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**Item No. 13.1.2**  
**Transportation Standing Committee**  
**April 24, 2025**

**TO:** Chair and Members of Transportation Standing Committee

**FROM:** Brad Anguish, Commissioner of Operations

**DATE:** March 11, 2025

**SUBJECT:** Halifax Transit 2024/25 Q3 KPI Report

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**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 Key Performance Indicators.

**BACKGROUND**

This report provides a summary of activities in the third quarter of the fiscal year and includes reporting on key performance measures. These include measures of revenue, ridership, boardings, overloads, on-time performance, loss of service, customer service, service levels, number of Operators available, and Access-A-Bus service details.

**DISCUSSION**

During the third quarter (October, November and December 2024) growth in usage of Halifax Transit moderated after several quarters of significant growth. Major construction projects impacted operations during this period, including the Cogswell District project which reopened on December 16, 2024. Part of this project also includes a new Scotia Square Transit Terminal which includes new heated shelters, additional seating and waiting space for passengers, wider sidewalks and an additional bus bay. New trees and landscaping elements will be installed later in 2025.

On November 18, 2024, several service adjustments were implemented, including rerouting and schedule adjustments for Route 1 Spring Garden to service Gottingen Street in both directions, replacing Route 10 and Route 41 with a new corridor Route 10 A/B/C, and implementing a new express Route 192 Hemlock Ravine to service the Larry Uteck area.

On February 24, 2025 service changes included trips reinstated that were temporarily suspended in February 2023, including trips on Routes 55, 59, 65, 84, 85, 127, 159, 165, 182, 185, and 330. Service changes also include a routing adjustment and two additional trips on Route 196 Basinview Express. Routes that were on detour due to the Cogswell construction have had schedule adjustments implemented to accommodate the new routing.

### **Q3 Performance Measures Highlights**

Attachment A, Halifax Transit 2024/25 Q3 Performance Measures Report, covering October, November and December 2024 includes additional performance measures and detailed statistics. In this report, new service metrics related to overloads have been added that provide additional information about the route type and time of day overloads are occurring.

- Overall boardings increased 3% this quarter from last year.
- Revenue increased 3% this quarter compared to last year.
- Conventional bus service on-time performance was 68%, compared to a target of 85%. This is a 2% decrease from this quarter last year.
- Mean distance between failures was 9,300 kms for conventional bus service, exceeding the benchmark of 9,000 kms.
- Conventional bus and Access-A-Bus maintenance costs were \$1.28/km, 3% below the budgeted cost of \$1.32/km.
- Halifax Transit vehicles were involved in collisions at a rate of once every 23,200 kilometres driven. A preventable collision occurred every 40,500 kilometres.

### **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 2024/25 Q3 Performance Measures Report

Attachment A: 2024/25 Halifax Transit Q3 Performance Measures Report

**2024/25 – Q3**

**Performance Measures Report**

**HALIFAX**  
TRANSIT

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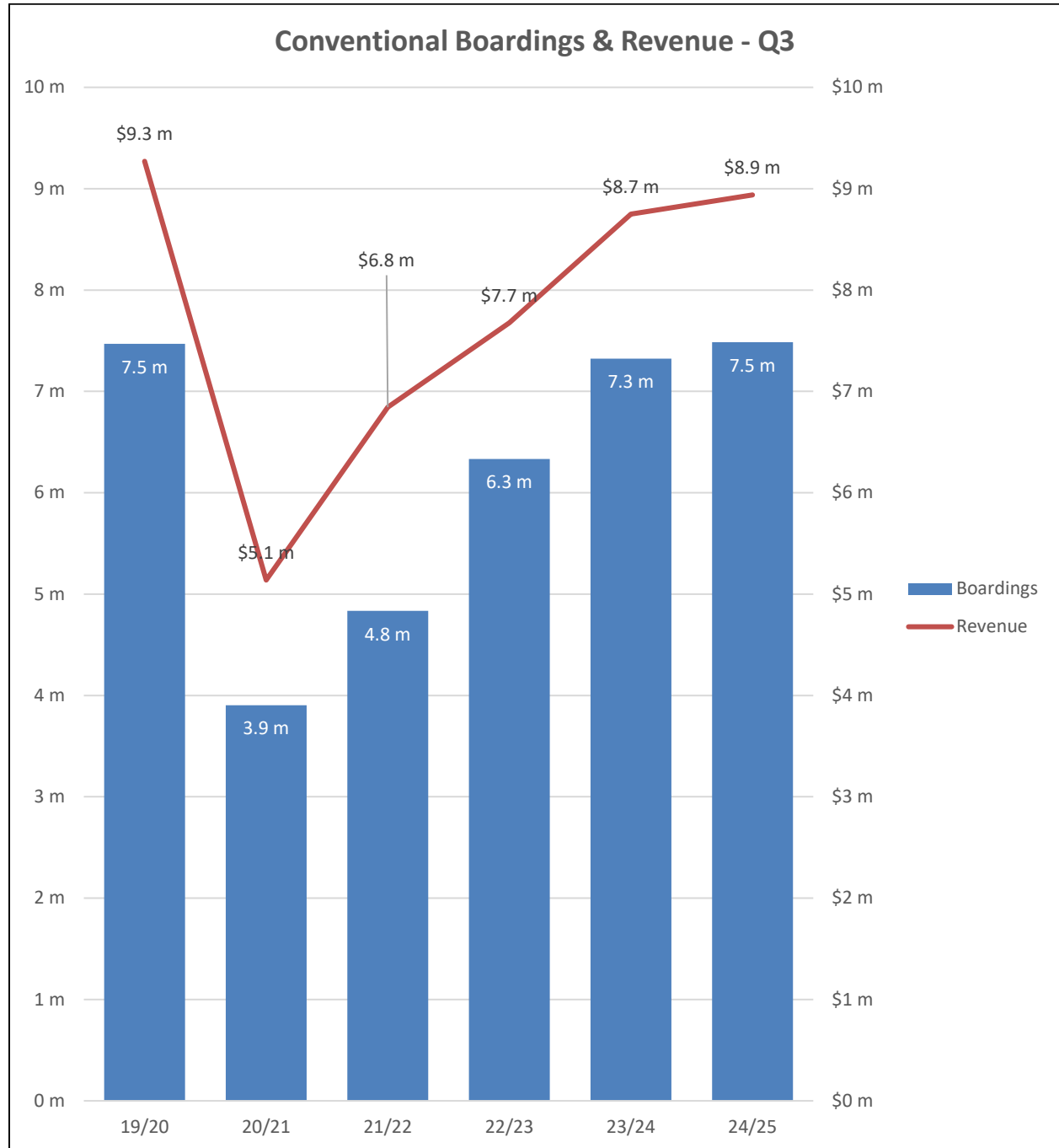
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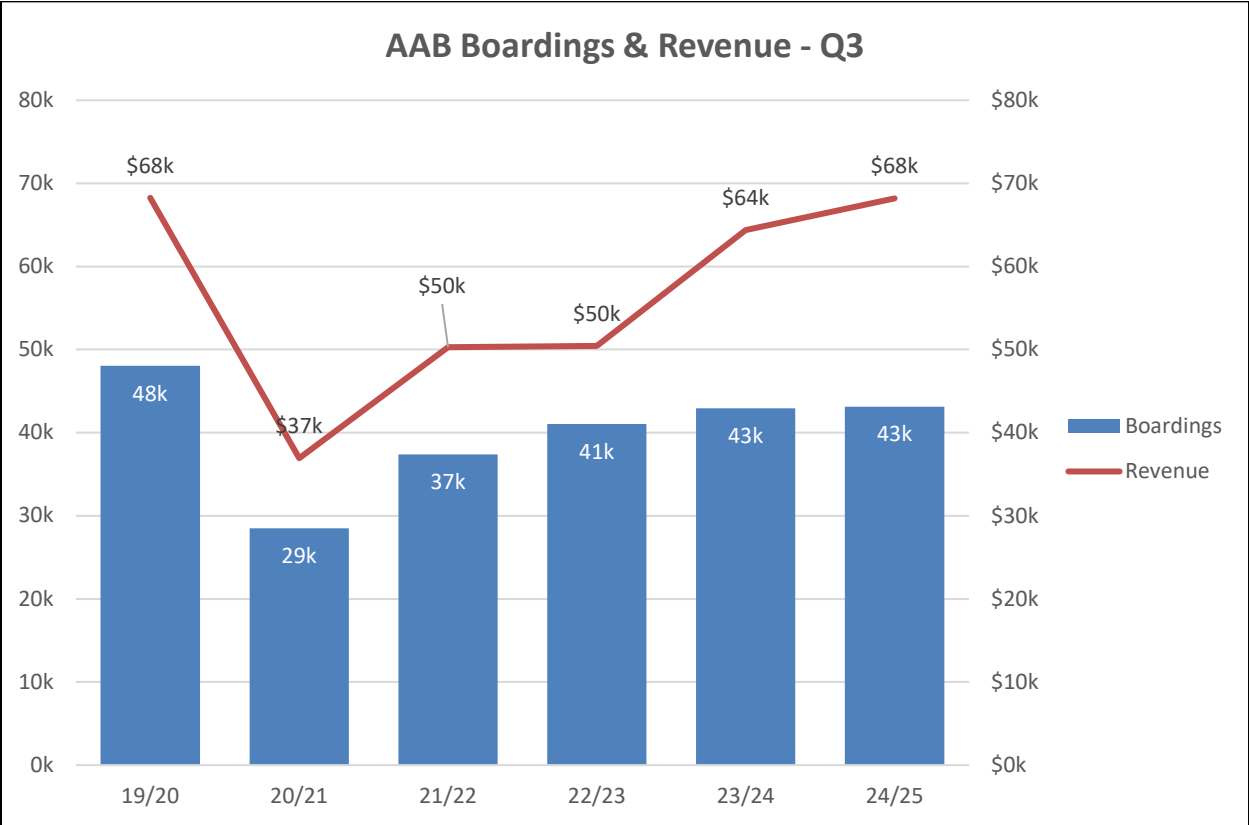
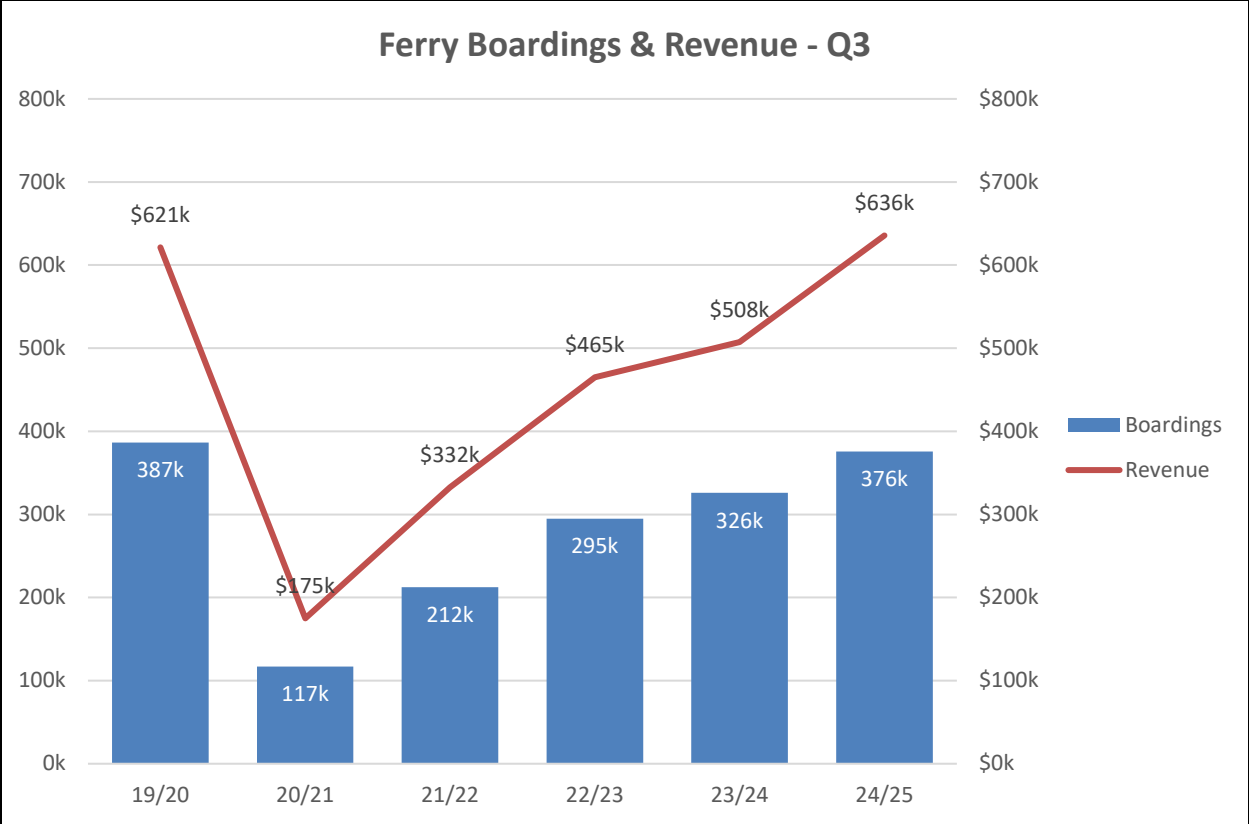
## Boardings & Revenue

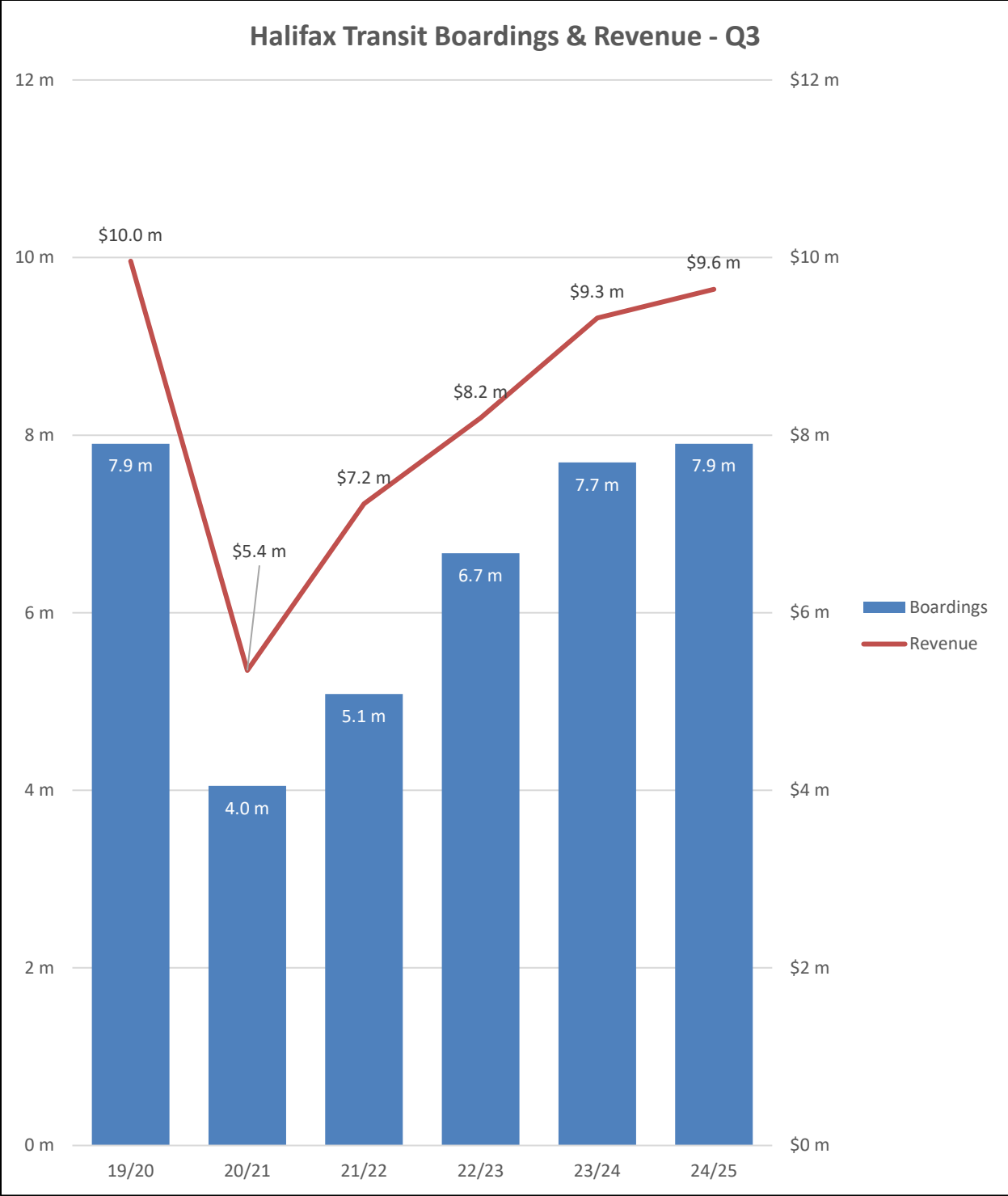
Revenue and boardings are reported to demonstrate how well transit services have been used over the quarter, in comparison to the same quarter in the previous year.

Conventional boardings increased 2%, ferry boardings increased 15%, and Access-A-Bus boardings increased <1% from this quarter last year. Overall, system wide boardings increased this quarter by 3% compared to last year. Overall revenue this quarter increased 3% from last year.

## Historical Boardings & Revenue



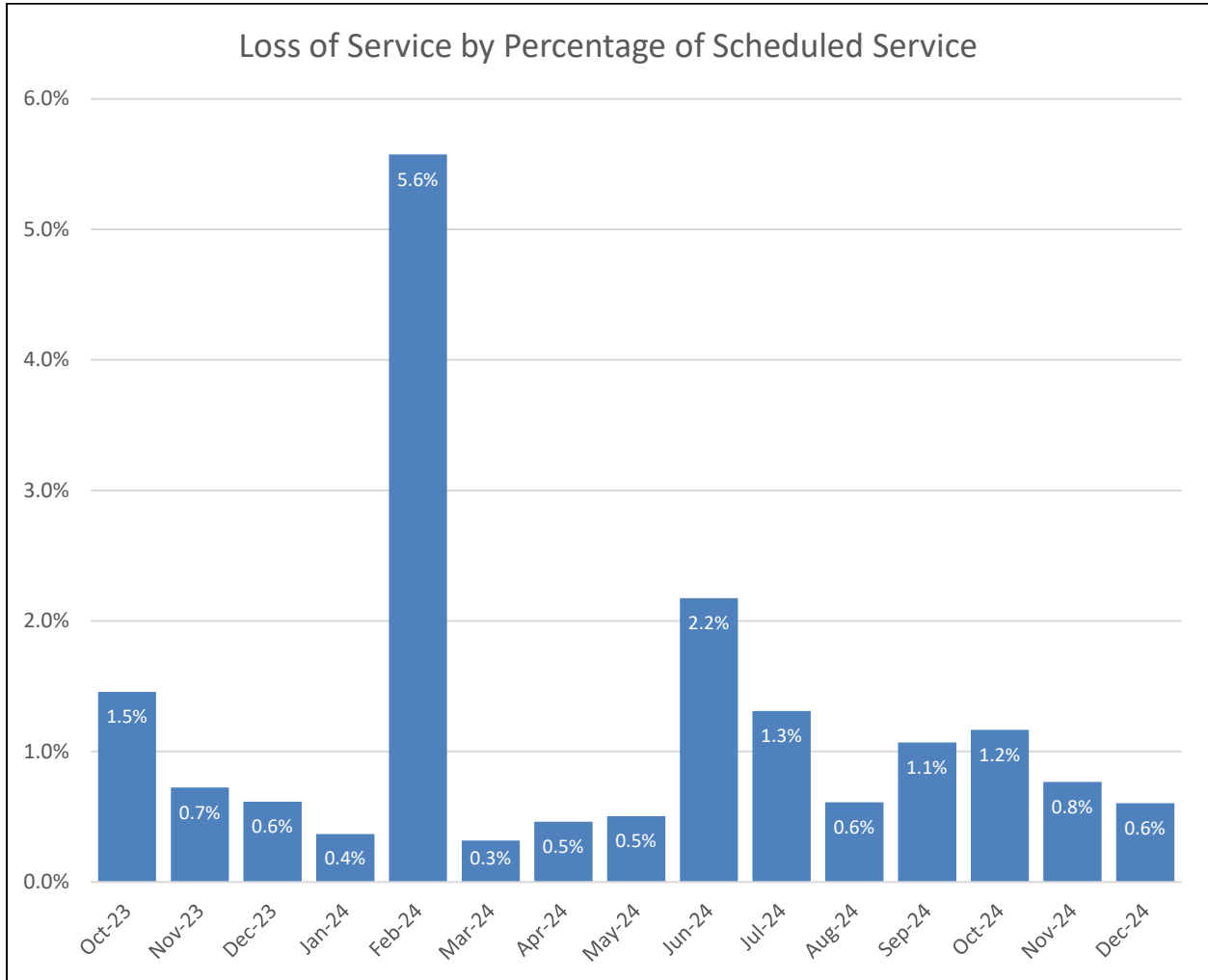




## Loss of Service

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

In the third quarter, the total loss of service was 1,896 hours, which is 0.8% of the quarterly revenue hours. The chart below shows the total loss of service for each month for the past year.



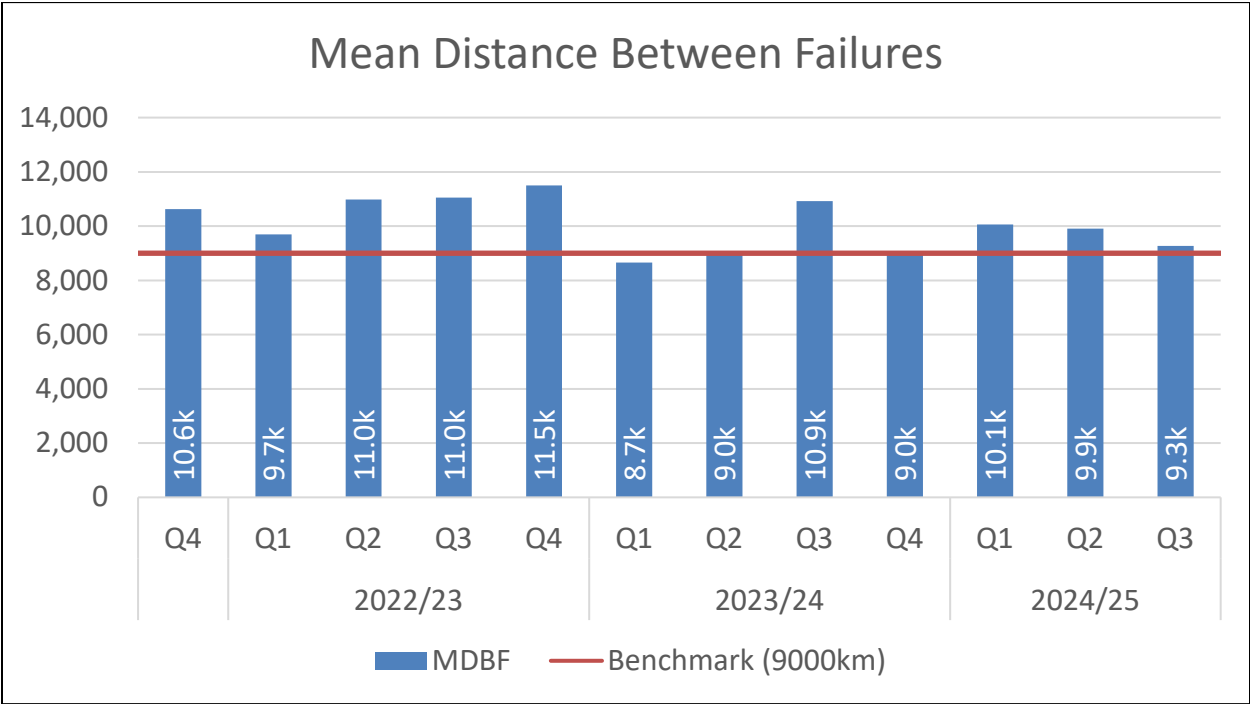


# Fleet Services

## 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.

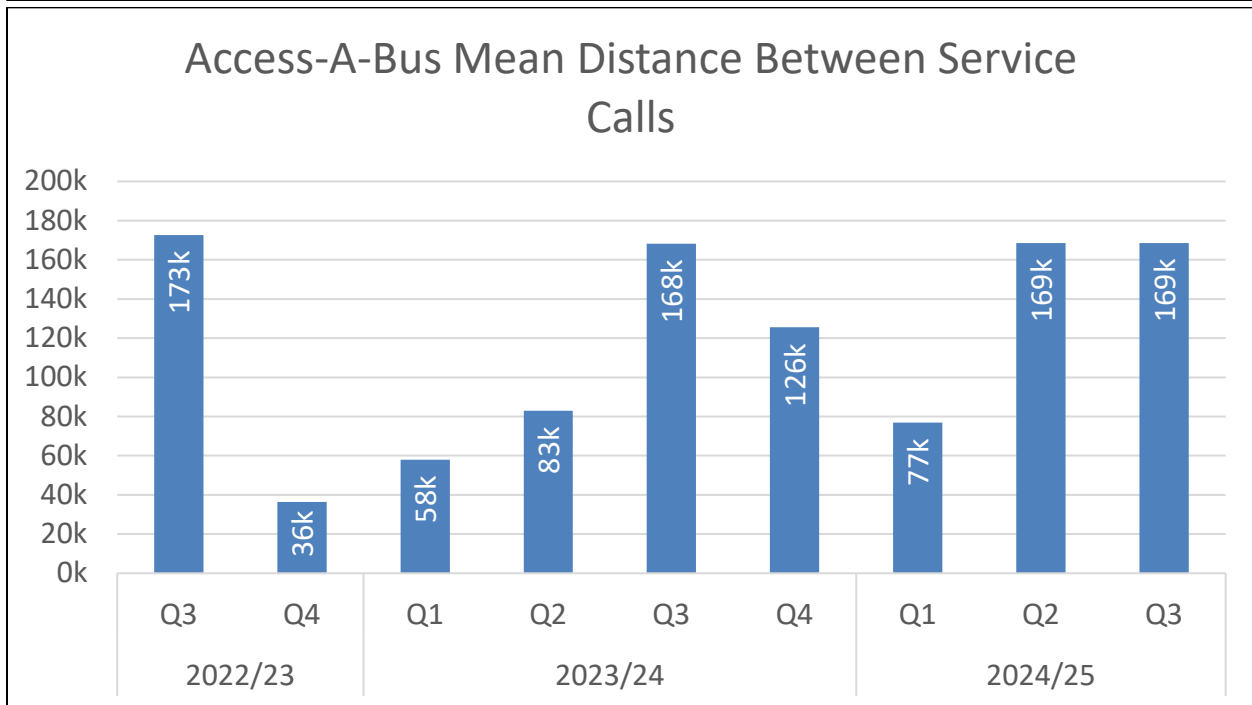
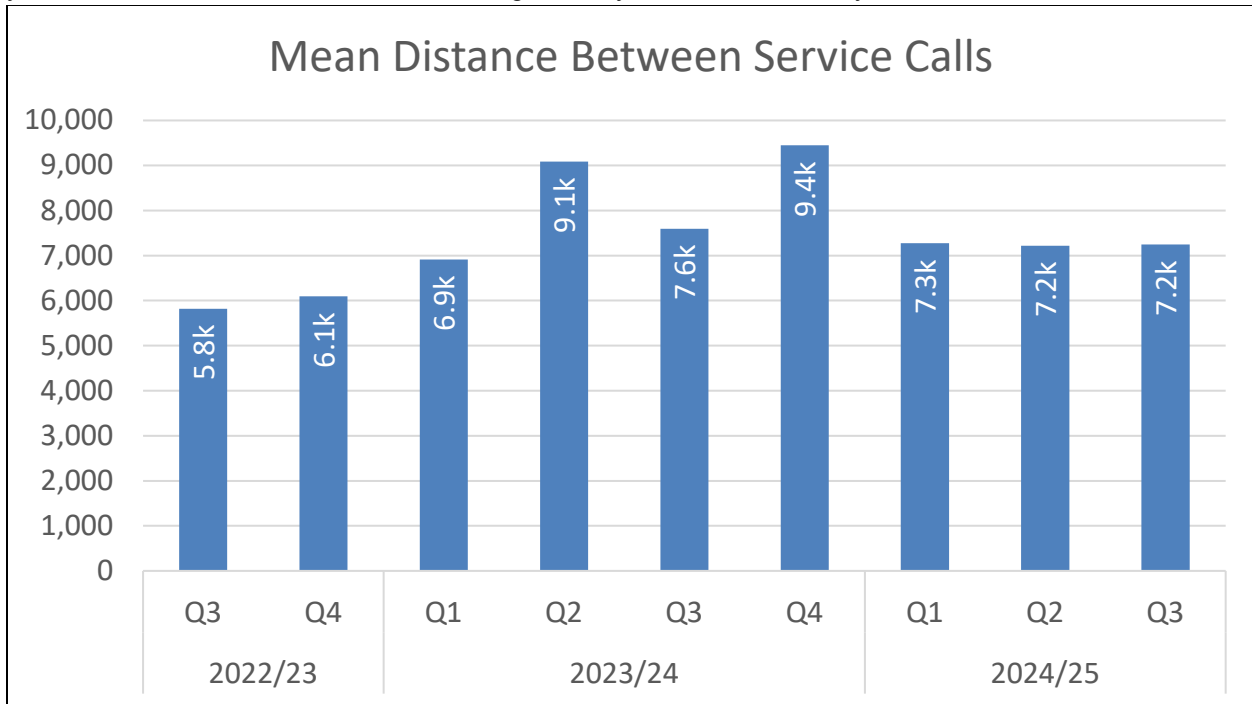
For the third quarter of 2024/25, the MDBF for conventional transit was 9,273 kms, exceeding the benchmark of 9,000 kms.



## Mean Distance Between Service Calls

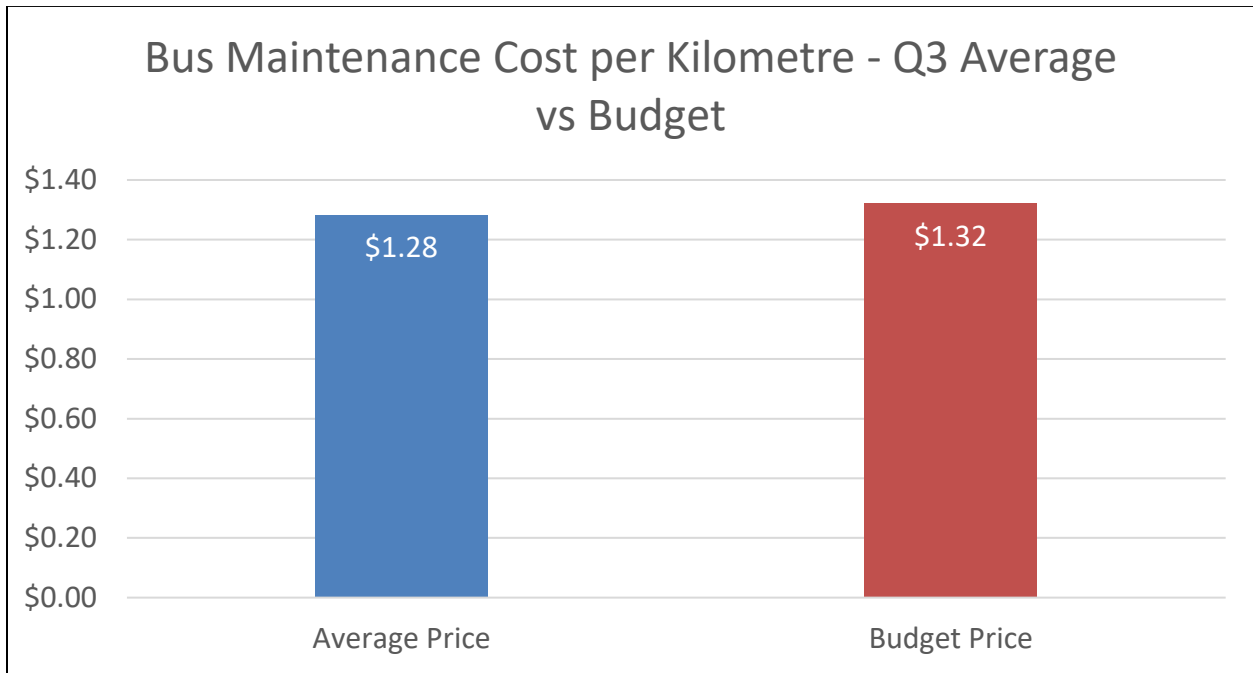
Mean Distance Between Service Calls (MDBS) reflects the average distance in kilometres covered between maintenance service calls. This metric includes all instances of service calls, including issues with secondary equipment, passenger-related events and damages to the bus resulting from minor collisions.

For the third quarter of 2024/25, the MDBS for conventional transit was 7,250 kms, a decrease of 5% from the previous year. The MDBS for Access-A-Bus service was 88,400 kms, a 47% decrease from the previous year. Access-A-Bus MDBS can fluctuate significantly due to the relatively low number of service calls.



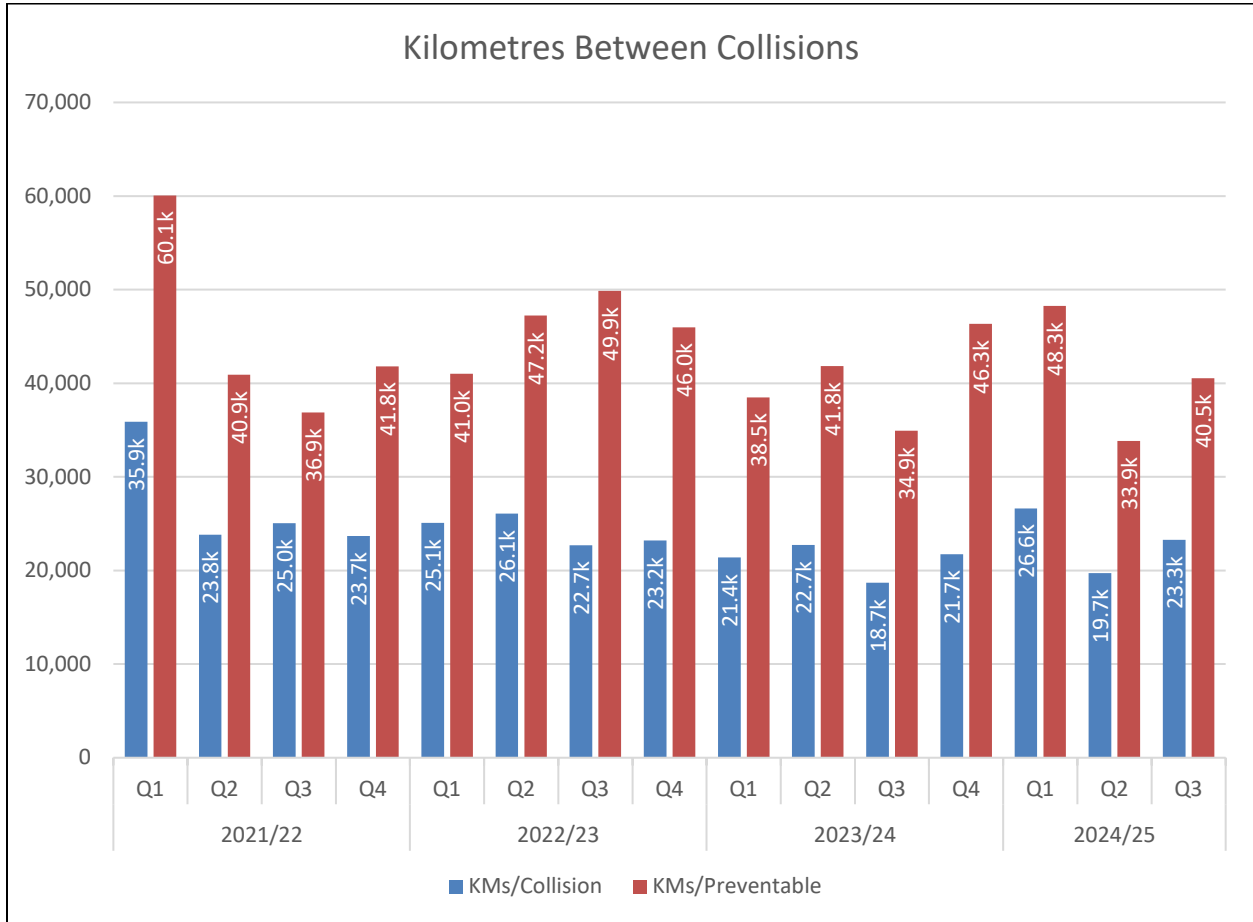
### Bus Maintenance Cost – Quarter Average vs Budget

In the third quarter conventional and Access-A-Bus maintenance costs were \$1.28/km, 3% lower than the budgeted maintenance cost of \$1.32/km.



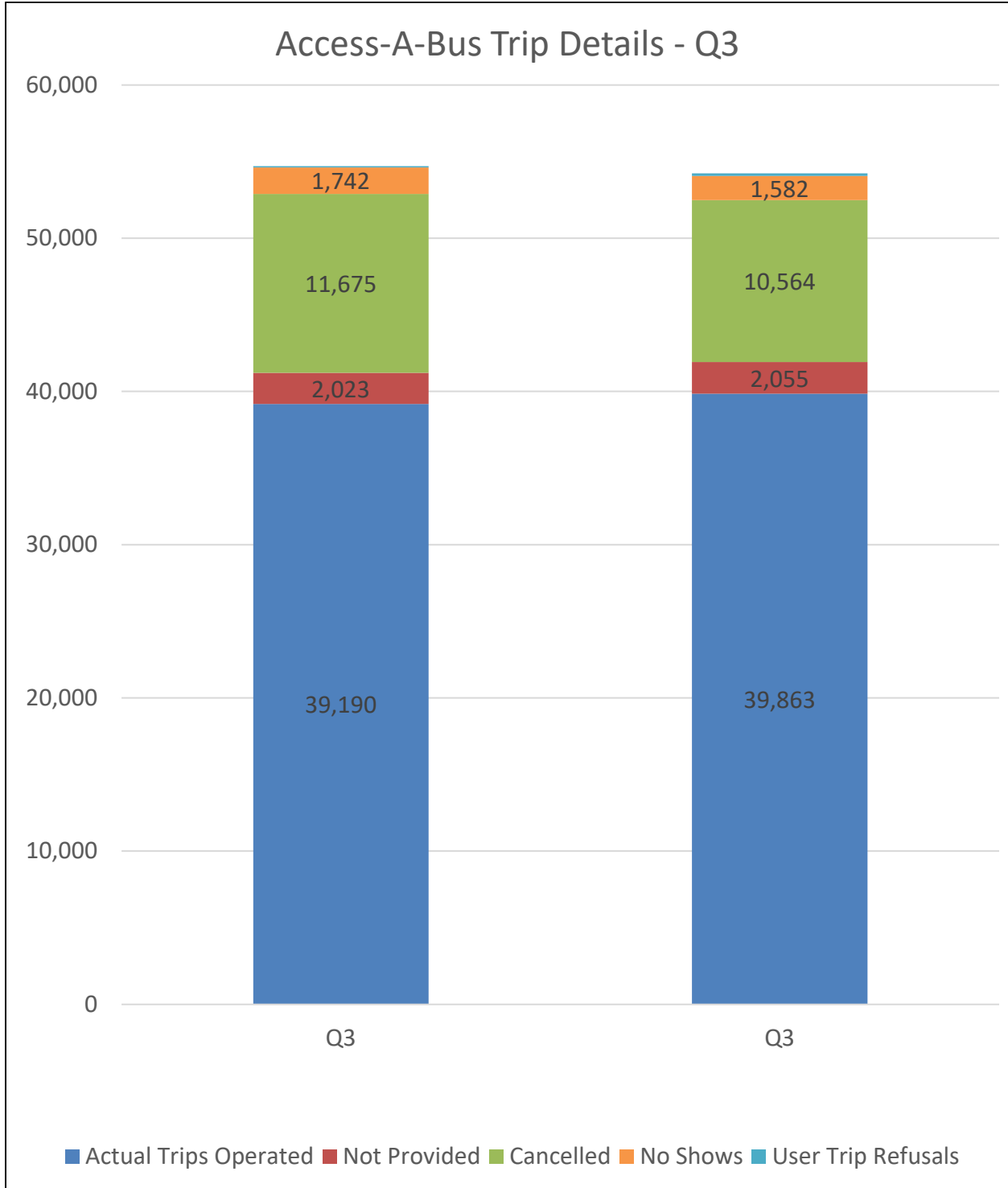
## Safety – Collisions

In the third quarter, a collision involving Halifax Transit vehicles occurred once every 23,300 kilometres; a preventable collision occurred every 40,500 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 third quarter of 2024/25 a total of 39,396 trips were operated, 2% more than the same quarter last year.



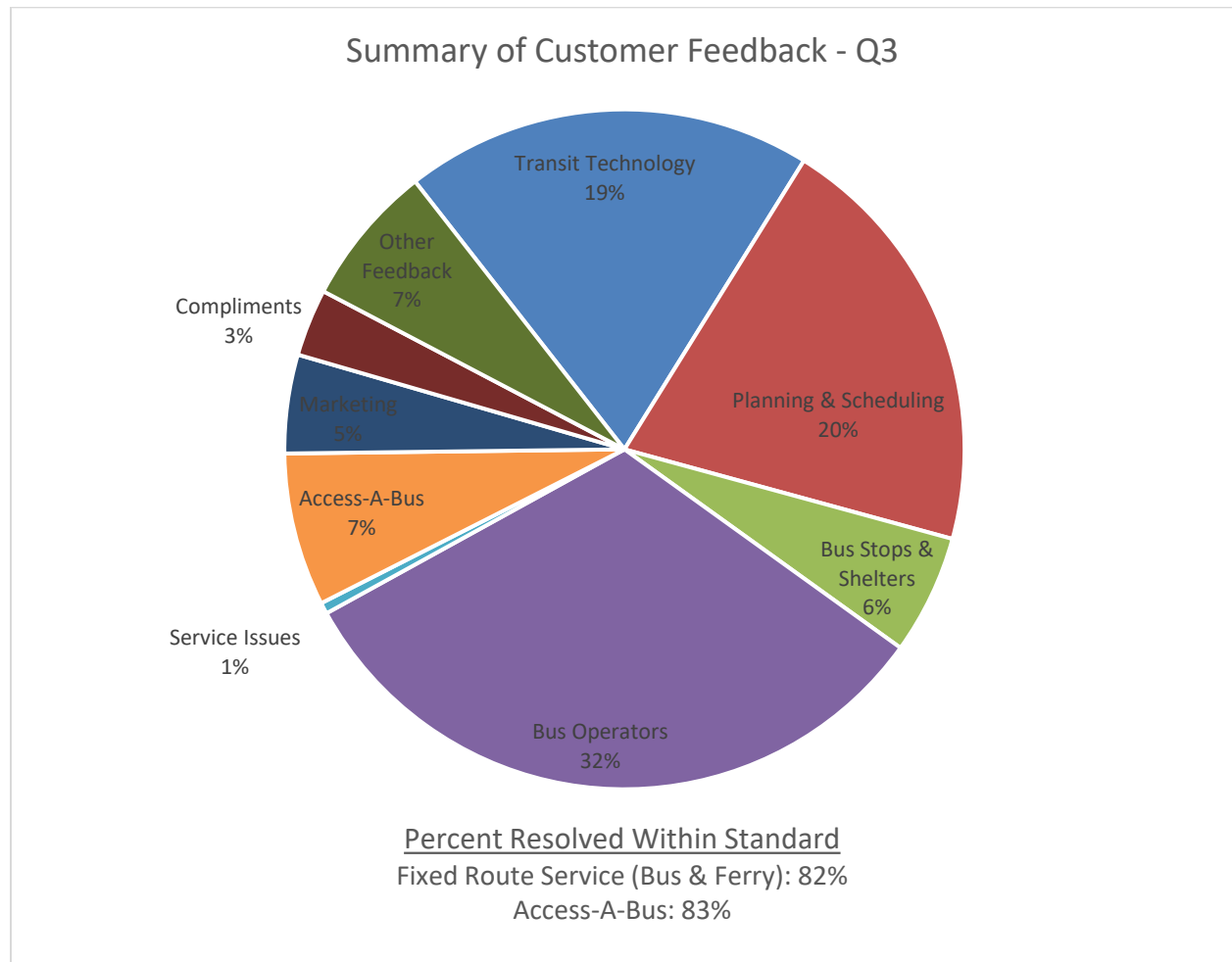
## Customer Service – All Services

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.

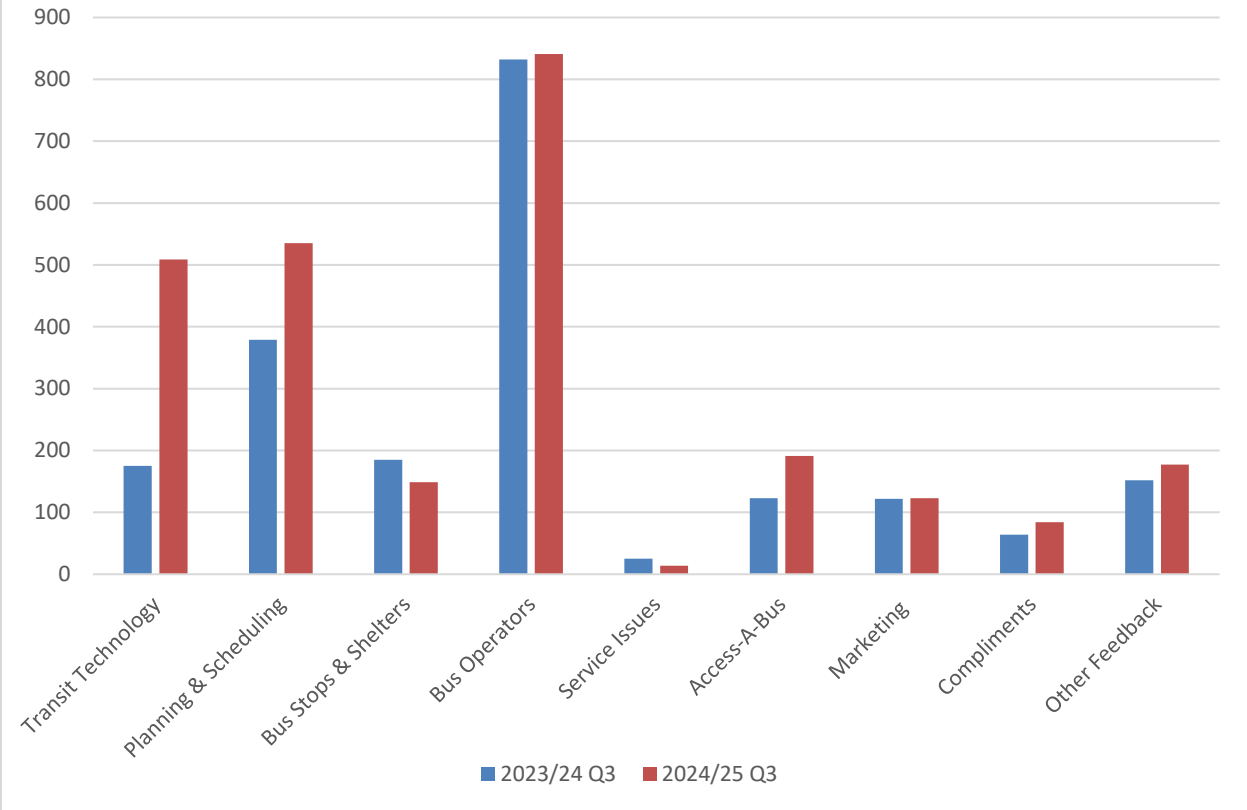
5 Days – Access-A-Bus, Accessibility on Conventional Bus, Bus Operator Compliments, Ferries, Infrastructure, Prohibited Conduct Policies, Technology, Vehicle Related.

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

In the third quarter, 32% of feedback received was related to Bus Operator Driving and Behaviour. The remaining 68% 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, 82% of customer feedback was addressed within standard.

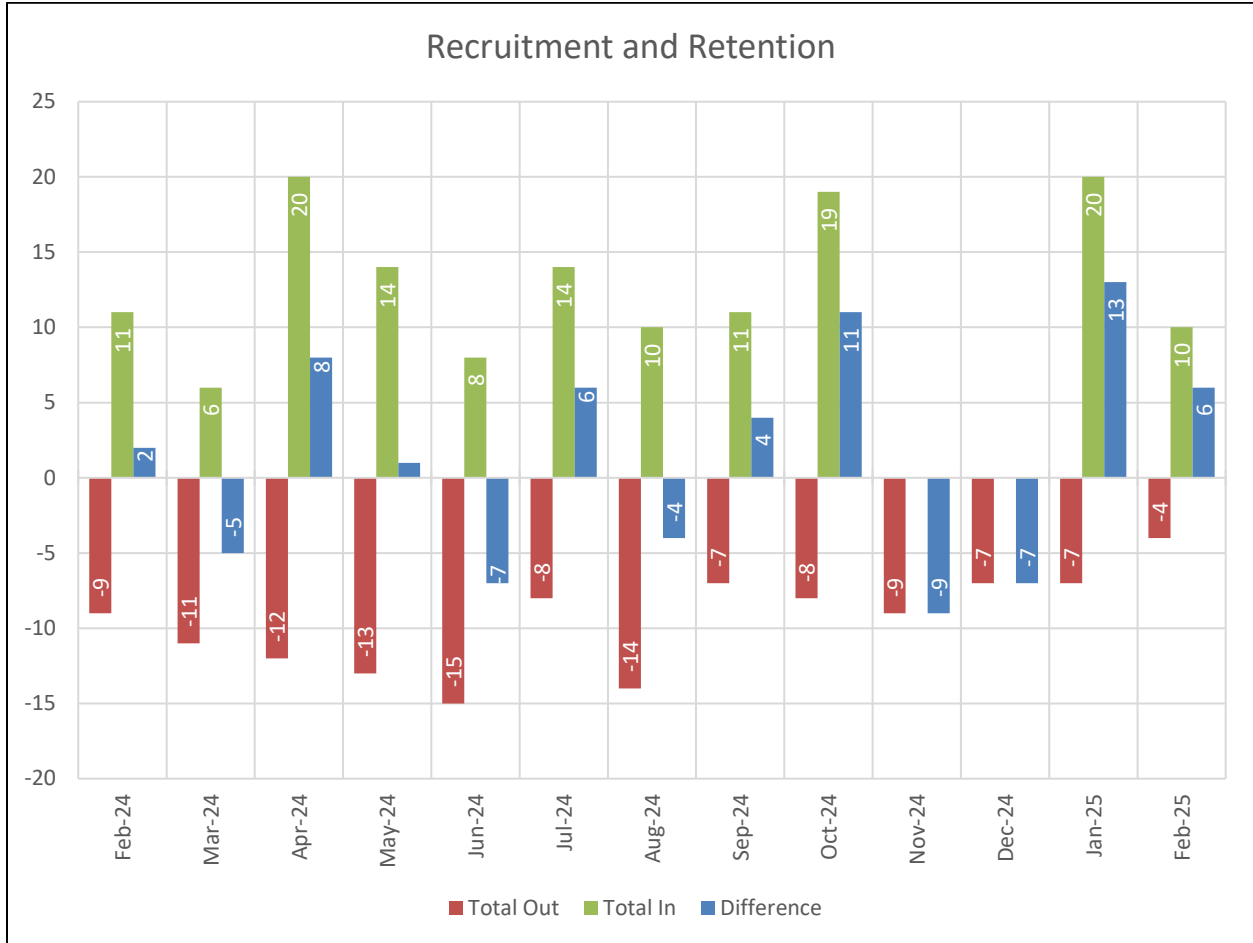


### Customer Feedback Comparison - Q3



## 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.





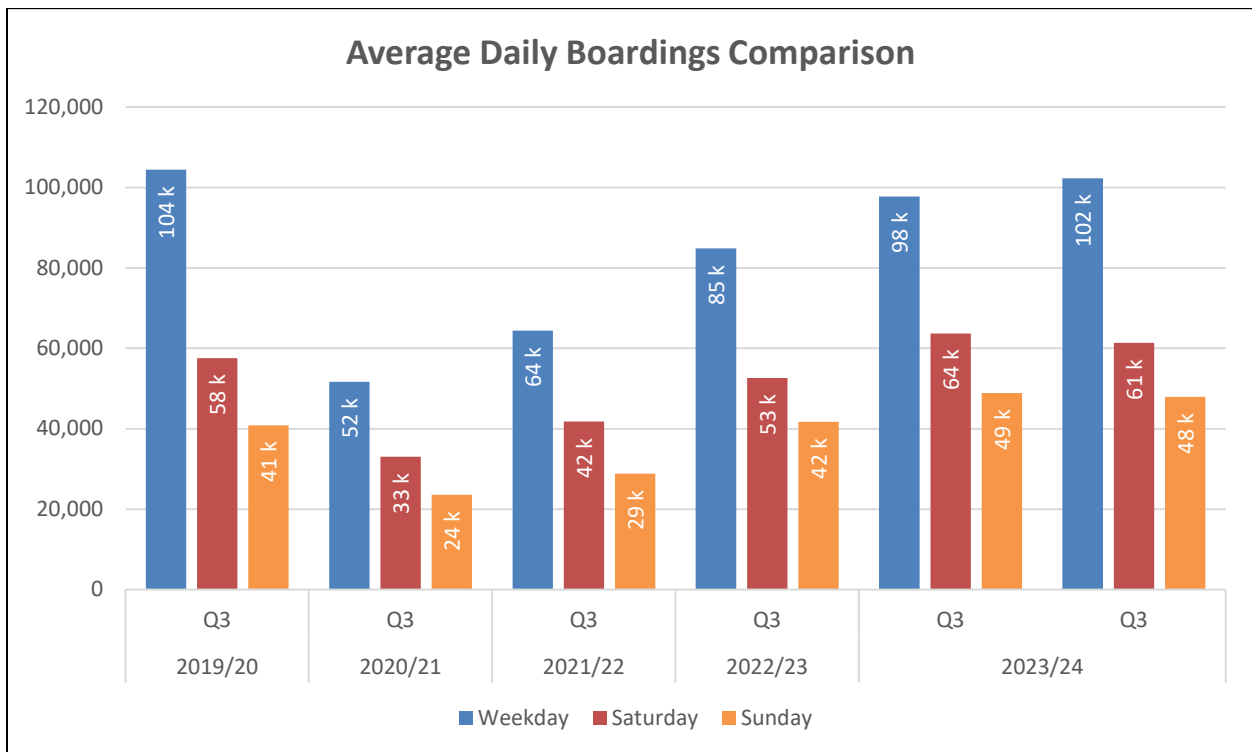
## Service Utilization

### Average Daily Boardings by Service Day

Average weekday boardings on conventional bus and ferry services in the third quarter were 102,254 ± 12,169 (12% variance). Average Saturday boardings this quarter were 61,377 ± 10,054 (16% variance). Average Sunday boardings this quarter were 47,935 ± 4,497 (9% 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 5% compared to the previous year; Saturday boardings decreased 4% and Sunday boardings decreased 2%.



### 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 Q3 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	7,490	●	47	●	52	●	54	●	35
2	4,943	●	46	●	42	●	46	●	32
3	7,388	●	55	●	45	●	55	●	37
4	5,530	●	45	●	44	●	46	●	36
5	4,070	●	52	●	42	●	50	●	33
6A/B/C	3,405	●	43	●	38	●	43	●	25
7A/B	5,094	●	49	●	39	●	48	●	24
8	4,748	●	40	●	35	●	46	●	27
9A/B	6,582	●	38	●	48	●	51	●	31
10	4,831	●	44	●	55	●	47	●	31
21	1,277	●	37	●	36	●	51	●	27
22	822	●	33	●	29	●	33	●	12
24	1,961	●	32	●	36	●	40	●	23
25	785	●	35	●	36	●	40	●	25
26	64	●	26			●	23		
28	2,207	●	47	●	50	●	63	●	40
29	3,035	●	36	●	38	●	35	●	21
30A/B	1,385	●	38	●	41	●	58	●	25
39	1,811	●	53	●	30	●	45	●	26
50	77	●	22			●	15		
51A/B	941	●	46	●	43	●	26	●	21
53	1,208	●	43	●	35	●	45	●	24
54	1,098	●	30	●	39	●	42	●	20
55	434	●	27	●	26	●	31	●	13
56	1,526	●	35	●	30	●	47	●	20
58	213	●	6	●	19	●	17	●	5
59	144	●	19	●	13	●	10	●	10
61	227	●	15	●	18	●	13	●	9
62	605	●	26	●	28	●	33	●	14
63	580	●	26	●	28	●	28	●	15
64	895	●	26	●	14	●	19	●	10
65	197	●	30	●	37	●	8	●	10
67	842	●	26	●	34	●	30	●	13
68	306	●	10	●	28	●	25	●	10
72	2,014	●	42	●	31	●	46	●	21
82	305	●	18	●	21	●	21	●	9
83	123	●	12	●	10	●	11	●	6
84	1,079	●	21	●	21	●	20	●	11
85	221	●	14	●	31	●	19	●	13
86	147	●	10	●	11	●	12	●	8
87	1,629	●	42	●	24	●	38	●	21
88	284	●	34	●	17	●	25	●	11
90	3,350	●	33	●	38	●	34	●	26
91	1,218	●	27	●	40	●	42	●	27
93	268	●	24	●	10	●	24	●	15
401	150	●	13	●	14	●	19	●	10
415	70	●	8	●	11	●	13	●	
433	111	●	18			●	15	●	8

2024/25 Q3 Ridership Guidelines by Route				
Route	Saturday		Sunday	
	Boardings	Pass/Hour	Boardings	Pass/Hour
<i>Ridership Guideline</i>		<b>15</b>		<b>10</b>
1	5,843	● 50	3,694	● 39
2	4,464	● 43	3,039	● 42
3	4,097	● 47	3,858	● 40
4	2,403	● 49	2,105	● 46
5	3,079	● 40	1,844	● 42
6A/B/C	1,665	● 34	1,332	● 29
7A/B	3,001	● 29	1,873	● 27
8	3,763	● 38	2,957	● 33
9A/B	3,495	● 52	2,843	● 44
10	3,274	● 44	1,736	● 36
21	1,270	● 30	787	● 39
22	535	● 18	481	● 14
24	1,784	● 31	1,411	● 26
25	523	● 39	515	● 39
28	1,965	● 43	1,076	● 45
29	1,763	● 29	1,377	● 25
30A/B	886	● 26	619	● 35
39	1,380	● 28	696	● 32
51A/B	568	● 30	300	● 33
53	989	● 29	509	● 34
54	587	● 25	407	● 20
55	353	● 24	232	● 16
56	1,451	● 29	977	● 27
58	118	● 8	82	● 5
59	129	● 20	80	● 13
61	204	● 12	168	● 10
62	372	● 24	331	● 21
63	320	● 20	239	● 16
65	121	● 12	101	● 11
67	342	● 21	251	● 15
68	259	● 14	179	● 12
72	1,544	● 27	773	● 26
82	243	● 15	182	● 11
83	109	● 10	85	● 8
84	435	● 14	346	● 12
85	126	● 14	108	● 14
86	127	● 9	106	● 9
87	1,060	● 21	514	● 20
88	268	● 19	166	● 13
90	1,897	● 28	1,191	● 34
91	658	● 29	567	● 27
401	58	● 12	48	● 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

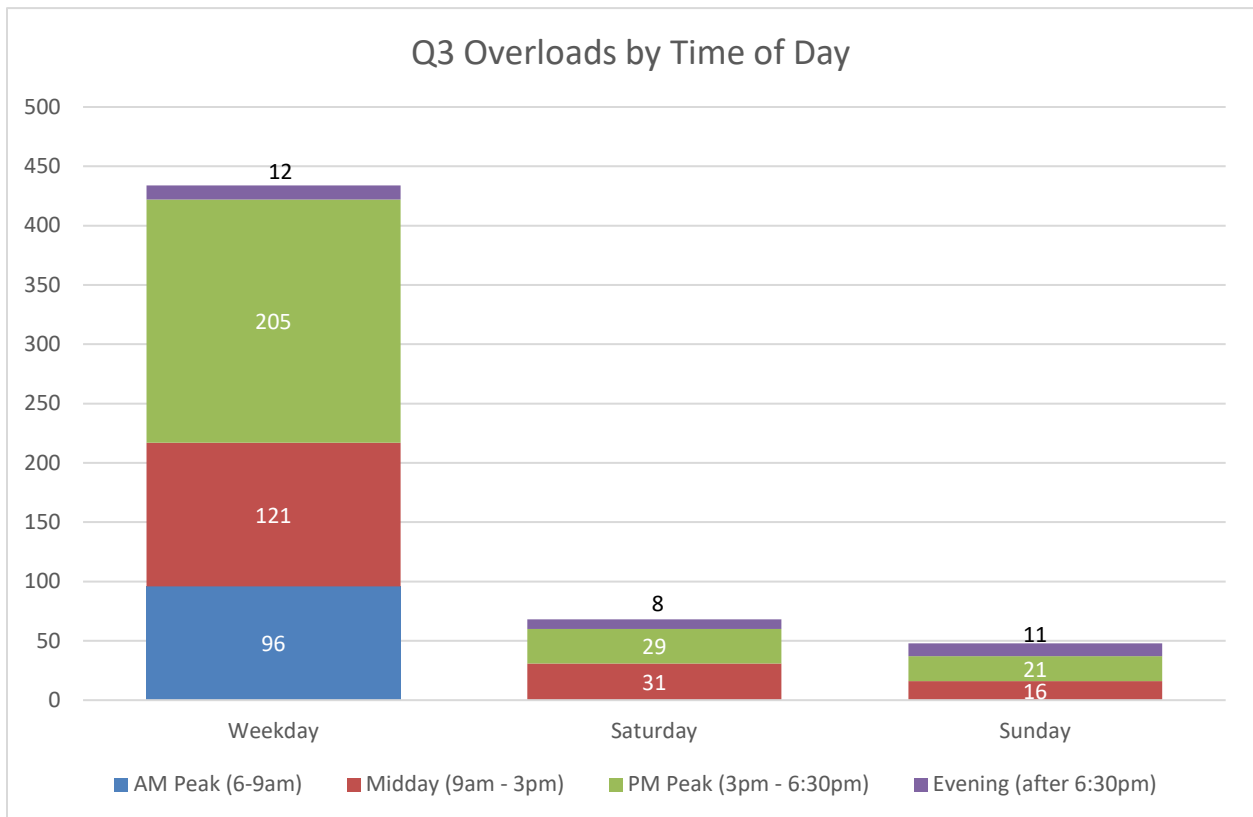
Red = More than 50% below Ridership Guideline

2024/25 Q3 Express Route Ridership Guidelines by Route			
Route	Weekday Peak	Passengers per Trip	
	Boardings	AM Peak	PM Peak
<b>Express Ridership Guideline</b>		<b>20</b>	<b>20</b>
123	369	 31	 27
127	336	 25	 20
135	440	 33	 31
136	596	 41	 35
137	315	 25	 28
138	451	 36	 30
158	213	 32	 22
159	346	 27	 20
161	323	 27	 28
165	281	 30	 27
168A/B	615	 31	 26
182	543	 25	 22
183	263	 23	 21
185	511	 28	 24
186	302	 26	 25
192	149	 13	 13
194	241	 33	 28
196	110	 32	 24
<b>Regional Express Ridership Guideline</b>		<b>15</b>	<b>15</b>
320	201	 11	 17
330	259	 17	 14
370	89	 9	 8

## Passenger Overloads

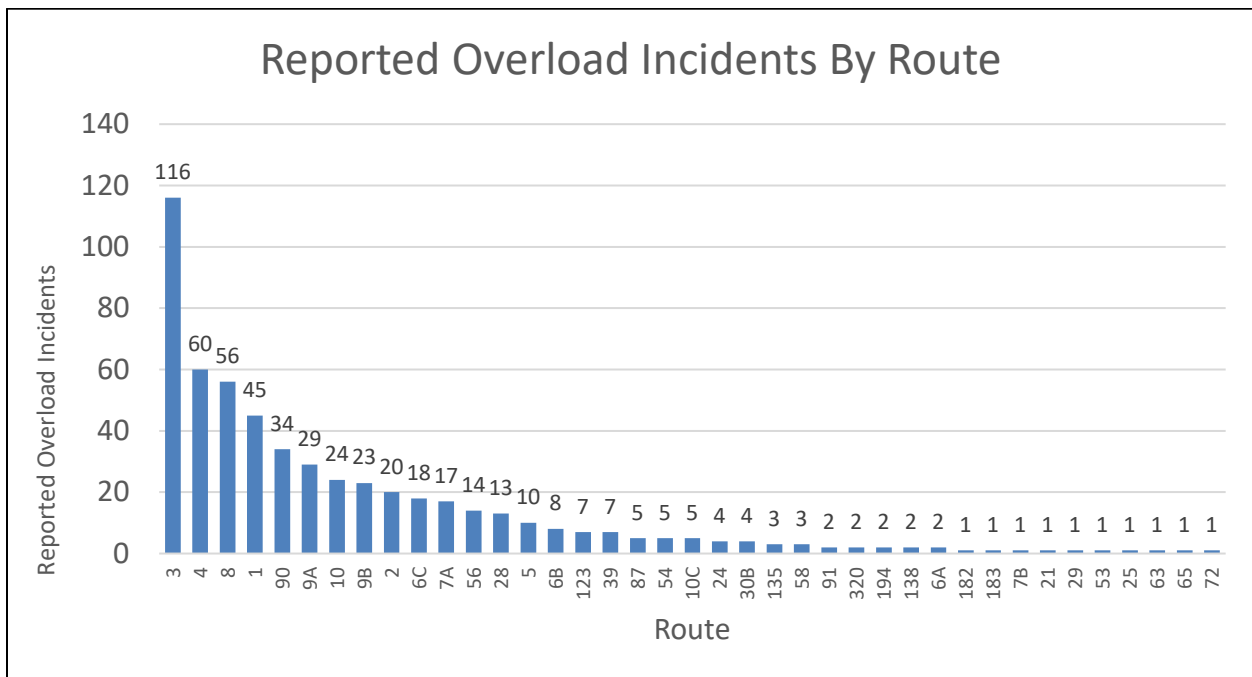
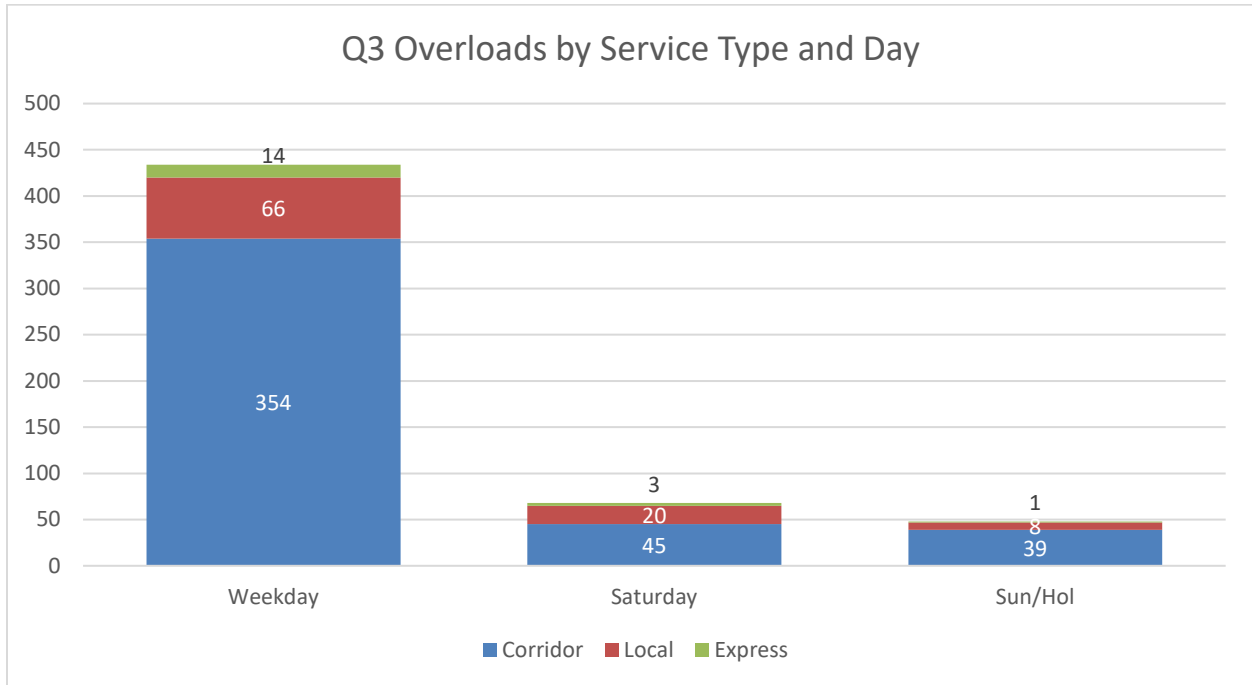
Halifax Transit tracks overloads that are reported to help match scheduling requirements to passenger demands. During the third quarter 550 overload incidents were reported on conventional buses, 21% fewer than the same quarter during the previous year.

Passenger overloads occur for a number of different reasons including temporary surges in passenger demand, interruptions to service delivery due to on-street issues or resource availability, or insufficient service levels for passenger demand. In Q3, 79% of overloads were reported on Weekdays, and most frequently occurred during PM Peak.

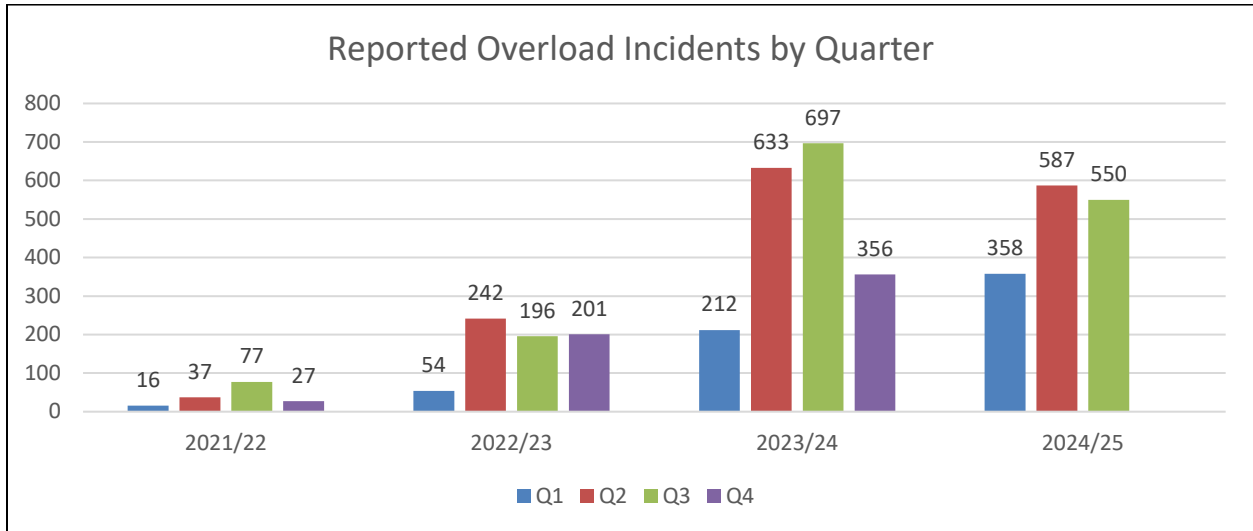


### Passenger Overloads by Route

Passenger overloads occurred primarily on Corridor routes, specifically Routes 1, 3, 4, 8, and 9. In the third quarter 80% of overloads occurred on Corridor routes, 17% on Local routes and 3% on Express routes.

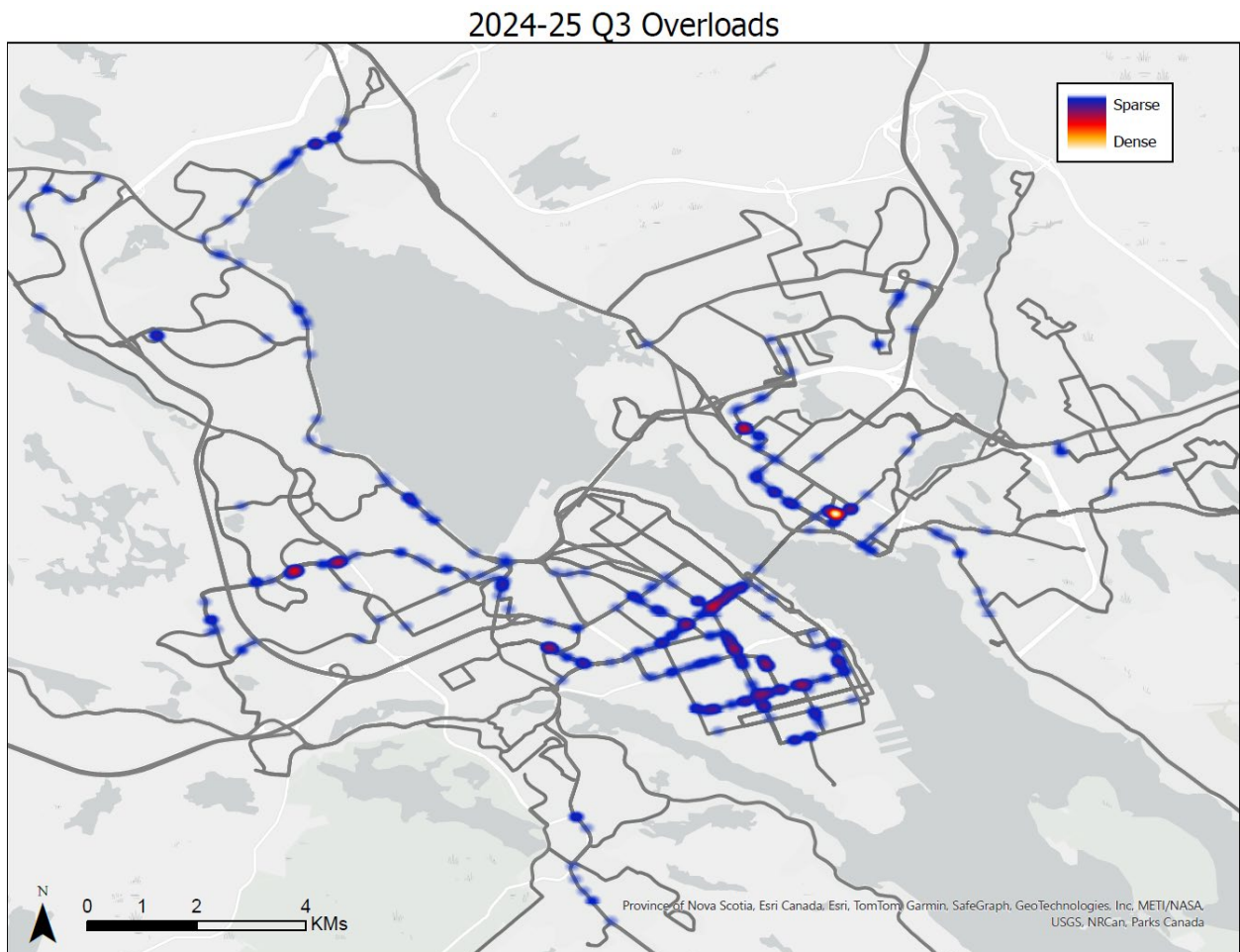


### Passenger Overloads by Quarter



### Passenger Overload Locations

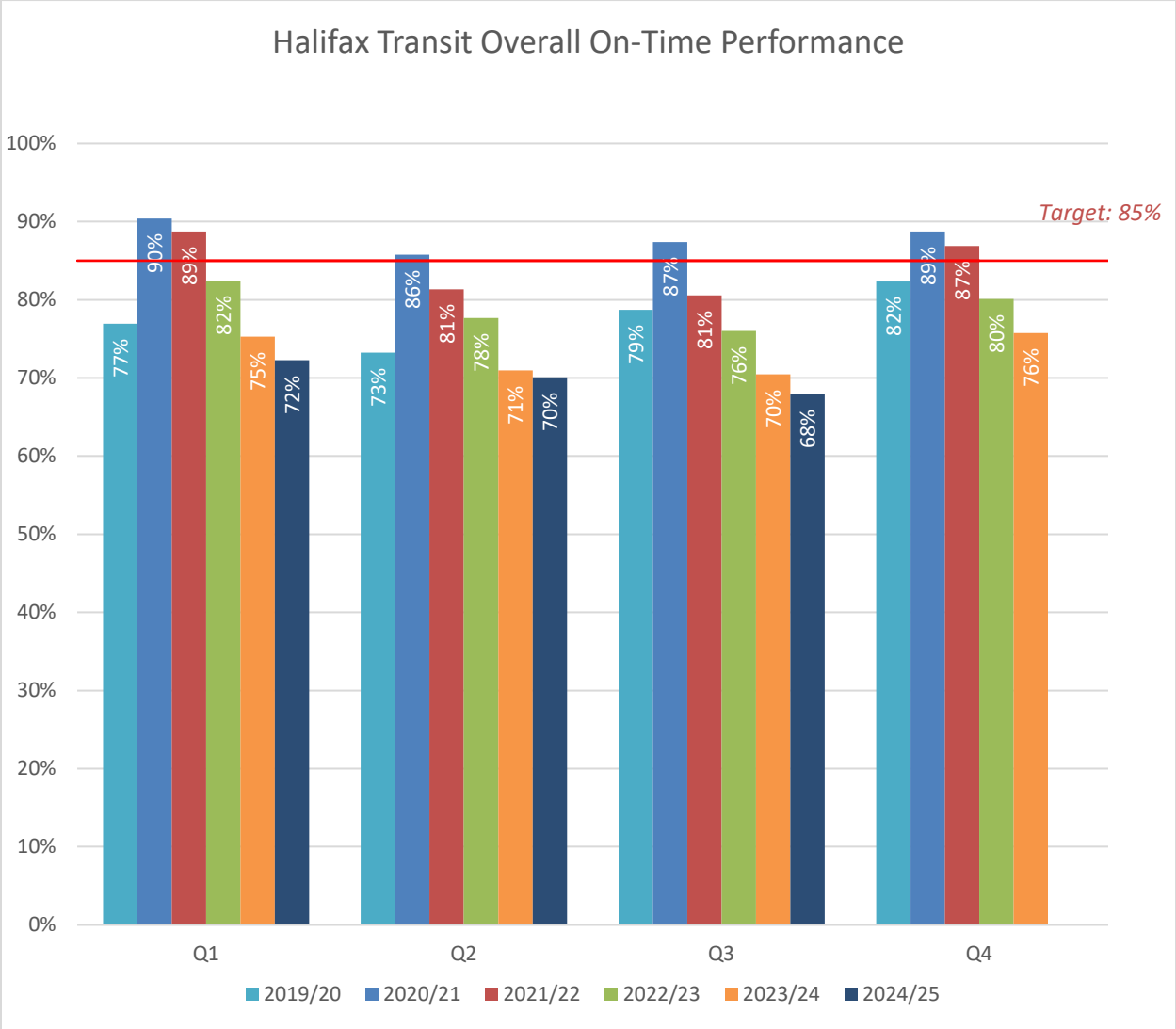
The map below shows locations where Halifax Transit vehicles became overloaded and were unable to pick up more passengers.



## On-Time Performance

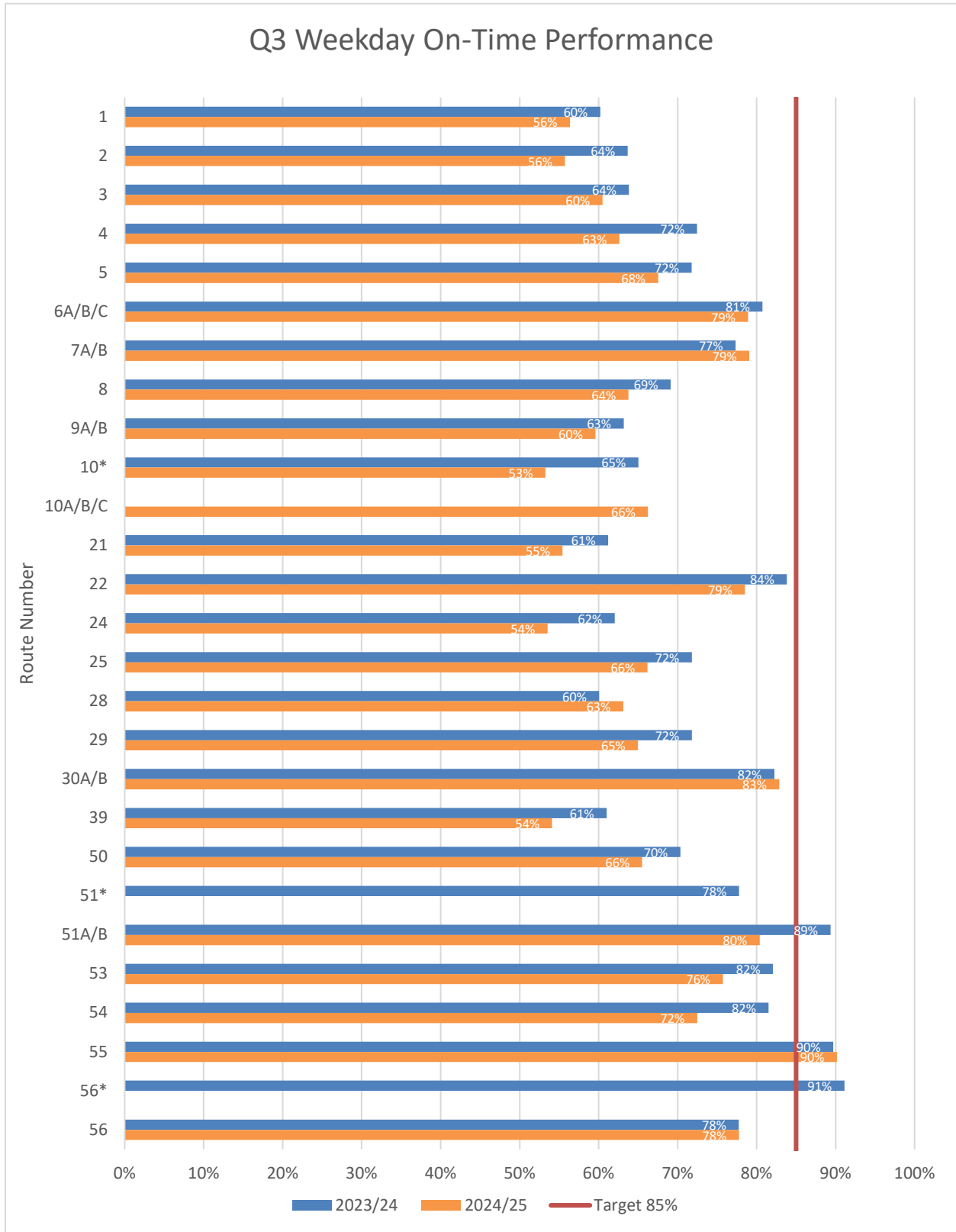
On-time performance is a measure of route reliability and is tracked monthly to demonstrate schedule adherence across the network of conventional bus routes. Terminals and selected bus stops along each route are classified as timepoints and have assigned and publicized scheduled arrival times. On-time performance demonstrates the percentage of observed timepoint arrivals that are between one minute early and three minutes late for conventional bus service.

### Overall Network On-Time Performance



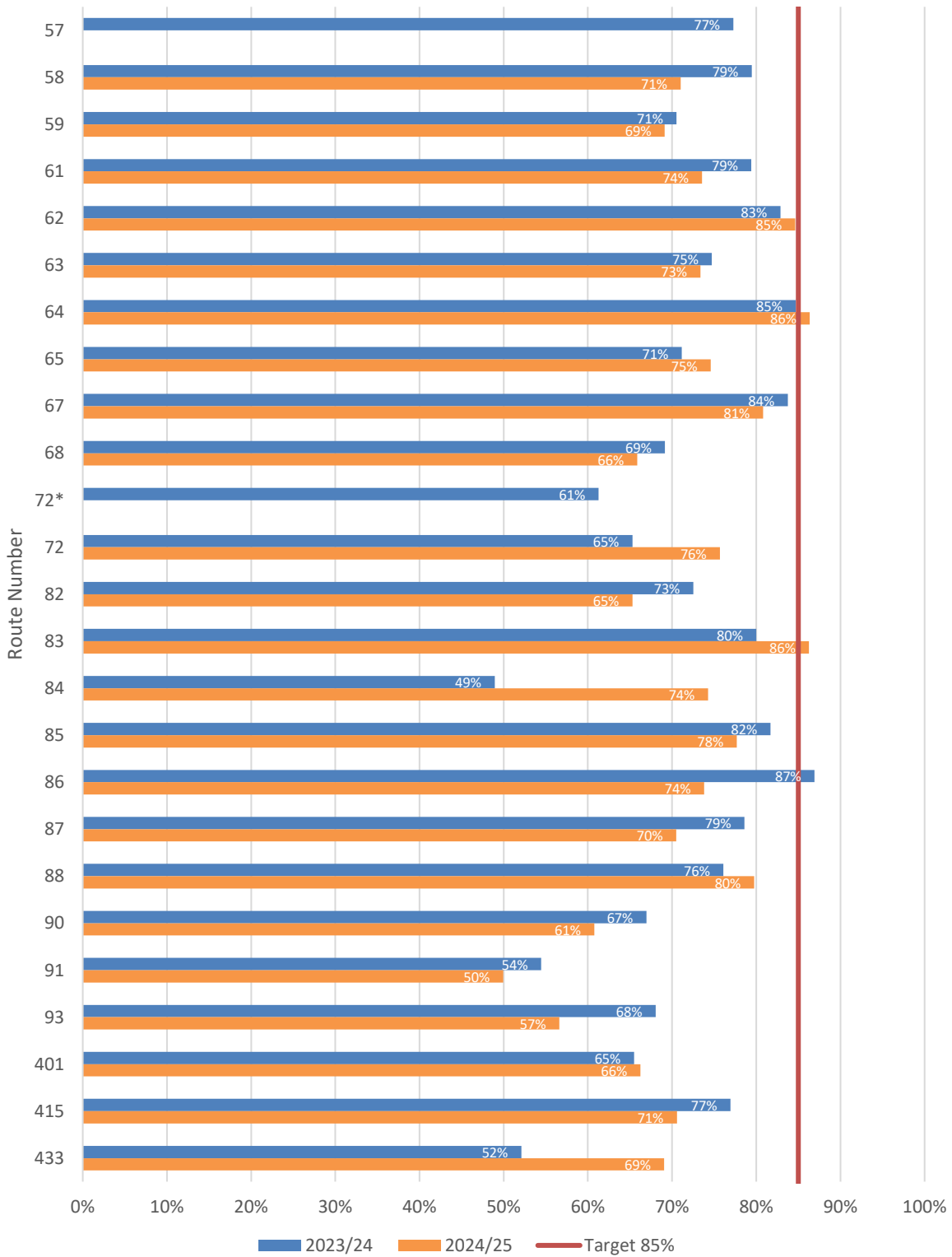


## Weekday On-Time Performance



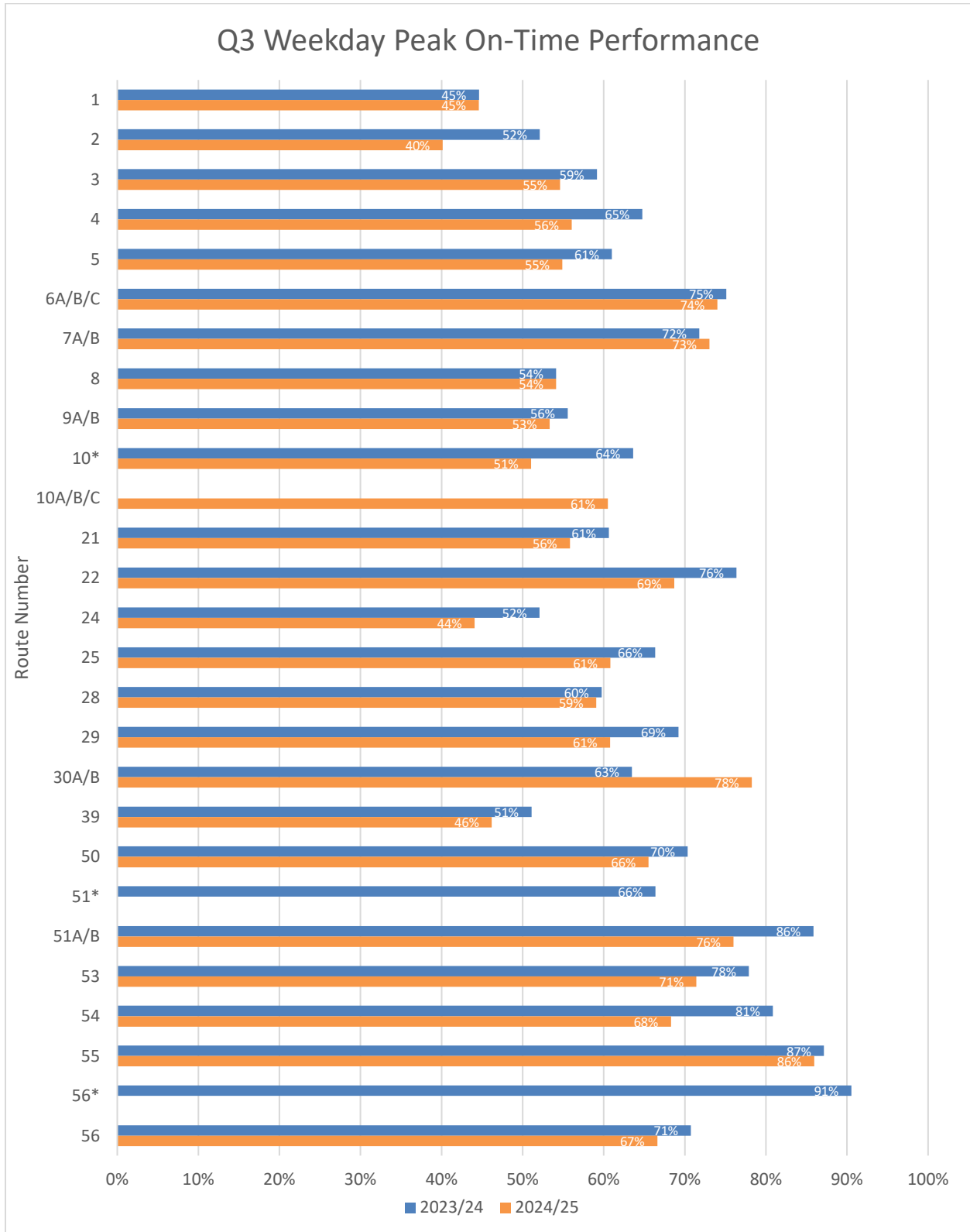
\*Indicates discontinued route

### Q3 Weekday On-Time Performance



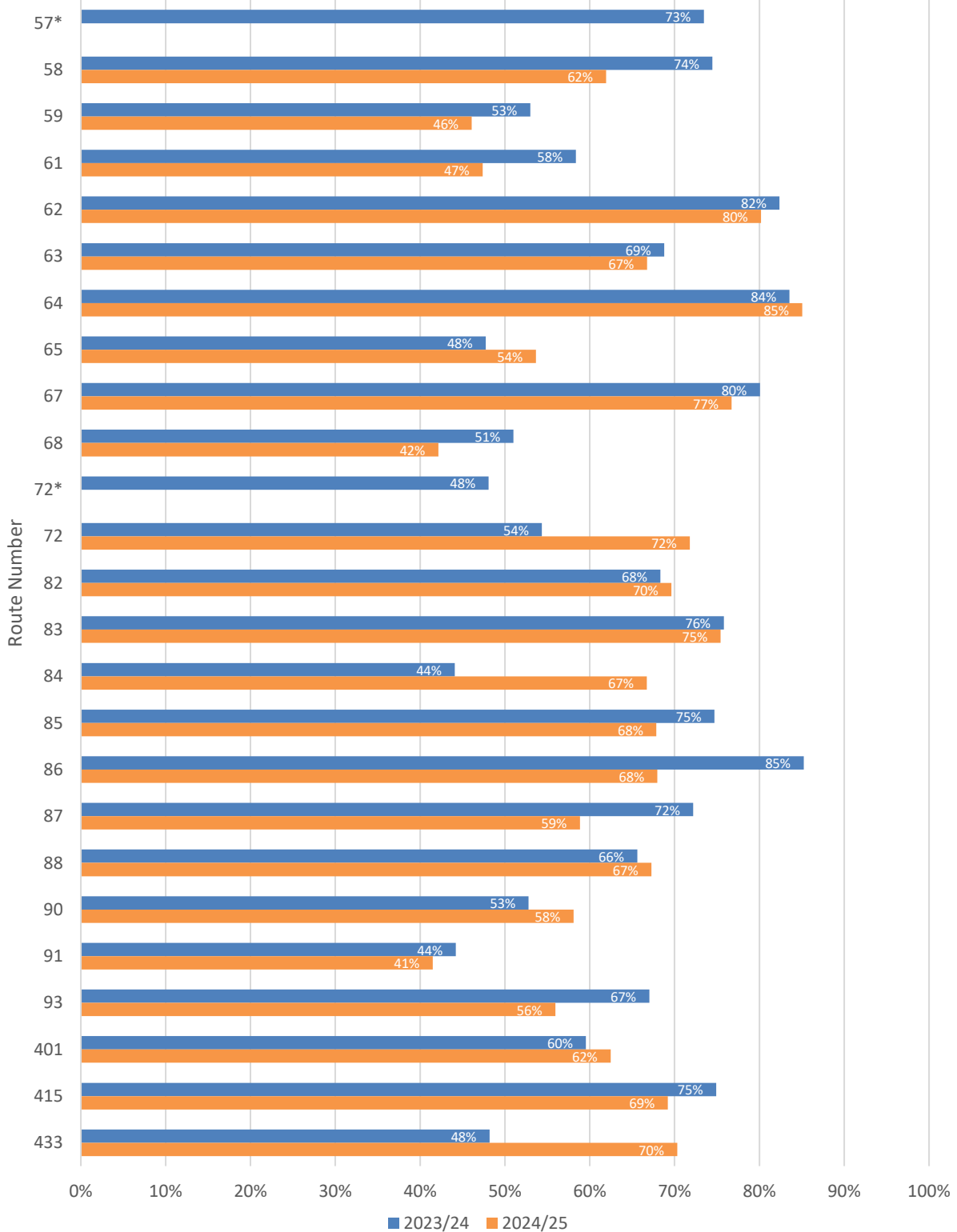
\*Indicates discontinued route

## Weekday Peak Period On-Time Performance



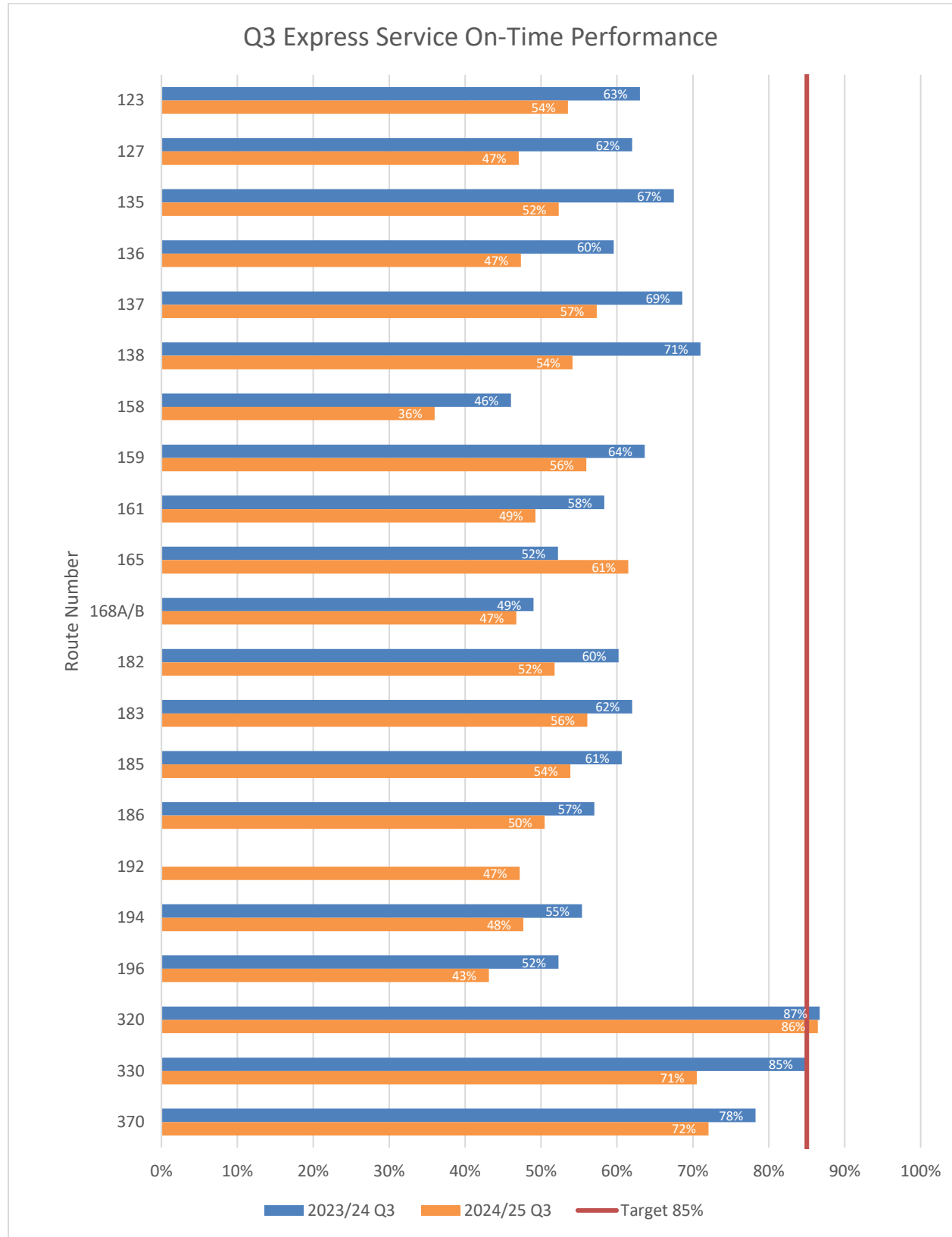
\*Indicates discontinued route

## Q3 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

