

Attachment B: 2024/25 Halifax Transit Q2 Performance Measures Report

2024/25 – Q2 Performance Measures Report

HALIFAX
TRANSIT

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Boardings & Revenue

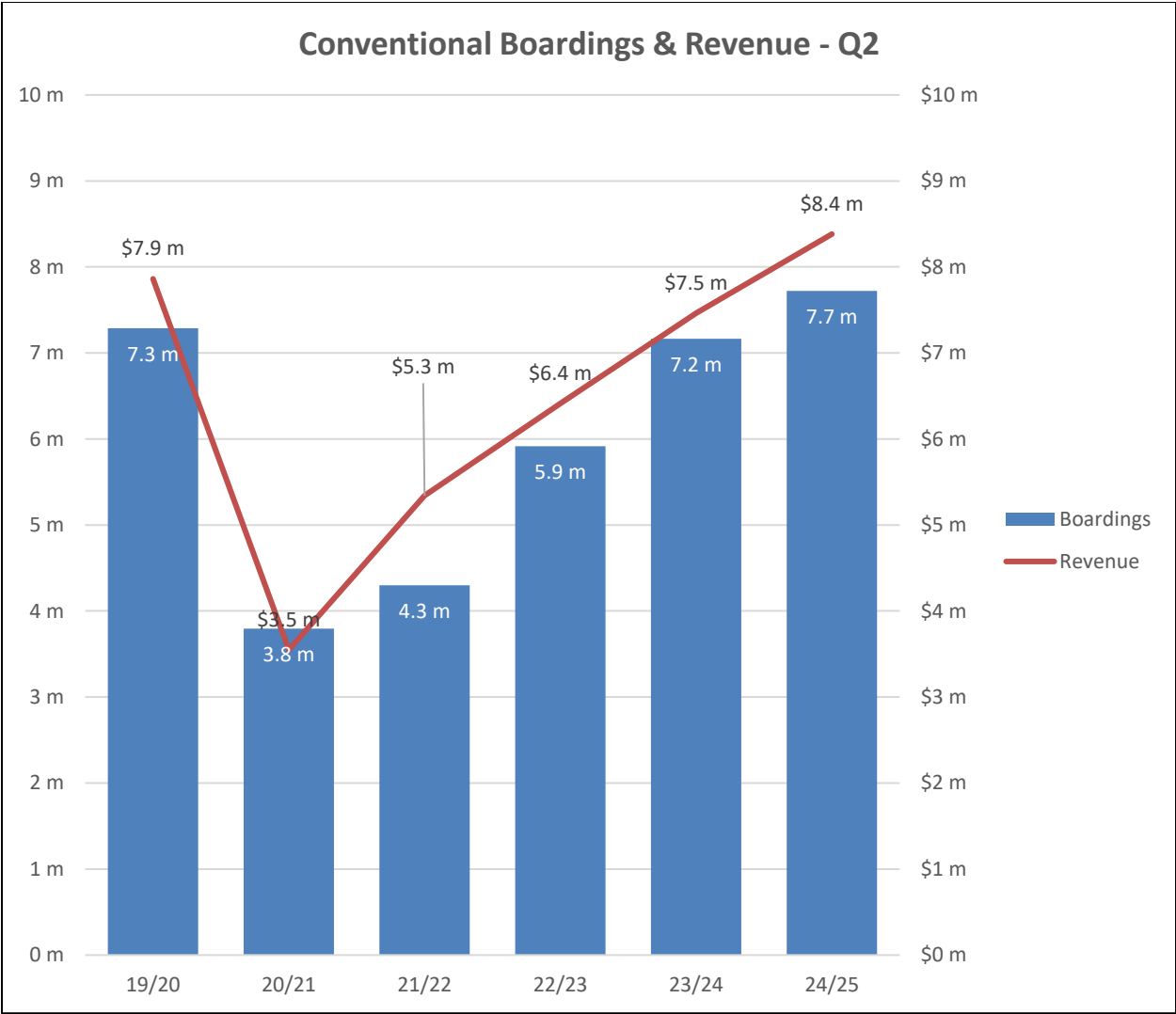
Revenue and boardings are reported to demonstrate how well transit services have been used over the quarter, in comparison to the same quarter the previous year.

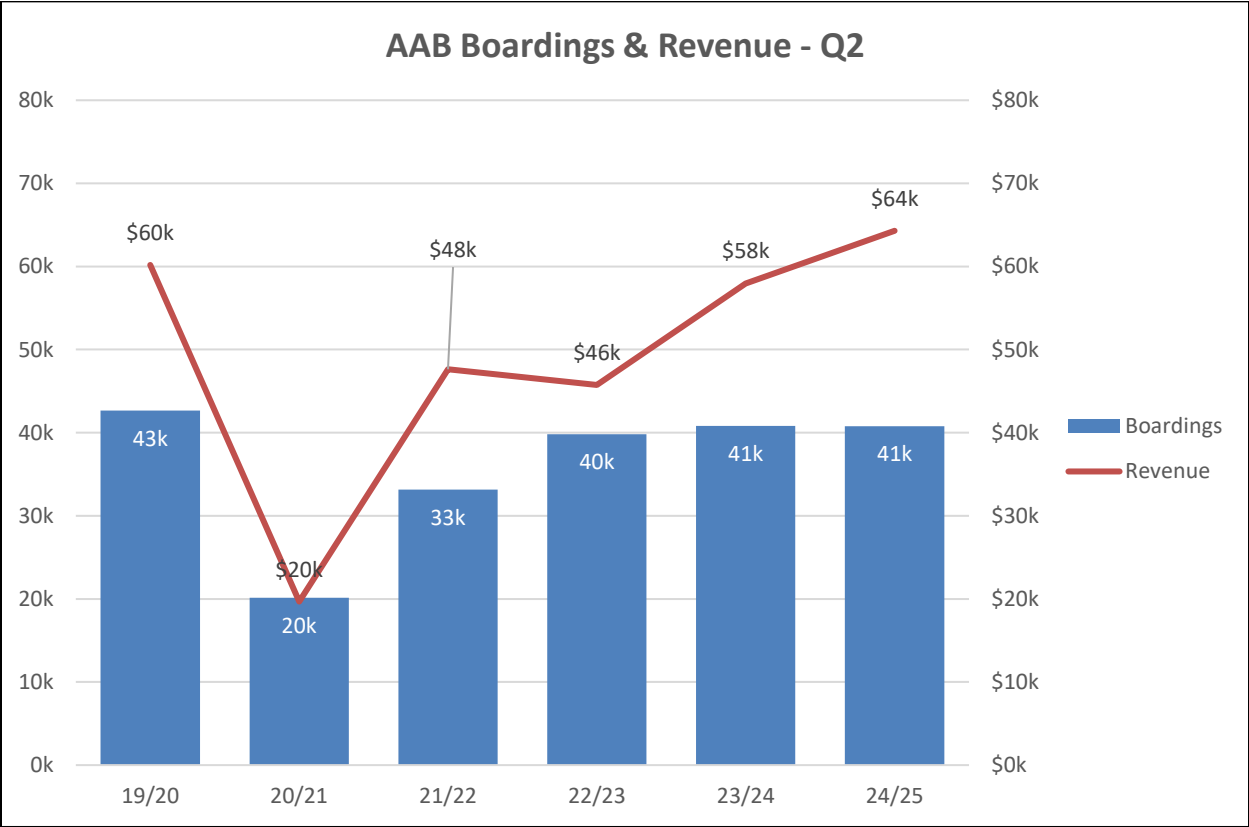
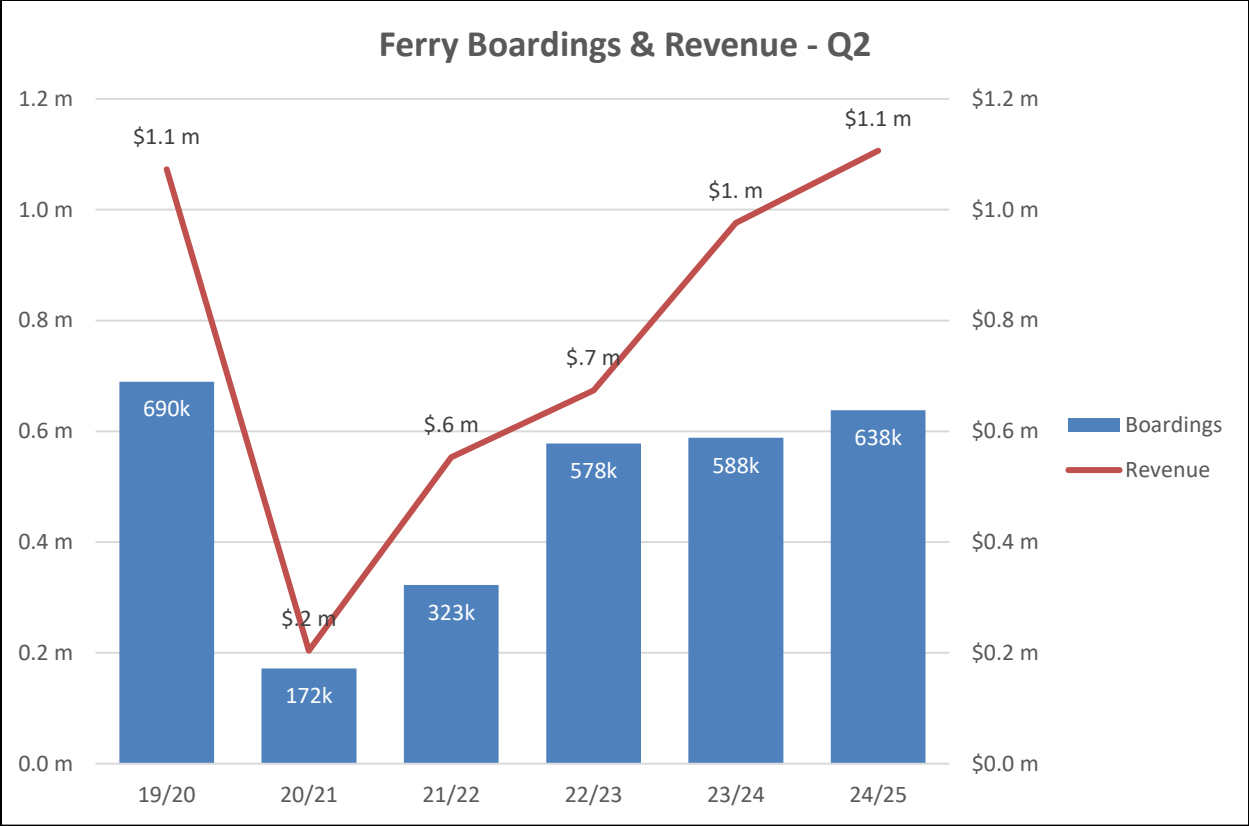
Conventional boardings increased 8%, Ferry boardings increased 8% and Access-A-Bus boardings were unchanged from this quarter last year. Overall, system wide boardings increased this quarter by 8% compared to last year. Overall revenue this quarter increased 12% from last year.

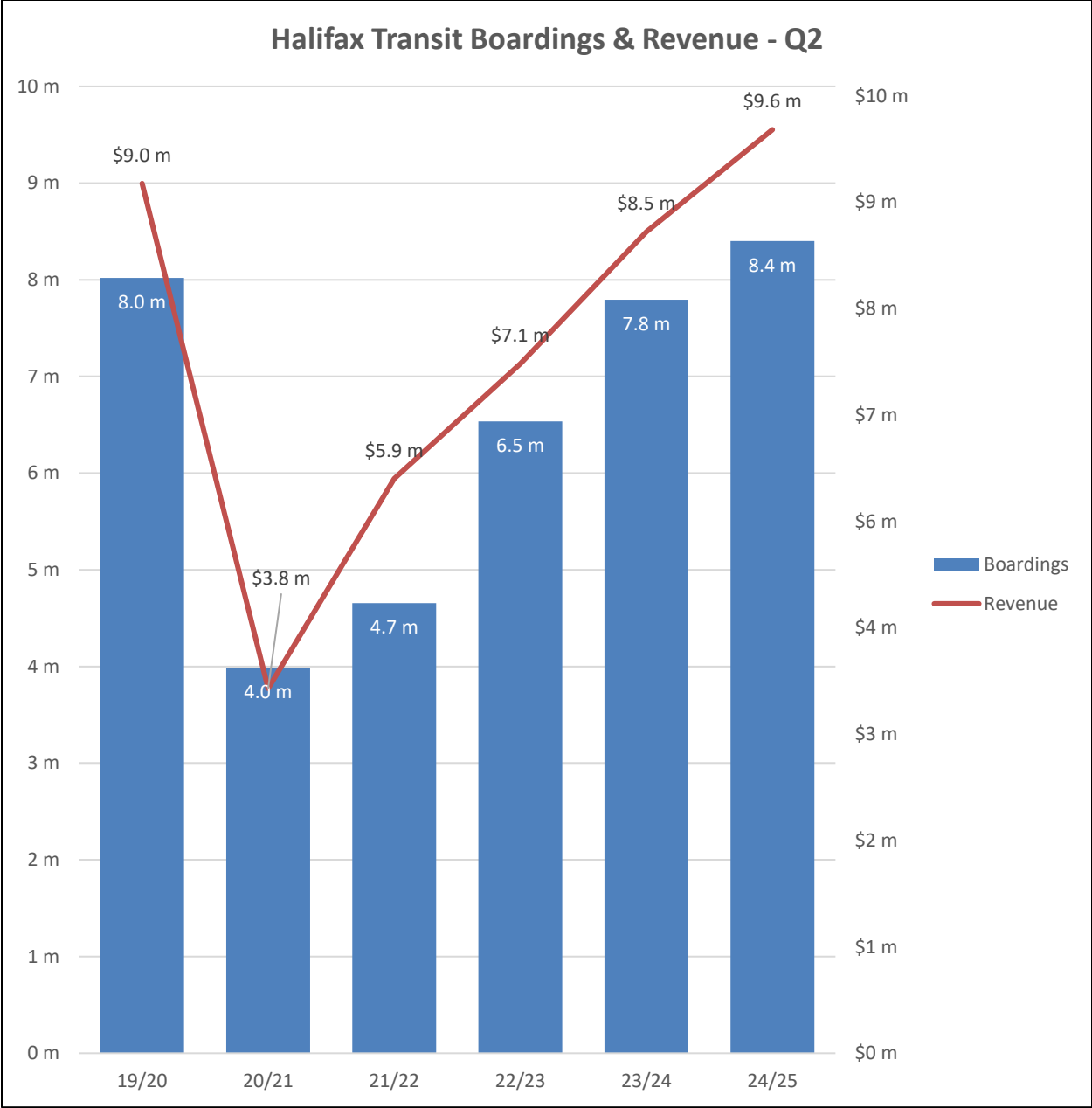
Fare Increase

A fare increase was approved as part of the 2024/25 municipal budget and business planning process. This was implemented on September 1, 2024 as a 25-cent increase to the adult single ride fare, with an average applied across other fare products resulting in an increase of 8.3%-12.5% across all fare products. Revenue reported for Q2 includes one month of these adjusted fares, and accounts for slightly greater increases in revenue in comparison with boardings during this period.

Historical Boardings & Revenue



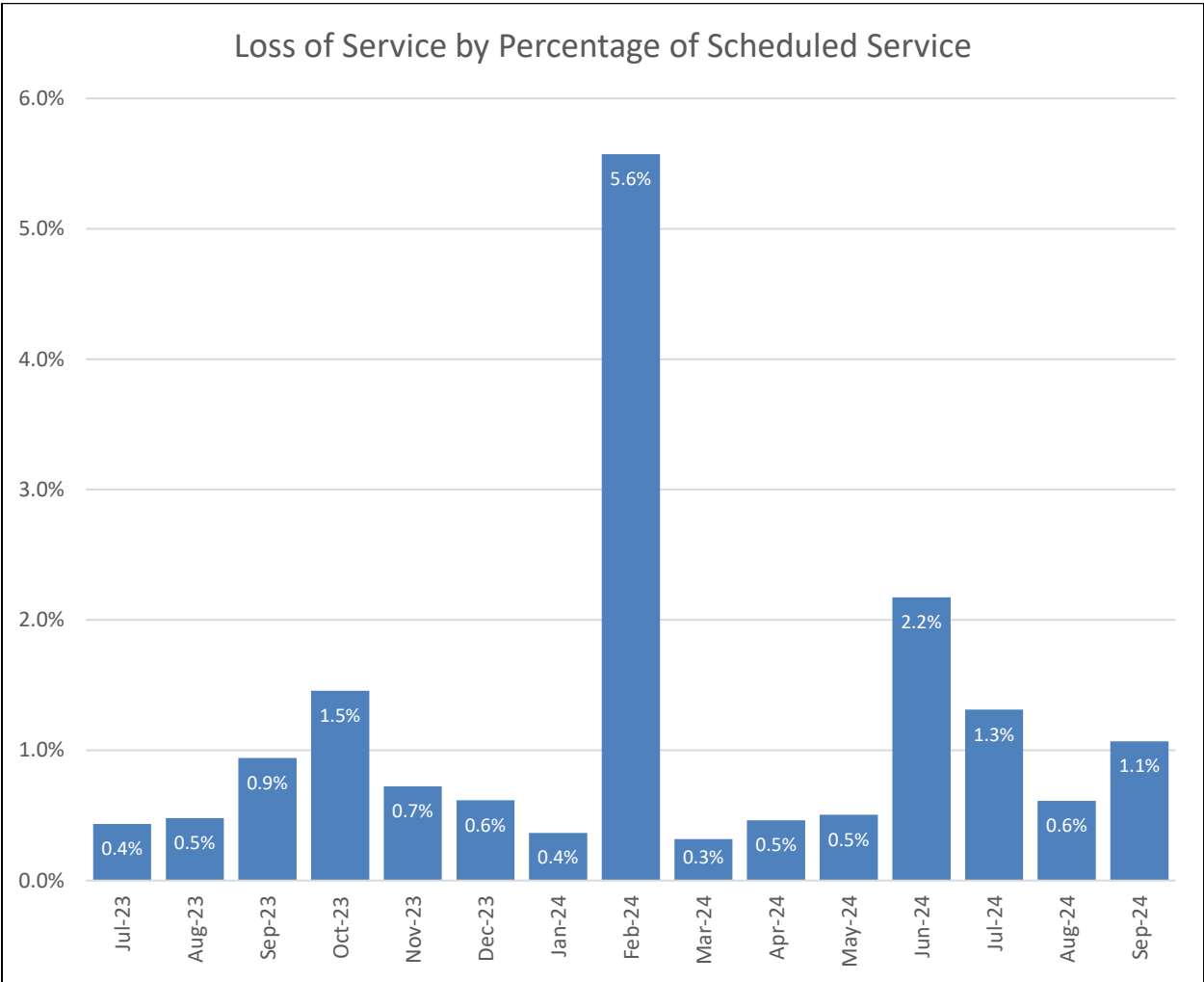




Loss of Service

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

In the second quarter, the total loss of service was 2,170 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. February 2024 had excessive service loss due to several winter storms causing service to be suspended. June 2024 saw an increase due to major construction projects beginning.

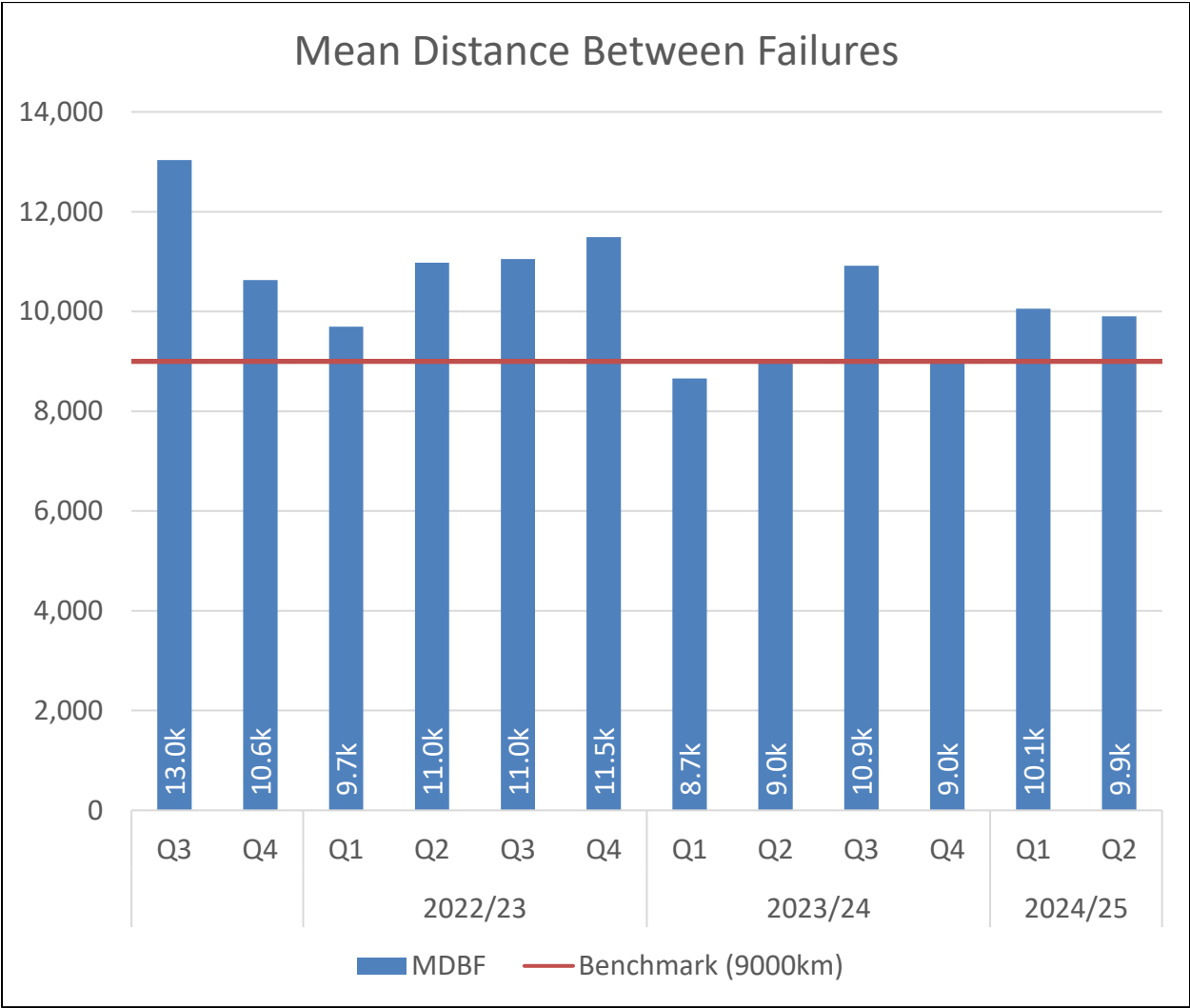


Fleet Services

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.

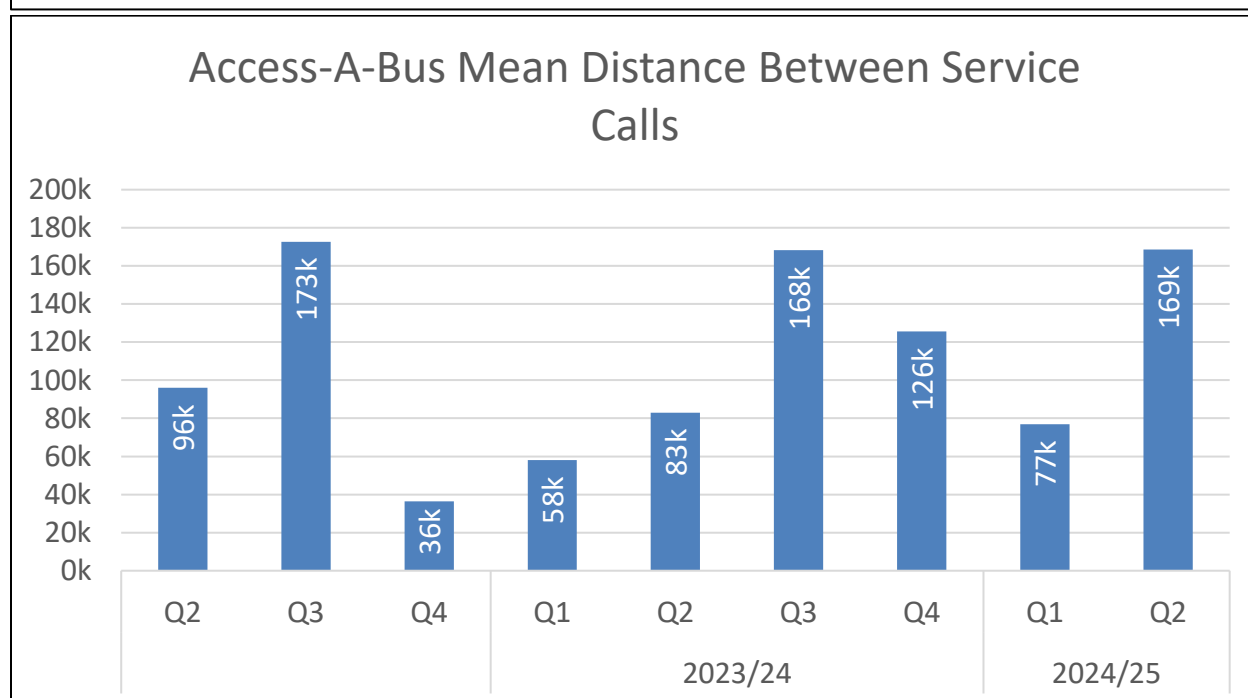
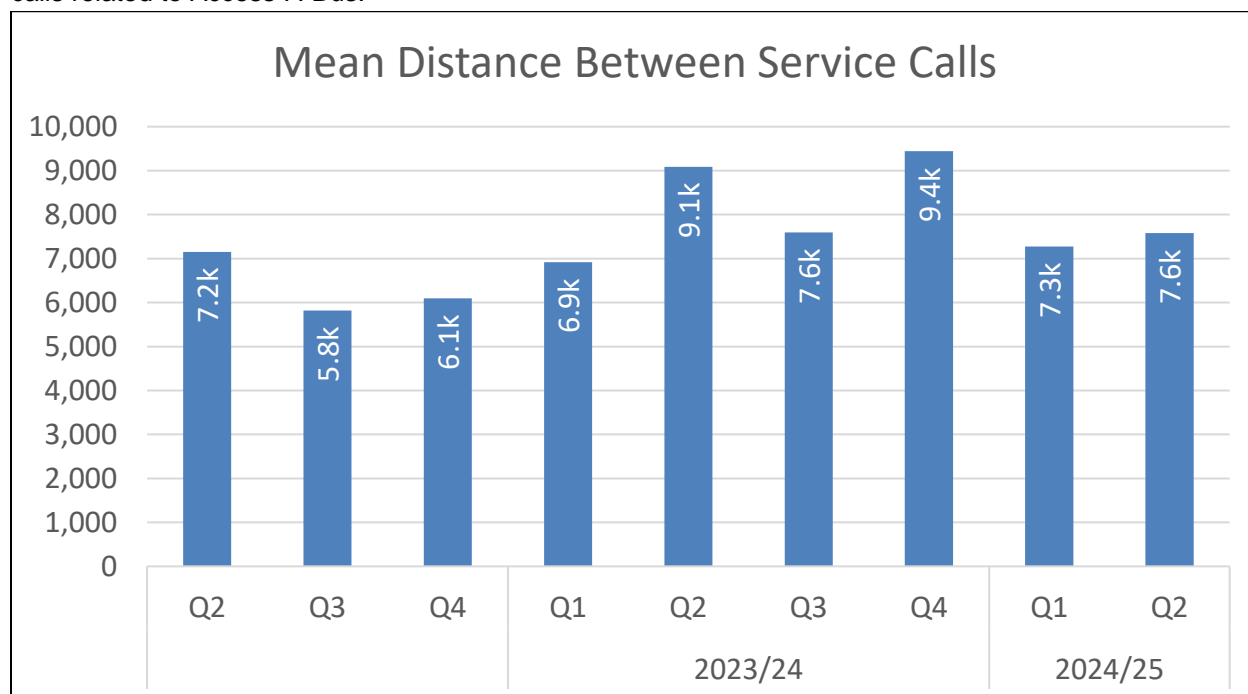
For the second quarter of 2024/25, the MDBF for conventional transit was 9,900 kms, exceeding the benchmark of 9,000 kms.



Mean Distance Between Service Calls

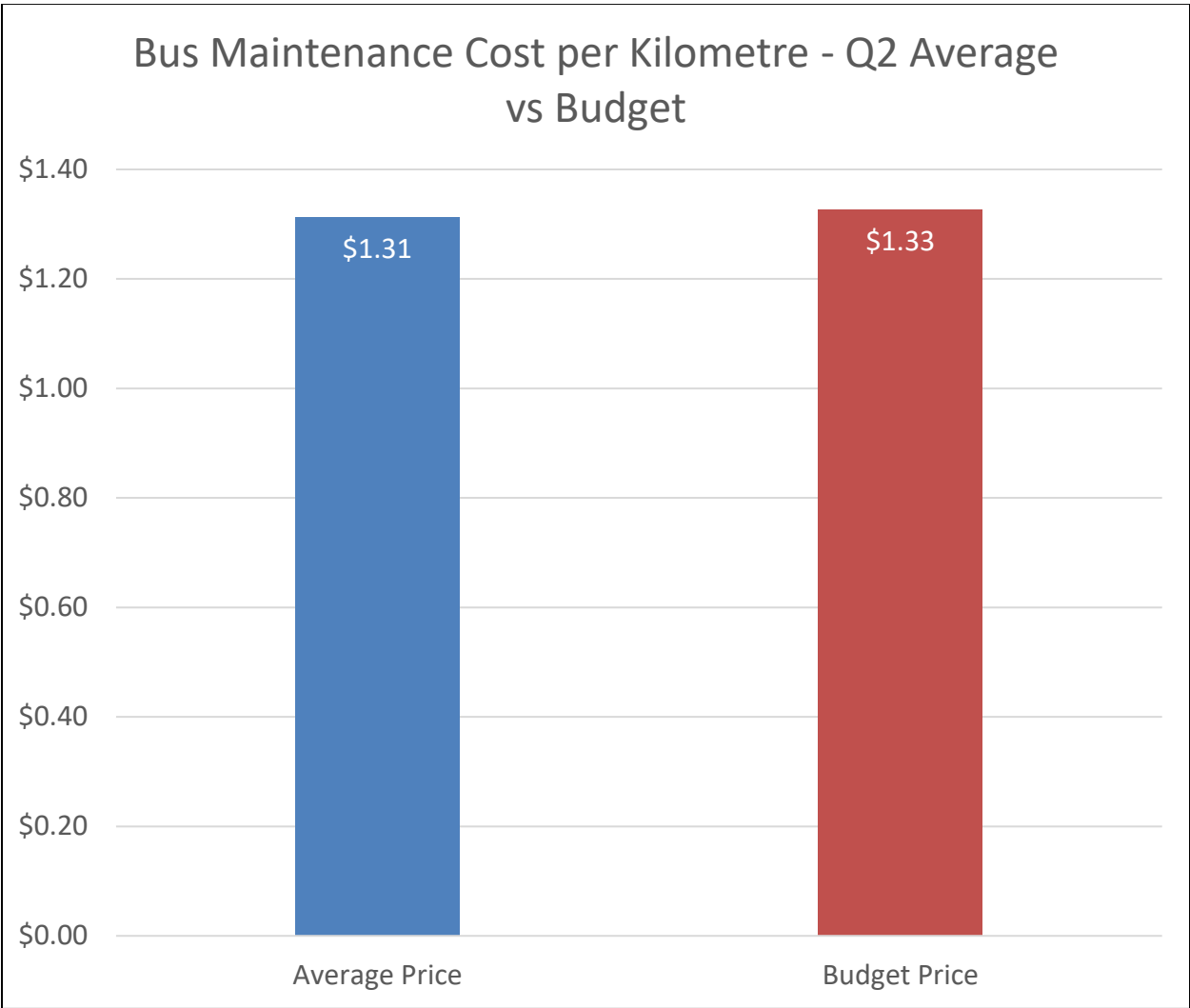
Mean Distance Between Service Calls (MDBS) reflects the average distance in kilometres covered between maintenance service calls. This metric includes all instances of service calls, including issues with secondary equipment, passenger-related events and damages to the bus resulting from minor collisions.

For the second quarter of 2024/25, the MDBS for conventional transit was 7,600 kms, a decrease of 17% from the previous year. The MDBS for Access-A-Bus service was 168,600 kms, a 103% 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.



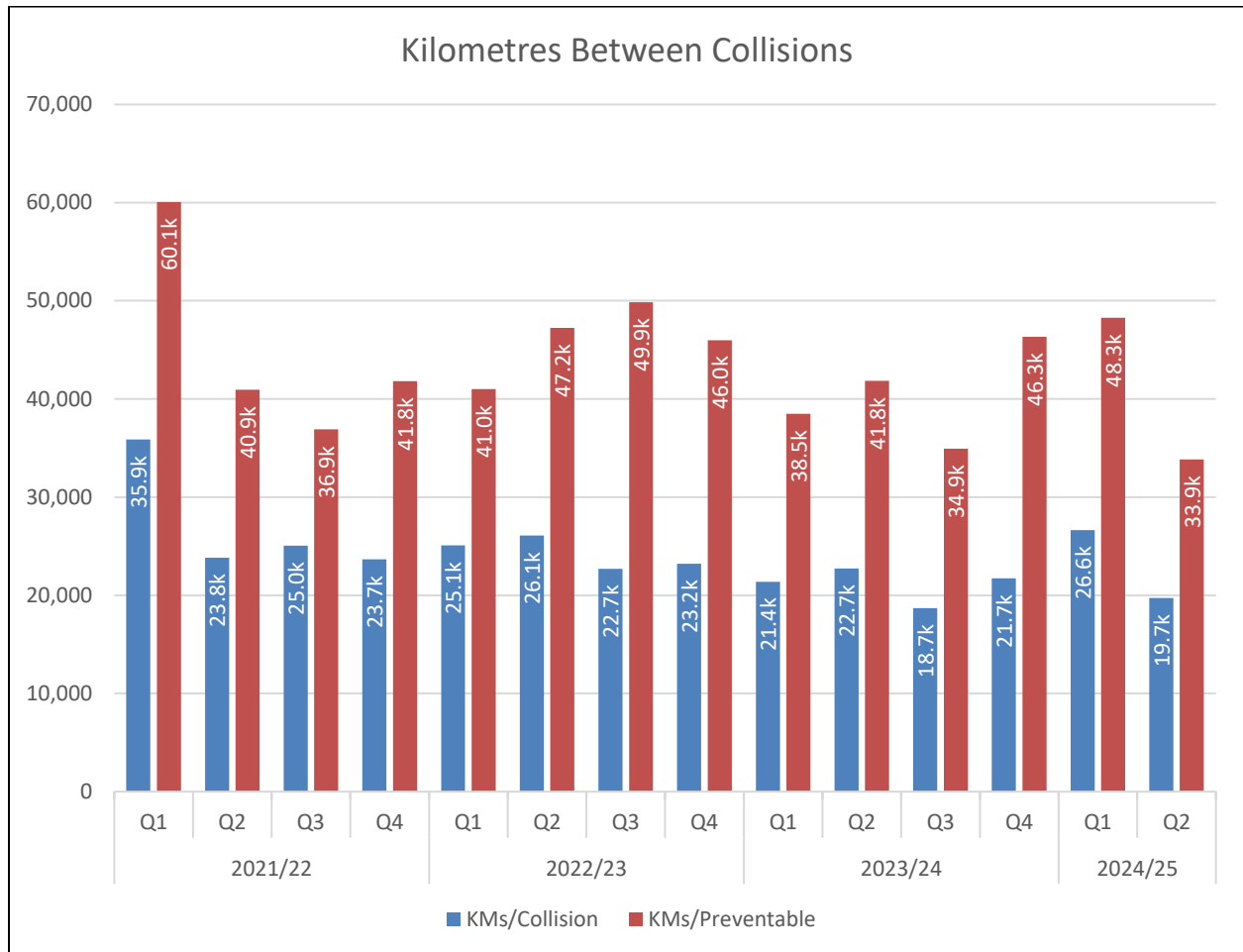
Bus Maintenance Cost – Quarter Average vs Budget

In the second quarter conventional and Access-A-Bus maintenance costs were \$1.31/km, 1% lower than the budgeted maintenance cost of \$1.33/km.



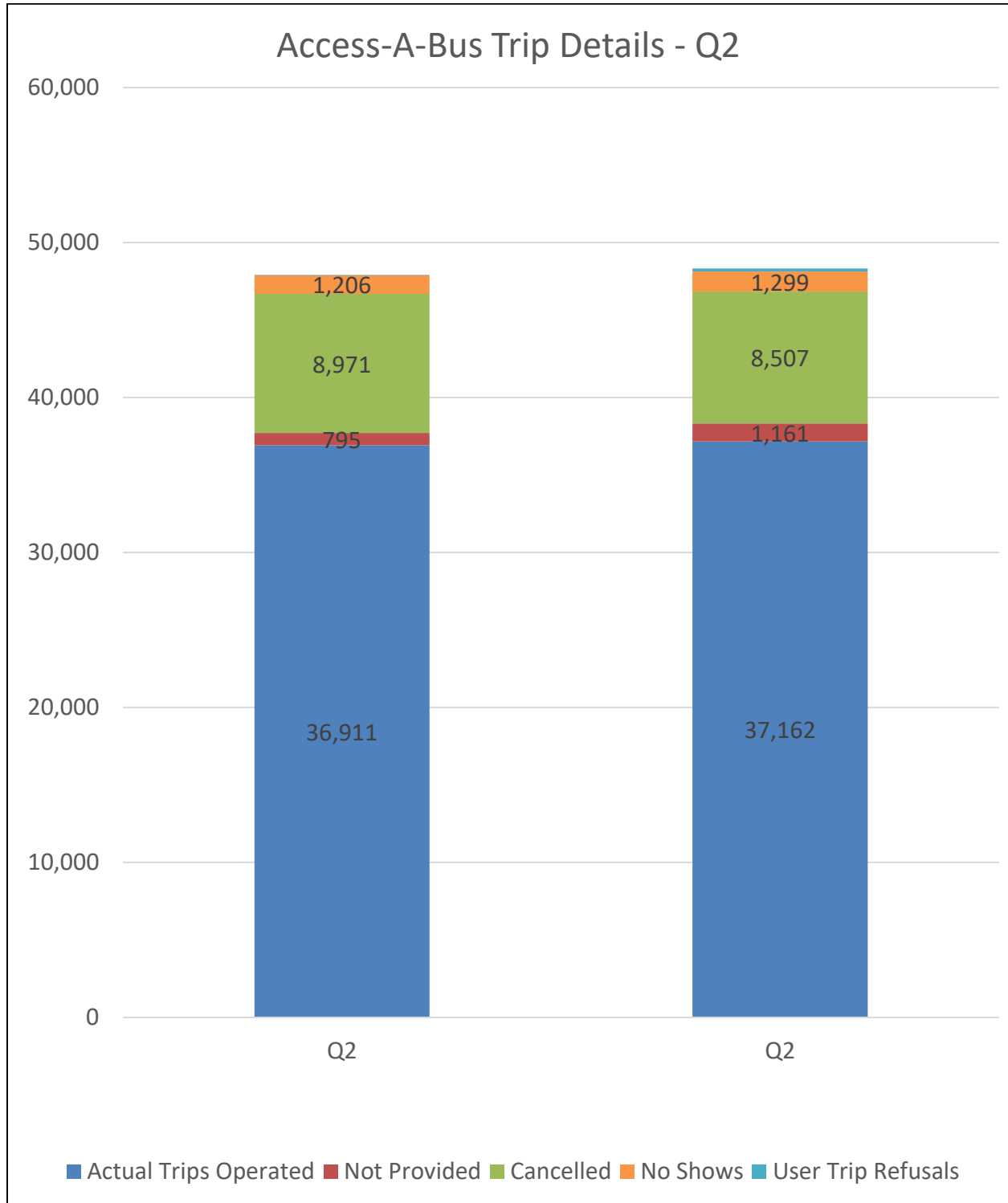
Safety – Collisions

In the second quarter, a collision involving Halifax Transit vehicles occurred once every 19,700 kilometres; a preventable collision occurred every 33,900 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 second quarter of 2024/25 a total of 37,162 trips were operated, 1% more than the same quarter last year.



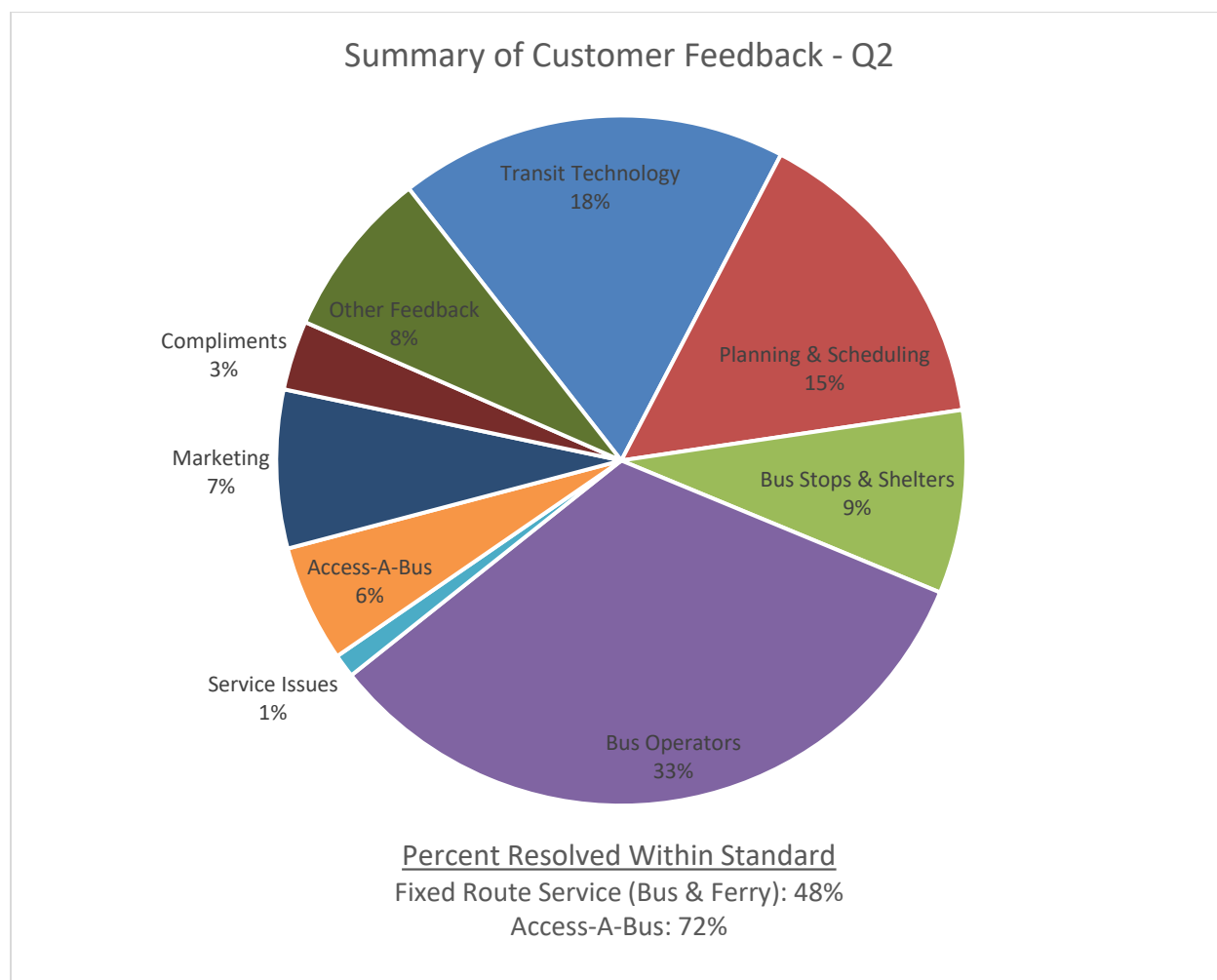
Customer Service – All Services

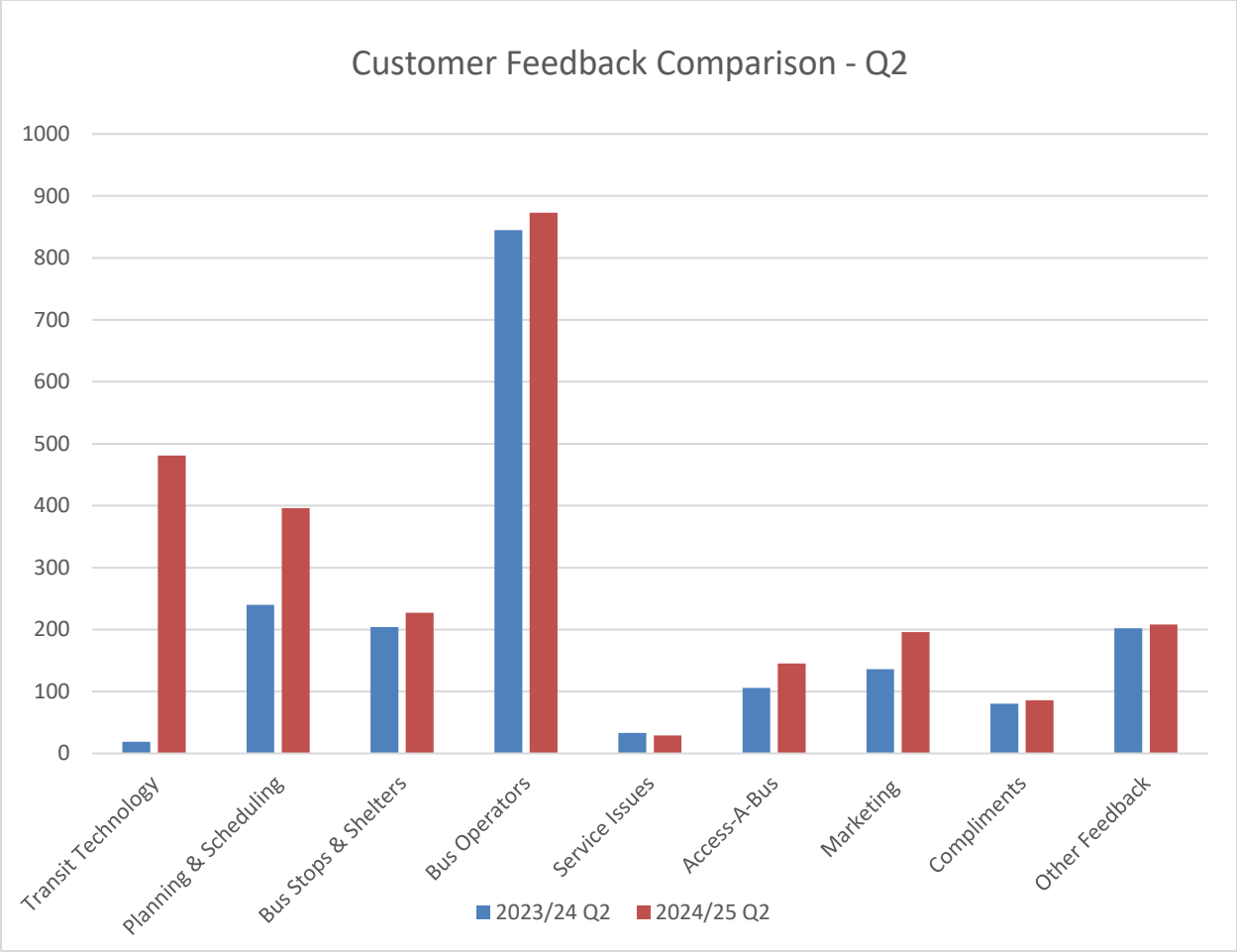
Customer service statistics are measured monthly using the Cityworks Customer Relationship Management software. Feedback is first categorized by subject matter and then divided into two categories: feedback addressed within service standard and feedback addressed outside service standard. The service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

Halifax Transit aims to address 90% of feedback within service standard. This quarter, 48% of customer feedback was addressed within standard. Call volumes this quarter were 42% 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.



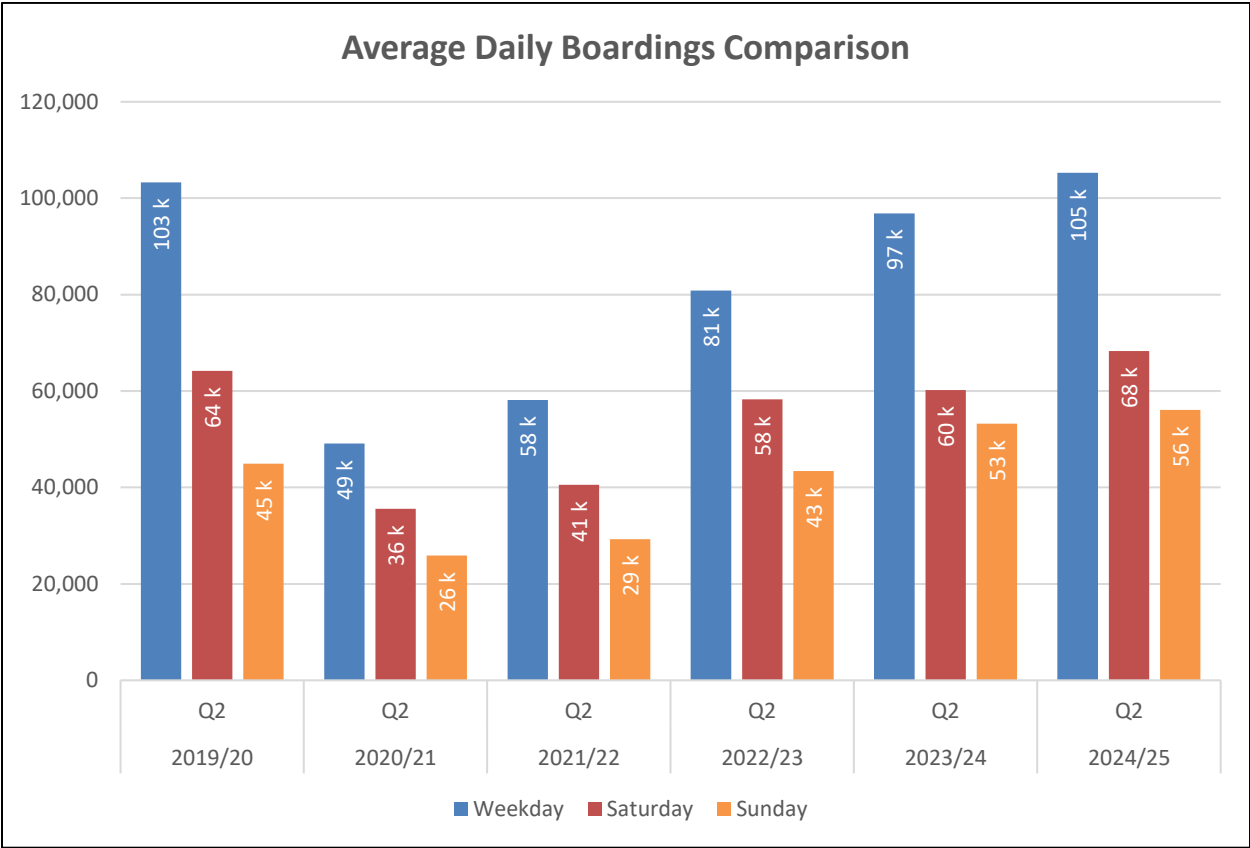
Service Utilization

Average Daily Boardings by Service Day

Average daily boardings on conventional bus and ferry services for this quarter were 105,282 on weekdays, 68,329 on Saturdays, and 56,095 on Sundays.

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 9% compared to the previous year; Saturday boardings increased 13% and Sunday boardings increased 5%.



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 Q2 Ridership Guidelines by Route							
Route	Weekday						
	Boardings	Passengers Per Hour					
		All Day	AM Peak	Midday	PM Peak		Evening
Ridership Guideline		25	15	25	10		
1	7,674	●	48	●	56	●	37
2	5,427	●	44	●	53	●	44
3	8,359	●	64	●	61	●	44
4	5,063	●	39	●	44	●	38
5	4,478	●	56	●	51	●	40
6A/B/C	3,371	●	38	●	44	●	29
7A/B	4,972	●	40	●	45	●	24
8	5,593	●	44	●	55	●	38
9A/B	7,145	●	41	●	53	●	38
10	4,586	●	40	●	43	●	32
21	1,394	●	42	●	57	●	35
22	833	●	29	●	34	●	16
24	2,067	●	34	●	42	●	26
25	845	●	35	●	38	●	28
26	32	●	11		●	12	
28	2,238	●	46	●	64	●	47
29	3,110	●	33	●	36	●	25
30A/B	1,320	●	29	●	49	●	31
39	1,766	●	49	●	44	●	26
50	79	●	21		●	17	
51A/B	1,010	●	46	●	28	●	26
53	1,276	●	38	●	50	●	28
54	1,126	●	27	●	40	●	26
55	475	●	25	●	31	●	15
56	1,497	●	29	●	45	●	21
57	26	●	13	●	5	●	11
58	180	●	7	●	13	●	6
59	159	●	12	●	19	●	9
61	256	●	19	●	20	●	10
62	648	●	24	●	33	●	16
63	575	●	21	●	29	●	18
64	938	●	27	●	14	●	12
65	149	●	18	●	29	●	8
67	849	●	25	●	34	●	28
68	293	●	11	●	25	●	19
72	2,316	●	41	●	32	●	59
82	318	●	14	●	25	●	18
83	136	●	12	●	10	●	14
84	1,182	●	23	●	22	●	21
85	240	●	12	●	35	●	14
86	165	●	10	●	13	●	13
87	1,663	●	39	●	24	●	38
88	305	●	30	●	18	●	28
90	3,108	●	40	●	39	●	41
91	1,352	●	33	●	38	●	48
93	261	●	26	●	12	●	25
401	153	●	13	●	15	●	18
415	74	●	8	●	13	●	12
433	119	●	19			●	16

2024/25 Q2 Ridership Guidelines by Route					
Route	Saturday		Sunday		
	Boardings	Pass/Hour	Boardings	Pass/Hour	
Ridership Guideline		15		10	
1	5,826	49	4,579	48	
2	5,033	49	3,754	52	
3	4,225	47	4,771	49	
4	2,441	49	2,366	50	
5	3,389	45	2,392	52	
6A/B/C	1,903	41	1,604	37	
7A/B	3,204	30	2,272	32	
8	4,031	41	3,718	39	
9A/B	3,865	59	3,471	53	
10	3,015	40	2,201	41	
21	1,199	32	885	48	
22	573	18	570	16	
24	2,023	34	1,756	32	
25	564	40	647	47	
28	1,871	39	1,138	48	
29	1,988	32	1,768	30	
30A/B	974	28	765	37	
39	1,419	28	785	34	
51A/B	609	34	344	31	
53	1,119	36	606	42	
54	649	29	529	29	
55	369	25	318	21	
56	1,377	28	1,074	29	
58	135	9	84	5	
59	137	17	98	11	
61	227	13	196	12	
62	399	25	404	25	
63	334	21	264	18	
65	118	13	106	11	
67	373	23	308	19	
68	281	15	220	14	
72	1,610	28	911	30	
82	234	14	213	13	
83	118	11	96	9	
84	502	15	446	15	
85	144	16	122	16	
86	152	10	127	9	
87	1,062	20	675	25	
88	264	18	188	14	
90	2,159	33	1,372	39	
91	672	30	659	33	
401	58	11	50	10	









































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

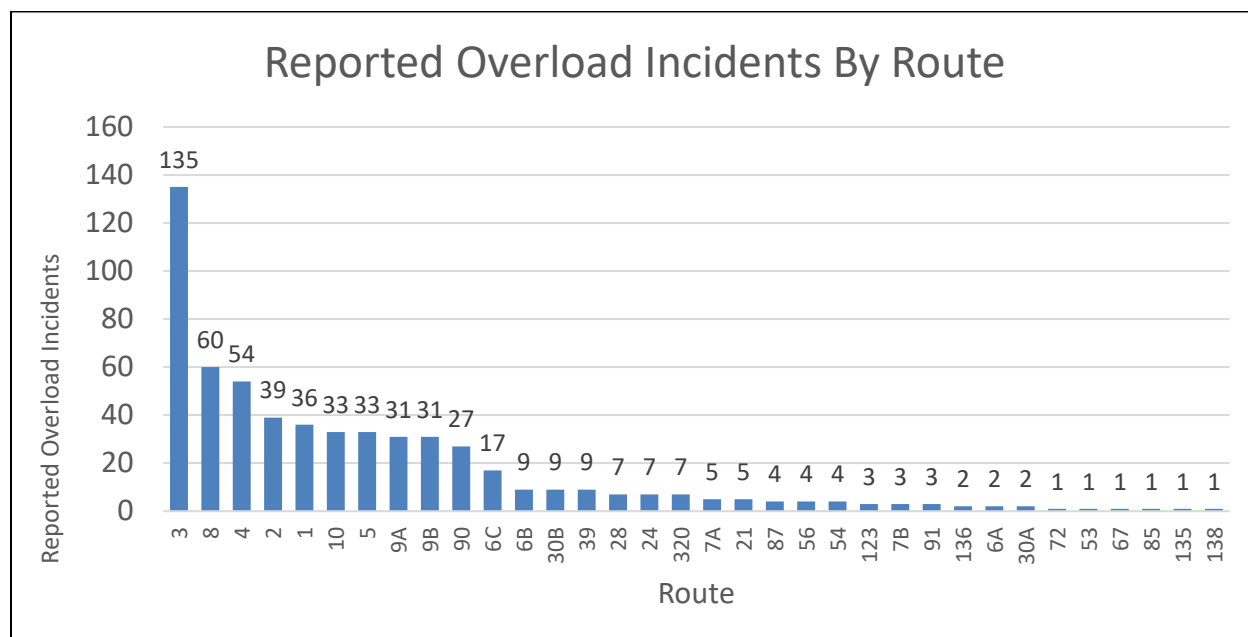
2024/25 Q2 Express Route Ridership Guidelines by Route				
Route	Weekday Peak	Passengers per Trip		
	Boardings	AM Peak	PM Peak	
Express Ridership Guideline		20	20	
123	377	 32	 27	
127	325	 22	 19	
135	414	 32	 27	
136	596	 39	 36	
137	318	 24	 29	
138	430	 33	 29	
158	187	 26	 21	
159	335	 24	 20	
161	330	 26	 29	
165	248	 27	 23	
168A/B	611	 28	 28	
182	520	 22	 21	
183	297	 20	 30	
185	454	 23	 22	
186	280	 24	 23	
194	243	 32	 29	
196	108	 28	 26	
Regional Express Ridership Guideline		15	15	
320	253	 11	 24	
330	222	 14	 12	
370	83	 8	 7	

Passenger Overloads

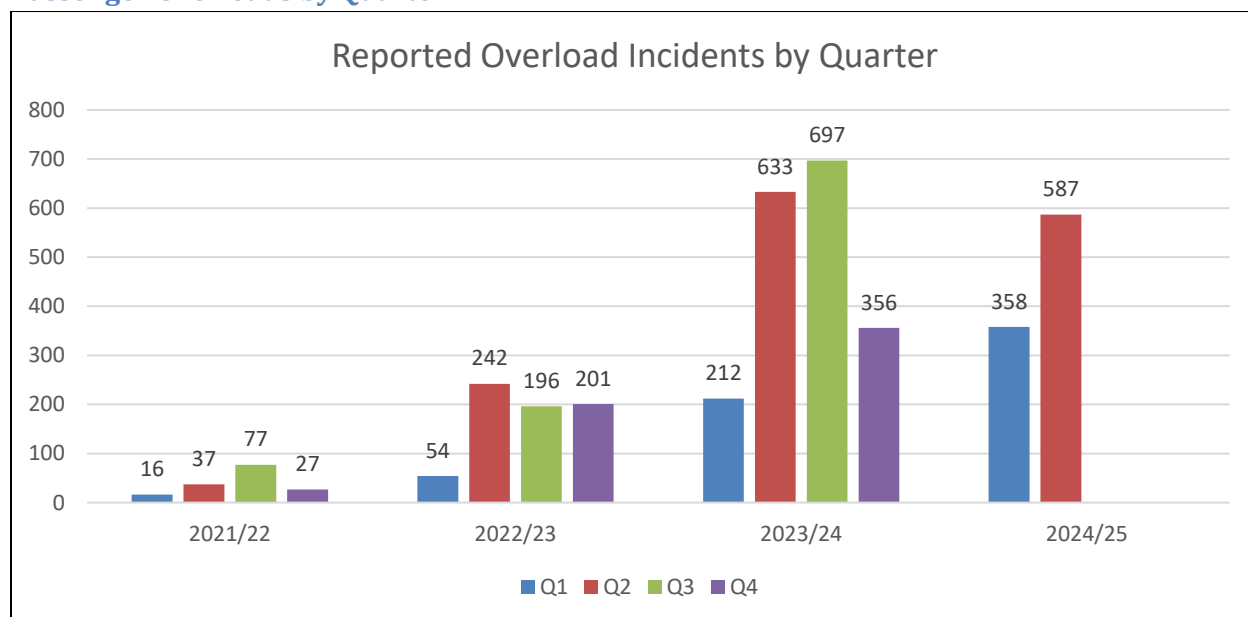
Halifax Transit tracks overloads that are reported to help match scheduling requirements to passenger demands. During the second quarter 587 overload incidents were reported on conventional buses, 7% less than the same quarter during the previous year. Of these overloads, 65% occurred during the month of September.

Passenger Overloads by Route

Corridor routes experienced the majority of overload reports, accounting for 83% of reported overloads this quarter. Of the overloads reported in second quarter, 86% occurred on weekdays, 8% occurred on Saturdays, and 6% occurred on Sundays/holidays.



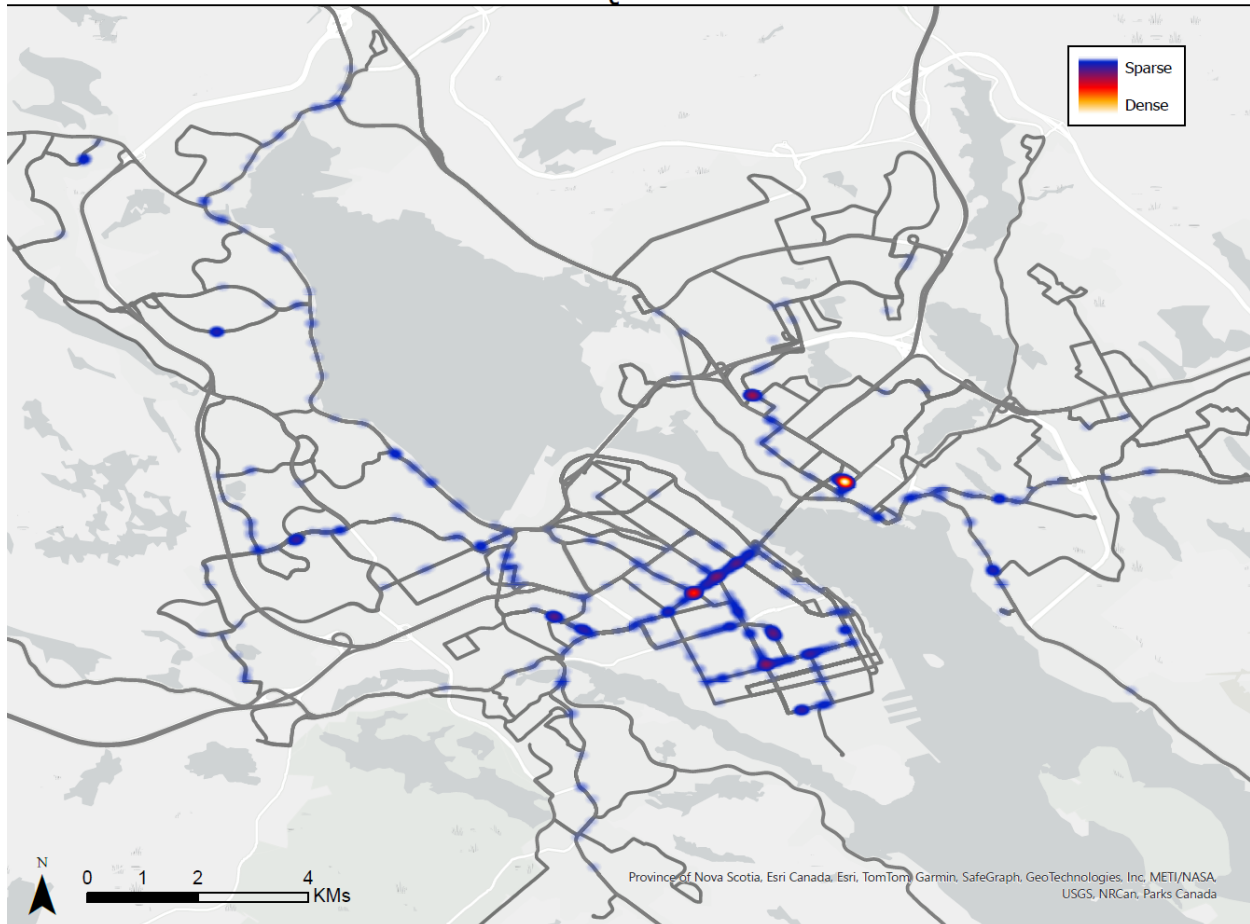
Passenger Overloads by Quarter



Passenger Overload Locations

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

2024-25 Q2 Overloads



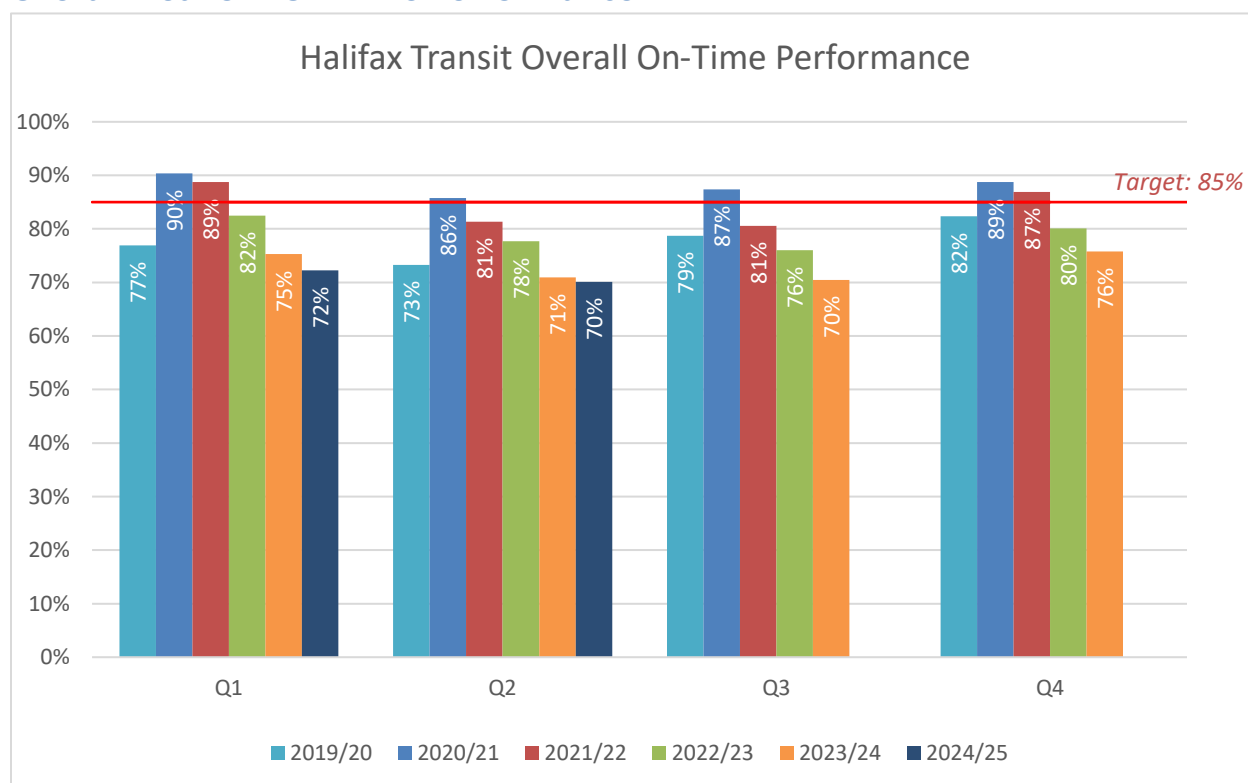
On-Time Performance

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

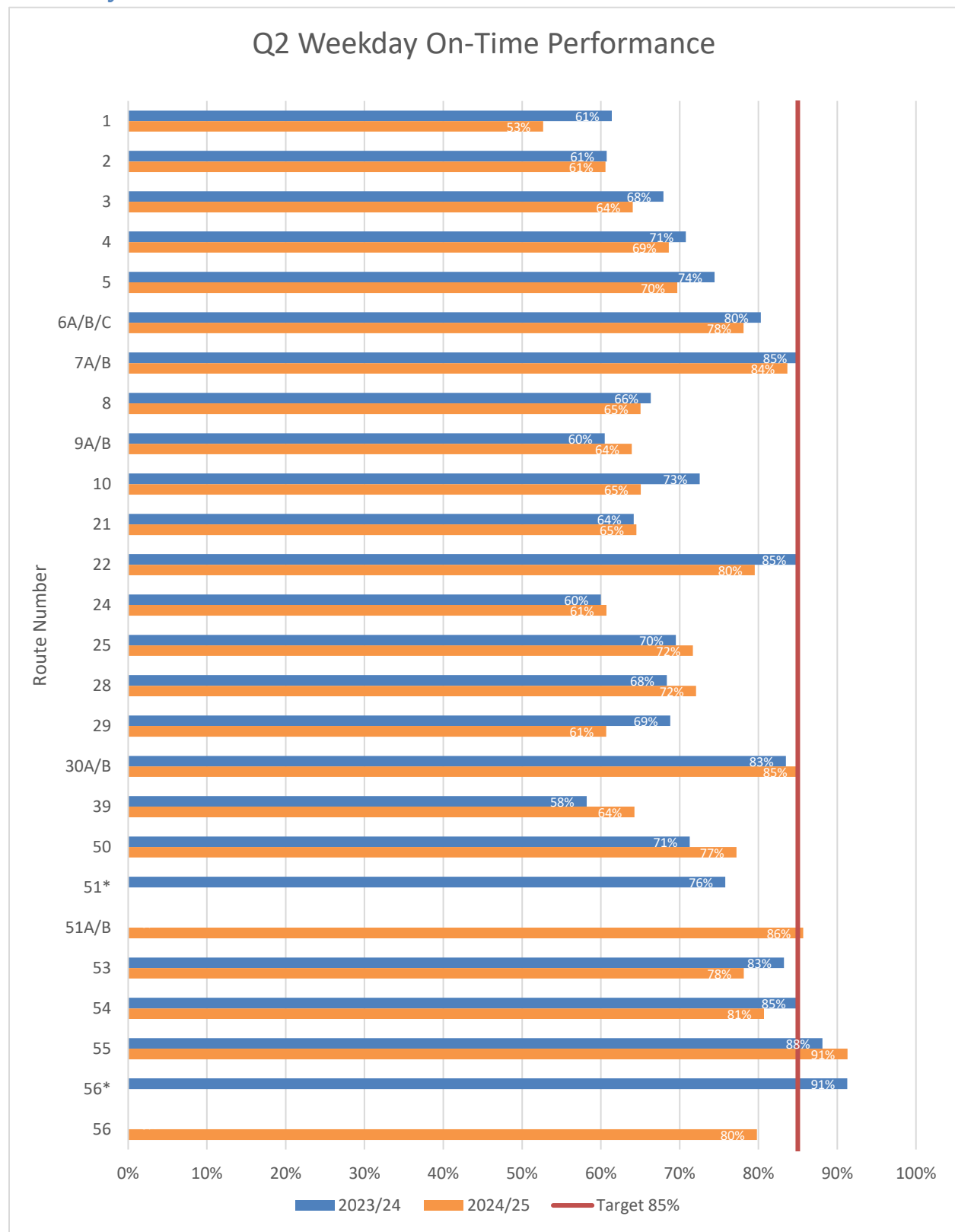
Traffic congestion, road construction and transit usage continued to impact on time performance in the second quarter and many routes have performed poorly.

Adjusted Routes 1 and 10A/B/C were implemented in November 2024 with revised schedules, these adjustments will begin to be reflected in the Q3 report.

Overall Network On-Time Performance

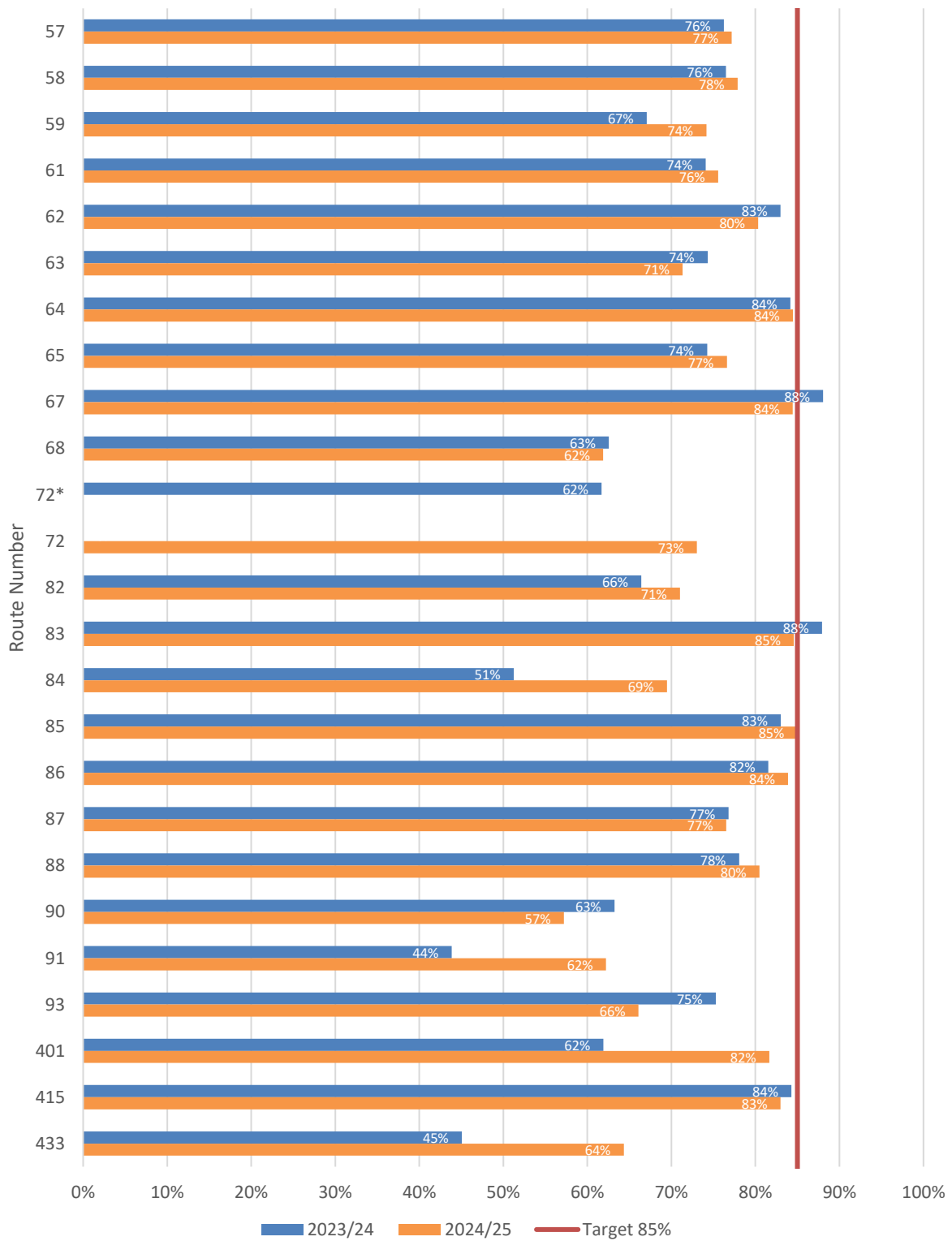


Weekday On-Time Performance



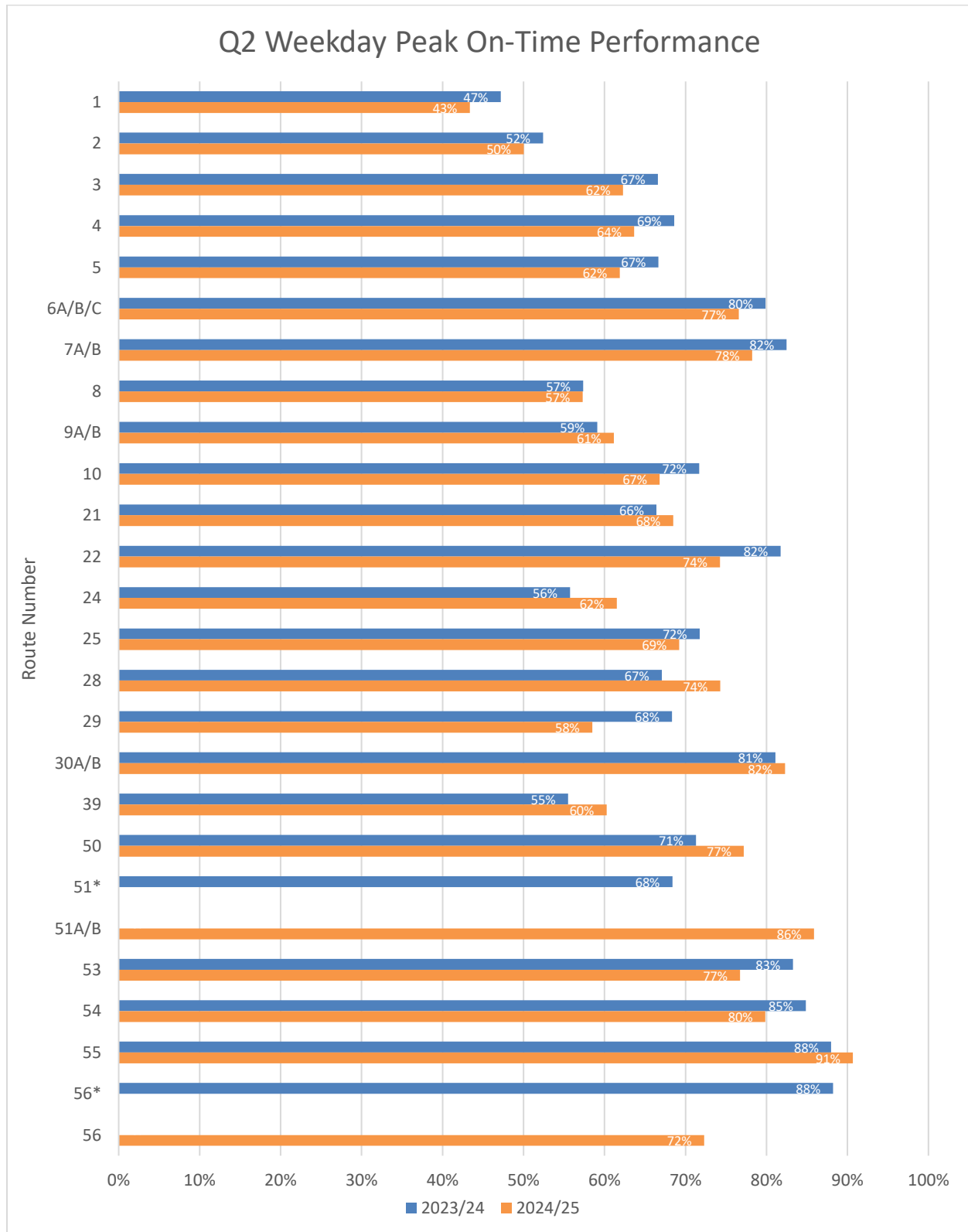
*Indicates discontinued route

Q2 Weekday On-Time Performance



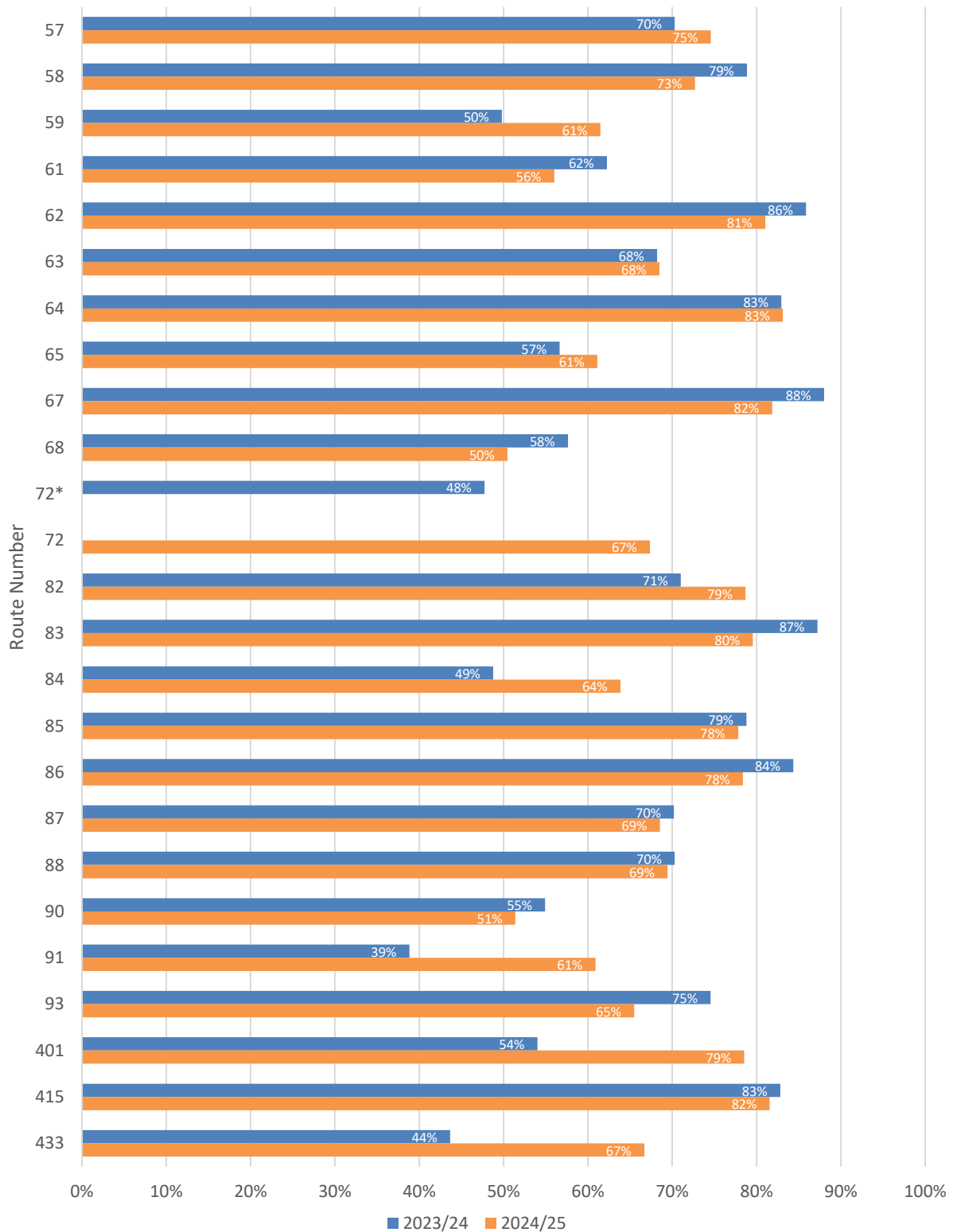
*Indicates discontinued route

Weekday Peak Period On-Time Performance



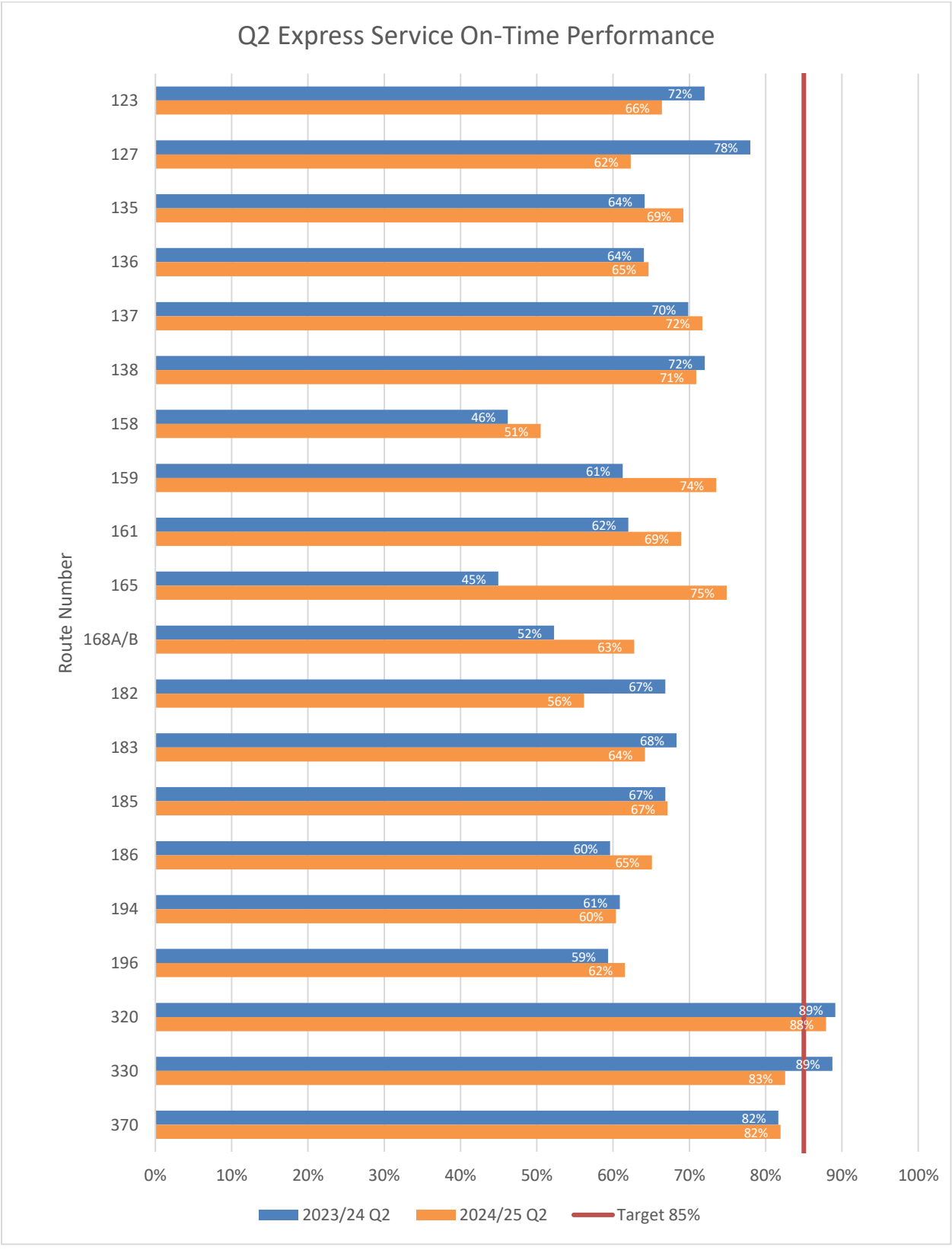
*Indicates discontinued route

Q2 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

