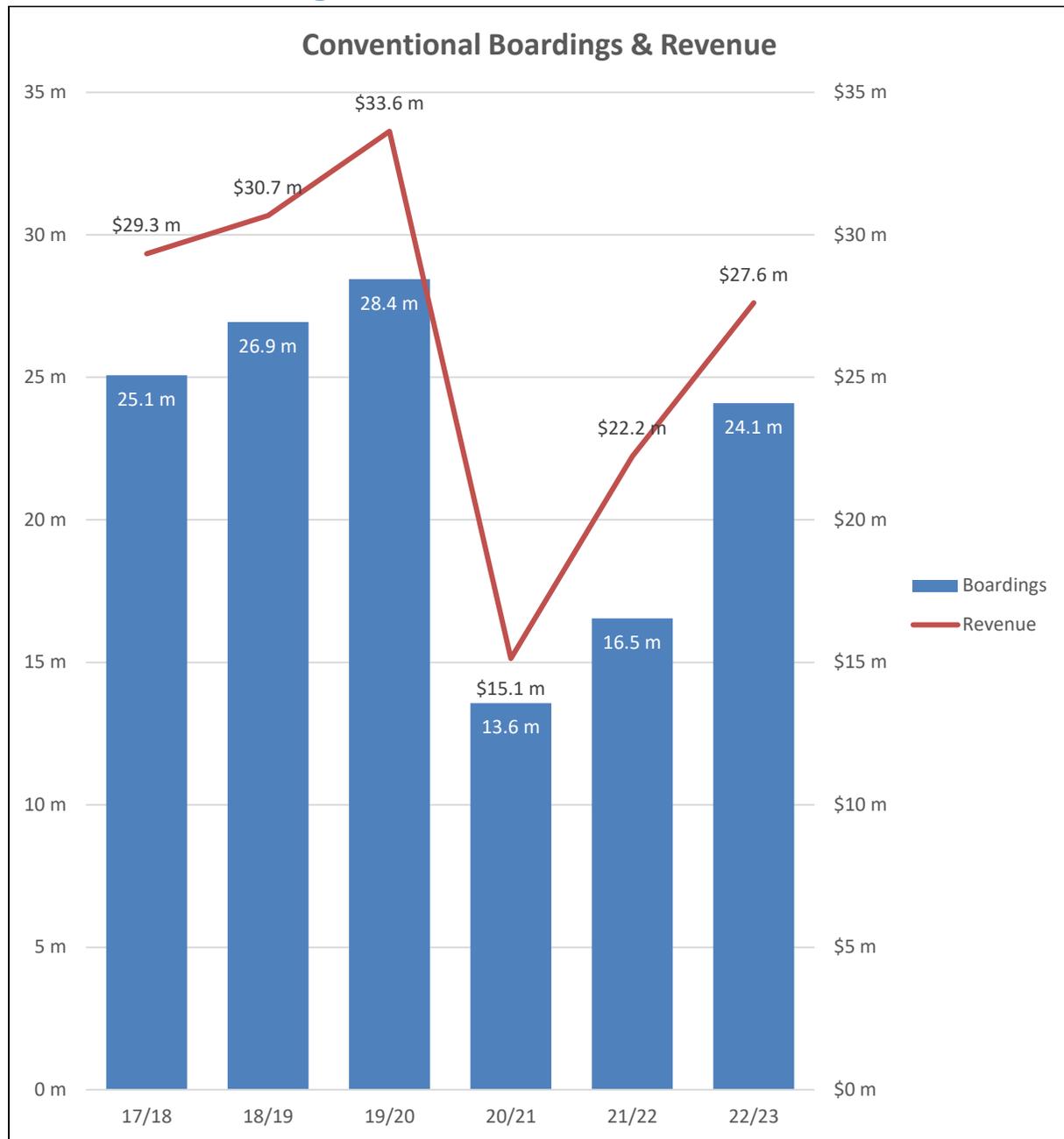


## Boardings & Revenue

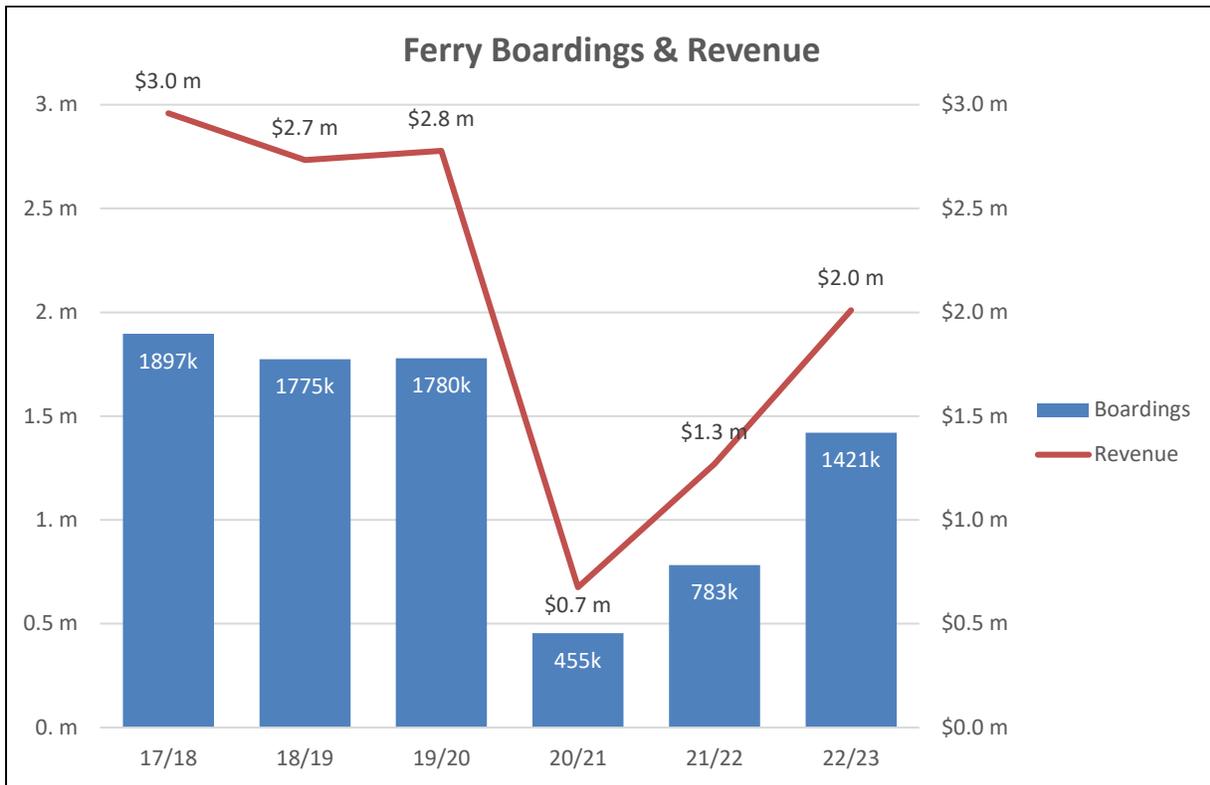
Revenue and boardings are reported to demonstrate how well transit services were used over the year, in comparison to the previous year.

In 2022/23 conventional boardings increased 46% over 2021/22, ferry boardings increased 81% and Access-A-Bus boardings increased 30%. Overall, system wide boardings increased 47% compared to last year, but remains 16% below 2019/20 figures. Overall revenue in 2022/23 increased 26% from last year, but remains 19% below 2019/20 revenue.

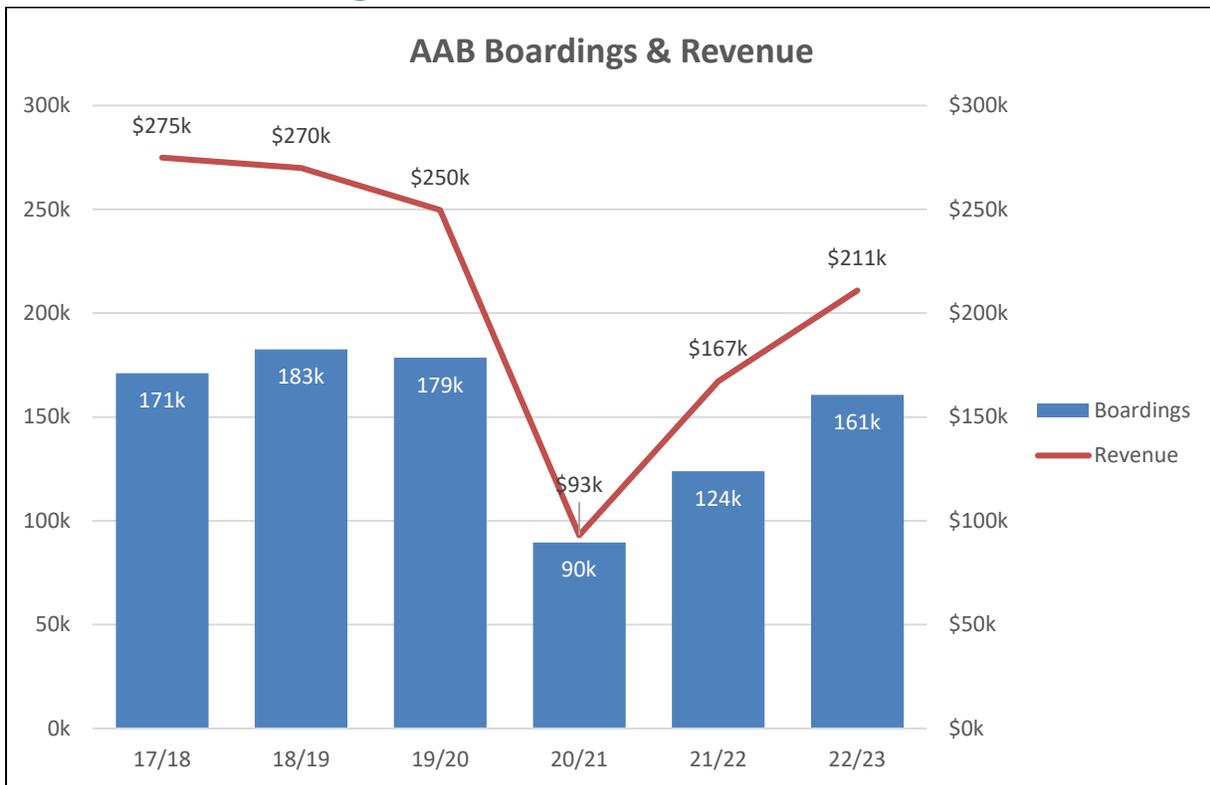
### Conventional Boardings & Revenue



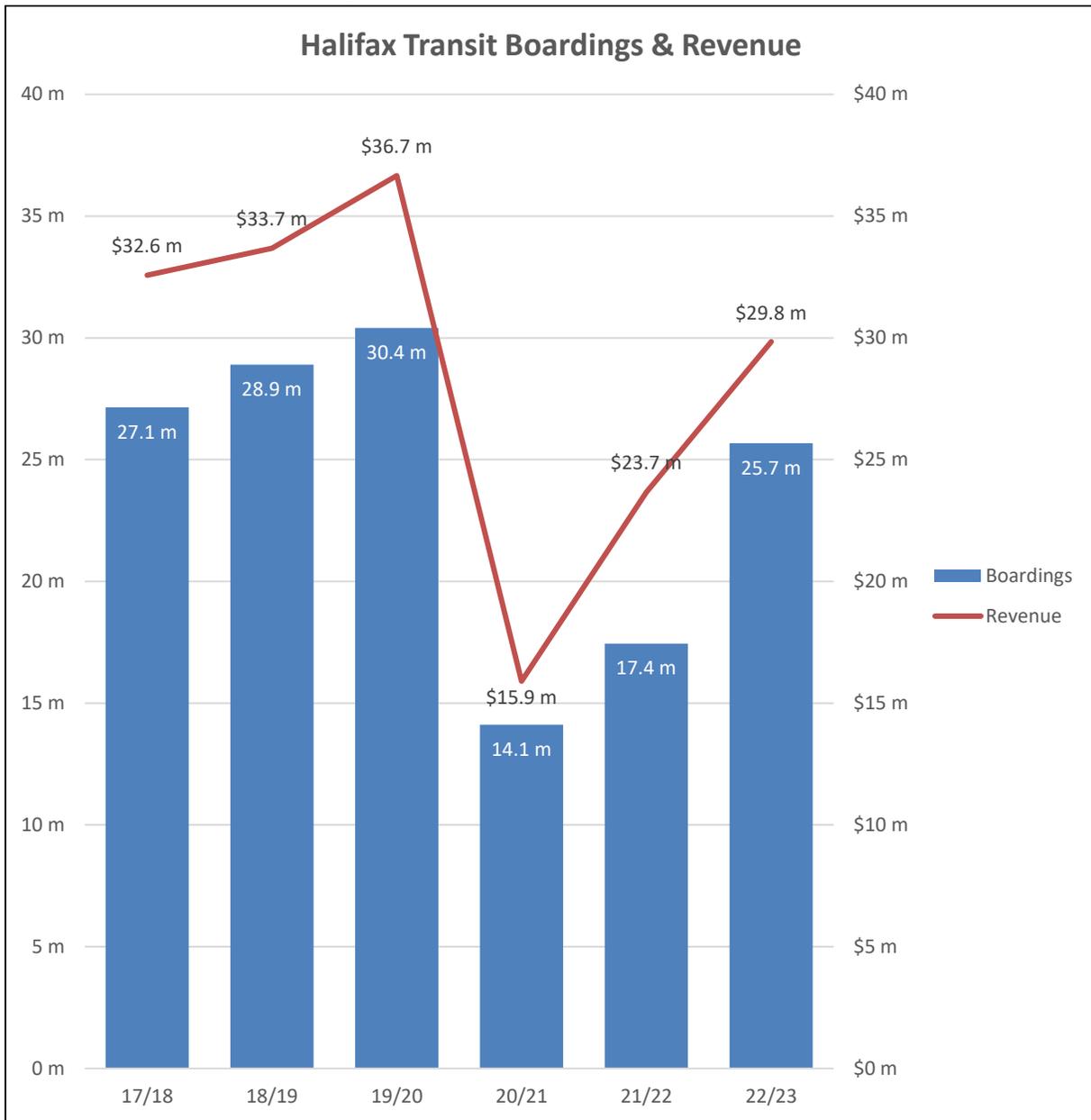
## Ferry Boardings & Revenue



## Access-A-Bus Boardings & Revenue

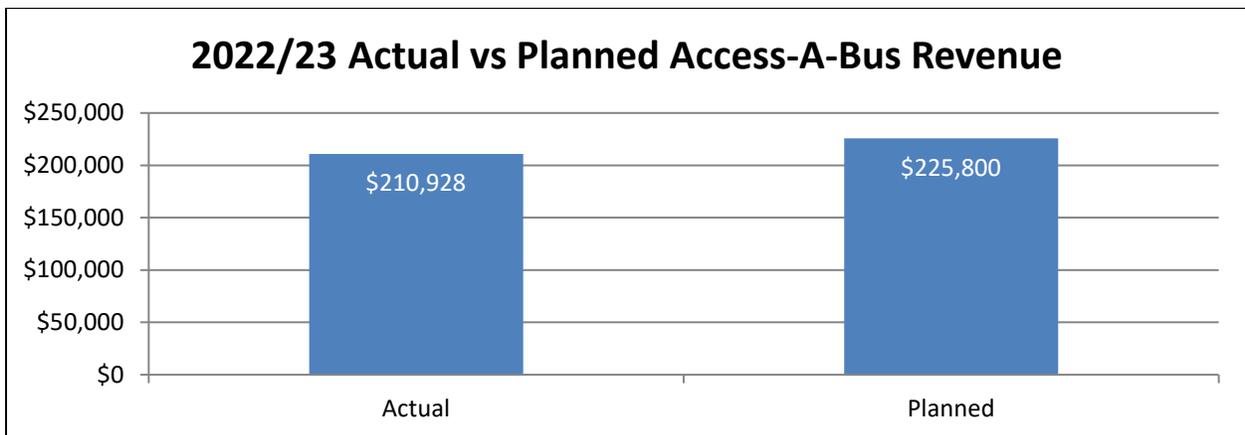
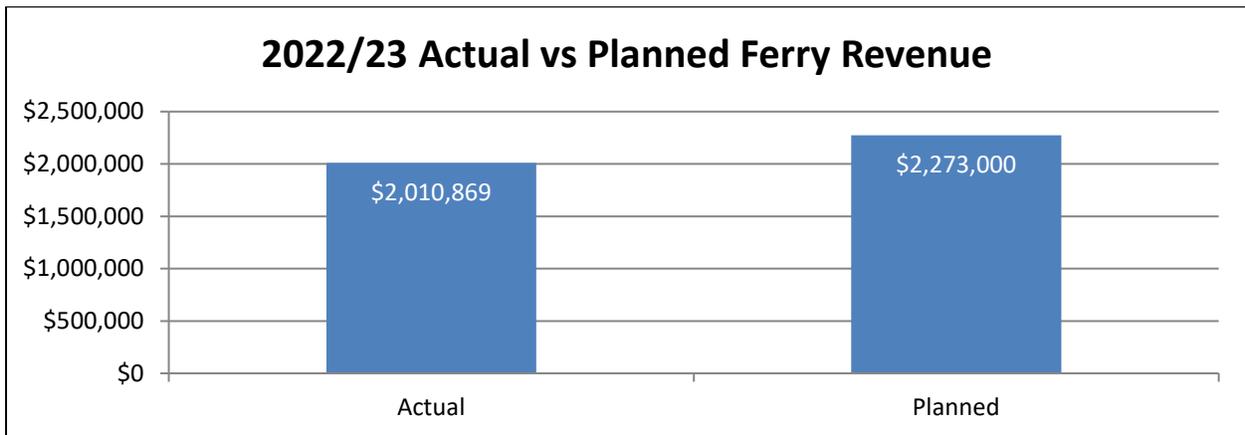
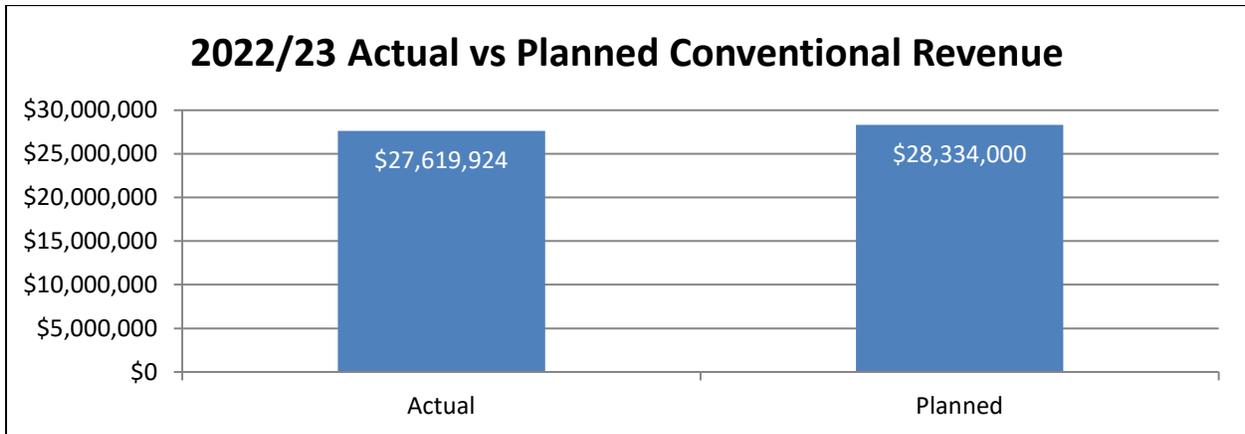


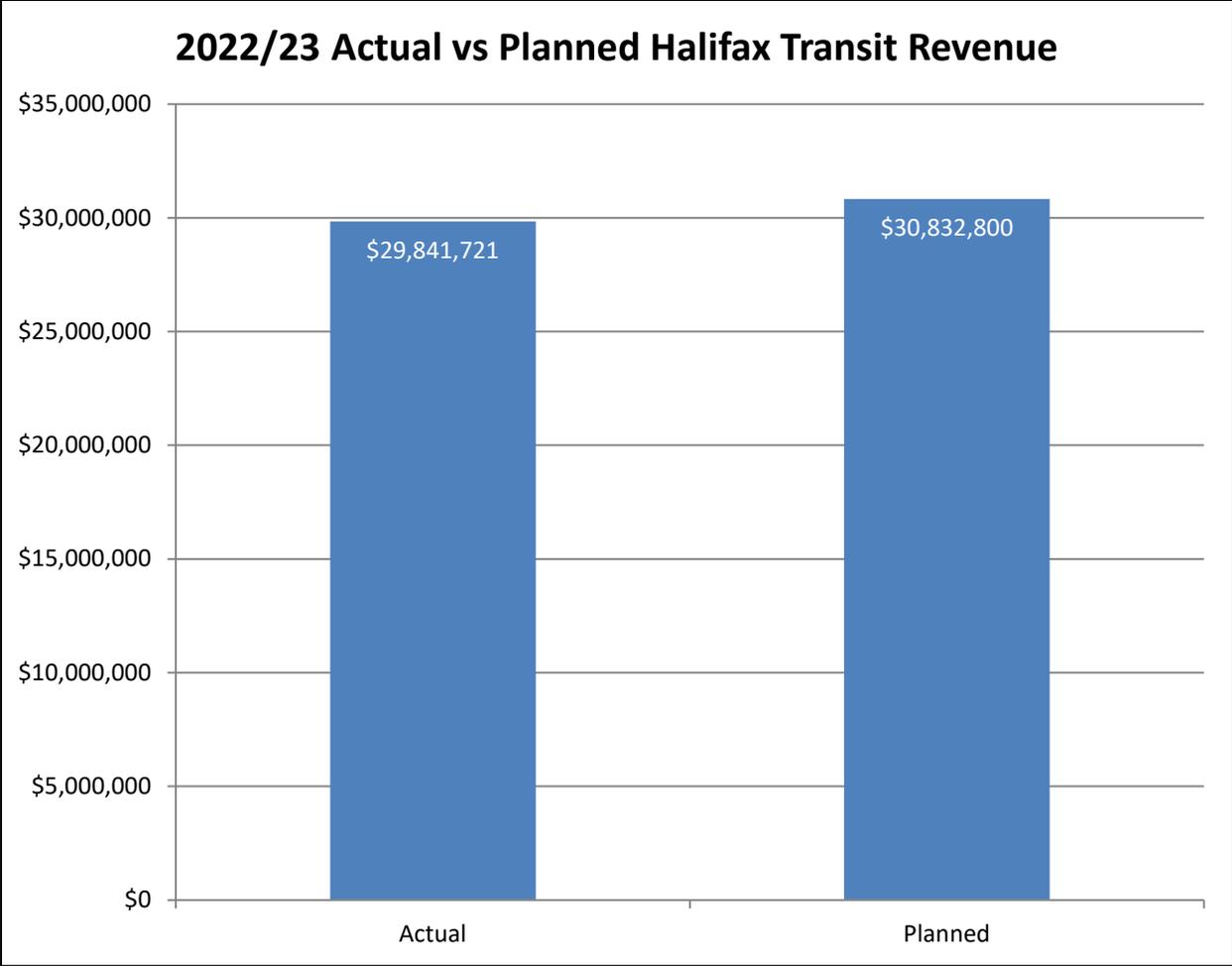
## Halifax Transit Boardings & Revenue



## Revenue – Actual vs. Planned

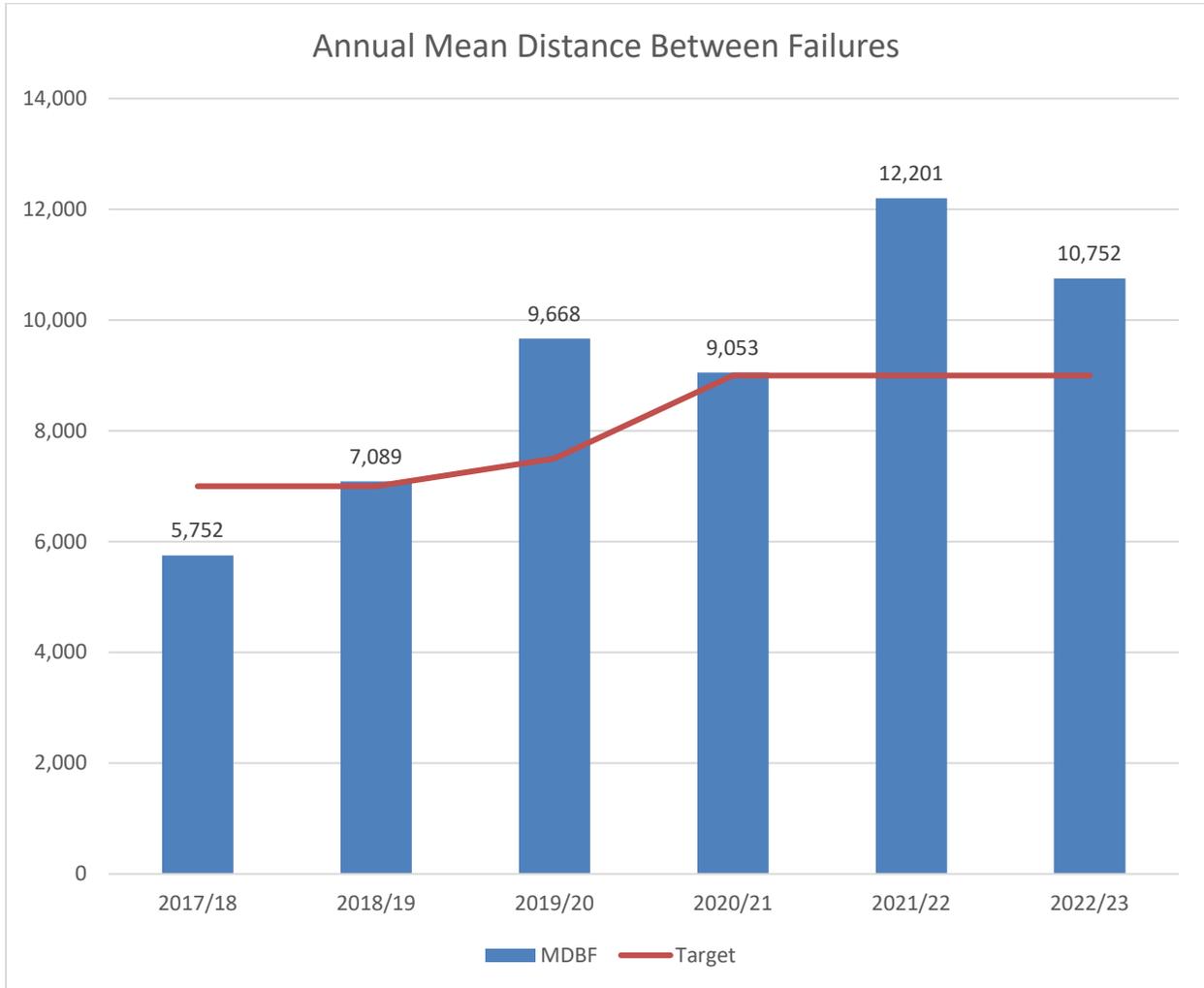
The following charts provide an indication of how much revenue has been generated by each service type and by Halifax Transit in comparison to the planned budget revenue. In 2022/23 conventional revenue increased 24% over last year and was 2.5% below the planned amount. Ferry revenue this year increased 58% and was 12% below the planned amount. Access-A-Bus revenue increased 26% over last year and was 7% below the planned amount. Overall revenue in 2022/23 increased 26% from the previous year, standing 3.2% below the planned amount.





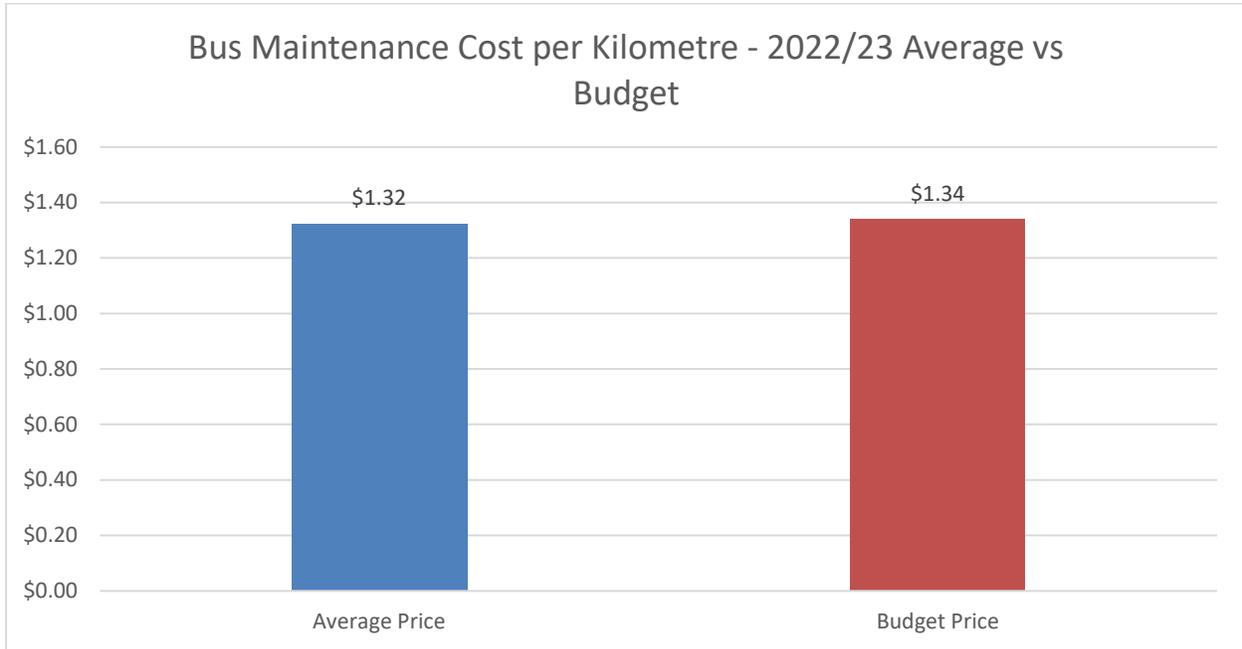
## Mean Distance Between Failures

For the 2022/23 fiscal year, the conventional transit MDBF was 10,752 kms, achieving the target set of 9000 kms. This is equivalent to a decrease of 12% from the previous year 2021/22 (12,201).



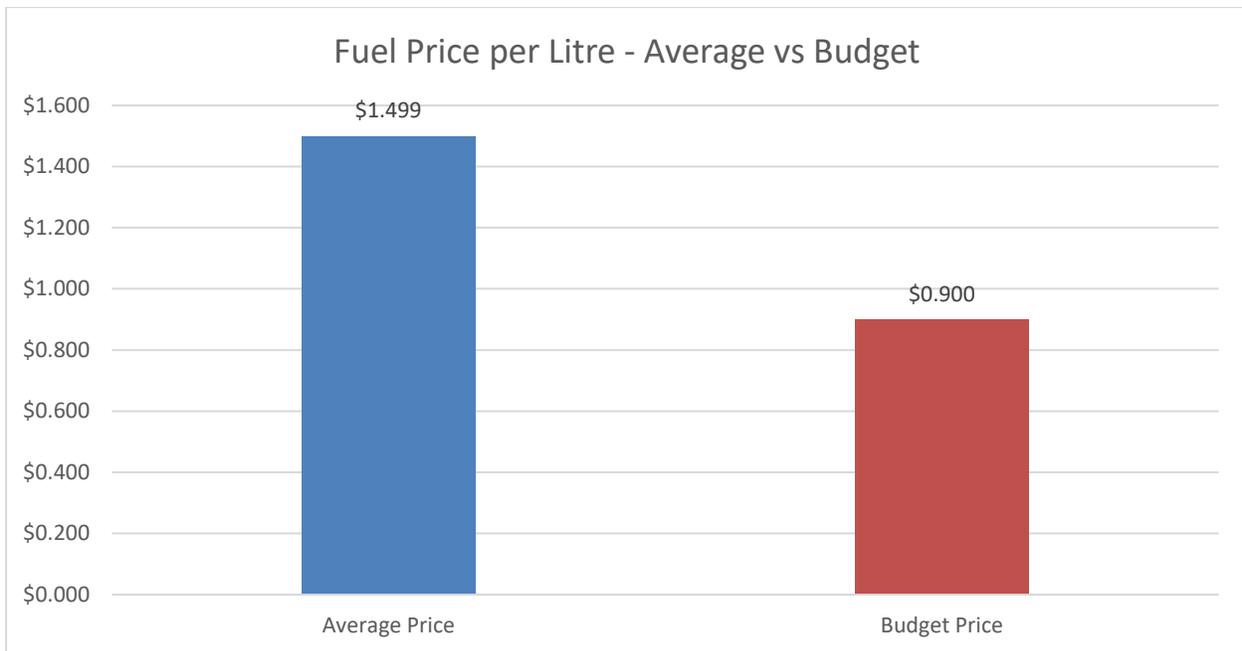
## Bus Maintenance Cost – Annual Average vs Budget

For the 2022/23 fiscal year average bus maintenance costs were 1% below budget, averaging \$1.32 per kilometre, compared with the budgeted amount of \$1.34 per kilometre.



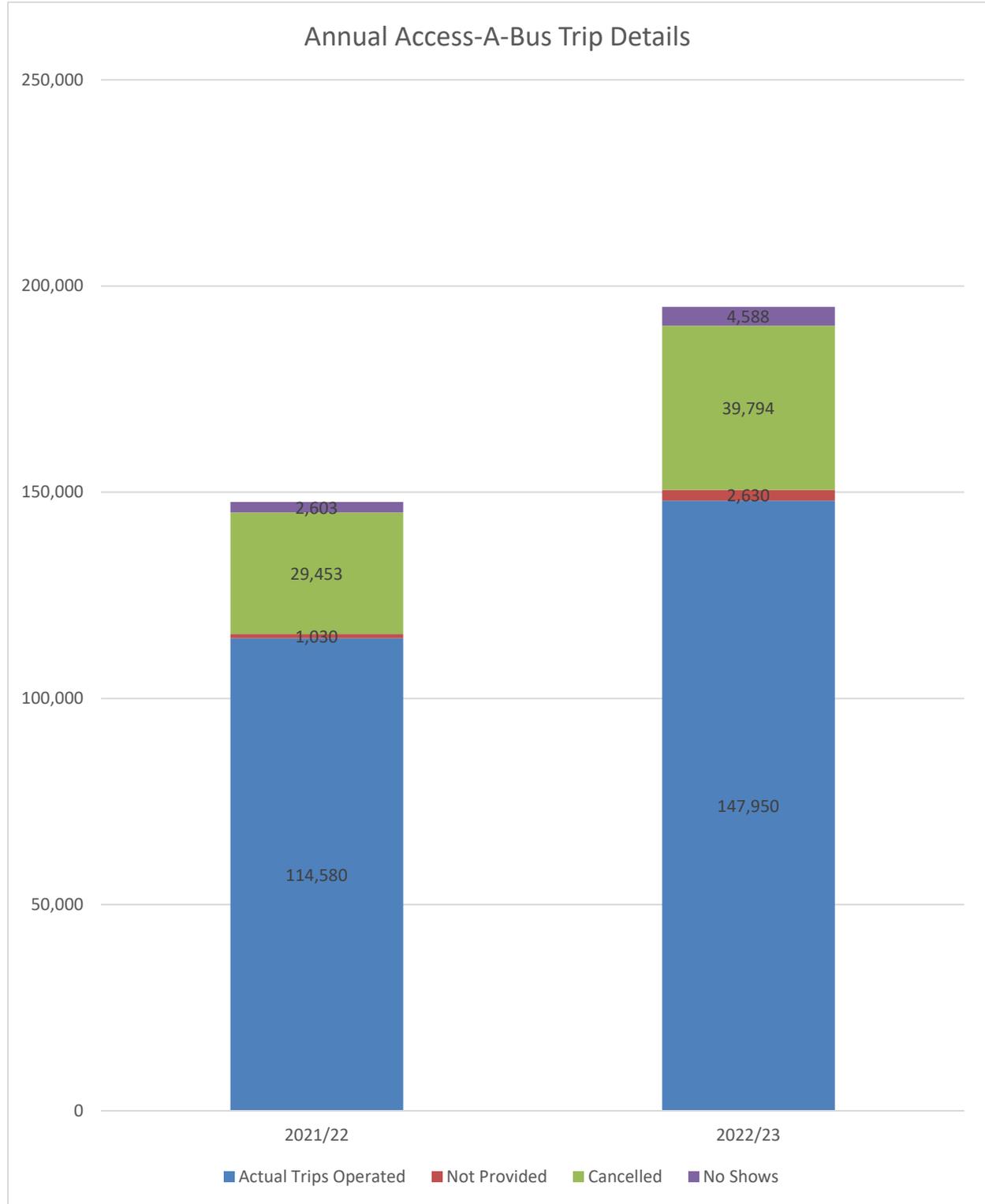
## Fuel Price – Annual Average vs Budget

The average fuel price in 2022/23 was 67% above the budgeted price, averaging \$1.499 per litre compared to the budgeted price of \$0.90 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 2022/23, 33,370 more trips were operated than in 2021/22, an increase of 29%, as the 2021/22 year was more significantly impacted from the COVID-19 pandemic.



## Bus Stop Accessibility

During 2022/23, 67 bus stops underwent infrastructure changes or improvements. One shelter was installed at a new location and three were removed.

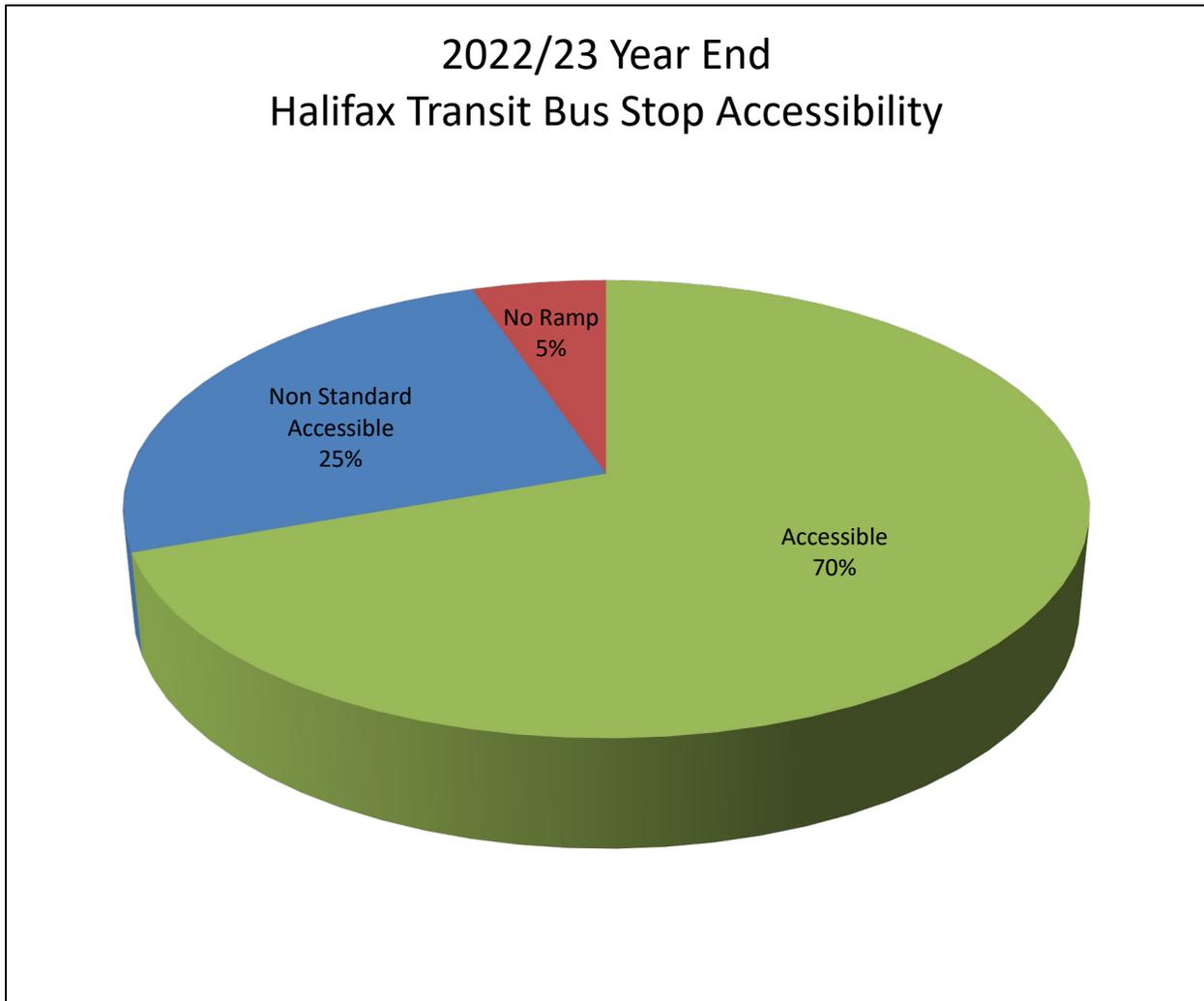
51 existing stops were upgraded or improved:

- 24 were upgraded from 'non-standard' to 'accessible'
- 2 'non-standard' stops underwent improvements and remained 'non-standard' but enhanced with a ramped concrete pad
- 25 'accessible' stop underwent improvements and remained 'accessible'

16 new stops were installed, all of which are 'accessible'

17 existing stops were removed as a result of service changes or capital projects requiring stop relocations.

The graph below depicts the current state of accessibility for all stops in the network.



## Service Utilization

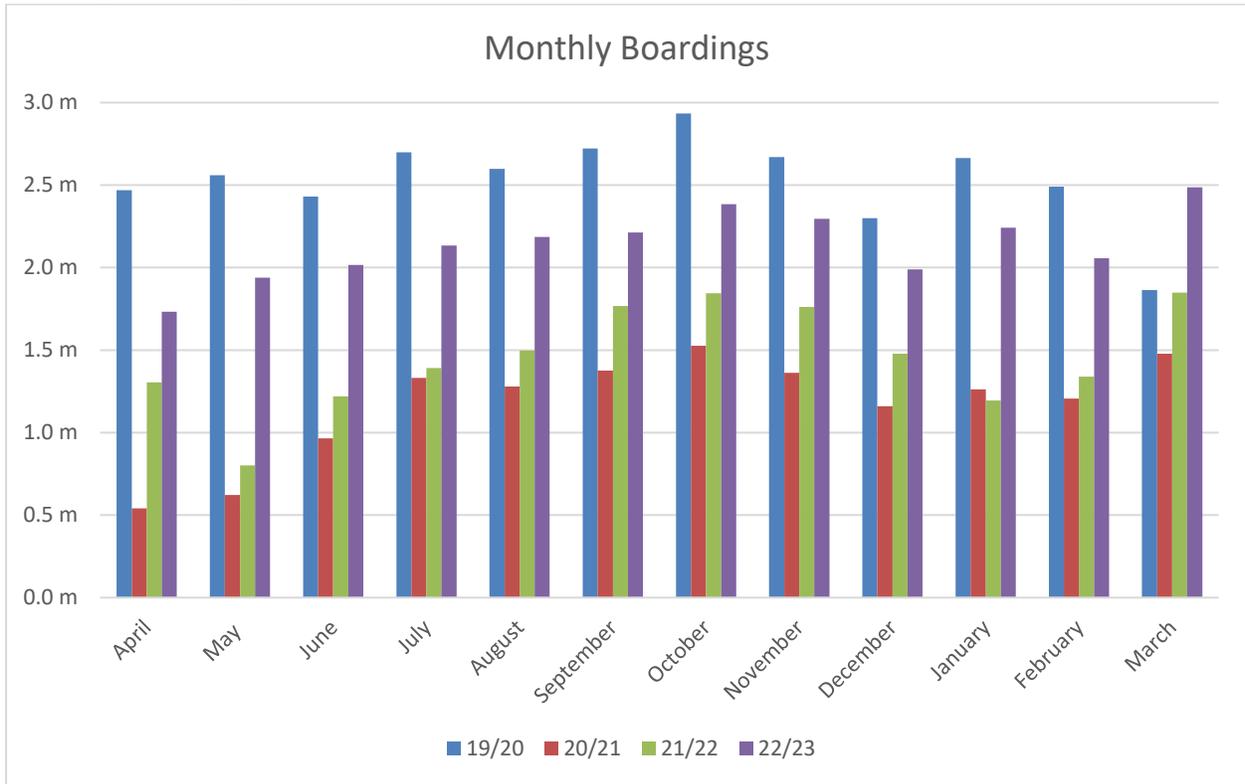
### Boardings

In 2022/23 average weekday boardings were 81,135 ± 10,988 (14% variance). Average Saturday boardings were 52,702 ± 7,765 (15% variance). Average Sunday boardings were 40,418 ± 4,914 (12% variance).

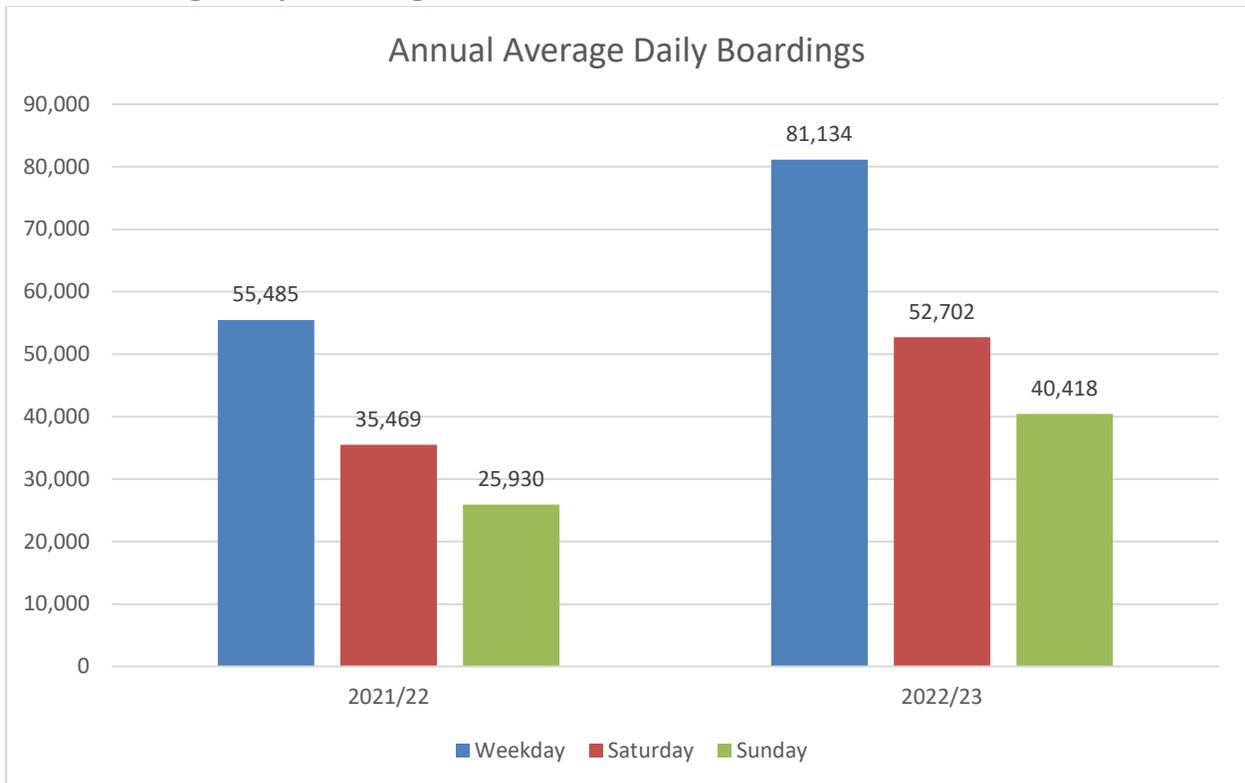
### Average Daily Bus Terminal Activity

2022/23 Average Daily Bus Terminal Activity									
Terminal	Weekday			Saturday			Sunday		
	On	Off	Total	On	Off	Total	On	Off	Total
Bridge	6,789	7,182	13,971	7,366	6,556	13,922	7,056	7,290	14,347
Mumford	4,512	4,958	9,471	4,893	4,334	9,227	4,805	4,857	9,662
Scotia Square	3,761	4,089	7,850	4,205	3,616	7,821	3,934	4,068	8,002
Lacewood	2,344	2,481	4,825	2,585	2,184	4,769	2,403	2,513	4,916
Halifax Ferry	1,841	2,980	4,821	2,053	1,801	3,855	2,936	1,766	4,701
Alderney Ferry	1,147	2,069	3,216	1,234	1,171	2,405	2,118	984	3,102
Portland Hills	1,021	1,137	2,158	1,093	1,108	2,201	1,242	1,190	2,432
Highfield	1,025	1,109	2,135	1,151	878	2,029	909	965	1,874
Alderney Bus	836	1,047	1,883	932	624	1,557	791	672	1,463
Micmac	803	897	1,700	906	800	1,706	883	1,010	1,893
Woodside Ferry	655	866	1,521	784	670	1,454	862	823	1,685
Sackville	596	649	1,246	642	599	1,241	645	635	1,280
Water St	504	594	1,098	557	342	900	403	410	813
Penhorn	513	543	1,056	534	509	1,043	541	520	1,061
Cobequid	475	518	993	520	449	969	484	492	976
Woodside Bus	157	189	346	169	131	300	169	156	325

## Monthly Boardings



## Annual Average Daily Boardings



## Ridership Guidelines by Route – Passengers Per Hour

Halifax Transit established ridership guidelines as part of the Moving Forward Together Plan, the table below displays route performance in comparison to these guidelines. Several routes are replaced during the peak hour in the peak direction by express services, as such these routes are not expected to meet typical ridership guidelines during peak periods. Colour coding has been applied as follows:

Green = Exceeding Ridership Guideline

Yellow = Within 50% of meeting Ridership Guideline

Red = More than 50% below Ridership Guideline

Grey = Routes replaced by express services in peak direction.

2022/23 Annual Ridership Guidelines by Route									
Route	Weekday				Saturday		Sunday		
	Boardings	Passengers Per Hour			Boardings	Pass/Hour	Boardings	Pass/Hour	
	All Day	AM & PM Peak	Midday	Evening	All Day	15	All Day	10	
Ridership Guideline		25	15	10		15		10	
1	7,764	55	55	38	5,979	53	4,116	48	
2	4,322	44	41	30	3,986	40	2,712	39	
3	6,080	47	39	32	3,236	39	3,486	36	
4	4,504	37	36	29	1,879	39	1,669	37	
5	3,381	43	38	27	2,496	37	1,721	41	
6A/B/C	2,684	33	32	21	1,506	33	1,193	29	
7A/B	4,334	38	33	22	2,857	28	1,892	27	
8	3,864	36	30	22	2,931	29	2,870	29	
9A/B	5,881	40	42	27	3,217	47	2,762	42	
10	3,779	38	42	27	2,451	33	1,822	37	
21	993	38	39	24	898	26	627	34	
22	604	23	22	9	419	13	394	11	
24	1,684	35	34	21	1,675	30	1,366	26	
25	420	21	25	13	267	18	256	19	
26	39	15							
28	1,595	44	38	35	1,465	36	824	39	
29	2,670	31	32	21	1,753	28	1,399	23	
30A/B	1,034	33	32	20	685	20	490	23	
30A	564	35	36	23	332	20	218	18	
30B	470	31	28	18	353	20	272	30	
39	1,238	35	25	18	1,046	21	496	23	
41	903	31	28	22					
50	30	22							
51	915	40	42	22	520	33	290	19	
53	929	34	29	17	798	25	424	21	
54	826	29	34	17	510	25	345	22	
55	363	19	21	10	327	21	236	16	
56	927	38	28	18	982	31	669	22	
57	34	8	7	11					
58	146	12	11	5	106	7	74	5	
59	132	11	18	9	115	16	91	14	
61	182	10	14	9	183	11	142	9	
62	515	25	26	12	298	18	286	18	
63	390	18	19	11	241	16	170	12	
64	572	16	9	5					
65	133	11	30	8	85	8	79	8	
67	579	19	27	11	256	16	187	12	
68	247	17	21	9	205	12	147	9	
72	1,486	38	32	17	1,135	25	611	23	
82	211	13	14	5	175	11	144	9	
83	79	7	7	4	73	7	59	5	
84	883	17	20	9	367	12	321	10	
85	143	11	15	5	102	12	86	10	
86	122	9	10	6	118	7	97	7	
87	1,164	29	17	13	784	15	440	17	
88	184	20	12	7	145	10	100	7	
90	1,825	34	26	18	1,292	20	722	21	
91	826	27	27	18	417	19	416	20	
93	179	18	19	5					
401	114	11	12	8	45	10	35	6	
415	49	7	8						
433	80	13		6					

## Express Service Peak Boardings and Passengers per Trip Comparison

The table below displays average daily peak hour boardings and passengers per trip on Halifax Transit Express services. Colour coding has been applied as follows:

Green = Exceeding Ridership Guideline

Yellow = Within 50% of meeting Ridership Guideline

Red = More than 50% below Ridership Guideline

2022/23 Annual Express Route Ridership Guidelines by Route			
Route	Weekday Peak Hours		Pass/Trip
	Boardings		
<b>Express Ridership Guideline</b>			<b>20</b>
123	274		21
127	258		15
135	252		18
136	341		22
137	237		20
138	279		20
158	123		16
159	295		17
161	265		22
165	172		15
168A/B	462		19
168A	249		19
168B	214		18
178	27		3
179	28		4
182	436		16
183	223		17
185	448		18
186	225		19
194	136		17
196	83		21
<b>Regional Express Ridership Guideline</b>			<b>15</b>
320	289		11
330	200		8
370	75		5

## 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 of 85% for on-time performance, service fell slightly under this target for 2022/23 achieving 79% on-time performance. Schedule improvements will continue to be made in effort to consistently meet this target.

