

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

**2022/23 – Q4**

**Performance Measures Report**

**HALIFAX**  
TRANSIT

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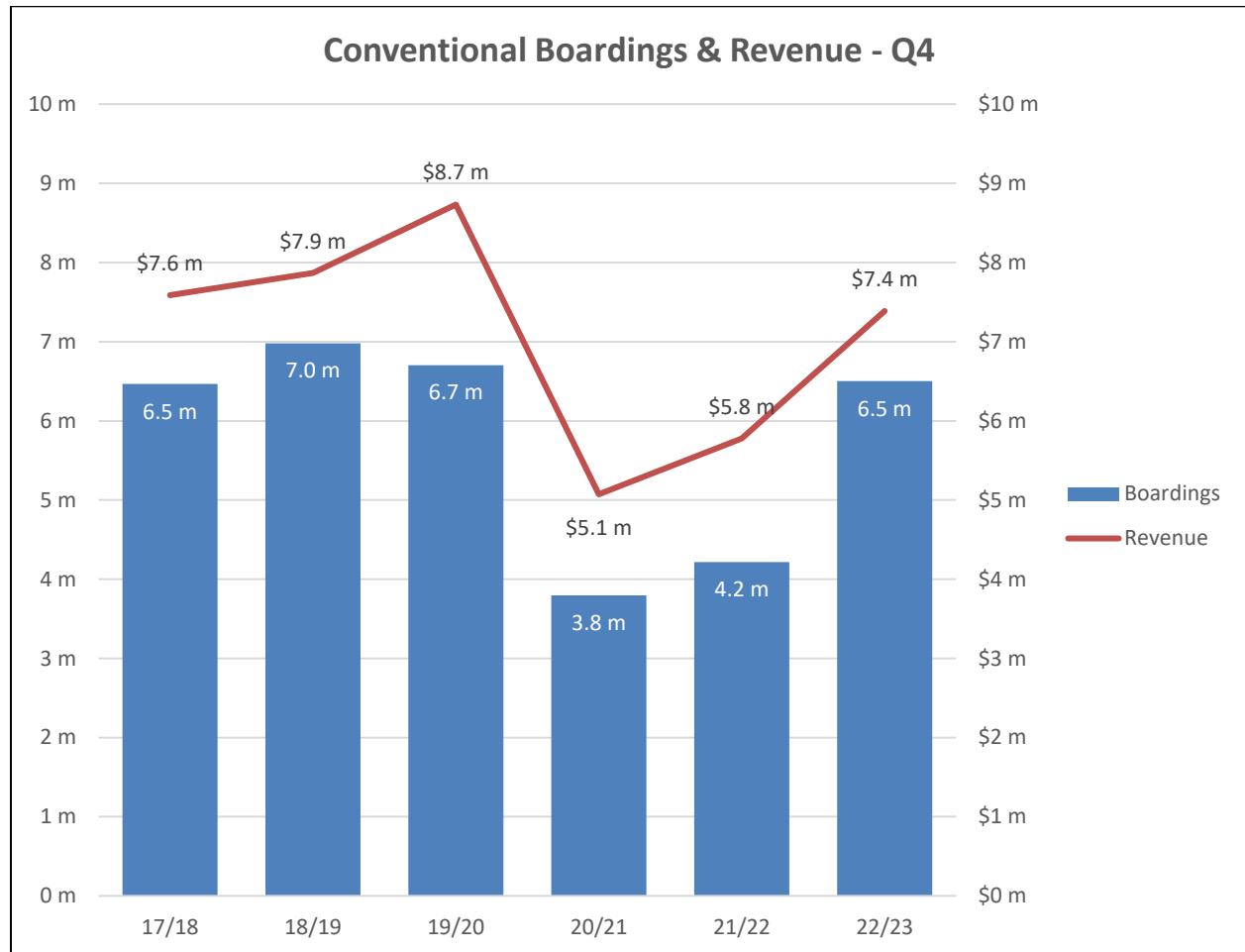
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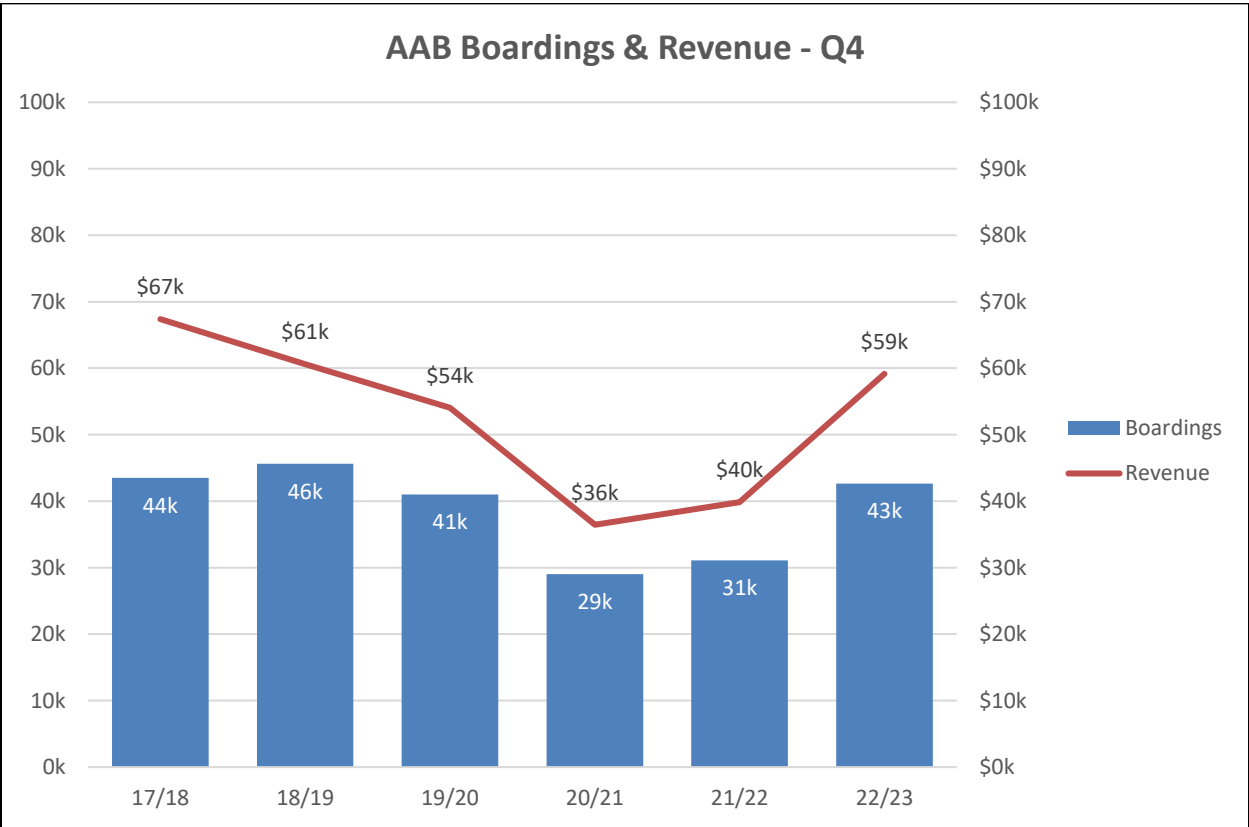
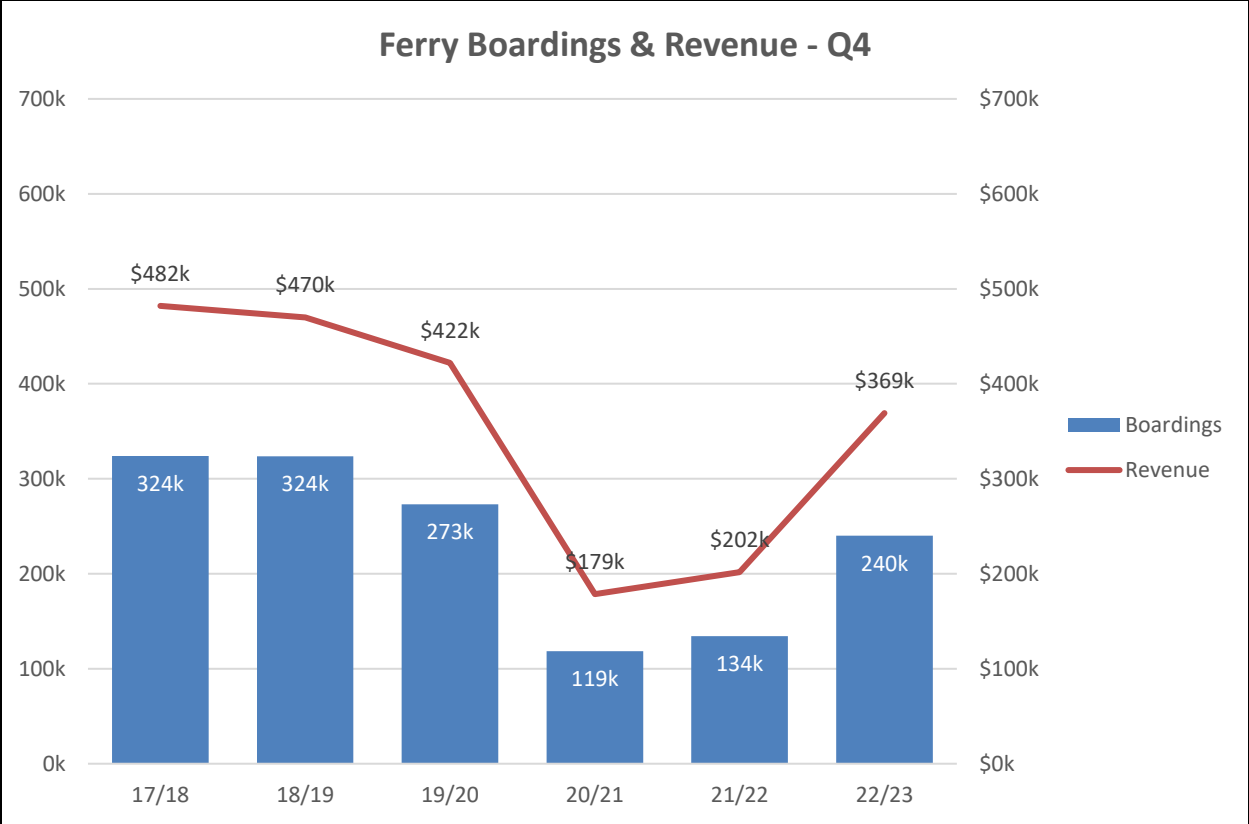
## Boardings & Revenue

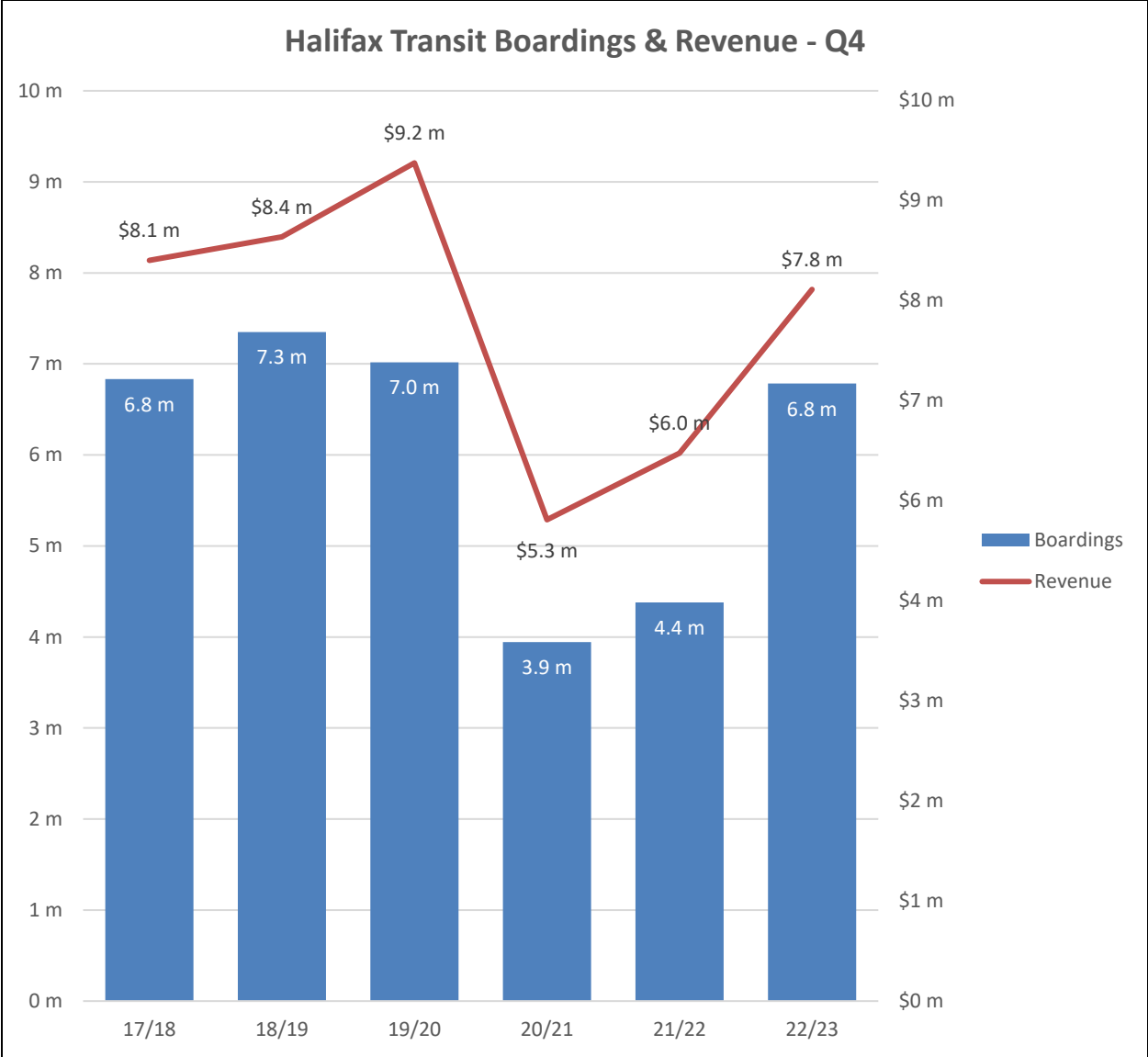
Revenue and boardings are reported to demonstrate how well transit services were used over the quarter, in comparison to the same quarter the previous year.

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



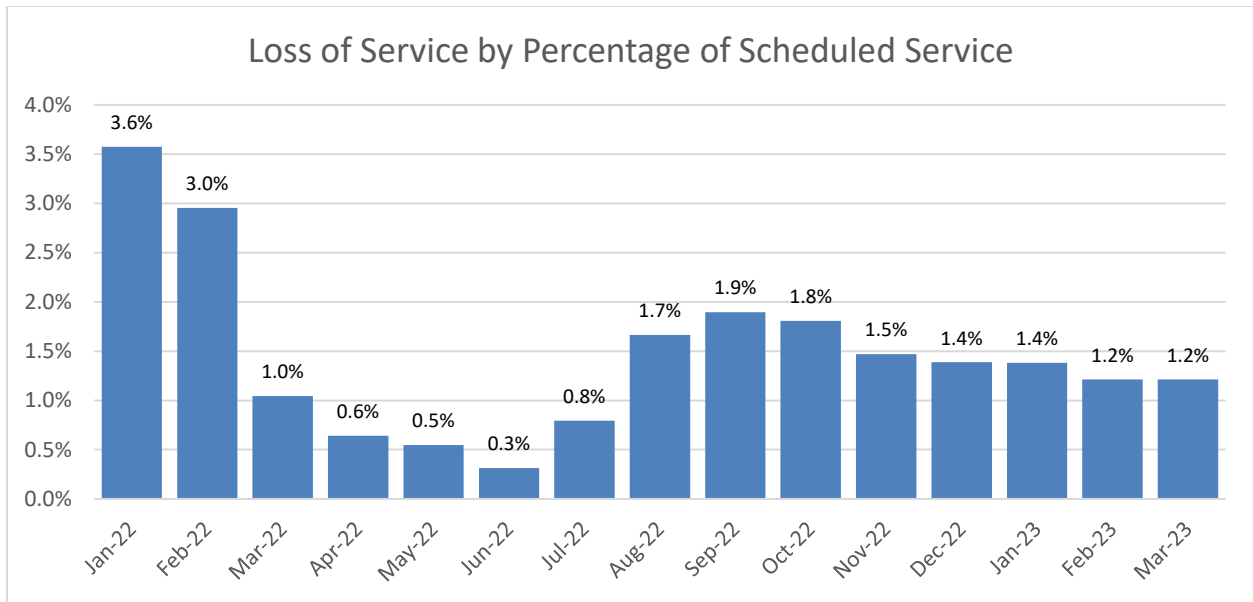




## Loss of Service

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.

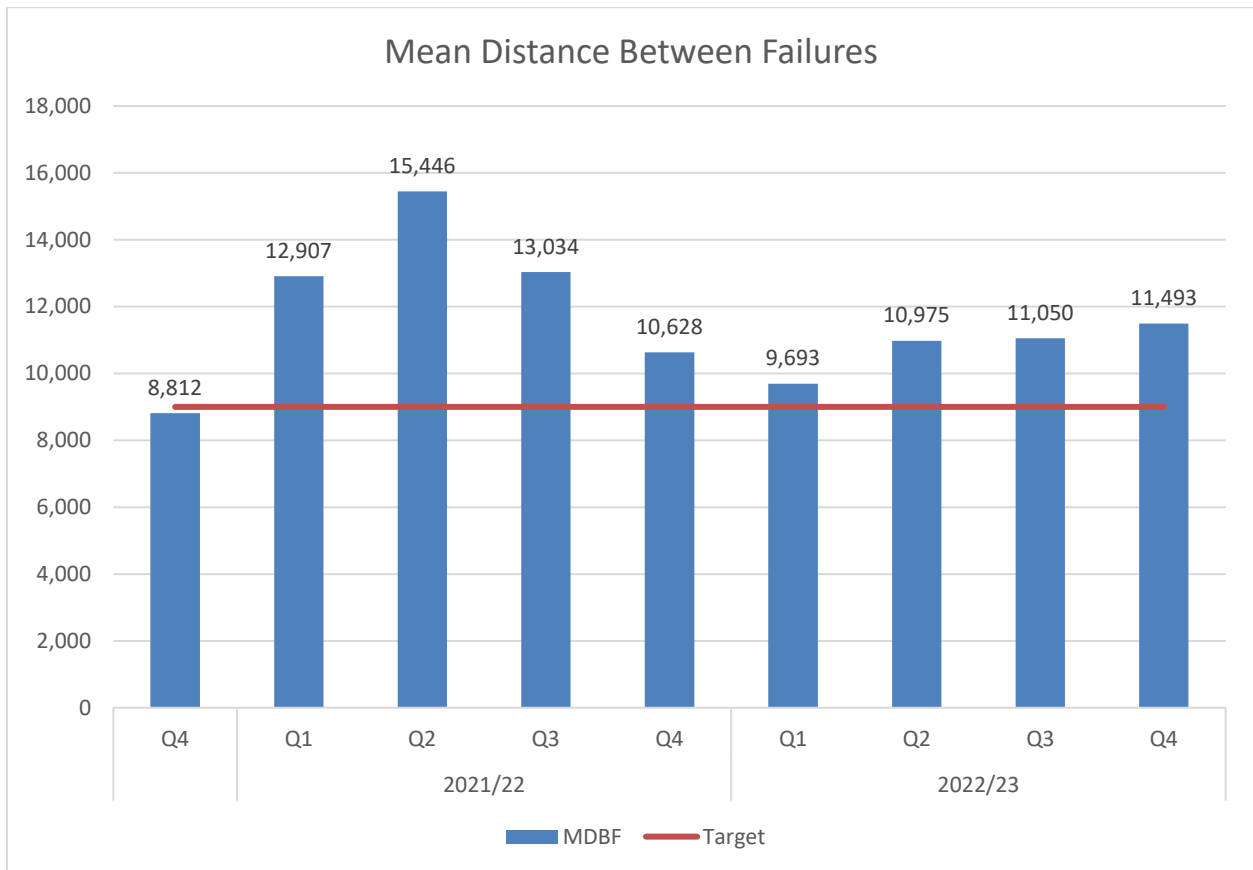


## Fleet Services

### 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.

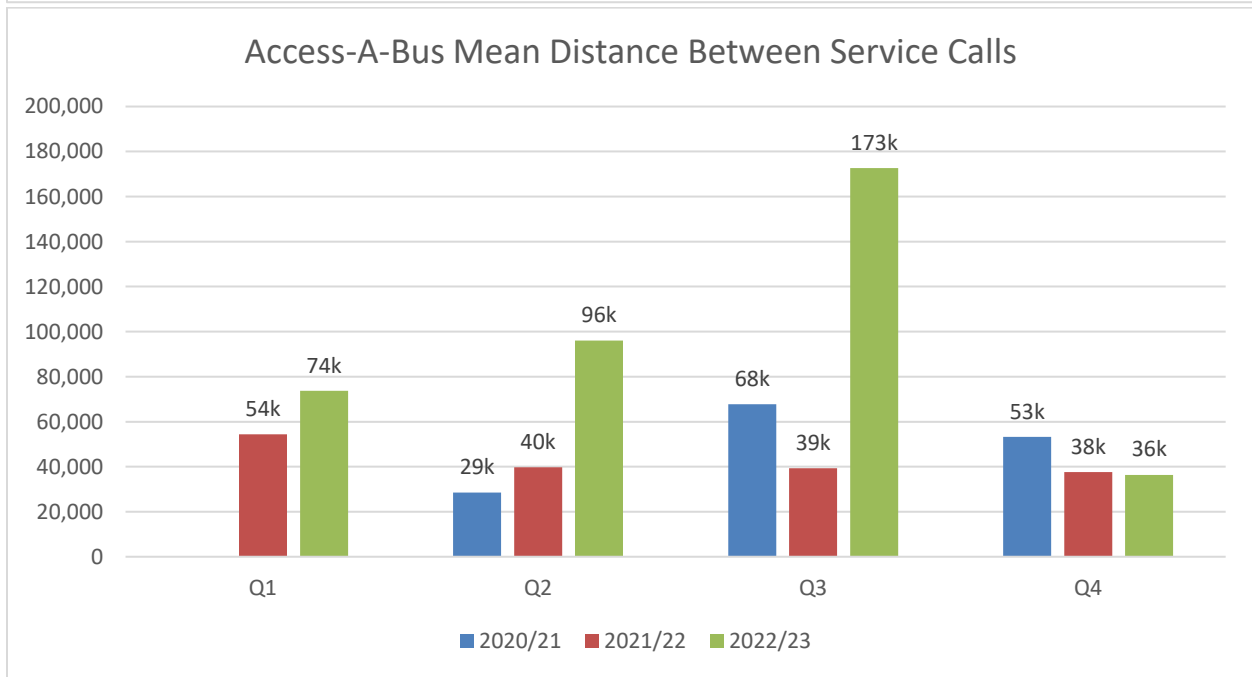
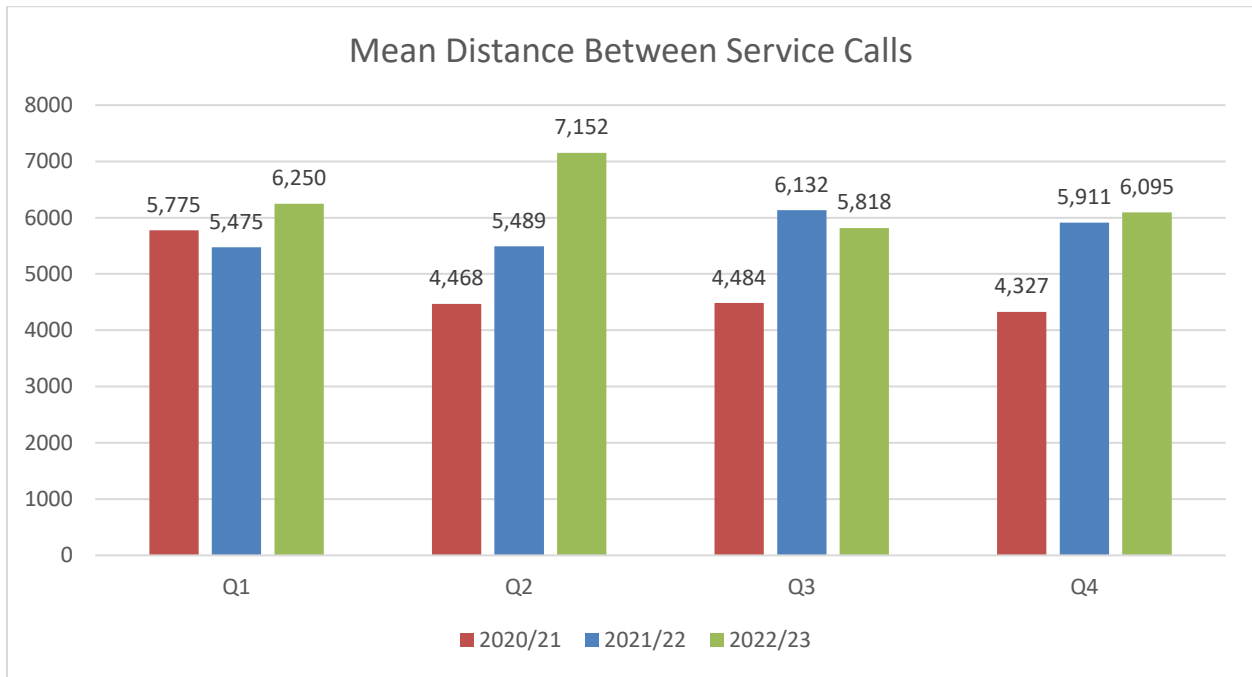
For the fourth quarter of 2022/23, the MDBF for conventional transit was 11,493 kms. This is an 8% increase from the fourth quarter of the previous year.



## 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.

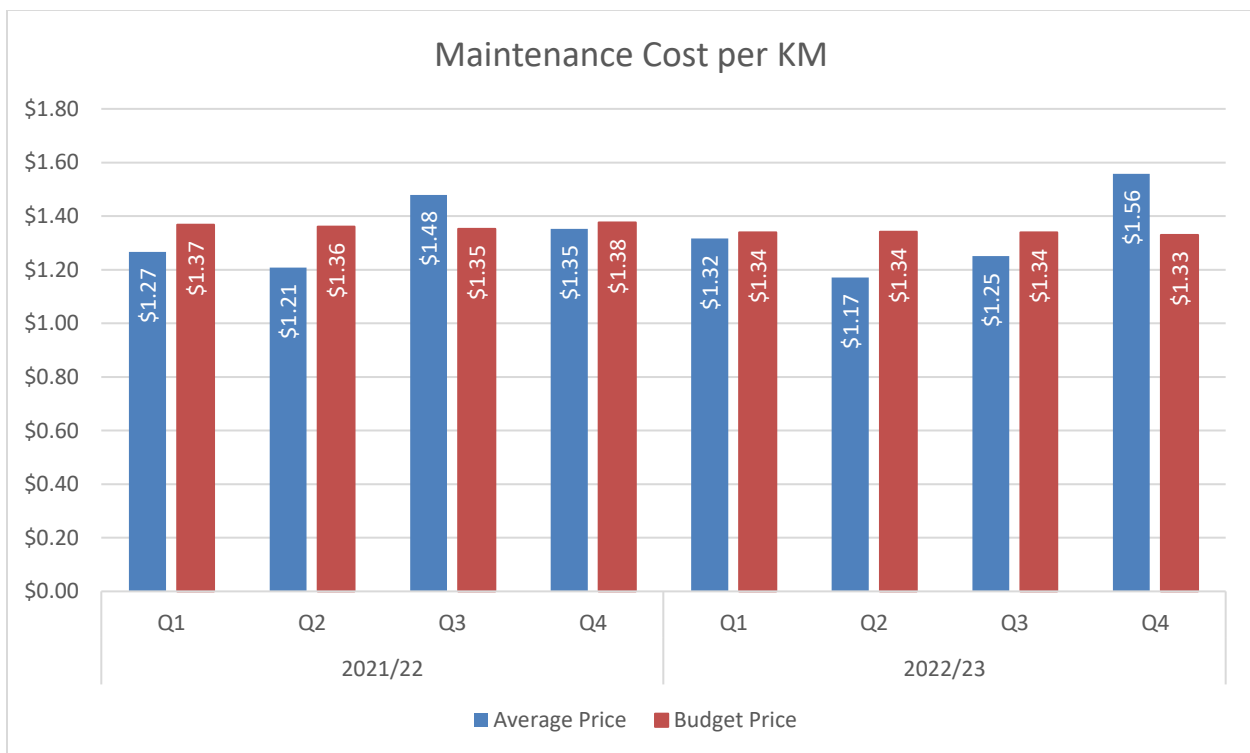
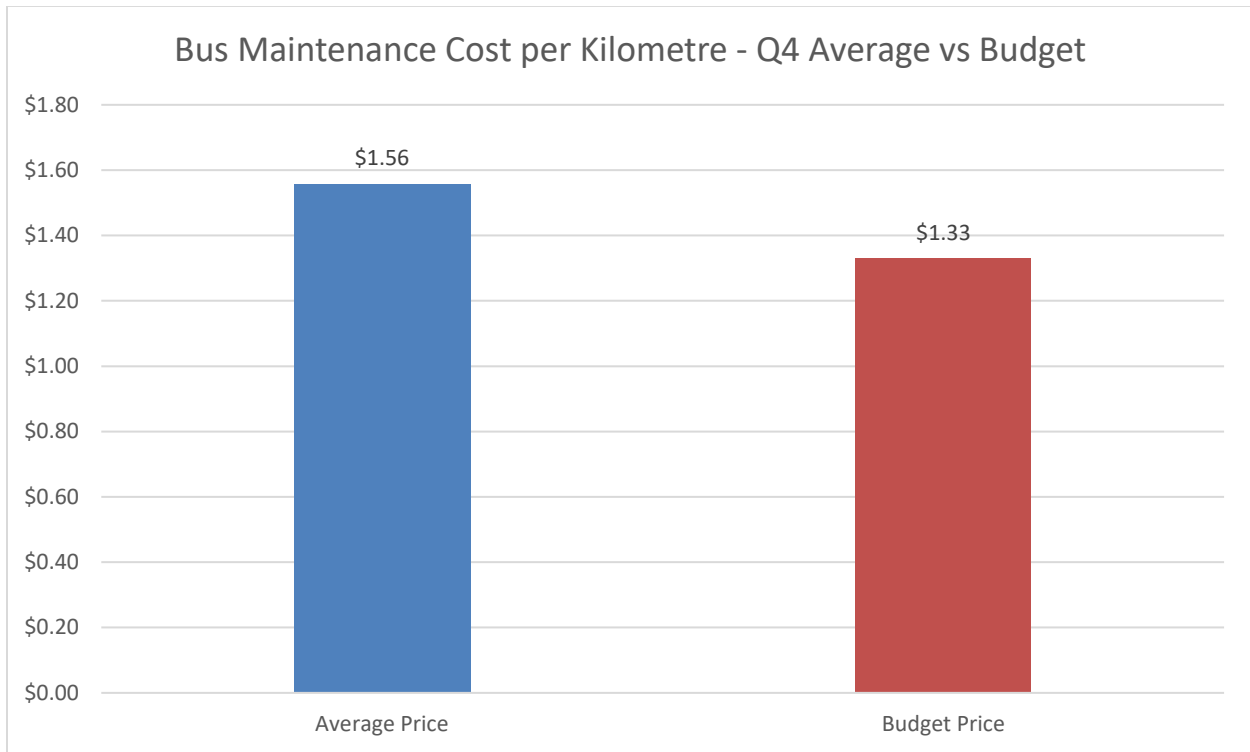
For the third quarter of 2022/23, the MDBS for conventional transit was 6,095 kms. In comparison to the fourth quarter of last year this is an increase of 3%. The MDBS for Access-A-Bus service was 36,403 kms, a 3% decrease from the previous year.





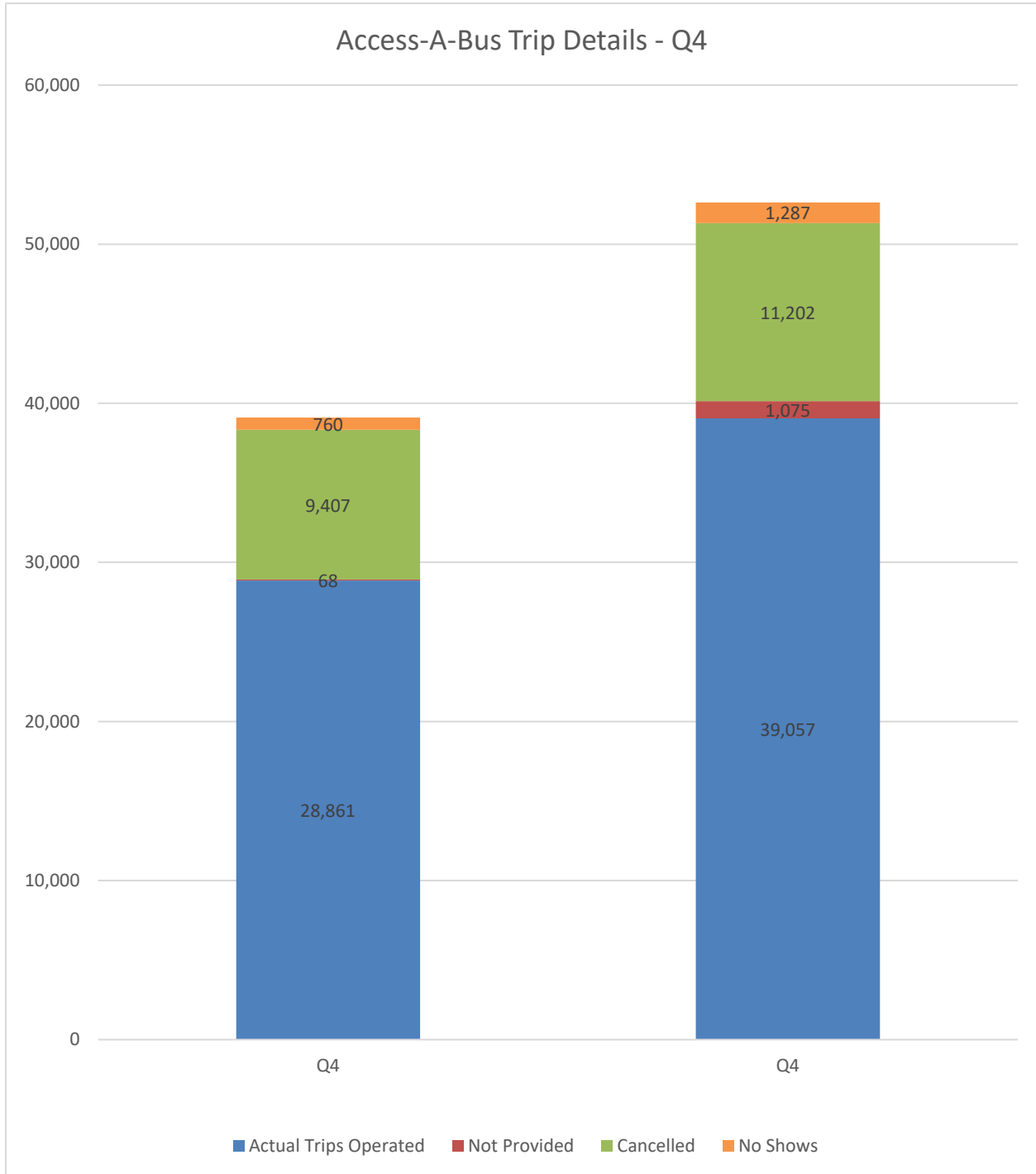
## Bus Maintenance Cost – Quarter Average vs Budget

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.

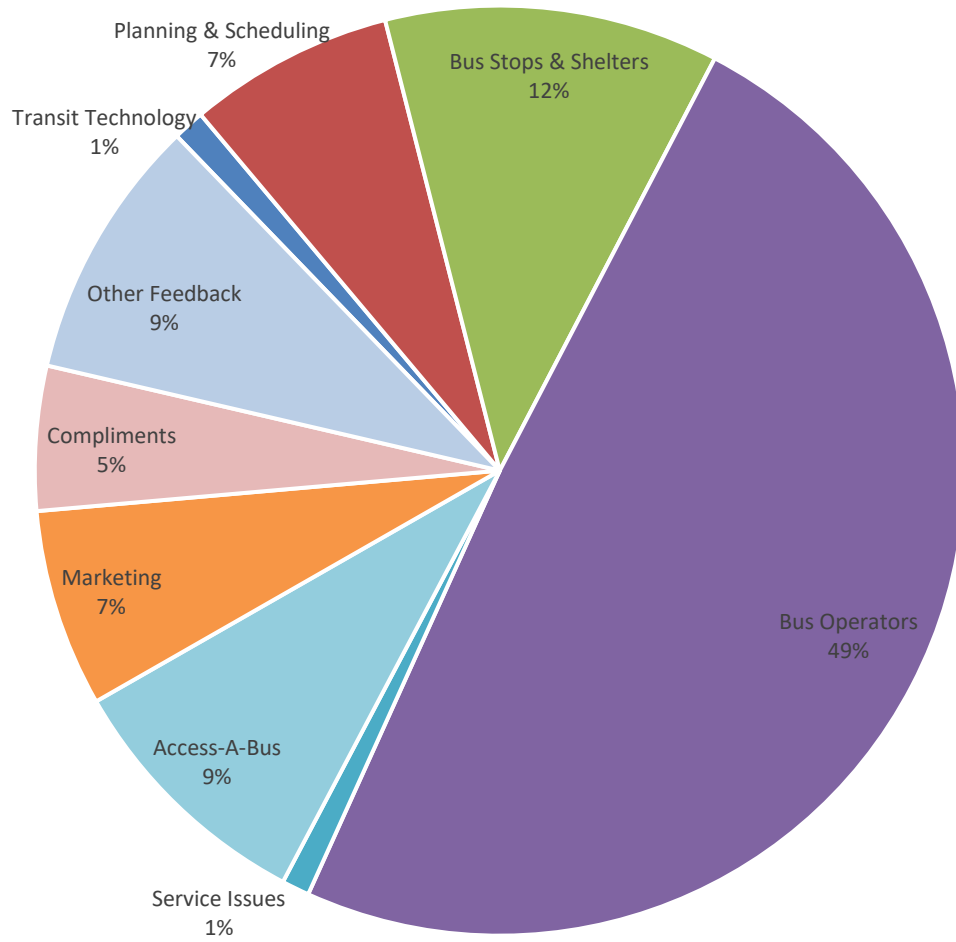


## Customer Service – All Services

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.

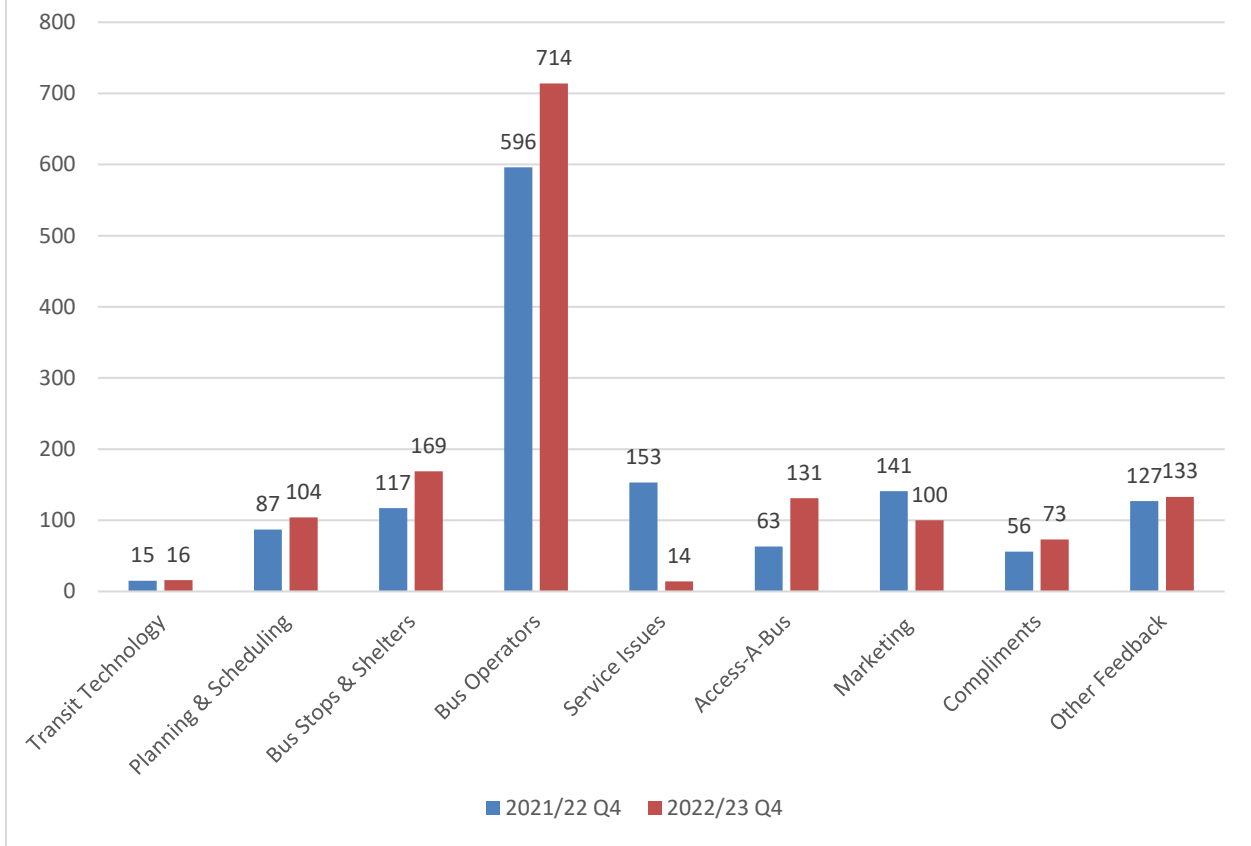
In the fourth quarter, 49% of feedback received was related to Bus Operator Driving and Behaviour. The remaining 51% is comprised of feedback regarding service issues, planning and scheduling, bus stops and shelters, marketing, compliments and other miscellaneous comments. Halifax Transit aims to address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

## Summary of Customer Feedback - Q4



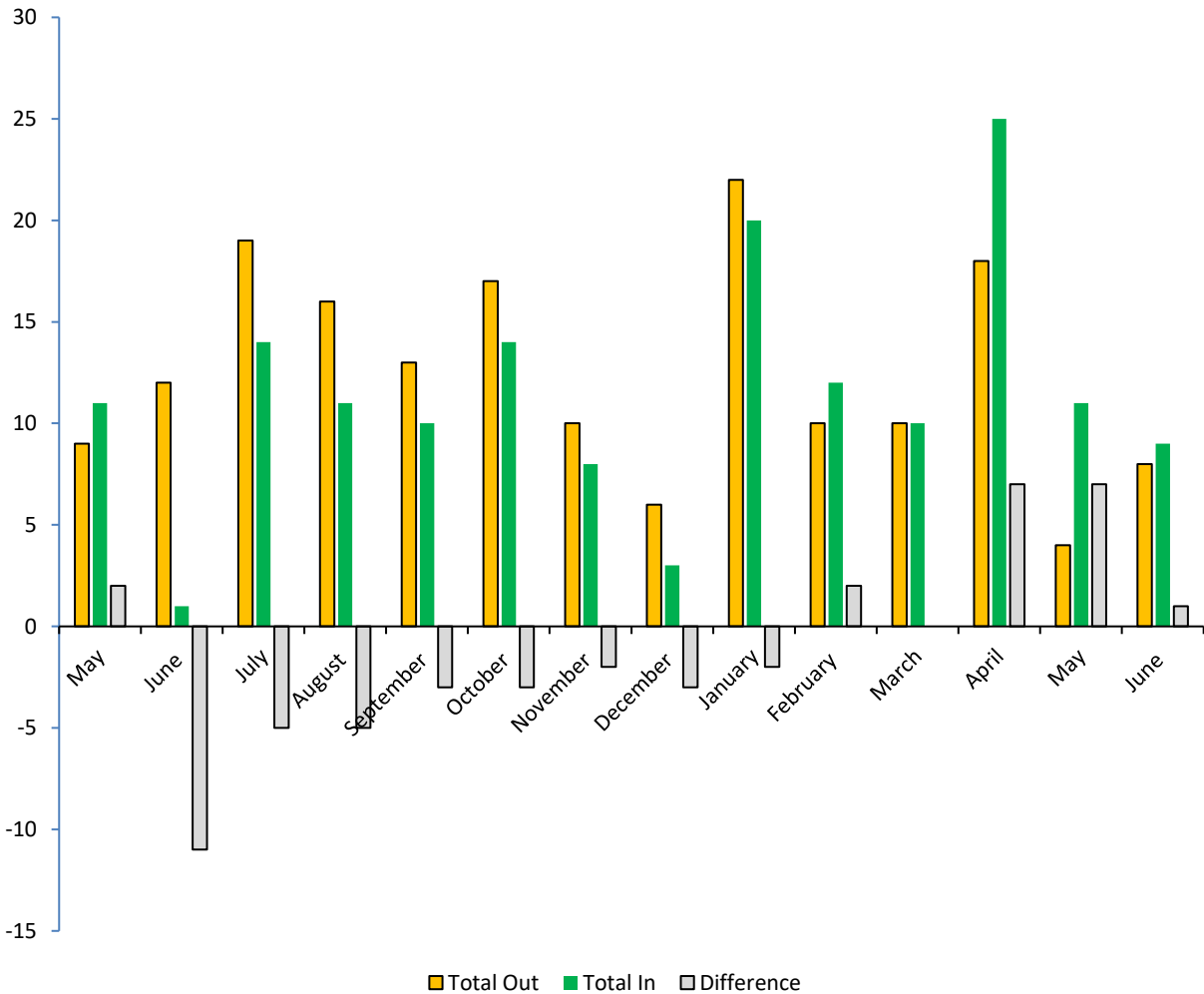
Resolved Within Standard  
Fixed Route Service (Bus & Ferry): 74%  
Access-A-Bus: 93%

### 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.



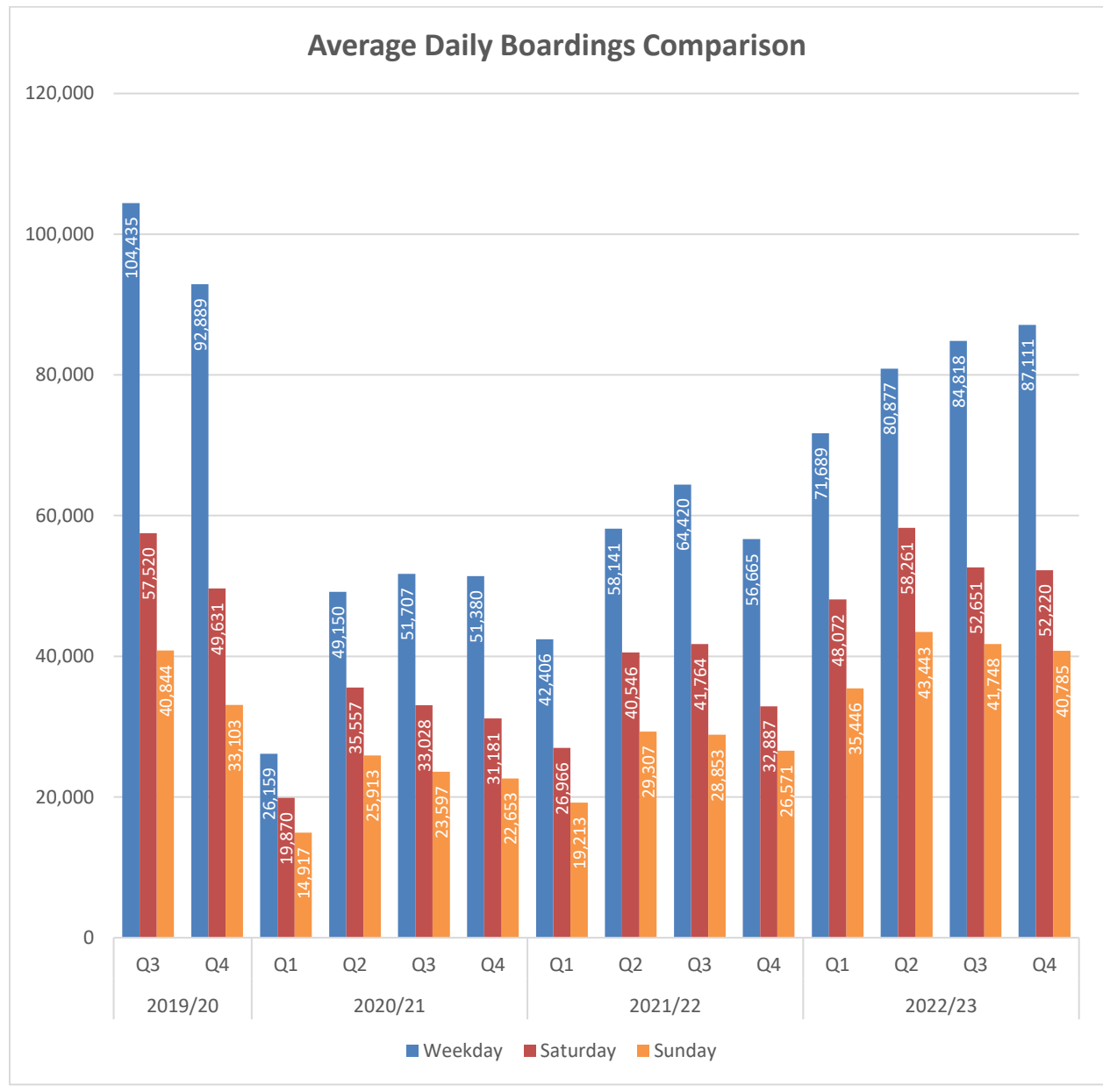
## Service Utilization

### 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		Ridership Guideline
	Boardings	Passengers Per Hour			Boardings	Pass/Hour	Boardings	Pass/Hour	
	All Day	AM & PM Peak	Midday	Evening	All Day		All Day		
		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

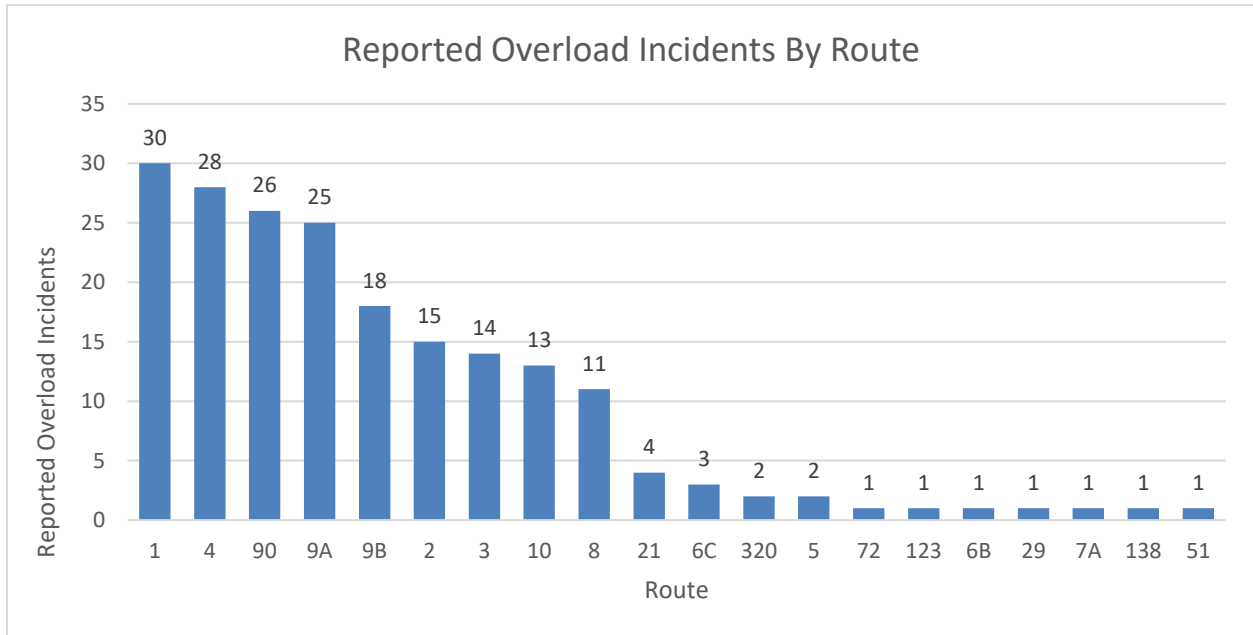
2022/23 Q4 Express Route Ridership Guidelines by Route			
Route	Weekday Peak Hours		
	Boardings	Pass/Trip	
<b>Express Ridership Guideline</b>			<b>20</b>
123	316		25
127	270		16
135	290		23
136	371		25
137	239		21
138	326		26
158	123		17
159	306		19
161	324		27
165	212		20
168A/B	549		23
168A	323		26
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.

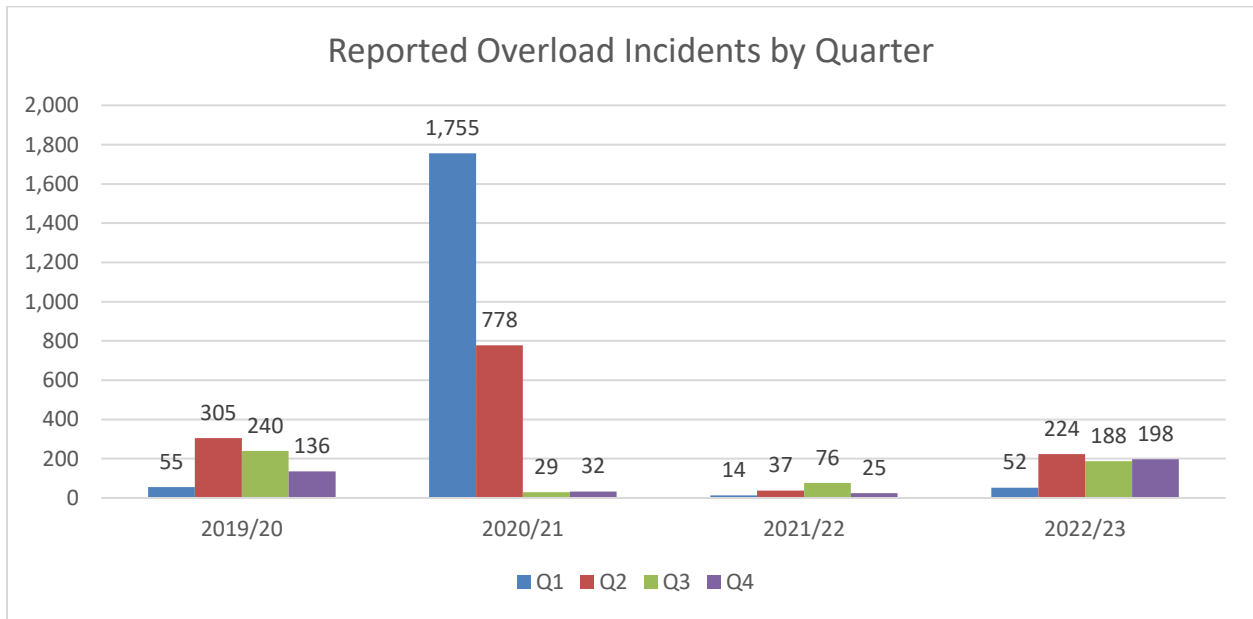
### Passenger Overloads by Route

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

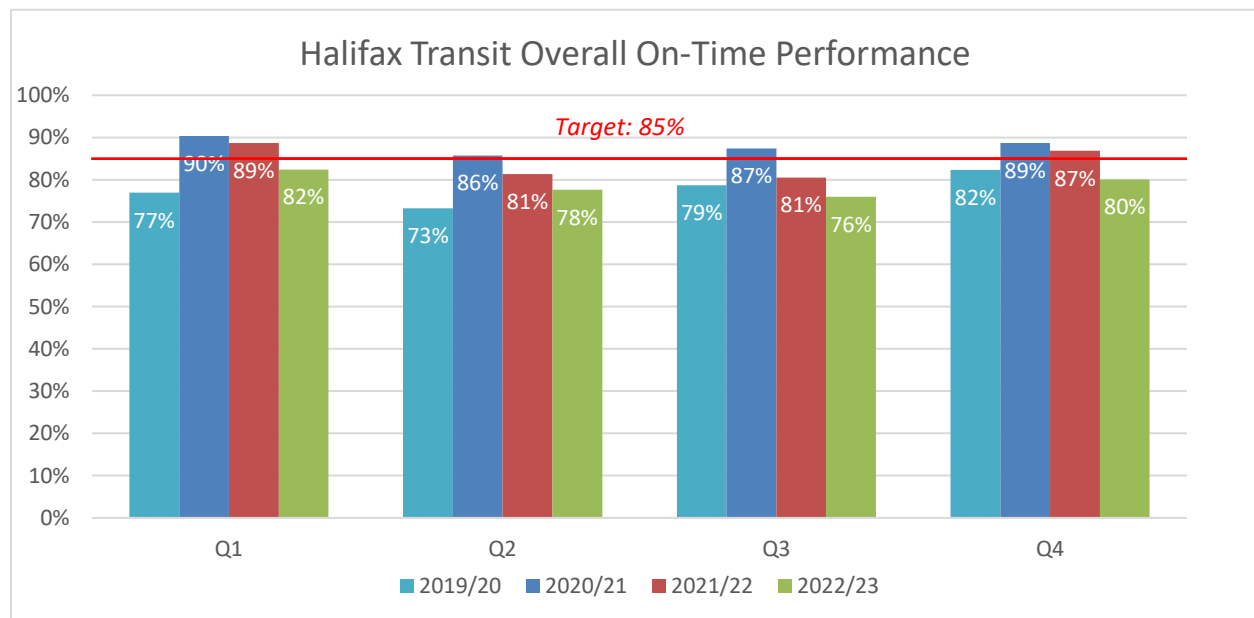
On-time performance is a measure of route reliability and is tracked monthly to demonstrate schedule adherence across the network of routes. Terminals and select bus stops along each route are classified as timepoints and have assigned and publicized scheduled arrival times. On-time performance demonstrates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

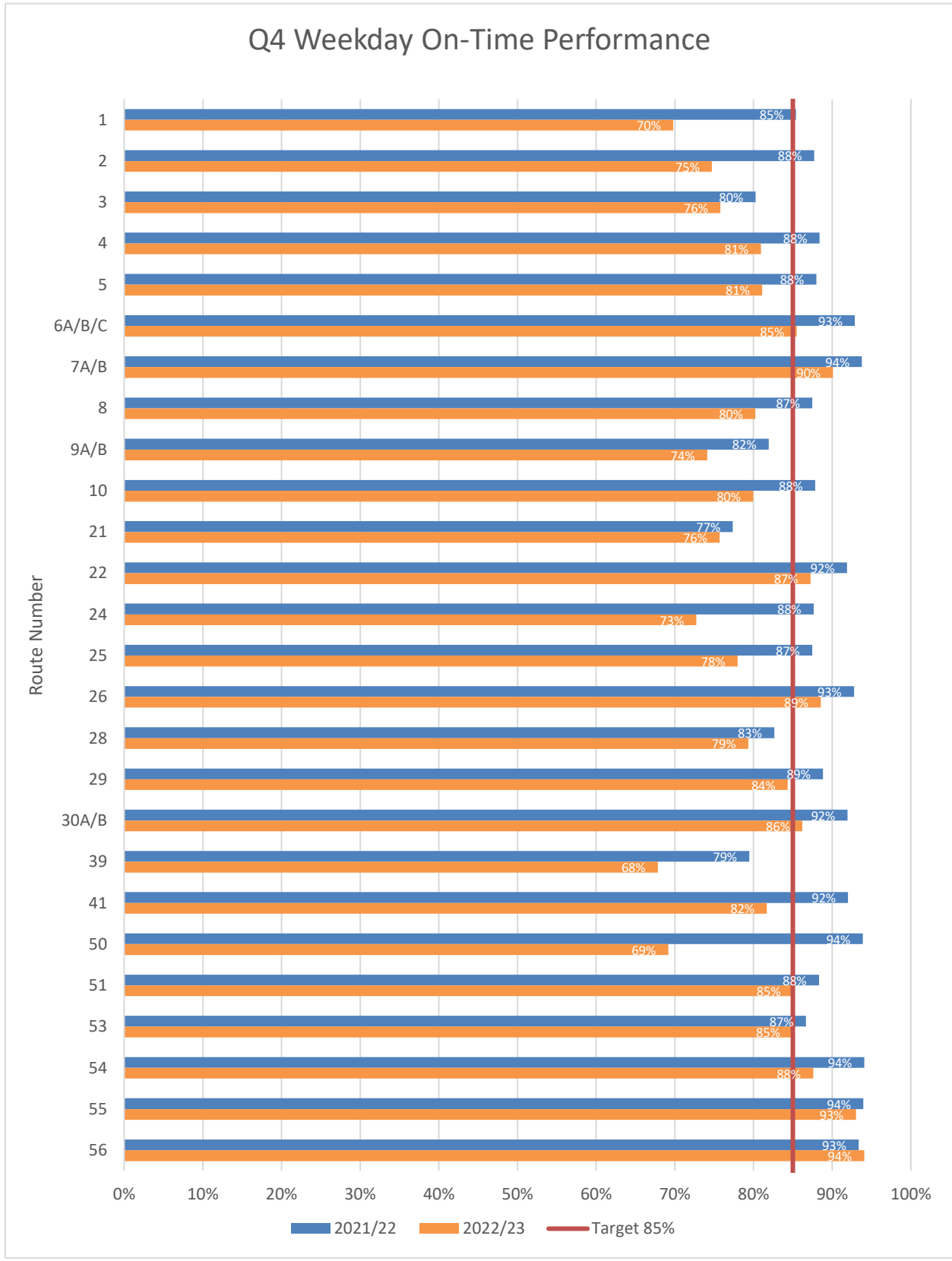
As traffic congestion has continued to increase in recent months, over on time performance has decreased and several routes have performed poorly. As part of quarterly service changes in November 2023 several routes will have schedule adjustments made to address poor on-time performance including Routes 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.

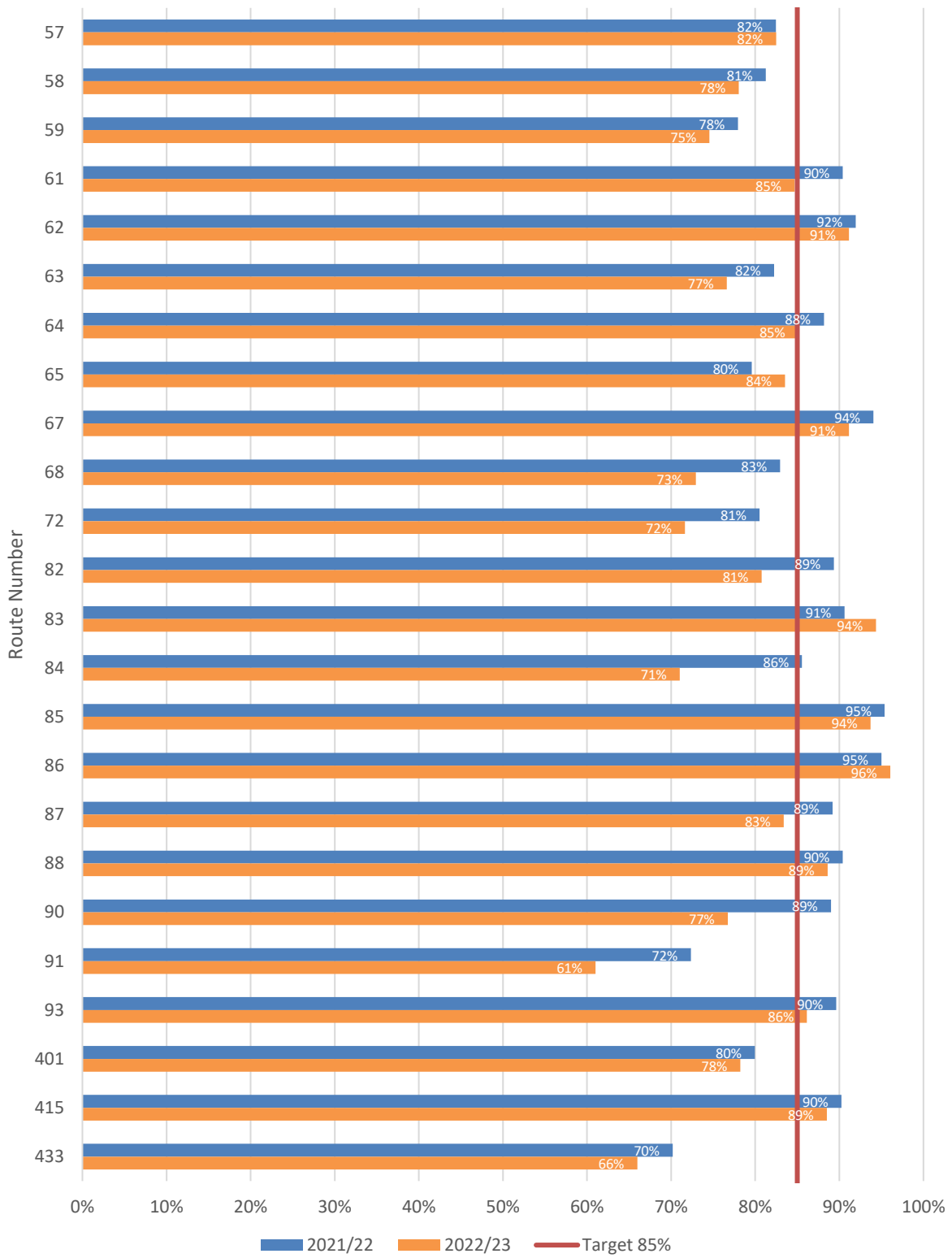
## Overall Network On-Time Performance



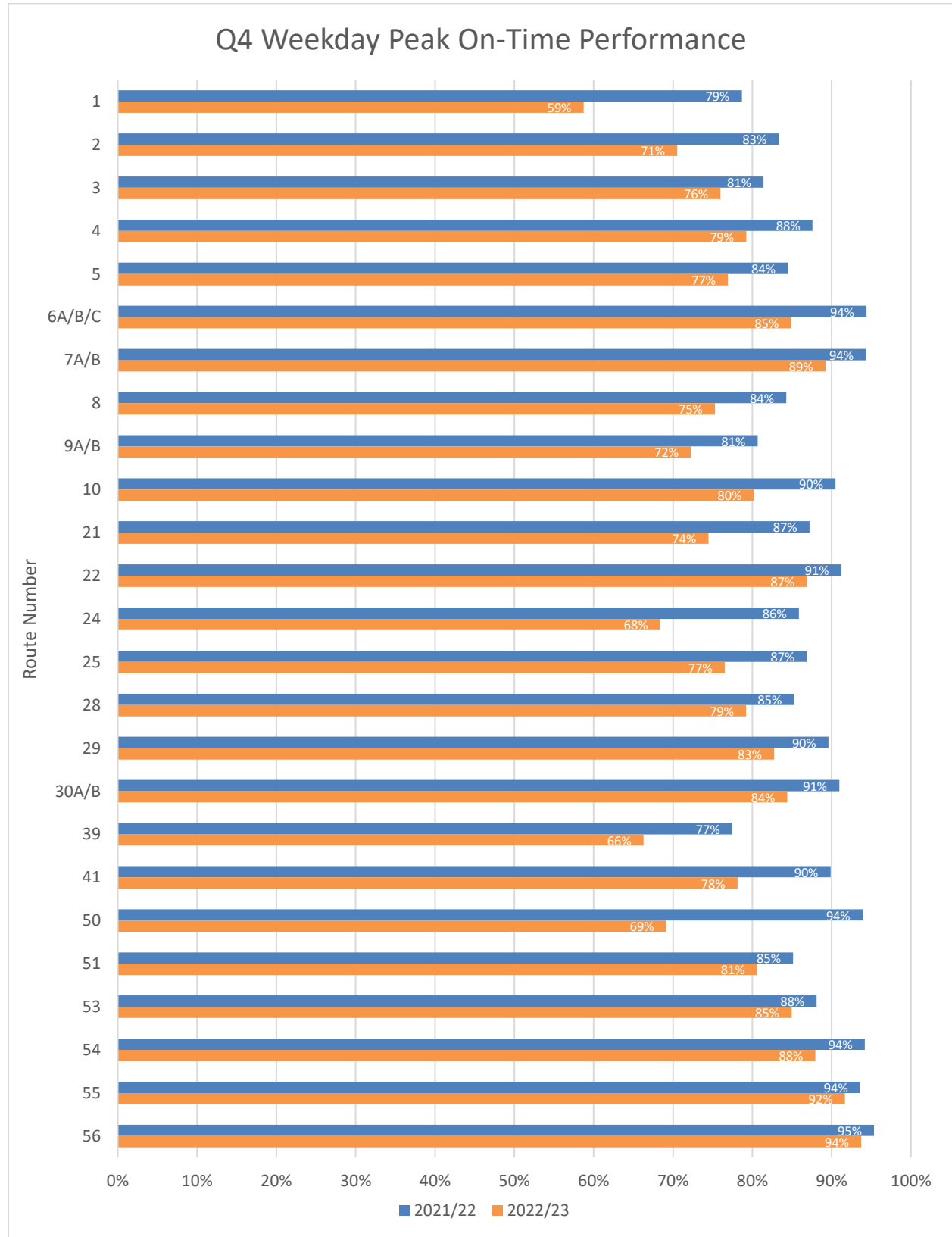
## Weekday On-Time Performance



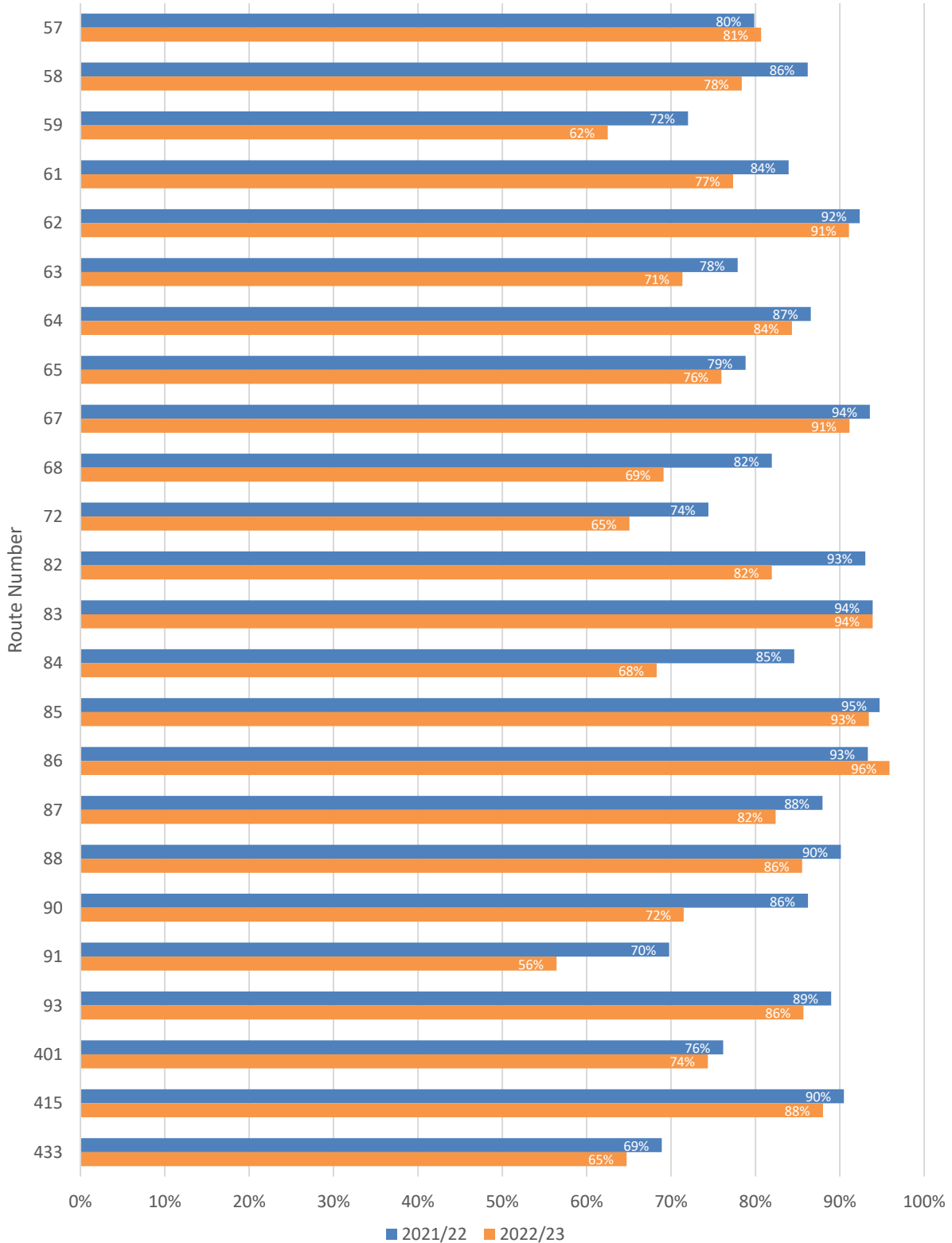
## Q4 Weekday On-Time Performance



## Weekday Peak Period On-Time Performance



## Q4 Weekday Peak On-Time Performance



## Express Service On-Time Performance

