



P.O. Box 1749
Halifax, Nova Scotia
B3J 3A5 Canada

Item No. 13.1.1
Transportation Standing Committee
July 25, 2024

TO: Chair and Members of Transportation Standing Committee

FROM: Cathie O'Toole, Chief Administrative Officer

DATE: June 12, 2024

SUBJECT: Halifax Transit 2023/24 Q4 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

EXECUTIVE SUMMARY

This is a quarterly report on Halifax Transit strategic planning and operations.

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 2023/24. 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 2023/24 (January, February and March 2024) Halifax Transit continued to see significant ridership increases over the previous year. Winter weather events in February 2024 resulted in several all day and partial service cancellations.

Major detours have been in place to accommodate the Cogswell project throughout this period. Beginning June 17, 2024, Scotia Square Terminal has been closed to accommodate the construction and street

closures for the next phase of the Cogswell District Project. This closure requires the temporary relocation of the four bays located at Scotia Square Terminal and further route detours.

Service changes planned for August 26, 2024 include increasing weekday peak hour frequency on Route 90 Larry Uteck, adjusting schedule times on Route 26 Springvale, and the permanent removal of Route 57 Portland Estates. Schedules will be adjusted on impacted routes to accommodate detour routing related to the Cogswell Project. Several routes experiencing poor on-time performance will also undergo schedule adjustments to improve performance (8, 9A/B, 21, 56, 72, 84, 90, 401).

In effort to improve data sharing and transparency, hourly boarding data is expected to be made available through open data in the September or November IT update.

Q4 Performance Measures Highlights

Attachment A, *Halifax Transit 2023/24 Q4 Performance Measures Report*, covering January, February and March 2024 includes additional performance measures and detailed statistics.

- Overall boardings increased 10% this quarter from last year.
- Revenue increased 14% this quarter compared to last year.
- System wide on-time performance was 76%, compared to a target of 85%. This is a 4% decrease from this quarter last year.
- Mean distance between failures was 9,000 kms, meeting the benchmark of 9,000 kms.
- Maintenance costs were \$1.26/km, 1% below the budgeted cost of \$1.27/km.
- Halifax Transit vehicles were involved in collisions at a rate of once every 21,700 kilometres driven. A preventable collision occurred every 45,200 kilometres.
- HFXGO has accounted for an increasing proportion of fare revenue, up to 34% in May 2024.

2023/24 Year End Performance Measure Highlights

Attachment B, *Halifax Transit 2023/24 Year End Performance Measures Report*, includes additional performance measures and detailed statistics.

- Overall boardings increased 18% this year compared with the previous year.
- Revenue increased 16% this year compared with the previous year.
- On-time performance was 73%, down 6% from the previous year.
- Passenger overloads increased by 180% over the previous year.
- Mean distance between failures was 9,300 kms, exceeding the benchmark of 9,000 kms.
- Maintenance costs were \$1.17/km, 7% below the budgeted cost of \$1.26/km.

FINANCIAL IMPLICATIONS

No financial implications.

COMMUNITY ENGAGEMENT

No community engagement was required.

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”.

ATTACHMENTS

Attachment A: Halifax Transit 2023/24 Q4 Performance Measures Report
Attachment B: Halifax Transit 2023/24 Year End 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 Q4 Performance Measures Report

2023/24 – Q4 Performance Measures Report

HALIFAX
TRANSIT

Contents

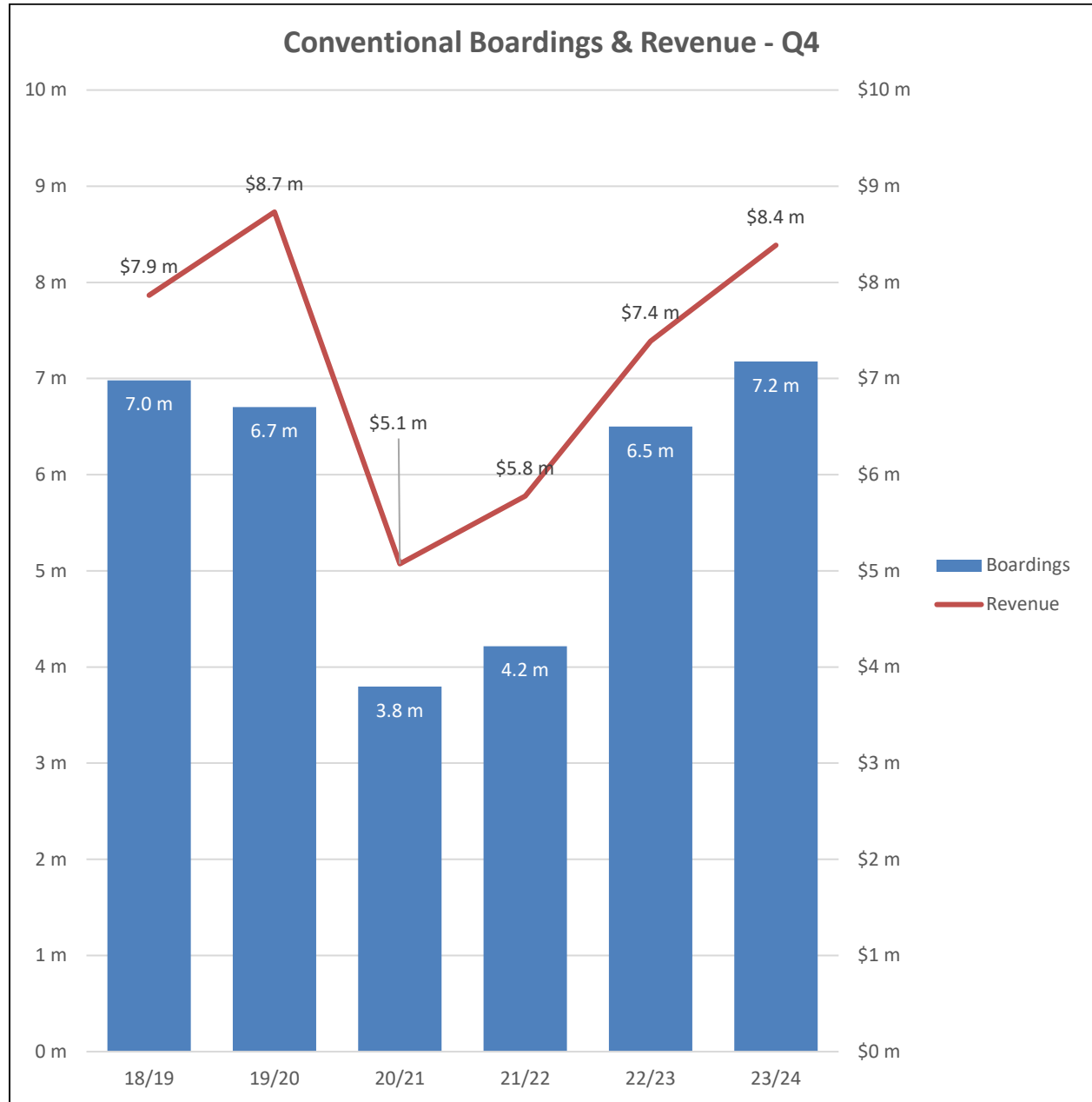
- Boardings & Revenue..... 1
 - Historical Boardings & Revenue..... 1
- Loss of Service..... 4
- Fleet Services 5
 - Mean Distance Between Failures 5
 - Mean Distance Between Service Calls 6
 - Bus Maintenance Cost – Quarter Average vs Budget..... 7
- Safety – Collisions 8
- Access-A-Bus Trip Details 9
- Customer Service – All Services 10
- Recruitment and Retention 12
- Service Utilization 13
 - Average Daily Boardings by Service Day..... 13
 - Ridership Guidelines by Route – Passengers Per Hour 13
 - Express Service Peak Boardings & Passengers per Trip 16
 - Passenger Overloads..... 17
 - Passenger Overloads by Route 17
 - Passenger Overloads by Quarter 17
 - Passenger Overload Locations 18
- On-Time Performance..... 19
 - Overall Network On-Time Performance 20
 - Weekday On-Time Performance..... 21
 - Weekday Peak Period On-Time Performance 23
 - Express Service On-Time Performance 25
- Fare Revenue by Type..... 26

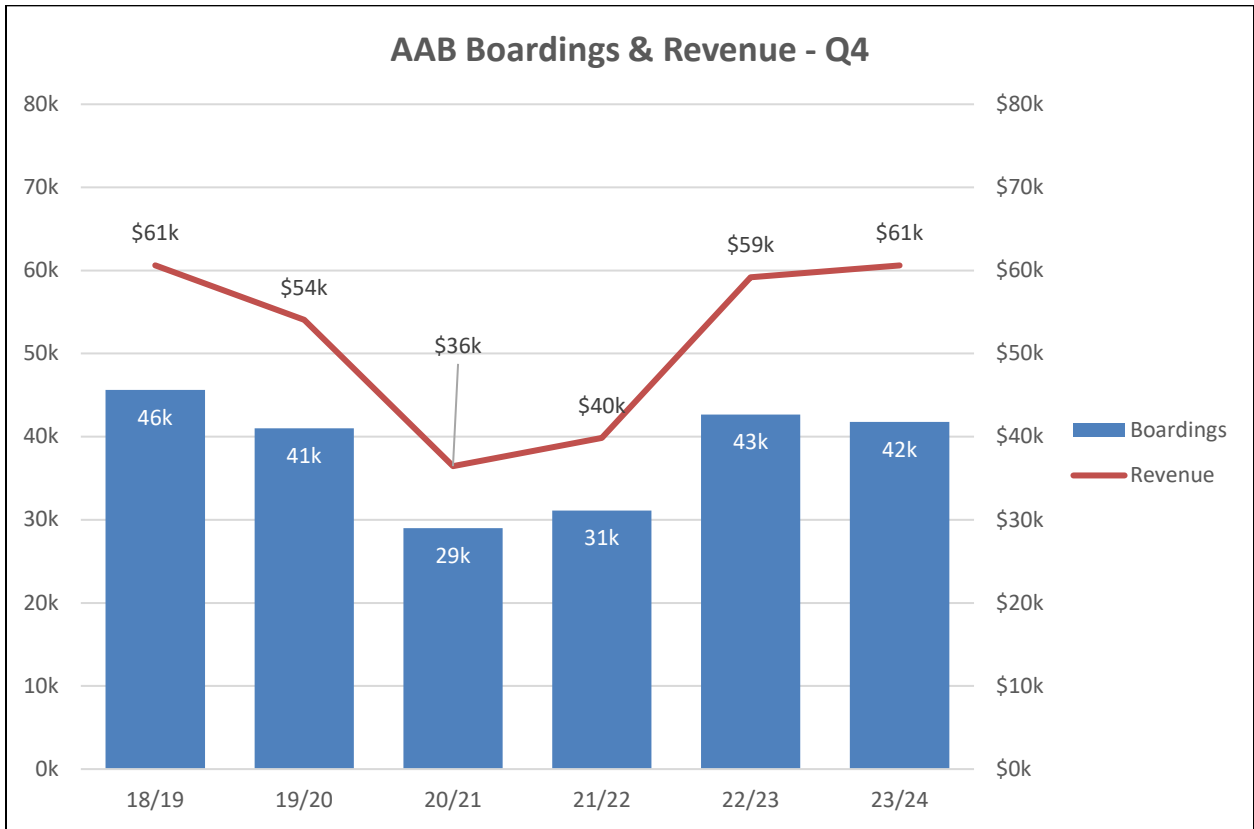
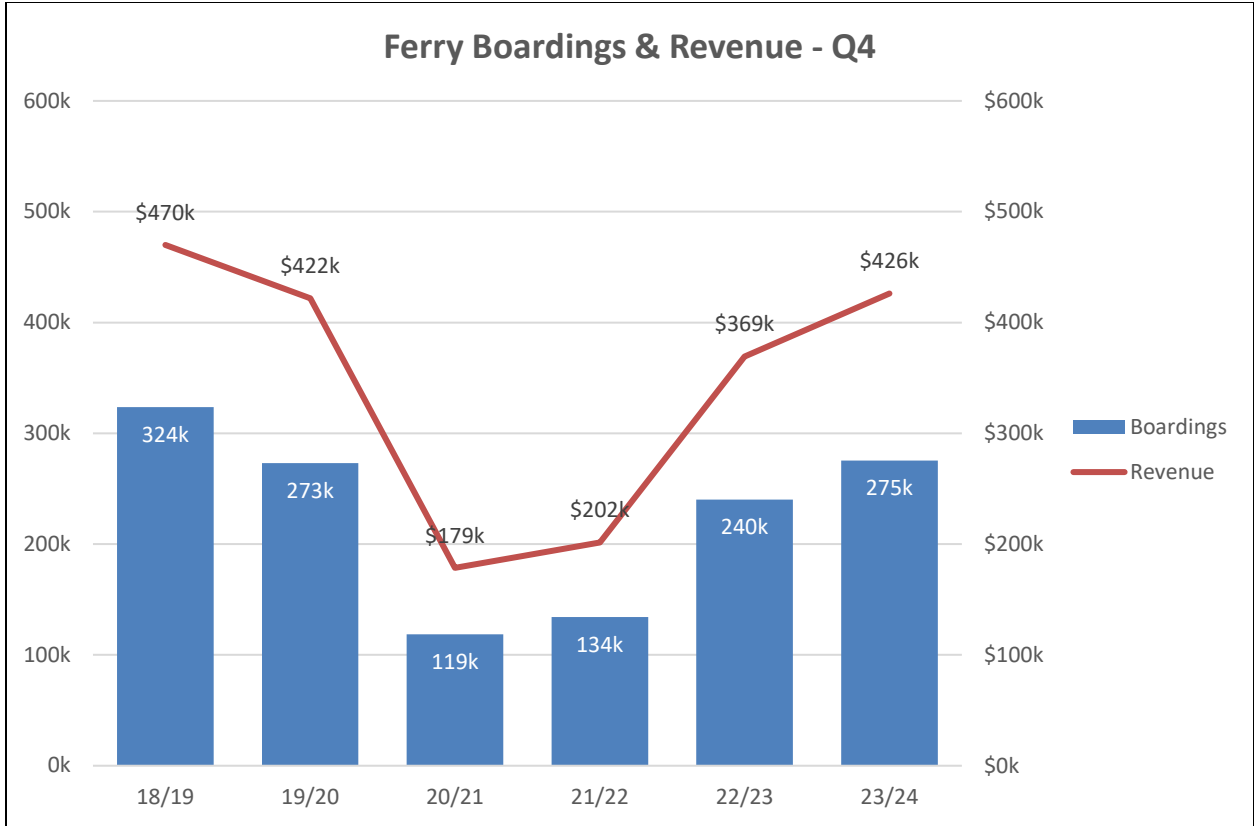
Boardings & Revenue

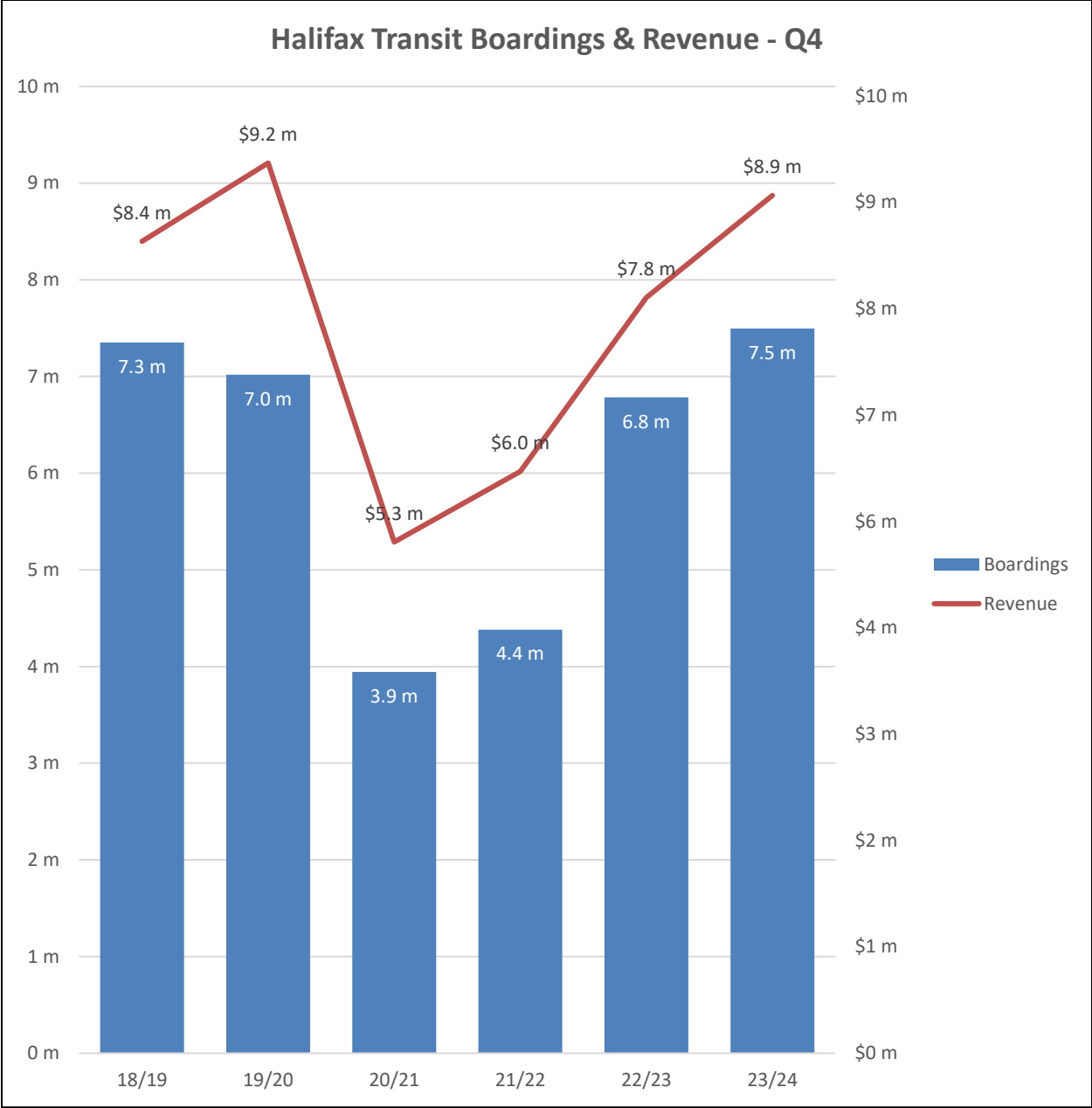
Revenue and boardings are reported to demonstrate how well transit services were used over the quarter, in comparison to the same quarter the previous year.

Conventional boardings increased 10% from this quarter last year, Ferry boardings increased 15% and Access-A-Bus boardings decreased 2%. Overall, system wide boardings increased this quarter by 10% compared to last year. Overall revenue this quarter increased 14% from last year.

Historical Boardings & Revenue



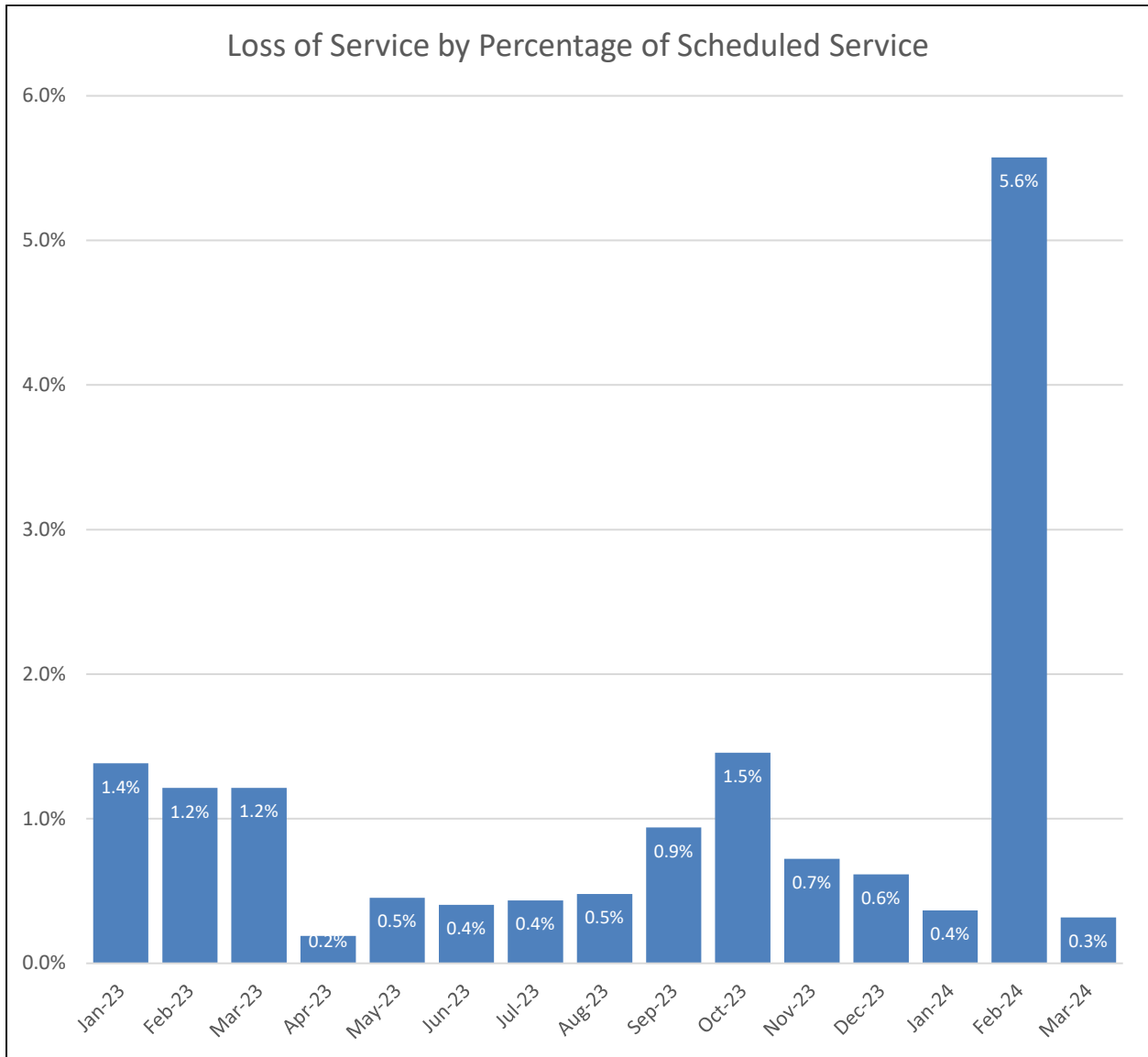




Loss of Service

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 4,098 hours, which is 2% of the quarterly revenue hours. The chart below shows the total loss of service for each month. February 2024 saw a large increase in service loss due to several service cancellations in response to winter weather.

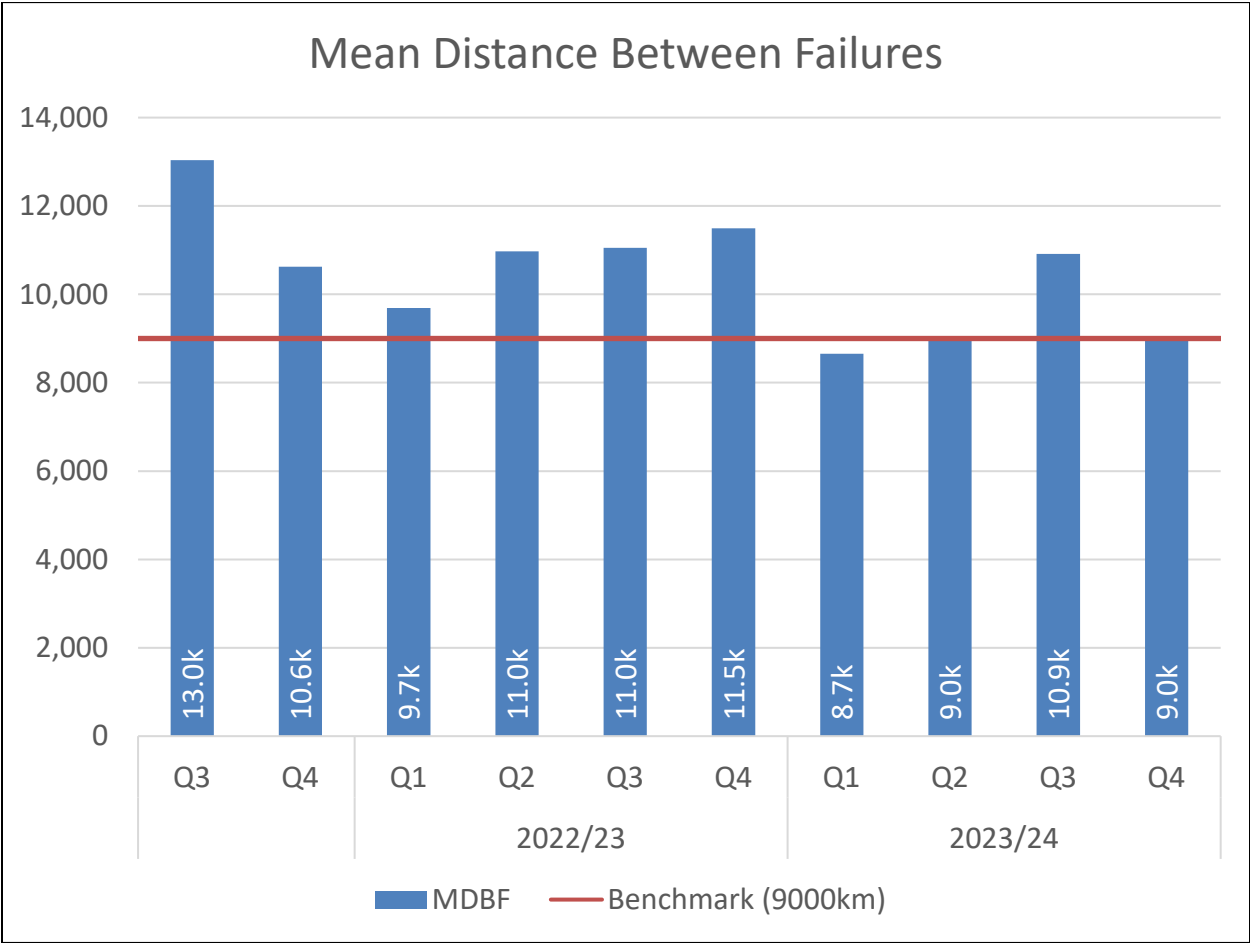


Fleet Services

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.

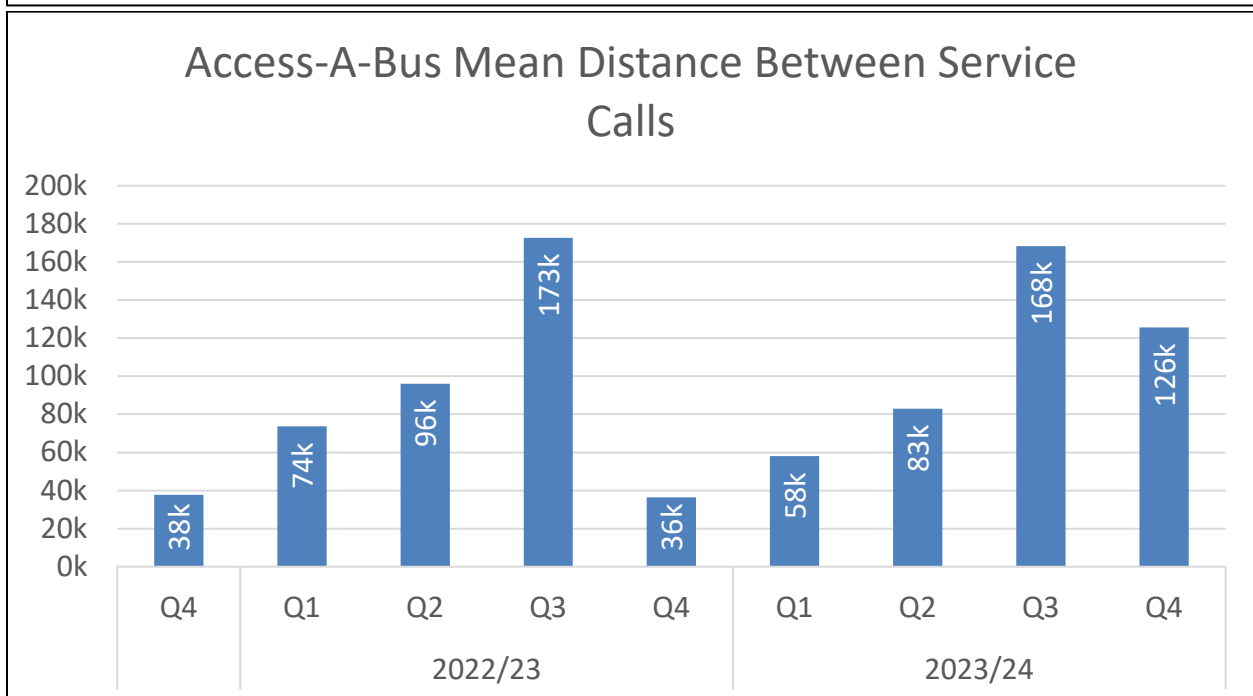
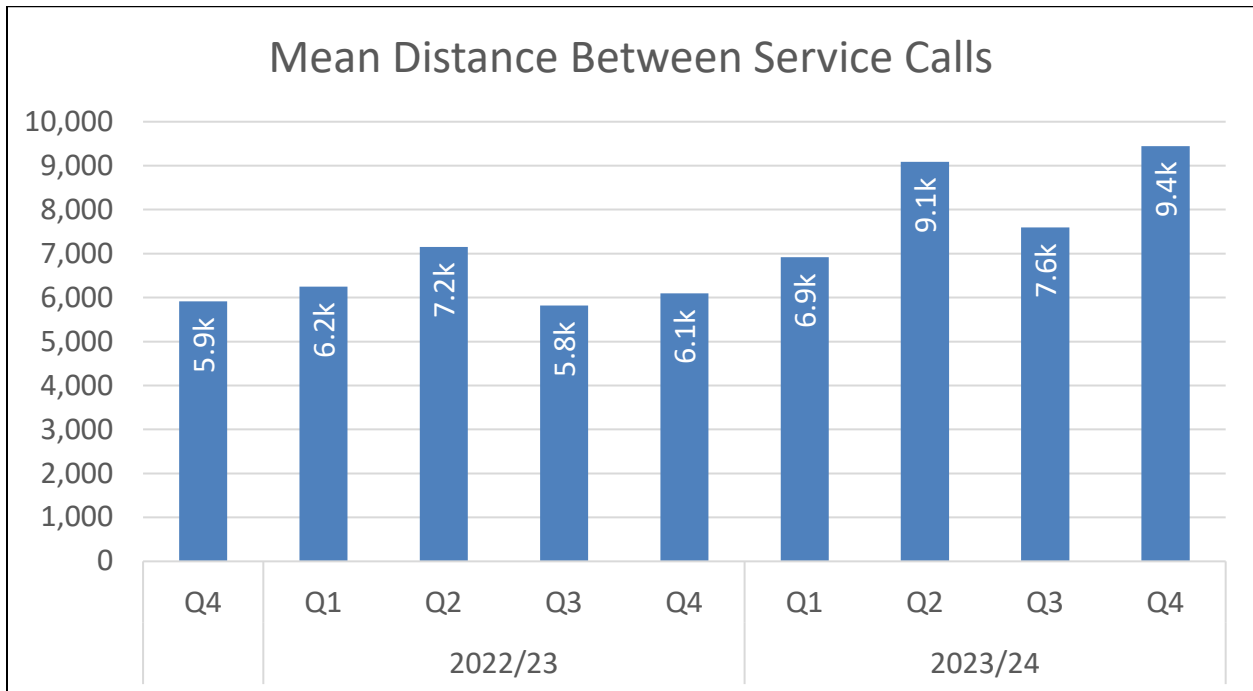
For the fourth quarter of 2023/24, the MDBF for conventional transit was 9,000 kms, meeting the benchmark of 9,000 kms.



Mean Distance Between Service Calls

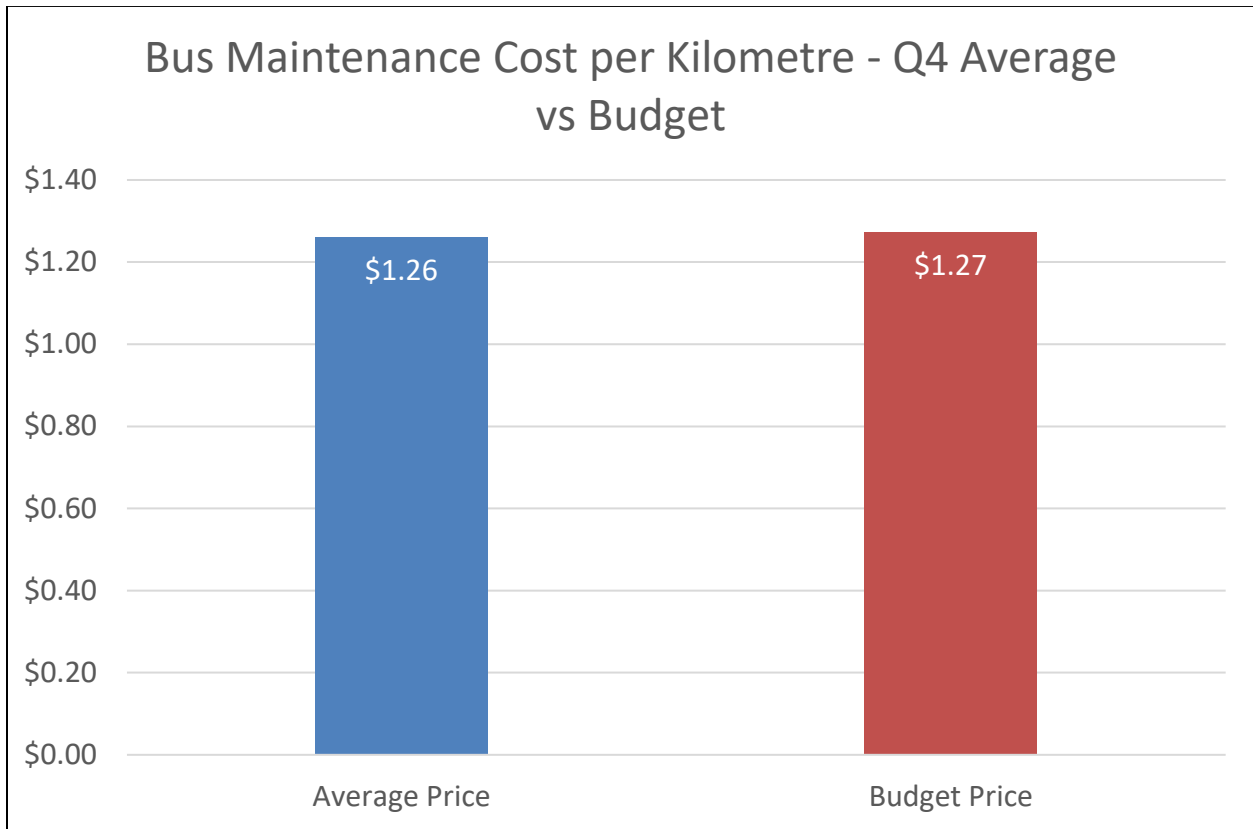
Mean Distance Between Service Calls (MDBS) reflects the average distance in kilometres covered between maintenance service calls. This metric includes all instances of service calls, including issues with secondary equipment, passenger-related events and damages to the bus resulting from minor collisions.

For the fourth quarter of 2023/24, the MDBS for conventional transit was 9,400 kms, an increase of 55% over the previous year. The MDBS for Access-A-Bus service was 125,600 kms, a 245% increase 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.



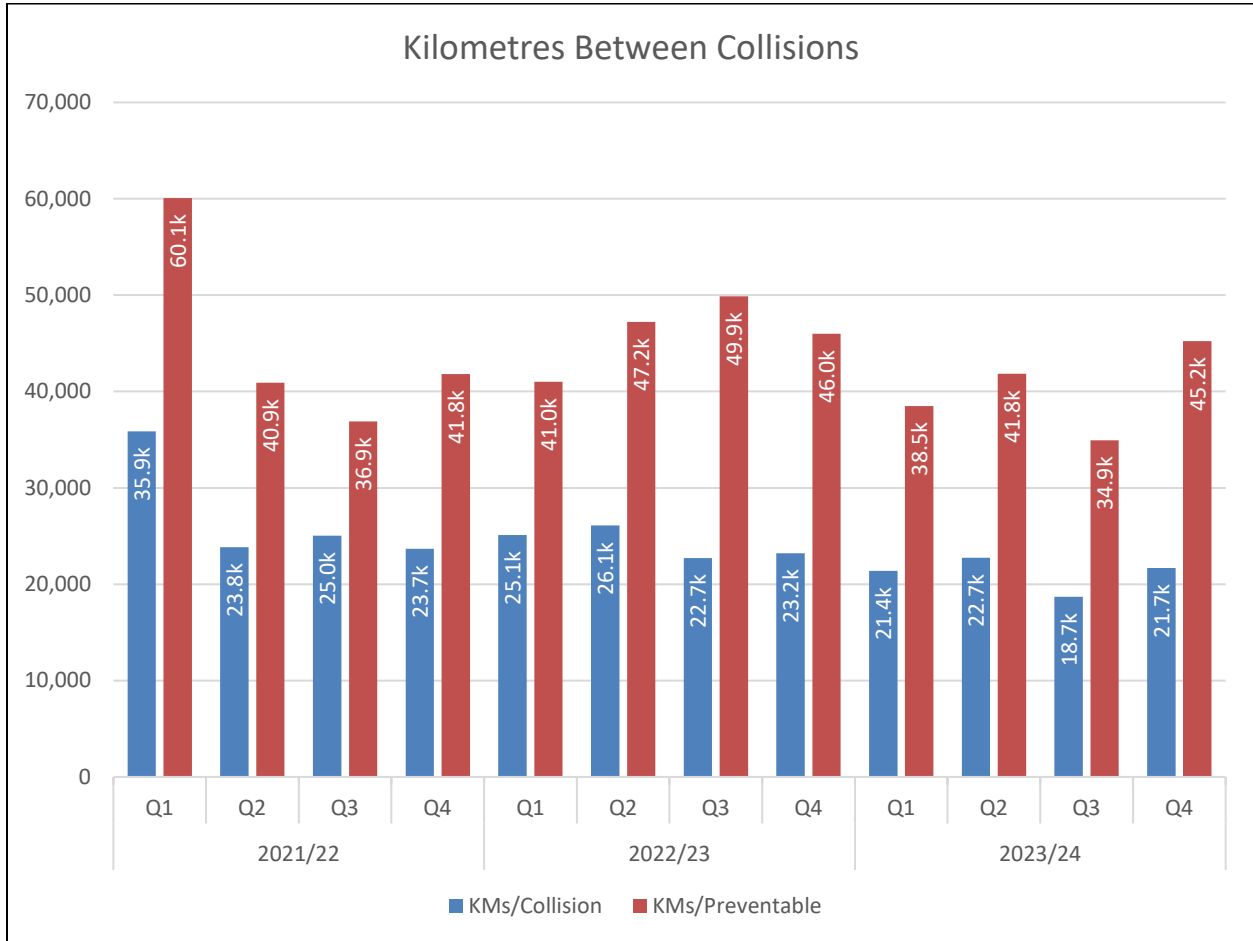
Bus Maintenance Cost – Quarter Average vs Budget

In the fourth quarter bus maintenance costs were \$1.26/km, 1% lower than the budgeted maintenance cost of \$1.27/km.



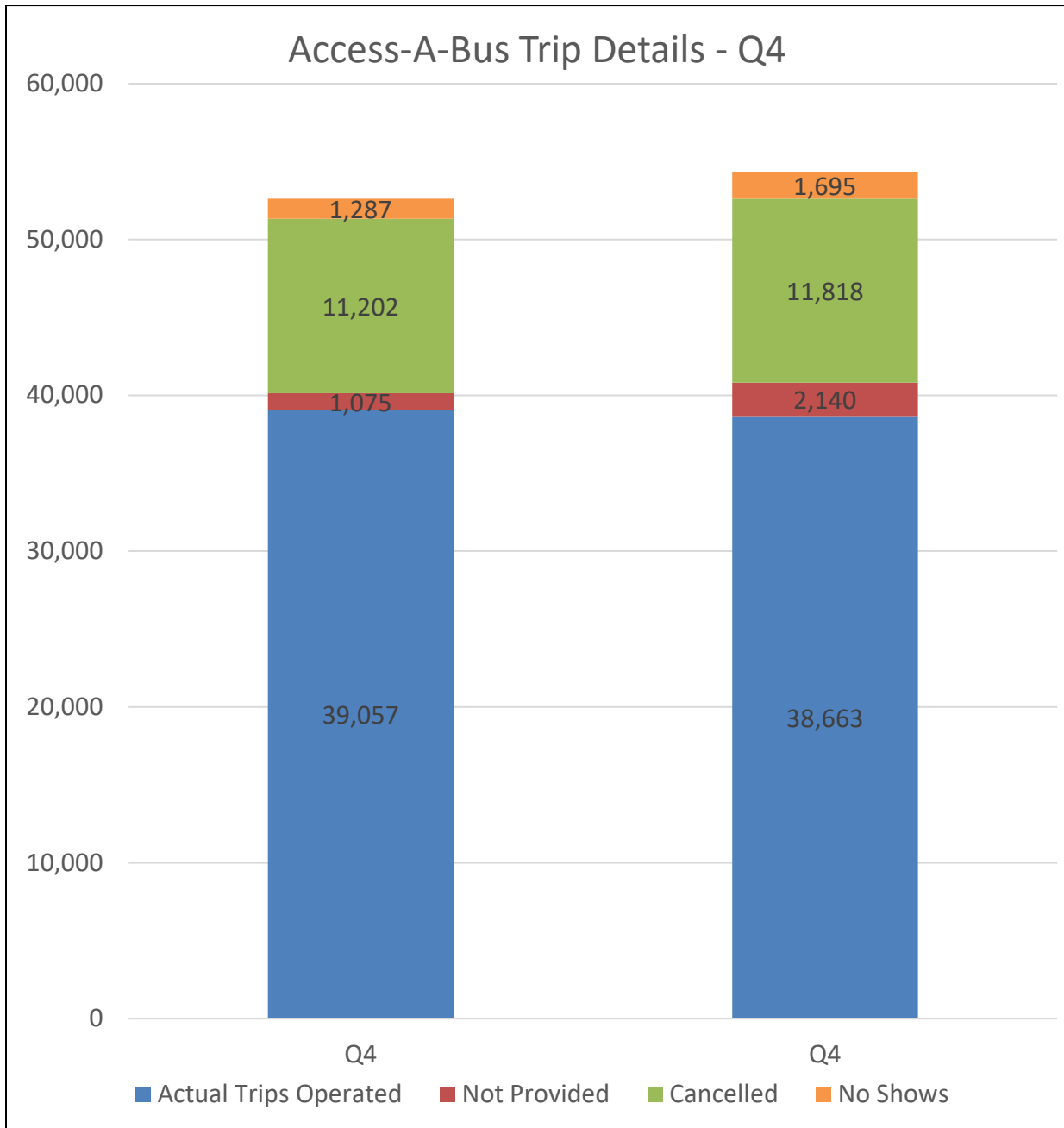
Safety – Collisions

In the fourth quarter, a collision involving Halifax Transit vehicles occurred once every 21,700 kilometres driven; a preventable collision occurred every 45,200 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 fourth quarter of 2023/24 a total of 38,663 trips were operated, 1% fewer than the same quarter last year. This while trip requests not provided nearly doubled to 2,140. The trend can be largely attributed to staffing. There were significant retirements among Access-A-Bus staff and an unusually high level of absenteeism among staff responsible for moving clients off the Wait List in Q4. Further, operator shortages affected Access-A-Bus as well as conventional transit. With new staff trained, and circumstances leading to absences reduced, the count of unprovided trip requests is expected to be significantly less for Q1 of 2024-2025.



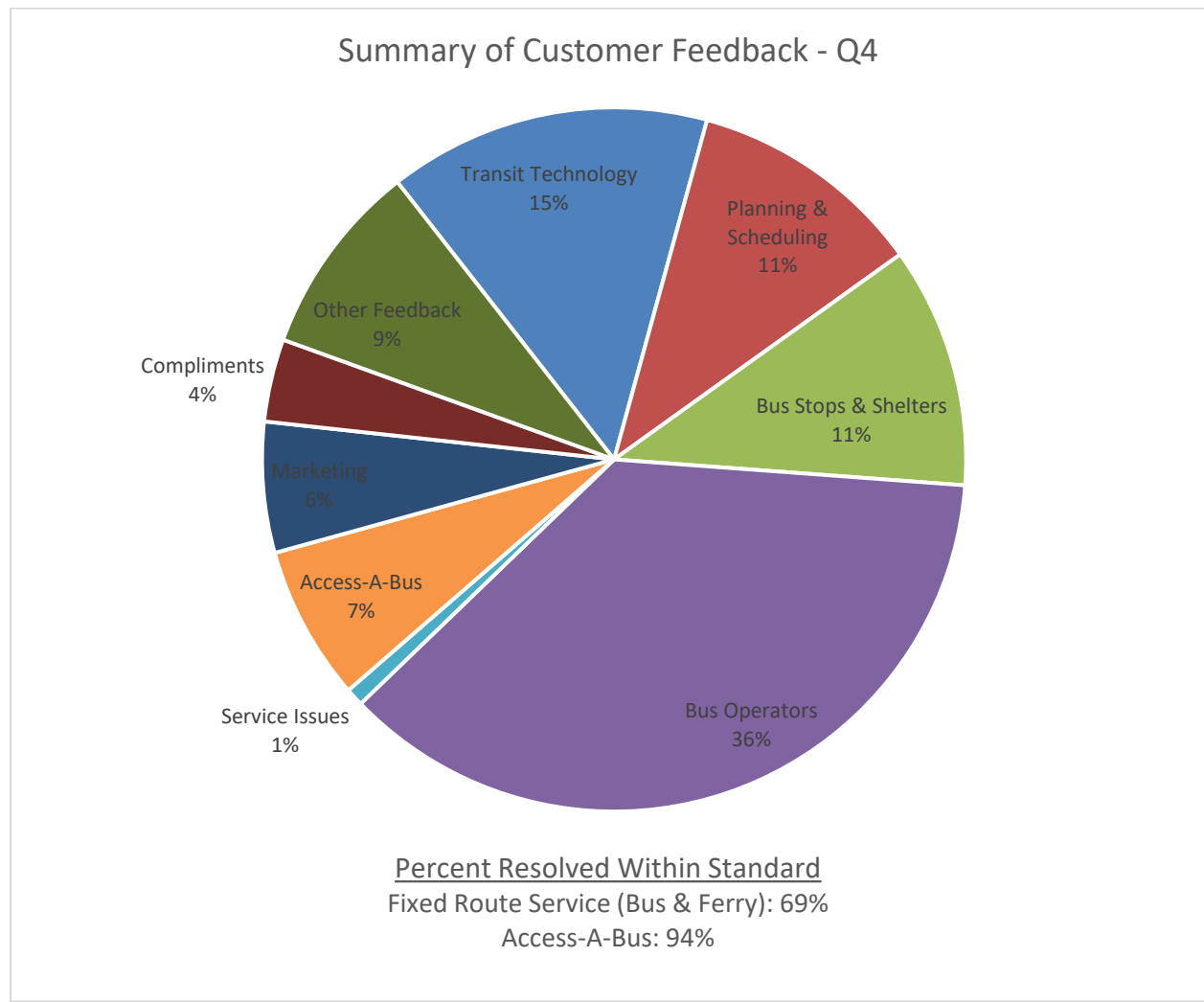
Customer Service – All Services

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.

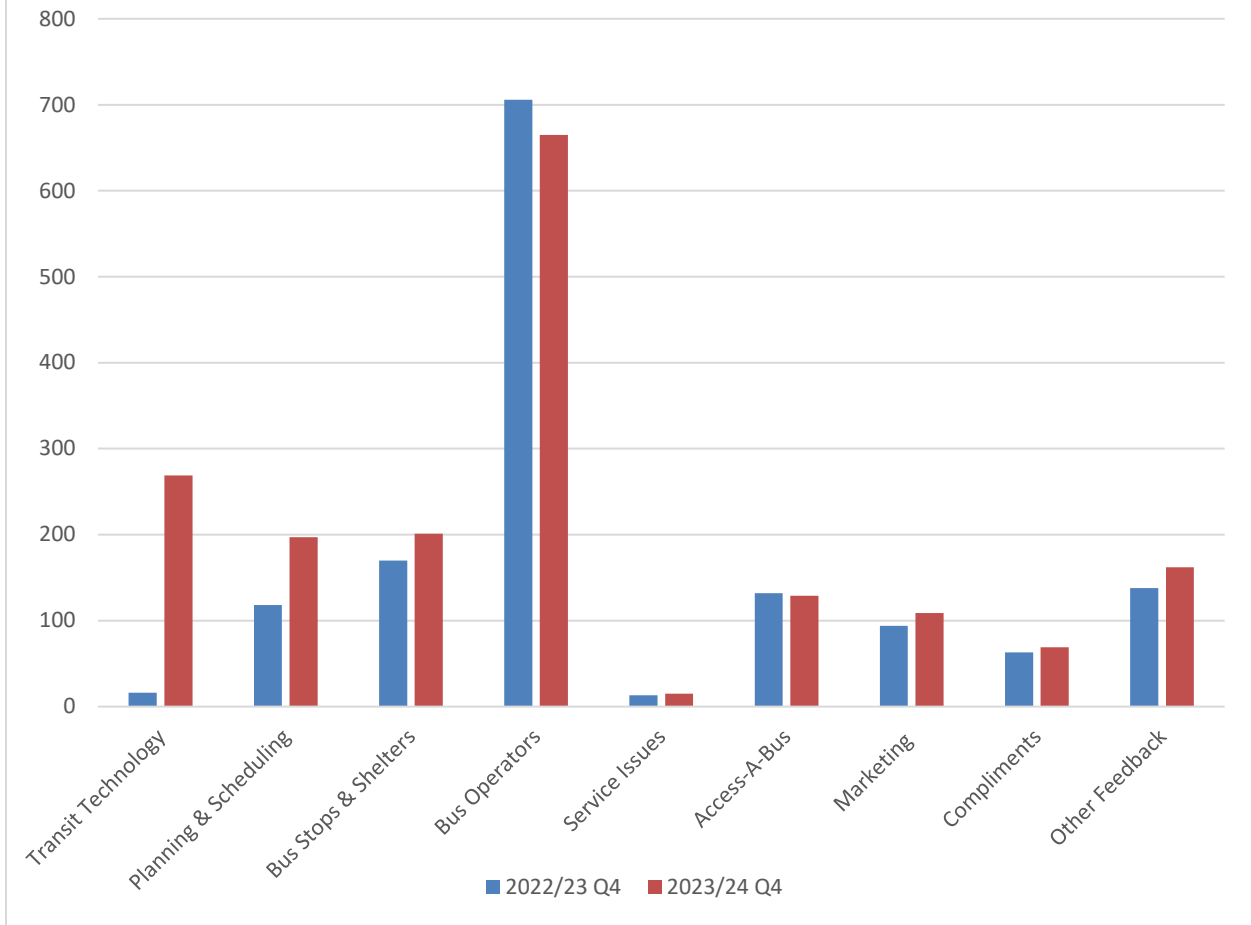
5 Days – Access-A-Bus, Accessibility on Conventional Bus, Bus Operator Compliments, Ferries Infrastructure, Prohibited Conduct Policies, Technology, Vehicle Related

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

In the fourth quarter, 36% of feedback received was related to Bus Operator Driving and Behaviour. The remaining 64% is comprised of feedback regarding service issues, planning and scheduling, bus stops and shelters, technology, marketing, compliments and other miscellaneous comments. A large increase in Technology inquiries has been observed since launching HFXGO mobile fare payment app. Halifax Transit aims to address 90% of feedback within service standard. This quarter, 71% of customer feedback was addressed within standard. Customer feedback increased 25% over the fourth quarter of the previous year.



Customer Feedback Comparison - Q4



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.

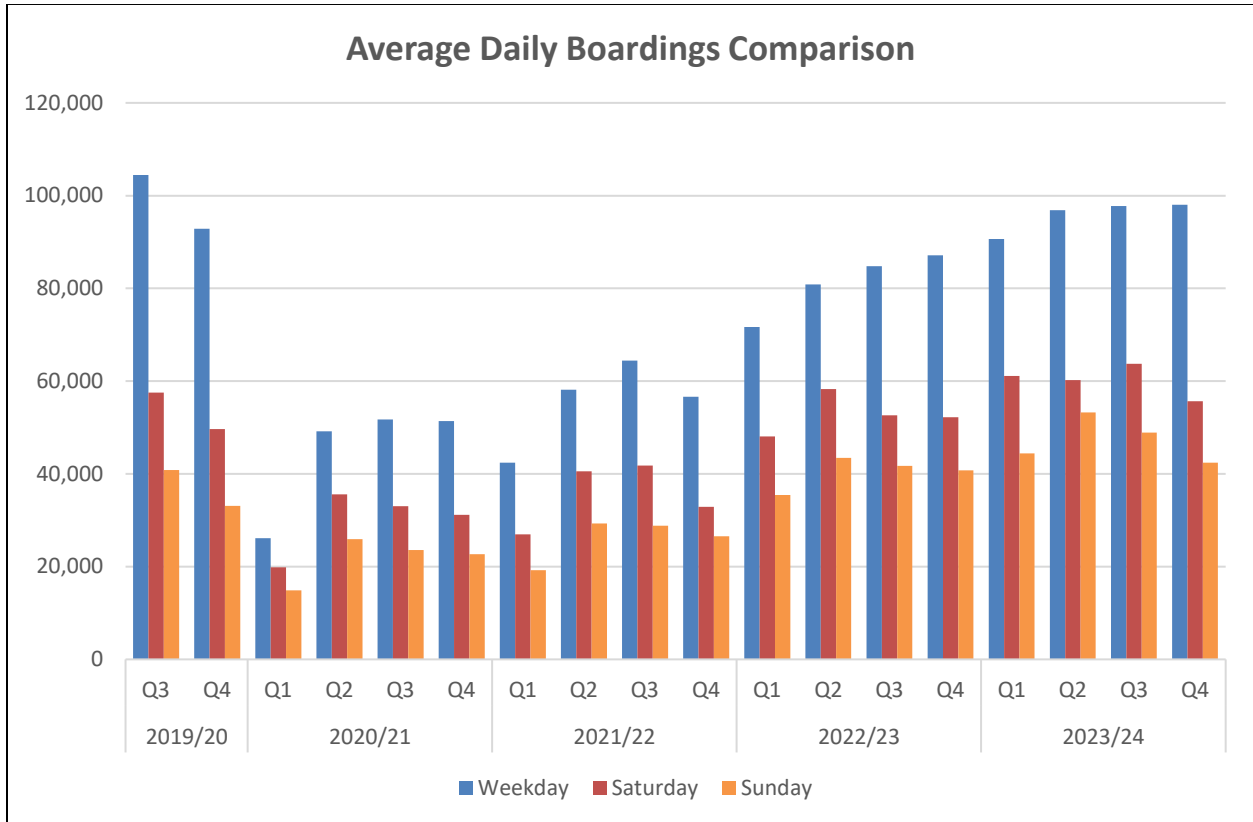


Service Utilization

Average Daily Boardings by Service Day

Average weekday boardings in the fourth quarter were 98,038 ± 12,452 (13% variance). Average Saturday boardings this quarter were 55,632 ± 19,886 (36% variance). Average Sunday boardings this quarter were 42,447 ± 10,075 (24% variance).

This quarter weekday boardings increased 13% compared to the previous year; Saturday boardings increased 6% and Sunday boardings increased 4%.



Ridership Guidelines by Route - Passengers Per Hour

Halifax Transit established ridership guidelines as part of the *Moving Forward Together Plan*, the tables 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 Q4 Ridership Guidelines by Route									
Route	Weekday								
	Boardings	Passengers Per Hour							
		All Day	AM Peak	Midday	PM Peak	Evening			
<i>Ridership Guideline</i>		25	15	25	10				
1	9,726	●	52	●	63	●	75	●	43
2	5,052	●	47	●	47	●	51	●	33
3	7,186	●	54	●	45	●	56	●	36
4	6,076	●	45	●	49	●	51	●	40
5	4,067	●	48	●	47	●	53	●	32
6A/B/C	3,120	●	40	●	36	●	40	●	23
7A/B	5,245	●	43	●	40	●	47	●	22
8	4,847	●	42	●	42	●	49	●	28
9A/B	6,778	●	44	●	54	●	54	●	34
10	5,042	●	45	●	57	●	50	●	35
21	1,177	●	38	●	47	●	51	●	30
22	727	●	27	●	28	●	28	●	11
24	2,238	●	35	●	41	●	46	●	28
25	682	●	34	●	33	●	33	●	20
26	47	●	23			●	11		
28	1,906	●	41	●	44	●	52	●	34
29	3,276	●	37	●	38	●	42	●	25
30A/B	1,301	●	36	●	38	●	46	●	24
39	1,539	●	43	●	32	●	38	●	18
50	84	●	31			●	15		
51A/B	921	●	42	●	43	●	30	●	25
53	1,140	●	39	●	34	●	47	●	20
54	983	●	31	●	45	●	34	●	17
55	370	●	19	●	21	●	22	●	11
56	1,237	●	25	●	24	●	38	●	16
57	40	●	11	●	6	●	12	●	10
58	204	●	9	●	18	●	16	●	4
59	136	●	13	●	17	●	14	●	9
61	197	●	18	●	15	●	11	●	9
62	554	●	23	●	26	●	30	●	13
63	483	●	22	●	25	●	23	●	13
64	831	●	26	●	13	●	18	●	8
65	161	●	23	●	43	●	9	●	10
67	754	●	24	●	32	●	25	●	13
68	269	●	13	●	24	●	22	●	8
72	1,671	●	39	●	27	●	37	●	19
82	271	●	17	●	17	●	19	●	6
83	107	●	14	●	9	●	7	●	4
84	1,116	●	23	●	24	●	23	●	12
85	173	●	11	●	17	●	15	●	6
86	129	●	10	●	10	●	10	●	6
87	1,423	●	40	●	20	●	34	●	17
88	226	●	23	●	14	●	23	●	10
90	2,935	●	41	●	38	●	46	●	44
91	1,130	●	28	●	35	●	40	●	22
93	245	●	27	●	21	●	25	●	8
401	132	●	11	●	11	●	18	●	10
415	62	●	7	●	12	●	11	●	
433	100	●	17			●	15	●	5

2023/24 Q4 Ridership Guidelines by Route						
Route	Saturday			Sunday		
	Boardings	Pass/Hour	Boardings	Pass/Hour		
	All Day			All Day		
Ridership Guideline		15		10		
1	6,915	●	62	4,642	●	47
2	4,224	●	46	2,729	●	39
3	3,595	●	46	3,824	●	41
4	2,310	●	51	2,095	●	46
5	2,847	●	47	1,762	●	43
6A/B/C	1,359	●	33	1,163	●	30
7A/B	2,895	●	30	1,918	●	28
8	3,203	●	36	2,853	●	32
9A/B	3,240	●	57	2,781	●	49
10	2,948	●	43	2,018	●	37
21	1,015	●	31	666	●	38
22	420	●	14	431	●	13
24	1,929	●	36	1,594	●	30
25	460	●	34	511	●	38
28	1,588	●	37	840	●	37
29	1,875	●	33	1,479	●	25
30A/B	829	●	26	604	●	27
39	1,095	●	24	565	●	27
51A/B	507	●	31	247	●	22
53	856	●	29	417	●	25
54	490	●	27	379	●	25
55	306	●	23	196	●	14
56	1,020	●	23	703	●	19
58	103	●	7	76	●	5
59	121	●	15	82	●	8
61	199	●	12	148	●	10
62	278	●	20	275	●	18
63	292	●	21	221	●	15
65	94	●	12	82	●	9
67	280	●	19	228	●	14
68	260	●	15	170	●	11
72	1,360	●	26	702	●	24
82	180	●	12	166	●	11
83	88	●	8	65	●	7
84	455	●	16	361	●	12
85	103	●	13	82	●	12
86	112	●	8	96	●	7
87	837	●	17	493	●	19
88	184	●	13	112	●	8
90	1,515	●	26	949	●	28
91	534	●	27	479	●	24
401	46	●	9	39	●	8









































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

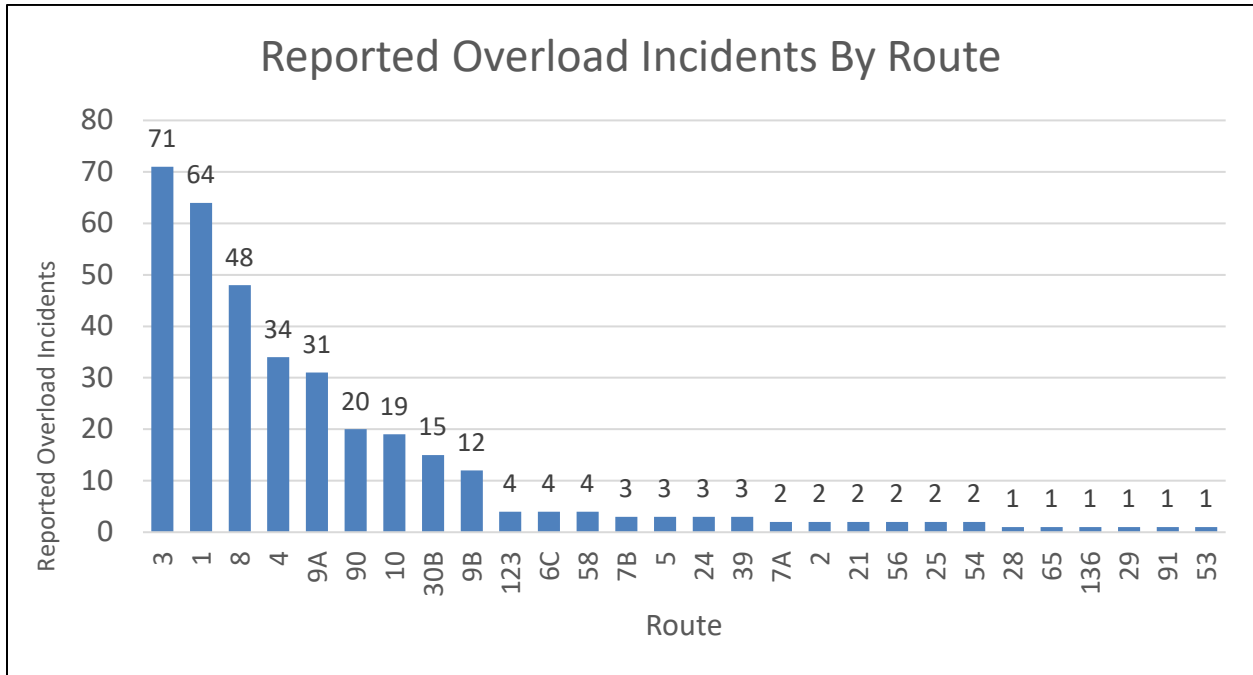
2023/24 Q4 Express Route Ridership Guidelines by Route				
Route	Weekday Peak	Passengers per Trip		
	Boardings	AM Peak	PM Peak	
Express Ridership Guideline		20	20	
123	379	 32	 26	
127	309	 20	 18	
135	401	 30	 27	
136	505	 35	 28	
137	284	 22	 25	
138	392	 32	 25	
158	174	 23	 13	
159	333	 25	 19	
161	309	 25	 26	
165	240	 26	 22	
168A/B	568	 28	 24	
182	476	 20	 20	
183	249	 21	 20	
185	472	 25	 23	
186	253	 22	 20	
194	209	 28	 24	
196	101	 26	 24	
Regional Express Ridership Guideline		15	15	
320	172	 9	 14	
330	215	 14	 12	
370	75	 7	 6	

Passenger Overloads

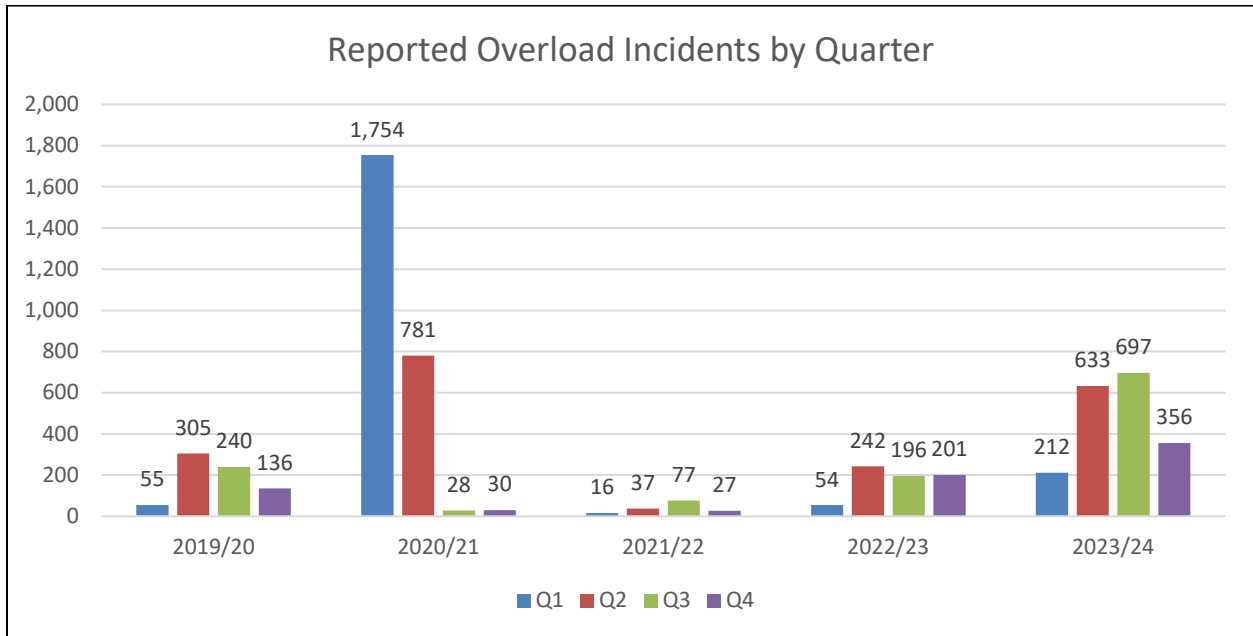
Halifax Transit tracks overloads that are reported to help match scheduling requirements to passenger demands. During the fourth quarter 356 overload incidents were reported.

Passenger Overloads by Route

Corridor routes experienced the majority of overload reports, accounting for 82% of reported overloads this quarter. Of the overloads reported in fourth quarter 91% occurred on weekdays, 4% occurred on Saturdays, and 4% occurred on Sundays/holidays.



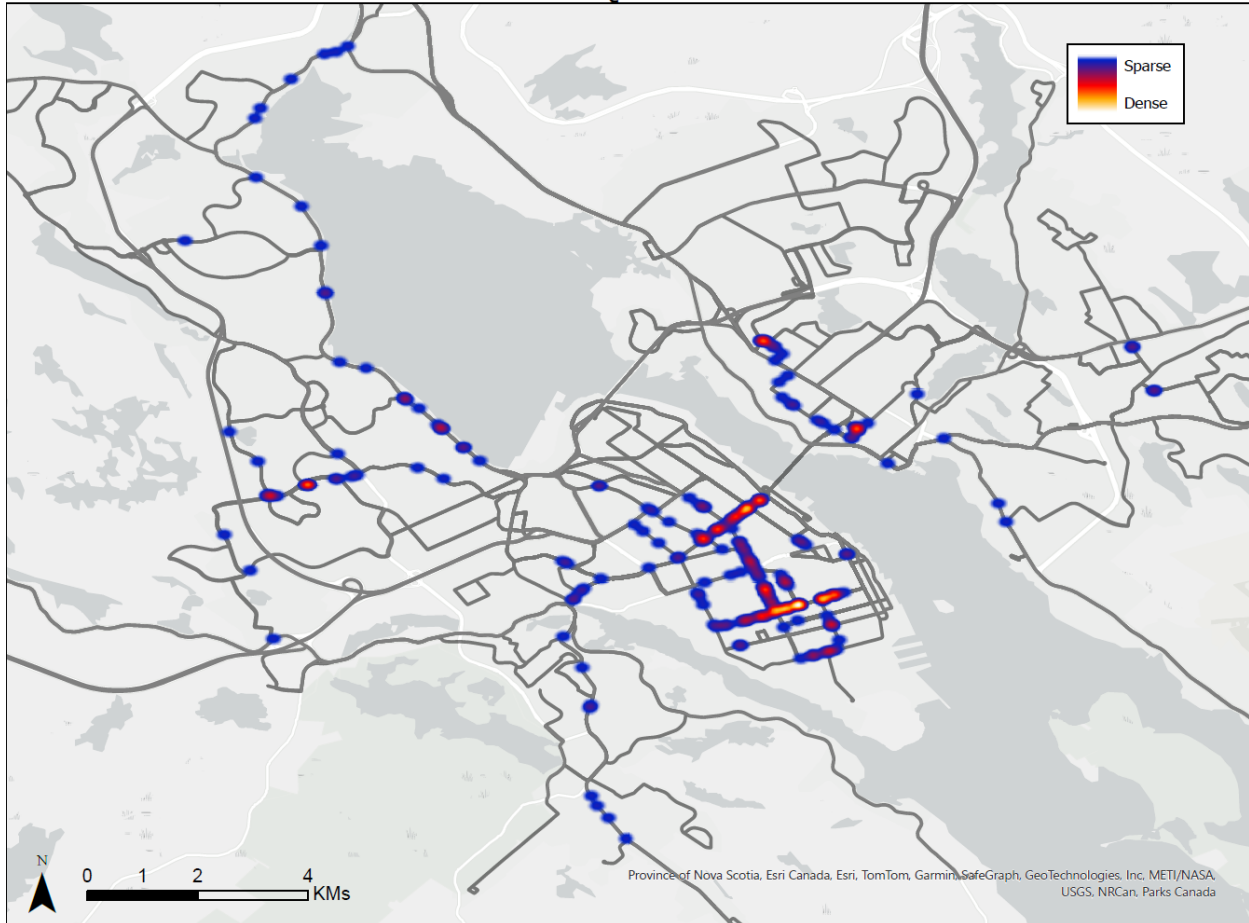
Passenger Overloads by Quarter



Passenger Overload Locations

The map below shows locations where transit vehicles became overloaded and were unable to pick up more passengers.

2023-24 Q4 Overloads



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 on-time within three minutes of schedule.

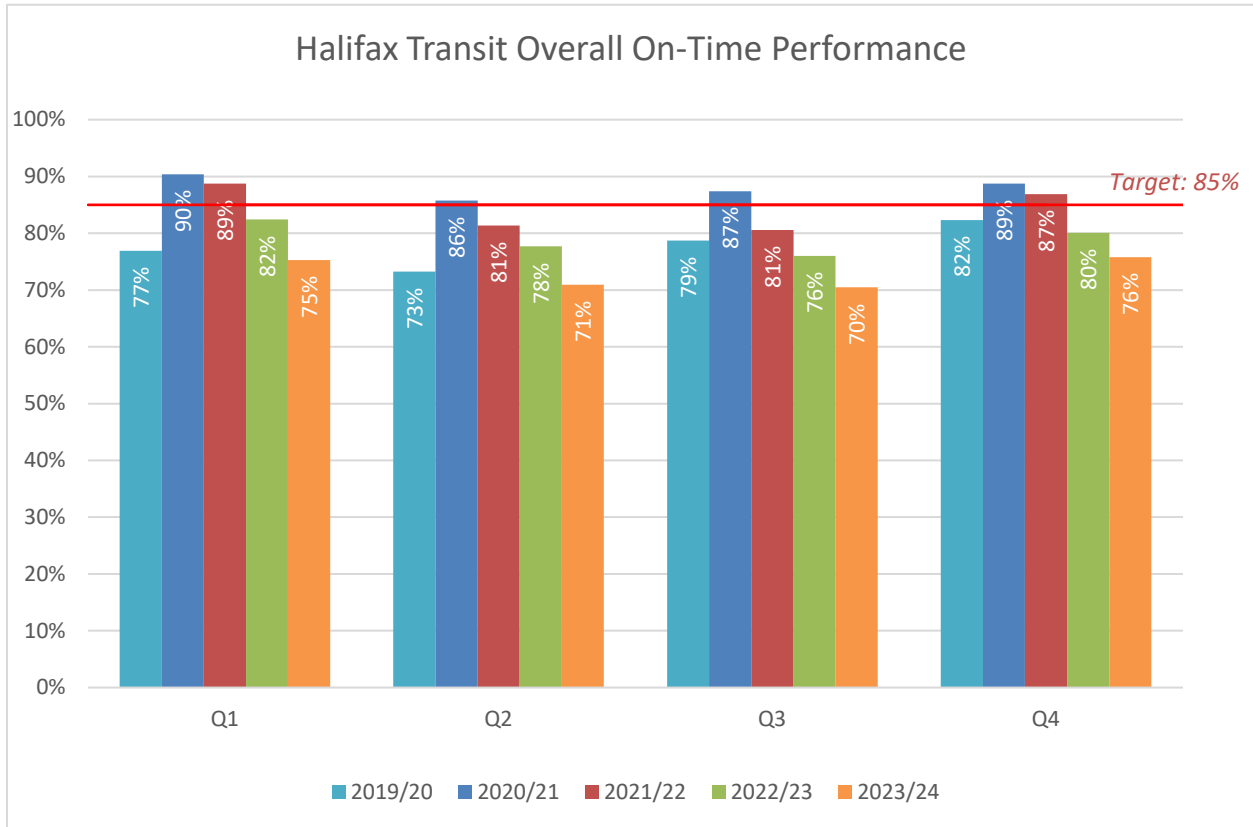
As part of quarterly service changes in late November 2023 several routes had schedule adjustments made to address poor on-time performance including Routes 2, 24, 39, 72, 91, 158, 159, 161, 165, 168A/B, 194, and 433. Most of these adjusted routes have shown modest improvement since these adjustments, however increasing congestion and construction impacts continue to affect on time performance.

A number of schedule adjustments will be made in August 2024 for all routes travelling through Scotia Square to accommodate detours being put in place due to the Cogswell Redevelopment project. These detours will be in place effective June 17, 2024. Scheduled running times for routes impacted by these detours cannot be adjusted until August 26, 2024, due to the current operator contract and the cancellation of the May 2024 pick. It is anticipated that this will impact on-time performance during this period for the routes servicing Scotia Square.

Schedule adjustments to address poor on-time performance will also be made in August 2024 on Routes 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.

Routes 1 and 10 are part of the postponed *Moving Forward Together Plan* service adjustments. These routes will have new schedules once route changes are implemented in November 2024.

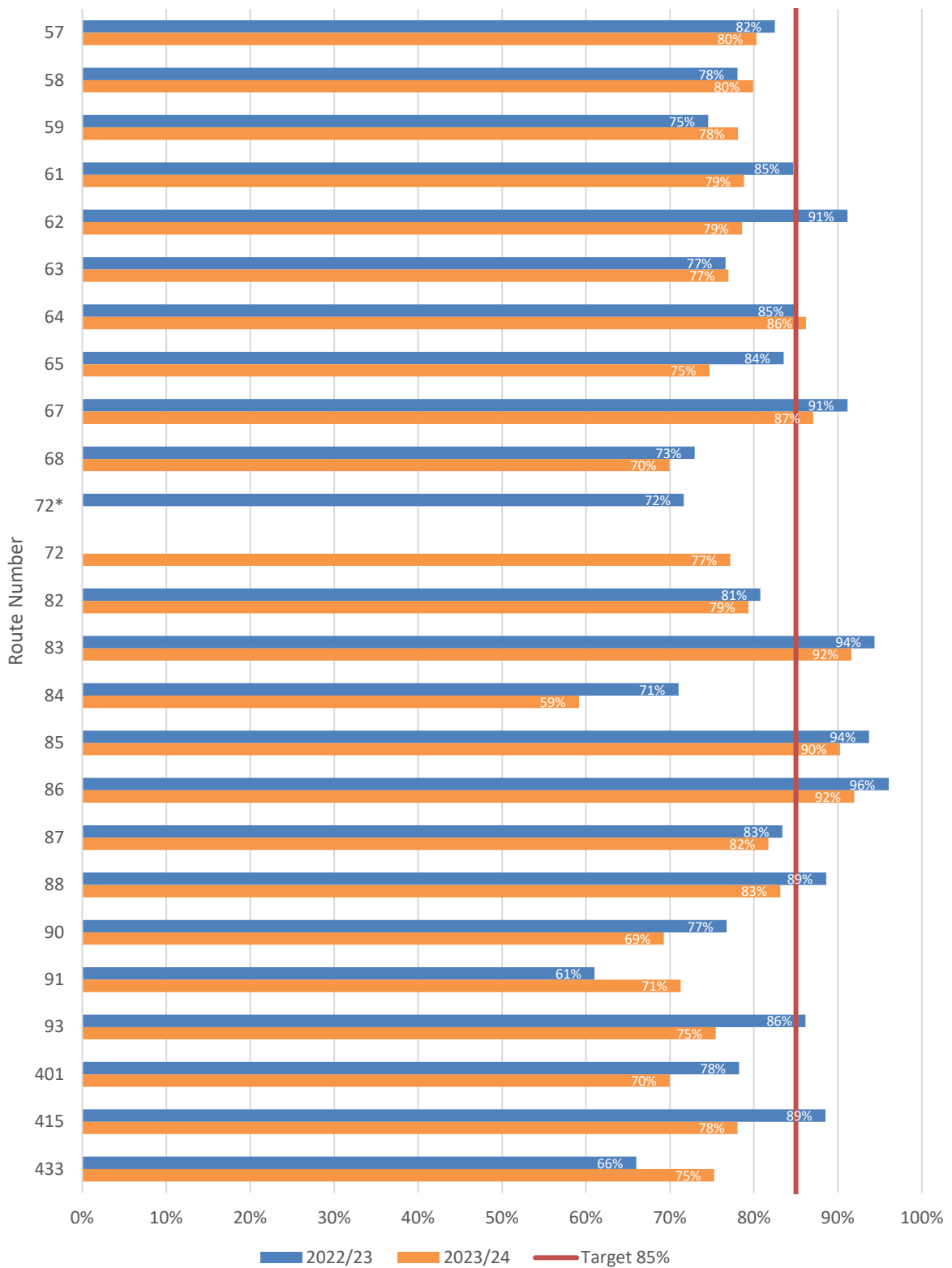
Overall Network On-Time Performance



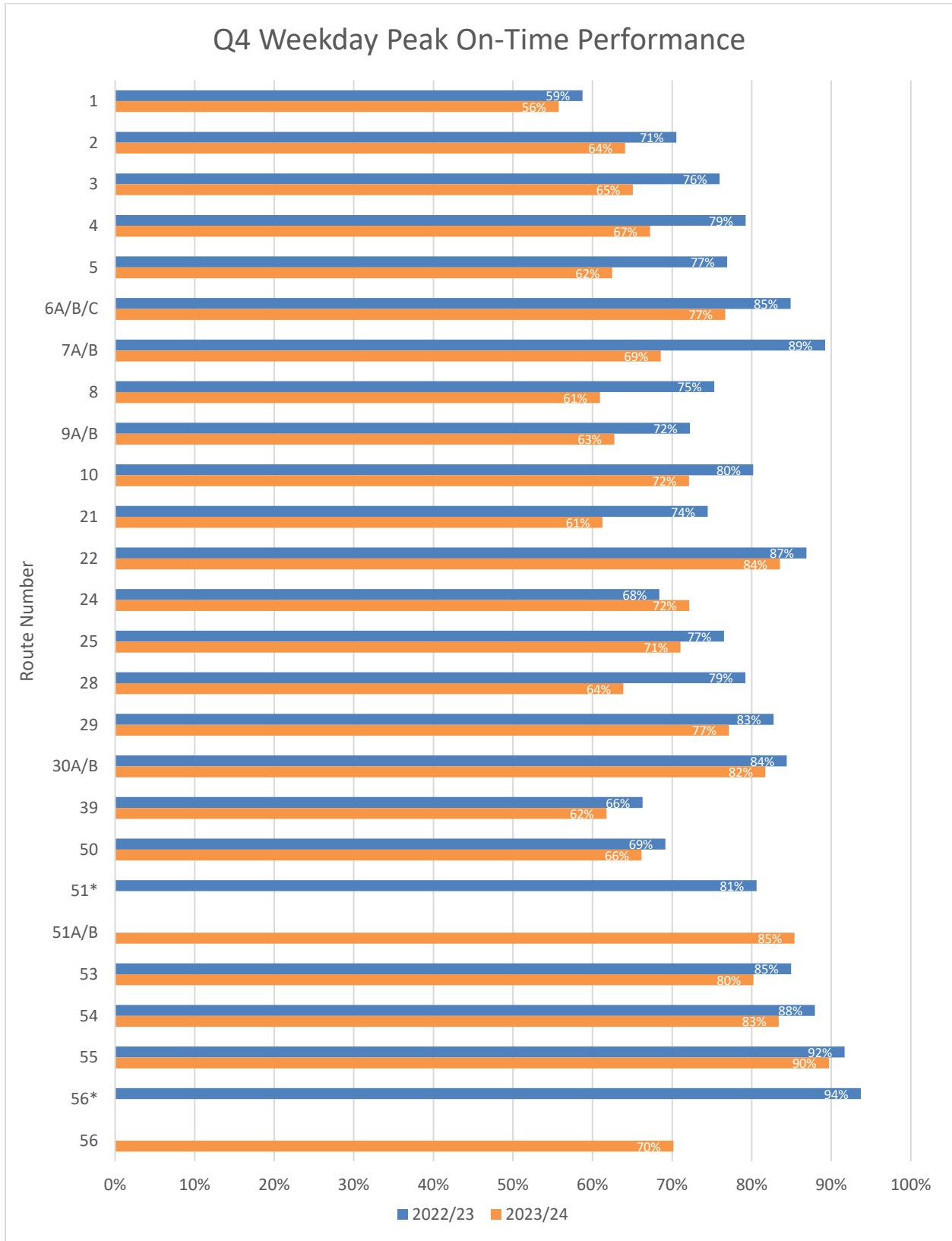
Weekday On-Time Performance



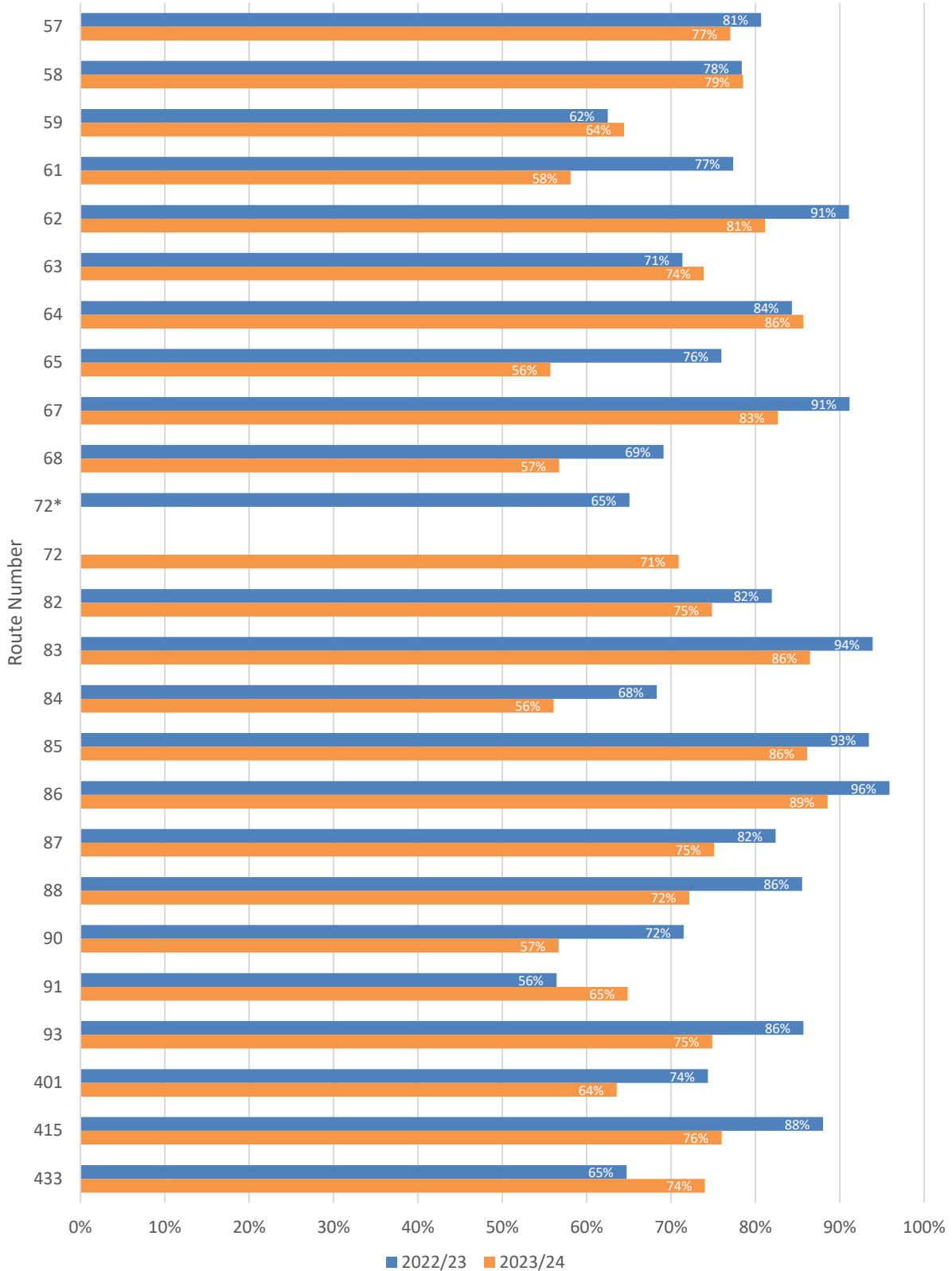
Q4 Weekday On-Time Performance



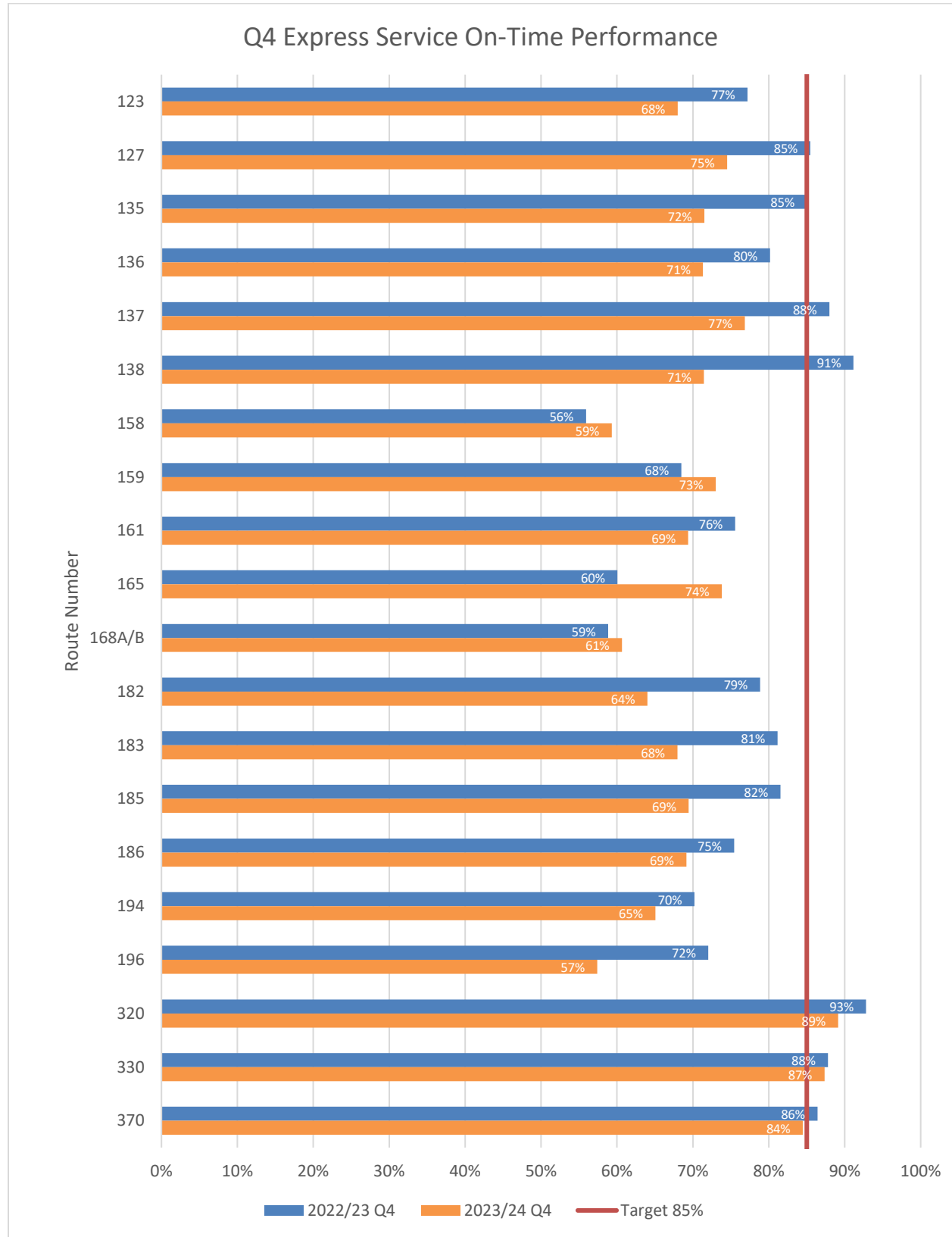
Weekday Peak Period On-Time Performance



Q4 Weekday Peak On-Time Performance



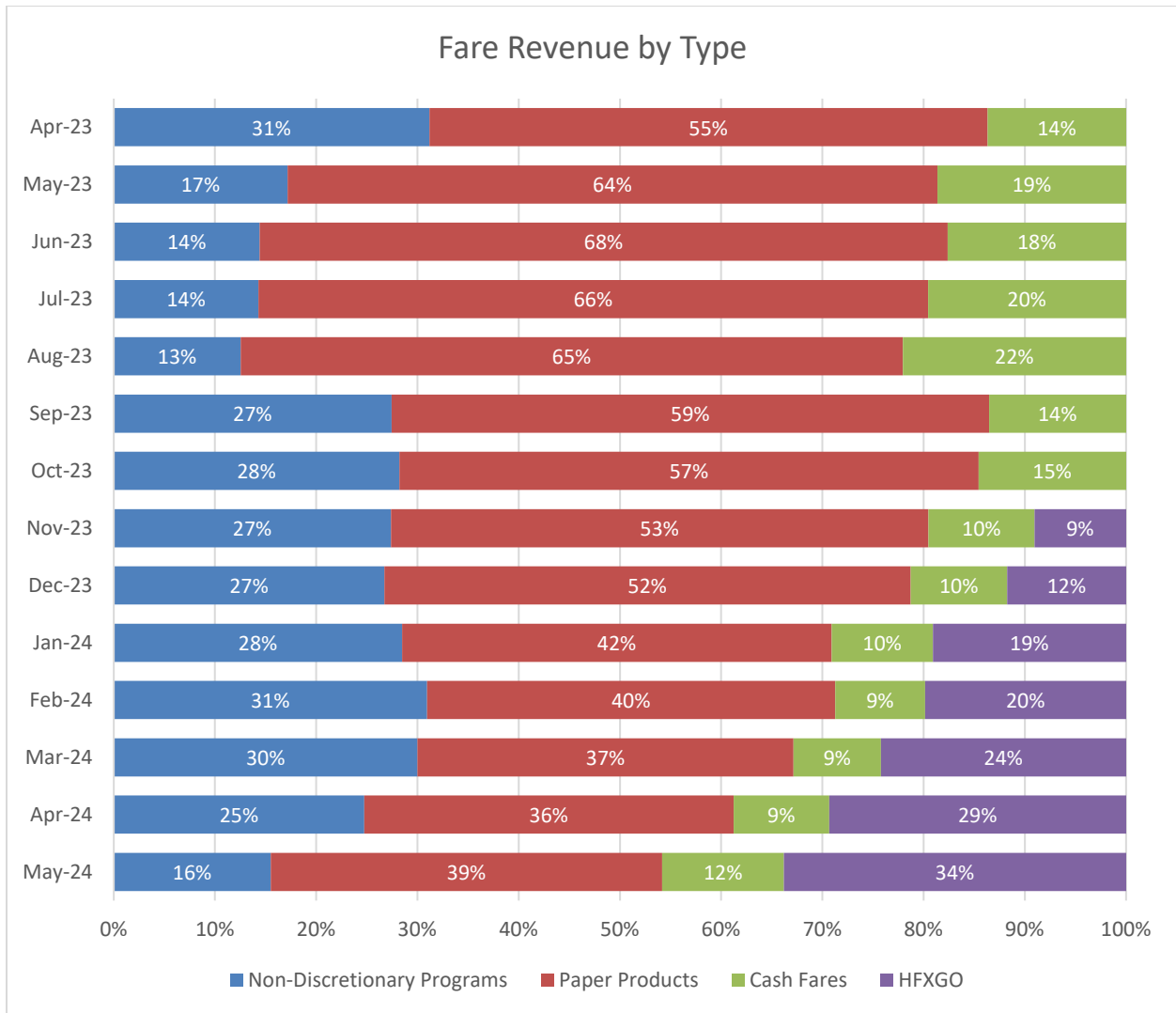
Express Service On-Time Performance



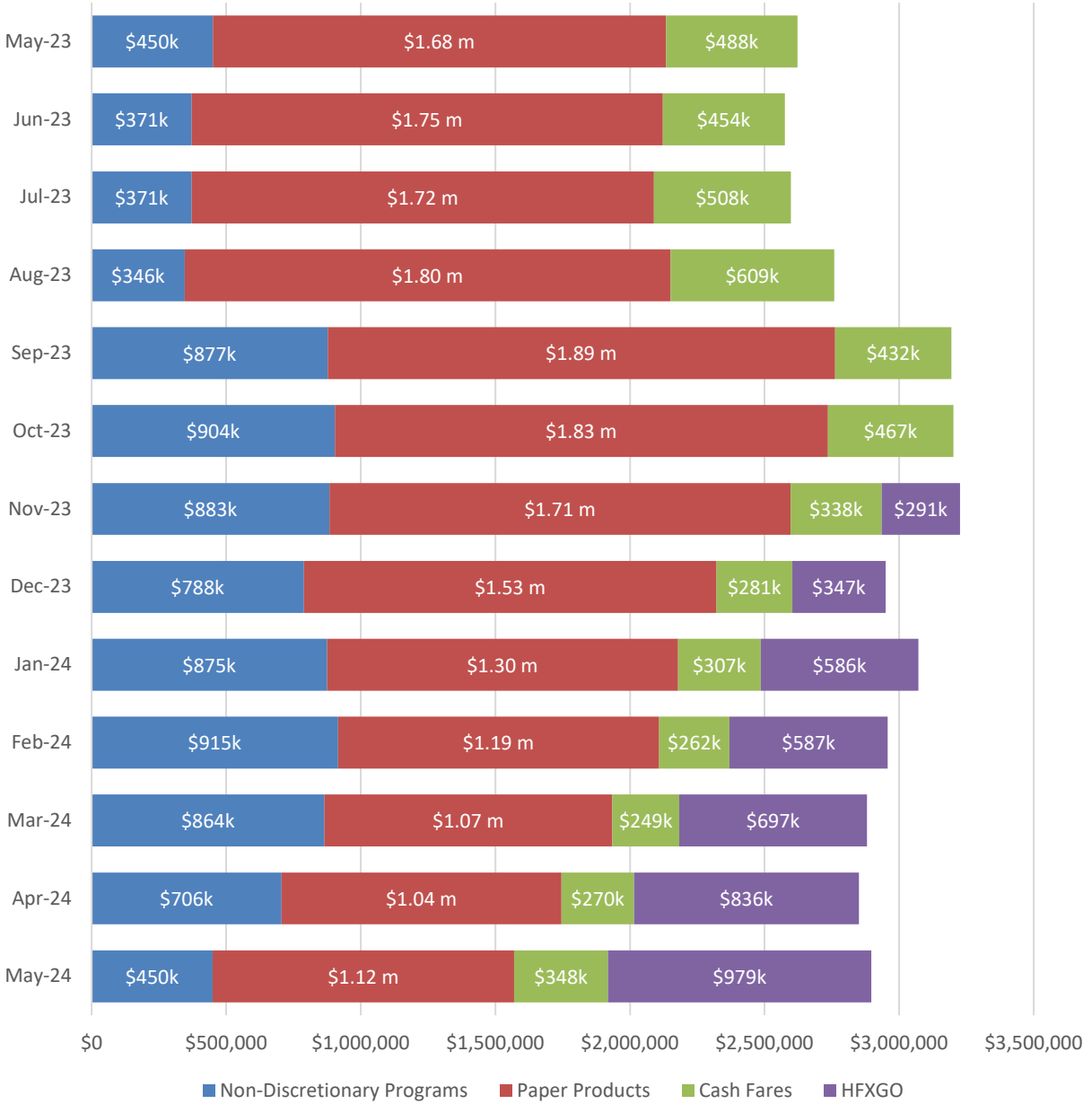
Fare Revenue by Type

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, broken down as follows:

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



Fare Revenue by Type



Attachment B: 2023/24 Halifax Transit Year End Performance Measures Report

2023/24 Year End Performance Measures Report

HALIFAX
TRANSIT

Contents

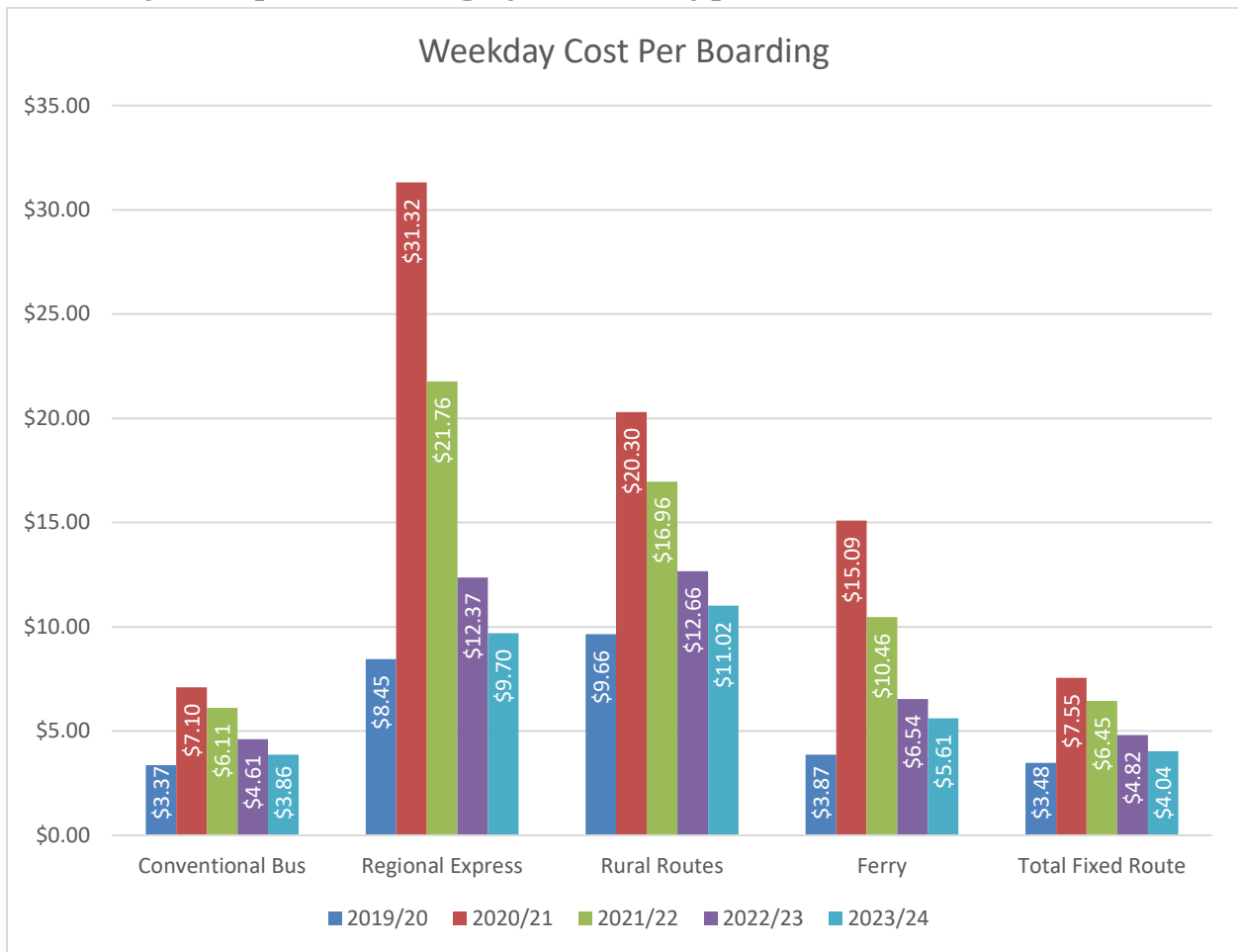
- Annual Key Performance Indicators (KPIs) 1
- Weekday Cost per Boarding by Service Type 1
- Boardings & Revenue..... 2
 - Conventional Boardings & Revenue 2
 - Ferry Boardings & Revenue 3
 - Access-A-Bus Boardings & Revenue 3
 - Halifax Transit Boardings & Revenue..... 4
- Revenue – Actual vs. Planned 4
- Mean Distance Between Failures 7
- Bus Maintenance Cost – Annual Average vs Budget 8
- Fuel Price – Annual Average vs Budget..... **Error! Bookmark not defined.**
- Access-A-Bus Trip Details 9
- Bus Stop Accessibility..... 10
- Service Utilization 11
 - Boardings 11
 - Average Daily Bus Terminal Activity 11
 - Monthly Boardings..... 12
 - Annual Average Daily Boardings 13
 - Ridership Guidelines by Route – Passengers Per Hour..... 13
 - Express Service Peak Boardings and Passengers per Trip Comparison 16
- On-Time Performance..... 17

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	22/23	23/24	% Change
Service Utilization (Passengers per Capita)	Bus & Ferry	49.42	53.29	+7.8%
Service Utilization (Passengers per Service Hour)	Bus & Ferry	19.57	22.97	+17.4%
Amount of Service (Service Hours per Capita)	Bus & Ferry	2.53	2.32	-8.1%
Cost Effectiveness (Operating Expense per Passenger)	Bus & Ferry	\$7.39	\$6.31	-14.6%
Average Fare (Passenger Revenue per Passenger)	Bus & Ferry	\$1.85	\$1.78	-3.7%
Financial (Cost Recovery)	Bus & Ferry	25%	28%	+12.7%
Financial (Cost Recovery)	All	24%	26%	+12.1%
Customer Service (Requests addressed within standard)	All	72%	78%	+7.8%

Weekday Cost per Boarding by Service Type

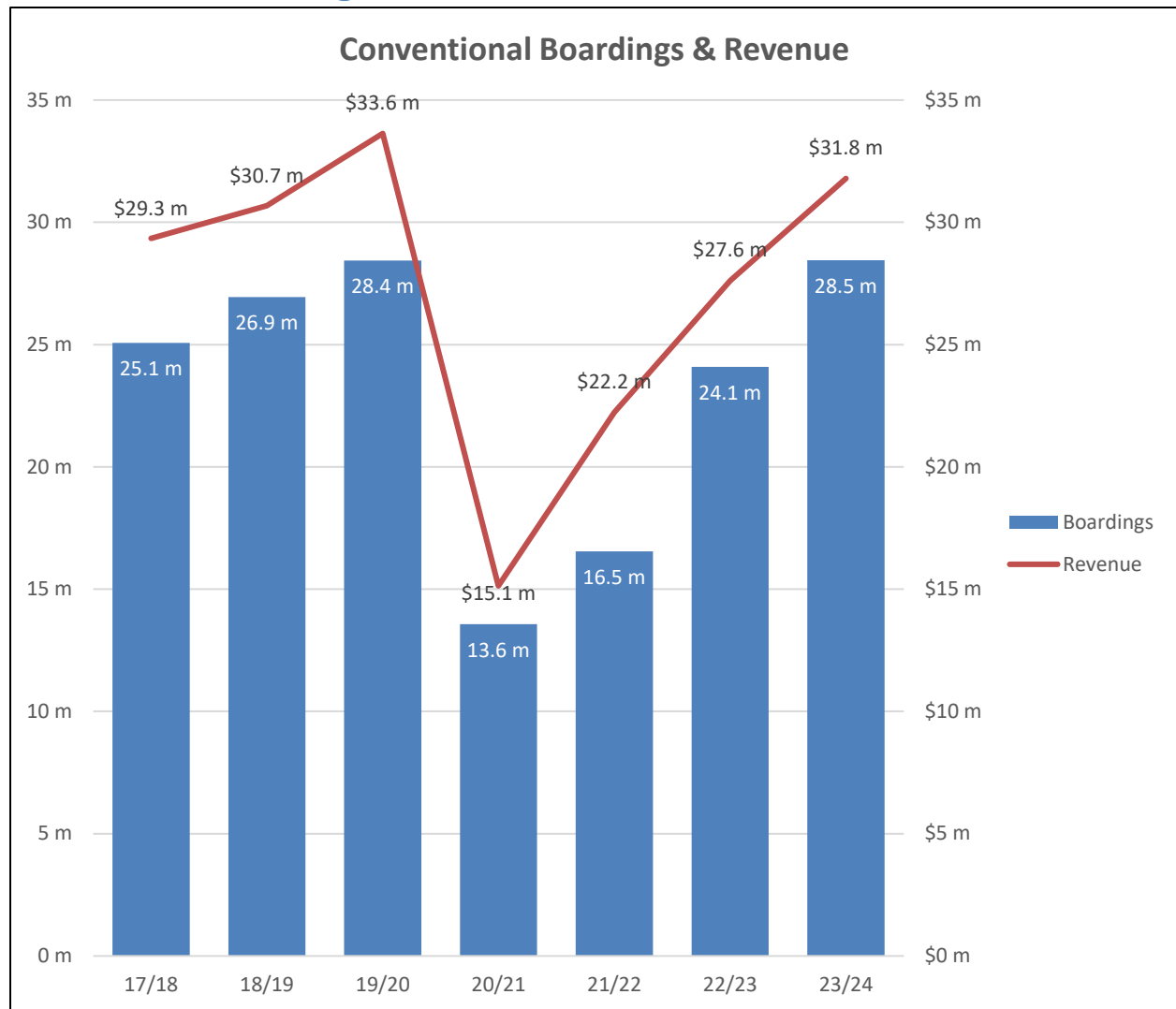


Boardings & Revenue

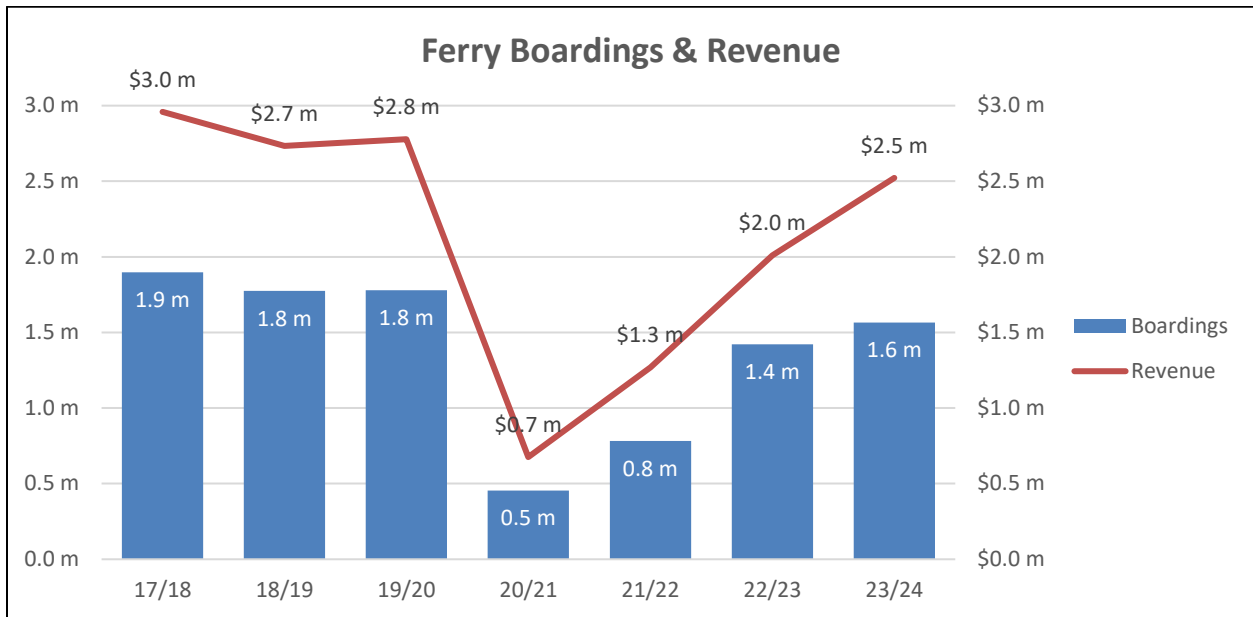
Revenue and boardings are reported to demonstrate how well transit services were used over the year, in comparison to the previous year.

In 2023/24 conventional boardings increased 18% over 2022/23, ferry boardings increased 10% and Access-A-Bus boardings increased 5%. Overall, system wide boardings increased 18% compared to last year, and were 1% below 2019/20 figures. Overall revenue in 2023/24 increased 16% from last year and remained 6% below 2019/20 revenue. Service reductions put in place in February 2023 reduced conventional bus service delivery through the year, these were partially reinstated in November 2023 while others remain in effect. Ferry service also experienced reduced service through the year due to staffing and maintenance issues.

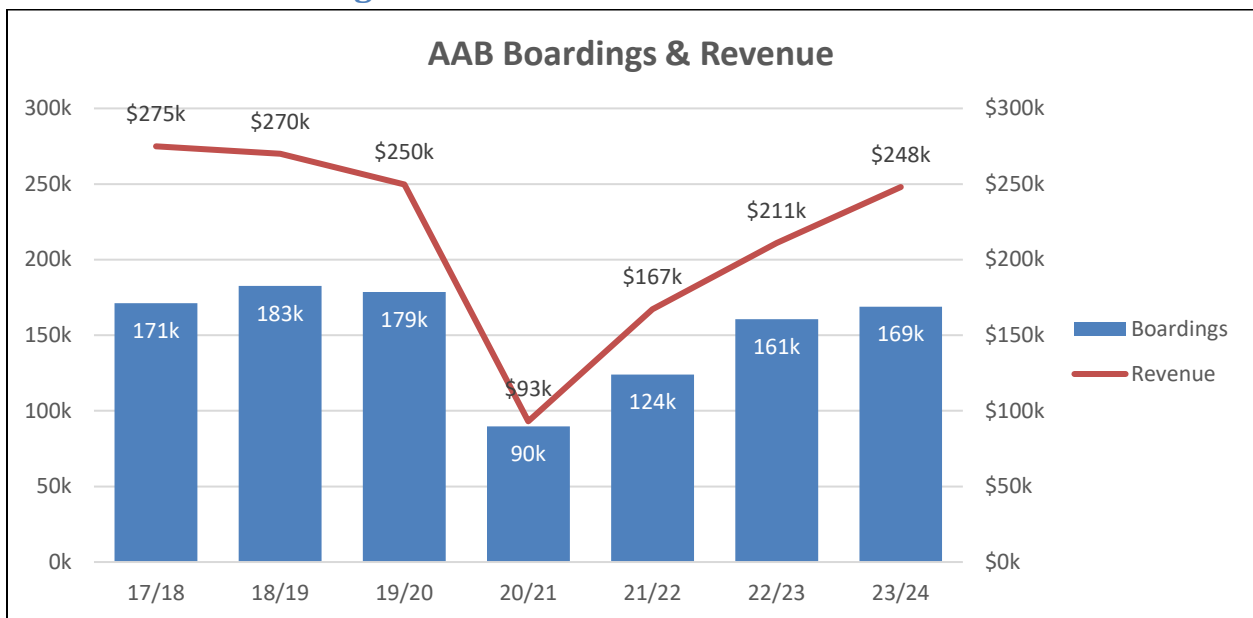
Conventional Boardings & Revenue



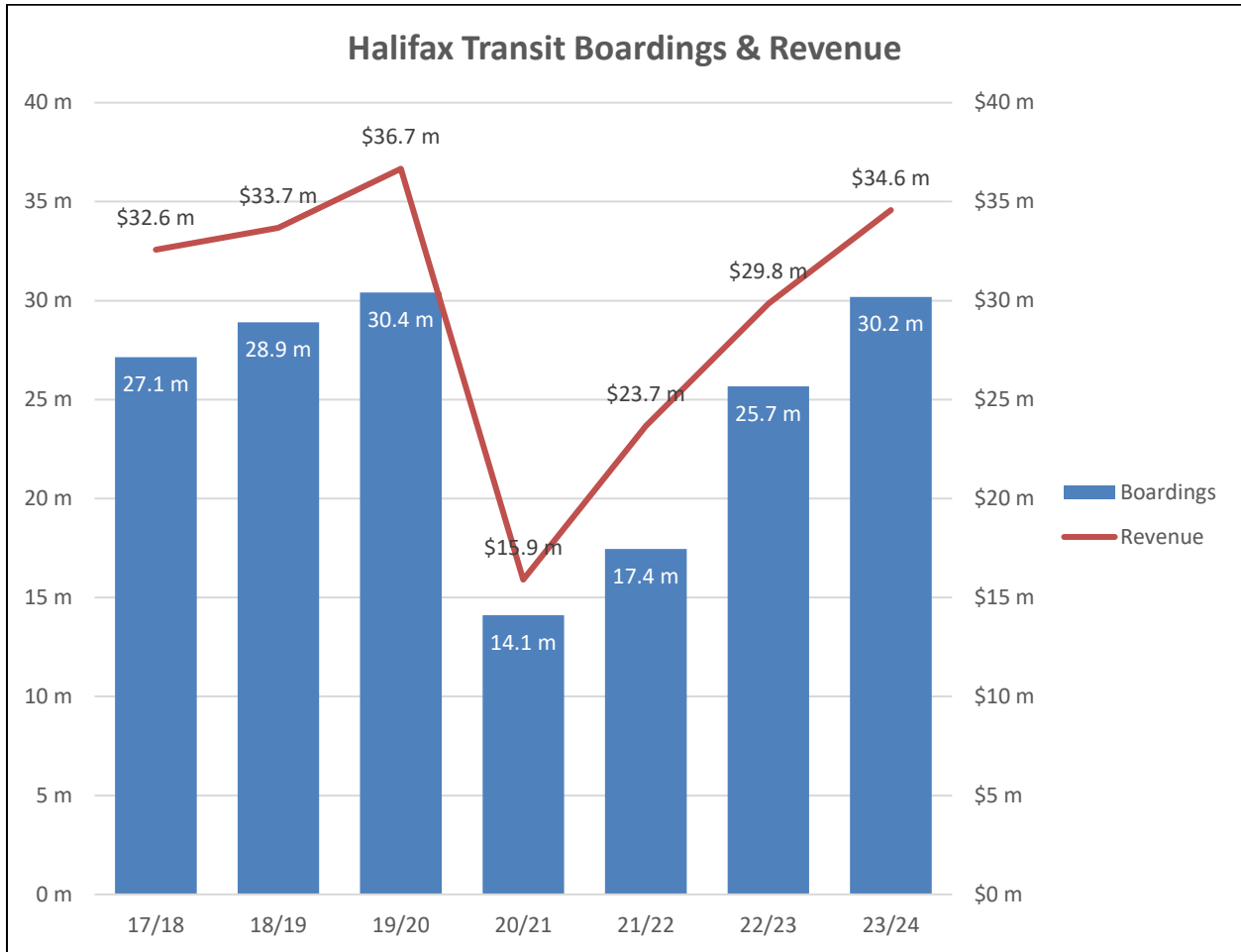
Ferry Boardings & Revenue



Access-A-Bus Boardings & Revenue



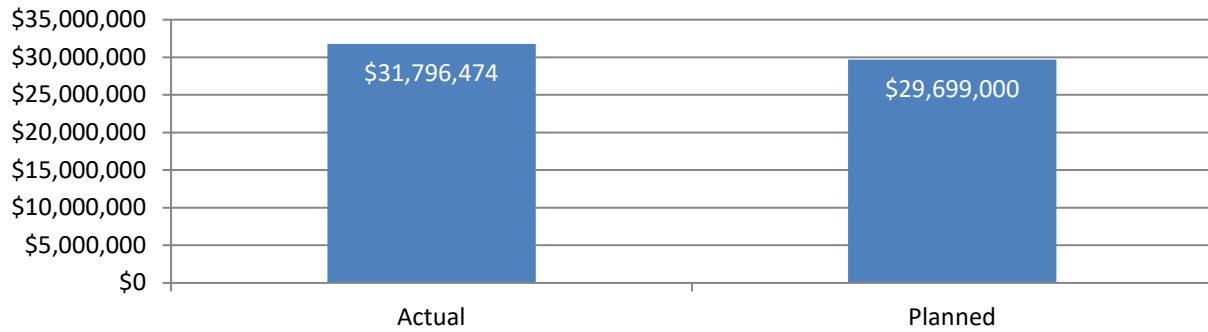
Halifax Transit Boardings & Revenue



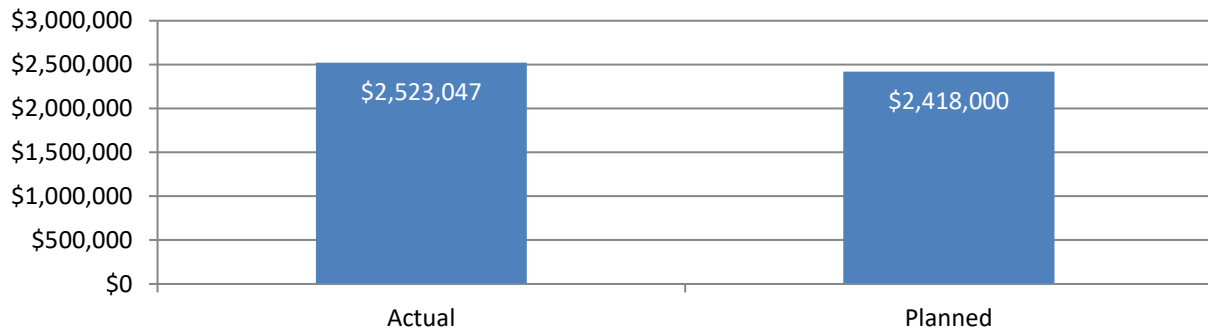
Revenue – Actual vs. Planned

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 2023/24 conventional revenue increased 15% over last year and was 7% above the planned amount. Ferry revenue this year increased 25% and was 4% above the planned amount. Access-A-Bus revenue increased 18% over last year and was 10% below the planned amount. Overall revenue in 2023/24 increased 16% from the previous year, standing 12% above the planned amount.

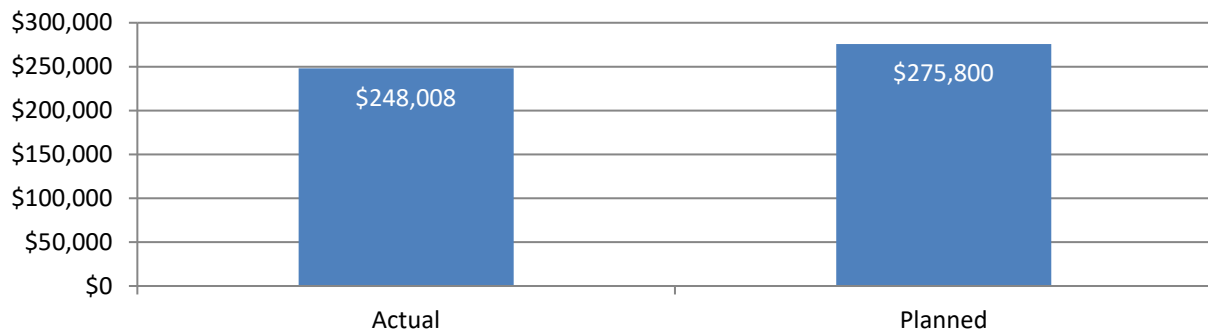
2023/24 Actual vs Planned Conventional Revenue

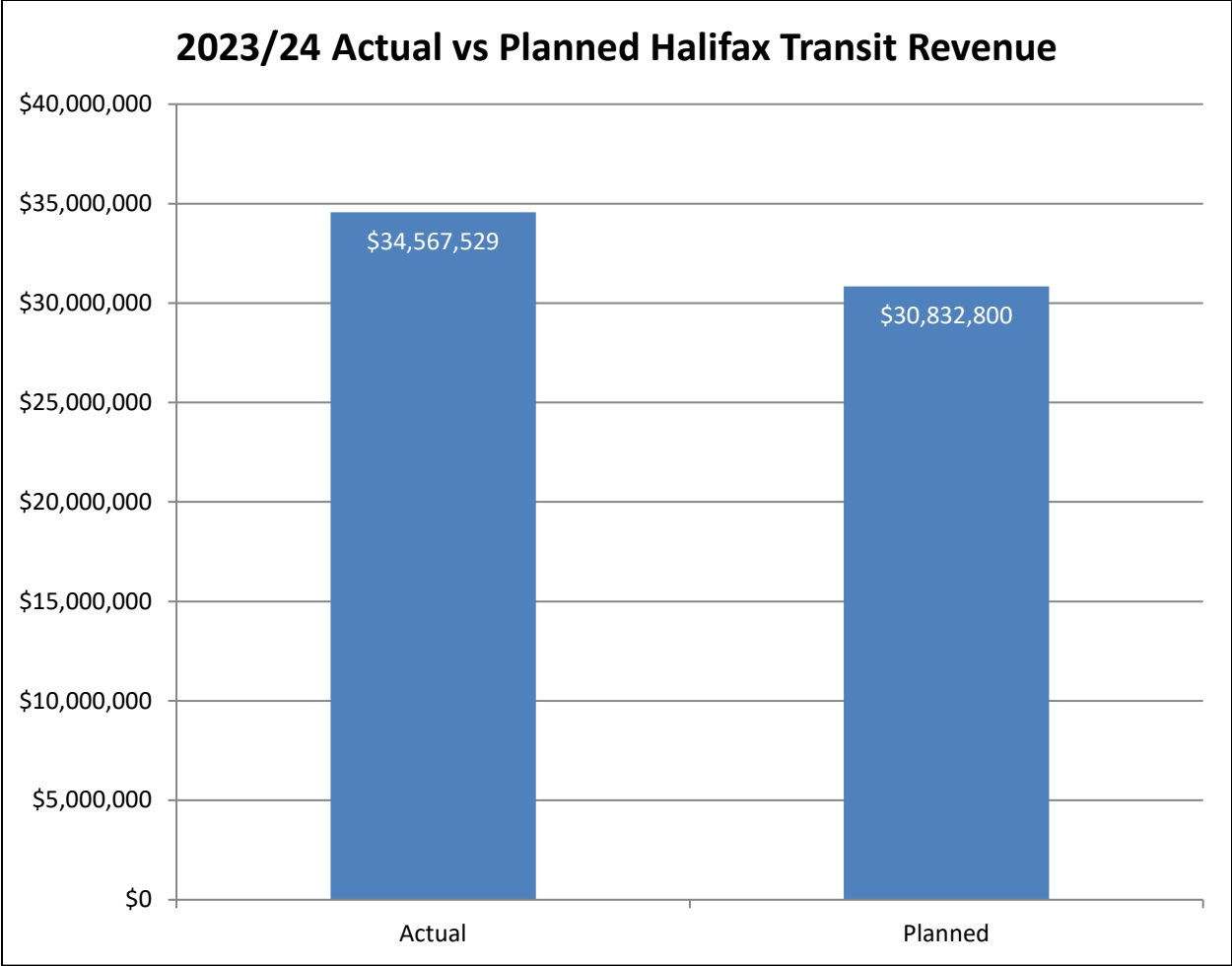


2023/24 Actual vs Planned Ferry Revenue



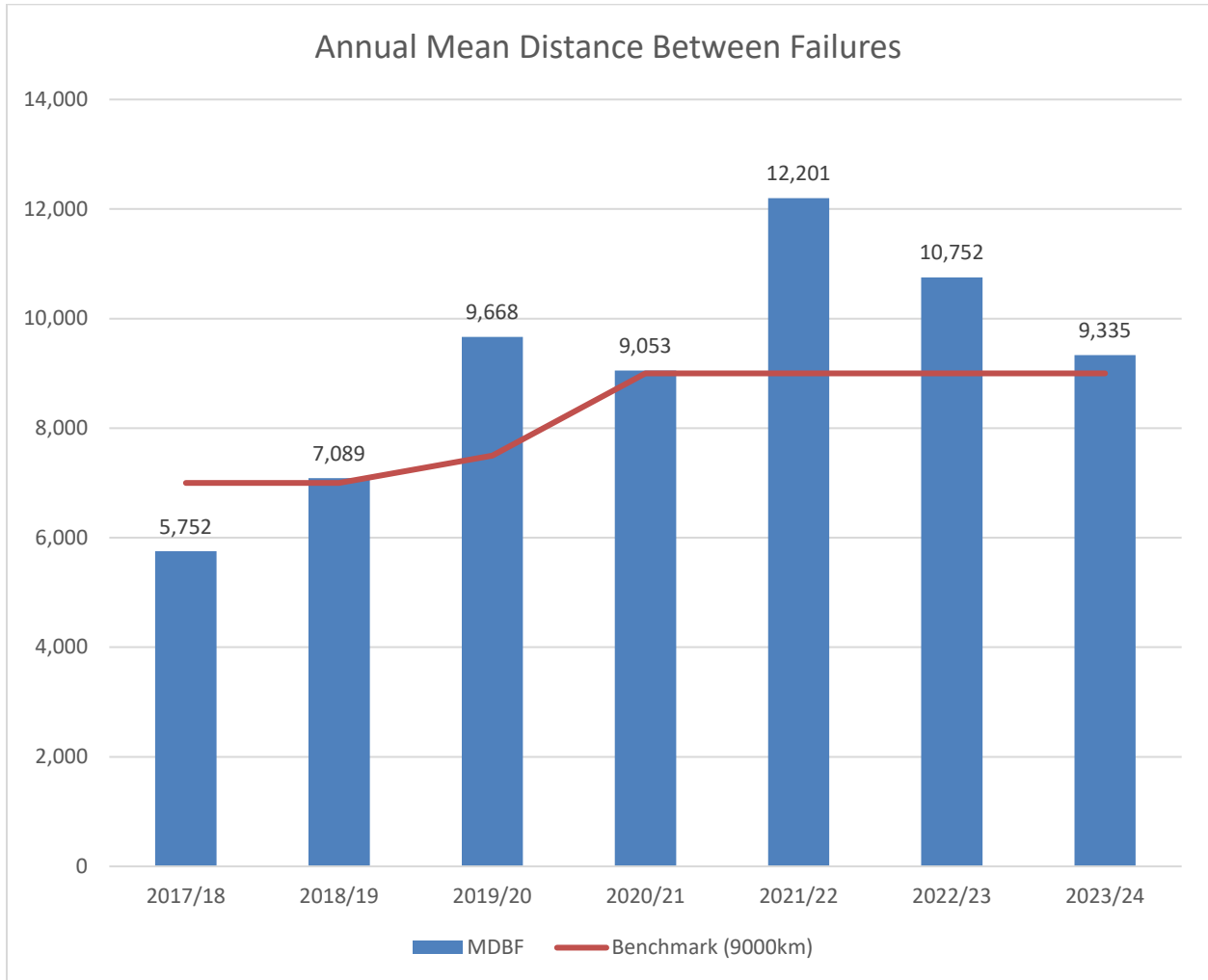
2023/24 Actual vs Planned Access-A-Bus Revenue





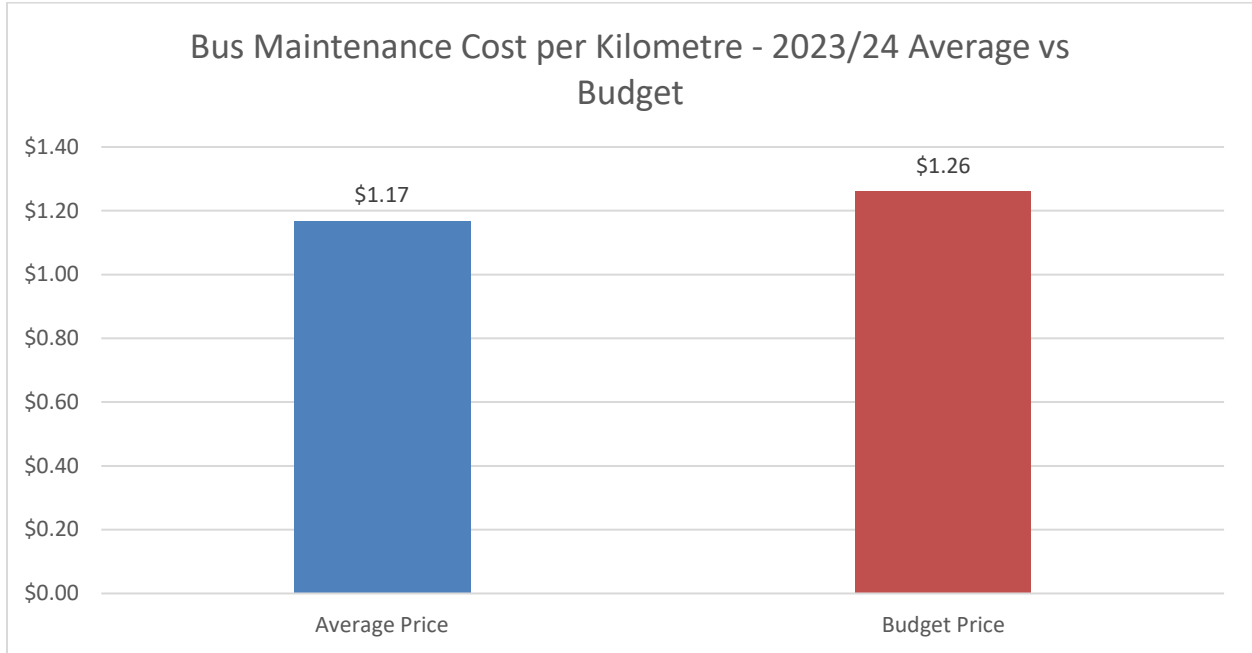
Mean Distance Between Failures

For the 2023/24 fiscal year, the conventional transit MDBF was 9,335 kms, achieving the target set of 9000 kms. This is equivalent to a decrease of 13% from the previous year 2022/23.



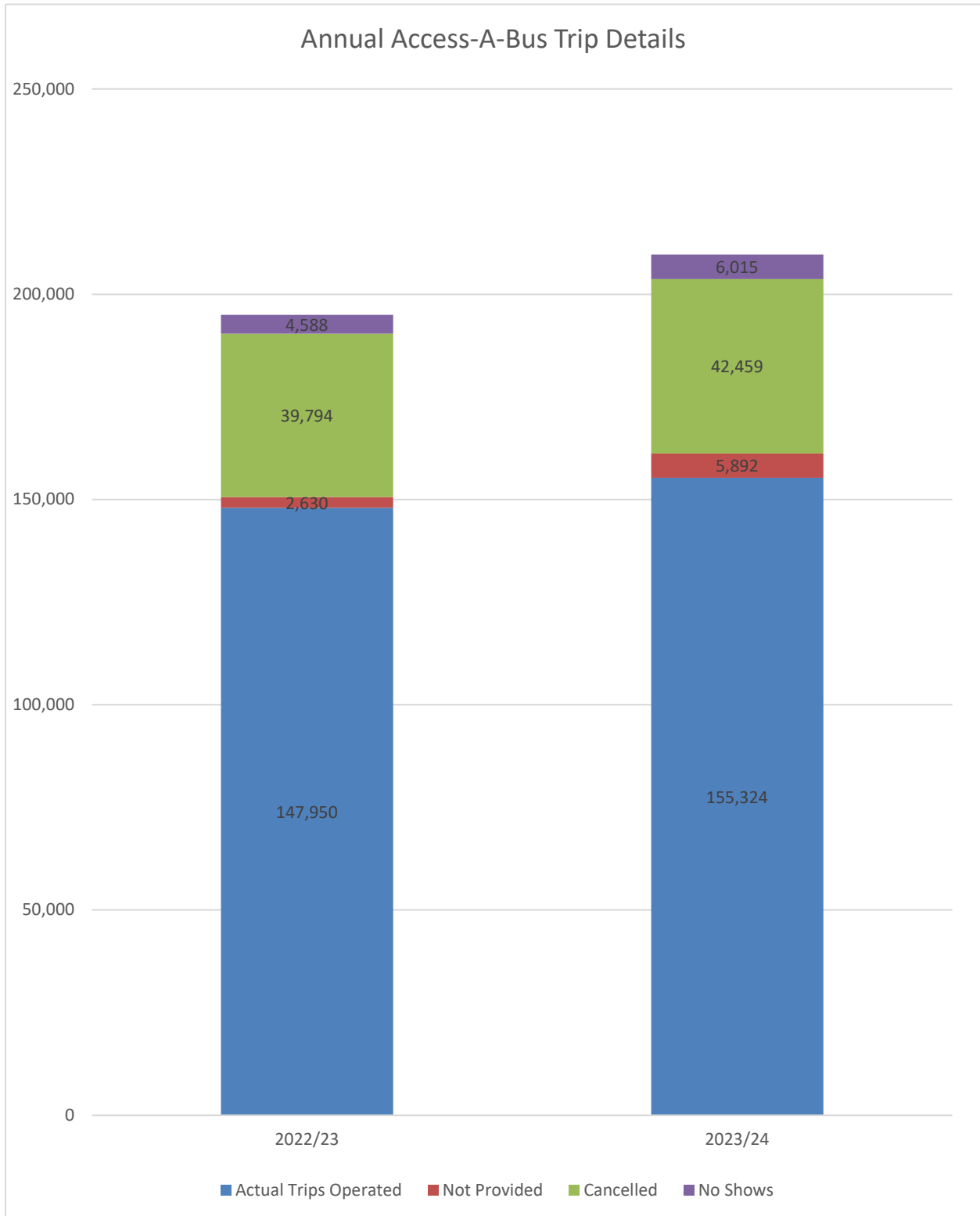
Bus Maintenance Cost – Annual Average vs Budget

For the 2023/24 fiscal year average bus maintenance costs were 7% below budget, averaging \$1.17 per kilometre, compared with the budgeted amount of \$1.26 per kilometre. Average fleet age this year increased from 8.0 year to 8.6 years.



Access-A-Bus Trip Details

In 2023/24, 7,374 more trips were operated than in 2022/23, an increase of 5%.



Bus Stop Accessibility

During 2023/24, 68 bus stops underwent infrastructure changes or improvements. Four shelters were installed at new locations and two were removed.

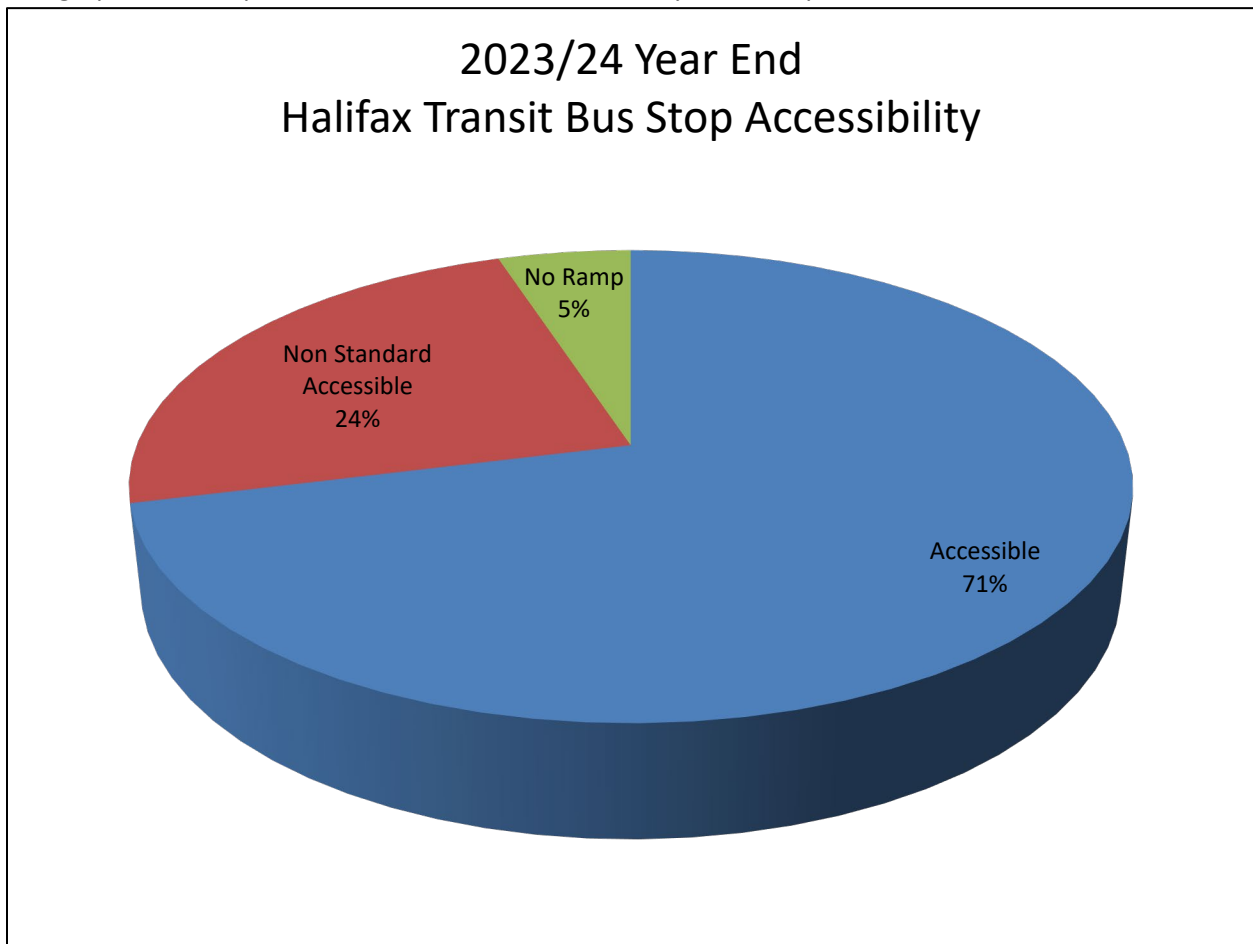
There were 37 existing stops were upgraded or improved:

- Upgraded from 'Non-Standard' to 'Accessible': 18
- Upgraded from 'No Ramp' to 'Non-Standard Accessible' with an asphalt pad: 1
- Improved 'Non-Standard' stops which remained 'Non-Standard' but were enhanced with a ramped concrete pad or other modification: 4
- Improved 'Accessible' stops which remained 'Accessible': 14

There were 31 new stops were installed, all of which are 'Accessible'.

As a result service changes or capital projects requiring stop relocations 22 existing stops were removed

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



Service Utilization

Boardings

In 2023/24 average weekday boardings were 95,816 ± 11,669 (12% variance). Average Saturday boardings were 60,098 ± 13,909 (23% variance). Average Sunday boardings were 47,284 ± 7,758 (16% variance).

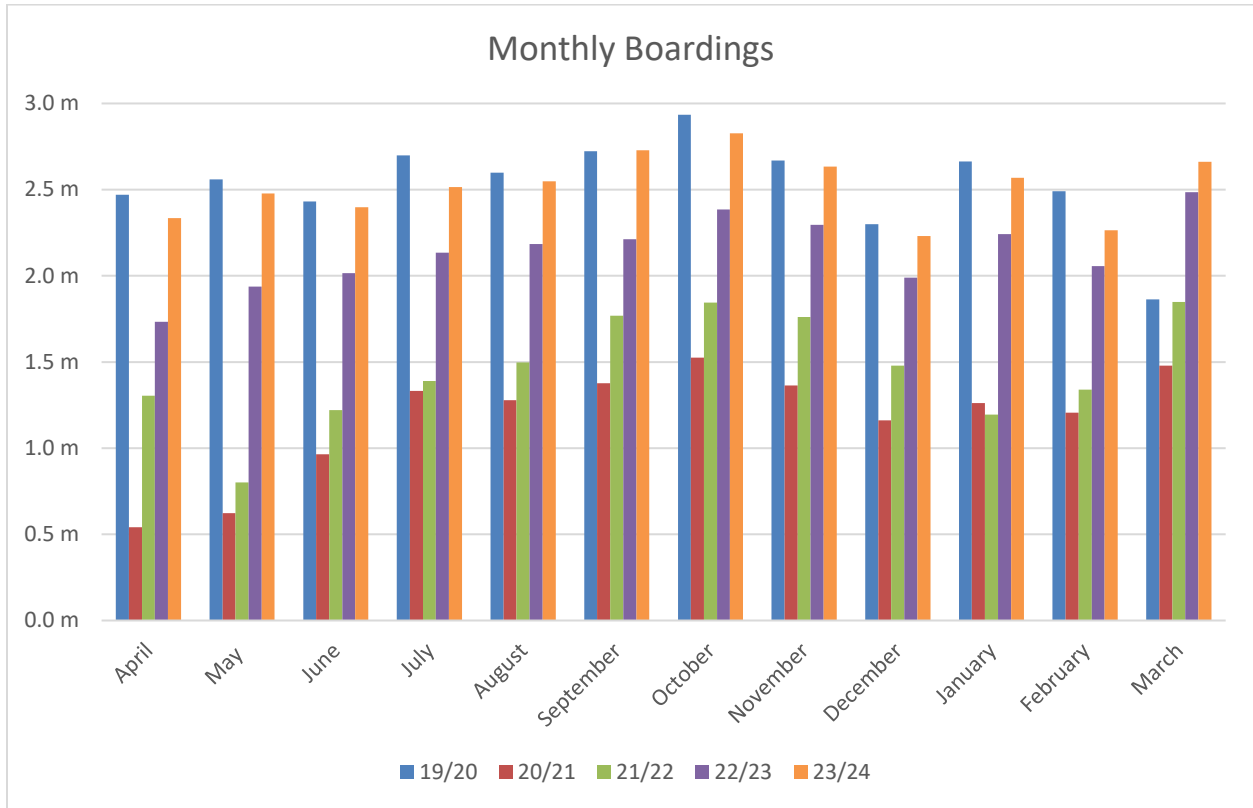
Average Daily Bus Terminal Activity

2023/24 Average Daily Bus Terminal Activity									
Terminal	Weekday			Saturday			Sunday		
	On	Off	Total	On	Off	Total	On	Off	Total
Bridge	8,269	7,977	16,247	5,193	5,080	10,273	3,989	3,920	7,909
Mumford	5,601	5,402	11,002	4,485	4,288	8,773	3,620	3,494	7,114
Scotia Square	4,674	4,452	9,126	2,690	2,491	5,181	2,141	1,912	4,053
Lacewood	3,030	2,820	5,850	2,148	2,056	4,204	1,657	1,608	3,265
Halifax Ferry	2,350	2,291	4,642	1,978	2,078	4,055	1,491	1,467	2,958
Alderney Ferry	1,357	1,436	2,792	2,078	1,978	4,055	1,467	1,491	2,958
Highfield	1,444	1,215	2,659	710	569	1,279	449	335	784
Portland Hills	1,184	1,282	2,465	932	973	1,905	692	714	1,406
Micmac	1,063	1,059	2,123	974	937	1,911	535	517	1,052
Alderney Bus	1,074	818	1,892	781	583	1,365	529	375	904
Woodside Ferry	934	915	1,849	0	0	0	0	0	0
Sackville	689	690	1,379	365	367	732	303	309	612
Cobequid	646	602	1,248	346	336	682	275	265	540
Penhorn	618	609	1,227	312	307	619	241	235	477
Water St	699	480	1,179	605	431	1,036	452	323	775
West Beford	233	204	437	68	64	131	49	44	94
Woodside Bus	169	153	322	19	14	33	15	10	25

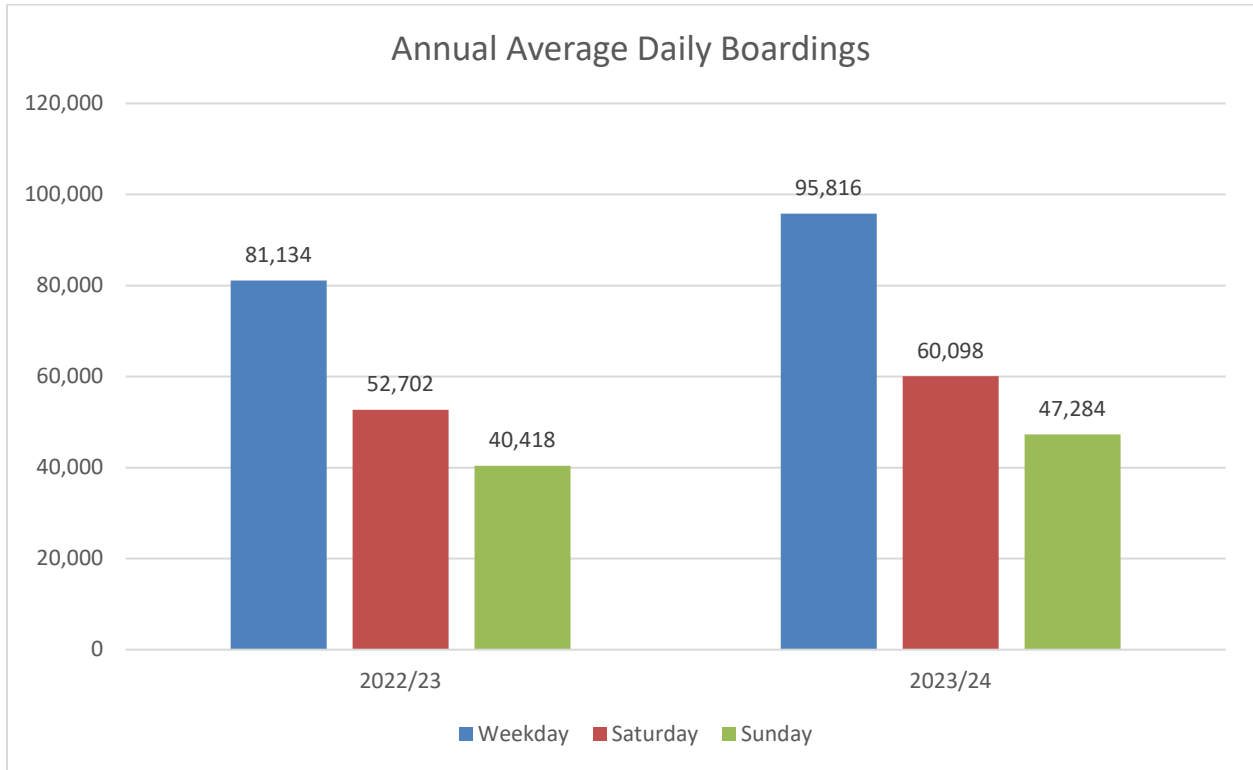
Average Daily Park and Ride Activity

2023/24 Average Daily Park and Ride Activity									
Terminal	Weekday			Saturday			Sunday		
	On	Off	Total	On	Off	Total	On	Off	Total
Maybank Field	76	87	163	22	25	47	14	17	31
Porters Lake	35	36	71	2	1	3	2	1	3
Fall River	63	49	112	22	18	40	17	15	32
Downsview Mall	144	129	273	101	87	188	73	62	135
Hubley Centre	97	93	190	0	0	0	0	0	0
Sheldrake Lake	23	21	44	0	0	0	0	0	0

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 daily average 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 Ridership Guidelines by Route									
Route	Weekday								
	Boardings	Passengers Per Hour							
		All Day	AM Peak	Midday	PM Peak	Evening			
<i>Ridership Guideline</i>		25	15	25	10				
1	8,735	●	50	●	60	●	68	●	41
2	5,020	●	46	●	47	●	52	●	37
3	7,241	●	53	●	45	●	56	●	38
4	5,507	●	40	●	44	●	46	●	38
5	4,087	●	48	●	48	●	52	●	35
6A/B/C	3,024	●	37	●	36	●	39	●	24
7A/B	5,027	●	42	●	39	●	46	●	23
8	4,704	●	39	●	39	●	47	●	28
9A/B	6,772	●	40	●	51	●	53	●	36
10	4,719	●	41	●	52	●	49	●	33
21	1,242	●	38	●	49	●	52	●	32
22	729	●	26	●	27	●	29	●	13
24	1,997	●	36	●	37	●	44	●	25
25	640	●	29	●	34	●	31	●	22
26	46	●	21			●	12		
28	1,972	●	42	●	47	●	57	●	41
29	3,180	●	35	●	37	●	41	●	27
30A/B	1,271	●	34	●	38	●	42	●	26
39	1,494	●	40	●	31	●	39	●	21
50	83	●	31	●	1	●	16		
51A/B	326	●	41	●	43	●	30	●	24
53	1,132	●	38	●	34	●	45	●	21
54	980	●	28	●	42	●	36	●	20
55	403	●	20	●	25	●	24	●	13
56	1,206	●	27	●	31	●	50	●	22
57	34	●	10	●	5	●	10	●	9
58	176	●	9	●	15	●	15	●	5
59	136	●	13	●	18	●	12	●	11
61	209	●	18	●	16	●	11	●	10
62	572	●	21	●	28	●	31	●	14
63	496	●	21	●	26	●	25	●	14
64	785	●	23	●	13	●	18	●	8
65	142	●	22	●	34	●	8	●	9
67	740	●	22	●	32	●	24	●	13
68	260	●	13	●	24	●	19	●	10
72	1,734	●	41	●	34	●	42	●	21
82	275	●	15	●	18	●	19	●	7
83	102	●	10	●	9	●	8	●	5
84	1,084	●	21	●	23	●	22	●	12
85	171	●	10	●	18	●	14	●	7
86	134	●	8	●	11	●	10	●	7
87	1,412	●	36	●	21	●	34	●	17
88	256	●	25	●	16	●	25	●	11
90	2,492	●	42	●	34	●	44	●	28
91	1,093	●	28	●	35	●	39	●	23
93	210	●	23	●	19	●	22	●	8
401	136	●	11	●	14	●	17	●	10
415	62	●	6	●	12	●	11	●	
433	101	●	18			●	13	●	7

2023/24 Ridership Guidelines by Route				
Route	Saturday		Sunday	
	Boardings	Pass/Hour	Boardings	Pass/Hour
<i>Ridership Guideline</i>		15		10
1	6,284	55	4,660	50
2	4,564	46	3,239	46
3	3,732	44	4,140	43
4	2,330	49	2,069	45
5	2,962	43	1,988	46
6A/B/C	1,584	36	1,328	32
7A/B	3,087	31	2,089	30
8	3,358	35	3,115	34
9A/B	3,542	56	3,198	53
10	3,001	41	2,096	41
21	1,082	31	766	42
22	513	16	454	13
24	1,957	35	1,650	31
25	452	31	508	37
28	1,789	42	1,021	46
29	2,011	33	1,676	28
30A/B	867	26	650	30
39	1,176	24	609	28
51A/B	190	30	91	22
53	971	31	491	26
54	591	30	425	27
55	364	25	247	17
56	1,181	32	855	25
58	105	7	78	5
59	127	16	95	12
61	209	12	167	11
62	344	22	327	21
63	310	21	235	16
65	98	11	85	9
67	311	20	257	16
68	239	14	175	11
72	1,385	29	723	26
82	221	14	194	12
83	96	9	76	7
84	459	15	387	12
85	113	14	105	13
86	132	8	106	7
87	906	18	550	21
88	216	15	152	11
90	1,639	26	1,010	29
91	551	26	536	25
401	51	10	41	8

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

2023/24 Express Route Ridership Guidelines by Route			
Route	Weekday Peak	Passengers per Trip	
	Boardings	AM Peak	PM Peak
Express Ridership Guideline		20	20
123	340	29	26
127	296	22	19
135	326	32	25
136	459	38	30
137	269	24	26
138	339	32	27
158	142	23	15
159	286	25	20
161	321	25	28
165	218	28	22
168A/B	543	28	25
182	453	22	20
183	236	23	21
185	454	25	22
186	231	23	20
194	179	29	24
196	103	28	24
Regional Express Ridership Guideline		15	15
320	201	10	18
330	202	13	11
370	72	7	6

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 under this target for 2023/24 achieving 73% on-time performance. Schedule improvements will continue to be made in effort to consistently meet this target.

