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Item No. 13.1.1
Transportation Standing Committee
April 25, 2024

TO: Chair and Members of Transportation Standing Committee

SUBMITTED BY: -Original Signed-

Cathie O'Toole, Chief Administrative Officer

DATE: April 4, 2024

SUBJECT: **Halifax Transit 2023/24 Q3 KPI Report**

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 third quarter of the year and includes reporting on key performance measures. 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

The third quarter of 2023/24 (October, November and December 2023) saw increased levels of overloads and service losses. September and October typically see both increased ridership as well as increased

congestion, and this pattern has re-emerged after being less prominent in the previous years due to fluctuations related to the pandemic. A major detour related to the Cogswell project was implemented in mid-October 2023, adding travel to many routes; schedule changes to reflect this could not be implemented until late November, resulting in additional challenges.

Several service changes were put into place effective November 20, 2023. Approximately one-quarter of the previously reduced service has been reinstated, four new routes were introduced as a partial implementation of the remaining *Moving Forward Together Plan* changes, and 18 routes had minor schedule adjustments to improve service quality and reliability.

Halifax Transit's new mobile fare payment app, HFXGO launched on November 2, 2023. Additional fare information is now included in the Performance Measures Report.

Q2 Performance Measures Highlights

Attachment A, *Halifax Transit 2023/24 Q3 Performance Measures Report*, covering October, November and December 2023 includes additional performance measures and detailed statistics.

- Overall boardings increased 15% this quarter from last year.
- Revenue increased 14% this quarter compared to last year.
- System wide on-time performance was 70%, compared to a target of 85%. This is a 6% decrease from this quarter last year.
- Mean distance between failures was 10,900 kms, exceeding the benchmark of 9,000 kms.
- Maintenance costs were \$1.06/km, 16% below the budgeted cost of \$1.26/km.
- Halifax Transit vehicles were involved in collisions at a rate of once 18,700 kilometres; a preventable collision occurred every 34,900 kilometres.
- HFXGO has accounted for an increasing proportion of fare revenue, up to 20% in February 2024.

FINANCIAL IMPLICATIONS

There are no financial implications associated with this report.

COMMUNITY ENGAGEMENT

No community engagement was required.

ATTACHMENTS

Attachment A: Halifax Transit 2023/24 Q3 Performance Measures Report

A copy of this report can be obtained online at 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, 902.266.6967

Attachment A: 2023/24 Halifax Transit Q3 Performance Measures Report

2023/24 – Q3

Performance Measures Report

HALIFAX
TRANSIT

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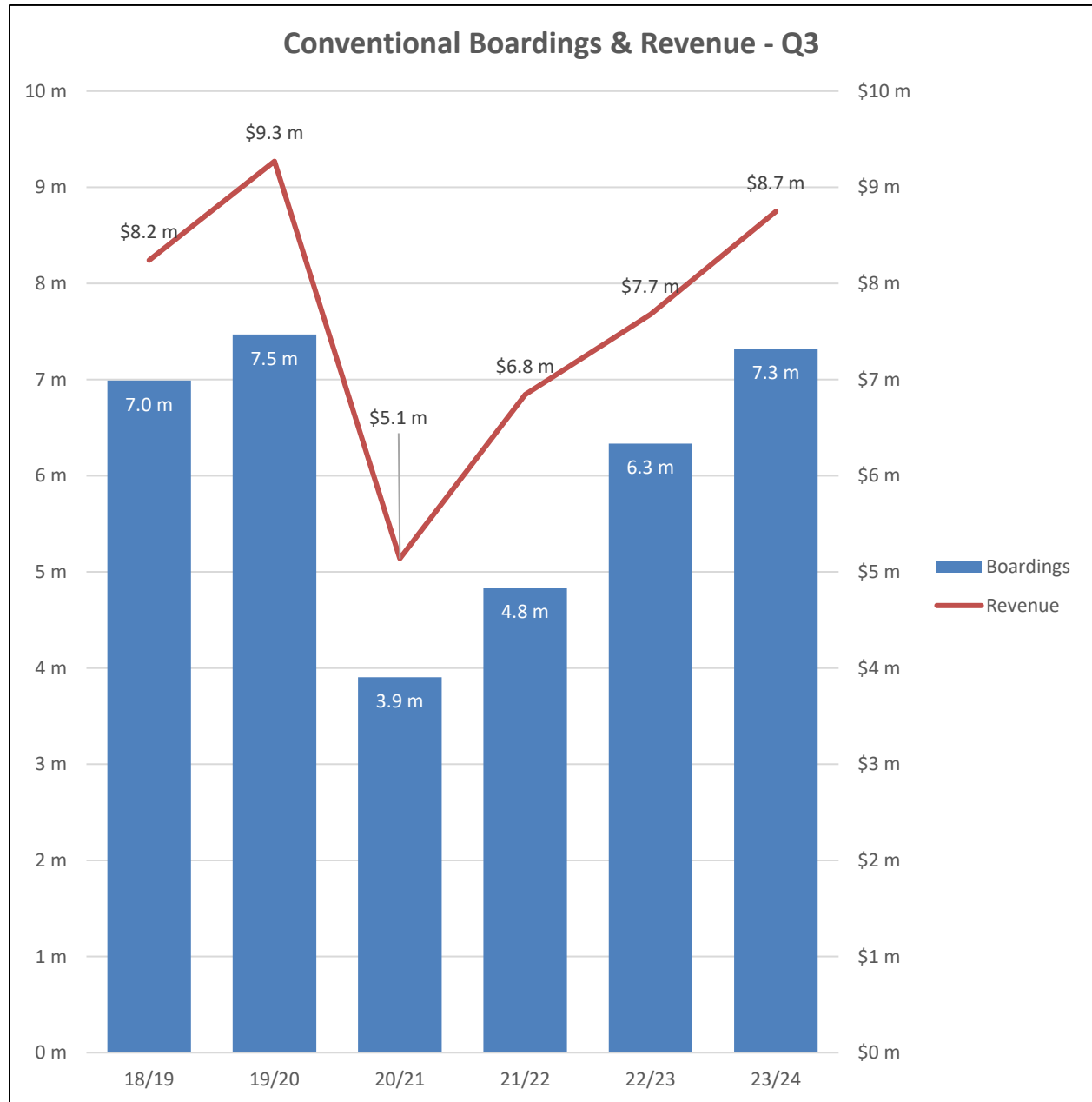
Boardings & Revenue

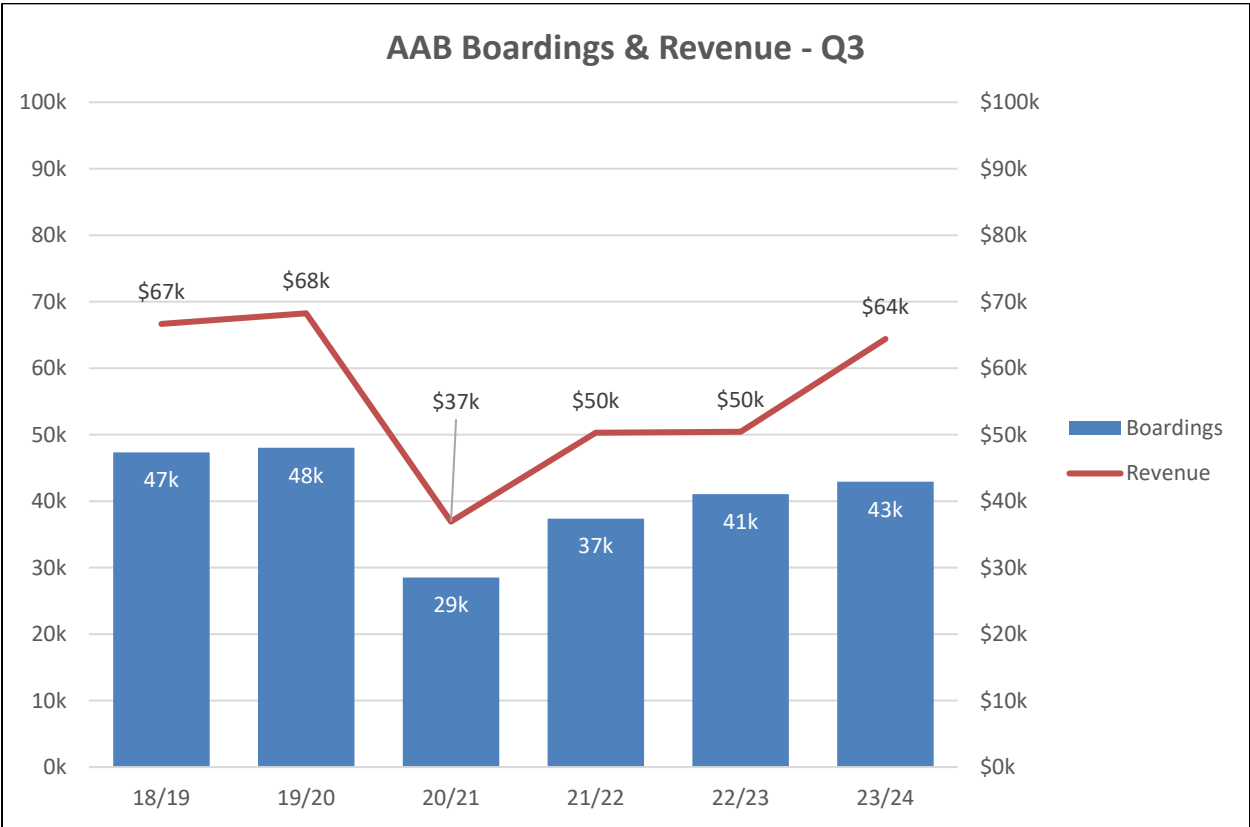
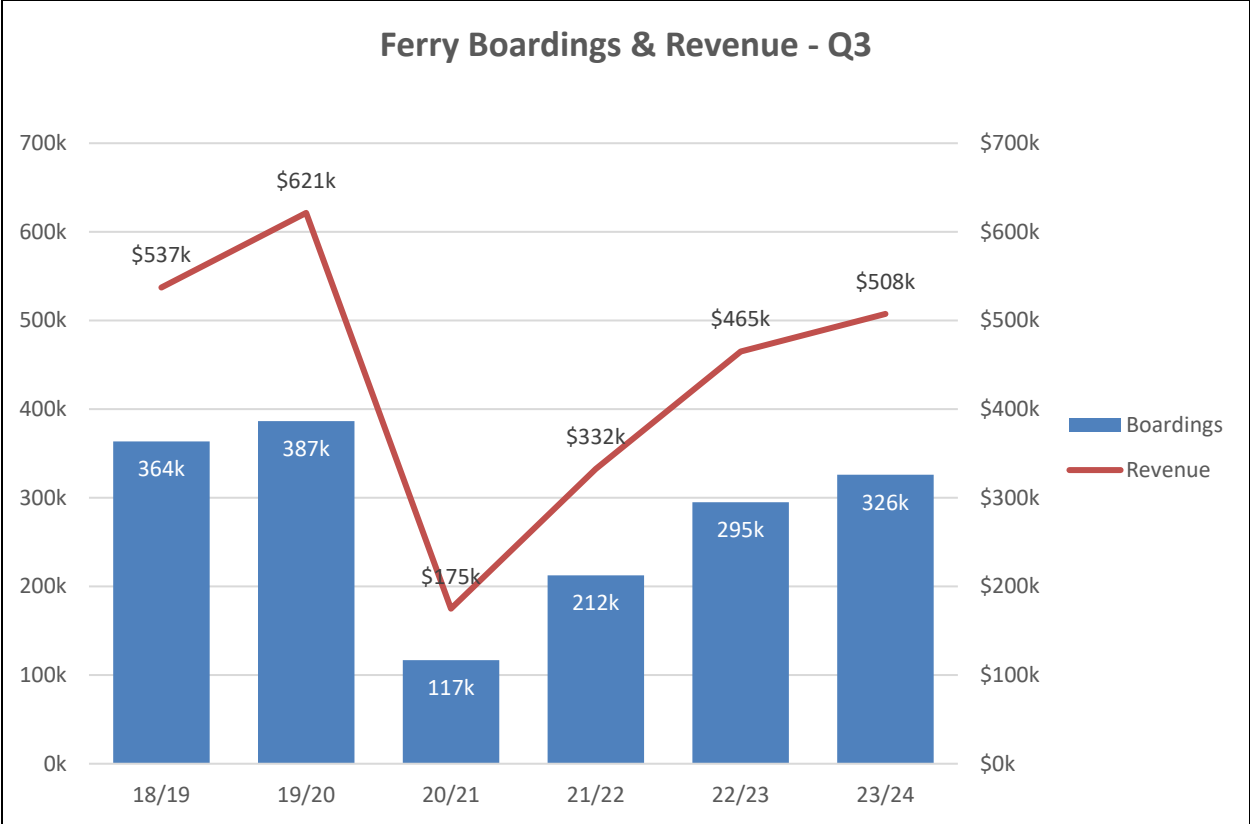
Revenue and boardings are reported to demonstrate how well transit services were used over the quarter, in comparison to the same quarter the previous year.

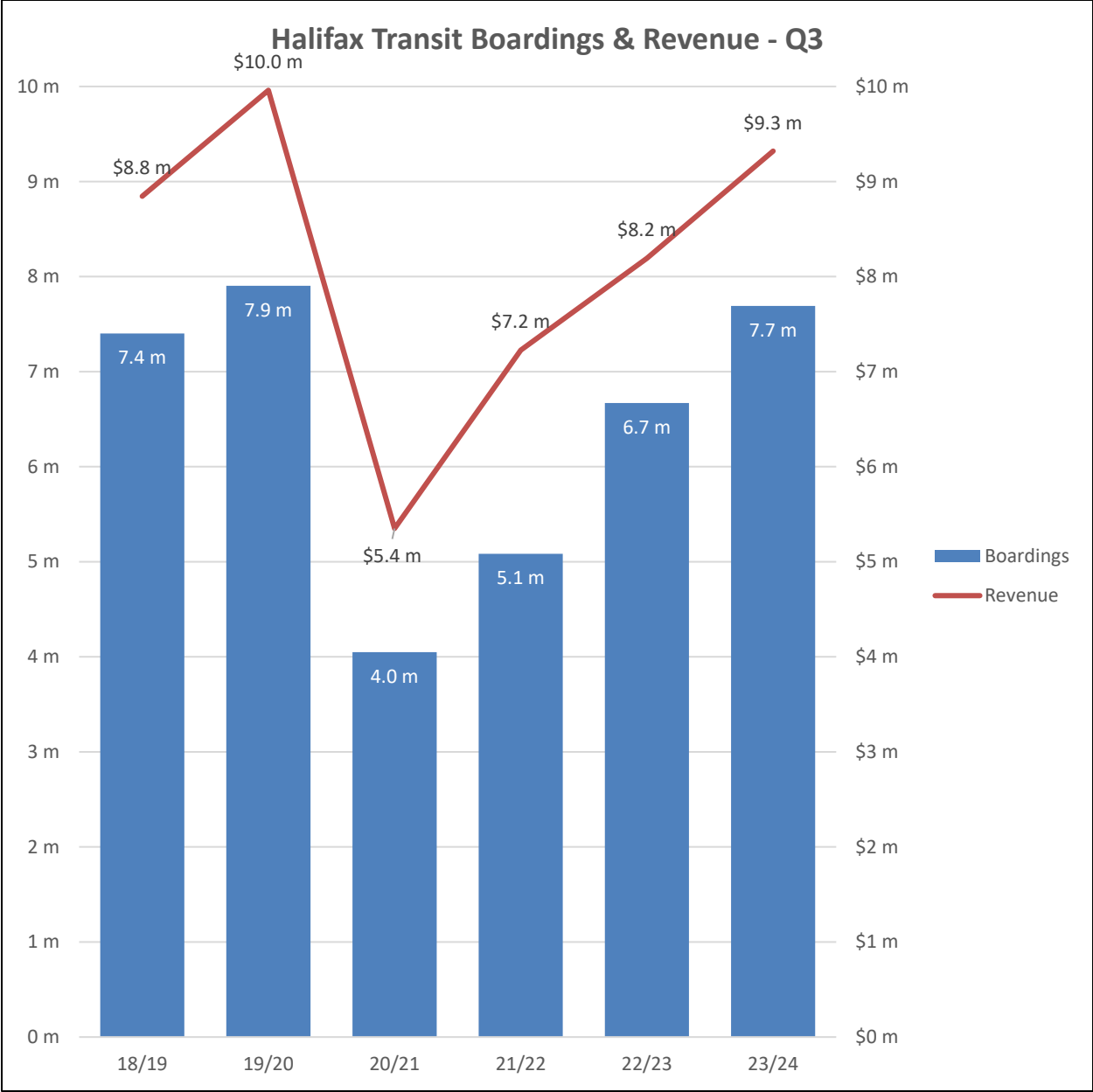
Conventional boardings increased 16% from this quarter last year, Ferry boardings increased 11% and Access-A-Bus boardings increased 5%. Overall, system wide boardings increased this quarter by 15% compared to last year. Overall revenue this quarter increased 14% from last year.

During the month of October 2023 both Alderney and Woodside Ferry services operated at reduced frequency due to maintenance issues, which impacted ridership levels on the ferry service.

Historical Boardings & Revenue



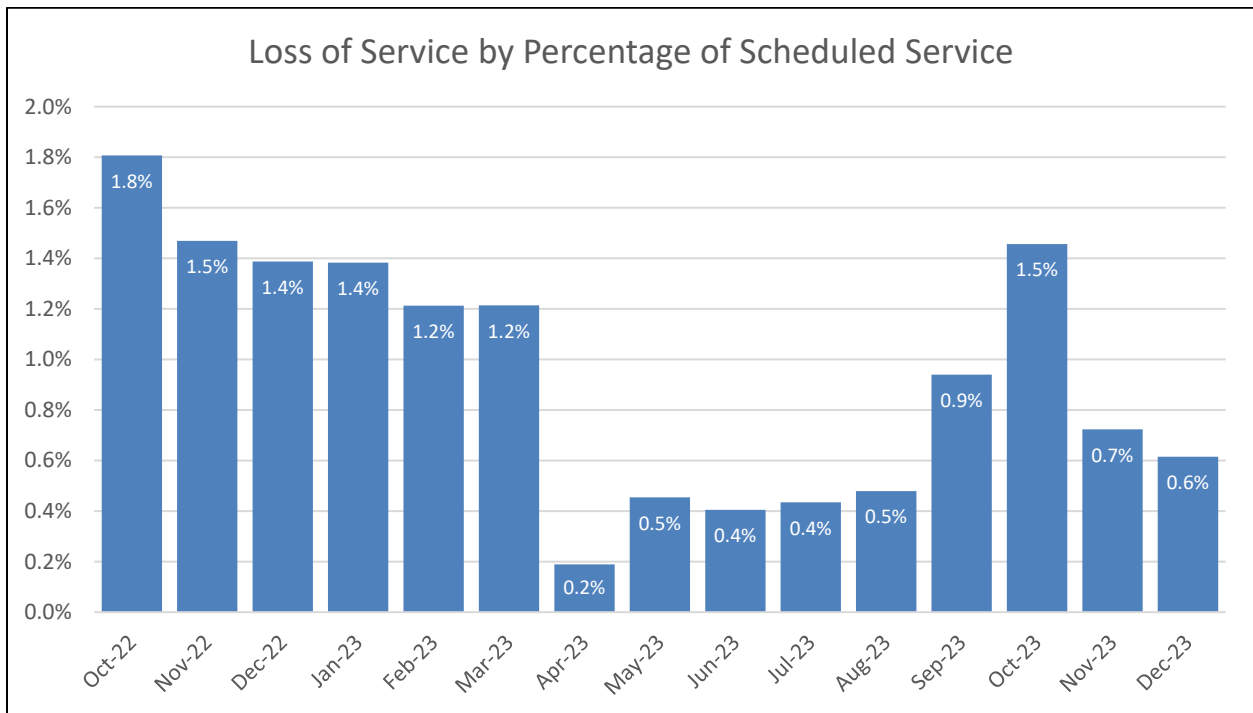




Loss of Service

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 1,970 hours, which is 0.9% 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. In November 2023 approximately one quarter of this service was reinstated. The increase in lost service during September and October 2023 is attributable to increased ridership and congestion during the fall period, as well as detours related to the Cogswell project implemented in October.

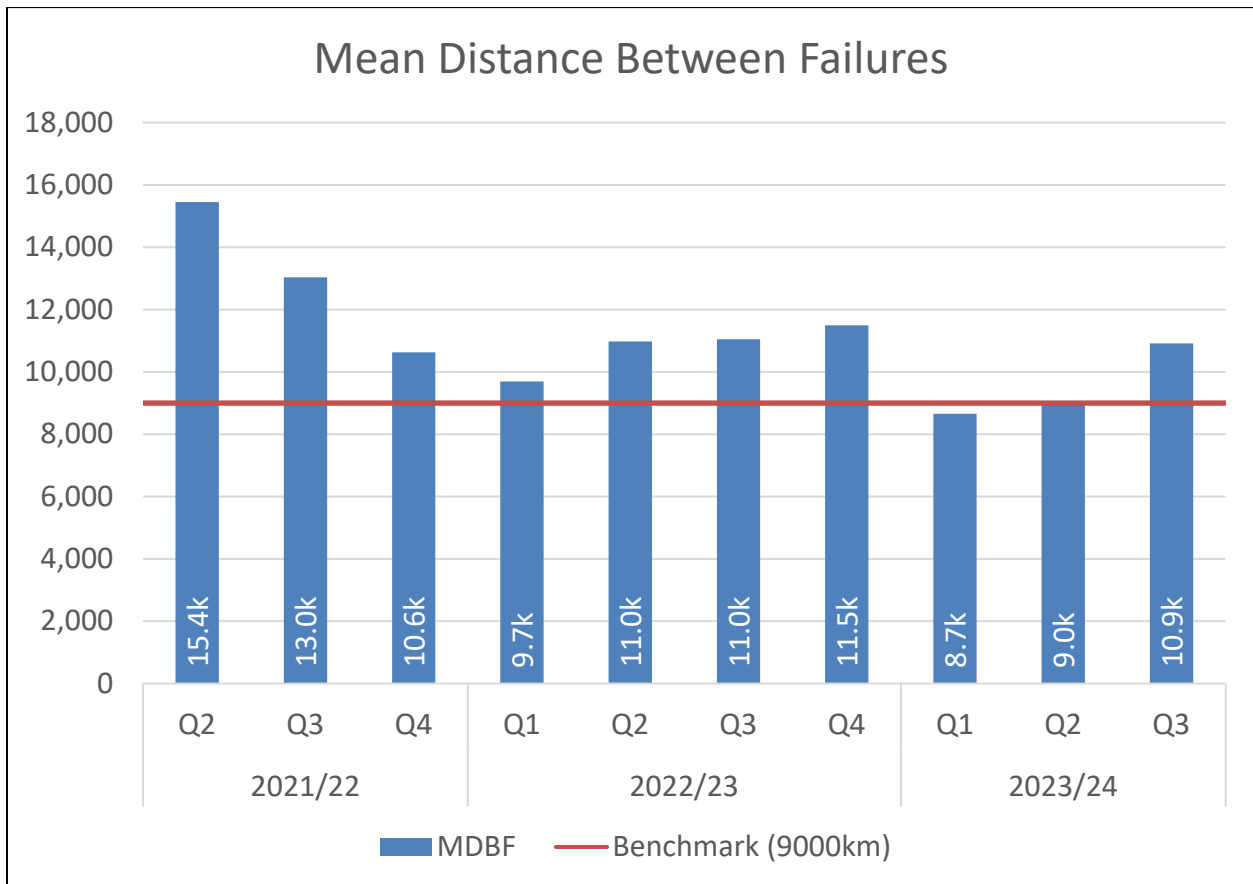


Fleet Services

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.

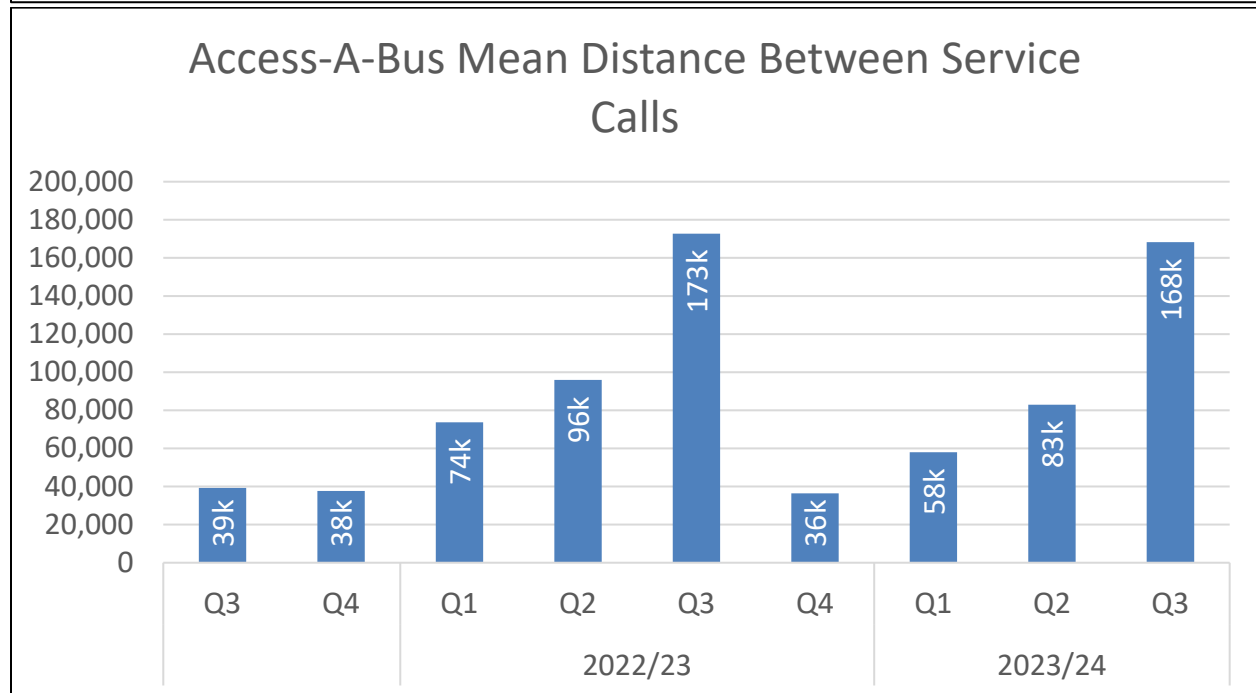
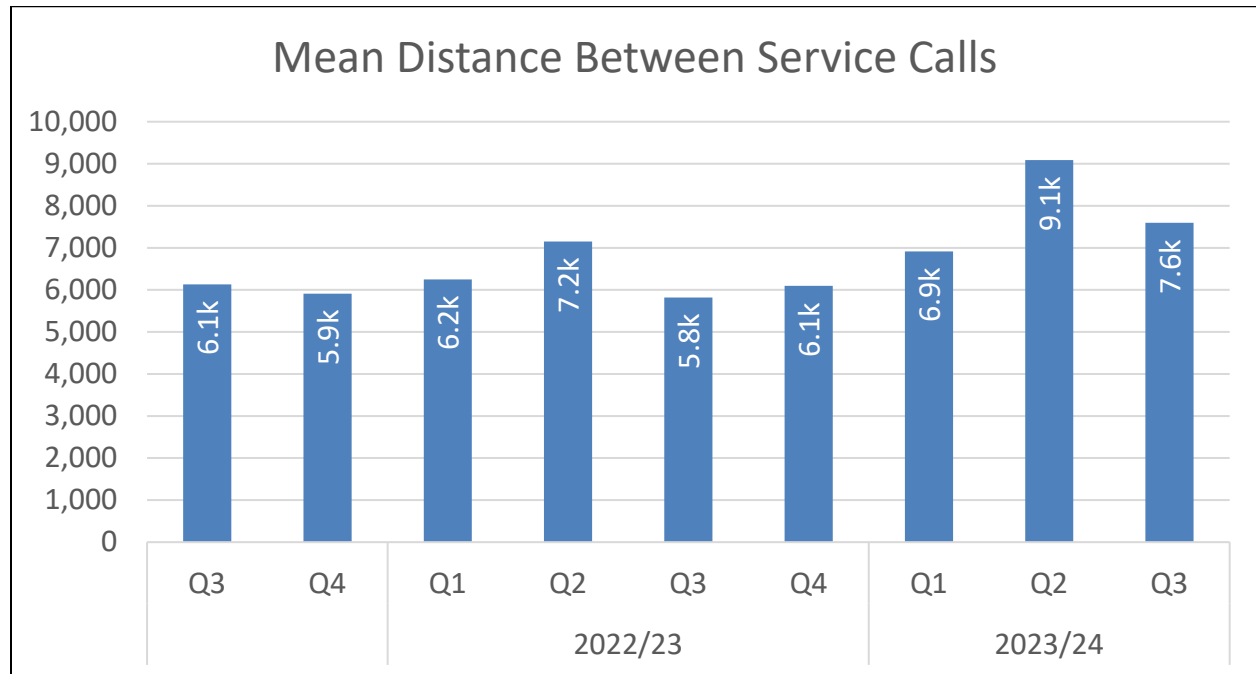
For the third quarter of 2023/24, the MDBF for conventional transit was 10,900 kms, above the benchmark of 9,000 kms.



Mean Distance Between Service Calls

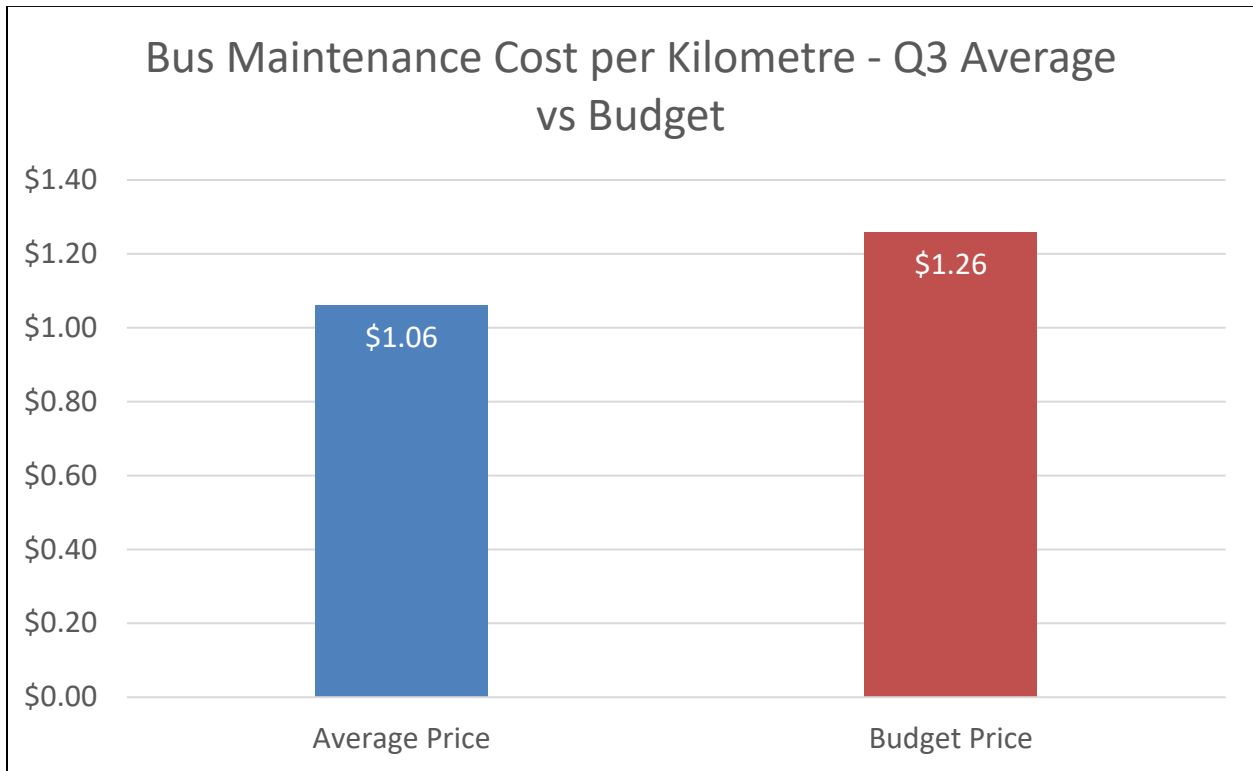
Mean Distance Between Service Calls (MDBS) reflects the average distance in kilometres covered between maintenance service calls. This metric includes all instances of service calls, including issues with secondary equipment, passenger-related events and damages to the bus resulting from minor collisions.

For the third quarter of 2023/24, the MDBS for conventional transit was 7,600 kms, an increase of 31% over the previous year. The MDBS for Access-A-Bus service was 168,000 kms, a 3% decrease from the previous year. Access-A-Bus MDBS can fluctuate significantly due to the relatively low number of service calls related to Access-A-Bus.



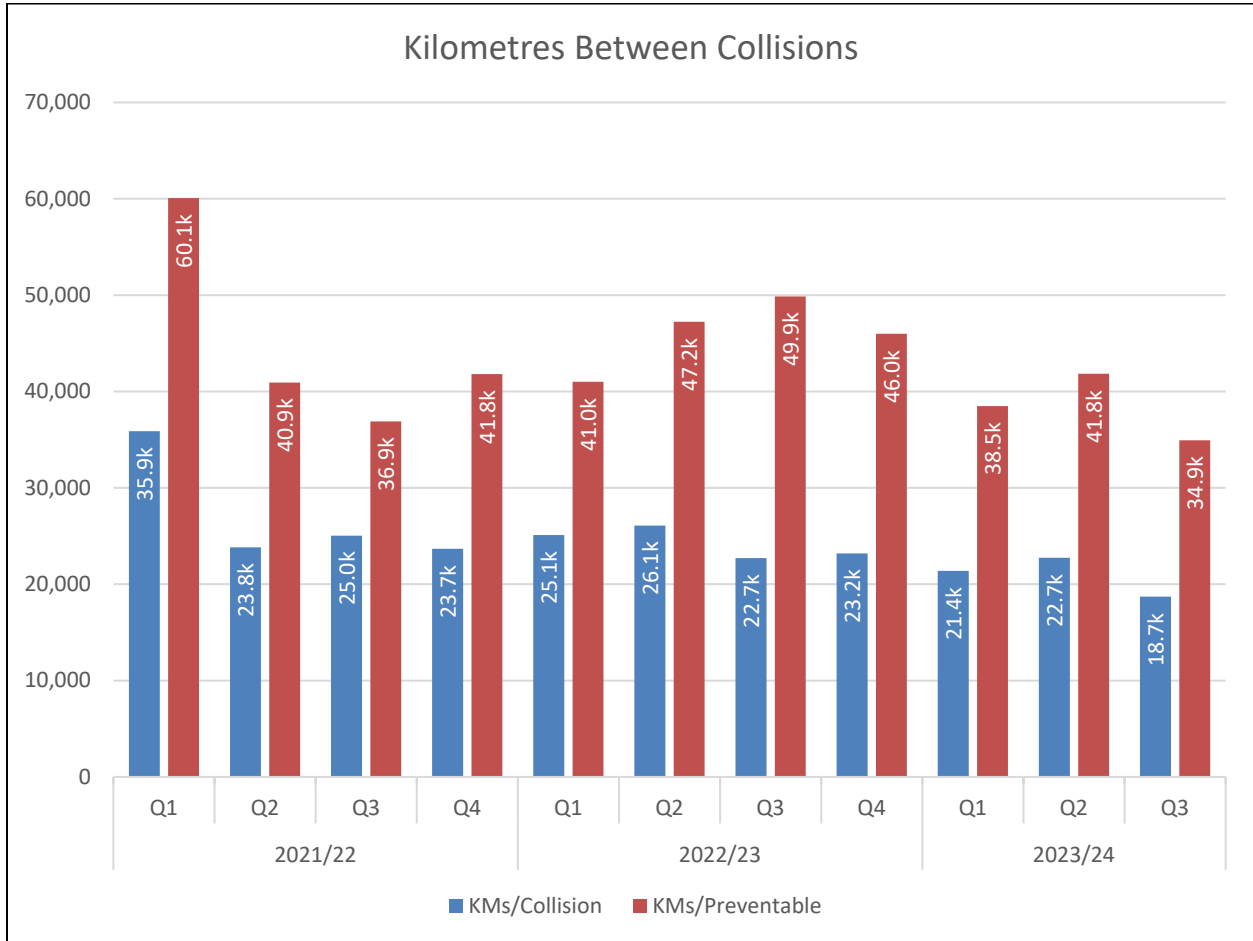
Bus Maintenance Cost – Quarter Average vs Budget

In the third quarter bus maintenance costs were \$1.06/km, 16% lower than the budgeted maintenance cost of \$1.26/km.



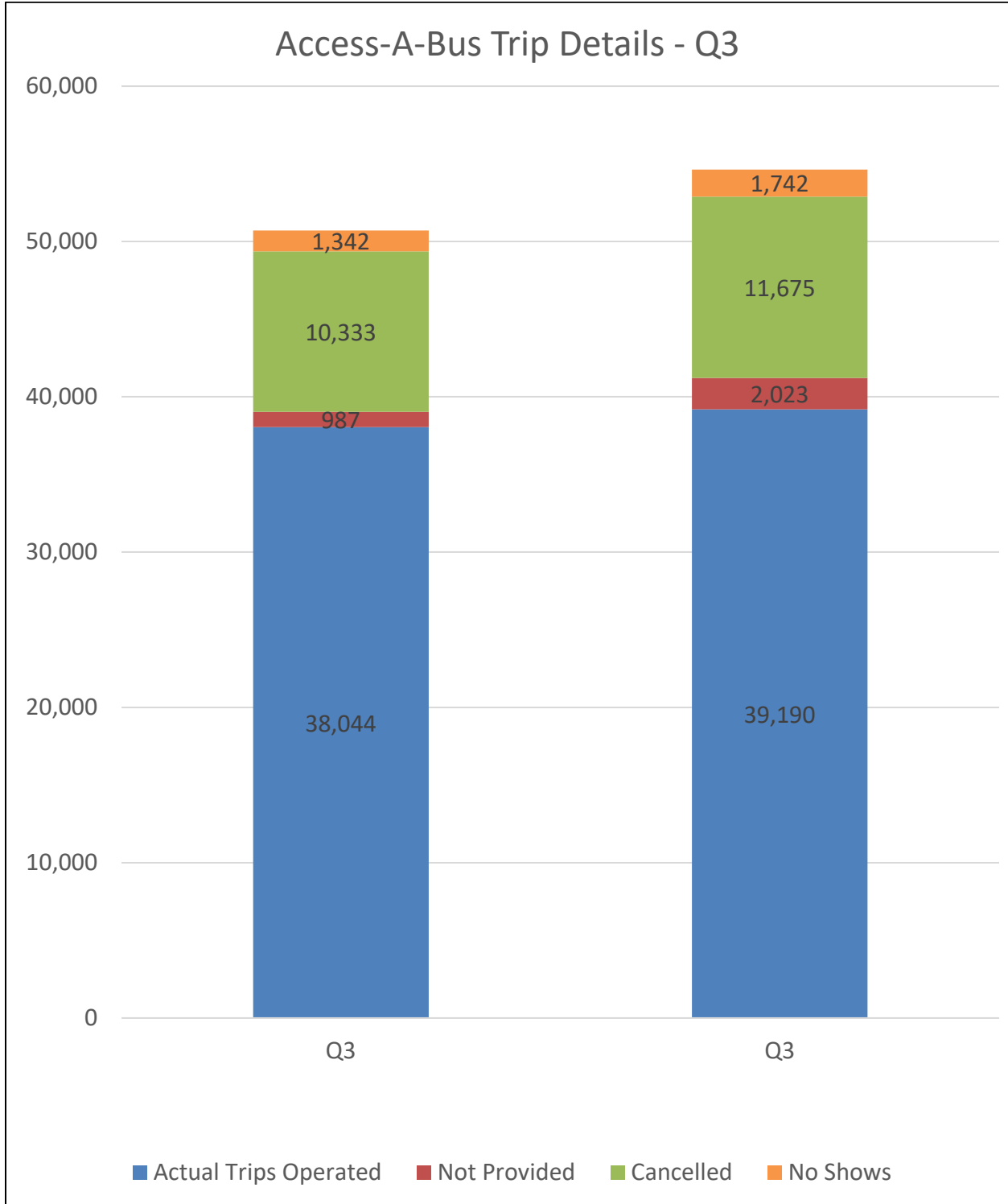
Safety – Collisions

In the third quarter, a collision involving Halifax Transit vehicles occurred once every 18,700 kilometres; a preventable collision occurred every 34,900 kilometres.



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 2023/24 a total of 39,190 trips were operated, an increase of 3% compared to the third quarter last year.



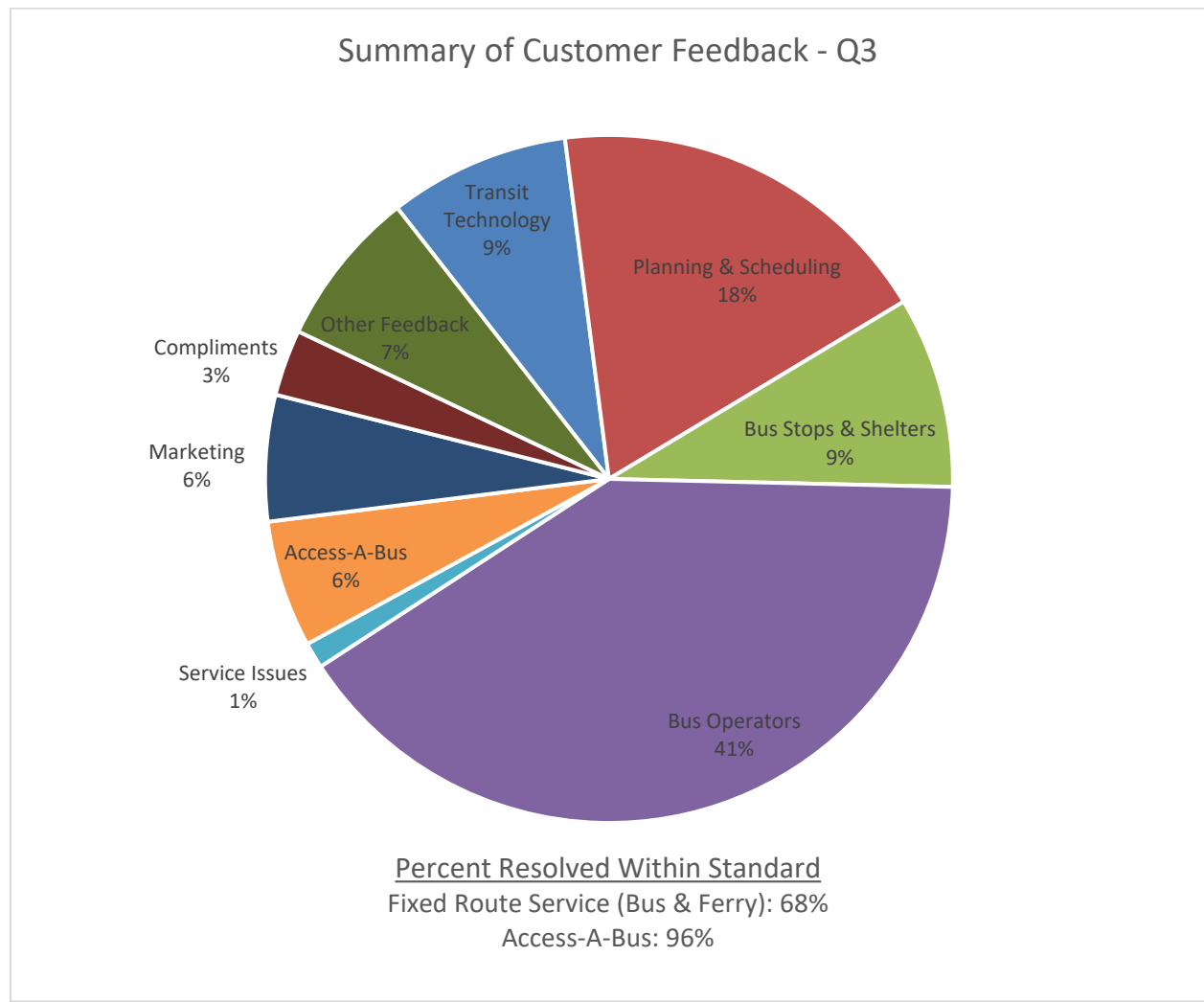
Customer Service – All Services

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 addressed within service standard and feedback addressed outside service standard. The service standard is either 5 or 10 days depending on the subject matter.

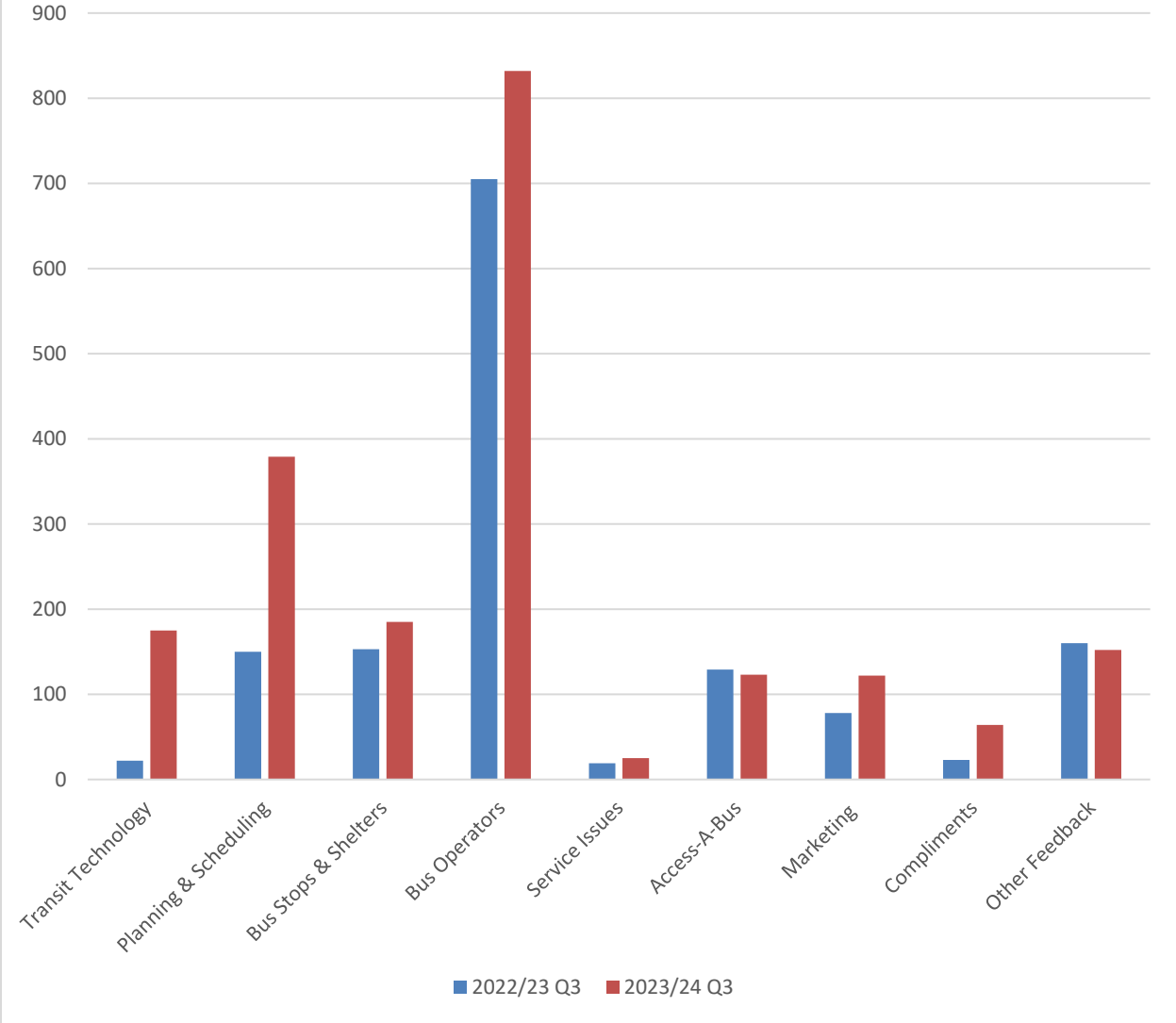
5 Days – Access-A-Bus, Accessibility on Conventional Bus, Bus Operator Compliments, Ferries Infrastructure, Prohibited Conduct Policies, Technology, Vehicle Related

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

In the third quarter, 41% of feedback received was related to Bus Operator Driving and Behaviour. The remaining 59% 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, 70% of customer feedback was addressed within standard. Customer feedback volumes were significantly higher this year with 45% more service requests closed during third quarter compared with last year.

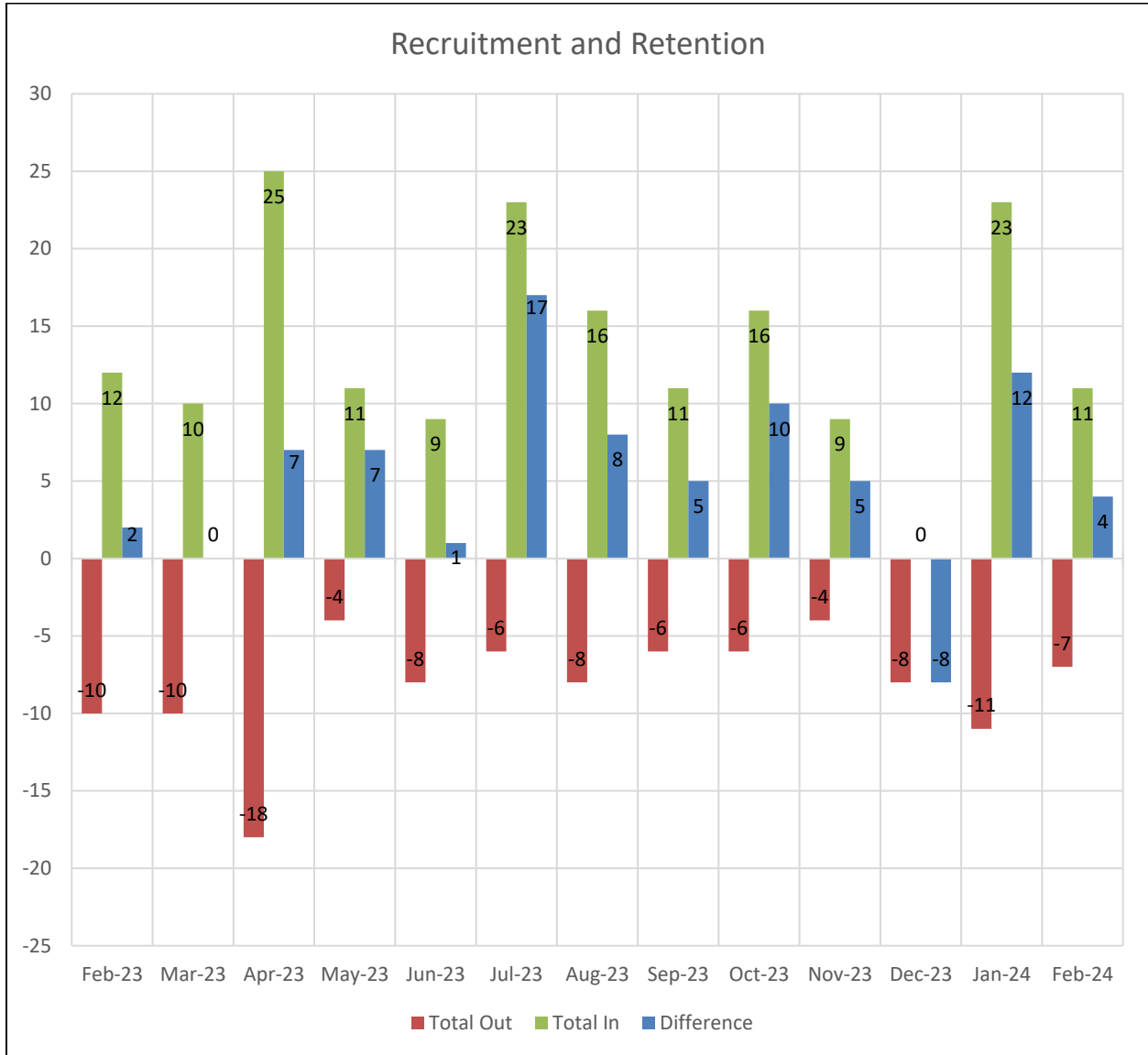


Customer Feedback Comparison - Q3



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.



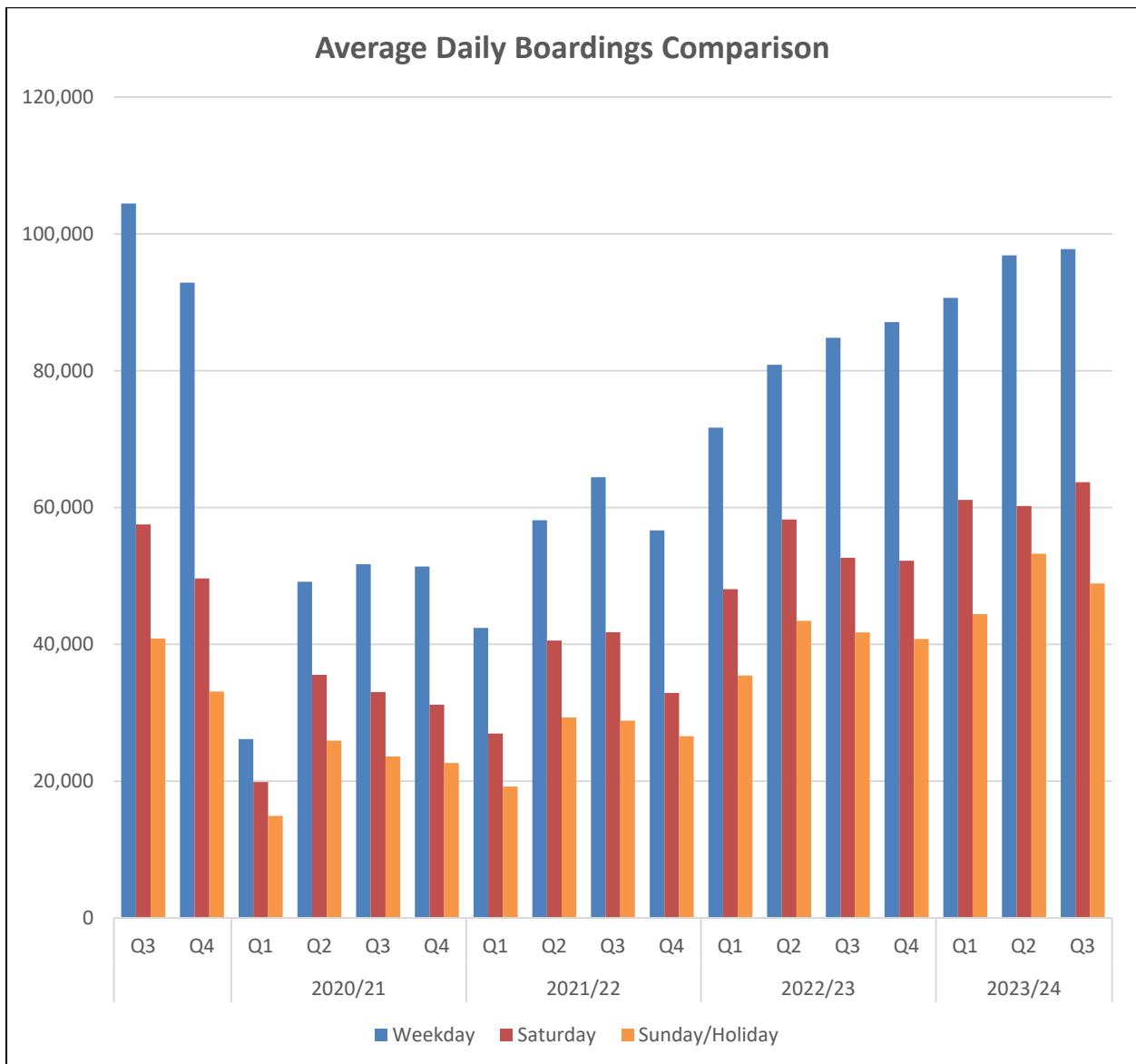
Service Utilization

Average Daily Boardings by Service Day

Average weekday boardings in the third quarter were 97,774 ± 13,704 (14% variance). Average Saturday boardings this quarter were 63,706 ± 8,479 (13% variance). Average Sunday boardings this quarter were 48,896 ± 4,671 (10% variance).

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.

This quarter weekday boardings increased 15% compared to the previous year; Saturday boardings increased 21% and Sunday/Holiday boardings increased 17%.



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 Q3 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	8,838	60	63	40	6,421	54	4,472	47	
2	5,112	50	48	34	4,859	48	3,231	45	
3	7,240	54	45	37	4,062	46	4,366	45	
4	5,943	48	48	39	2,539	51	2,098	45	
5	4,155	52	49	33	3,131	45	1,983	46	
6A/B/C	3,116	39	36	23	1,656	37	1,234	30	
7A/B	5,182	46	40	22	3,306	32	2,084	29	
8	4,794	45	40	29	3,492	35	3,175	34	
9A/B	6,738	48	53	34	3,725	59	3,186	52	
10	5,023	48	56	34	3,311	44	2,153	41	
21	1,247	47	48	30	1,153	34	750	41	
22	768	30	27	13	556	17	416	12	
24	2,069	41	38	26	2,145	37	1,729	32	
25	679	31	35	21	453	30	576	41	
26	57	21							
28	2,046	50	47	43	2,042	46	1,084	48	
29	3,314	40	39	26	2,159	34	1,756	29	
30A/B	1,368	45	41	25	933	27	675	30	
39	1,598	40	33	21	1,201	24	620	27	
50	82	19	1						
51	556	50	43	21	263	34	164	20	
53	1,154	43	33	21	1,005	31	460	25	
54	1,011	34	44	18	675	34	413	26	
55	401	22	25	13	366	25	235	16	
56	1,338	40	32	21	1,395	34	934	27	
57	33	9	5	9					
58	176	12	14	5	115	7	79	5	
59	133	11	20	10	127	15	92	11	
61	197	13	16	9	210	12	172	11	
62	580	27	29	14	366	22	325	20	
63	545	25	28	16	350	23	228	15	
64	780	19	13	7					
65	144	14	30	9	109	12	88	9	
67	784	25	35	13	343	21	269	16	
68	263	19	24	9	254	14	176	11	
72	1,863	44	36	21	1,512	30	723	25	
82	279	17	17	7	232	14	186	12	
83	103	8	9	5	112	10	84	8	
84	1,087	22	24	12	487	15	394	12	
85	175	13	18	6	112	13	101	13	
86	133	9	11	7	127	8	107	7	
87	1,442	36	21	17	942	18	558	21	
88	275	26	18	12	262	17	173	12	
90	2,514	43	37	23	1,806	29	1,061	30	
91	1,140	34	37	22	599	26	564	26	
93	215	23	19	8					
401	135	14	14	10	55	10	42	8	
415	66	9	13						
433	112	17		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

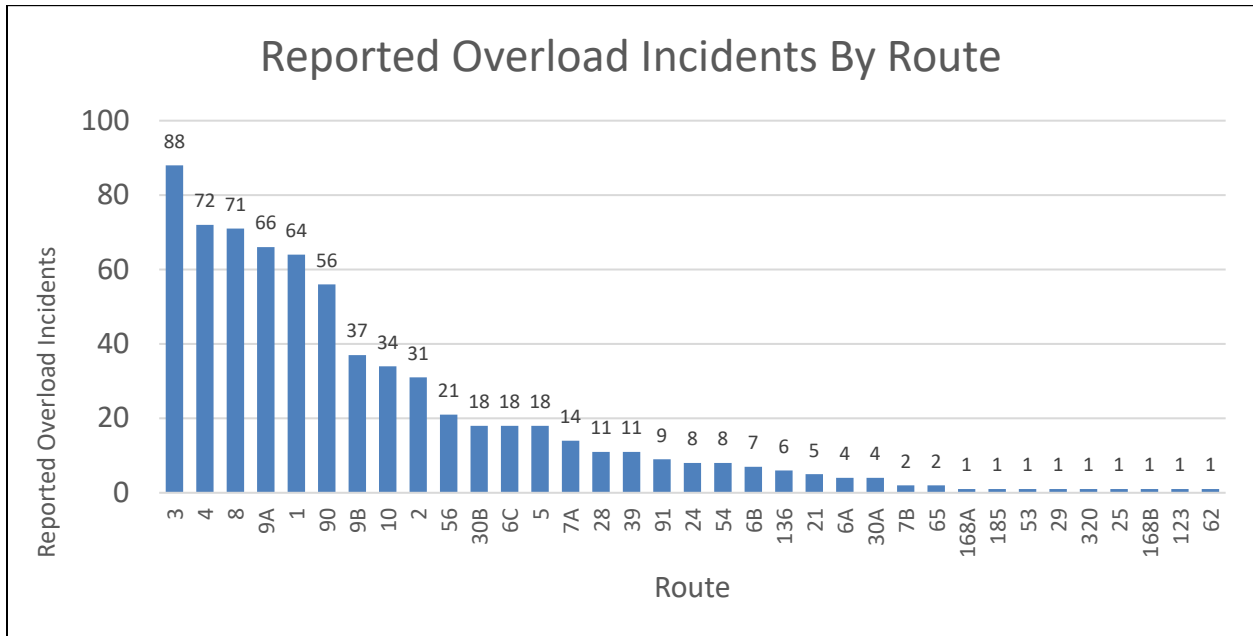
2023/24 Q3 Express Route Ridership Guidelines by Route			
Route	Weekday Peak Hours		Pass/Trip
	Boardings		
Express Ridership Guideline			20
123	351		28
127	303		20
135	347		29
136	488		35
137	267		25
138	340		29
158	145		18
159	298		23
161	315		26
165	227		25
168A/B	579		28
182	466		21
183	246		23
185	449		23
186	225		21
194	184		27
196	108		27
Regional Express Ridership Guideline			15
320	198		13
330	215		13
370	70		6

Passenger Overloads

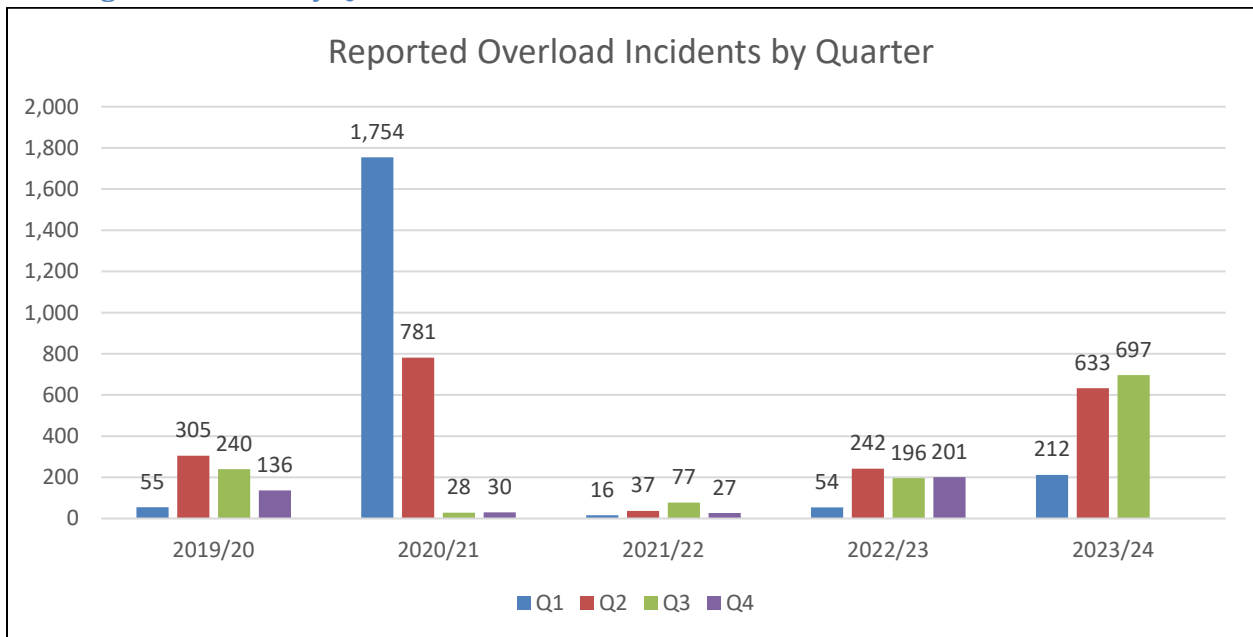
Halifax Transit tracks overloads that are reported to help match scheduling requirements to passenger demands. During the third quarter 697 overload incidents were reported. Of the overloads reported in third quarter 48% occurred in October, 37% in November and 14% occurred in December.

Passenger Overloads by Route

Corridor routes experienced the majority of overload reports, accounting for 76% of reported overloads this quarter. Of the overloads reported in third quarter 86% occurred on weekdays, 8% occurred on Saturdays, and 5% 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.

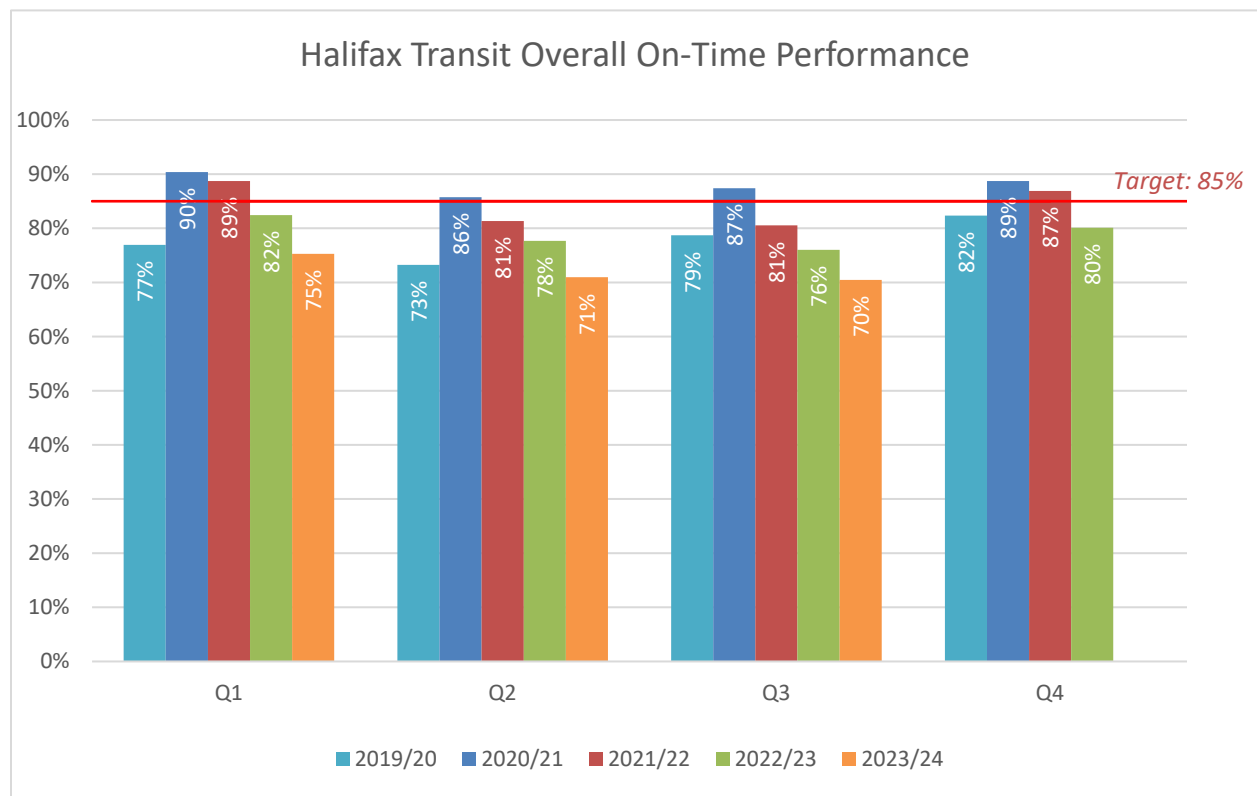
As traffic congestion and transit usage has continued to increase in recent months, overall on time performance has decreased and several routes have performed poorly. As part of quarterly service changes in late November 2023 several routes had schedule adjustments made to address poor on-time performance including Routes 2, 24, 39, 72, 91, 158, 159, 161, 165, 168A/B, 194, and 433. The impacts of these schedule changes will not be fully realized until the fourth quarter.

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.

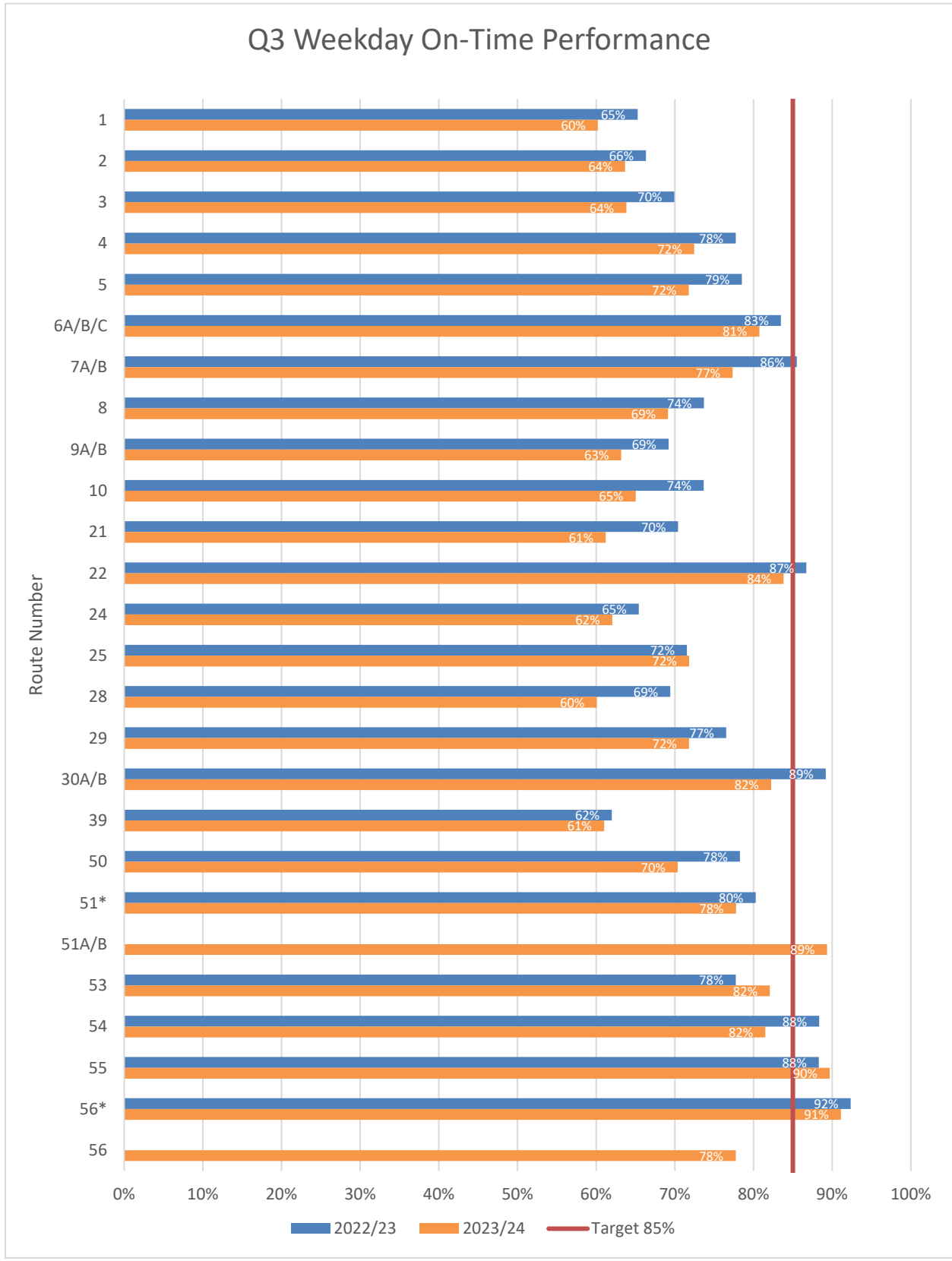
Other routes that have not undergone recent schedule adjustments have recently experienced very poor on time performance including routes 3, 8, 9A/B, 21, 84, 90, 123, 127, 135, 136, 137, 182, 183, 185, 186, 196, and 401. Many of these routes and others were impacted by detours put in place to accommodate the Cogswell project. In recent months on time performance has improved as the busy fall period passed and schedules were adjusted for Cogswell detours.

Schedule adjustments will be made in August 2024 to address schedule performance Routes 3, 8, 9A/B, 21, 84, 90 and 401; other routes will continue to be reviewed for future schedule adjustments in effort to improve on time performance.

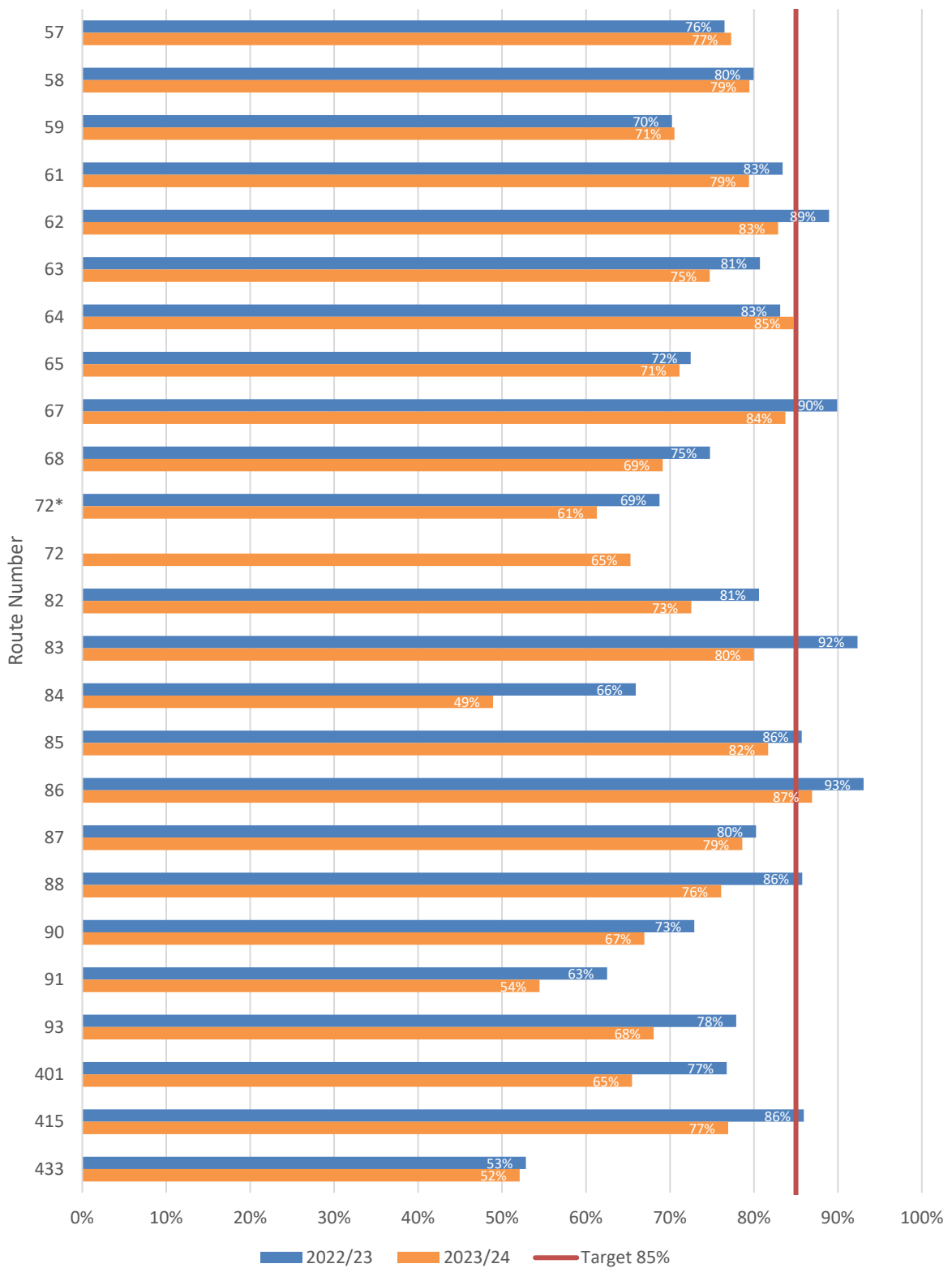
Overall Network On-Time Performance



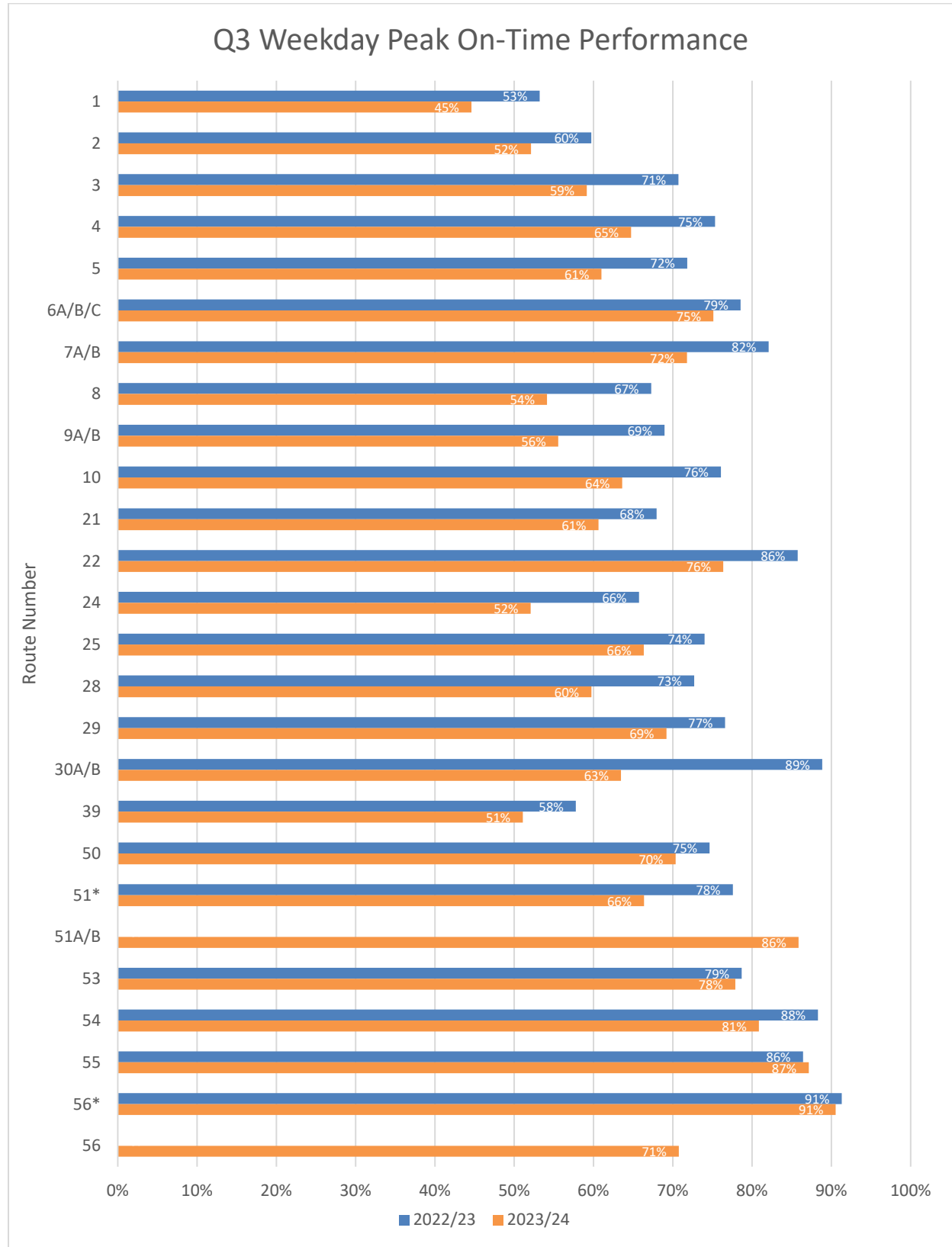
Weekday On-Time Performance



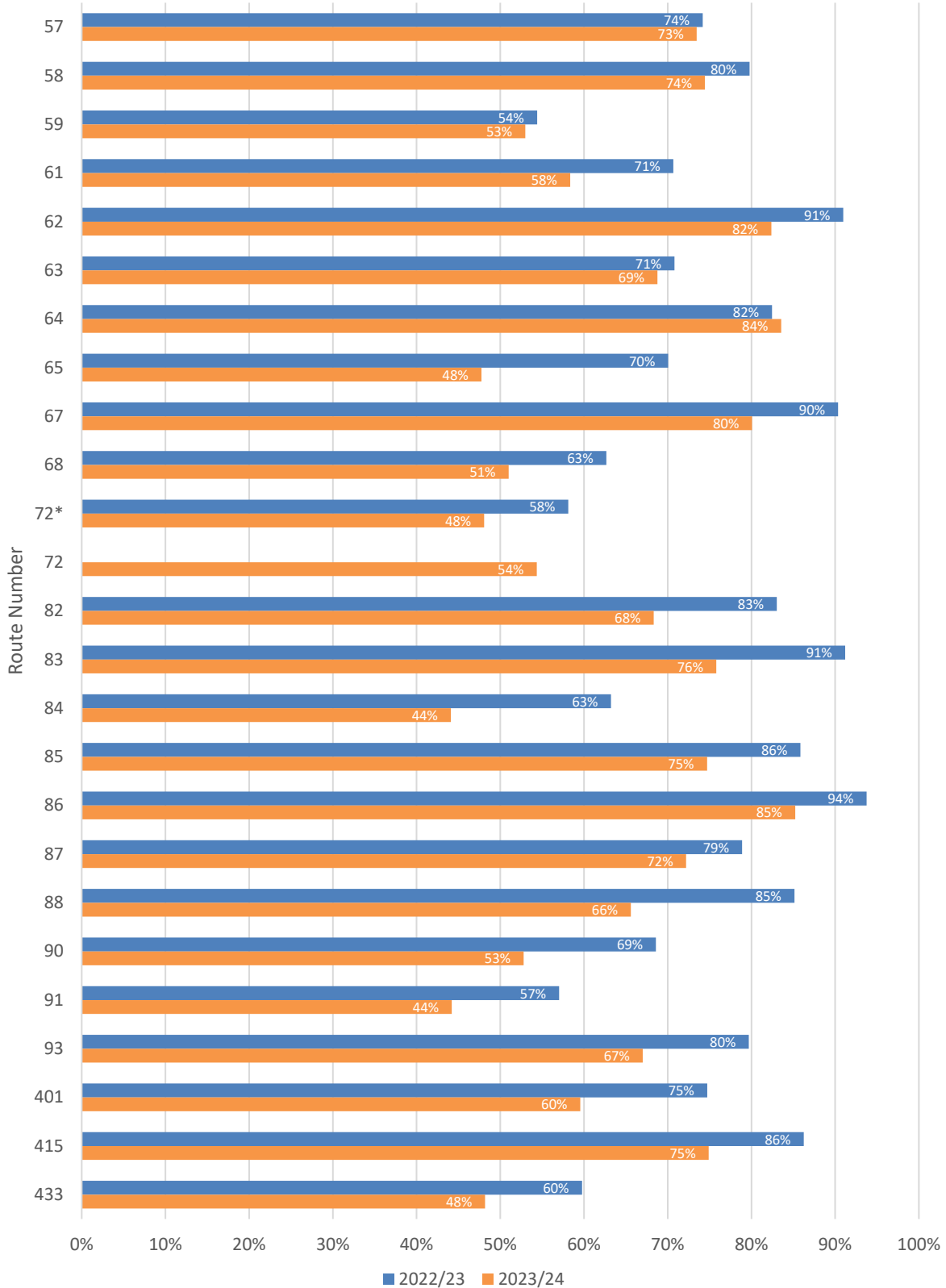
Q3 Weekday On-Time Performance



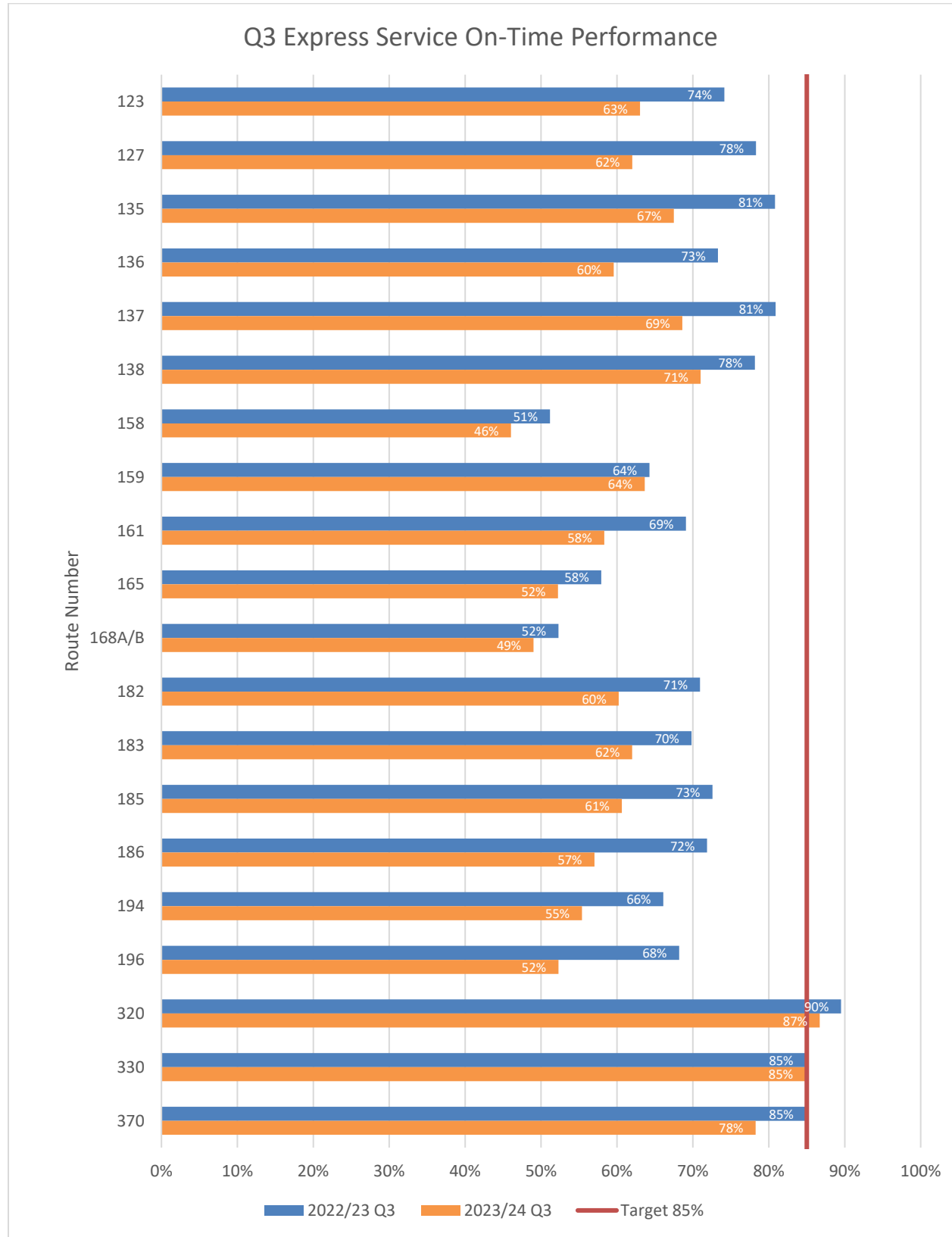
Weekday Peak Period On-Time Performance



Q3 Weekday Peak On-Time Performance



Express Service On-Time Performance



Fare Revenue by Type

Halifax Transit collects fares in several ways including Halifax Transit’s new mobile fare payment app, HFXGO which launched on November 2, 2023. The following chart shows monthly fare revenue over the past two years, broken down as follows:

- Non-Discretionary Programs
 - UPass
 - Department of Community Services Passes
- Paper Products
 - Physical Tickets
 - Passes
 - EPasses
- Cash Fares
- HFXGO app

