

October 26, 2023



# First Quarter 2023/24 Report

Transportation Standing Committee

# Q1 2023/24

- Q1 includes April, May, June 2023
- Subject to February 2023 service reductions which are still in place
- Ridership was approximately 97% of pre-pandemic levels

HALIFAX

# Upcoming Service Changes – November 20th

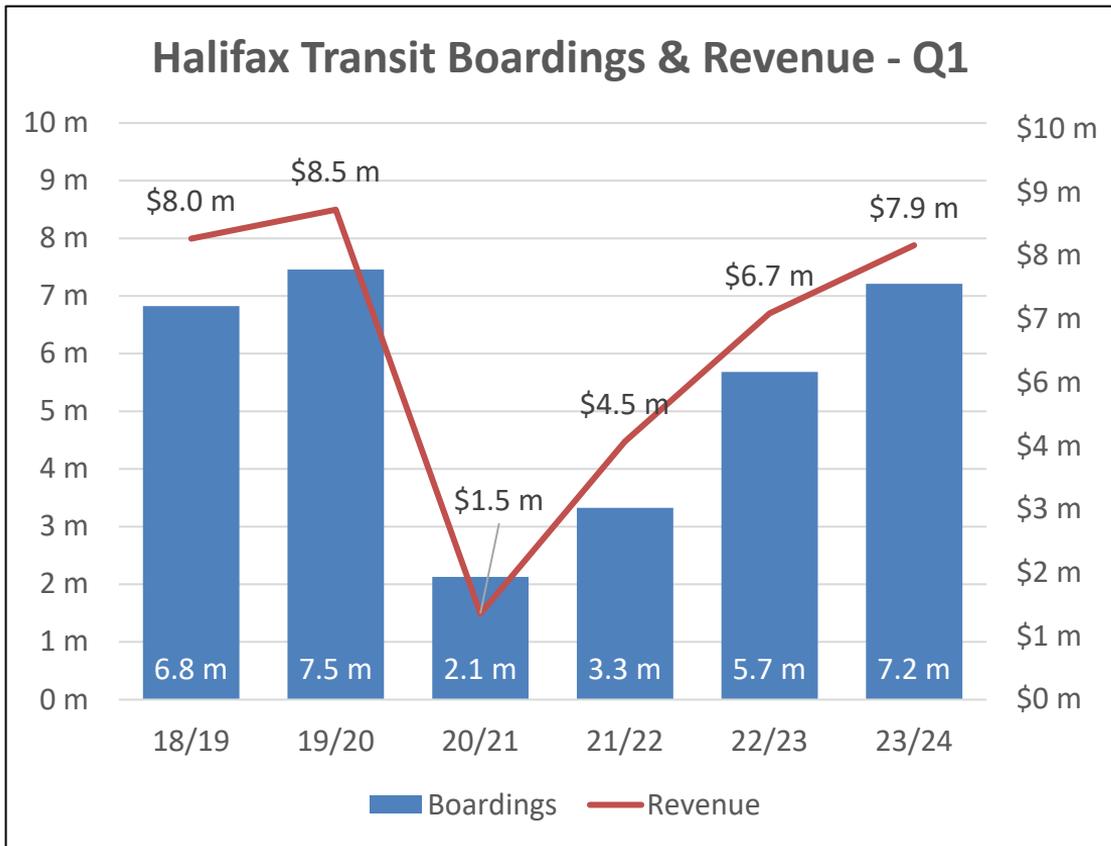
- Service changes will be made to the following routes:
  - 28 Bayers Lake
  - 51A/B Windmill – Wrights Cove
  - 56 Dartmouth Crossing
  - 72 Portland Hills

HALIFAX

# Upcoming Service Changes – November 20th

- Approximately one quarter of suspended service will be reinstated.
- 18 routes will undergo schedule adjustments to improve service quality and reliability.
- Routes impacted by the Cogswell Redevelopment will have scheduling adjustments to accommodate detour routing.

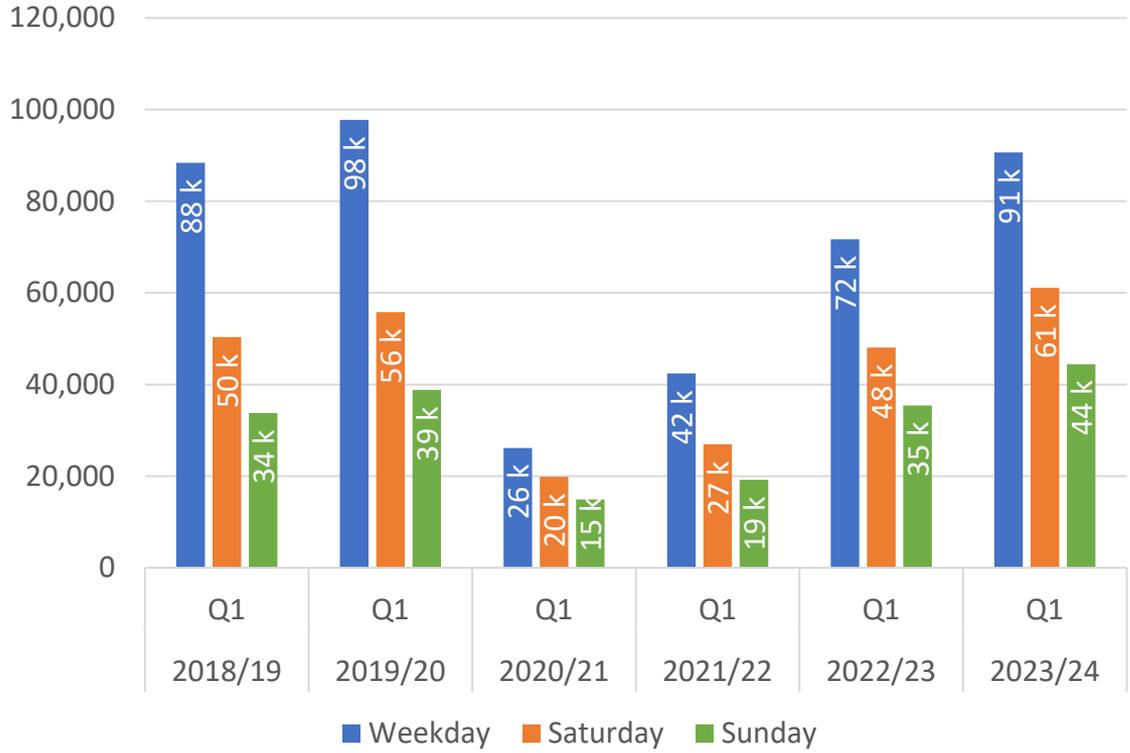
# Boardings and Revenue



- Q1 boardings were 97% of pre-pandemic levels last observed in Q1 2019/20
- Revenue was 93% of Q1 2019/20

# Daily Boardings by Day of Week

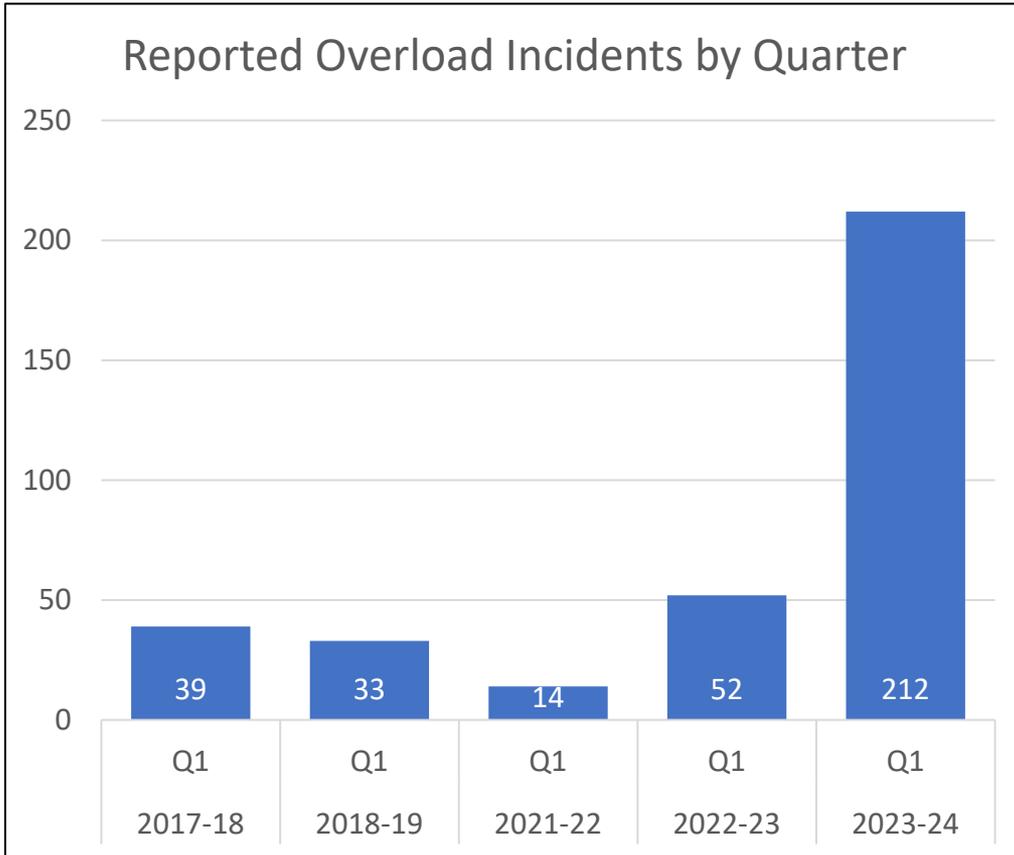
Average Daily Boardings – Q1



- Weekend Boardings now exceed pre-pandemic levels  
Weekday 93%  
Saturday 110%  
Sunday 114%



# Passenger Overloads



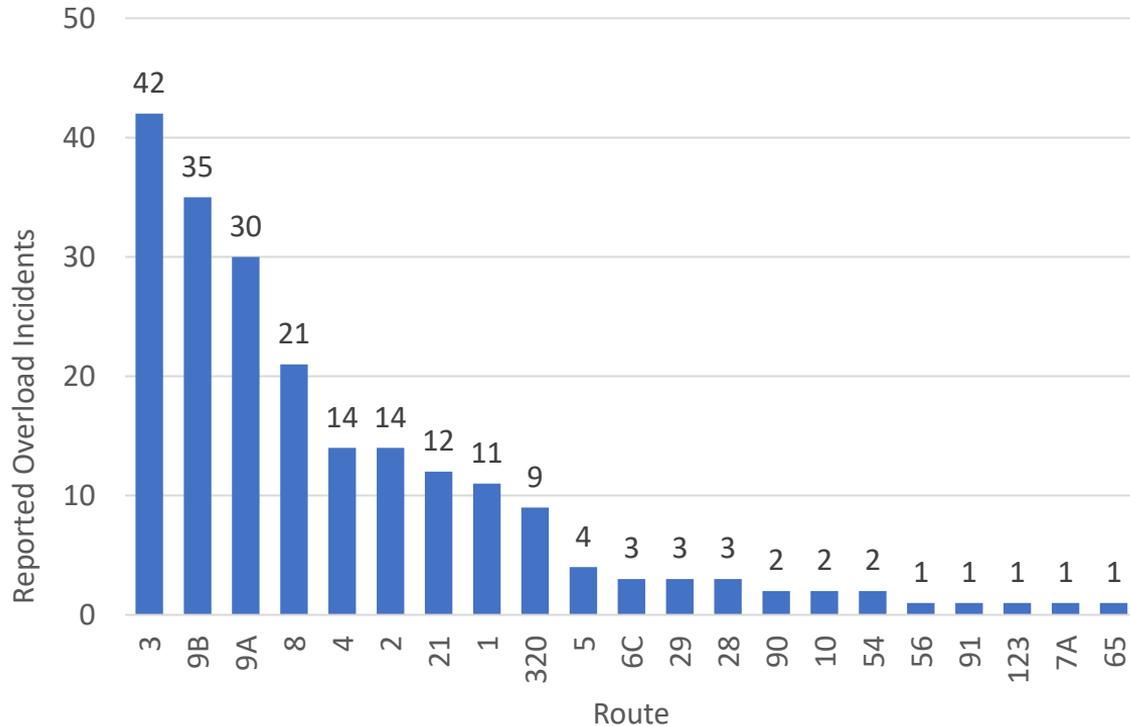
- Passenger overload incidents have remained high through Q1
- These values far exceed pre-pandemic levels for this time of year
- Caused in part due to reduced service

# Overloads by Route

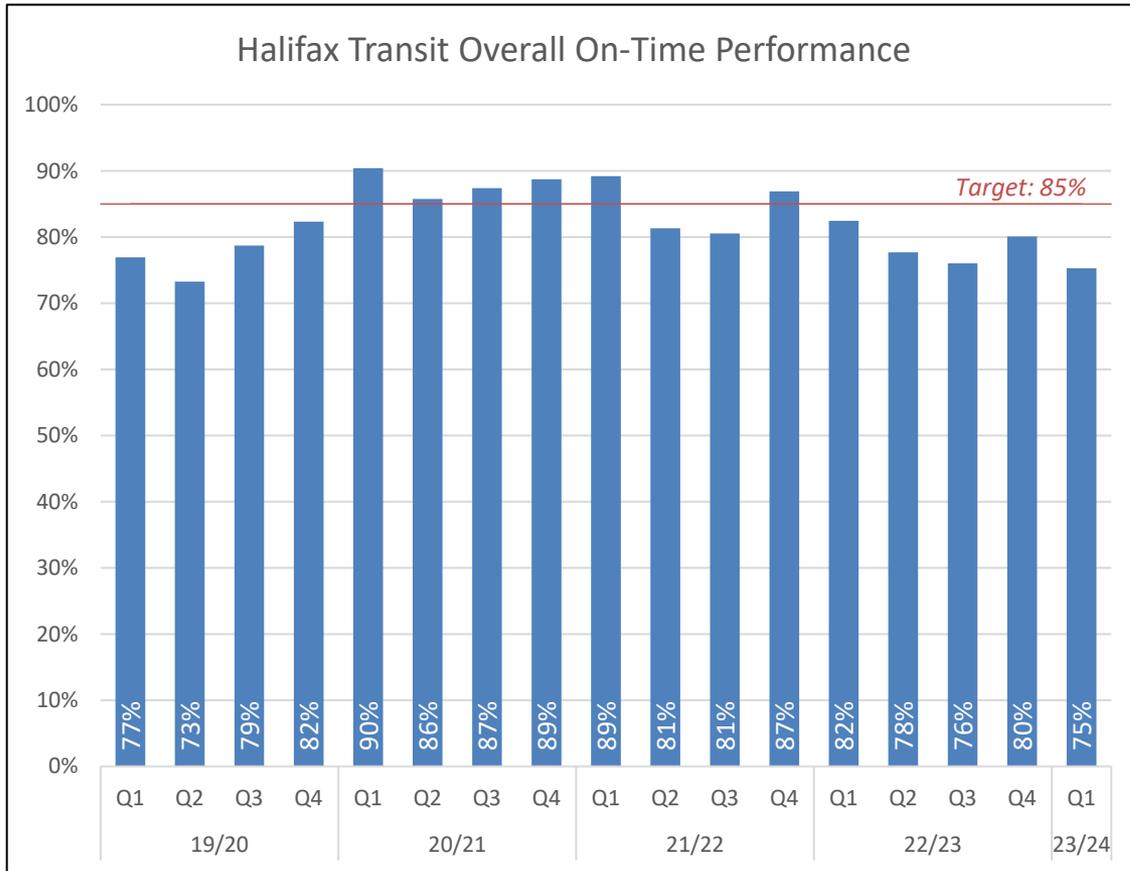
- 83% of these overloads occurred on Corridor Routes.
- 79% of overloads occurred on Weekdays.



Reported Overload Incidents By Route

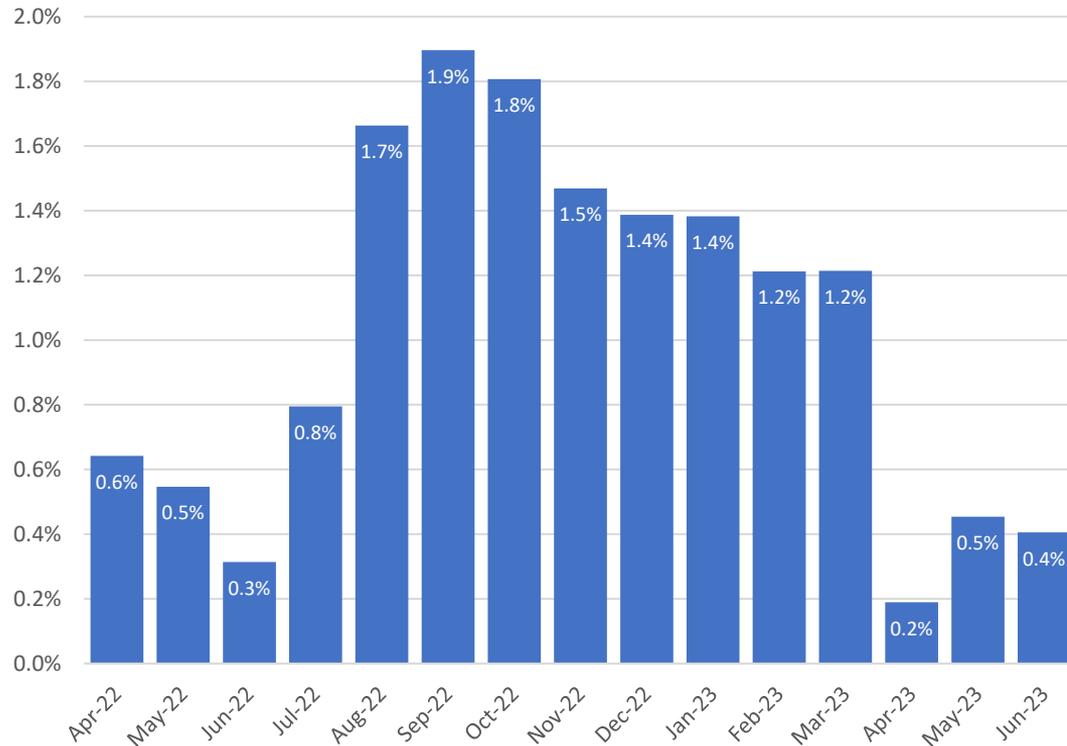


# On Time Performance



- On Time Performance has dropped as traffic and ridership increases.
- Schedule adjustments will occur in November to address some of the worst performing routes.

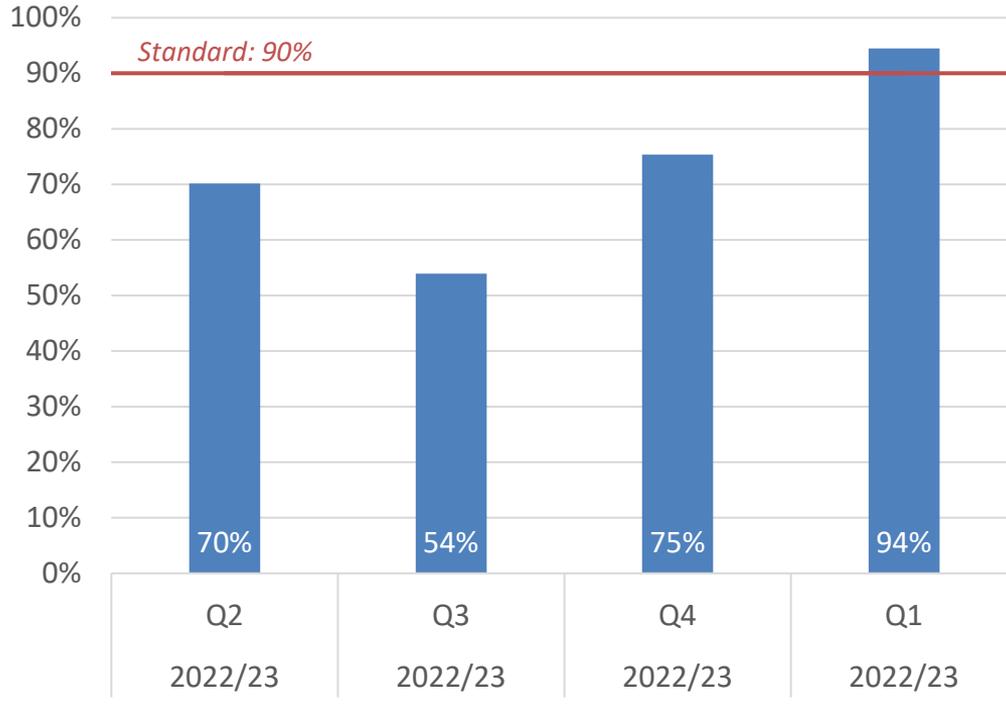
Loss of Service by Percentage of Scheduled Service



## Loss of Service

- In the first quarter, the total loss of service was 721 hours, or 0.4% of revenue hours.
- Service reductions put in place February 2023 have reduced ad hoc service cancellation.

## Customer Service Requests Resolved within Standard



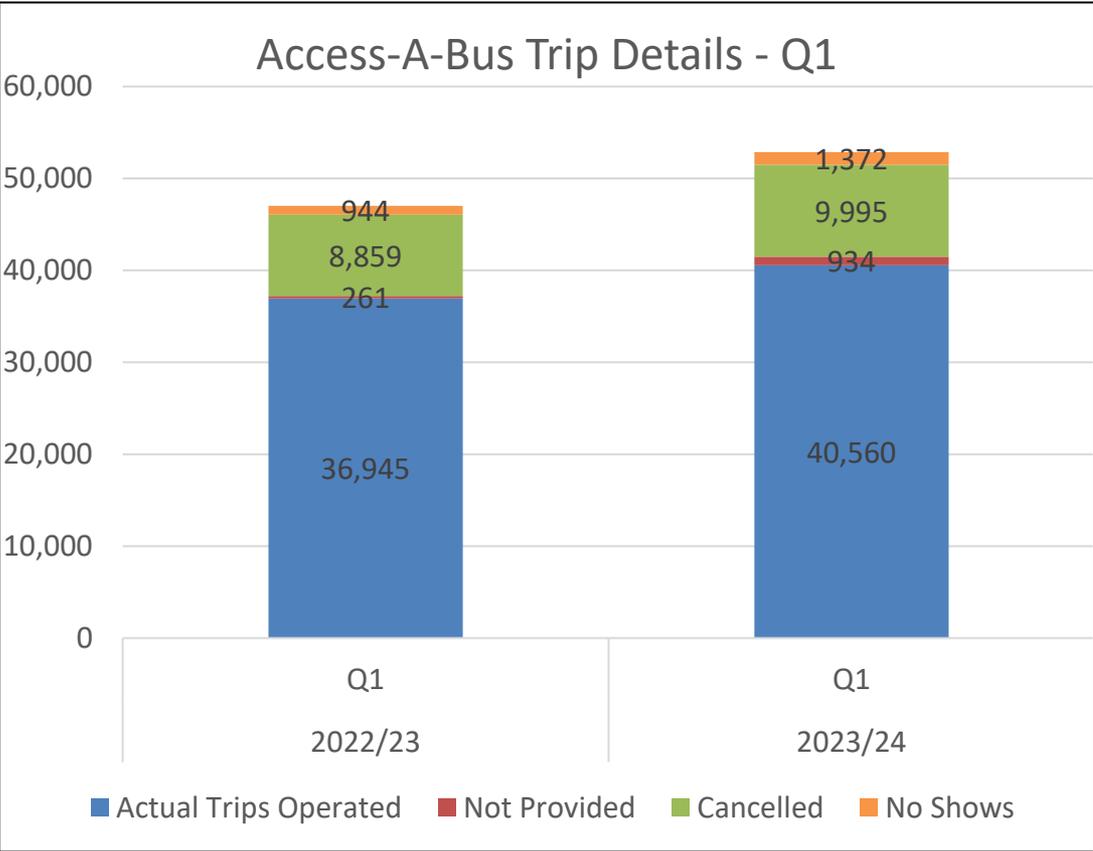
# Customer Service

- Customer service calls resolution times have returned to being consistently above standard of 90% in Q1
- Requests are resolved within either 3, 5 or 10 days depending on the categorization

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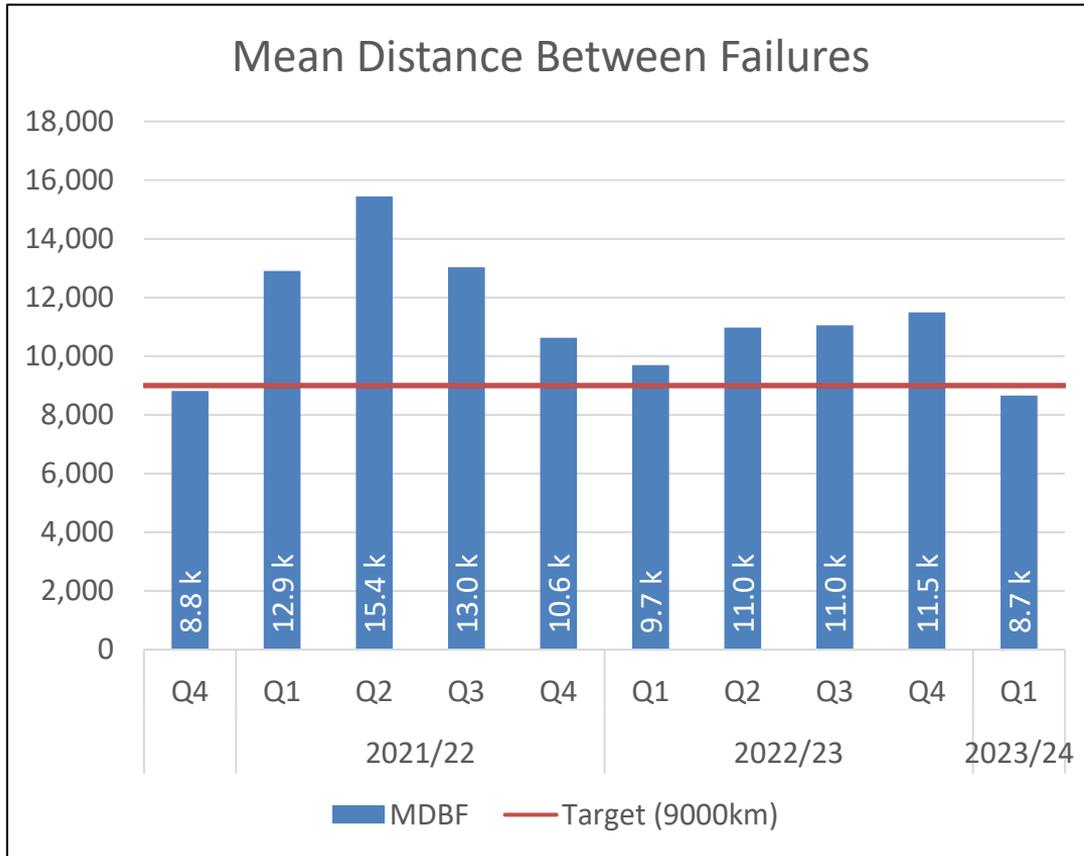
# Access-A-Bus

- AAB provided 10% more trips in Q1 compared to the previous year



# Mean Distance Between Failures

- Conventional Bus Mean Distance Between Failures fell just below the target of 9,000km

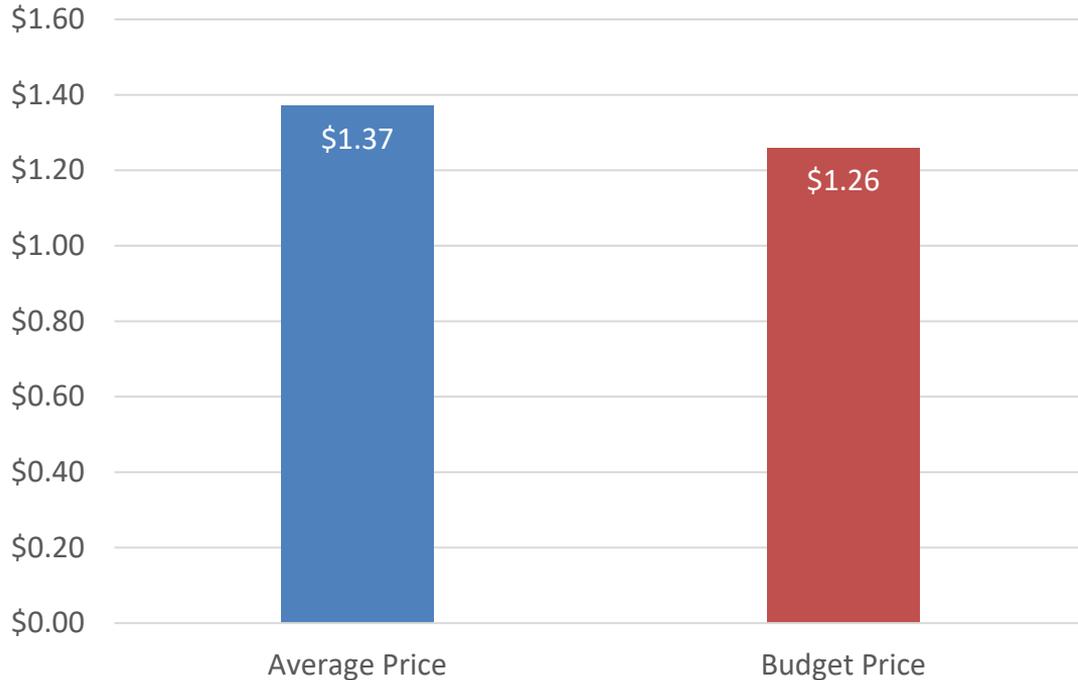


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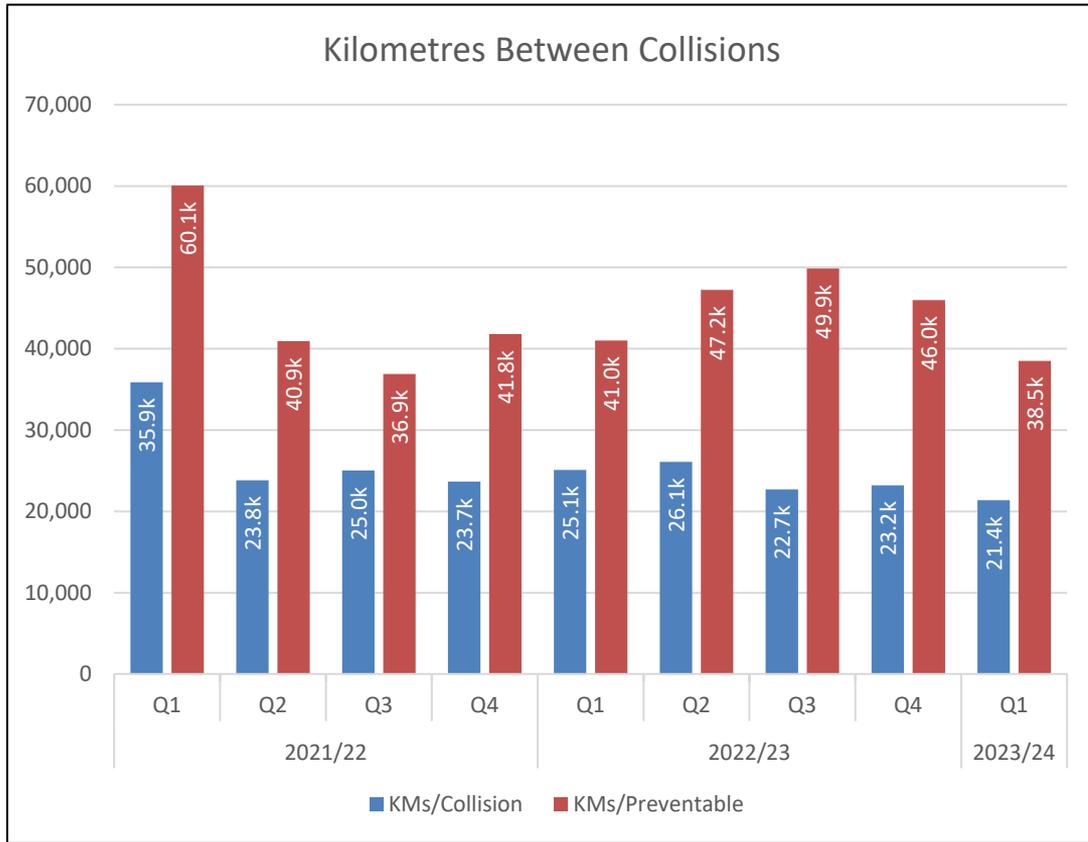
# Maintenance Costs

- Maintenance costs for Q1 were 9% above the budgeted price
- It is anticipated that lower Q2 costs will compensate for higher costs in Q1

Bus Maintenance Cost per Kilometre - Q1  
Average vs Budget



# Safety - Collisions



- In the first quarter a collision involving Transit vehicles occurred once every 21,400 kilometres driven
- A preventable collision occurred every 38,500 kilometres driven

# Recruitment and Retention

- Conventional bus operator numbers have continued trending positively in recent months

