

# $\frac{\text{Service}}{\text{Resources}} = \text{Reading Transit by the Numbers}$

A presentation to **Transportation Standing Committee**  
from **It's More Than Buses & Ecology Action Centre**

# Who are we, and why are we here?



## It's More Than Buses

Advocates for Better Transit in Halifax

It's More than Buses is a non-profit transit advocacy group in Halifax, Nova Scotia.

### We help advocate for better transit in three main ways:

1. We identify issues with Halifax Transit's service.
2. We propose solutions to deliver fast, frequent and reliable service.
3. We gather feedback and issues from transit riders, and amplify their voices to decision makers.

<https://morethanbuses.ca/about/>



## Ecology Action Centre

The Ecology Action Centre acts as watchdog, convener, mobilizer and incubator.

We engage community to create systemic change in the face of urgent, complex environmental issues.

We are creative, resilient, fierce and caring.

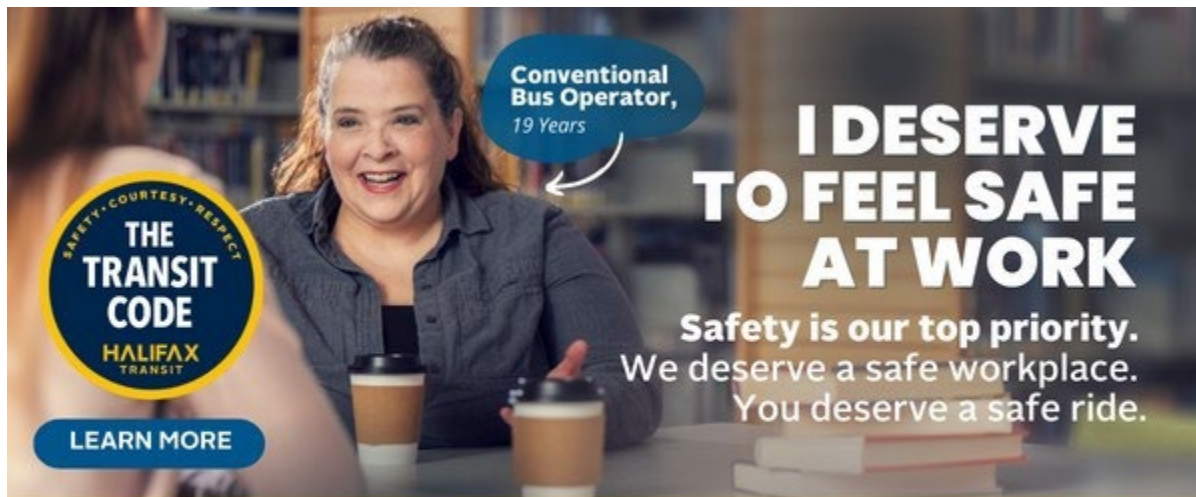
We value relationships. We act with integrity.

<https://ecologyaction.ca/about-us/our-vision-mission-values>

# What we wanted to talk about...

- **Increase service** on Corridor Route 3 to **15 minute frequency 7 days a week.**
- **Increase service** on Corridor Route 4 to **15 minute frequency on weekends.**
- **Increase service** on Corridor Route 5 to **15 minute frequency on weekends.**
- **Increase service** on Corridor Route 7 to **15 minute frequency on weekends.**
- **Increase service** on Corridor Route 8 to **15 minute frequency 7 days a week.**
- **Increase service** on Corridor Routes 9+ to **15 minute frequency on weekends.**
- **Increase service** on Route 21 to **30 minute frequency 7 days a week.**
- **Increase service** on Route 28 to **30 minute frequency on Sundays.**
- **Increase service** on Route 30+ to **30 minute frequency on Sundays.**
- **Increase service** on Route 90 to **30 minute frequency on Sundays.**
- **Increase service** on the Alderney Ferry to **15 minute service on weekends.**

# ... What we NEED to talk about



**Conventional Bus Operator, 19 Years**

**I DESERVE TO FEEL SAFE AT WORK**

Safety is our top priority. We deserve a safe workplace. You deserve a safe ride.

**THE TRANSIT CODE**  
HALIFAX TRANSIT

LEARN MORE

HALIFAX  
TRANSIT



**Conventional Bus Operator, 1 Year**

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**Ferry Engineer Deckhand, 5 Years**

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# What can we learn from other transit agencies?

How can we use data to improve safety, recruitment, retention, service capacity and reliability?

Measure what matters.

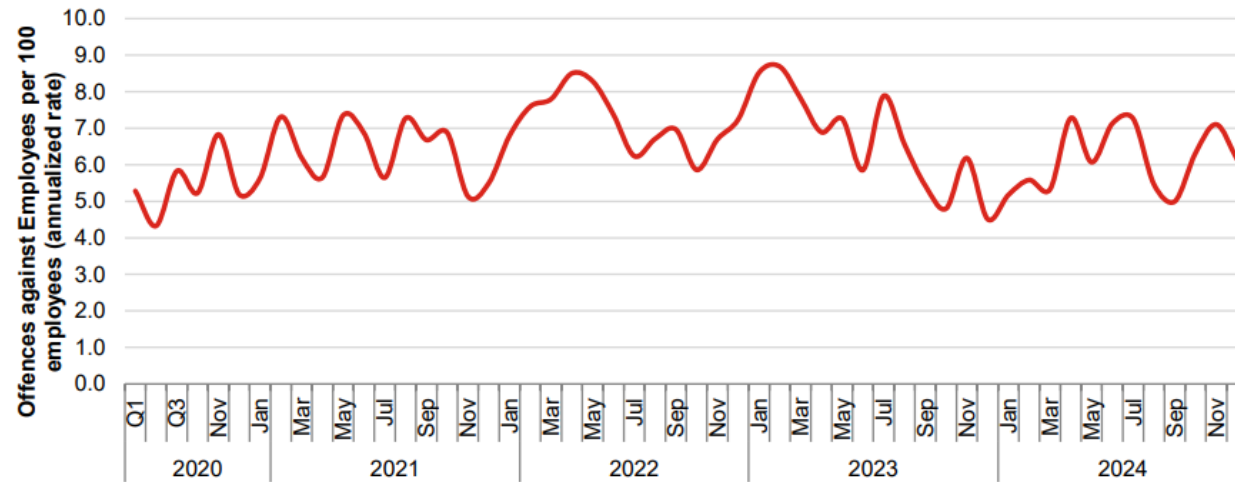
# Safety and Security

## Offences against Employees

Offence per 100 employees by Financial Period (annualized).

Also reported on: [City of Toronto Community Safety and Well-being Dashboard](#)

### Offences against Employees



#### Results

The number of reported offences against employees per 100 employees (annualized rate) decreased in December 2024 compared to November 2024, to 6.50 from 7.10.



#### Analysis

- The total number of reported offences have decreased. Since January 2023, the overall rate of offences (annualized rate) has decreased by 28%.



#### Action

- Continue high-visibility presence on the TTC, de-escalation training to frontline staff, engaging with CUTA's Safety and Security Task Force, and supporting site visits conducted by the Ministry of Labour, Immigration, Training and Skills Development.

# Safety and Security

## Lost-time injuries rate (LTIR)

Number of employee injuries resulting in missed work per 100 employees (annualized).

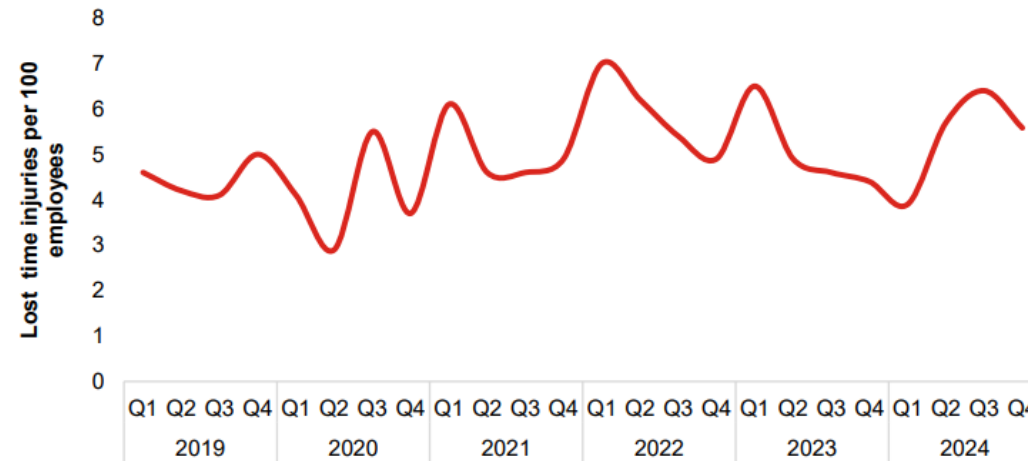
**Q4 2024:** 5.60

**Q3 2024:** 6.40

**Q4 2023:** 4.40

Note: Reported Quarterly.

## Lost-time injuries rate (LTIR)



### Results

- The annualized Lost-Time Injury Rate (LTIR) for Q4 2024 was 5.6 injuries per 100 employees — a decrease from Q3 2024 (6.4) and an increase from same period last year (4.4).



### Analysis

- The decrease in Q4 2024 LTIR (down 13% from Q3 2024) is mainly attributed to 100% decrease in lost-time injuries as a result of biological exposure (from 0.24 to 0 LTIR per quarter). Acute emotional events also saw a rate decrease of 25% (from 0.72 to 0.96 LTIR per quarter).



### Action

- Corporate objectives aimed at reducing the frequency and severity of lost-time injuries.
- Implementing a multidisciplinary approach to community safety and well-being.



# Safety and Security

## Customer injury incidents rate (CIIR)

Number of customer injury incidents per one million boardings.

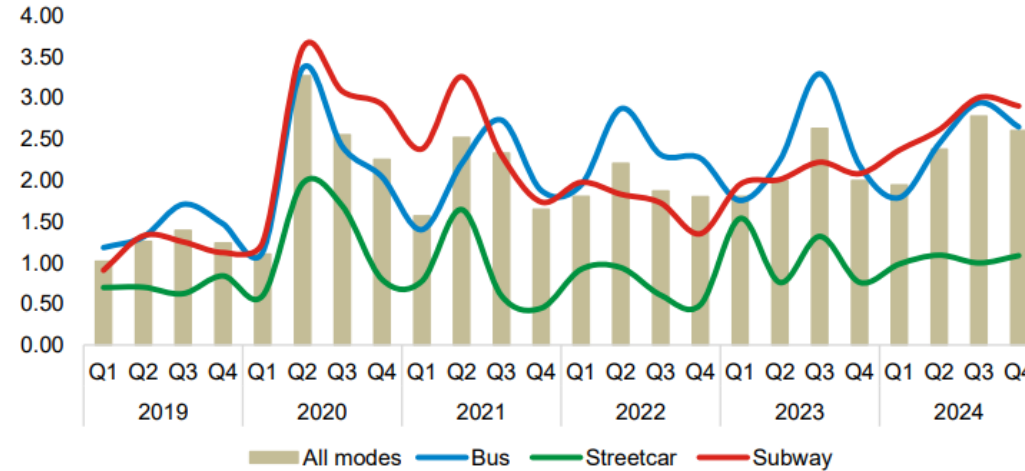
**Q4 2024:** 2.61

**Q3 2024:** 2.78

**Q4 2023:** 2.00

Note: Reported Quarterly.

Customer injury incidents rate (CIIR)



### Results

- The CIIR in for Q4 in 2024 was 2.61 injury incidents per one million vehicle boardings — a decrease from Q3 2024 (2.78) and an increase from the same quarter last year (2.00).



### Analysis

- The decrease in the CIIR in Q4 2024, down 6% from Q3 2024, is mainly attributed to a 10% decrease in bus customer injury rates. Subway and streetcar customer injuries were down 3% and 9% respectively in Q4 from Q3.



### Action

- Monitoring CIIR and existing safety initiatives.
- Messaging to promote customer safety and safe vehicle operation, communication to Operators to maintain a safe distance during the winter season, and additional strategies in development.



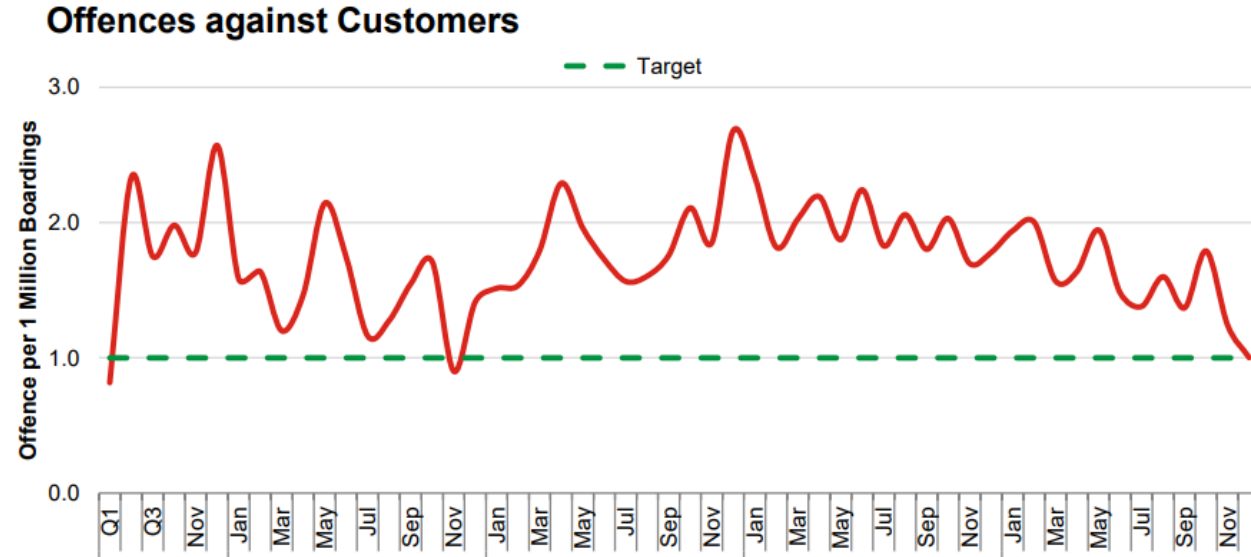


# Safety and Security

## Offences against Customers

Total Offences against customers per 1 million boardings by Financial Period

Also reported on: [City of Toronto Community Safety and Well-being Dashboard](#)



### Results

- The number of reported offences against customers was 1.00 per one million boardings for December 2024, decreasing from 1.24 in November 2024, meeting the target of 1.00.



### Analysis

- The rate of reported offences has decreased, and correspondingly the per day rate also decreased. Since January 2023, there has been an overall decrease of 57% in rate offences against customers.



### Action

- Community Safety support, community engagement with schools and youth, and multidisciplinary approach with City of Toronto and Toronto Police Service and incident response through short- and long-term strategies.



# Lessons from TTC

Accessible data reporting answers:

- What is being measured?
- How is it measured?
- What is the target, and why?
- What trends exist in the data?
- What does the data mean?
- How will the data inform action?

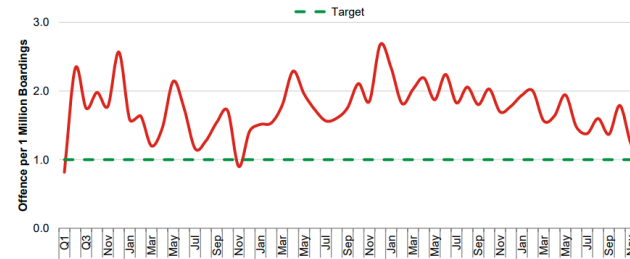
## Safety and Security

### Offences against Customers

Total Offences against customers per 1 million boardings by Financial Period

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Offences against Customers



**If data makes transit better  
... let's make data better.**

# System at a Glance Infographics

## Toronto Transit Commission



**1.4 million**  
Linked trips per  
weekday

**2.4 million**  
Customer boardings  
per weekday



**185K**  
weekly  
service hours



**1.2 million**  
Customer  
boardings per  
weekday on bus



**1,983**  
buses



**62**  
battery-electric  
buses — the  
largest fleet in  
North America



**236K**  
Customer boardings  
per weekday on  
streetcar



**220**  
streetcars



**16,000+**  
employees



**1.0 million**  
Customer boardings  
per weekday on  
subway



**143**  
trains



**6,400+ km**  
of routes



## PORTRAIT DE LA STM

**1,1 million**  
Déplacements  
par jour

**288 millions**  
Déplacements  
en 2023



**4** lignes de  
métro

71 km  
68 stations / 27 accessibles universellement  
999 voitures / 639 AZUR  
360 MR-73



**228** lignes de  
bus

1 992 bus / 837 hybrides  
41 électriques  
16 minibus  
500 km<sup>2</sup> / + de 70 voies réservées  
près de 1 400 feux prioritaires



**87** minibus transport  
adapté

8 fournisseurs de taxis  
33 947 clients  
3,4 M de déplacements en 2023

**8<sup>e</sup>** entreprise  
au Québec

**10 586**  
employés

**1,8 G\$**  
Budget  
d'exploitation

**25,8 G\$**  
Investissements  
sur 10 ans

# If staff matter, ... measure them!

- Halifax is 1<sup>st</sup> in Canada to report staffing.
- “Total Out” includes:
  - Operators transferring to internal positions
  - Operators aging into retirement
  - Operators leaving Halifax Transit
  - Operators dying prematurely
- Data – Context = Confusion
- Confusion ≠ Action

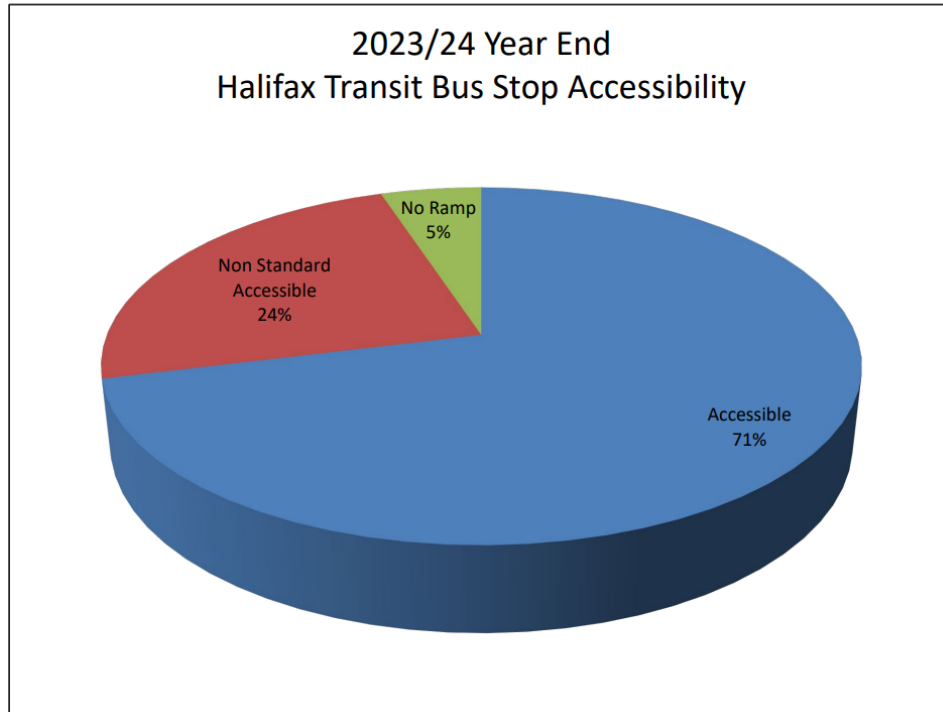
## Recruitment and Retention

The figure below includes information on the change in number of operators working for Halifax Transit. Total Out figures include those transferring to other internal positions. The blue bar illustrates the net loss/gain of staff each month.



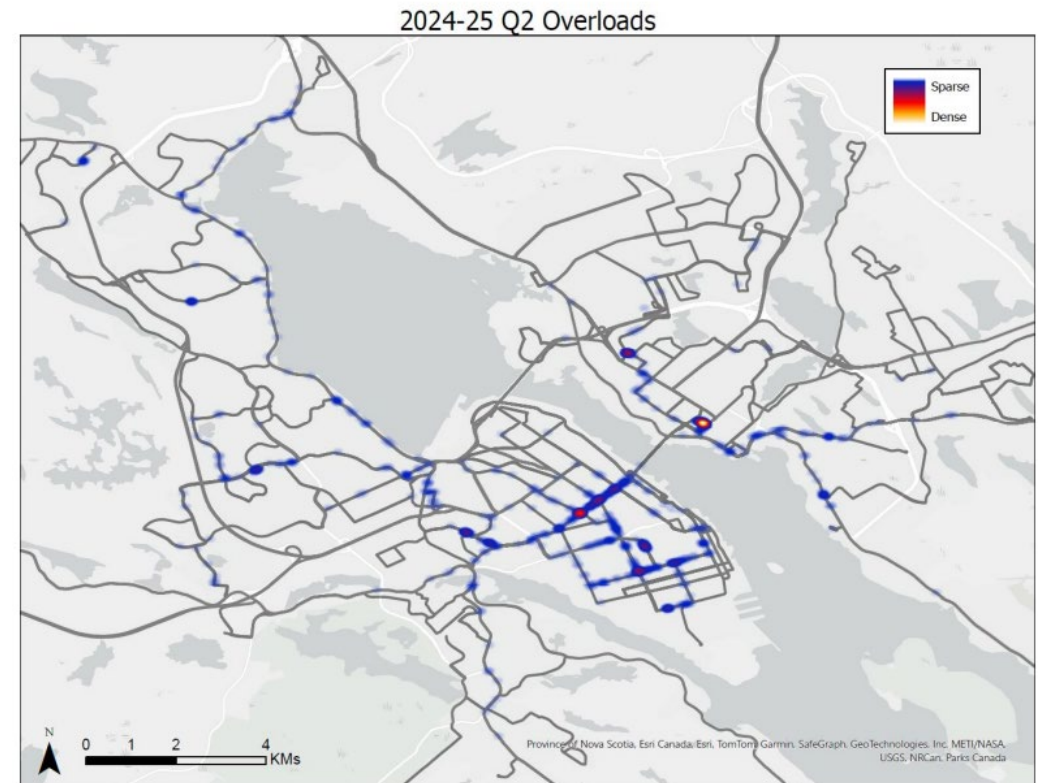
# Perspective matters.

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

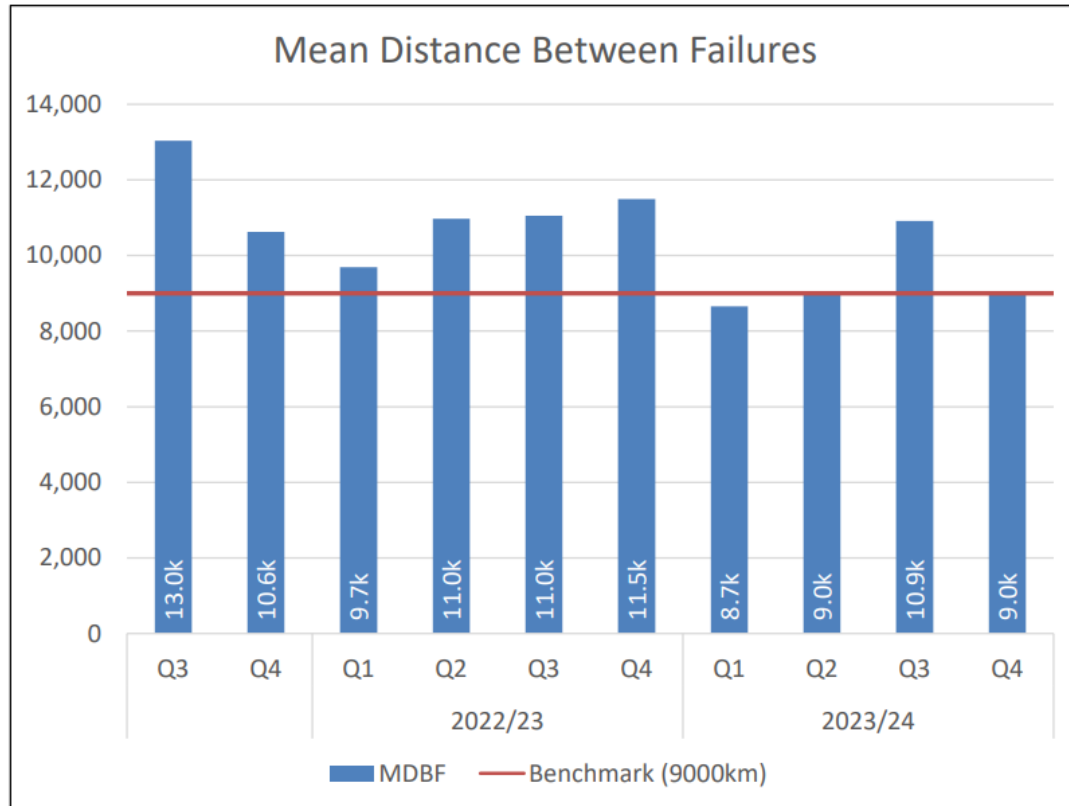


## Passenger Overload Locations

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



# Granularity matters too...



Mean Distance Between Failures

$$= \frac{\text{Distance Traveled by Fleet}}{\text{Vehicle Failures}}$$

- How do different bus cohorts compare?
  - eBuses in revenue service
  - 10 Extended life buses on BAL
  - Bus orders nearing mid-life
  - Buses on routes with steeper grades
  - Buses on busiest routes, longest routes
- Mean Time Between Illnesses (staff)?

# Our Asks:

- **That** the Transportation Standing Committee direct Halifax Transit to revise KPI reporting, based on best practices.
- **That** the Transportation Standing Committee direct Halifax Transit to include necessary resourcing in the 2025/2026 budget for more in-depth and intuitive data reporting.

**It's More Than Buses**, the **Ecology Action Centre**, and **ATU Local 508** would be happy to discuss what data could make transit better.