

Attachment A: 2023/24 Halifax Transit Q1 Performance Measures Report

2023/24 – Q1 Performance Measures Report

HALIFAX
TRANSIT

Contents

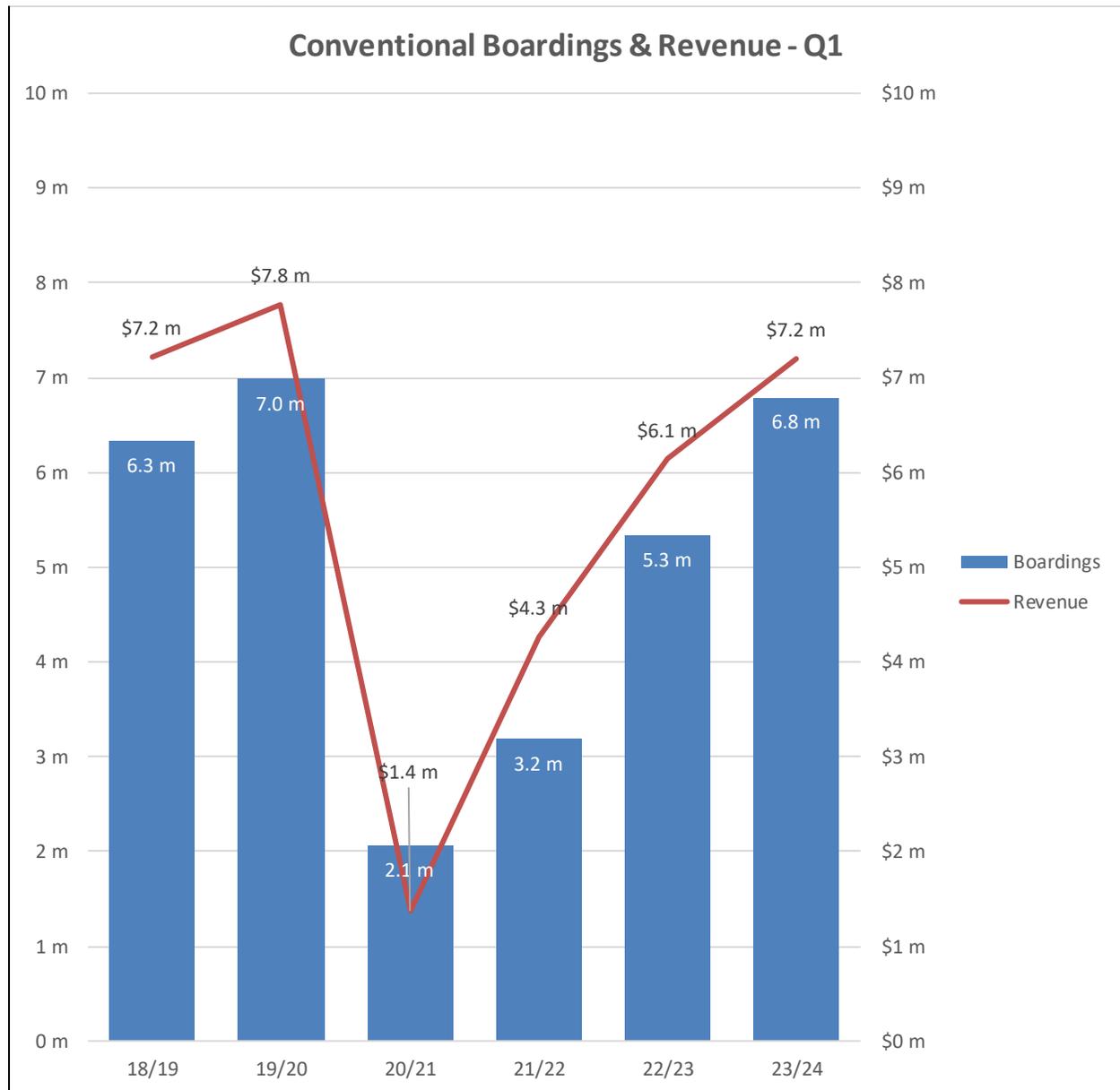
- Boardings & Revenue.....1
 - Historical Boardings & Revenue1
- Loss of Service.....4
- Fleet Services5
 - Mean Distance Between Failures5
 - Mean Distance Between Service Calls6
 - Bus Maintenance Cost – Quarter Average vs Budget.....7
- Safety – Collisions.....8
- Access-A-Bus Trip Details9
- Customer Service – All Services10
- Recruitment and Retention12
- Service Utilization13
 - Boardings.....13
 - Average Daily Boardings by Service Day13
 - Ridership Guidelines by Route – Passengers Per Hour.....14
 - Express Service Peak Boardings & Passengers per Trip.....15
 - Passenger Overloads.....16
 - Passenger Overloads by Route16
 - Passenger Overloads by Quarter16
- On-Time Performance.....17
 - Overall Network On-Time Performance.....17
 - Weekday On-Time Performance18
 - Weekday Peak Period On-Time Performance.....20
 - Express Service On-Time Performance22

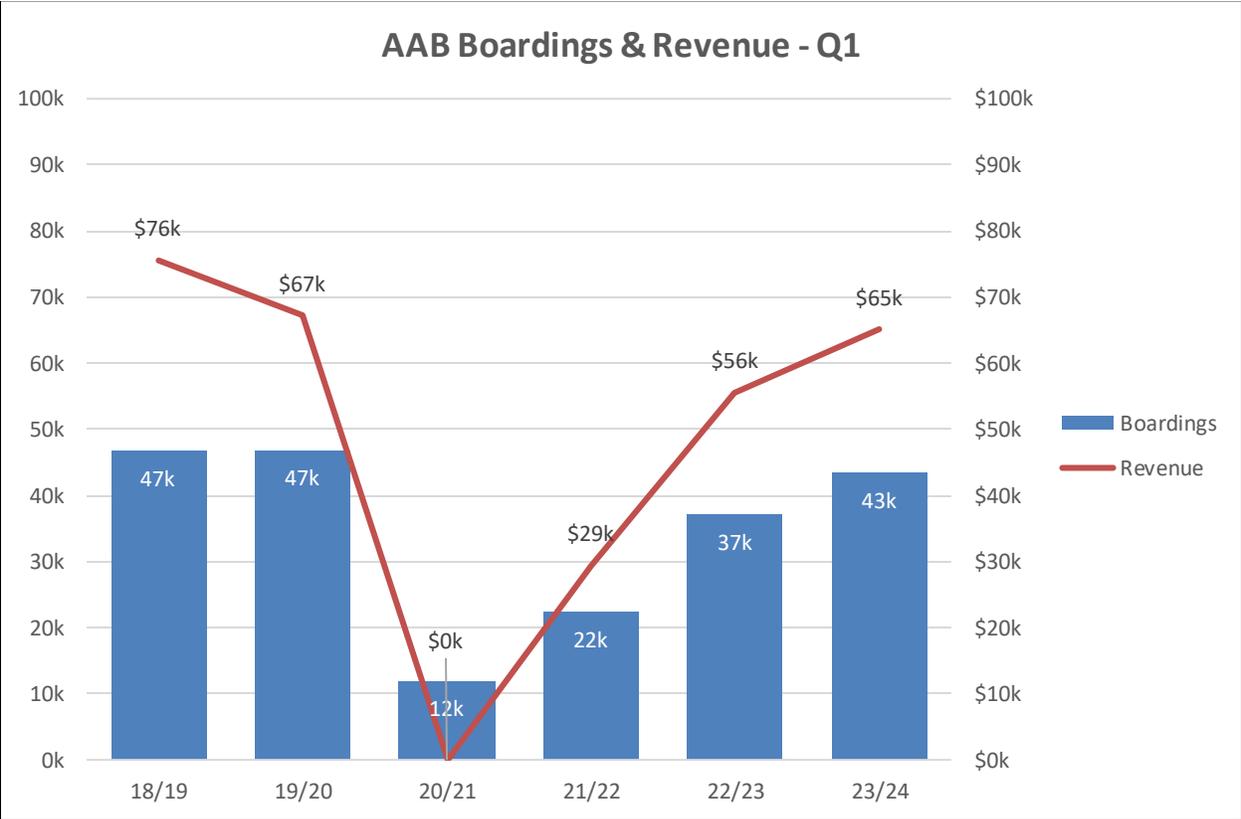
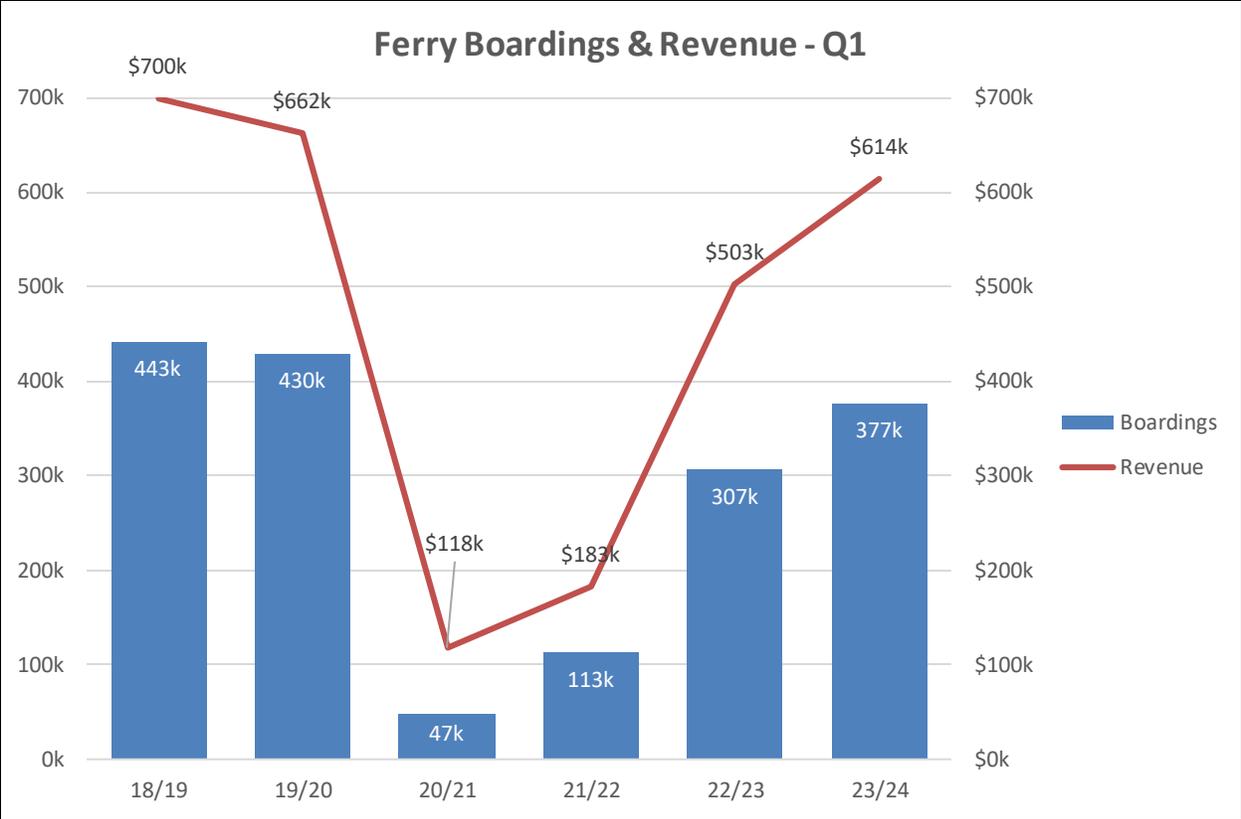
Boardings & Revenue

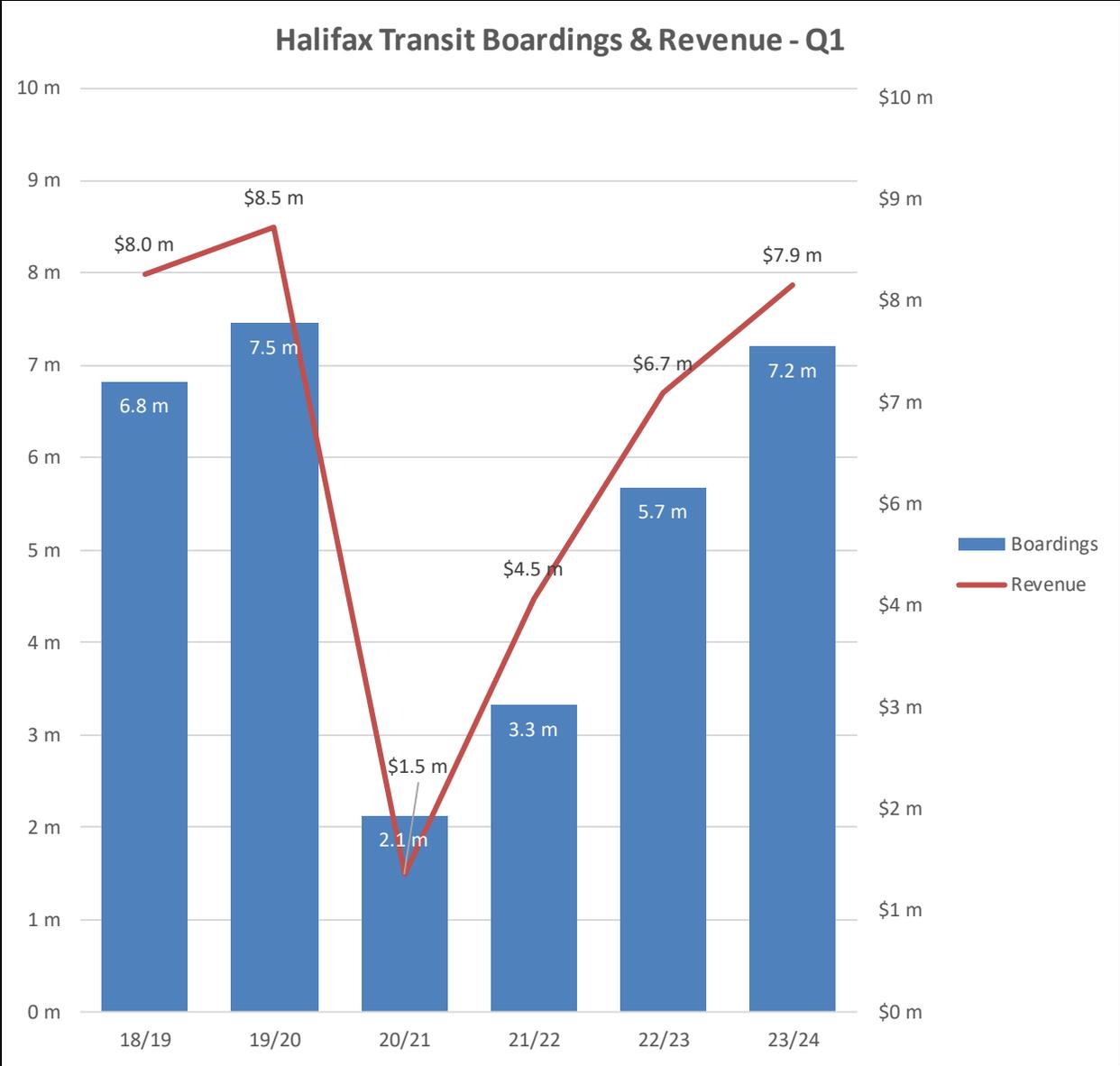
Revenue and boardings are reported to demonstrate how well transit services were used over the quarter, in comparison to the same quarter the previous year.

Recovery from the COVID-19 pandemic continued through the first quarter this year. Conventional boardings increased 27% from this quarter last year, Ferry boardings increased 23% and Access-A-Bus boardings increased 17%. Overall, system wide boardings increased this quarter by 27% compared to last year, which is still 3% lower than first quarter 2019/20. Overall revenue this quarter increased 18% from last year but remains 7% lower than first quarter 2019/20.

Historical Boardings & Revenue



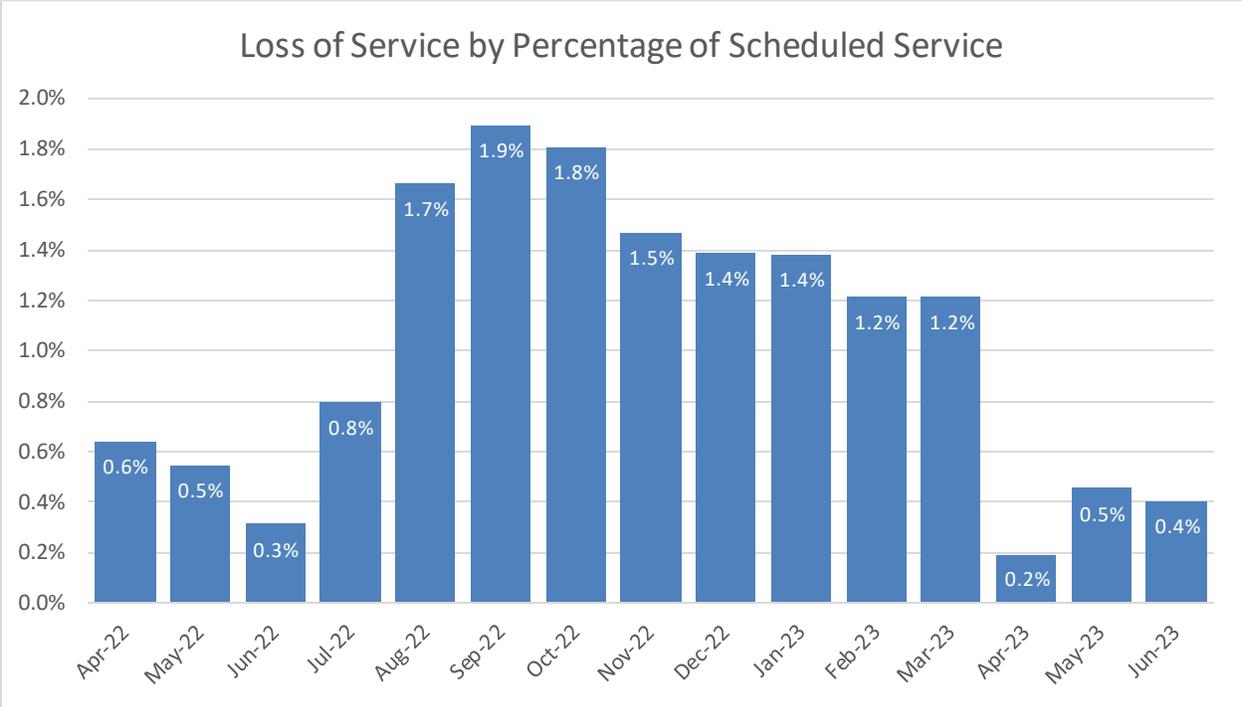




Loss of Service

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

In the first quarter, the total loss of service was 721 hours, which is 0.4% of the quarterly revenue hours. The chart below shows the total loss of service for each month. In late February 2023 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.

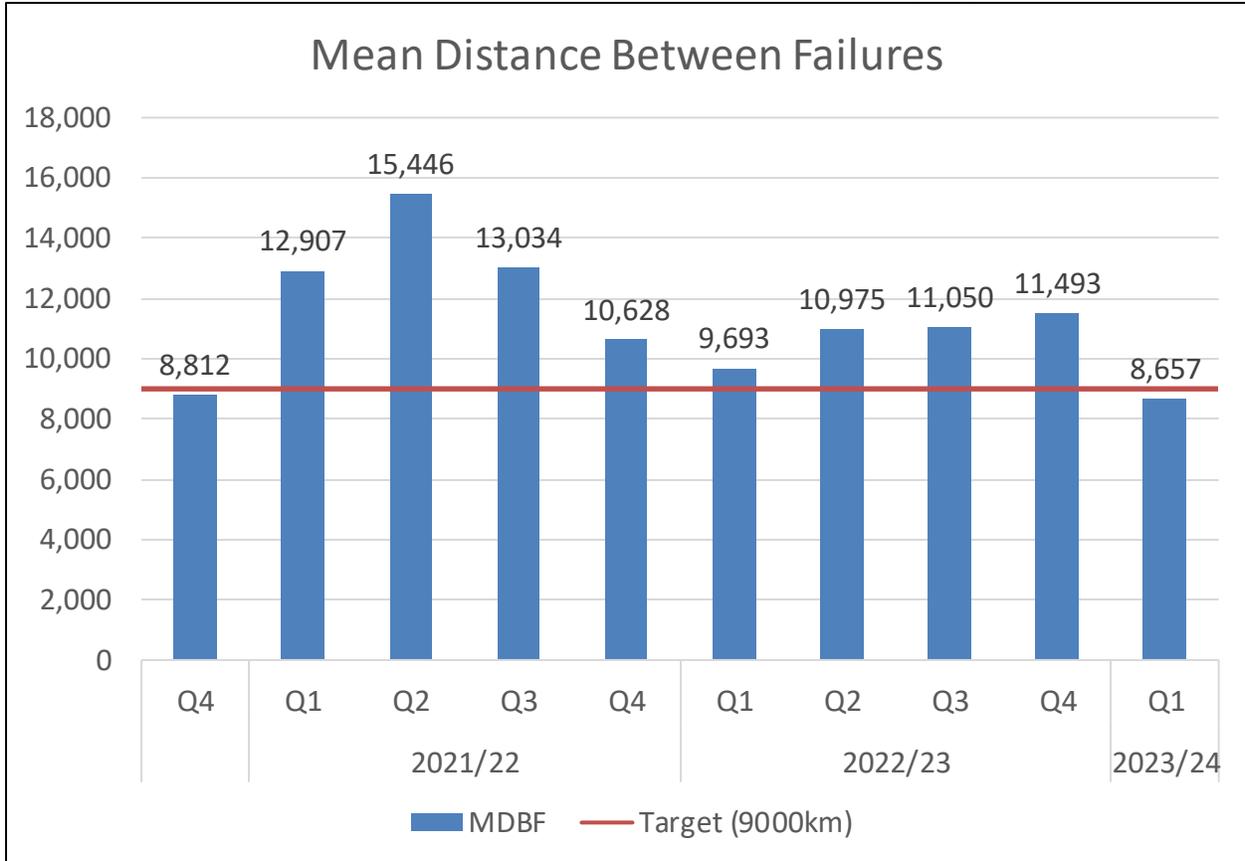


Fleet Services

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.

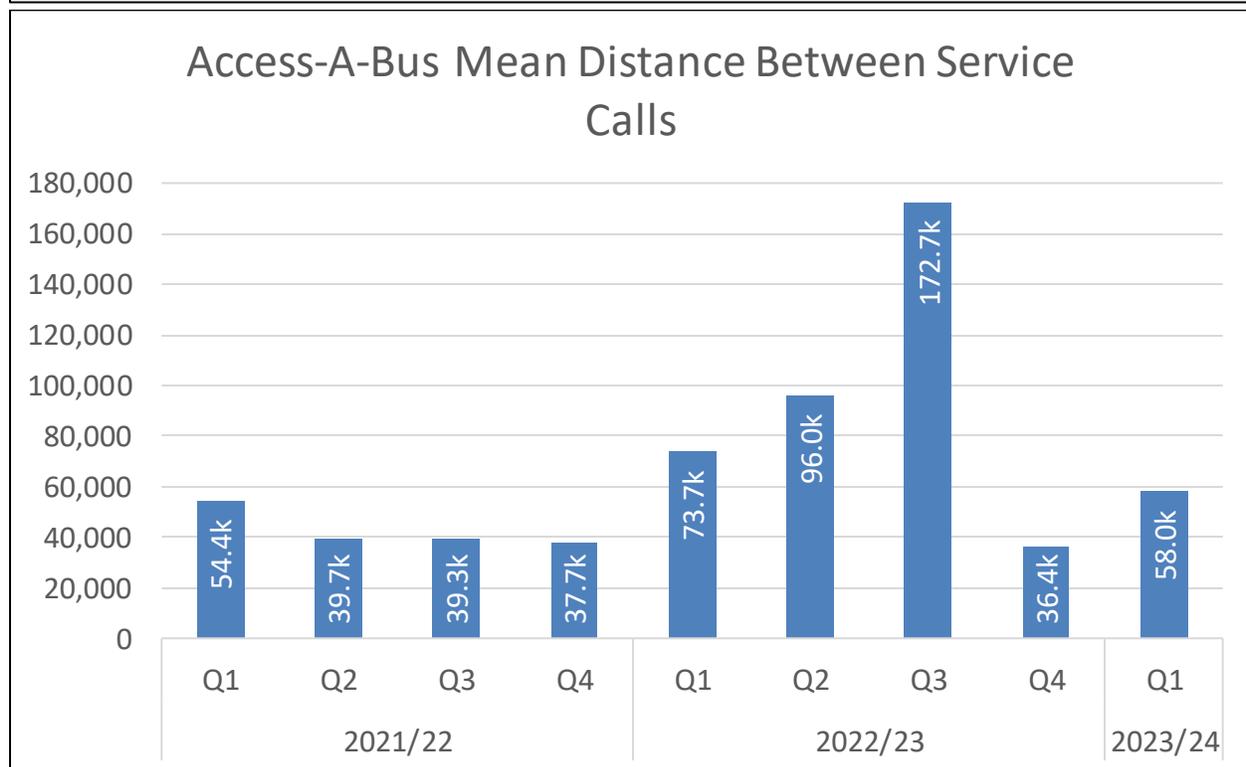
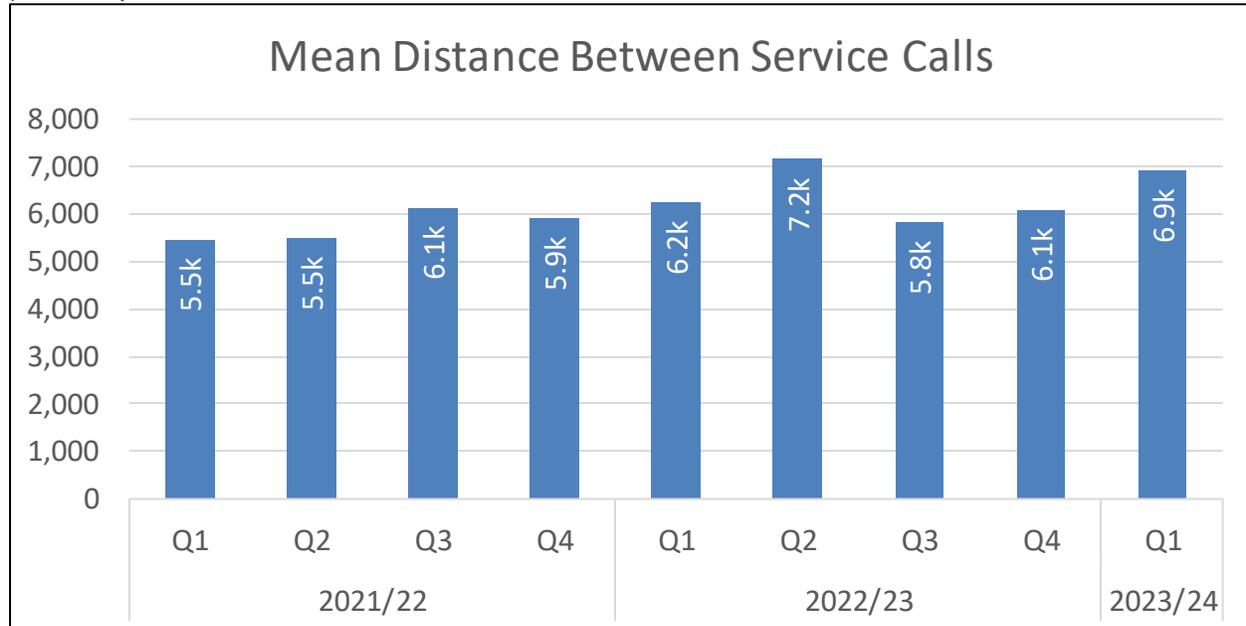
For the first quarter of 2023/24, the MDBF for conventional transit was 8,657 kms. This is an 11% decrease from the first quarter of the previous year, and slightly below the benchmark of 9,000 kms. The average age of the conventional fleet is nine (9) years, and this is traceable to the MDBF dipping below the benchmark compared to previous consecutive quarters where the average age of fleet was lower.



Mean Distance Between Service Calls

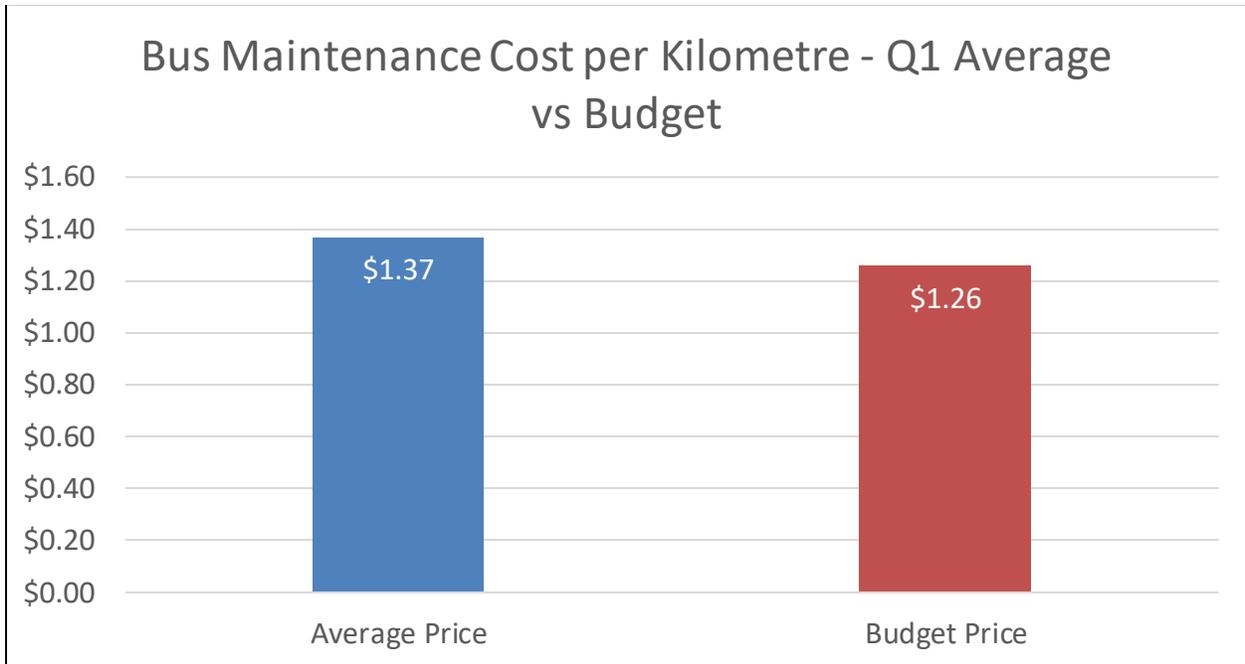
Mean Distance Between Service Calls (MDBS) reflects the average distance in kilometres covered between maintenance service calls. This metric includes all instances of service calls, including issues with secondary equipment, passenger-related events and damages to the bus resulting from minor accidents.

For the first quarter of 2023/24, the MDBS for conventional transit was 6,916 kms, and increase of 11% over the previous year. The MDBS for Access-A-Bus service was 58,002 kms, a 21% decrease from the previous year.



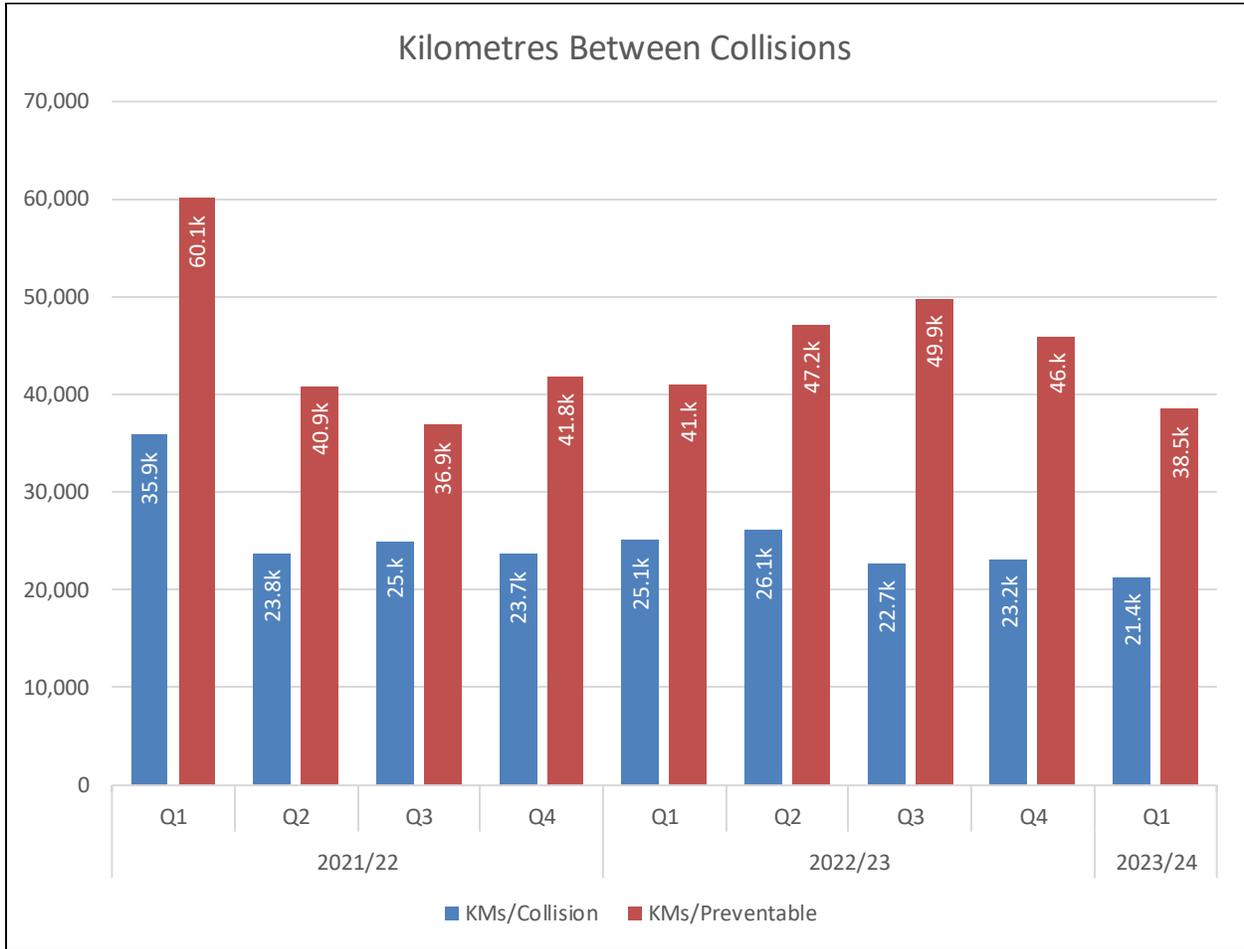
Bus Maintenance Cost – Quarter Average vs Budget

In the first quarter bus maintenance costs were \$1.37/km, 9%% higher than the budgeted maintenance cost of \$1.26/km. Costs in Q1 were slightly higher due to pay period scheduling, it is anticipated that lower costs in Q2 will compensate for this difference.



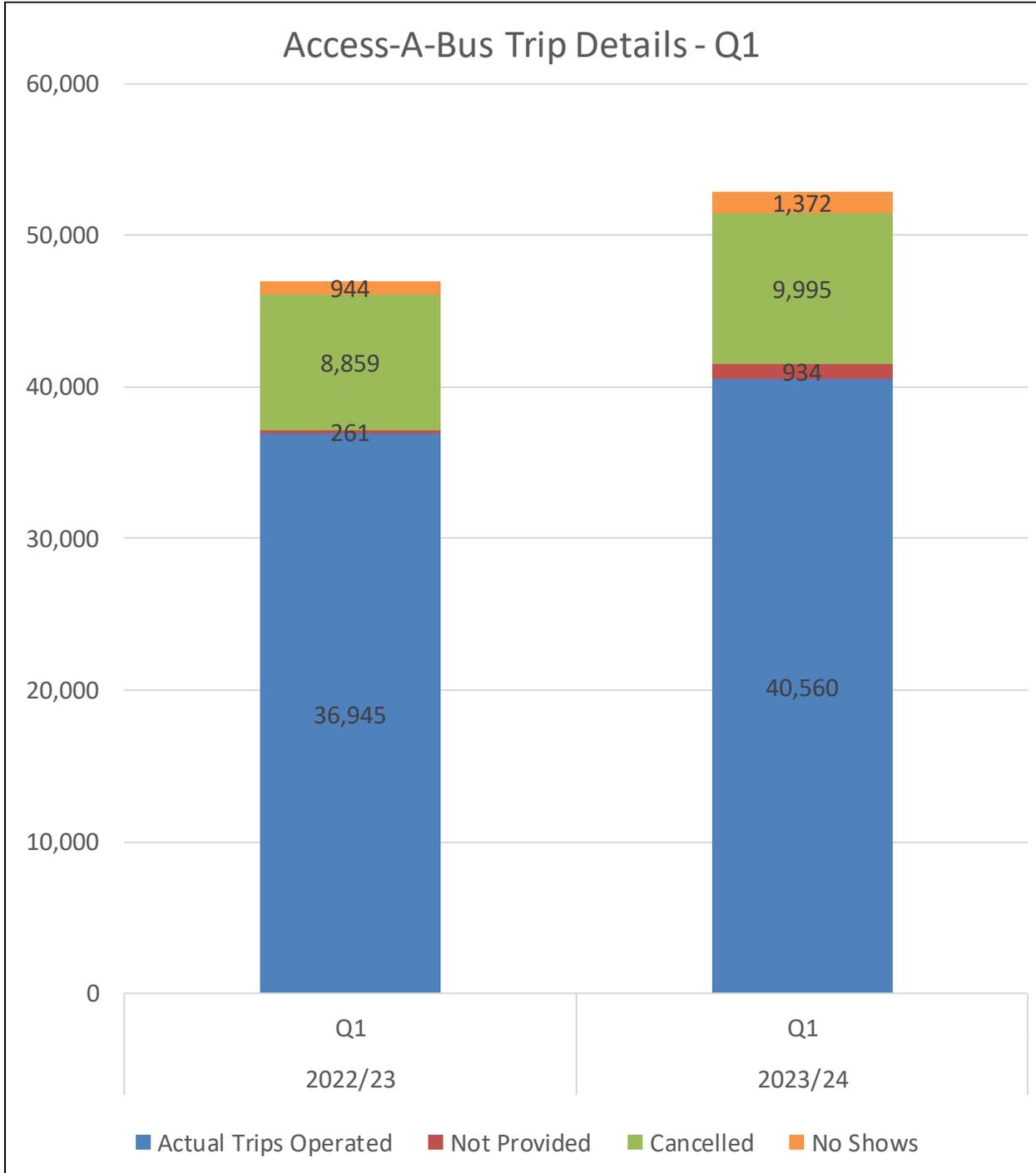
Safety – Collisions

In the first quarter, a collision involving Halifax Transit vehicles occurred once every 21,400 kilometres, a preventable collision occurred every 38,500 kilometres. This metric has not been reported previously, a benchmark has yet to be established.



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 first quarter of 2023/24 a total of 40,560 trips were operated, an increase of 10% compared to the first quarter last year.



Customer Service – All Services

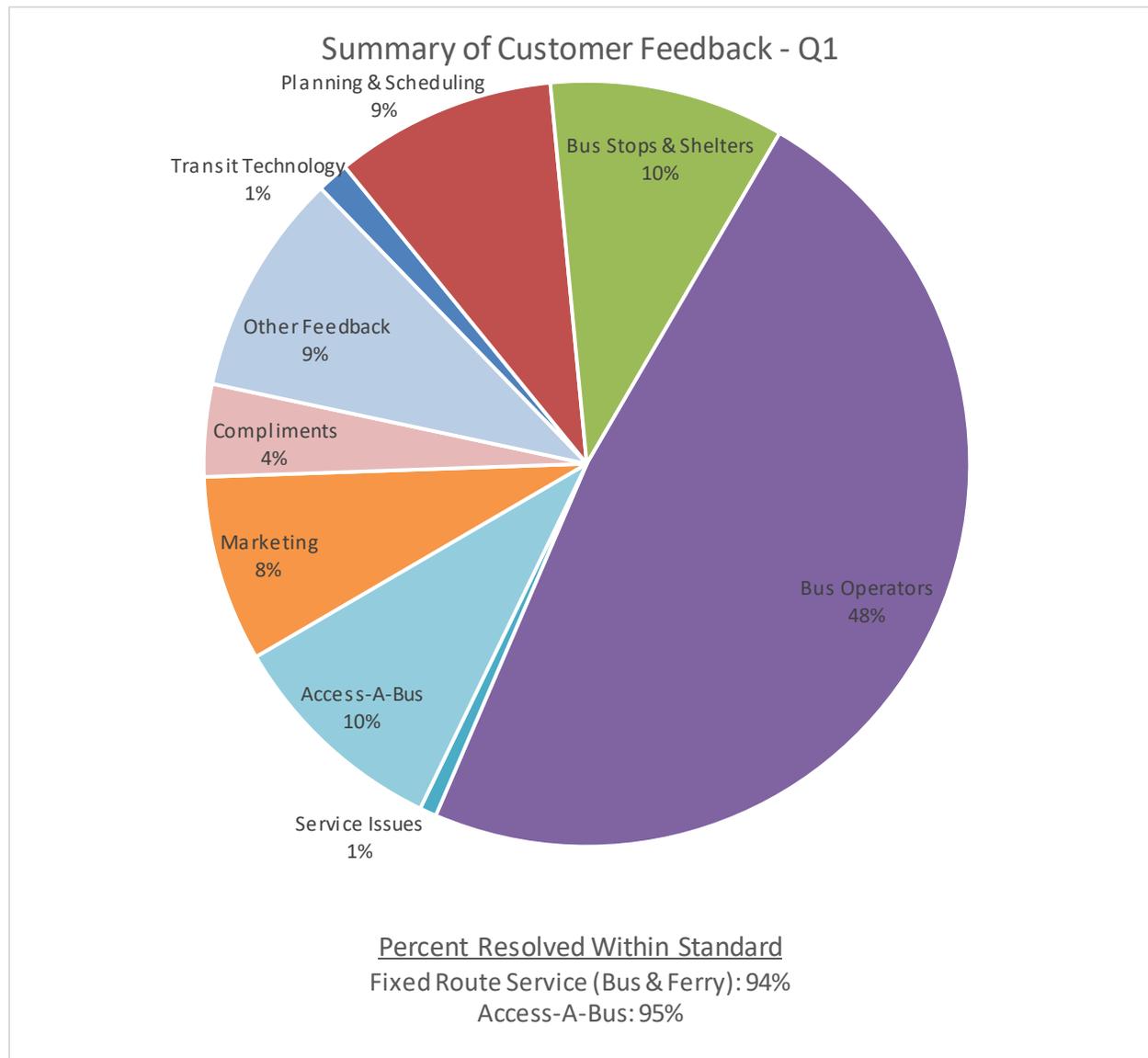
Customer service statistics are measured monthly using the Cityworks Customer Relationship Management software. Feedback is first categorized by subject matter and then divided into two categories: feedback resolved within service standard and feedback resolved outside service standard. The service standard varies from 3 to 10 days depending on the subject matter.

3 Days – Accessibility on Conventional Bus, Infrastructure, Prohibited Conduct, Vehicle Related

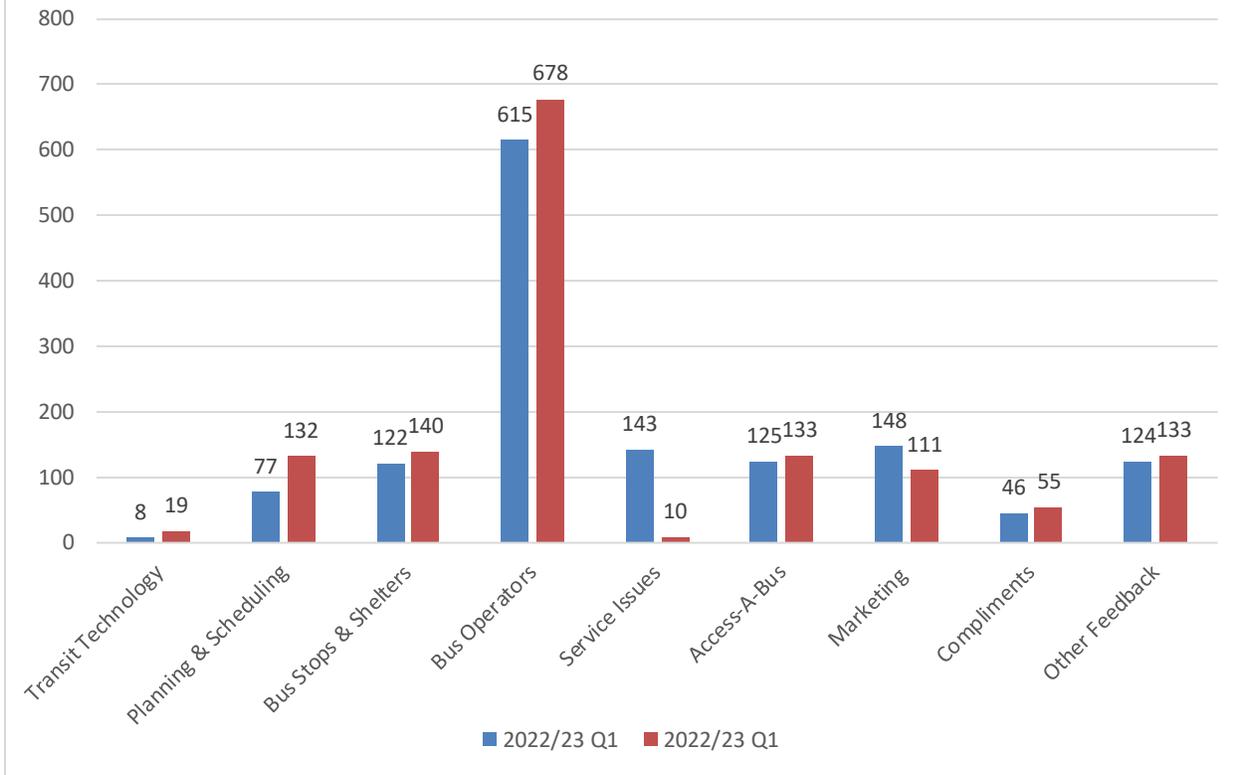
5 Days – Access-A-Bus, Bus Operator Compliments, Ferries, Policies, Technology

10 Days – Bus Operator Behaviour, Bus Operator Driving, Marketing & Communications, Planning & Scheduling, Programs

In the first 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, 94% of customer feedback was resolved within standard.



Customer Feedback Comparison - Q1



Recruitment and Retention

The figure below includes information on the number of conventional Bus Operators entering and exiting Halifax Transit between over the past year. The blue bar illustrates the net loss/gain of staff each month and shows that Operator numbers have continued to trend positively in recent months.



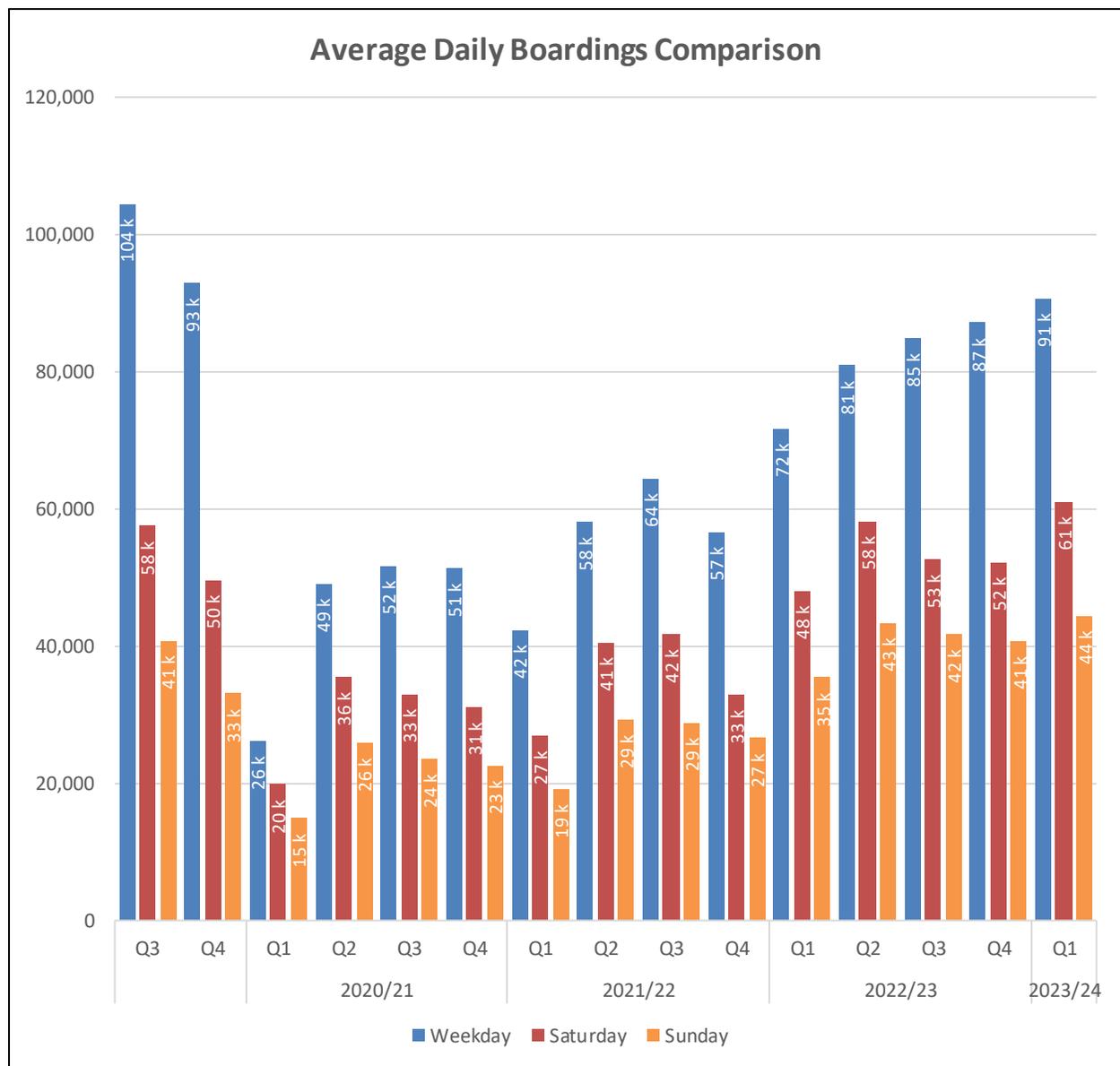
Service Utilization

Boardings

Average weekday boardings in the first quarter were 90,645 ± 6,626 (7% variance). Average Saturday boardings this quarter were 61,108 ± 7,304 (12% variance). Average Sunday boardings this quarter were 44,418 ± 5,719 (13% 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. While average Weekday boardings are still below pre-pandemic levels, weekend boardings now exceed those levels; Saturdays are 110% of levels set in 2019/20 and Sunday boardings are 114% of levels seen in 2019/20.



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.

2023/24 Q1 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	8,071	58	56	40	6,171	54	4,679	54	
2	4,909	50	46	39	4,685	47	3,148	45	
3	7,169	55	44	38	3,640	43	3,874	40	
4	4,838	40	37	35	2,285	47	1,889	41	
5	3,953	49	46	34	3,007	41	1,967	46	
6A/B/C	2,821	36	35	24	1,706	38	1,333	32	
7A/B	4,650	42	35	23	3,109	31	1,989	28	
8	4,385	41	35	26	3,490	35	2,963	32	
9A/B	6,697	46	51	33	3,597	55	3,170	51	
10	4,330	43	46	30	2,831	38	2,000	41	
21	1,237	45	48	31	1,128	32	749	41	
22	708	27	27	12	535	16	452	13	
24	1,752	39	33	22	1,856	33	1,536	29	
25	575	27	35	21	468	31	412	30	
26	48	18							
28	1,923	54	50	41	1,805	44	988	47	
29	2,999	36	34	29	2,099	33	1,569	26	
30A/B	1,206	34	37	26	901	26	625	29	
30A	657	38	43	26	431	26	283	23	
30B	549	31	32	26	470	26	342	37	
39	1,360	37	28	21	1,214	24	554	25	
41									
50	85	27							
51	1,010	46	44	28	554	35	313	21	
53	1,091	41	33	21	1,023	32	457	22	
54	961	31	40	21	614	30	381	23	
55	396	23	24	13	403	27	249	17	
56	1,115	47	36	25	1,206	38	789	26	
57	31	10	4	8					
58	181	13	17	5	105	7	74	5	
59	123	13	14	11	128	18	101	15	
61	220	13	17	12	225	13	176	11	
62	561	25	28	15	377	23	299	19	
63	454	22	23	11	304	21	226	16	
64	765	22	12	7					
65	153	14	42	9	99	9	78	8	
67	680	22	28	13	309	19	240	15	
68	264	15	27	13	212	12	155	10	
72	1,660	42	37	21	1,344	30	688	26	
82	261	19	18	8	258	16	198	12	
83	90	8	9	4	95	9	75	7	
84	1,044	22	21	13	462	15	368	11	
85	173	13	19	7	120	15	116	13	
86	132	9	11	7	151	9	106	7	
87	1,361	35	20	15	958	19	538	20	
88	247	26	14	11	214	14	146	10	
90	2,066	40	29	20	1,569	25	869	25	
91	993	32	31	22	562	26	510	24	
93	191	21	19	8					
401	129	13	13	9	57	12	42	8	
415	60	8	11						
433	87	13		9					

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

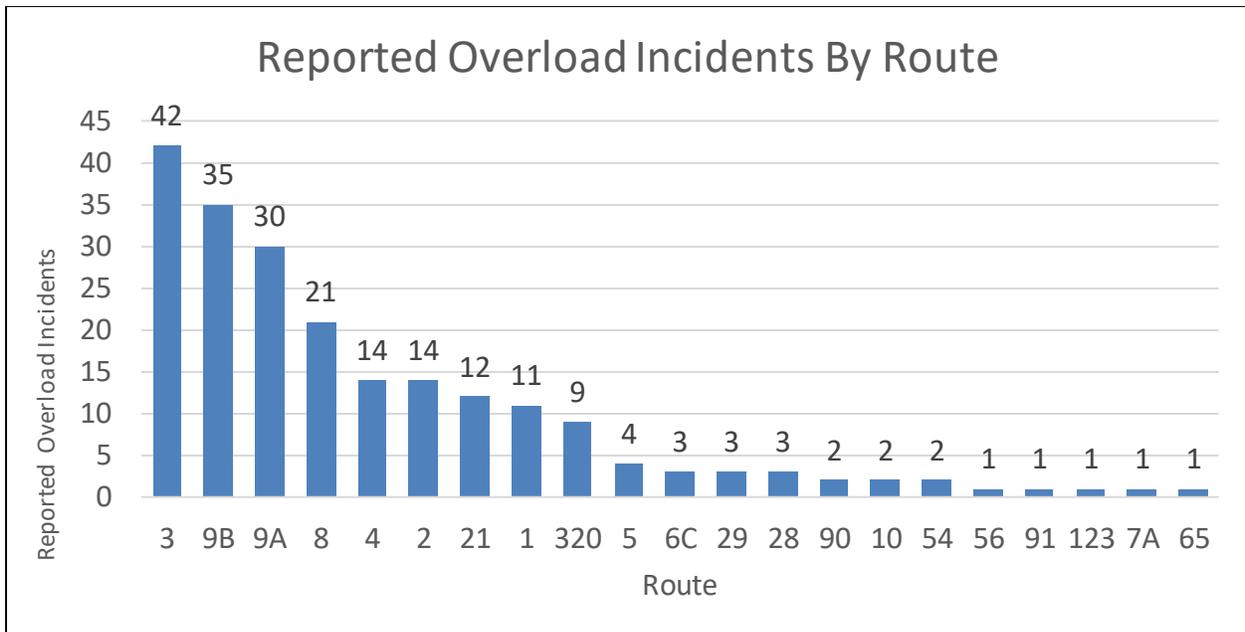
2023/24 Q1 Express Route Ridership Guidelines by Route			
Route	Weekday Peak Hours		
	Boardings	Pass/Trip	
Express Ridership Guideline			20
123	320		27
127	284		20
135	268		27
136	410		34
137	247		25
138	307		31
158	130		22
159	274		23
161	337		28
165	203		25
168A/B	549		26
168A	310		28
168B	239		24
182	487		22
183	255		23
185	475		24
186	229		23
194	158		26
196	102		26
Regional Express Ridership Guideline			15
320	382		15
330	189		11
370	75		7

Passenger Overloads

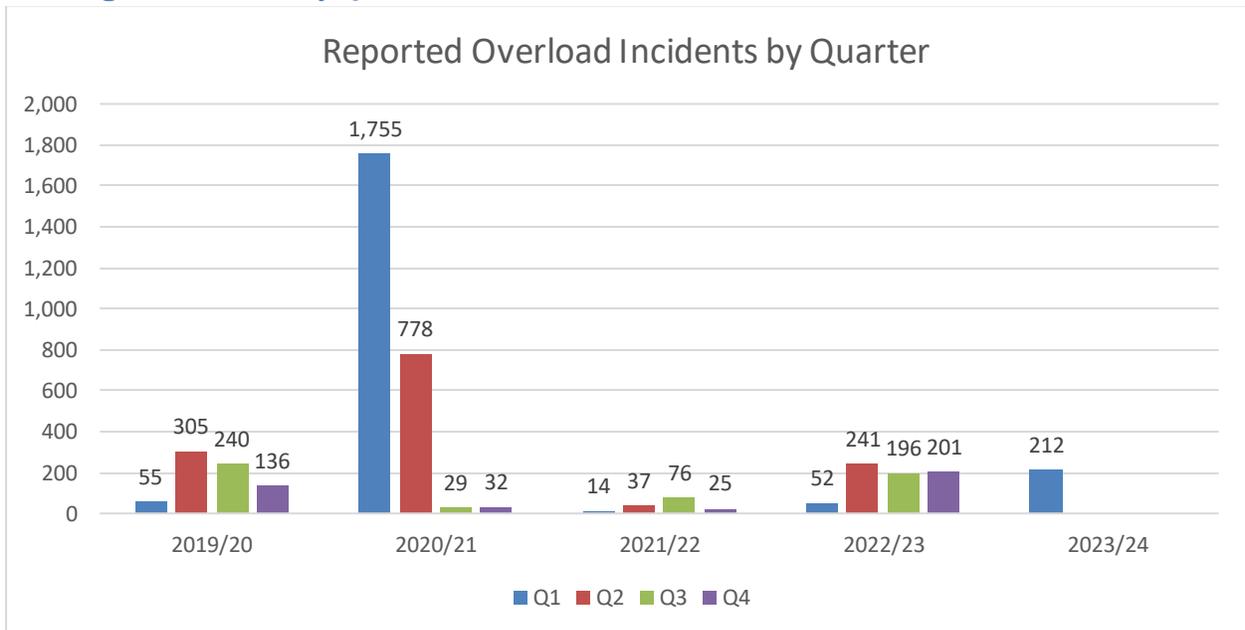
Halifax Transit tracks overloads that are reported to help match scheduling requirements to passenger demands. During the first quarter 212 overload incidents were reported.

Passenger Overloads by Route

Corridor routes experienced the majority of overload reports, accounting for 83% of reported overloads this quarter. 79% of overloads occurred on weekdays, 12% occurred on Saturdays, and 9% occurred on Sundays/holidays.



Passenger Overloads by Quarter



On-Time Performance

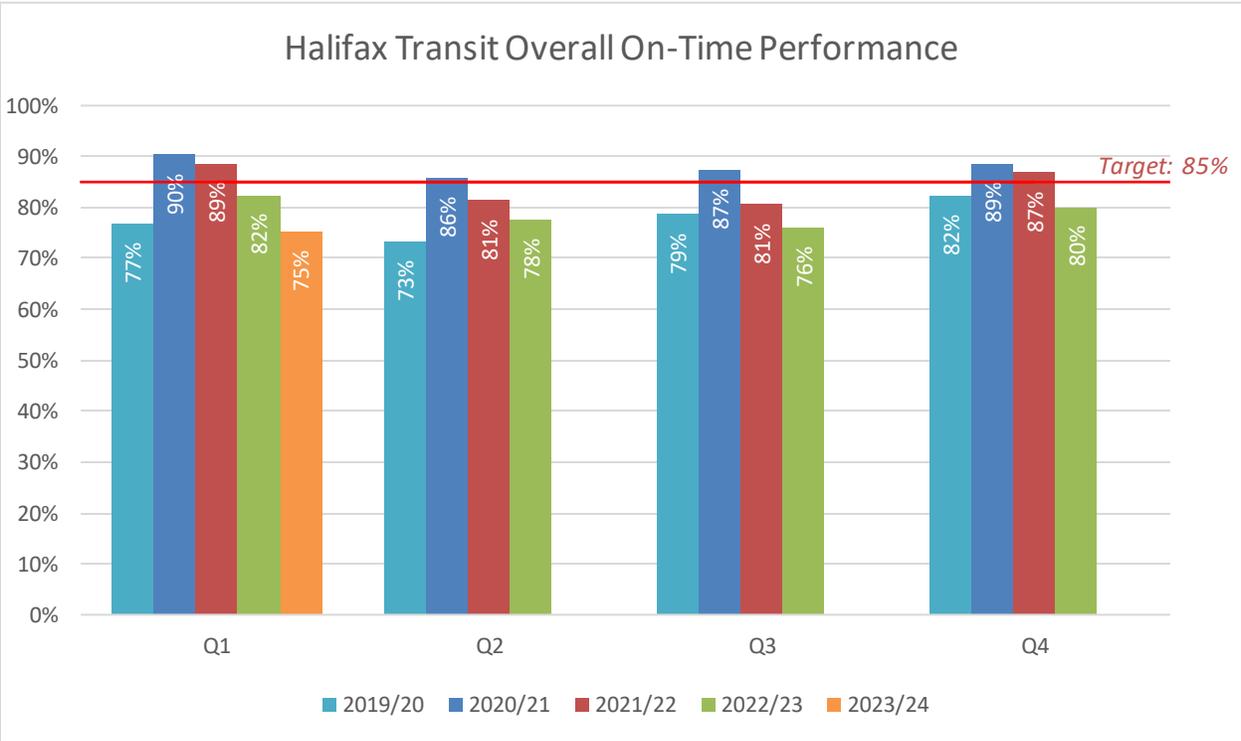
On-time performance is a measure of route reliability and is tracked monthly to demonstrate schedule adherence across the network of routes. Terminals and select bus stops along each route are classified as timepoints and have assigned and publicized scheduled arrival times. On-time performance demonstrates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

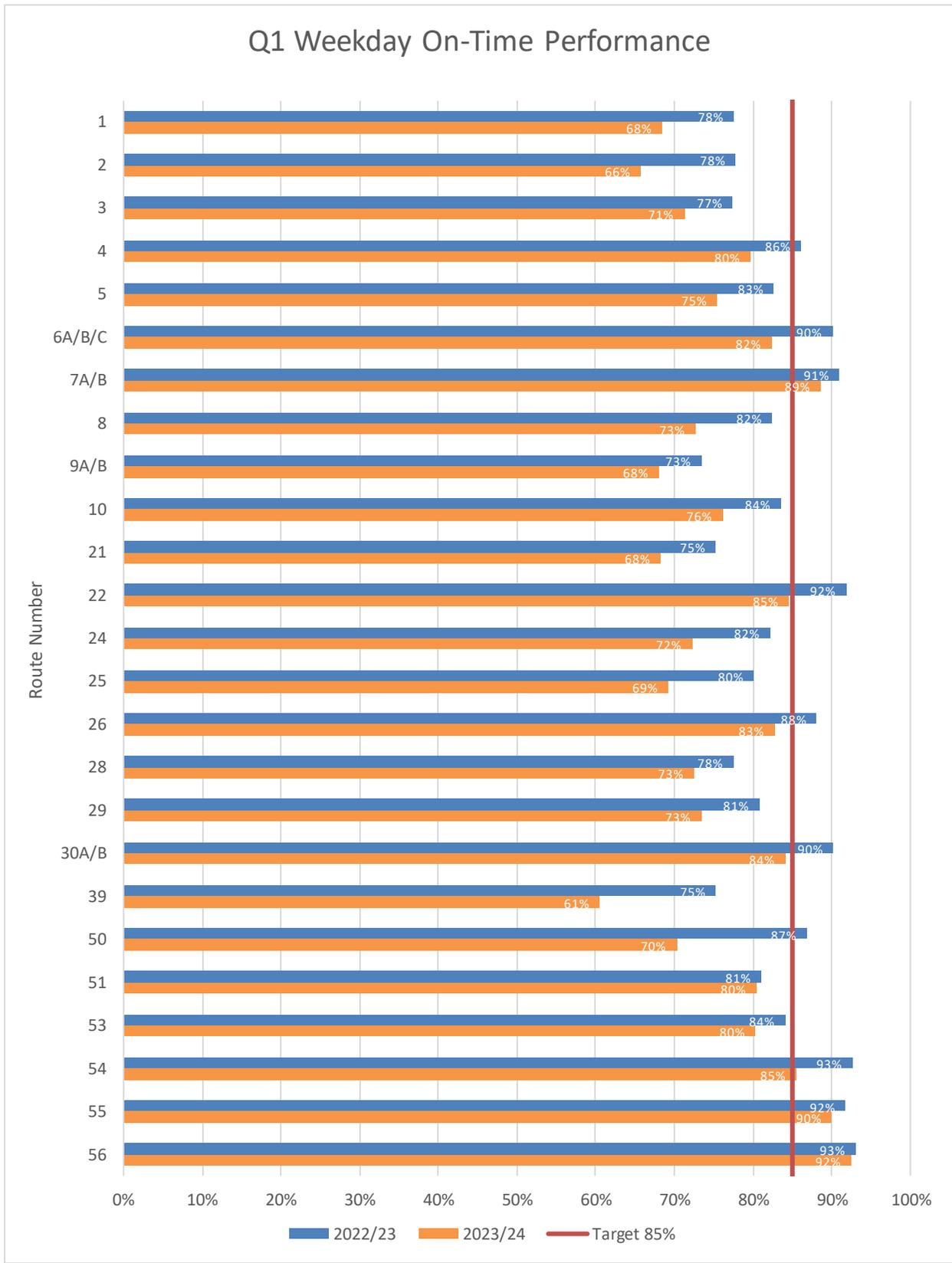
As traffic congestion has continued to increase in recent months, over on time performance has decreased and several routes have performed poorly. As part of quarterly service changes in November 2023 several routes will have schedule adjustments made to address poor on-time performance including Routes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

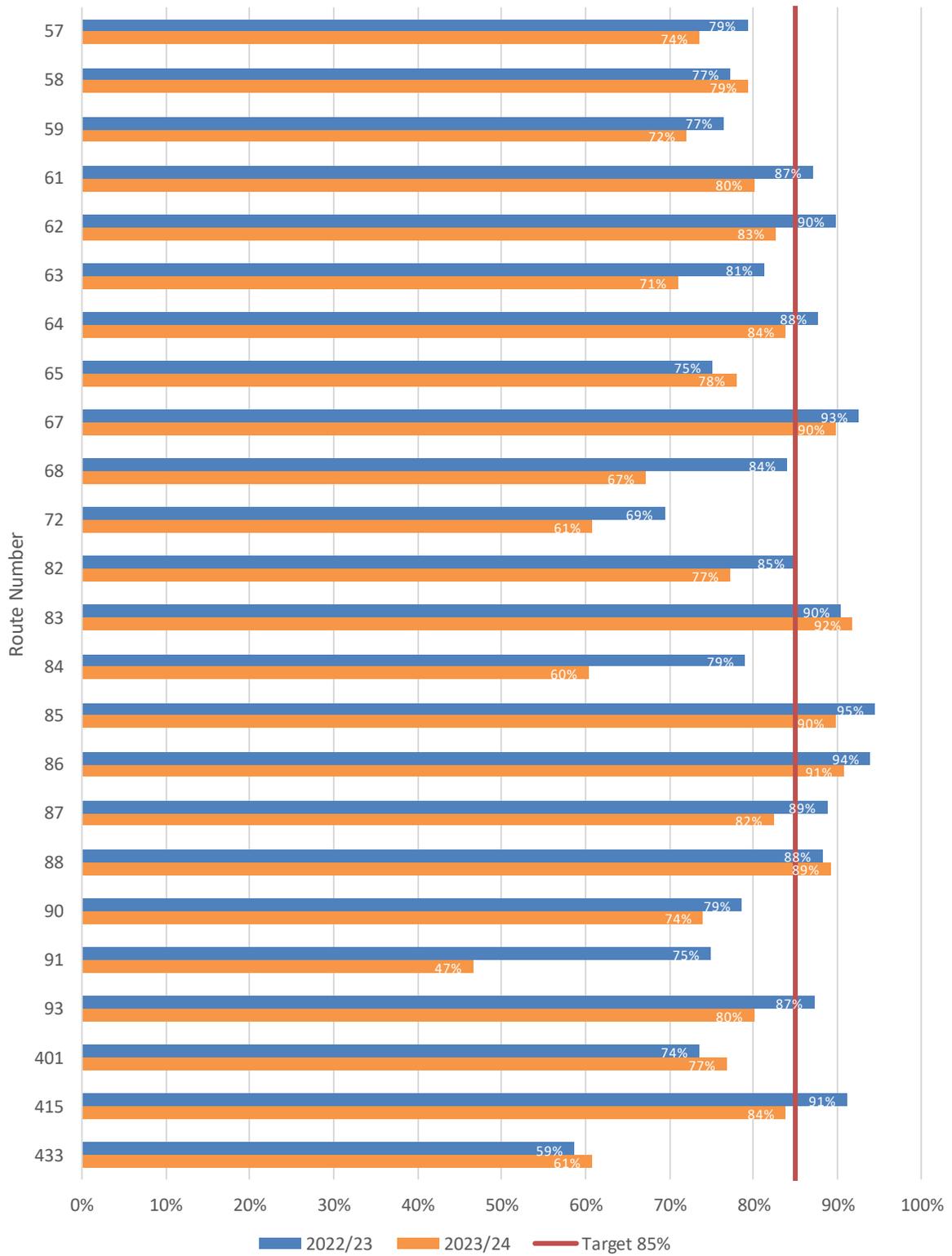
Overall Network On-Time Performance



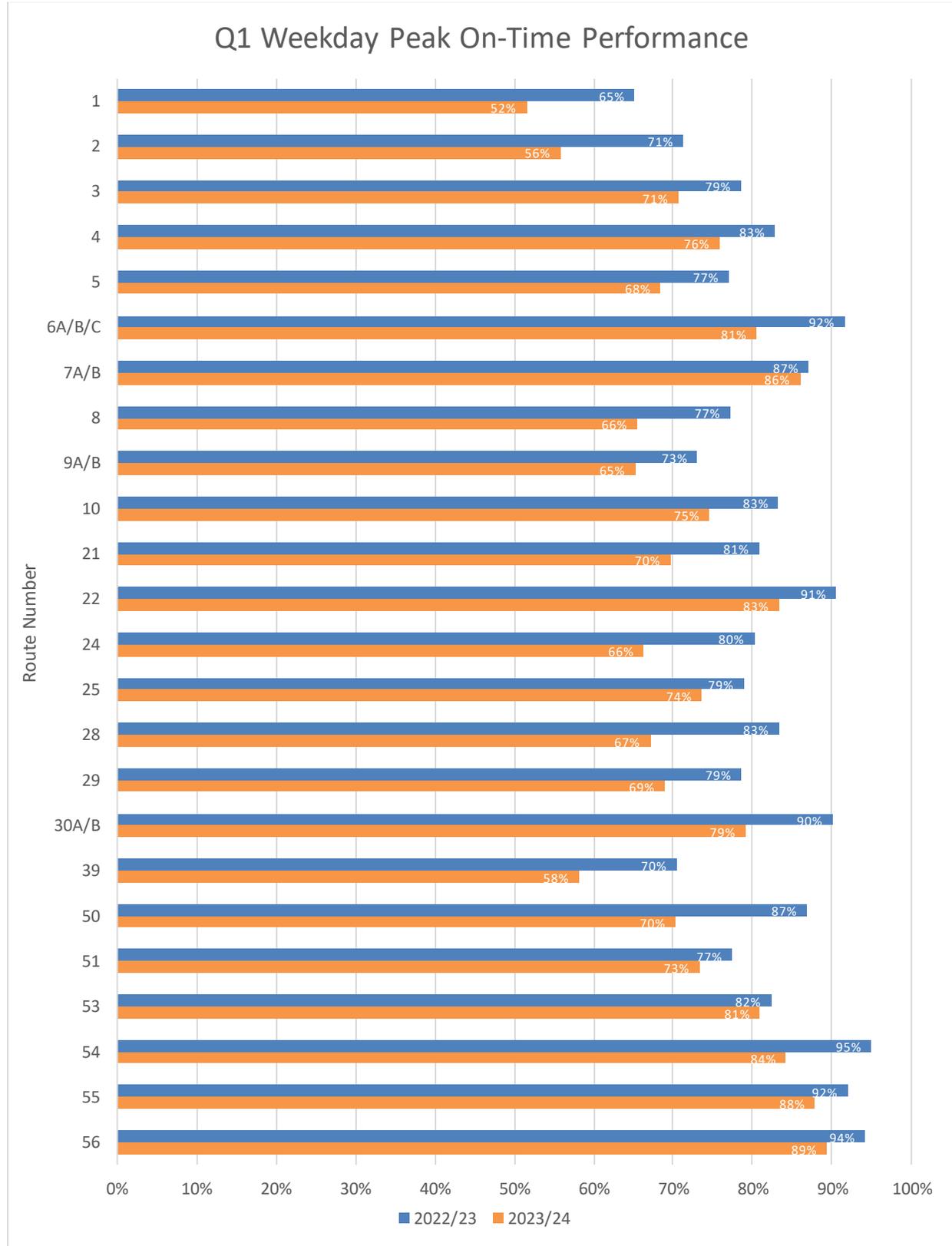
Weekday On-Time Performance



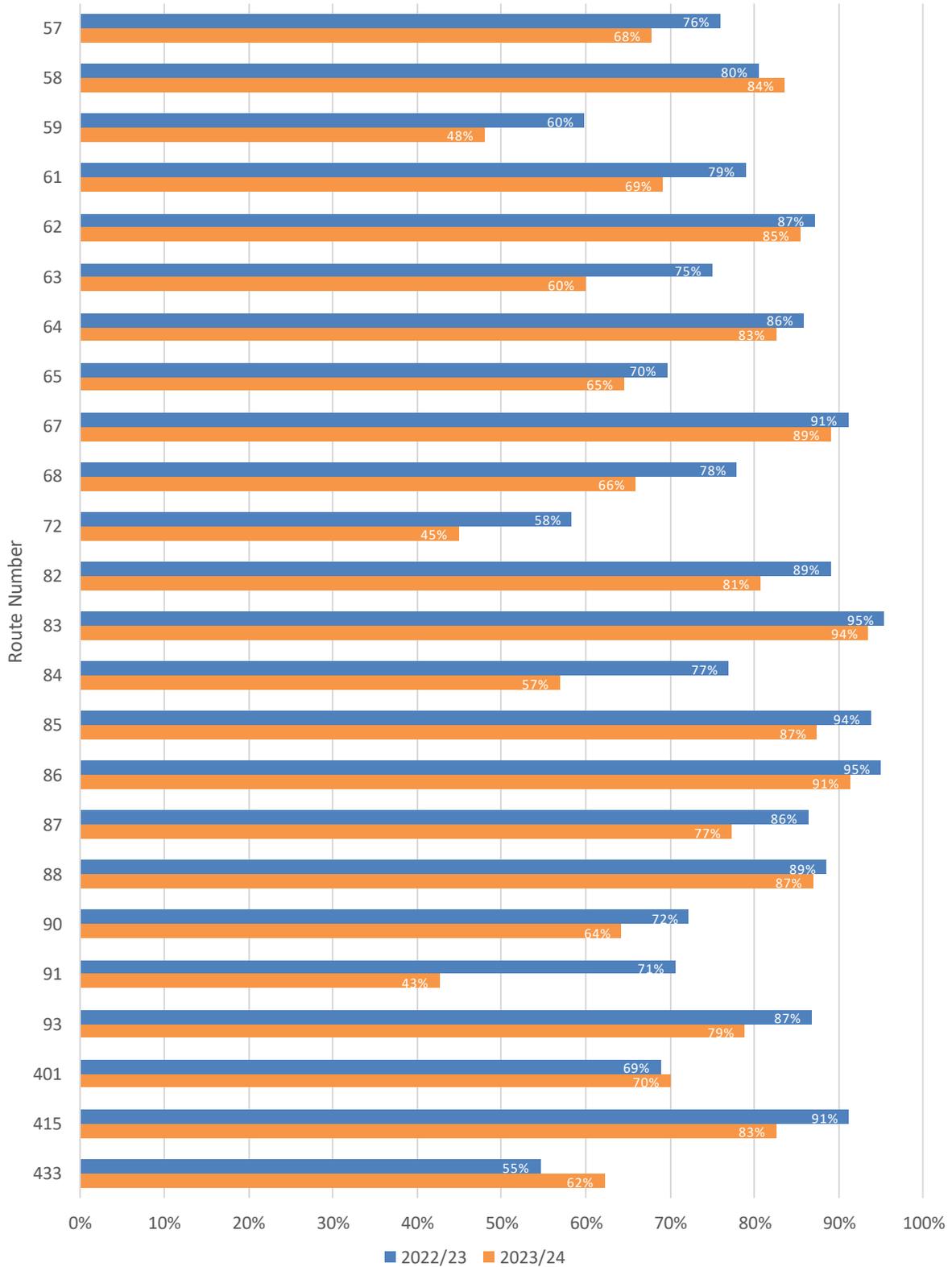
Q1 Weekday On-Time Performance



Weekday Peak Period On-Time Performance



Q1 Weekday Peak On-Time Performance



Express Service On-Time Performance

