

Attachment A: 2024/25 Halifax Transit Q1 Performance Measures Report

2024/25 – Q1 Performance Measures Report

HALIFAX
TRANSIT

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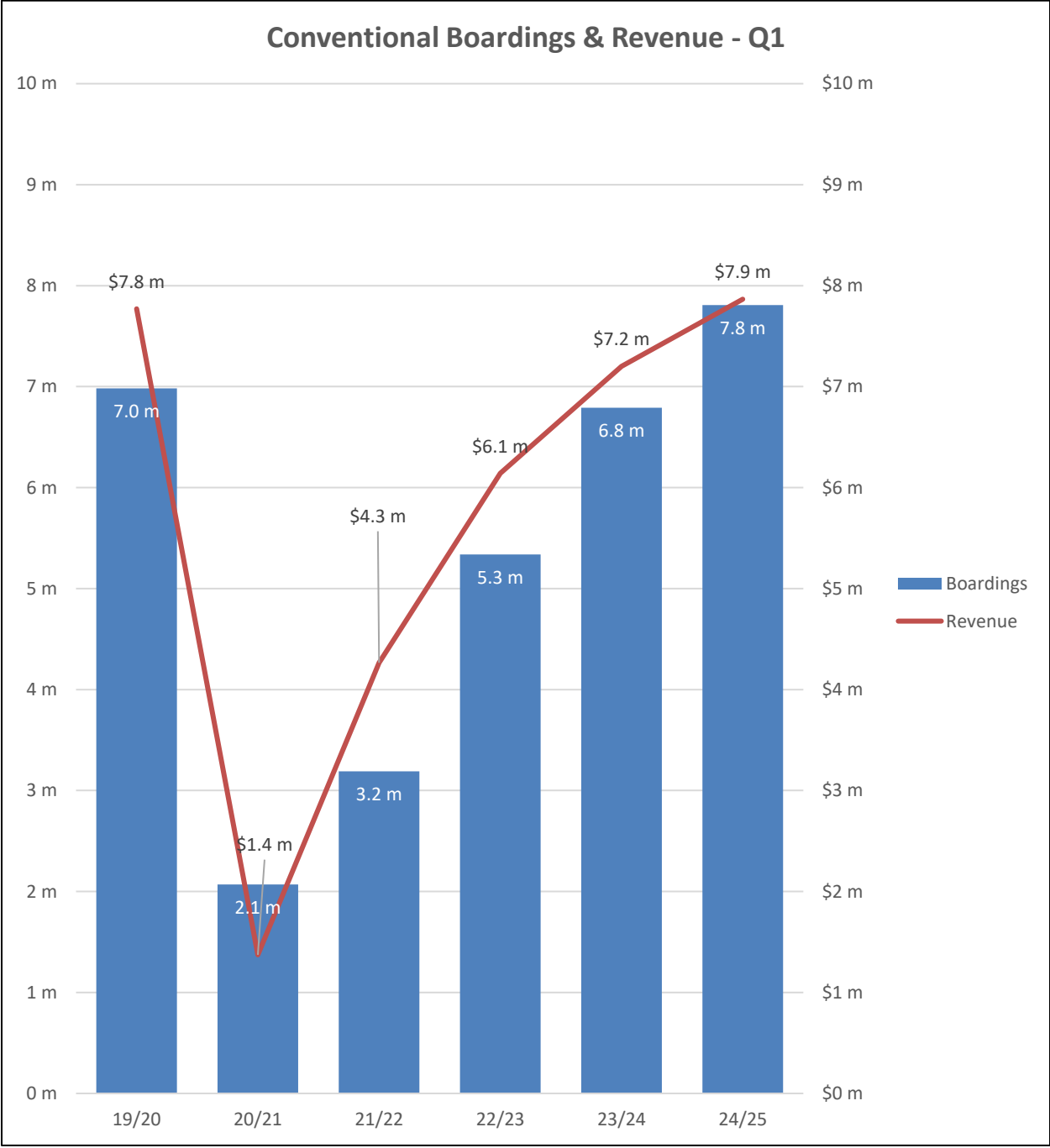
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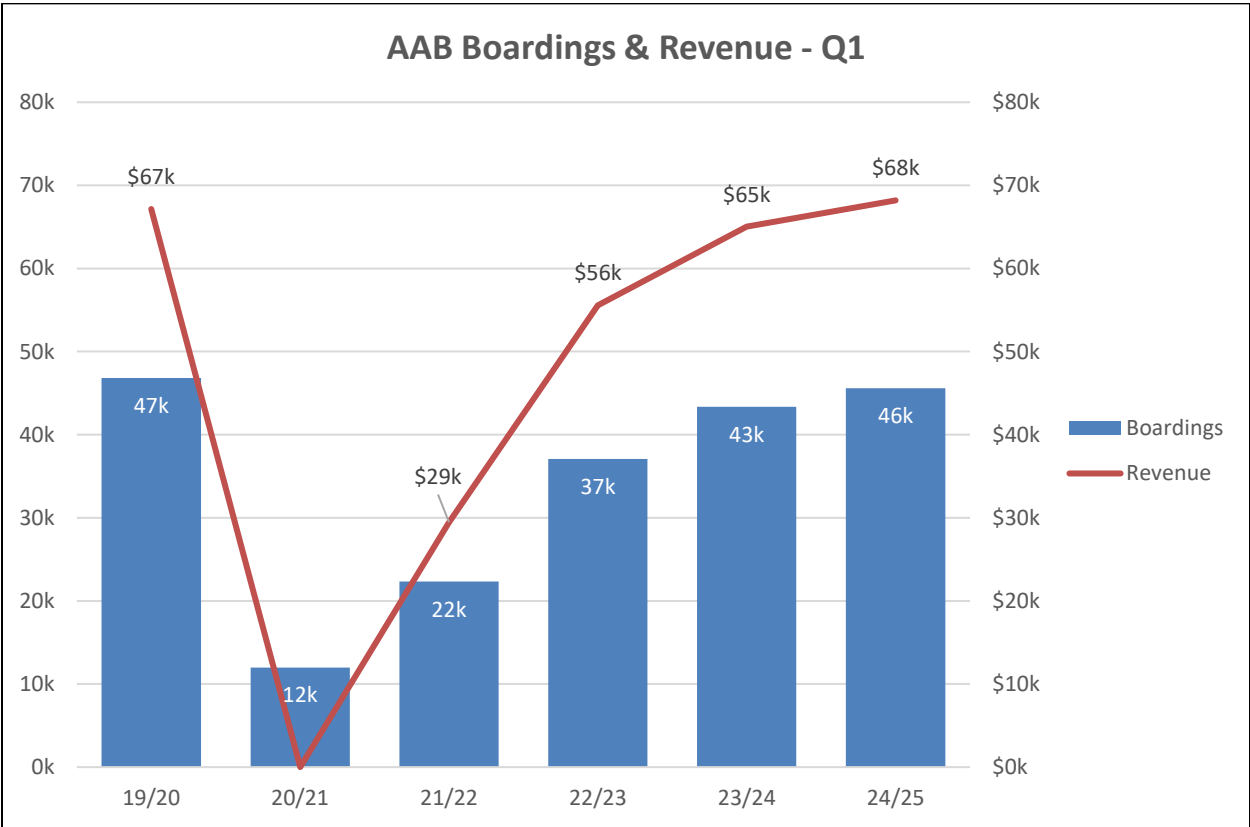
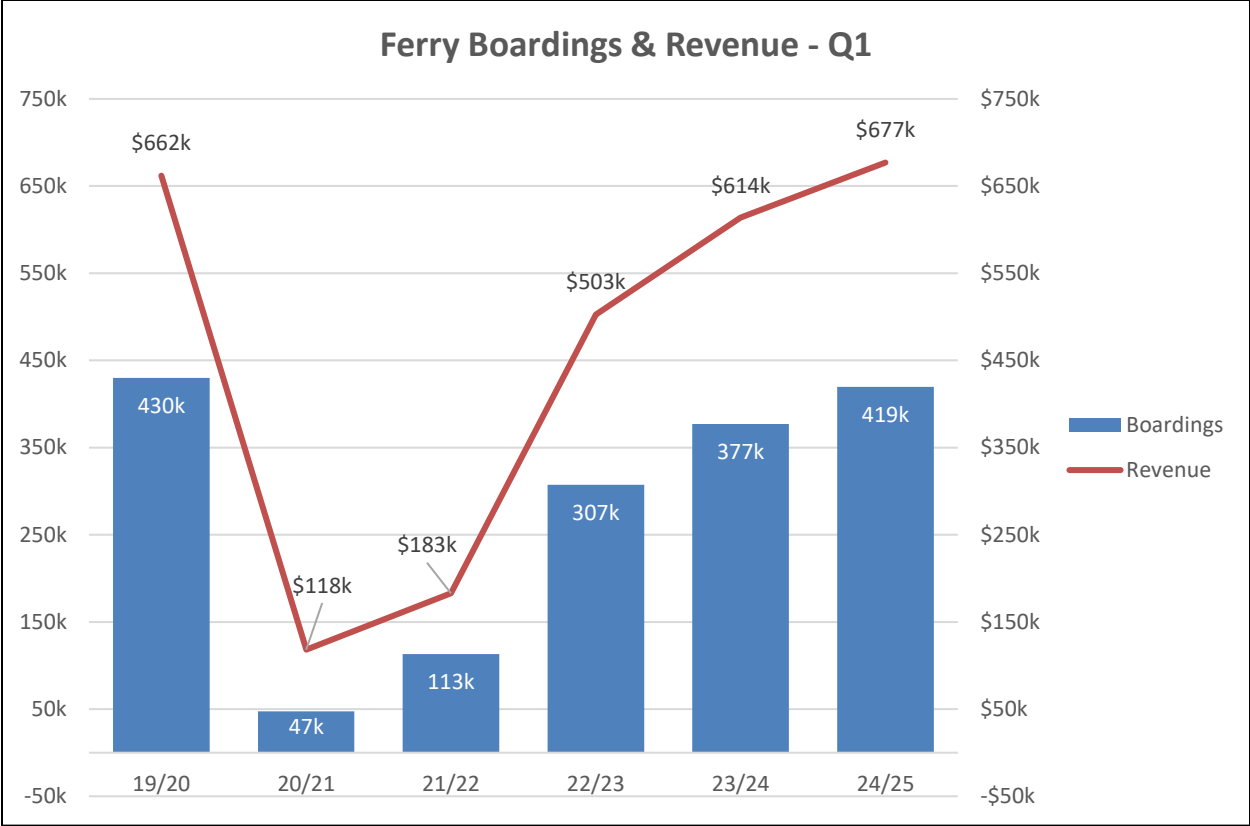
Boardings & Revenue

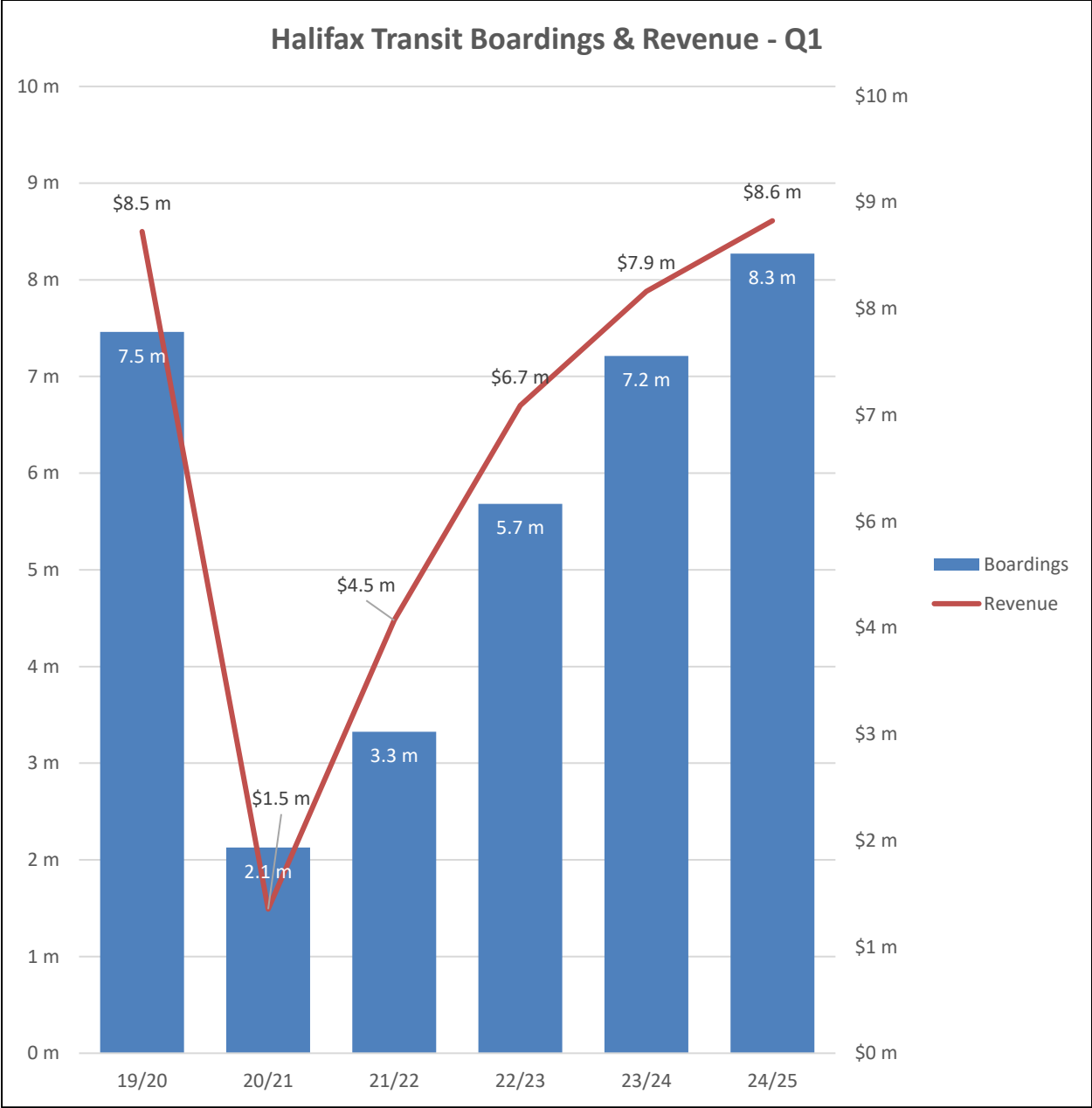
Revenue and boardings are reported to demonstrate how well transit services have been used over the quarter, in comparison to the same quarter in the previous year.

Conventional boardings increased 15%, Ferry boardings increased 11%, and Access-A-Bus boardings increased 5% from this quarter last year. Overall, system wide boardings increased this quarter by 15% compared to last year. Overall revenue this quarter increased 9% from last year.

Historical Boardings & Revenue



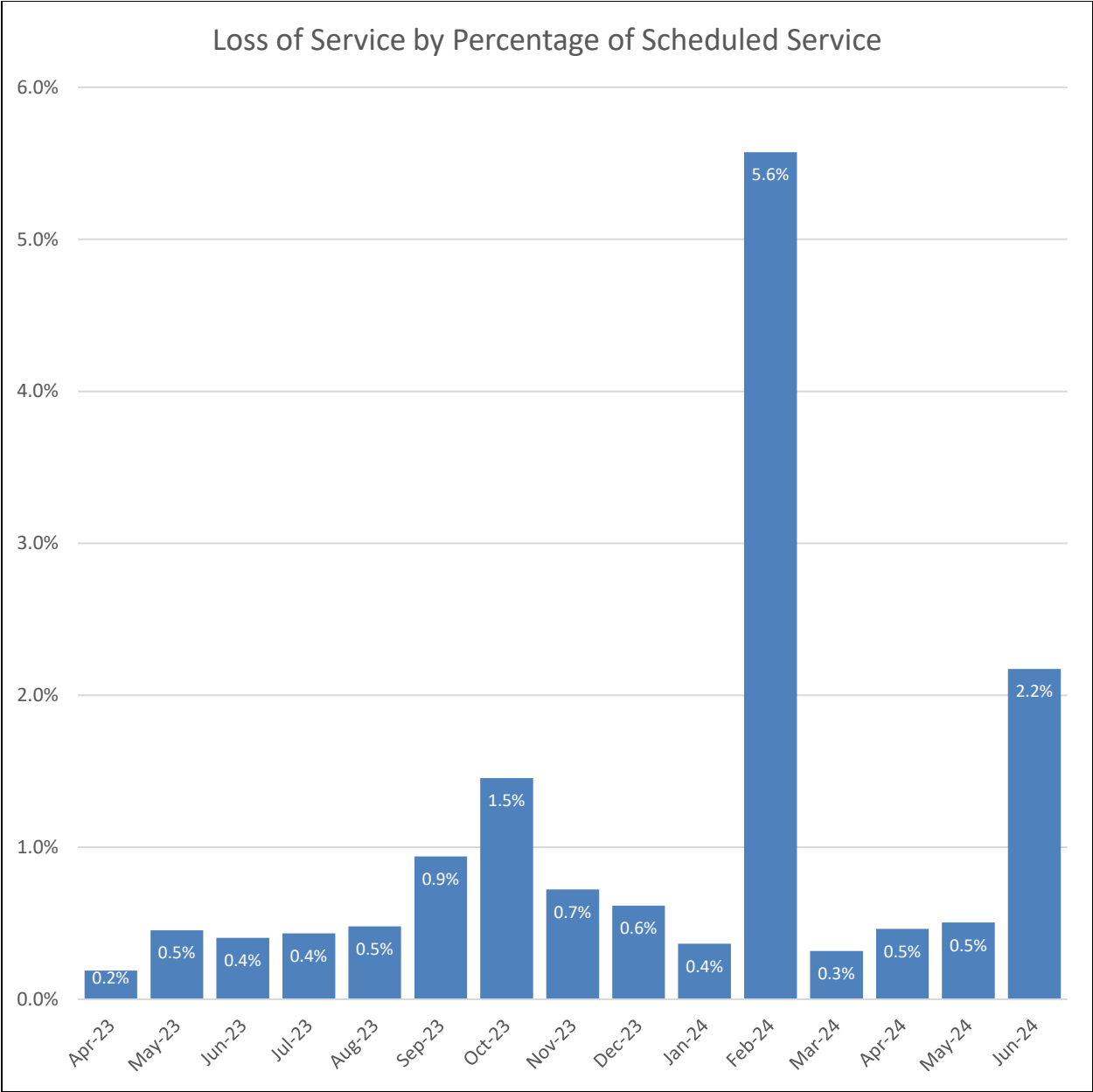




Loss of Service

Loss of service represents the total number of scheduled conventional bus service hours that were not completed.

In the first quarter, the total loss of service was 2,249 hours, which is 1% of the quarterly revenue hours. The chart below shows the total loss of service for each month for the past year. June 2024 saw a large increase in service loss due to several road closures and construction projects.

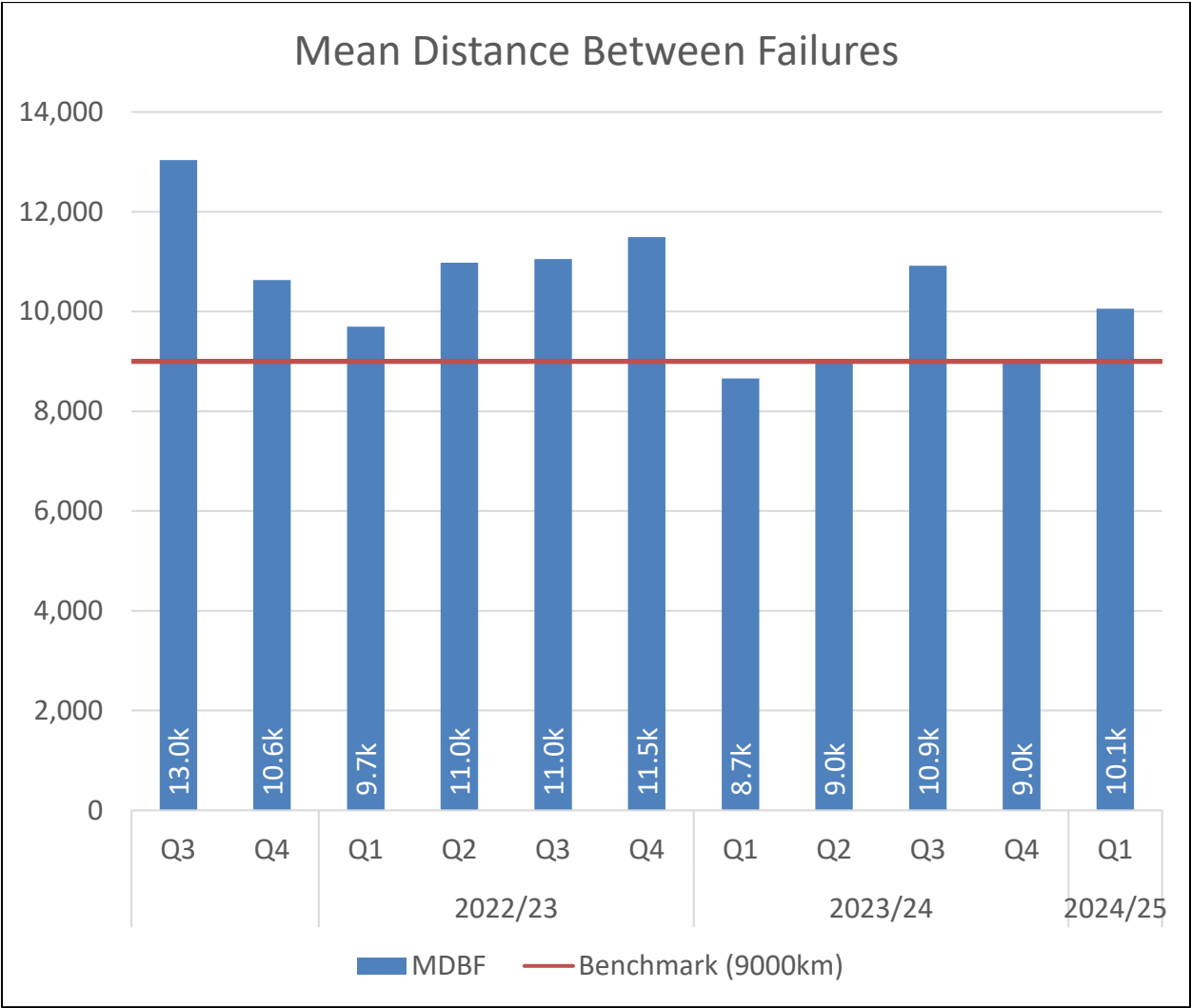


Fleet Services

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.

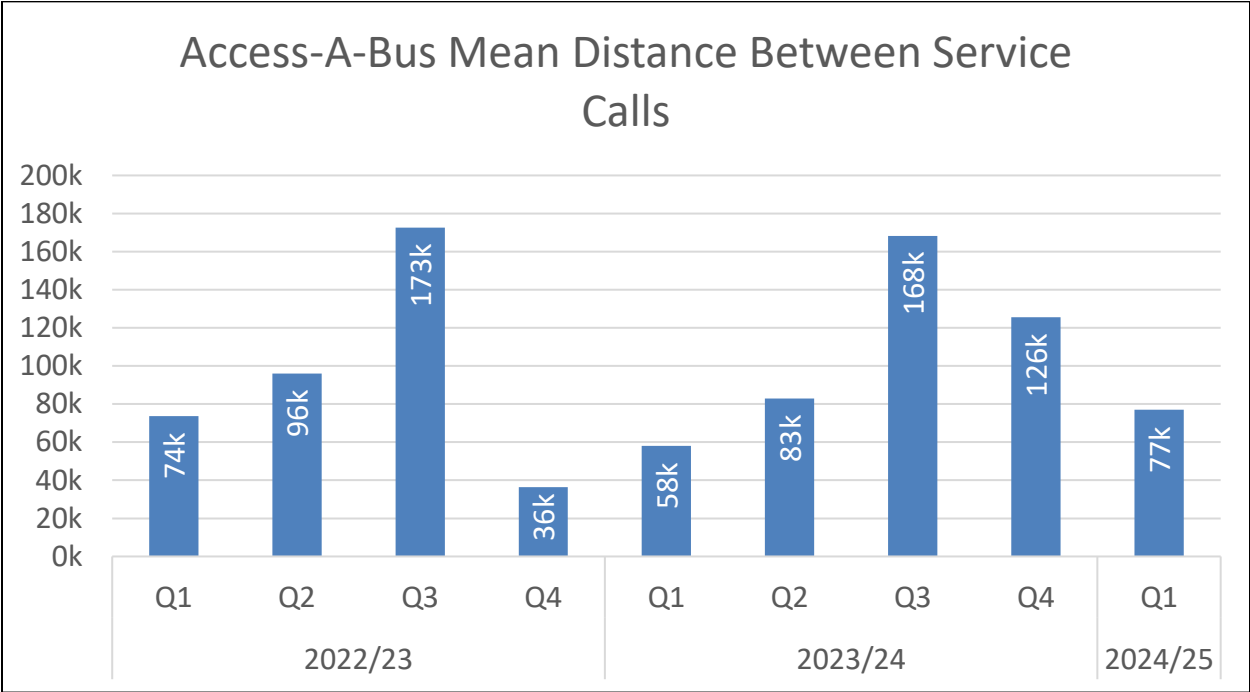
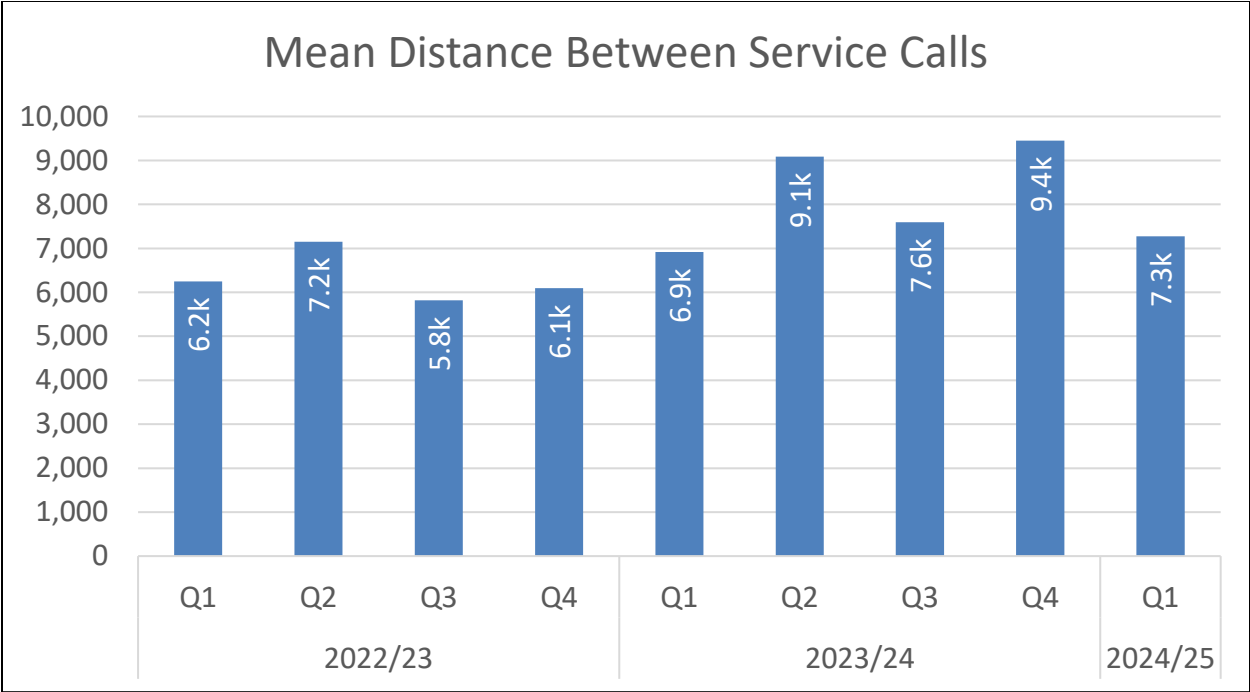
For the first quarter of 2024/25, the MDBF for conventional transit was 10,055 kms, exceeding the benchmark of 9,000 kms.



Mean Distance Between Service Calls

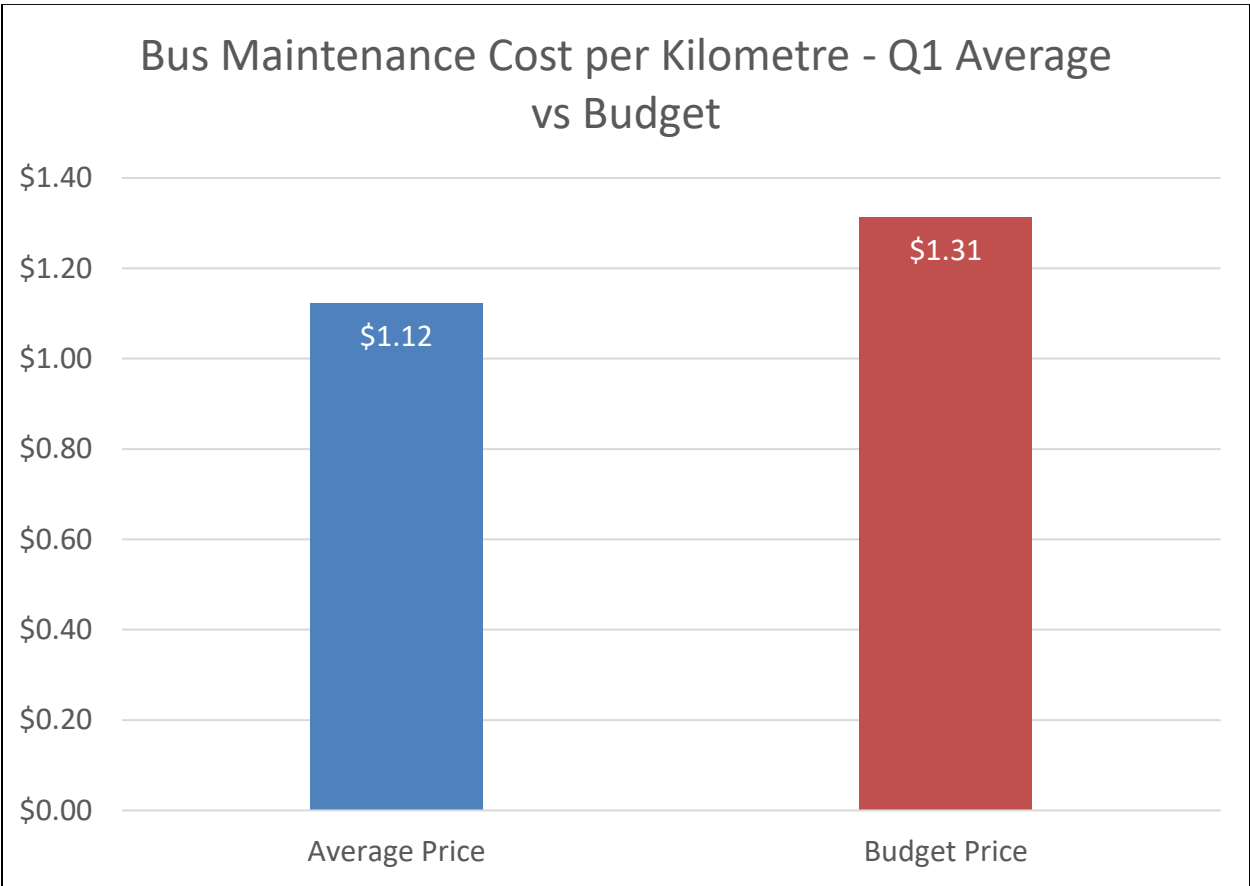
Mean Distance Between Service Calls (MDBS) reflects the average distance in kilometres covered between maintenance service calls. This metric includes all instances of service calls, including issues with secondary equipment, passenger-related events and damages to the bus resulting from minor collisions.

For the first quarter of 2024/25, the MDBS for conventional transit was 7,300 kms, an increase of 5% over the previous year. The MDBS for Access-A-Bus service was 77,000 kms, a 33% increase from the previous year. Access-A-Bus MDBS can fluctuate significantly due to the relatively low number of service calls.



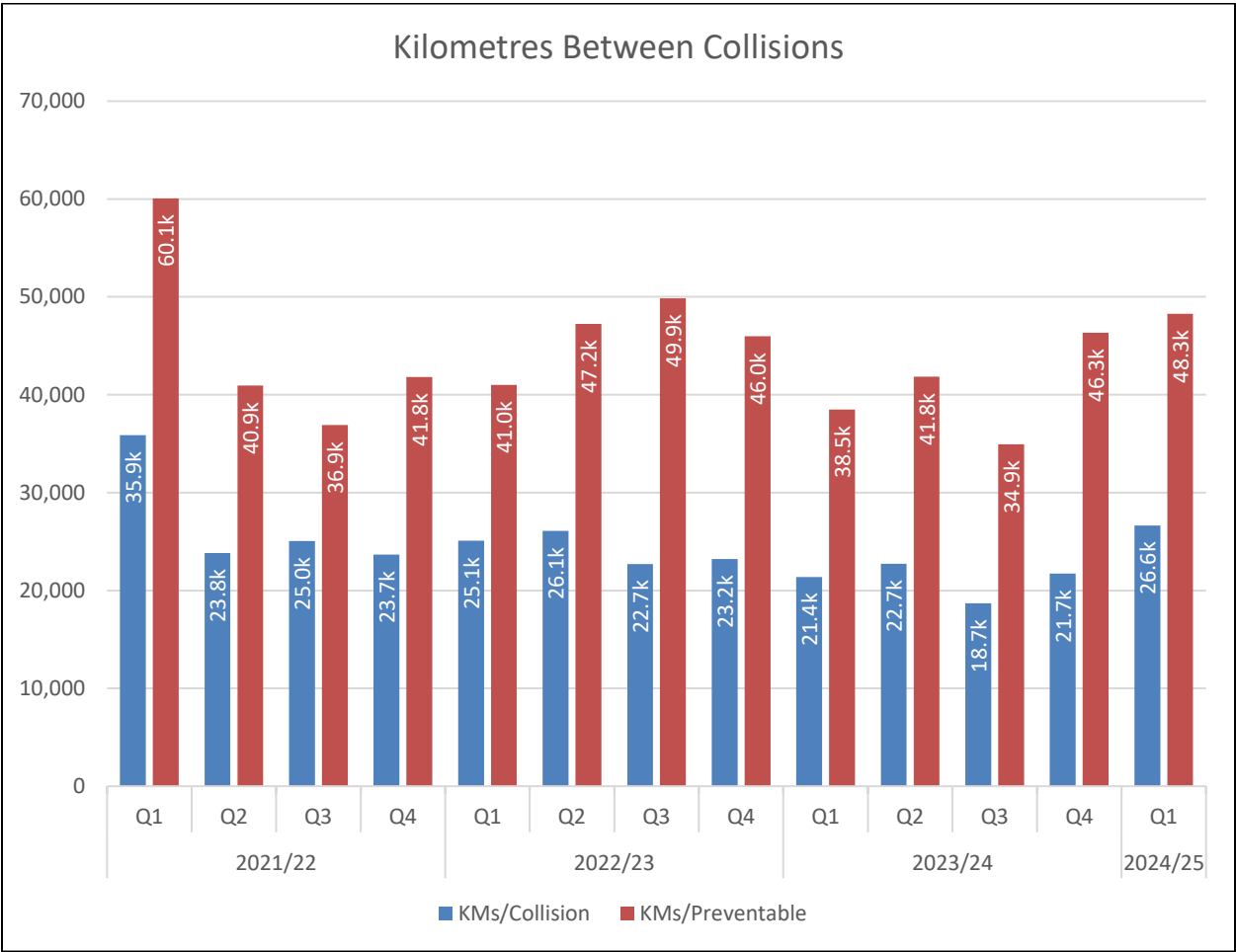
Bus Maintenance Cost – Quarter Average vs Budget

In the first quarter conventional and Access-A-Bus bus maintenance costs were \$1.12/km, 14% lower than the budgeted maintenance cost of \$1.31/km.



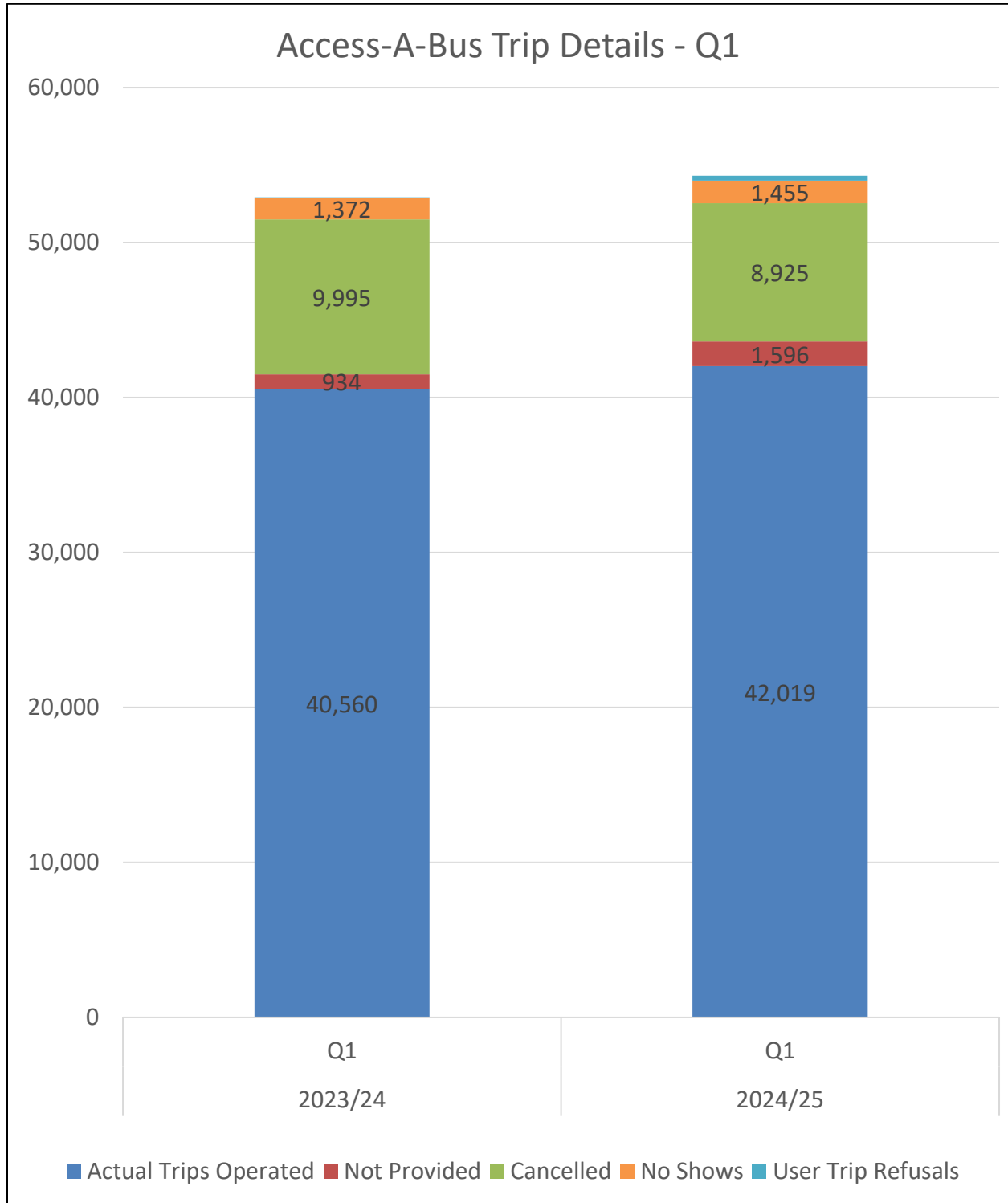
Safety – Collisions

In the first quarter, a collision involving Halifax Transit vehicles occurred once every 26,600 kilometres; a preventable collision occurred every 48,300 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 first quarter of 2024/25 a total of 42,019 trips were operated, 4% more than the same quarter last year.



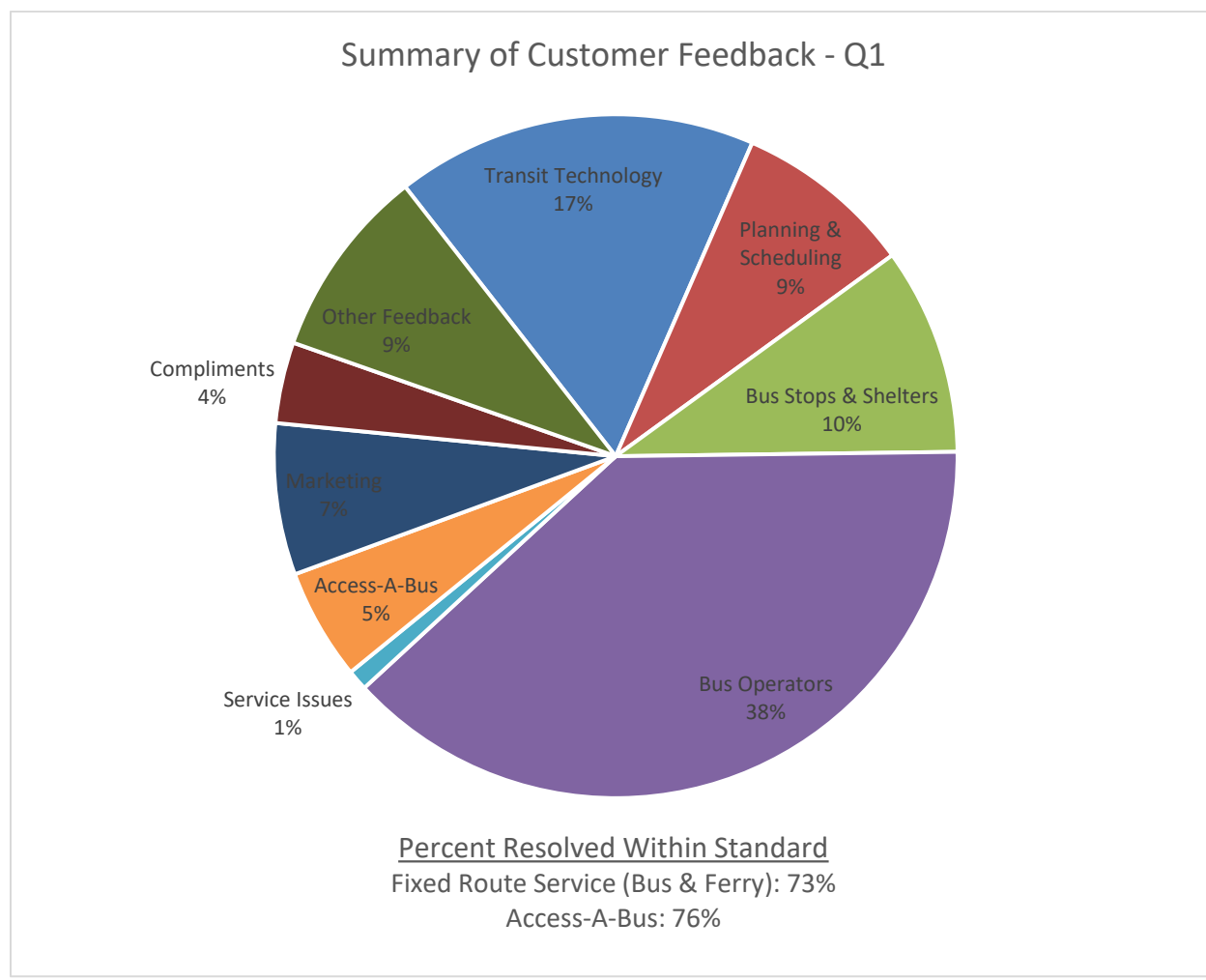
Customer Service – All Services

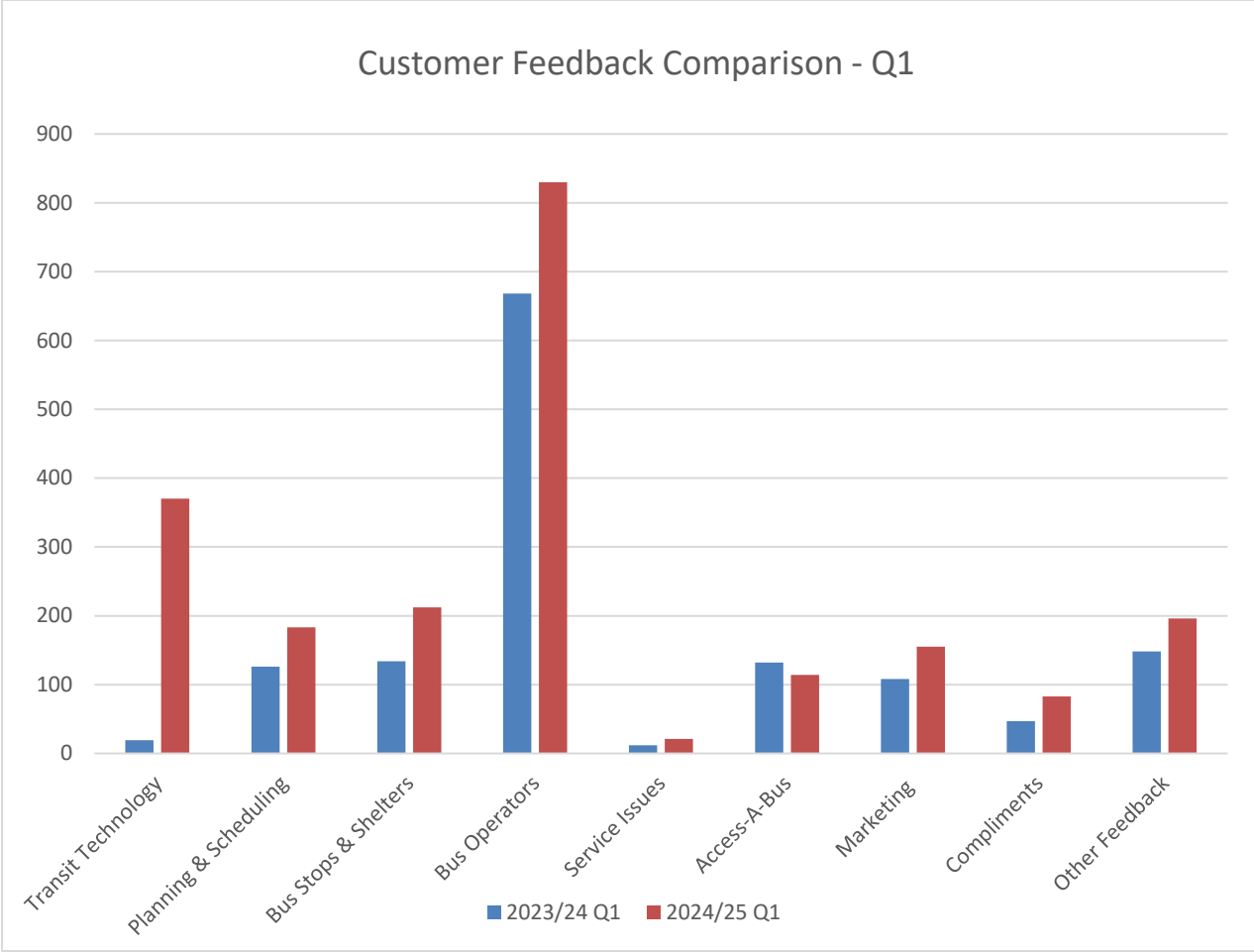
Customer service statistics are measured monthly using the Cityworks Customer Relationship Management software. Feedback is first categorized by subject matter and then divided into two categories: feedback addressed within service standard and feedback addressed outside service standard. The service 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 first quarter, 38% of feedback received was related to Bus Operator Driving and Behaviour. The remaining 62% 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, 74% of customer feedback was addressed within standard. Call volumes this quarter were 55% higher than the same quarter last year, this combined with staff turnover, and the addition of HFXGO requests has contributed to a lower percentage of calls addressed within standard.





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.



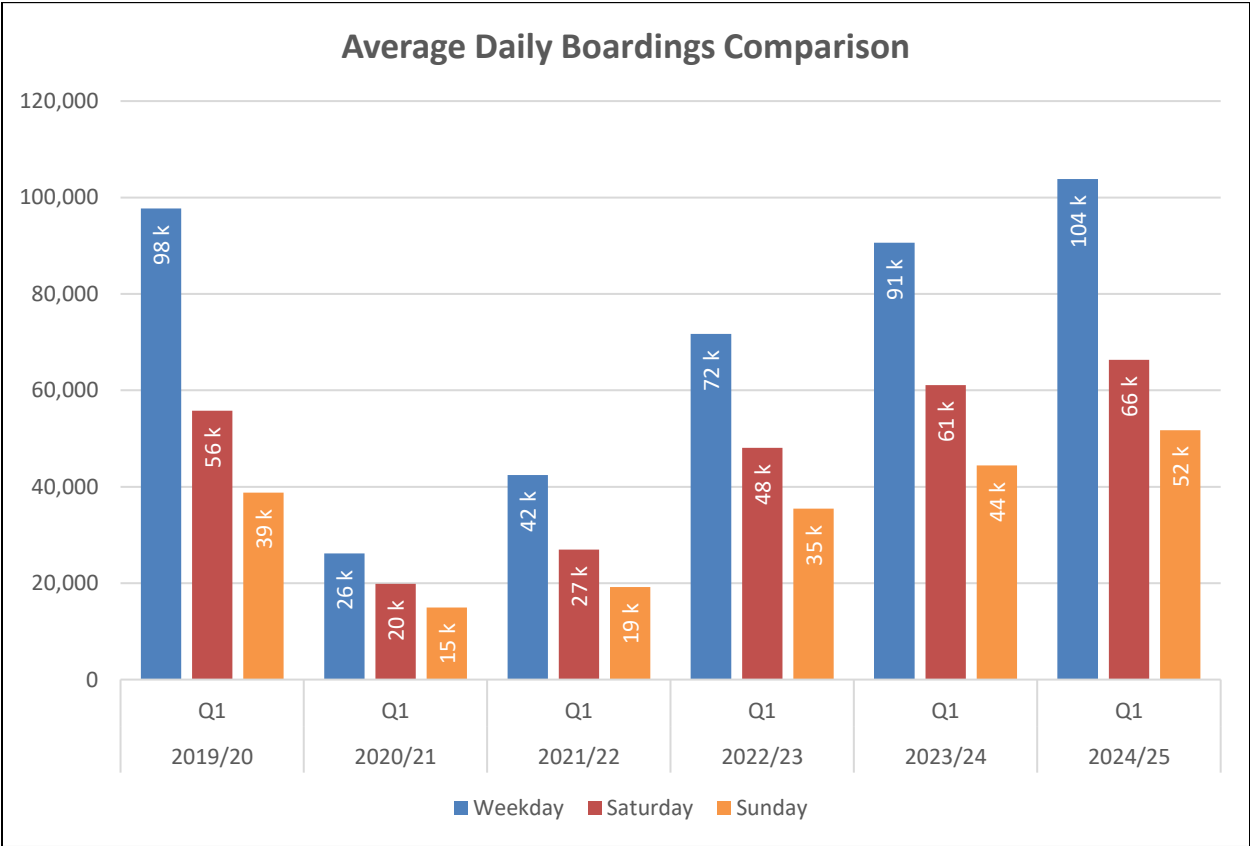
Service Utilization

Average Daily Boardings by Service Day

Average weekday boardings on conventional bus and ferry services in the first quarter were 103,797 ± 6,317 (6% variance). Average Saturday boardings this quarter were 66,304 ± 5,758 (9% variance). Average Sunday boardings this quarter were 51,723 ± 3,925 (8% 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 9% and Sunday boardings increased 16%.



Ridership Guidelines by Route – Passengers Per Hour

Halifax Transit established ridership guidelines as part of the Moving Forward Together Plan, the tables below display 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.

2024/25 Q1 Ridership Guidelines by Route						
Route	Weekday					
	Boardings	Passengers Per Hour				
		All Day	AM Peak	Midday	PM Peak	
Ridership Guideline		25	15	25	10	
1	8,585	<div></div> 50	<div></div> 53	<div></div> 64	<div></div> 40	
2	5,638	<div></div> 51	<div></div> 52	<div></div> 55	<div></div> 42	
3	8,115	<div></div> 60	<div></div> 50	<div></div> 61	<div></div> 42	
4	5,276	<div></div> 42	<div></div> 40	<div></div> 43	<div></div> 37	
5	4,546	<div></div> 57	<div></div> 51	<div></div> 55	<div></div> 39	
6A/B/C	3,210	<div></div> 39	<div></div> 36	<div></div> 42	<div></div> 28	
7A/B	5,010	<div></div> 39	<div></div> 38	<div></div> 45	<div></div> 23	
8	5,193	<div></div> 41	<div></div> 43	<div></div> 48	<div></div> 34	
9A/B	7,332	<div></div> 44	<div></div> 55	<div></div> 56	<div></div> 40	
10	4,499	<div></div> 41	<div></div> 47	<div></div> 43	<div></div> 32	
21	1,336	<div></div> 42	<div></div> 50	<div></div> 57	<div></div> 37	
22	840	<div></div> 29	<div></div> 32	<div></div> 31	<div></div> 14	
24	2,078	<div></div> 35	<div></div> 36	<div></div> 43	<div></div> 26	
25	813	<div></div> 38	<div></div> 37	<div></div> 37	<div></div> 26	
26	52	<div></div> 25		<div></div> 12		
28	2,148	<div></div> 46	<div></div> 46	<div></div> 59	<div></div> 41	
29	3,387	<div></div> 38	<div></div> 38	<div></div> 43	<div></div> 27	
30A/B	1,432	<div></div> 37	<div></div> 43	<div></div> 49	<div></div> 28	
39	1,688	<div></div> 46	<div></div> 32	<div></div> 46	<div></div> 23	
50	78	<div></div> 25		<div></div> 15		
51A/B	1,001	<div></div> 46	<div></div> 45	<div></div> 30	<div></div> 27	
53	1,309	<div></div> 44	<div></div> 37	<div></div> 55	<div></div> 26	
54	1,150	<div></div> 31	<div></div> 50	<div></div> 38	<div></div> 26	
55	424	<div></div> 23	<div></div> 25	<div></div> 26	<div></div> 14	
56	1,466	<div></div> 30	<div></div> 27	<div></div> 43	<div></div> 19	
57	41	<div></div> 13	<div></div> 6	<div></div> 11	<div></div> 10	
58	217	<div></div> 7	<div></div> 19	<div></div> 20	<div></div> 5	
59	154	<div></div> 13	<div></div> 20	<div></div> 18	<div></div> 9	
61	237	<div></div> 20	<div></div> 18	<div></div> 14	<div></div> 10	
62	636	<div></div> 26	<div></div> 29	<div></div> 36	<div></div> 15	
63	563	<div></div> 23	<div></div> 28	<div></div> 28	<div></div> 17	
64	962	<div></div> 30	<div></div> 14	<div></div> 22	<div></div> 8	
65	181	<div></div> 27	<div></div> 45	<div></div> 7	<div></div> 10	
67	819	<div></div> 24	<div></div> 31	<div></div> 25	<div></div> 16	
68	313	<div></div> 13	<div></div> 25	<div></div> 23	<div></div> 11	
72	1,995	<div></div> 44	<div></div> 31	<div></div> 43	<div></div> 23	
82	315	<div></div> 17	<div></div> 22	<div></div> 21	<div></div> 7	
83	125	<div></div> 12	<div></div> 11	<div></div> 9	<div></div> 5	
84	1,191	<div></div> 24	<div></div> 23	<div></div> 23	<div></div> 13	
85	216	<div></div> 11	<div></div> 21	<div></div> 13	<div></div> 10	
86	164	<div></div> 12	<div></div> 12	<div></div> 14	<div></div> 8	
87	1,644	<div></div> 43	<div></div> 24	<div></div> 37	<div></div> 20	
88	281	<div></div> 28	<div></div> 17	<div></div> 27	<div></div> 13	
90	2,697	<div></div> 45	<div></div> 38	<div></div> 50	<div></div> 29	
91	1,340	<div></div> 35	<div></div> 36	<div></div> 48	<div></div> 27	
93	267	<div></div> 29	<div></div> 21	<div></div> 24	<div></div> 13	
401	138	<div></div> 11	<div></div> 12	<div></div> 17	<div></div> 11	
415	79	<div></div> 9	<div></div> 13	<div></div> 12		
433	104	<div></div> 19		<div></div> 15	<div></div> 5	

2024/25 Q1 Ridership Guidelines by Route					
Route	Saturday		Sunday		
	Boardings	Pass/Hour	Boardings	Pass/Hour	
Ridership Guideline		15		10	
1	6,672	54	4,944	49	
2	5,049	49	3,619	50	
3	4,386	50	4,861	51	
4	2,512	51	2,314	49	
5	3,528	51	2,195	50	
6A/B/C	1,843	40	1,506	37	
7A/B	3,209	30	2,072	29	
8	3,817	38	3,614	39	
9A/B	3,899	61	3,448	55	
10	2,831	38	2,390	42	
21	1,268	34	878	49	
22	587	18	563	16	
24	2,253	37	1,758	32	
25	620	41	598	43	
28	1,884	38	1,100	47	
29	2,058	33	1,807	30	
30A/B	951	27	712	30	
39	1,386	27	711	32	
51A/B	622	35	313	25	
53	1,141	37	590	37	
54	639	31	497	29	
55	361	24	282	19	
56	1,295	27	1,016	26	
58	126	8	80	5	
59	140	15	91	8	
61	250	14	191	12	
62	366	23	357	23	
63	367	24	282	19	
65	118	14	103	11	
67	353	22	298	18	
68	298	17	225	14	
72	1,659	29	801	26	
82	250	16	186	12	
83	98	9	76	7	
84	486	14	421	13	
85	122	14	112	15	
86	147	9	115	8	
87	1,119	21	650	24	
88	225	15	185	13	
90	1,996	31	1,222	35	
91	646	29	624	31	
401	57	10	44	9	









































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

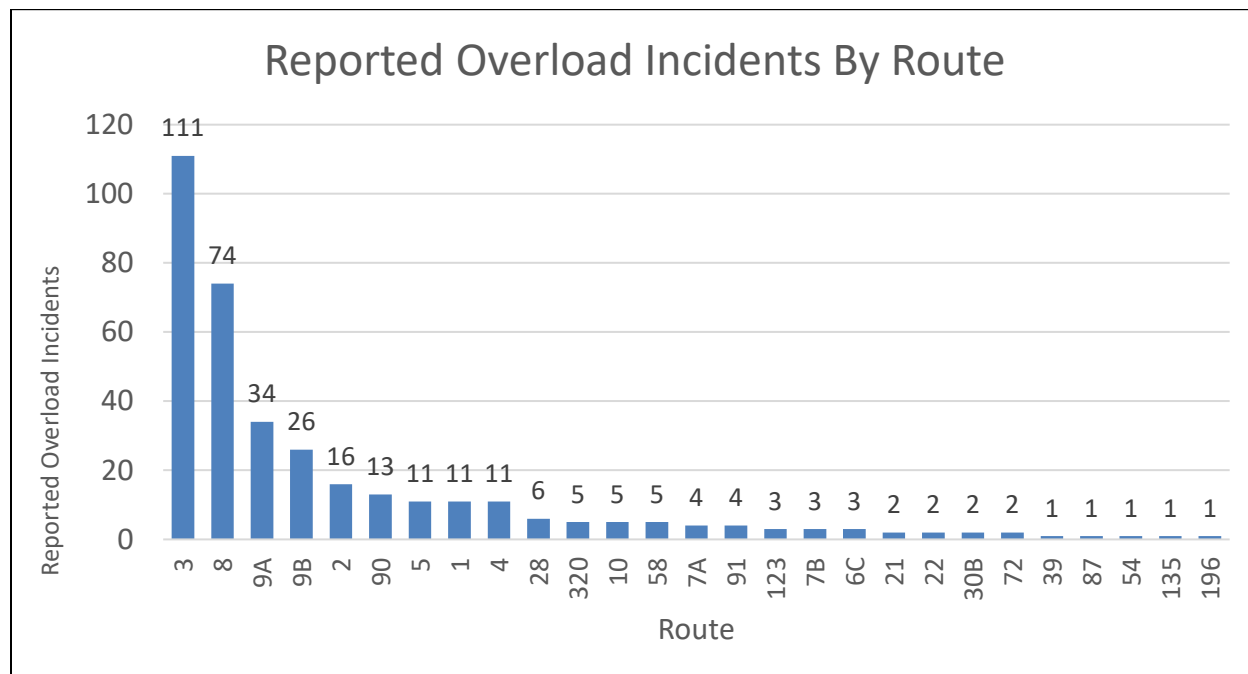
2024/25 Q1 Express Route Ridership Guidelines by Route				
Route	Weekday Peak	Passengers per Trip		
	Boardings	AM Peak	PM Peak	
Express Ridership Guideline		20	20	
123	395	 34	 28	
127	335	 23	 19	
135	439	 34	 29	
136	567	 40	 30	
137	328	 25	 30	
138	446	 35	 28	
158	197	 30	 19	
159	347	 26	 20	
161	328	 28	 27	
165	248	 27	 23	
168A/B	602	 29	 26	
182	513	 22	 21	
183	239	 20	 20	
185	475	 25	 23	
186	278	 23	 23	
194	225	 29	 27	
196	106	 29	 24	
Regional Express Ridership Guideline		15	15	
320	213	 10	 19	
330	209	 13	 11	
370	83	 8	 7	

Passenger Overloads

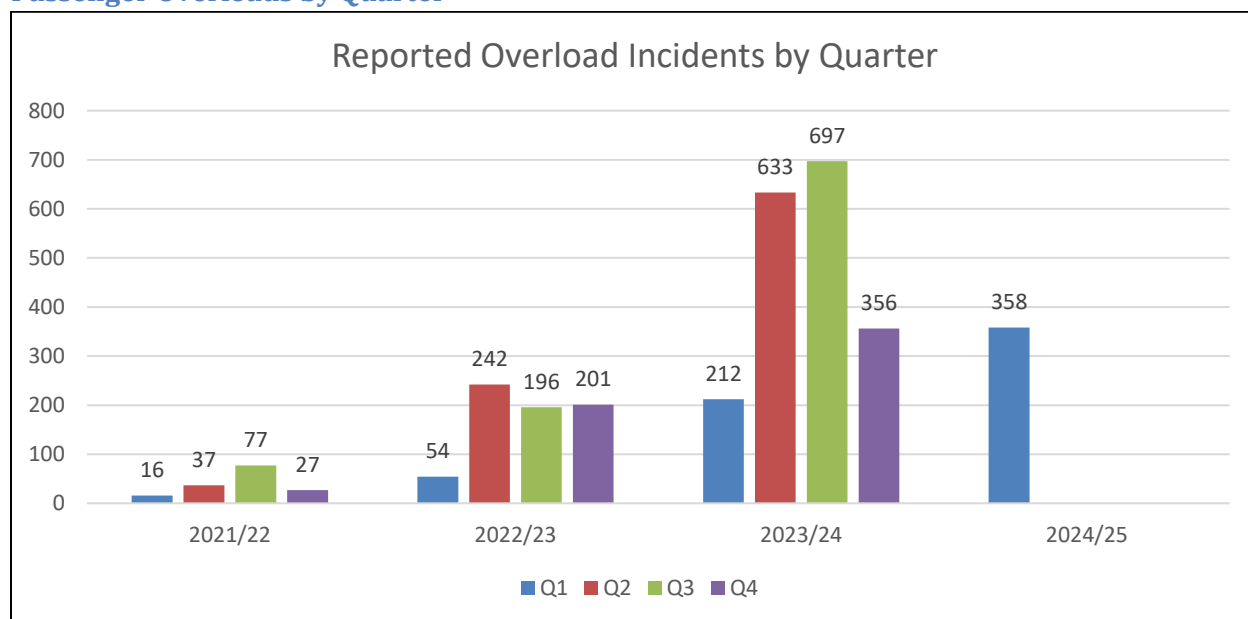
Halifax Transit tracks overloads that are reported to help match scheduling requirements to passenger demands. During the first quarter 358 overload incidents were reported [on conventional buses](#), 69% more than the same quarter during the previous year.

Passenger Overloads by Route

Corridor routes experienced the majority of overload reports, accounting for 86% of reported overloads this quarter. Of the overloads reported in first quarter, 85% occurred on weekdays, 10% occurred on Saturdays, and 5% occurred on Sundays/holidays.

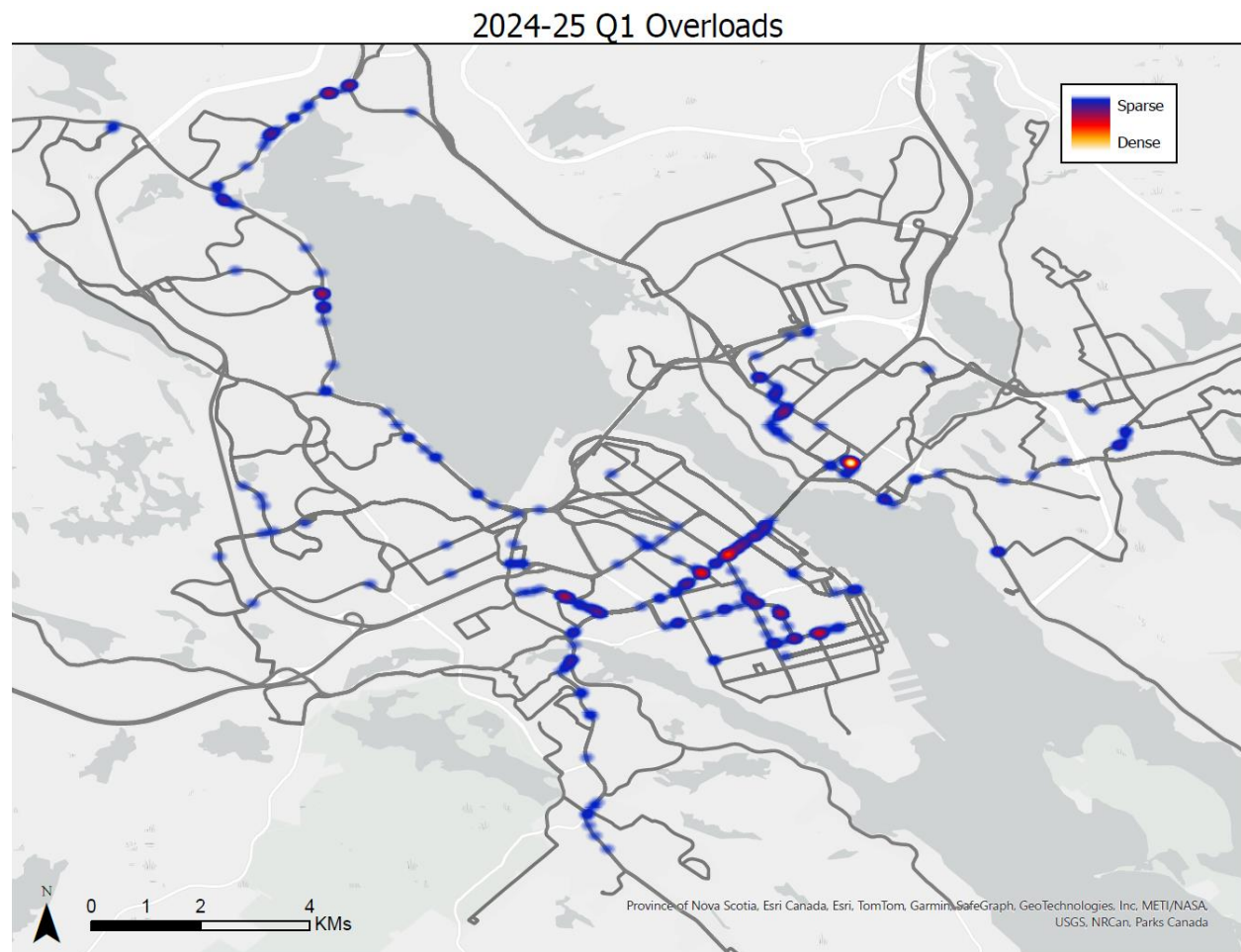


Passenger Overloads by Quarter



Passenger Overload Locations

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



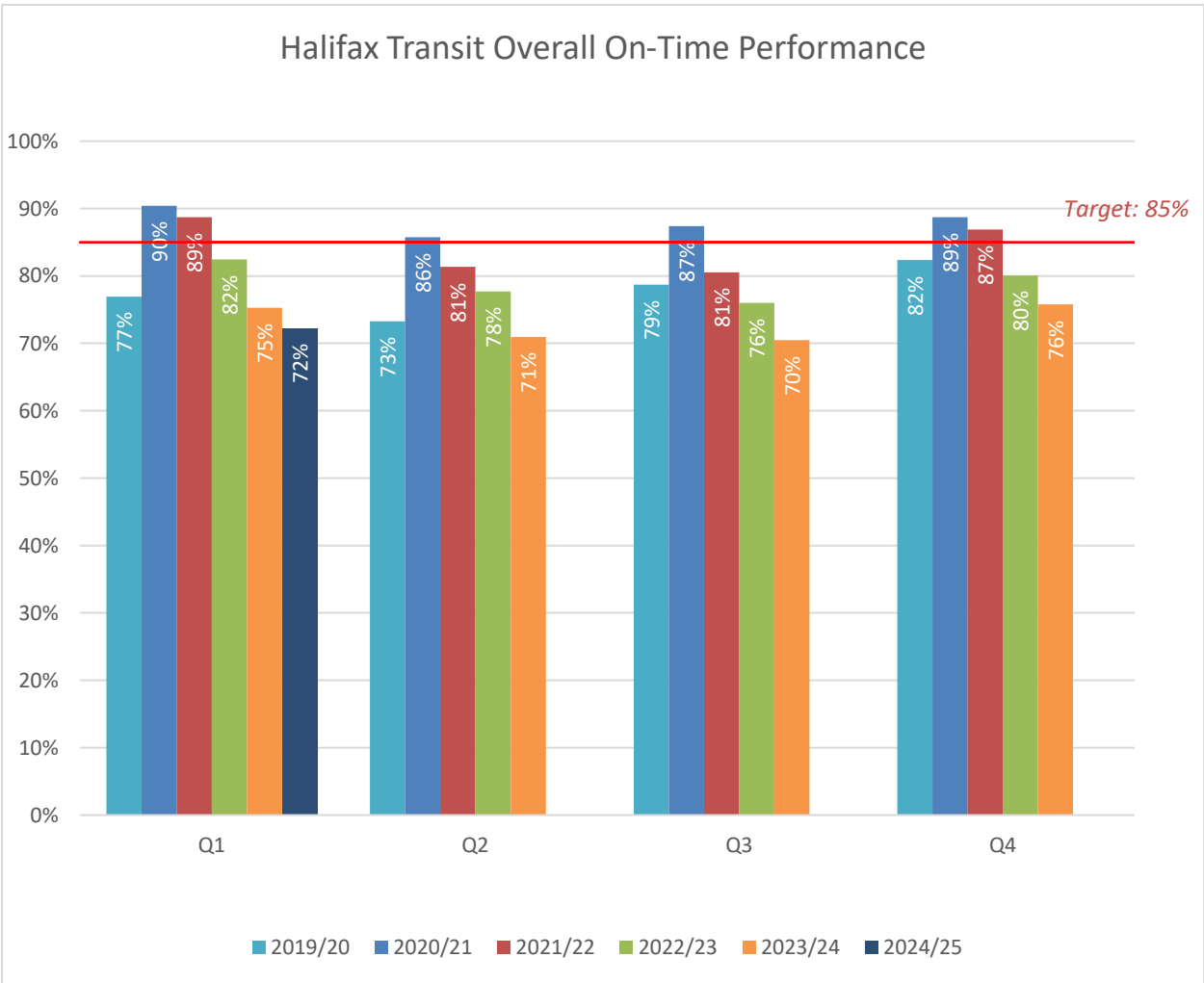
On-Time Performance

On-time performance is a measure of route reliability and is tracked monthly to demonstrate schedule adherence across the network of conventional bus 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 for conventional bus service.

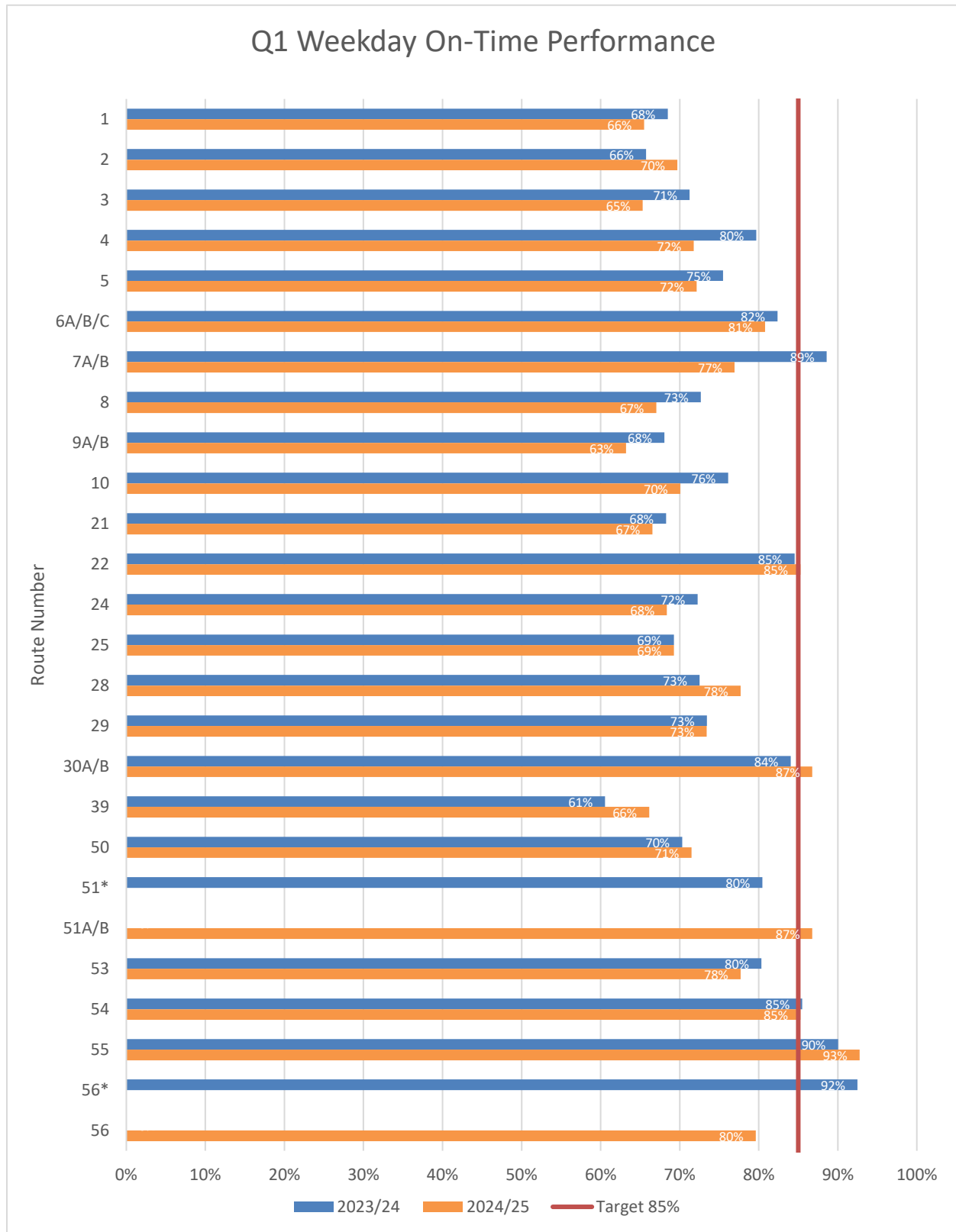
As traffic congestion and transit usage has continued to increase in recent months, overall on time performance has decreased and many routes have performed poorly. As part of quarterly service changes in August 2024 several routes had schedule adjustments made to address poor on-time performance including Routes 8, 9A/B, 21, 84, 90 and 401.

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

Overall Network On-Time Performance

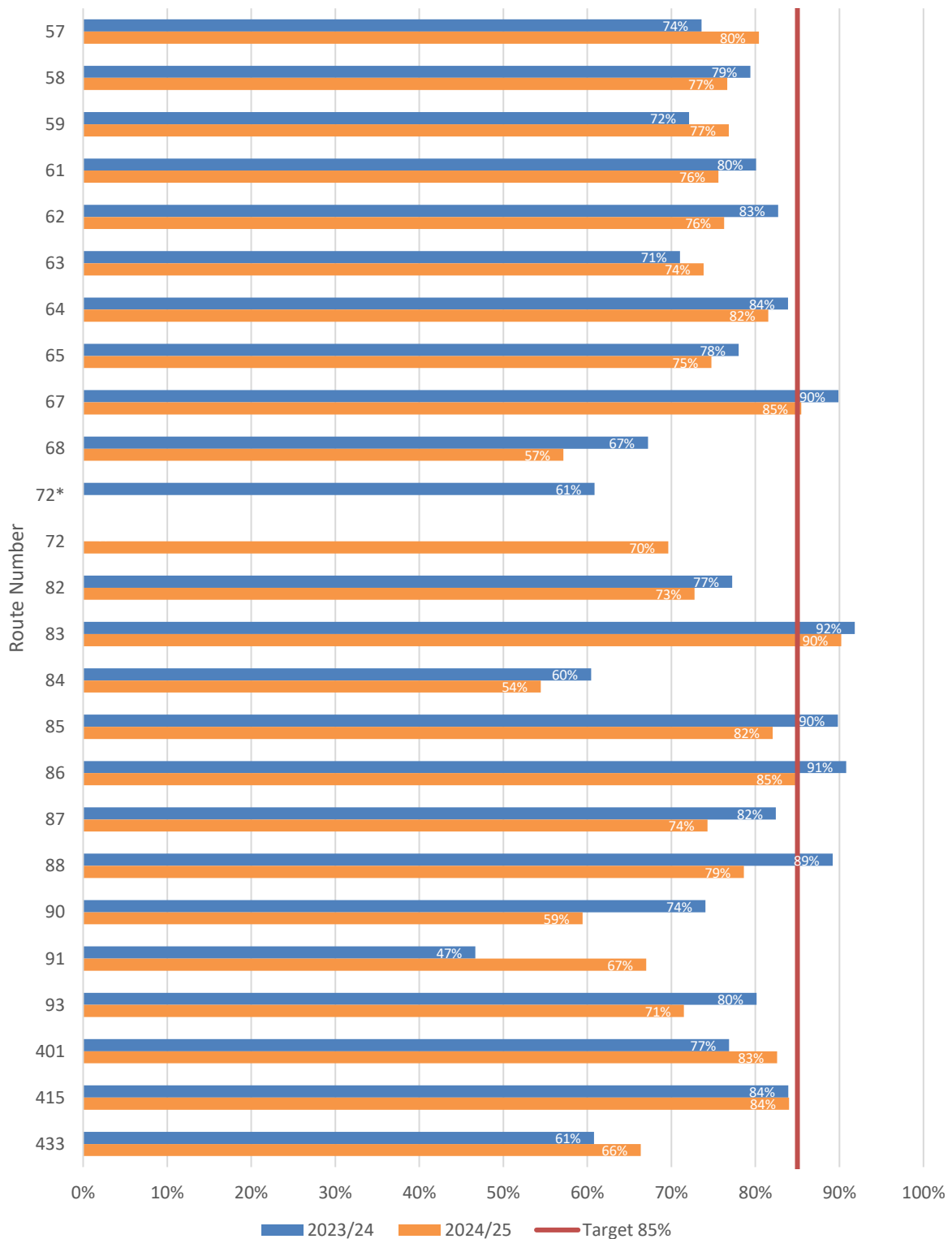


Weekday On-Time Performance



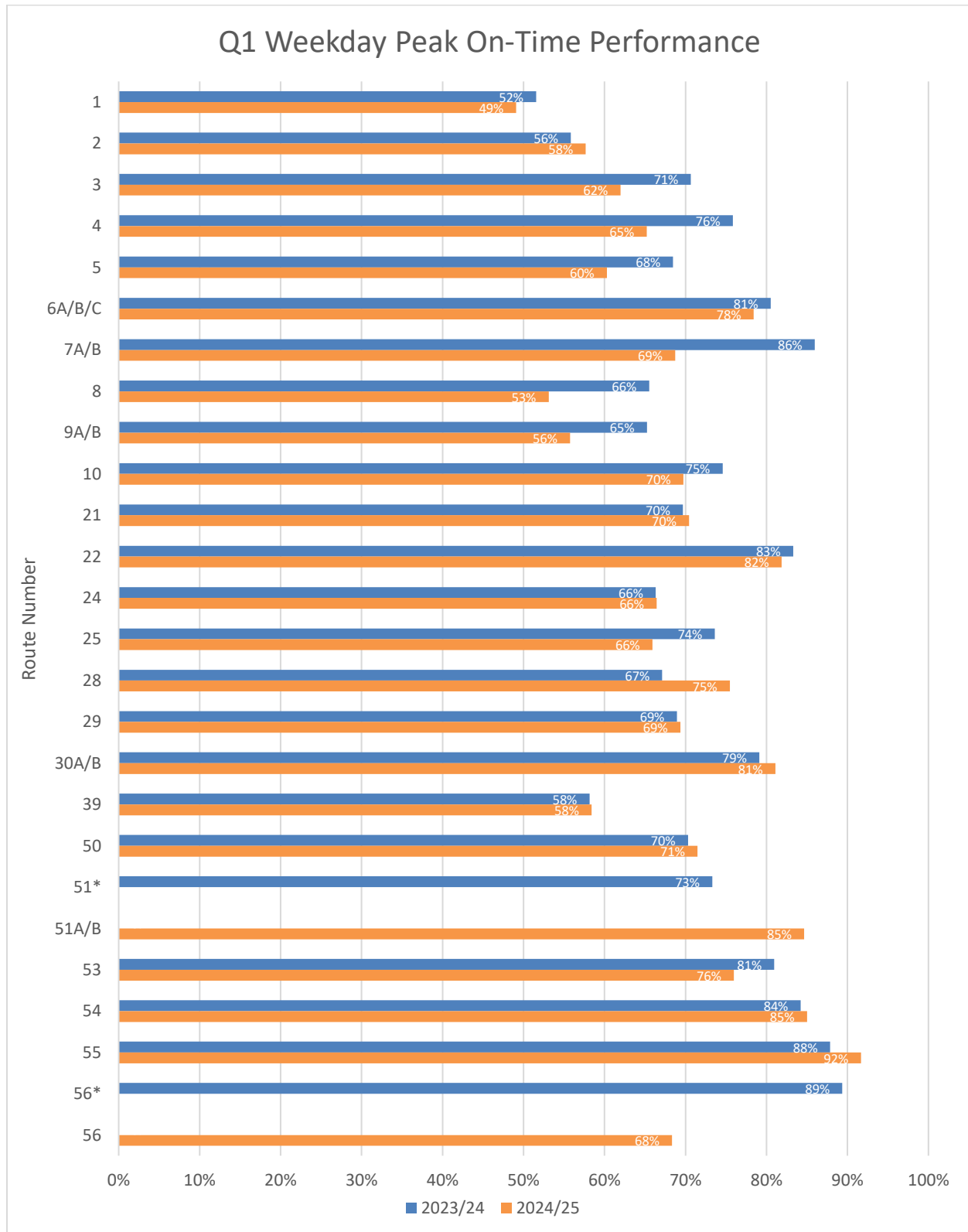
*Indicates discontinued route

Q1 Weekday On-Time Performance



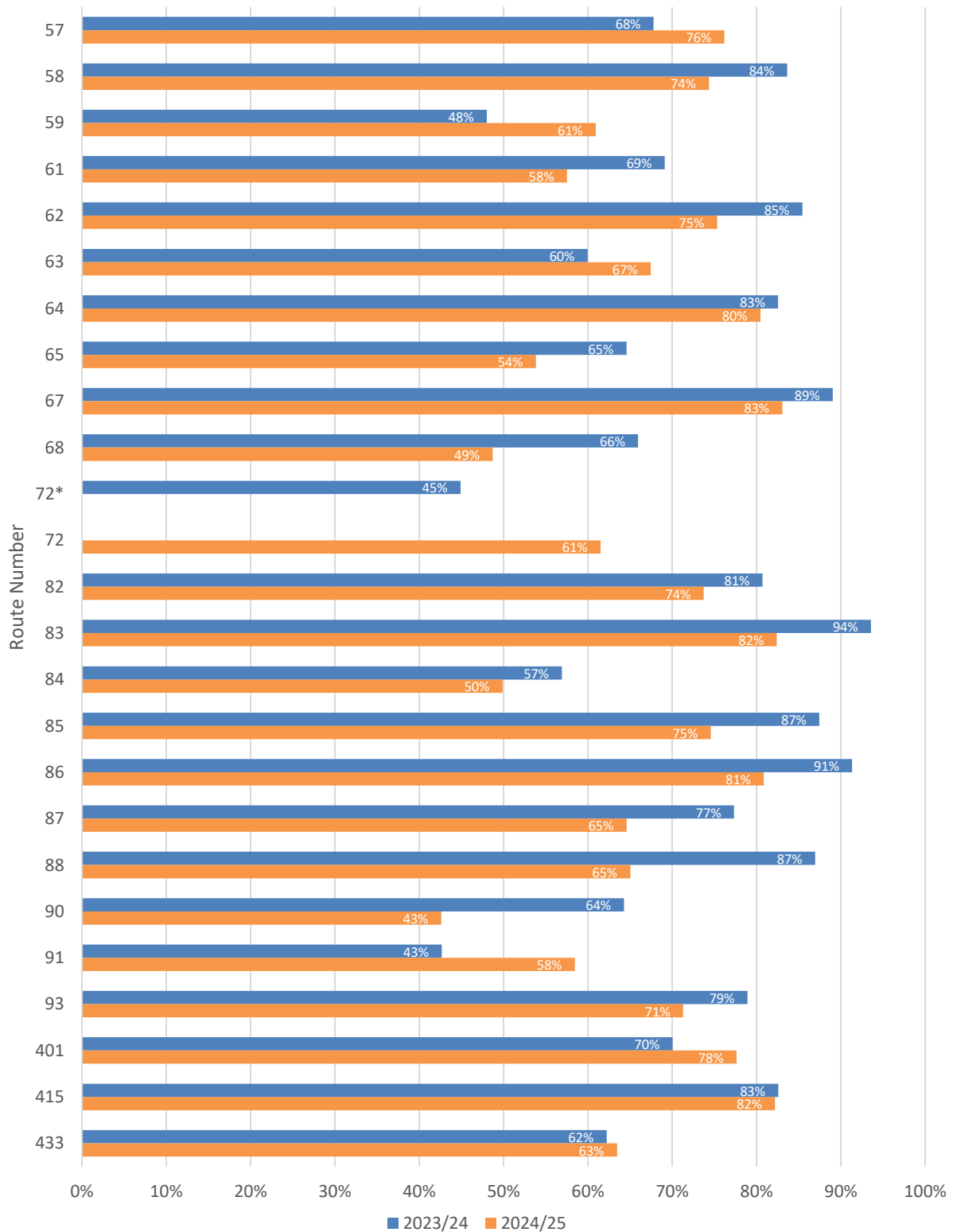
*Indicates discontinued route

Weekday Peak Period On-Time Performance



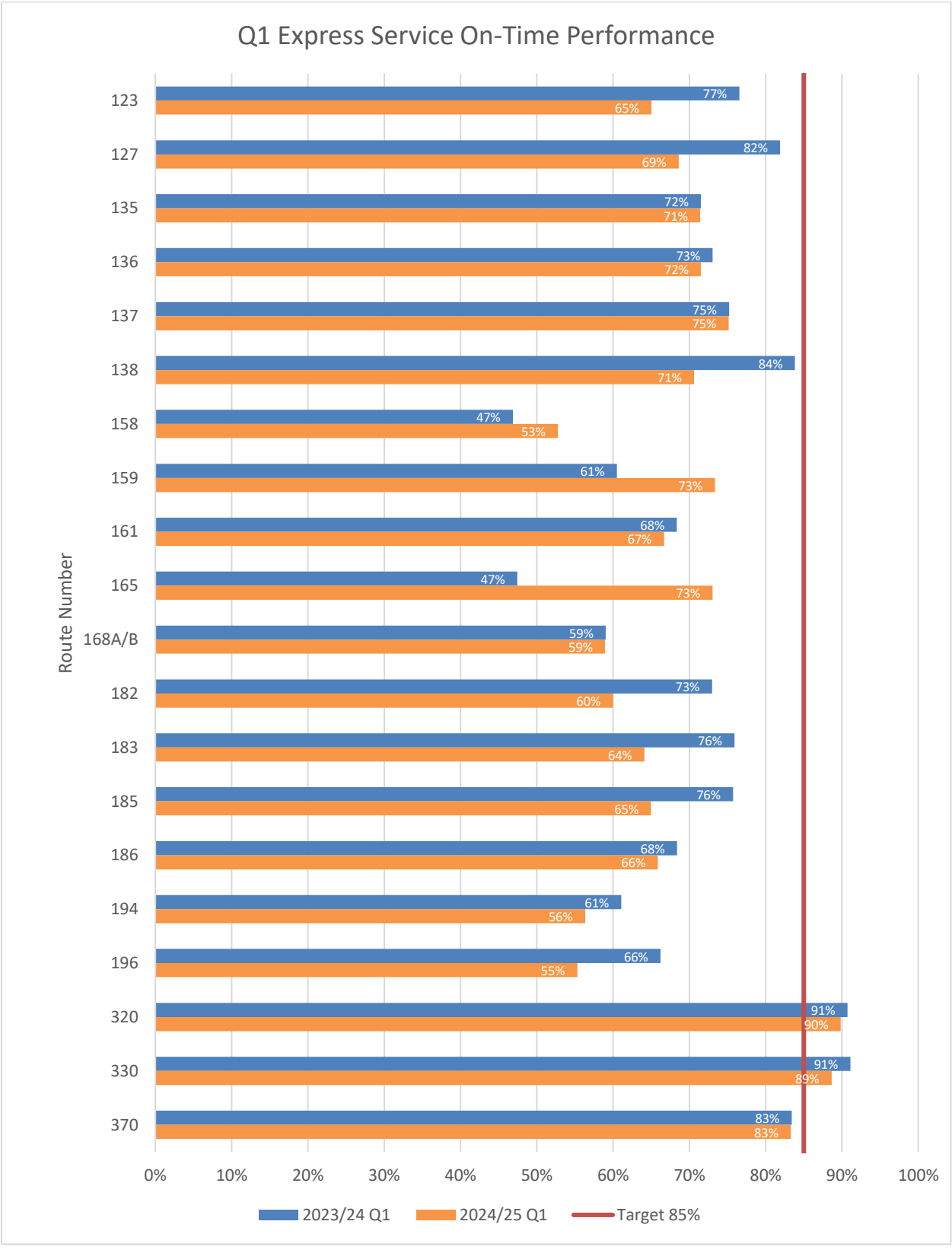
*Indicates discontinued route

Q1 Weekday Peak On-Time Performance



*Indicates discontinued route

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 for all service types combined, broken down as follows:

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

