

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

2023/24 – Q4 Performance Measures Report

HALIFAX
TRANSIT

Contents

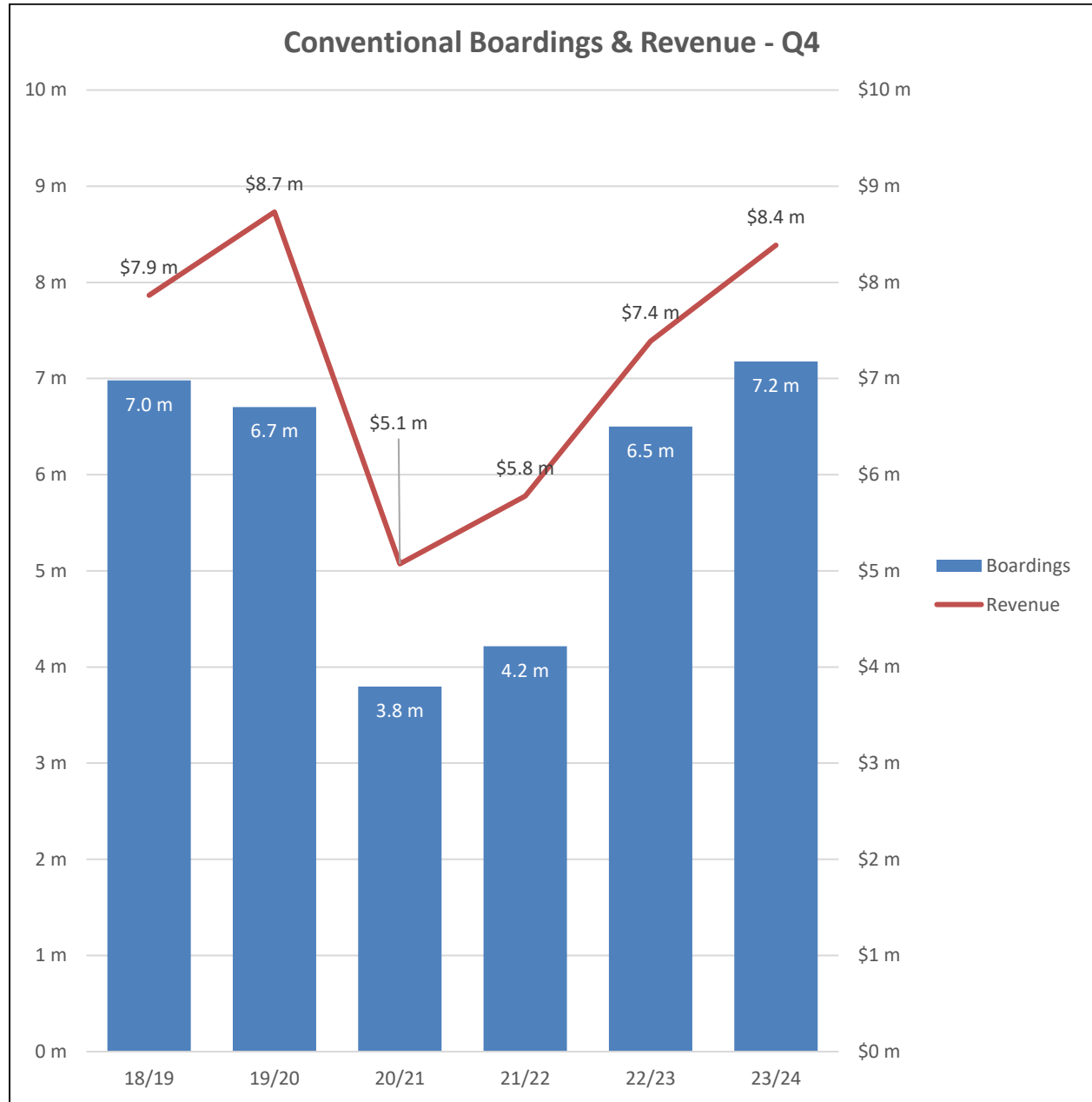
- Boardings & Revenue..... 1
 - Historical Boardings & Revenue..... 1
- Loss of Service..... 4
- Fleet Services 5
 - Mean Distance Between Failures 5
 - Mean Distance Between Service Calls 6
 - Bus Maintenance Cost – Quarter Average vs Budget..... 7
- Safety – Collisions 8
- Access-A-Bus Trip Details..... 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..... 14
 - Passenger Overloads..... 17
 - Passenger Overloads by Route 17
 - Passenger Overloads by Quarter 17
- On-Time Performance..... 19
 - Overall Network On-Time Performance 19
 - Weekday On-Time Performance..... 20
 - Weekday Peak Period On-Time Performance 22
 - Express Service On-Time Performance 24
- Fare Revenue by Type..... 25

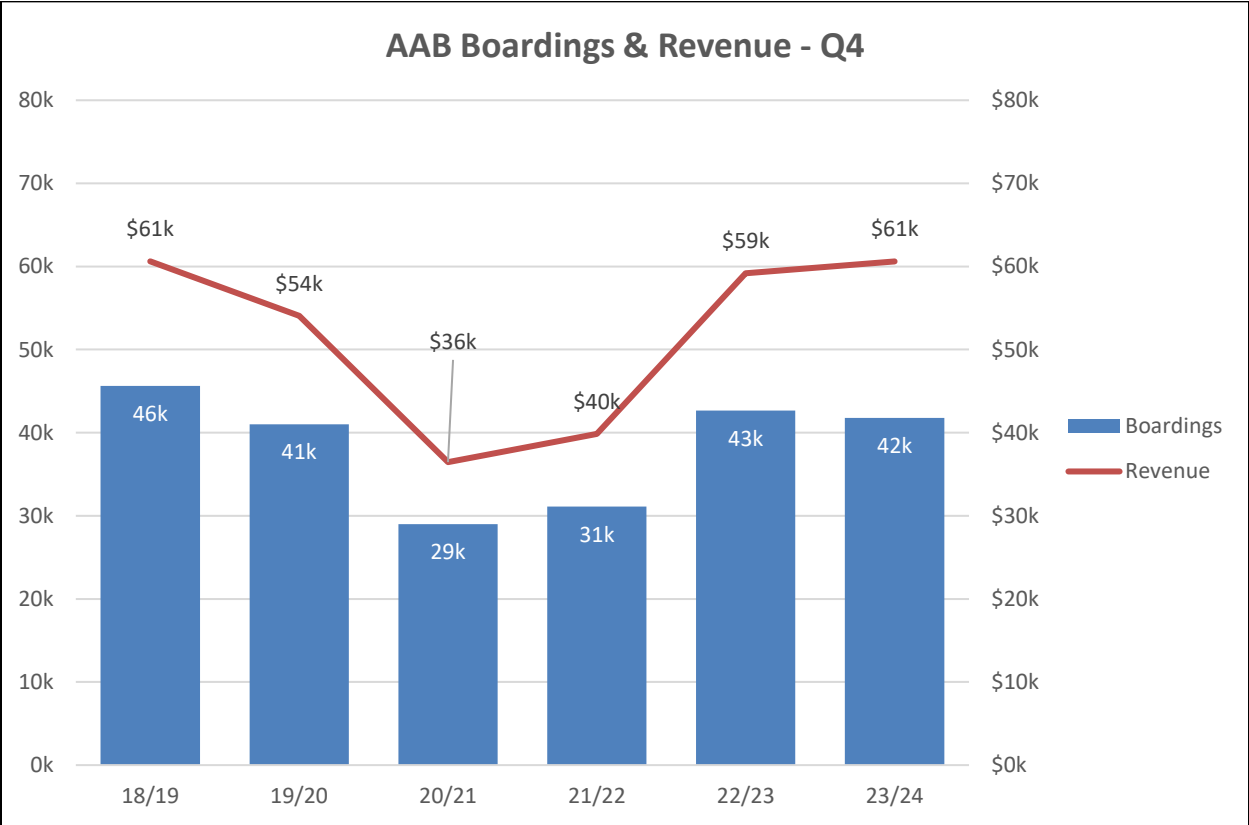
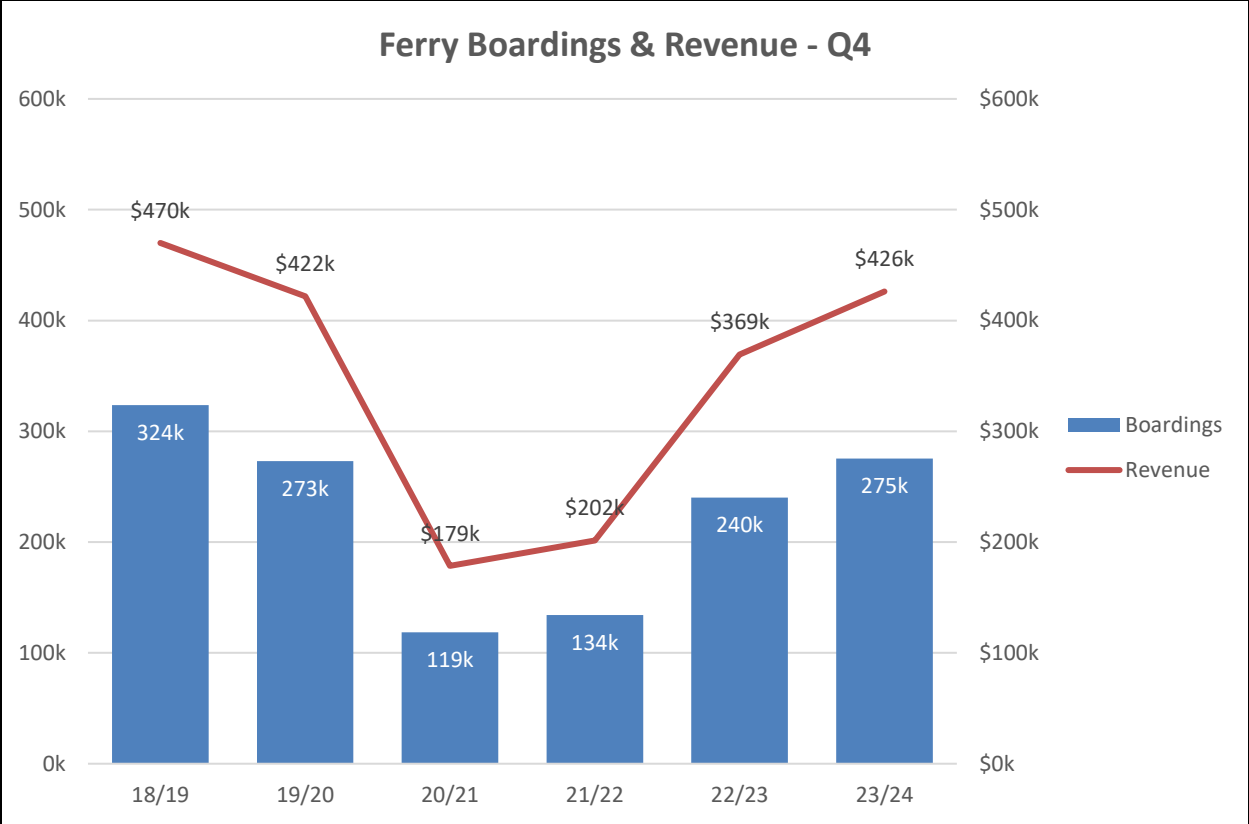
Boardings & Revenue

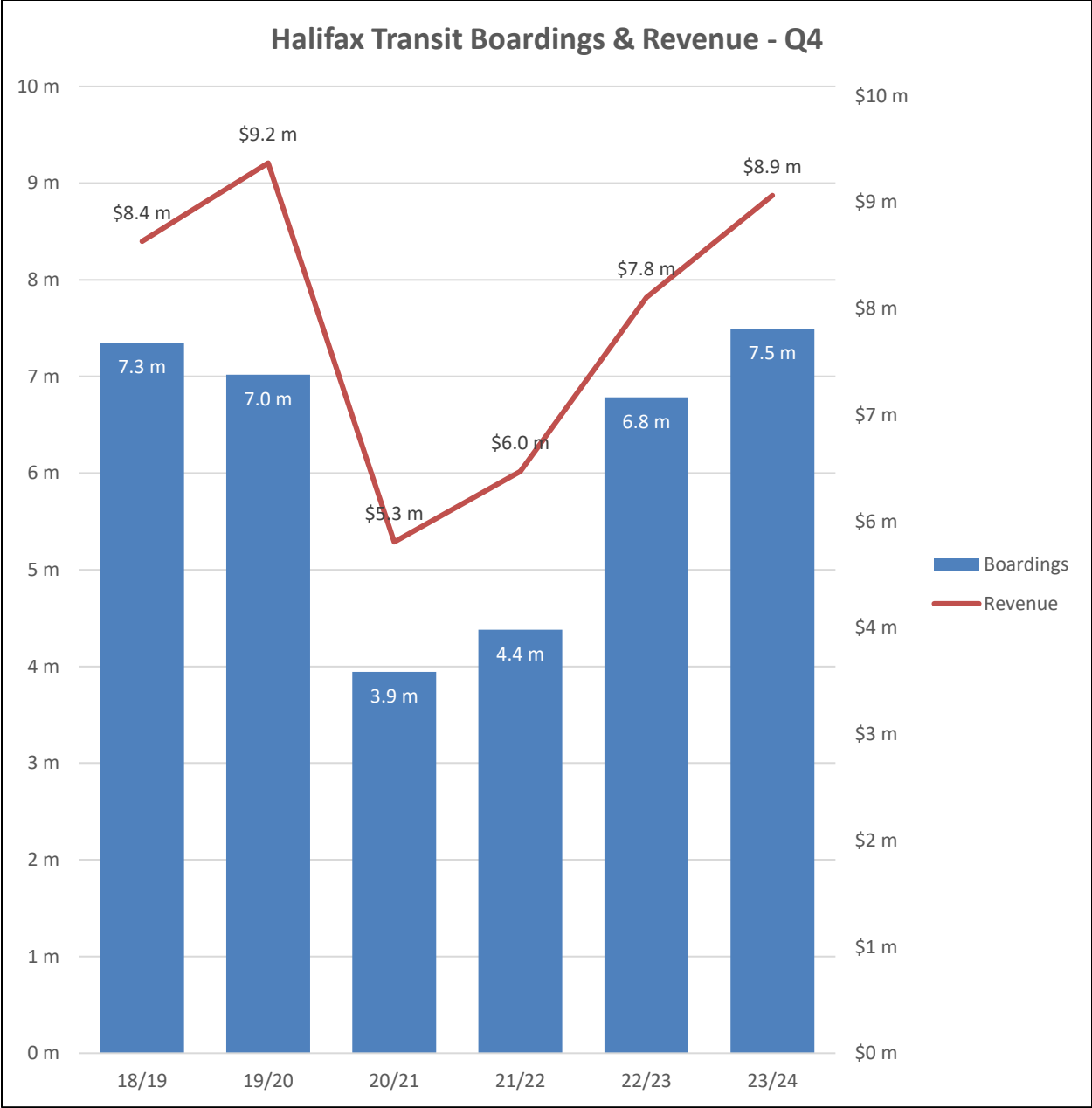
Revenue and boardings are reported to demonstrate how well transit services were used over the quarter, in comparison to the same quarter the previous year.

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



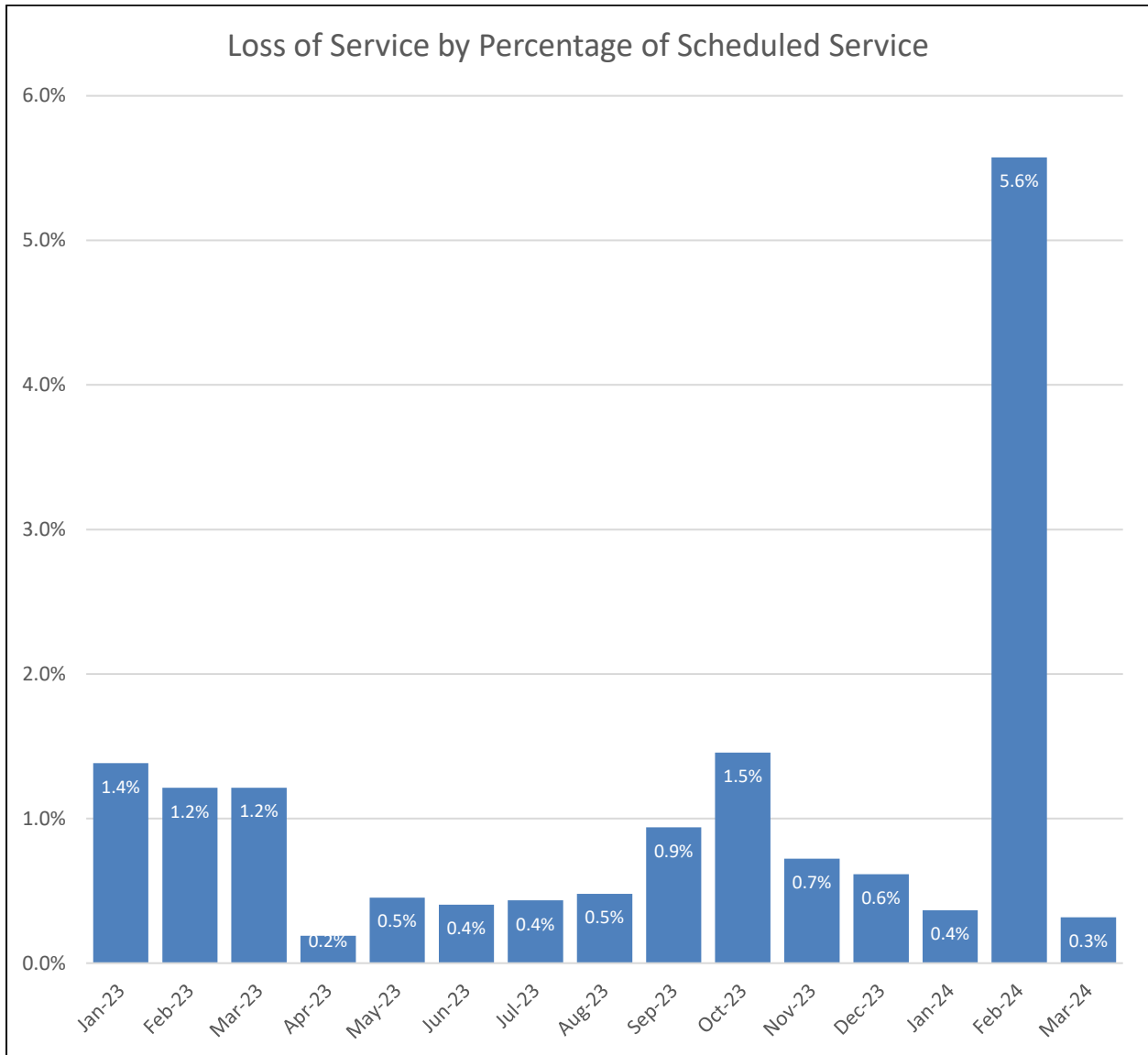




Loss of Service

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.

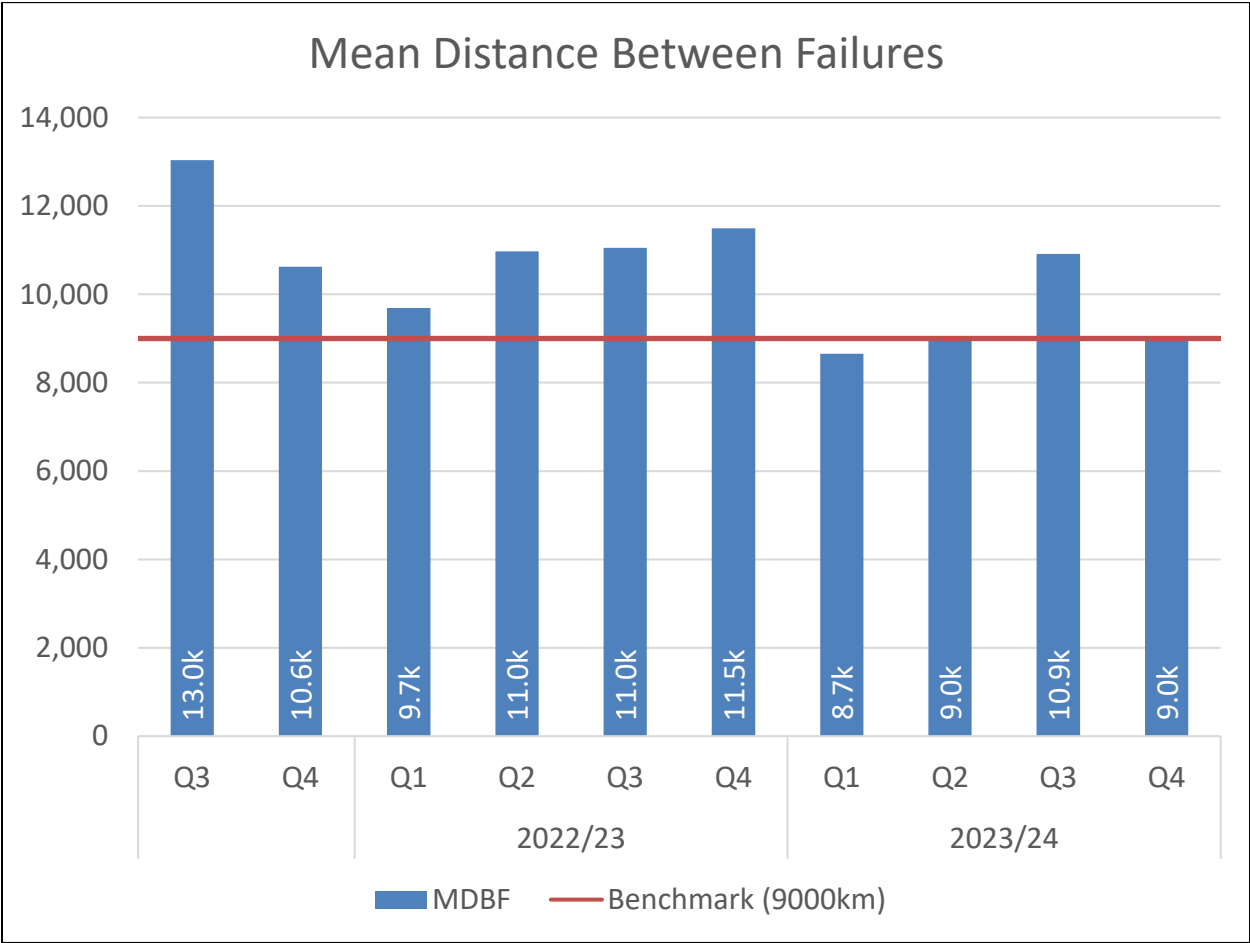


Fleet Services

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.

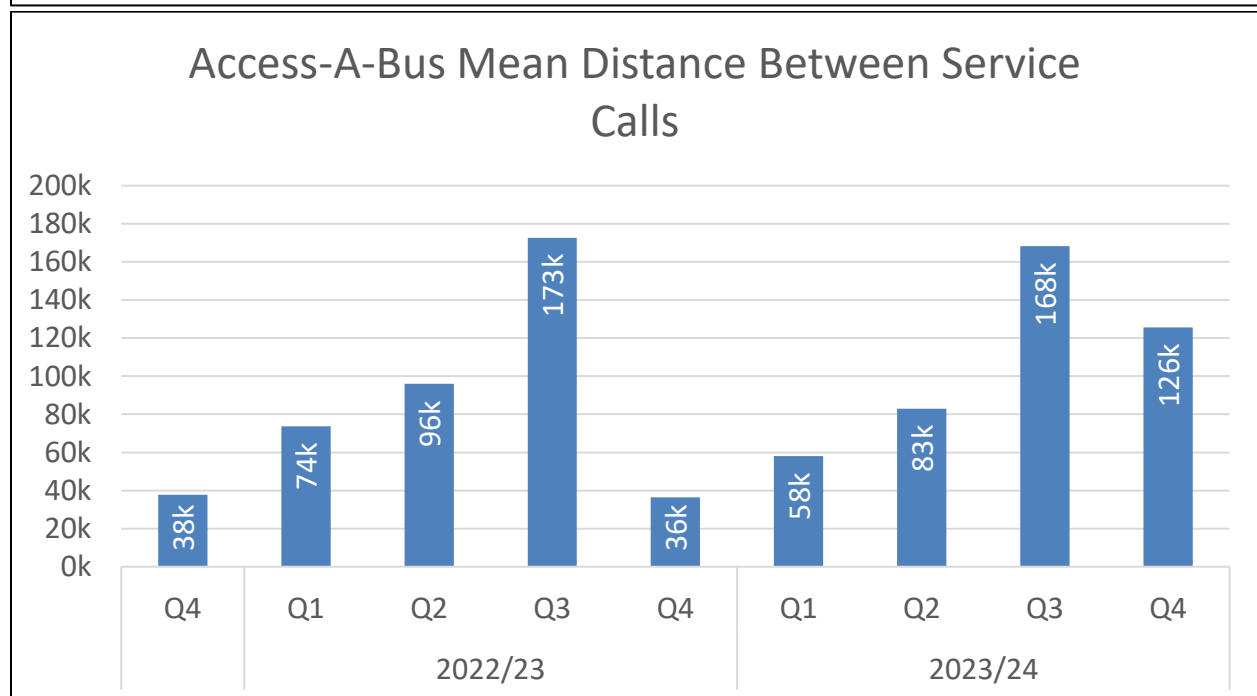
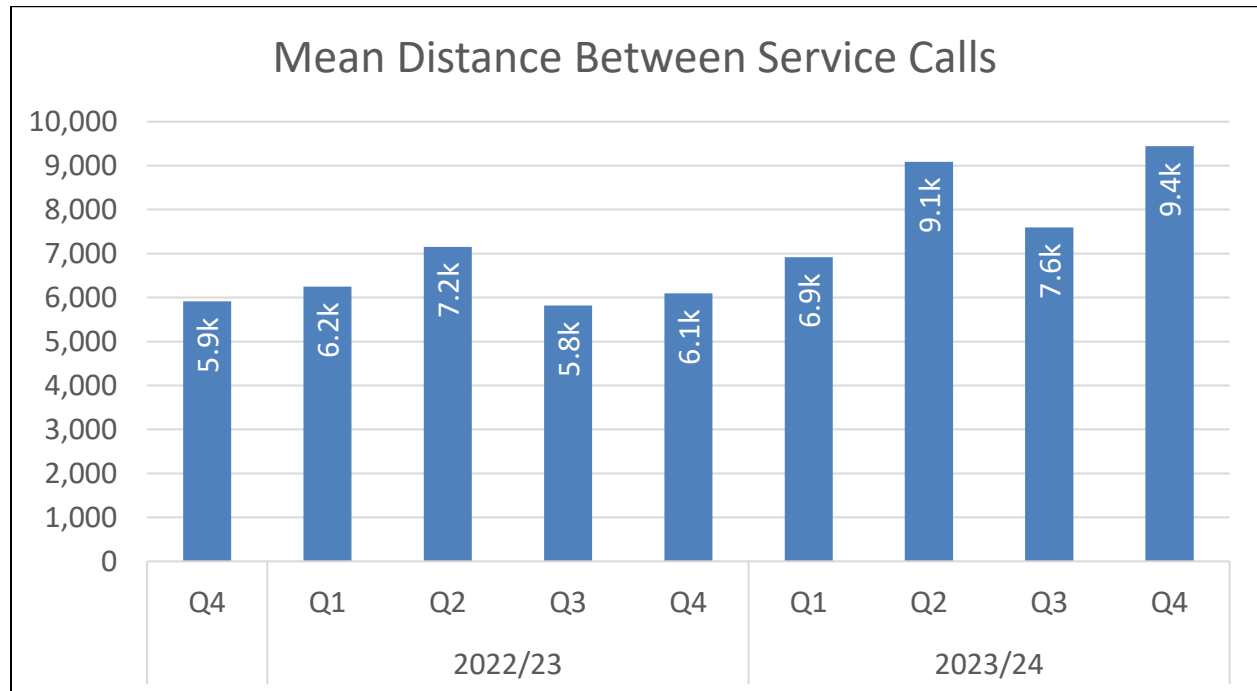
For the fourth quarter of 2023/24, the MDBF for conventional transit was 9,000 kms, meeting the benchmark of 9,000 kms.



Mean Distance Between Service Calls

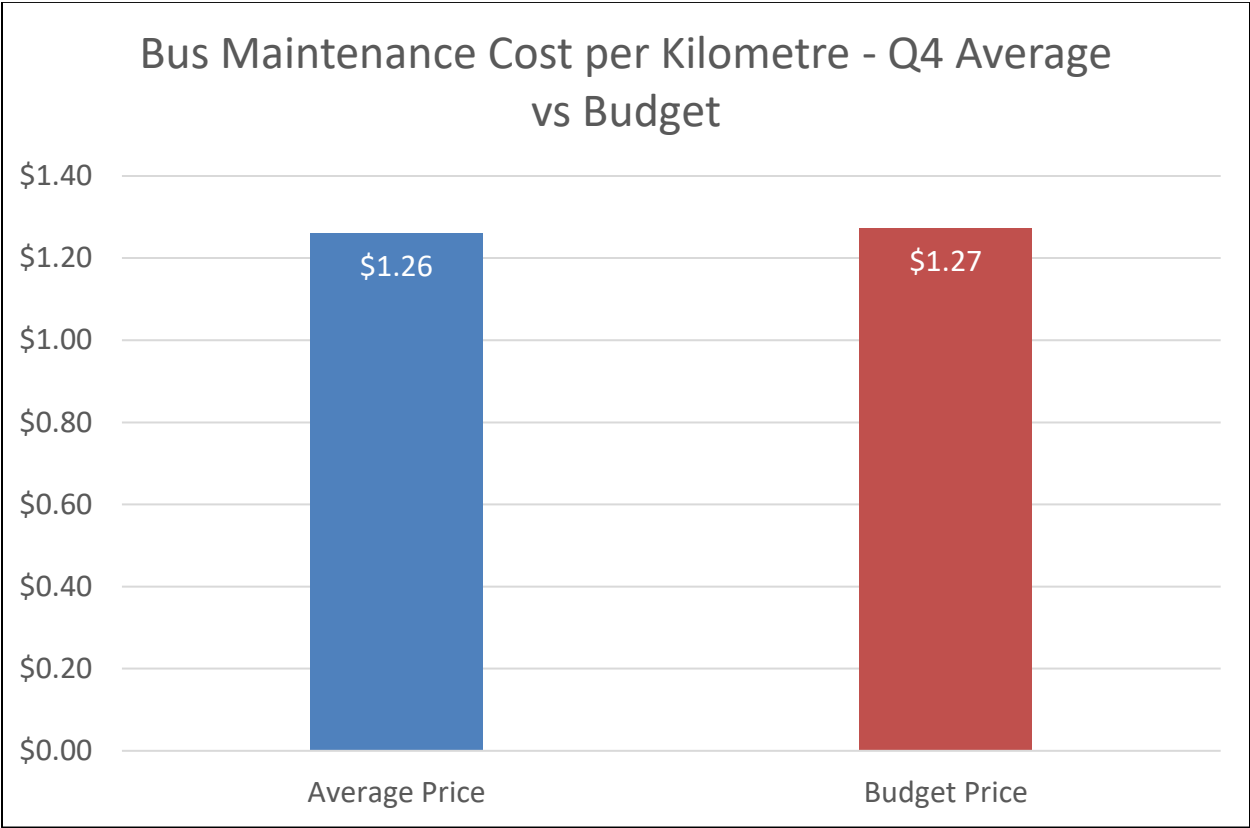
Mean Distance Between Service Calls (MDBS) reflects the average distance in kilometres covered between maintenance service calls. This metric includes all instances of service calls, including issues with secondary equipment, passenger-related events and damages to the bus resulting from minor collisions.

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.



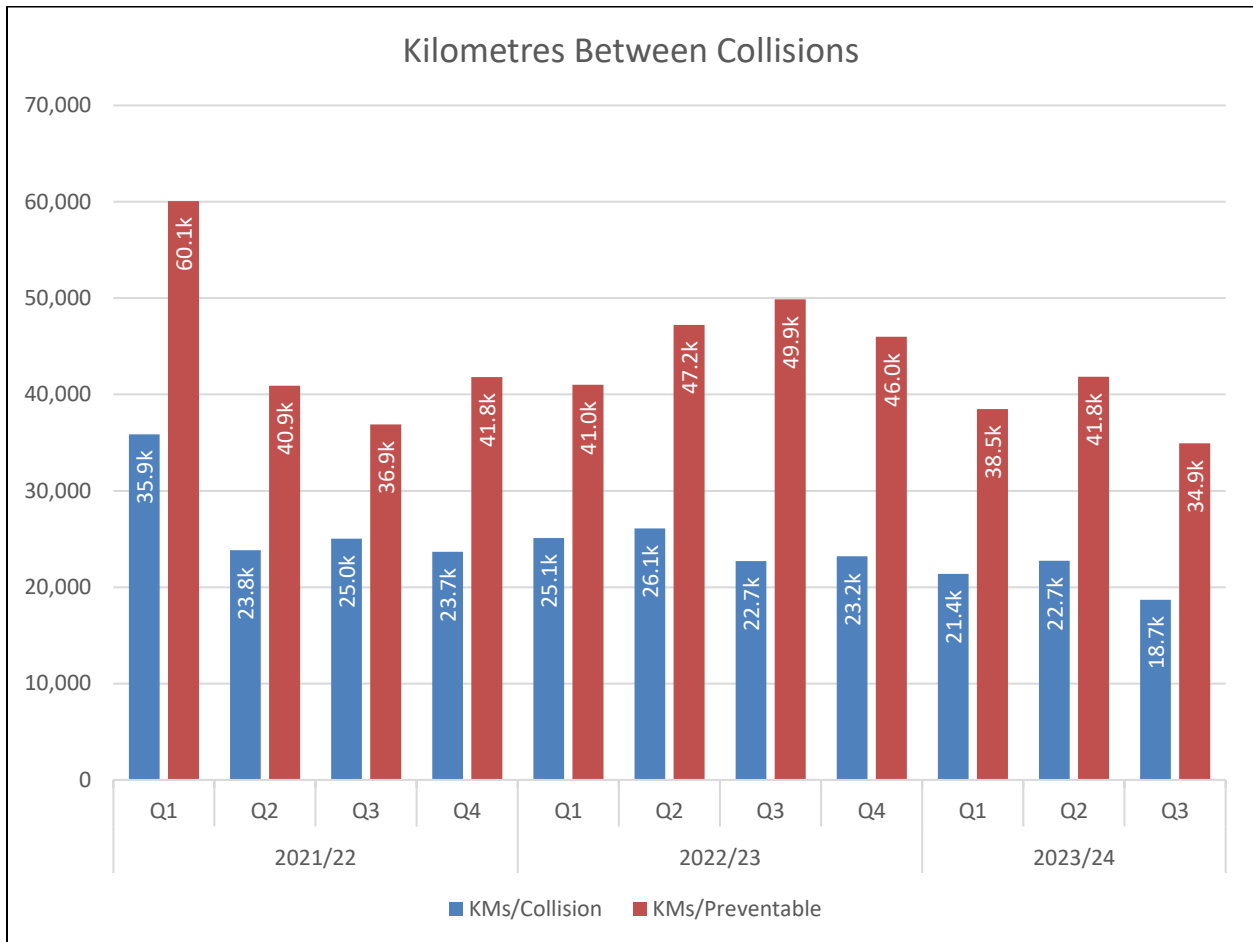
Bus Maintenance Cost – Quarter Average vs Budget

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



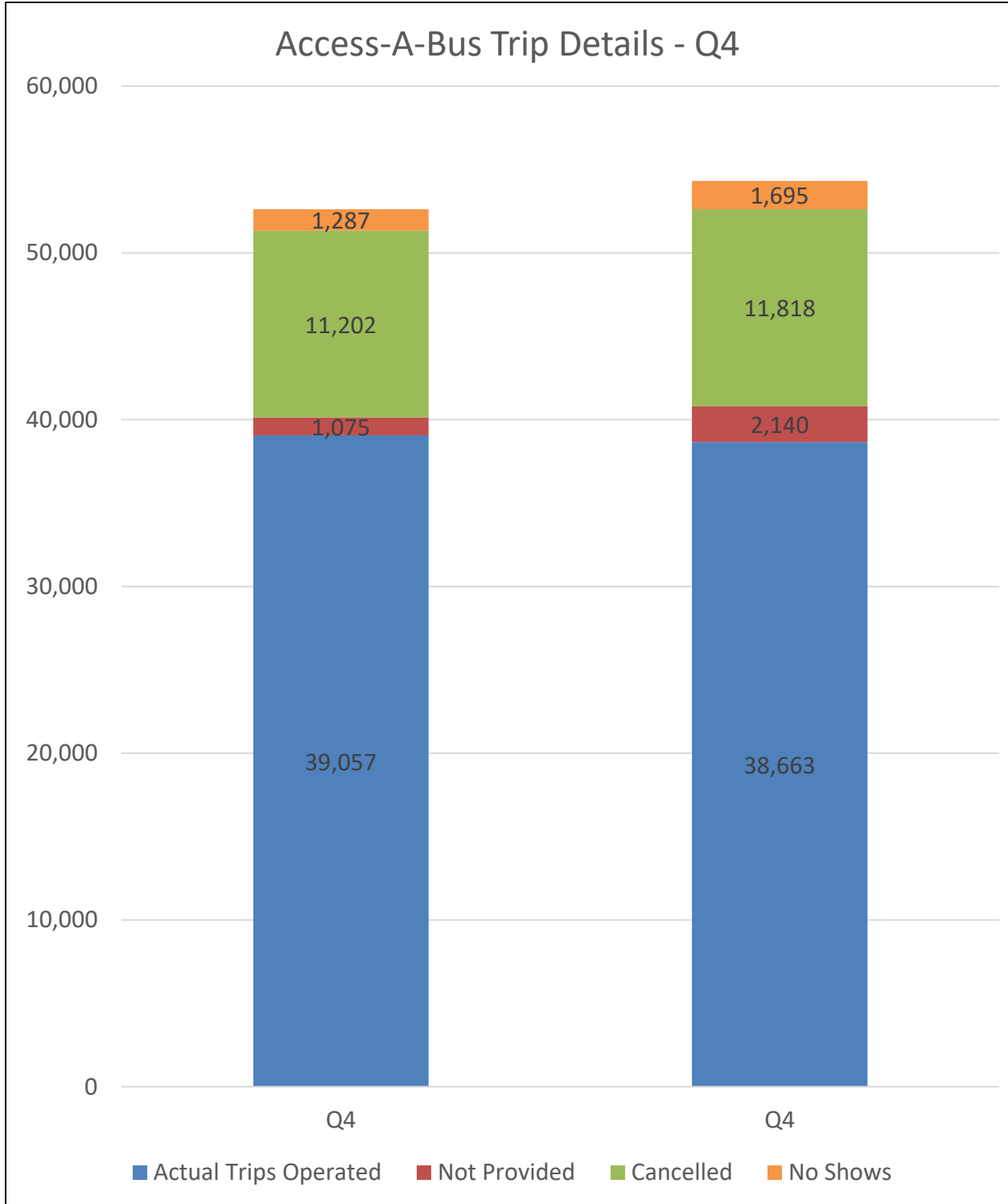
Safety – Collisions

In the 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 fourth quarter of 2023/24 a total of 38,663 trips were operated, 1% fewer than the same quarter last year.



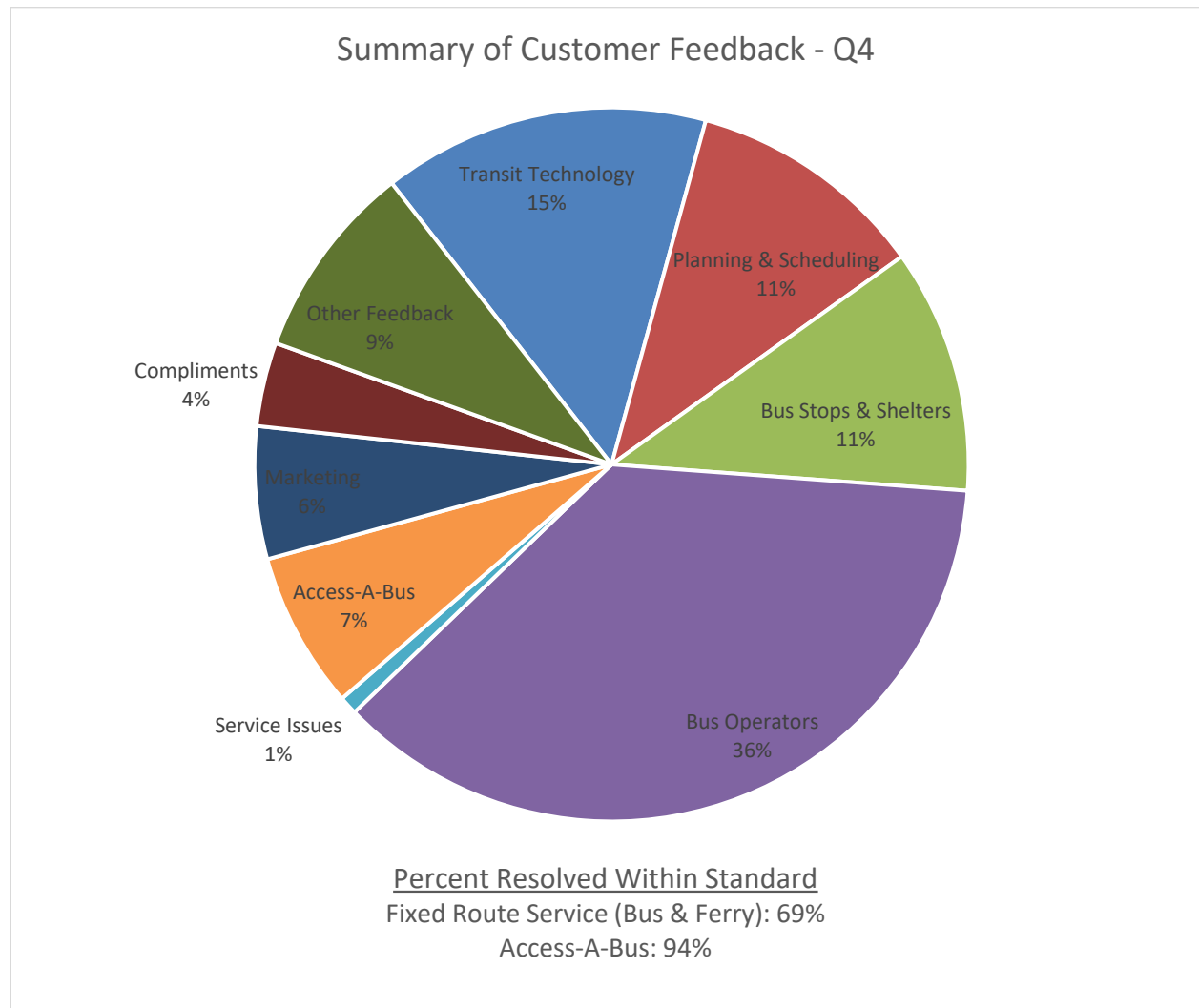
Customer Service – All Services

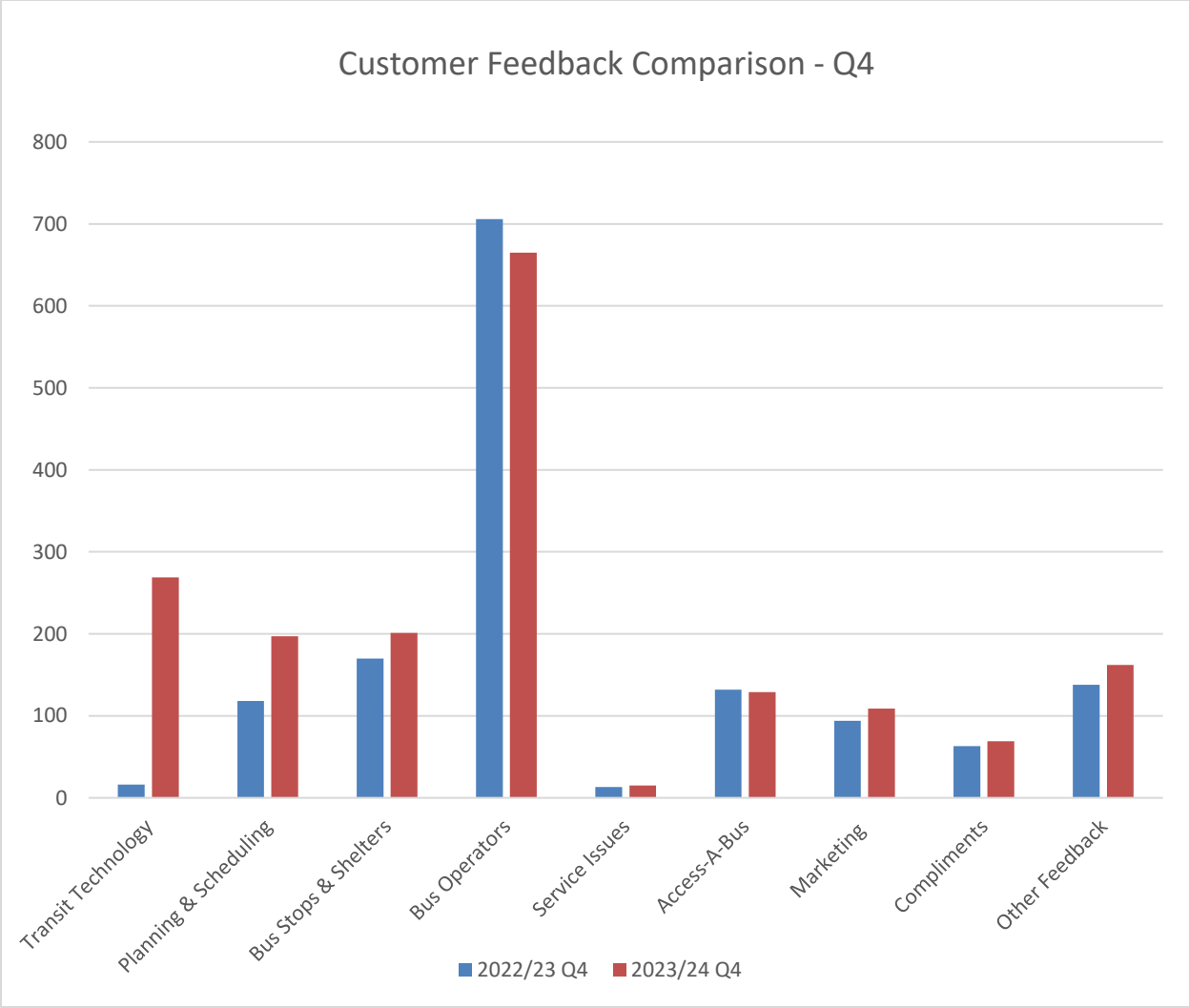
Customer service statistics are measured monthly using the Cityworks Customer Relationship Management software. Feedback is first categorized by subject matter and then divided into two categories: feedback addressed within service standard and feedback addressed outside service standard. The service 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

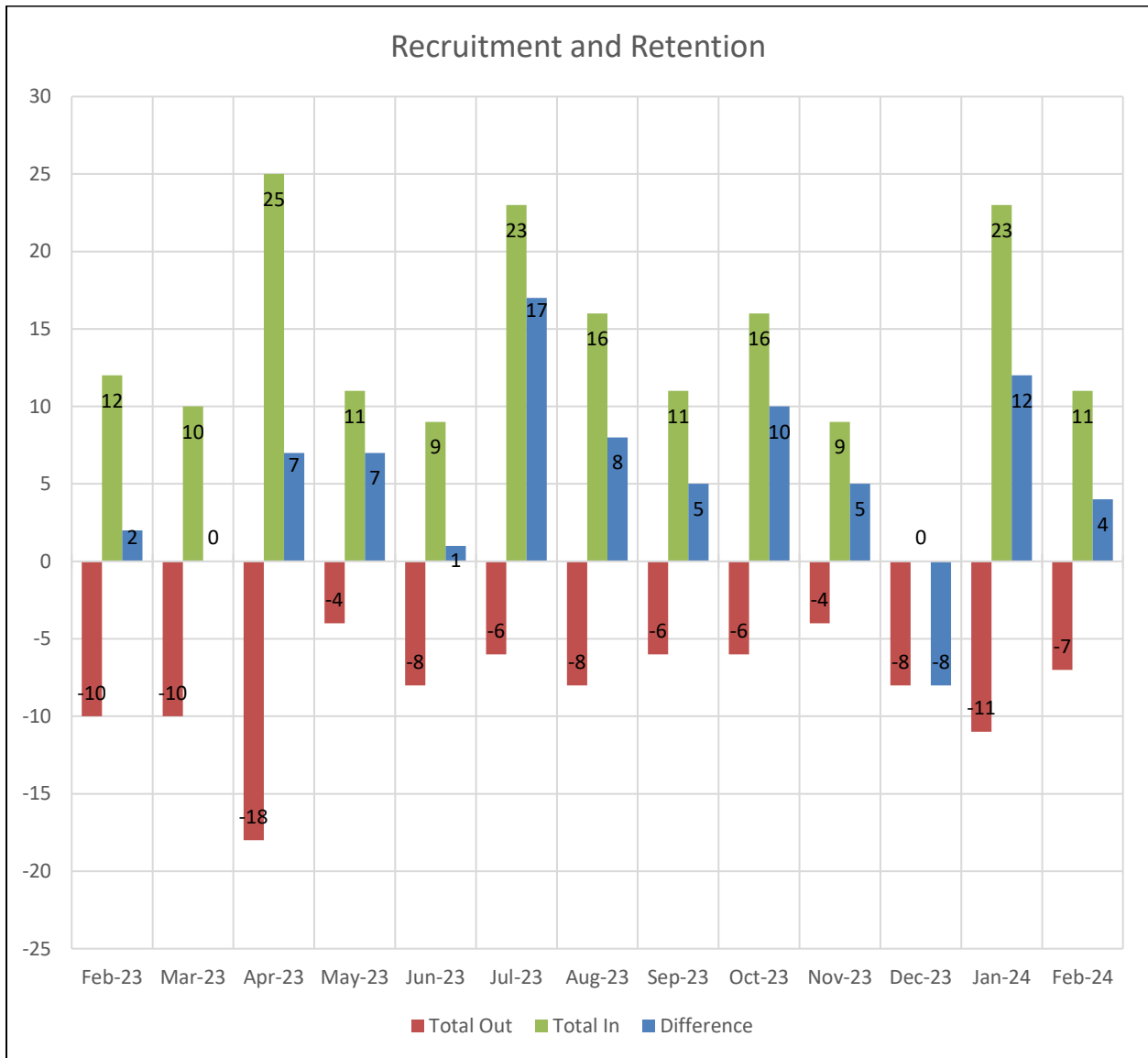
In the fourth quarter, 36% of feedback received was related to Bus Operator Driving and Behaviour. The remaining 64% is comprised of feedback regarding service issues, planning and scheduling, bus stops and shelters, marketing, compliments and other miscellaneous comments. Halifax Transit aims to address 90% of feedback within service standard. This quarter, 71% of customer feedback was addressed within standard.





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.



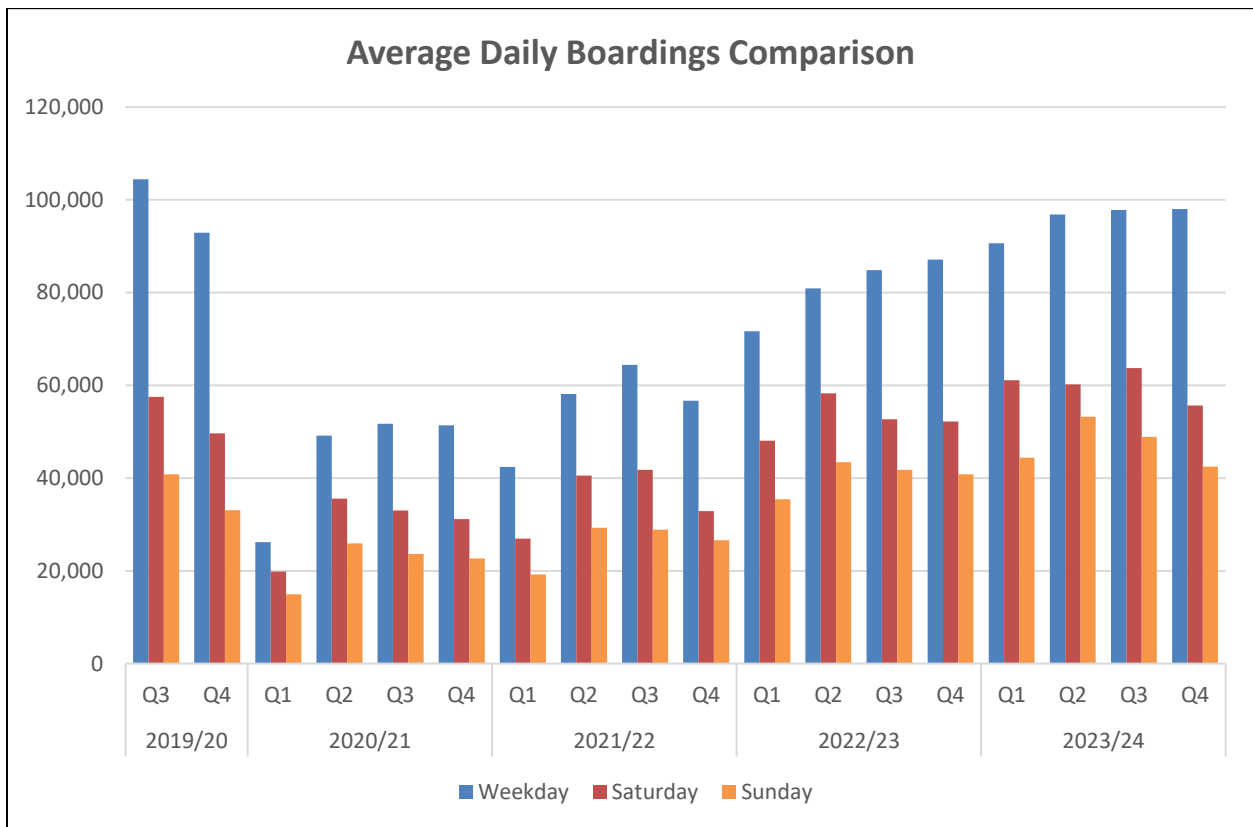
Service Utilization

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).

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 13% compared to the previous year; Saturday boardings increased 7% 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		
<i>Ridership Guideline</i>	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

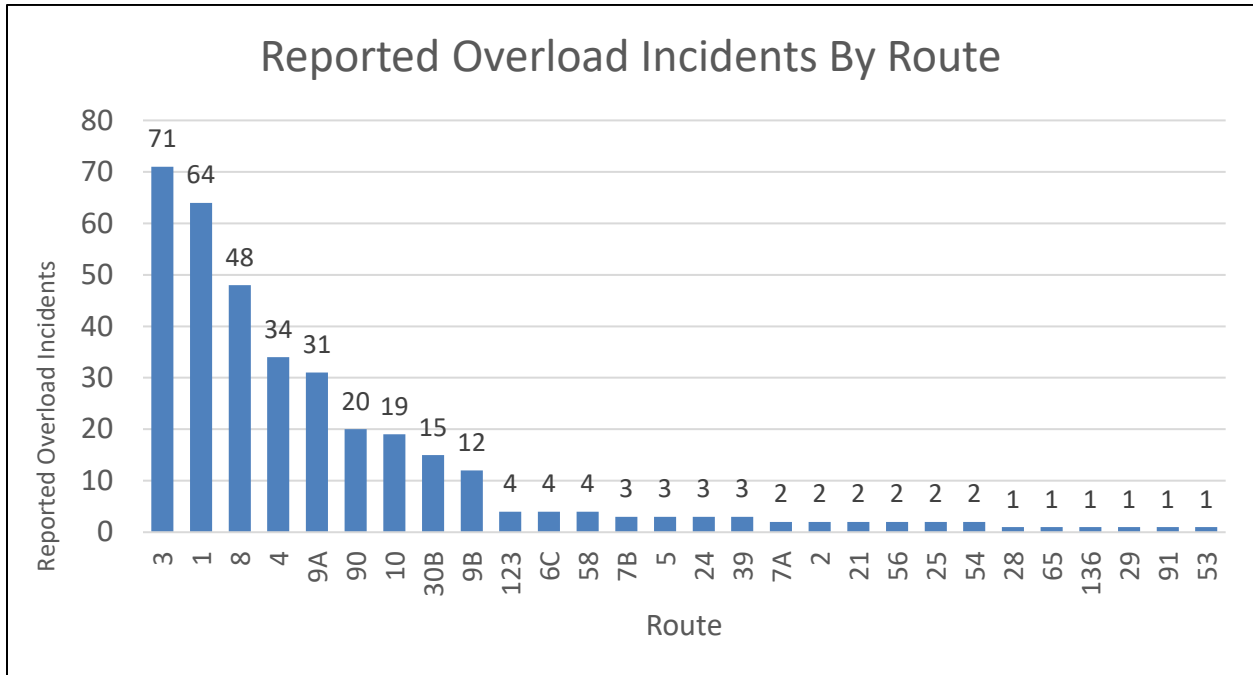
2023/24 Q4 Express Route Ridership Guidelines by Route				
Route	Weekday Peak	Passengers per Trip		
	Boardings	AM Peak	PM Peak	
Express Ridership Guideline		20	20	
123	379	 32	 26	
127	309	 20	 18	
135	401	 30	 27	
136	505	 35	 28	
137	284	 22	 25	
138	392	 32	 25	
158	174	 23	 13	
159	333	 25	 19	
161	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

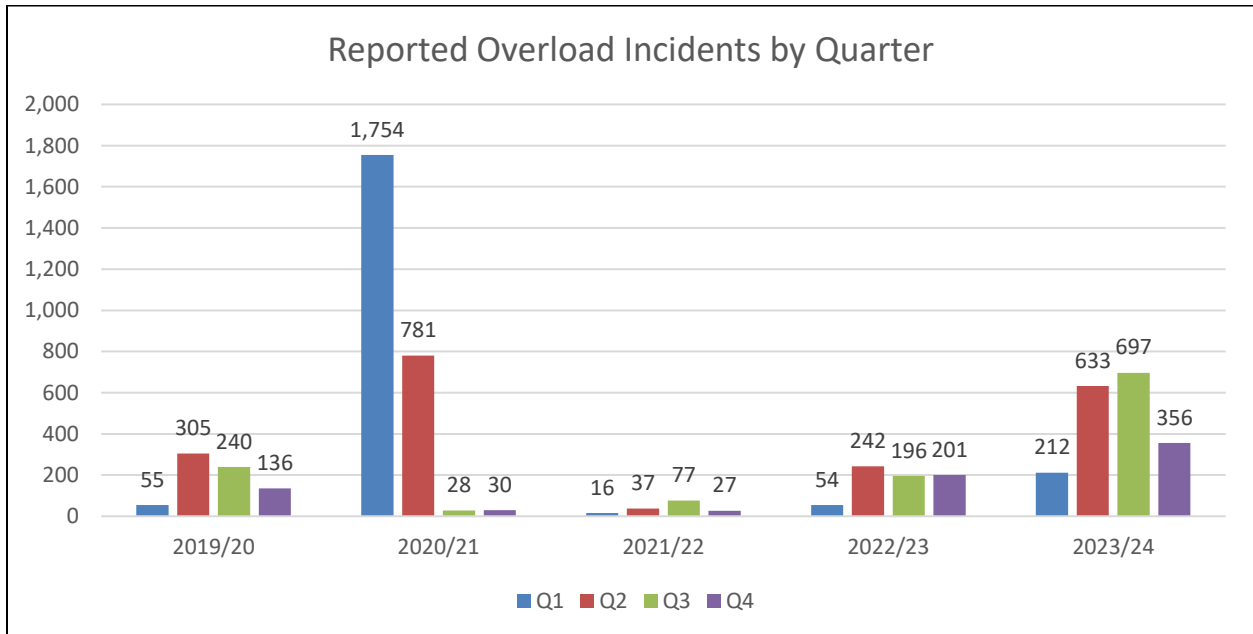
Halifax Transit tracks overloads that are reported to help match scheduling requirements to passenger demands. During the fourth quarter 356 overload incidents were reported.

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.

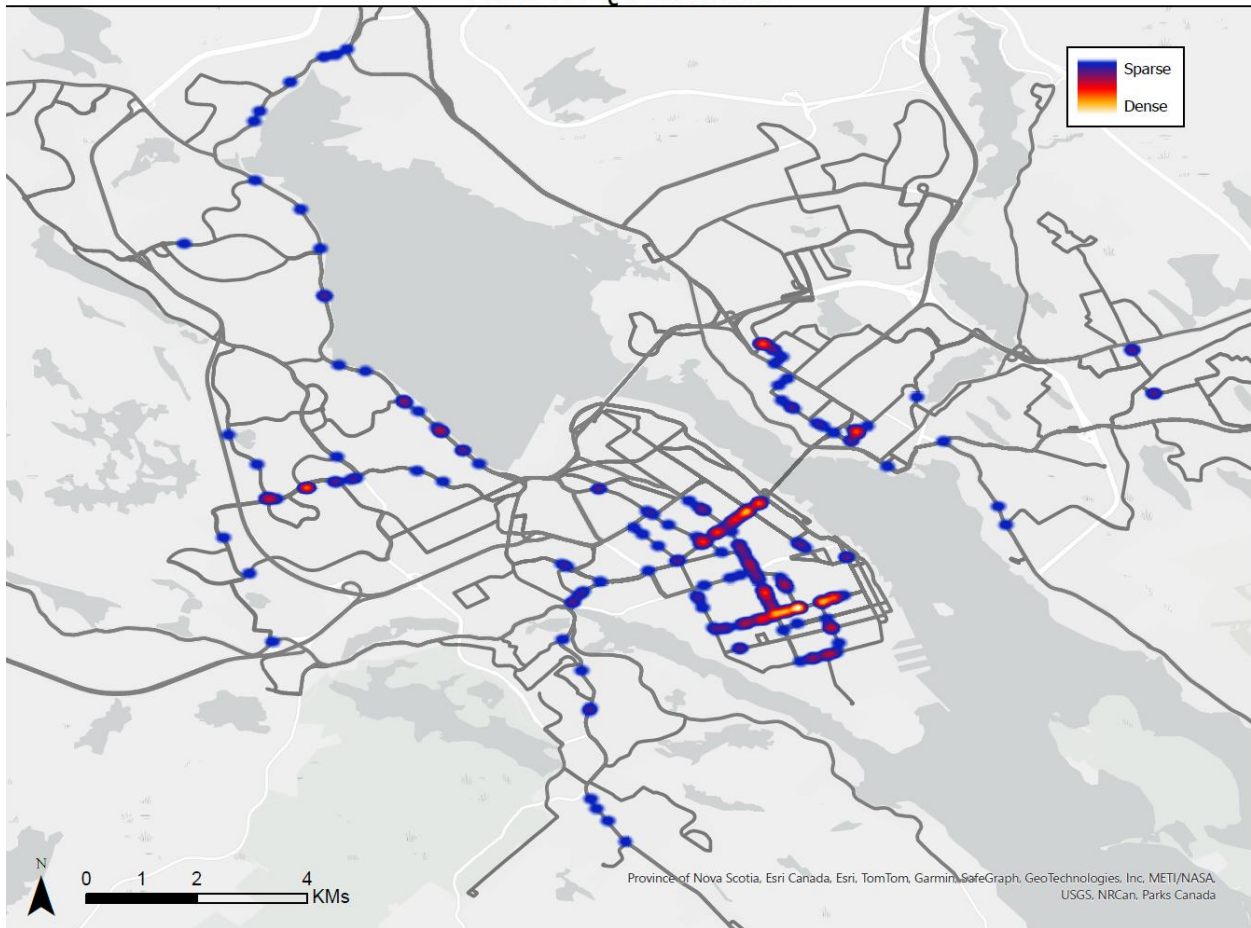


Passenger Overloads by Quarter



Passenger Overload Locations

2023-24 Q4 Overloads



On-Time Performance

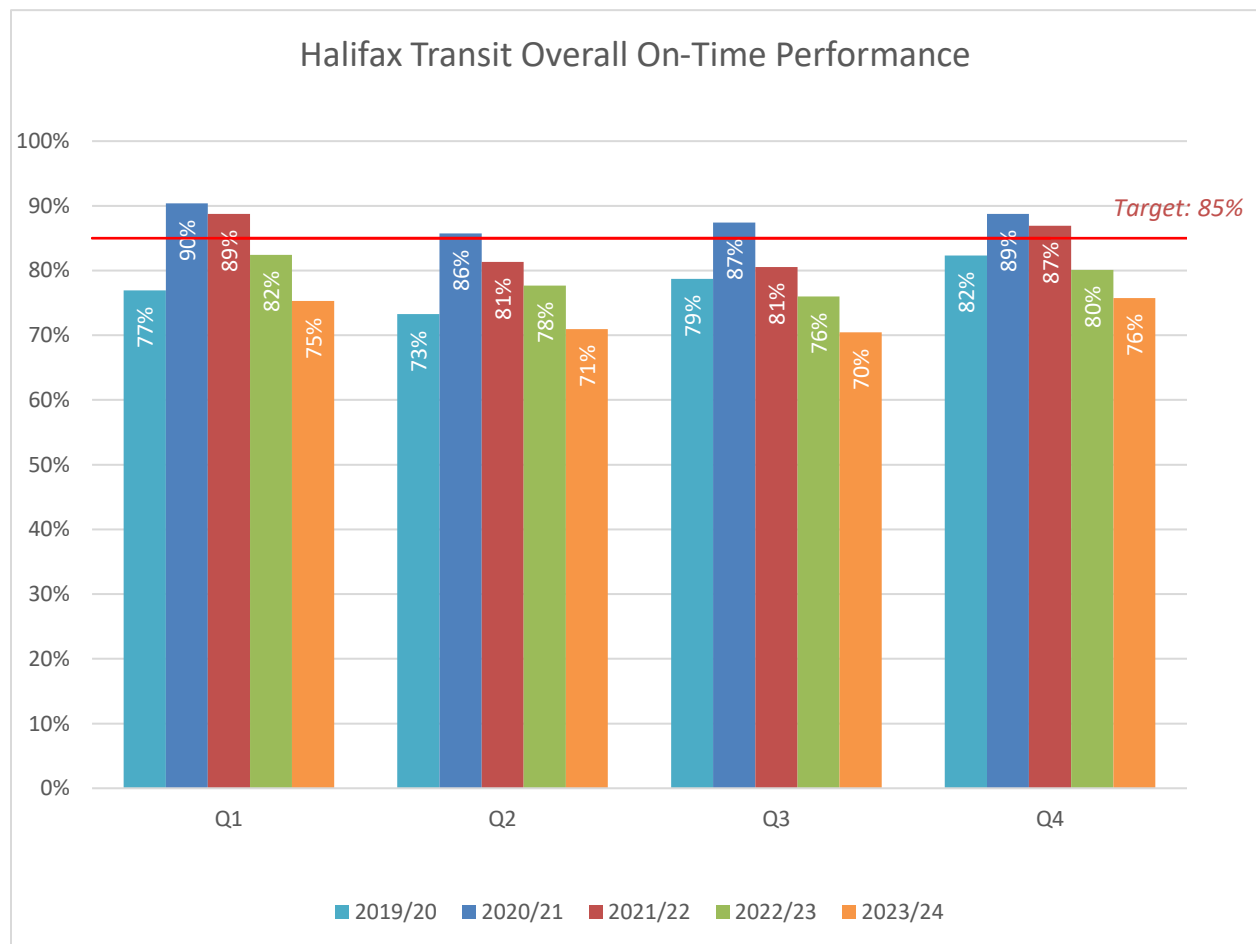
On-time performance is a measure of route reliability and is tracked monthly to demonstrate schedule adherence across the network of routes. Terminals and select bus stops along each route are classified as timepoints and have assigned and publicized scheduled arrival times. On-time performance demonstrates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

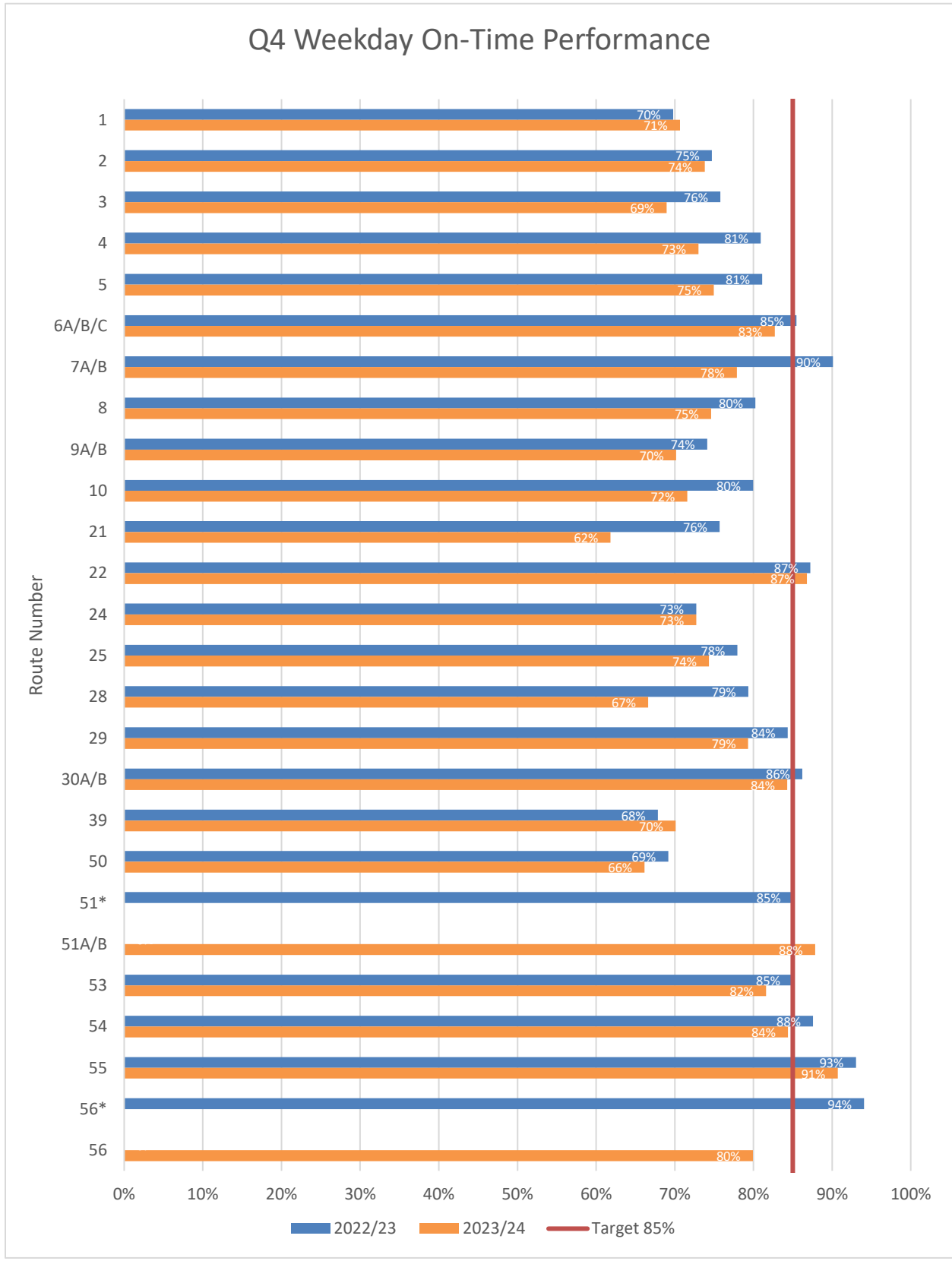
Routes 1 and 10 are part of the postponed *Moving Forward Together Plan* service adjustments. These routes will have new schedules once staffing levels are sufficient and they are able to be implemented.

Schedule adjustments will be made in August 2024 to address schedule performance 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.

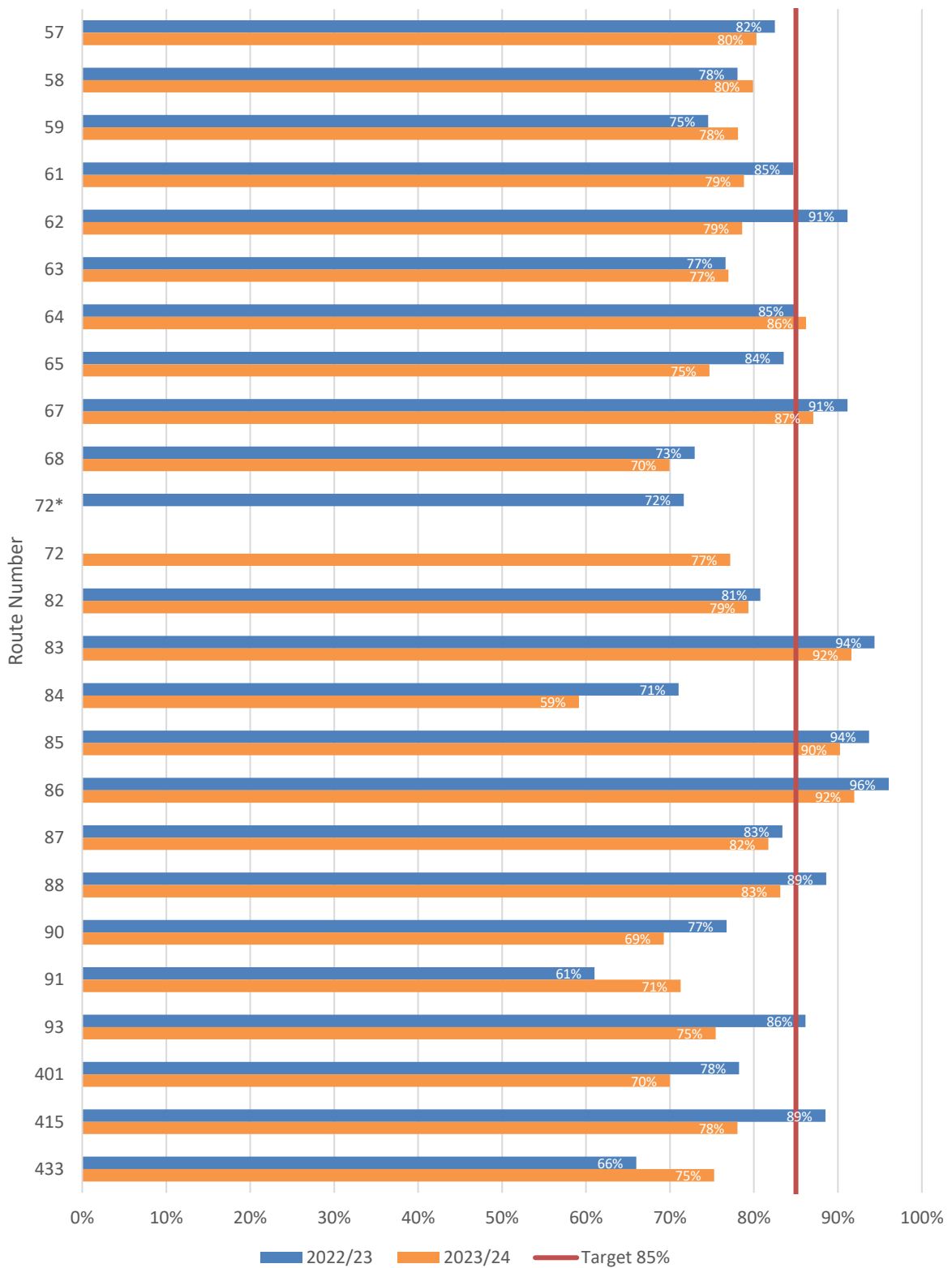
Overall Network On-Time Performance



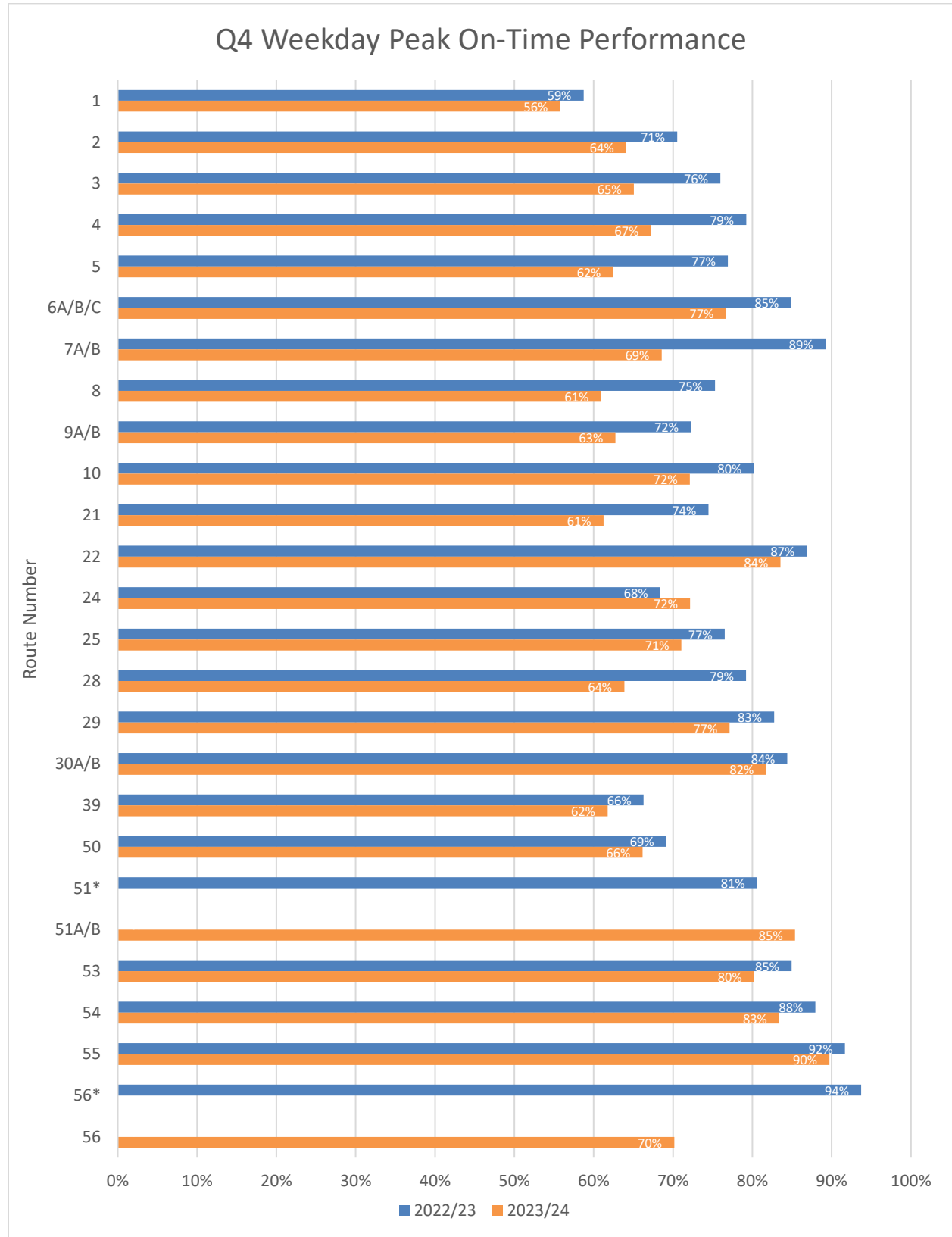
Weekday On-Time Performance



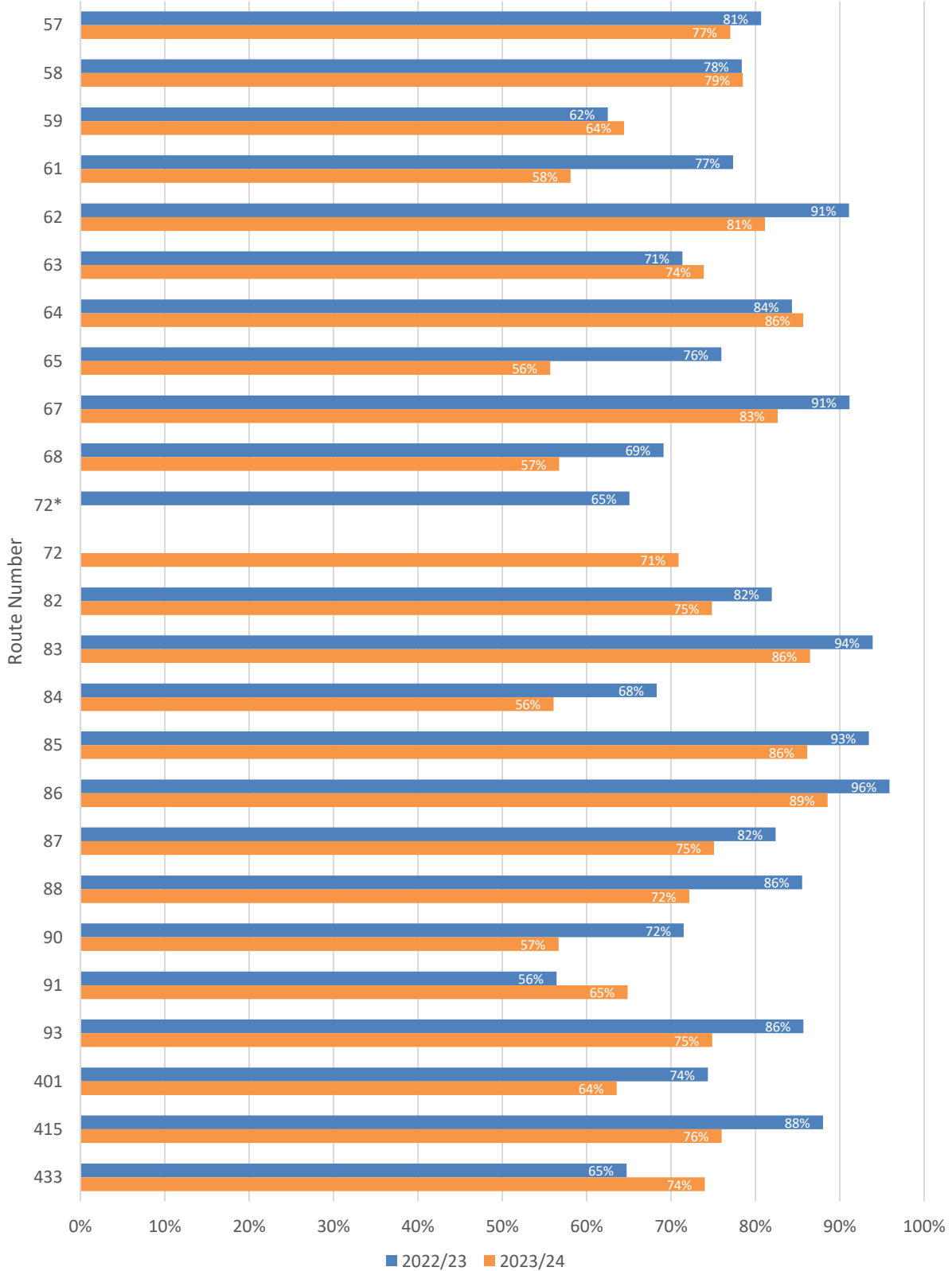
Q4 Weekday On-Time Performance



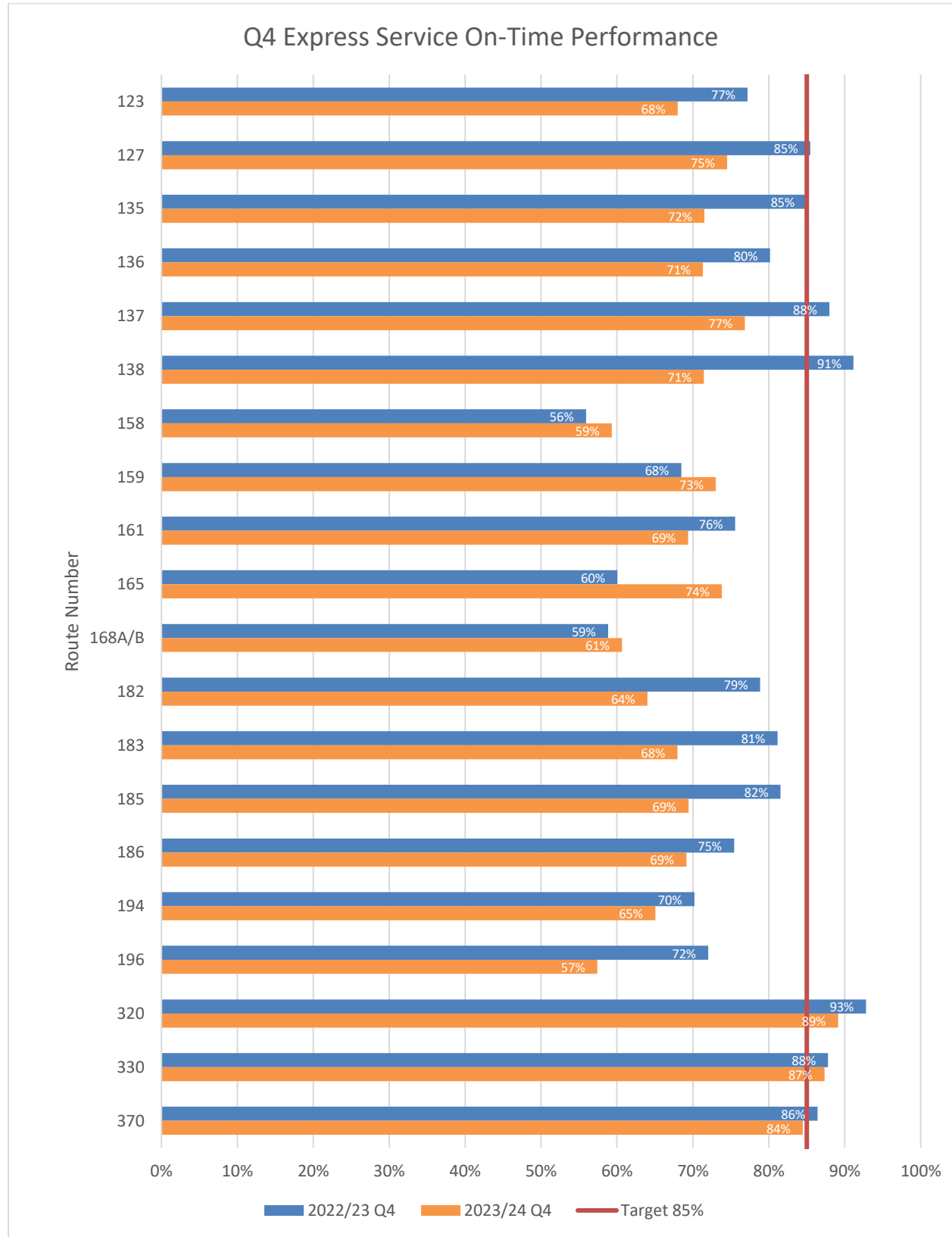
Weekday Peak Period On-Time Performance



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

